



Employer Commute Benefit Program Case Study

Employer

Capital One Financial Corporation

8020 Towers Crescent Drive

Vienna, VA 22182

Contact

Nancy DeMarco Hall
Service Line Manager

nancy.demarcohall@capitalone.com

Background

Capital One is one of the largest financial services companies not just in the Washington region but in the country. Headquartered in Vienna, Virginia, the company has a diverse transportation programs for their employees.

The Situation and Solutions

Capital One was among the first major financial firm to institute a comprehensive telework program due to the COVID-19 pandemic. At the main office a full-time

program was instituted in March of 2020. Further, the company assigned all call center staff to permanently telework. The decision to move staff to a full-time virtual work-space improved those who still traveled to the office as front-line employees. As of June 2021, Capital One instituted a hybrid telework program with Mondays and Fridays being the virtual work time and the office expects to reopen in September of 2021.

The Impacts and Future

The impact of going full time telework has been seamless and with the aggressive efforts to streamline the inhouse and virtual workforce has made significant gains and reassured employees during the pandemic. Capital One sees the future as one that can successfully have a hybrid program for all employees.

Copyright © 2021 Commuter
Connections/Metropolitan

Washington Council of Governments

800-745-RIDE

www.commuterconnections.org