



Employer Commute Benefit Program Case Study

Employer

Europ Assistance USA

4330 East-West Highway

Bethesda, MD 20814

Contact

Angela Kinsela

VP, Human Resources

AKinsella@europassistance-usa.com

240-330-1014

Background

Europ Assistance USA takes care of consumers, corporate customers and their employees when the unexpected happens, anywhere in the world, providing immediate support and assistance to individuals in times of emergency and distress. The company is located in Bethesda on East-West Highway near the Bethesda Metro station.

The Situation and Solutions

Europ Assistance is a full service provider of crisis support with 24/7 operations. With over 7,000 employees worldwide and over 500 in Bethesda commuting issues are of primary concern. After a survey of staff in 2011 it was determined that implementation of commute assistance was needed. An aggressive telework program was implemented and a pre-tax transit benefit as well. Given their location near the Bethesda Metro station the pre-tax benefit paid immediate dividends on employee retention and morale. The telework program has enhanced the availability of the US team for their counterparts around the world. A flexible work schedule was also implemented to accommodate those employees with long commute distances.

The Impacts and Future

Europ Assistance has seen a solid growth in participation rates in the pre-tax benefit as well as productivity increases for those who telework on a regular basis.

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