



# RELECTIONS OF REMOTE WORK DURING COVID-19

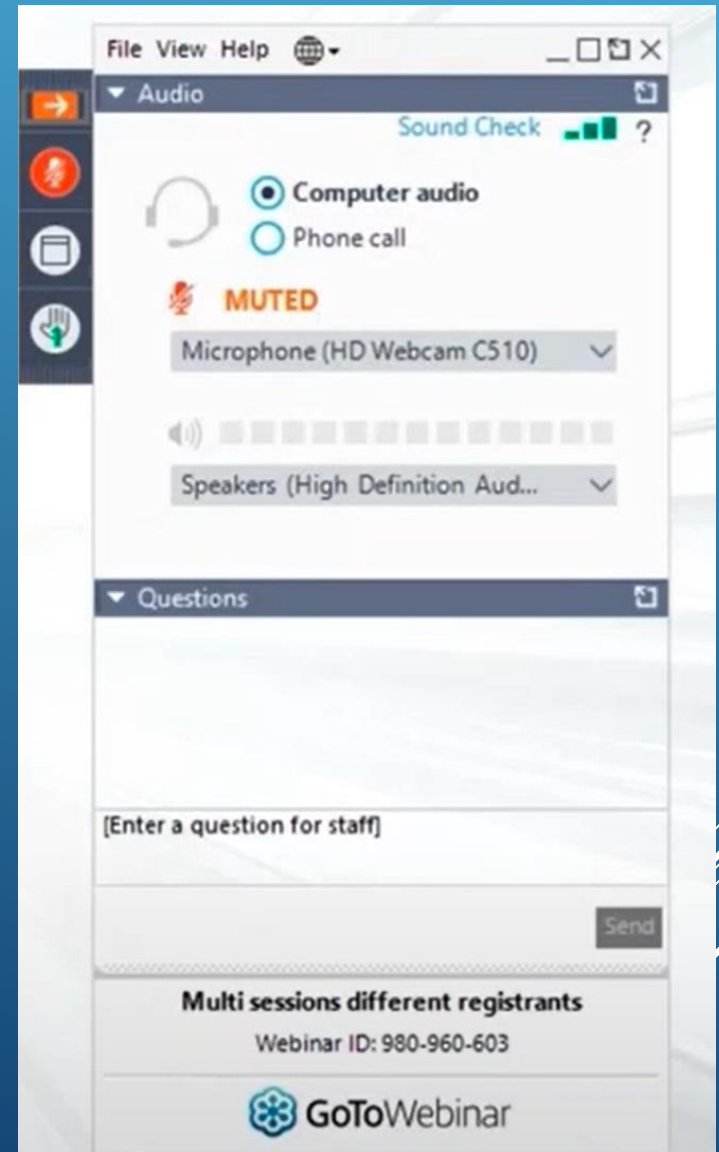
A Regional Perspective on Remote Work  
During and Post COVID-19

Session 3- 5.13.20

# WEBINAR FAQ

## “AS-NEEDED”

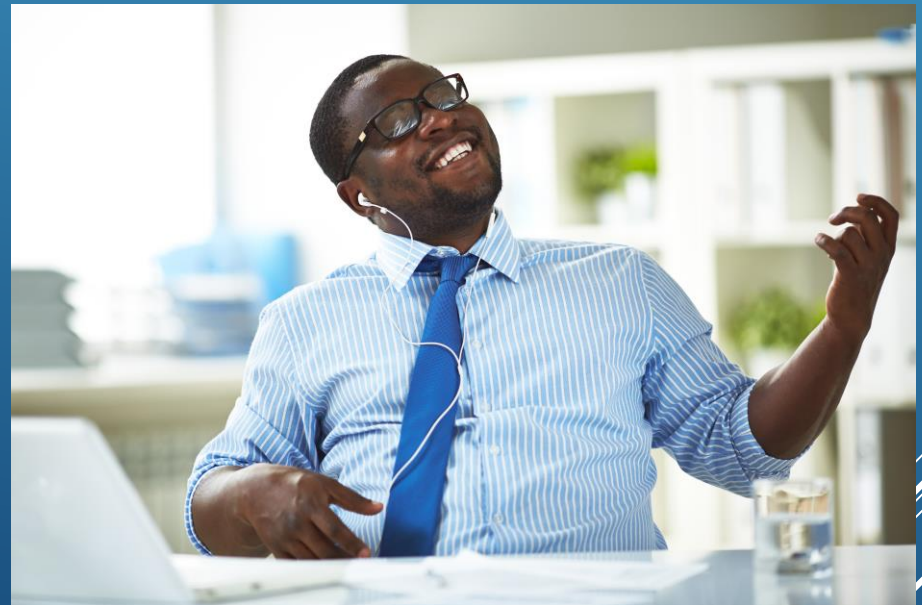
- ▶ Select Computer or Phone Audio
- ▶ The Questions window can be used for both technical issues and Q & A
- ▶ All sessions will be recorded and will be available post- webinar at [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com)
- ▶ Slide decks will also be available at the Commuter Choice Maryland website



# PURPOSE OF THE REFLECTIONS of REMOTE WORK LIFE DURING COVID-19 WEBINARS?

Provide you with:

1. Support
2. Share best practices of Remote Work
4. Inspiration
5. Connect you to Resources



# WHAT IS COMMUTER CHOICE MARYLAND?

Help reduce congestion & improve the quality of life of all Marylanders

Businesses and commuters can save money!



Congestion reduction & energy conservation



**CommuterChoice**  
Maryland

Commuter Choice Maryland Promotes alternatives to driving alone

# COMMUTER PROGRAM SERVICES



## Transportation Options

- Serve as a resource for transportation options such as Guaranteed Ride Home, transit, vanpool, carpool, biking and walking, flexible work schedules and telework



## Information

- Online and printed information on available resources on transportation options



## Outreach

- Outreach to commuters at events to increase their knowledge and comfort level with using transportation options

Visit: [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com) to learn more

# EMPLOYER PROGRAM SERVICES



## Employer Assistance

- Provide ongoing assistance to employers in implementing commuter benefits programs and taking advantage of the Maryland Commuter Tax Credit



## Webinar & Information

- Deliver webinars, provide toolkits, targeted materials to help employers with communications and implementing a commuter benefits program



## Marketing Materials

- Provide marketing materials and information on employee commute options

Visit: [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com) to learn more

# WHICH COMMUTE OPTION IS BEST FOR YOU?



## CommuterChoice Maryland

*Commuter Choice Maryland* is the Maryland Department of Transportation's (MDOT) Travel Demand Management Program. This program enables MDOT to address key goals, objectives, and strategies that will maximize traveler choices, and deliver transportation solutions and services that can reduce congestion, conserve energy, protect the environment, facilitate economic opportunity, enhance the quality of life for everyone while saving you money and reducing stress.

### Address

Note: You may add exact address, nearby intersection, landmark or zip code.

#### Home

#### Work

### Preferred Departure Time

#### Home To Work

 : 

#### Work To Home

 : 

### Number of Days You Commute to Work Location Every Week

### Vehicle Information

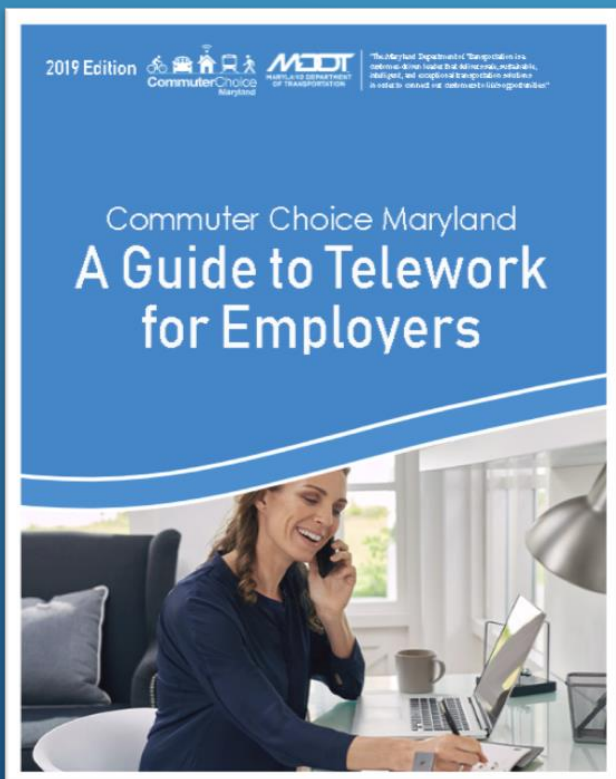
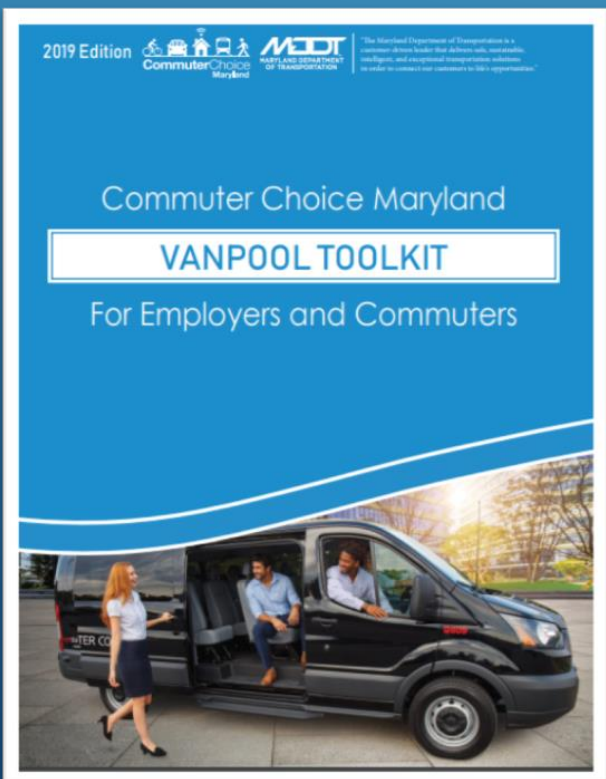
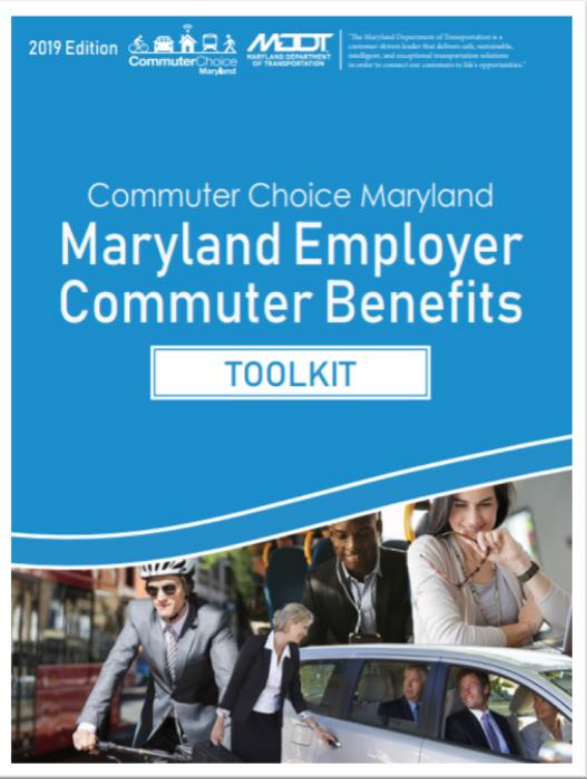
#### Vehicle Type

#### Vehicle Age

#### Vehicle Fuel

## Commuter Calculator Available at: [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com)

# Free Business Toolkits



Available at: [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com)



# AVAILABLE WEBINAR SESSIONS

## Lunch & Learn Special Sessions:

- Odessa Phillips
- Bonnie Grassi
- Nicholas Ramfos

## Coming up!

- Peggy Yusko (5/21)
- Bonus Recap Session (5/29)

## Past Webinar Topics:

- Implementing Commuter Options
- Commuter Benefits
- Bike & Walk Friendly Workplace & Many More!

### Lunch & Learn Webinar Series

**Reflections of Remote Work  
Life During COVID-19:  
Success Stories & Lessons  
Learned from Maryland  
Businesses with Bonnie  
Grassi, The Retina Group**  
Tuesday, May 5th | 12 p.m. EST



Brought to you by:



Available at: [CommuterChoiceMaryland.com](https://CommuterChoiceMaryland.com)

# WHICH TOPICS WOULD BE OF INTEREST TO YOU FOR FUTURE WEBINARS?

## POLL # 1

- A. How to plan & implement a Commuter Benefits Program
- B. Best practices from Maryland businesses
- C. Business Tax Credits- Maryland Commuter Tax Credit
- D. How to use available Toolkits
- E. Other

(Email us [CommuterChoice@mdot.Maryland.gov](mailto:CommuterChoice@mdot.Maryland.gov))

# COMMUTER CHOICE MARYLAND GUEST

Mr. Nicholas W. Ramfos



- Director of Transportation Operations Programs at the Washington Council of Governments
- A Transportation Demand Management practitioner with over 30 years of experience in program development and implementation at various Metropolitan Planning Organizations



# REFLECTIONS OF REMOTE WORK LIFE DURING COVID-19: SUCCESS STORIES & LESSONS LEARNED FROM MARYLAND BUSINESSES

## Teleworking and Flexwork in the Washington DC Metropolitan Region

Nicholas Ramfos  
Director, Transportation Operations Programs  
Metropolitan Washington Council of Governments

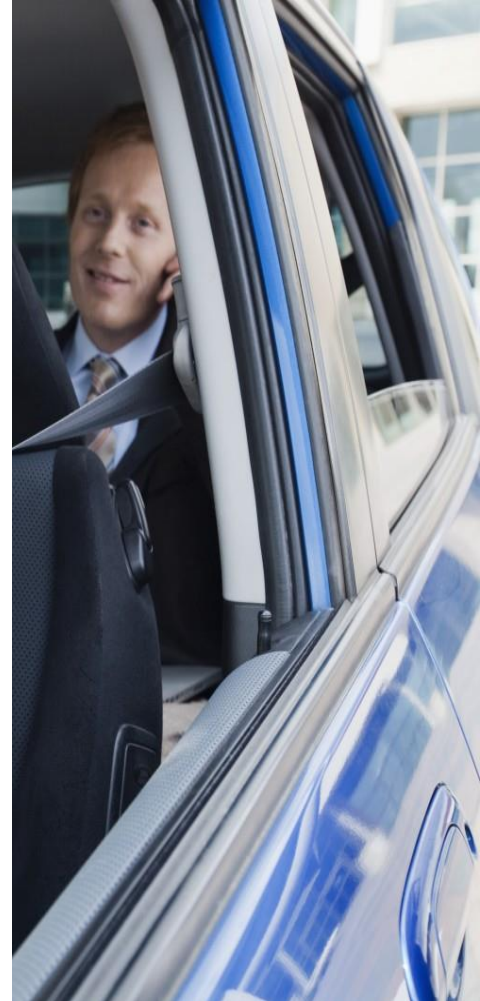
May 13, 2020  
Commuter Choice Maryland Webinar



# What is Commuter Connections?

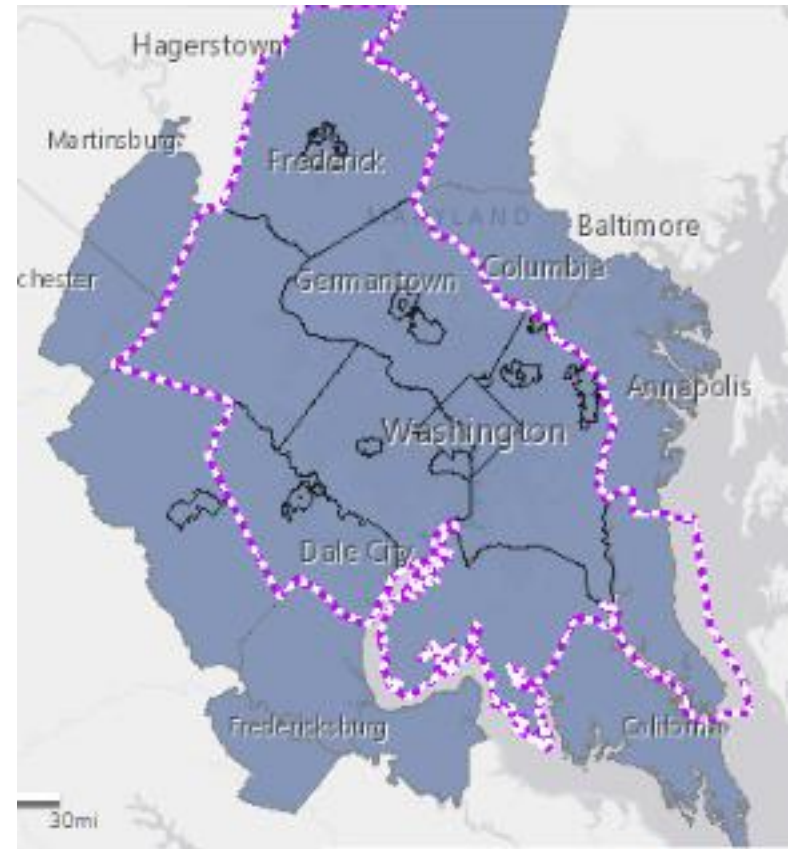
- » Network of public and private transportation organizations, including COG, state funding agencies, and local organizations, that work together to assist and encourage people in the Washington region to use alternatives to the single-occupant automobile.

- *Definition from Strategic Plan*



# Commuter Connections Coverage Area

- Commuter Connections program services are implemented in the region's designated air quality "non-attainment area." This area includes the District of Columbia, Charles, Calvert, Frederick, Montgomery, and Prince George's counties in Maryland, and the City of Alexandria, Arlington, Fairfax, Loudoun, and Prince William counties in Virginia. It is this area that is the focus of program eligibility for commuters who live and/or work in these designated jurisdictions .



# Commuter Connections Programs

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## Commuter Operations Center

- Provides regional ridematching coordination and a regional database
- Provides transportation information to general public

## Regional Guaranteed Ride Home Program

- General Operations and implementation

## Marketing

- Regional advertising of mobility options
- Bike to Work Day/Car Free Day Events
- Employer Recognition Awards
- Incentives – ‘Pool Rewards, CarpoolNow, Flextime Rewards, incenTrip

# Commuter Connections Programs

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## Employer Outreach

- Regional database management
- Bicycling Outreach to Employers
- Administrative support for local jurisdiction outreach representatives (collateral materials, training, case studies, etc)
- Telework

## Monitoring and Evaluation

- Data collection, program monitoring and tracking, employer surveys, program impacts for congestion and air quality.



# Benefits of Commuter Connections

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## Jurisdictions

- Helps reduce and manage commuter congestion, goods movement, tourist travel
- Helps reduce emissions
- Supports local efforts to attract and retain employers

## Employers

- Recruitment/Retention

## Workers

- More commute options
- Reduced stress/costs/time
- Improved quality of life

# Are you familiar with the State of the Commute Survey?

**POLL #2**

- A. Yes
- B. No
- C. Somewhat familiar

# State of the Commute (SOC) Survey Background

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- Seventh triennial survey (2001, 2004, 2007, 2010, 2013, 2019)
- The SOC Survey analyzes commute trends and attitudes to evaluate the effectiveness of COG/TPB's commuter services programs
- The SOC is a random sample survey that uses an address-based sampling methodology
- SOC Survey focuses on commute trips and modes only

# SOC Survey Methodology

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- Interviewed 8,246 employed residents of COG region (95% + 1.1%)
- Address-based sample (ABS) method – randomly-selected postal addresses received postcard in mail with link to Internet survey
- 7,808 Internet interviews ; 438 by telephone follow-up
- Sample plan ensured at least 600 completes in each jurisdiction

# Teleworking

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- Number of Teleworkers
- Telework Frequency
- Potential Teleworkers
- Teleworkers By Employer Type
- Telework Arrangements

Since 2004 do you think that telework has stayed the same, doubled or tripled in number?

## POLL #3

- A. Stayed the Same
- B. Doubled
- C. Tripled
- D. I have no idea

# Number of Teleworkers

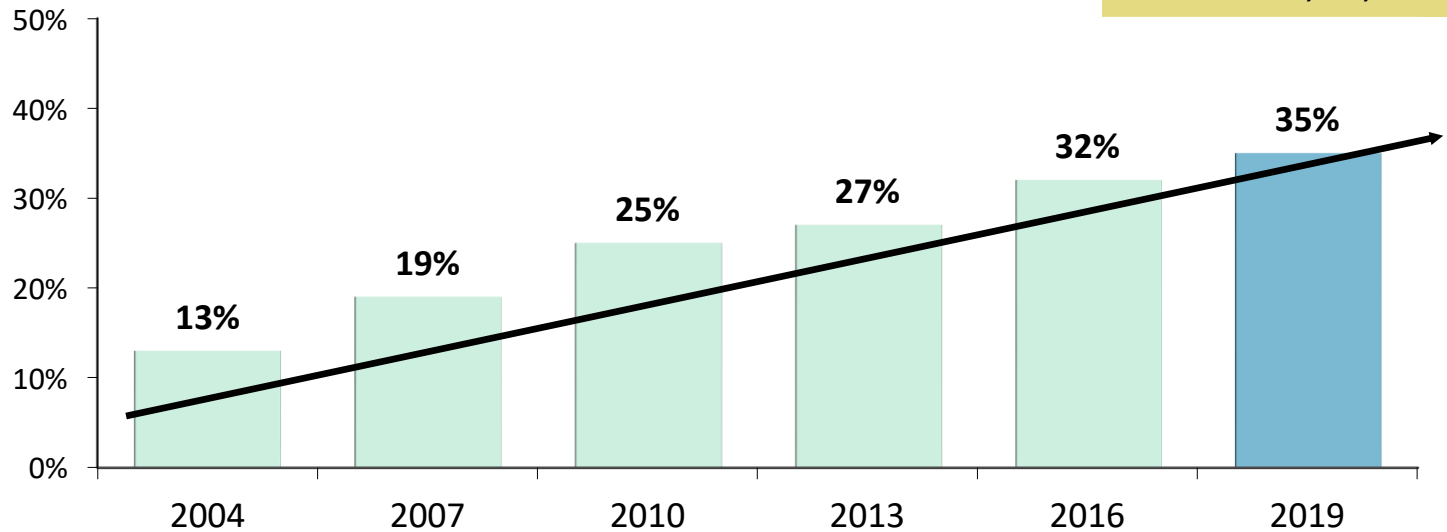
Telework Has Nearly Tripled Since 2004 – 35% of Regional Commuters Teleworked at Least Occasionally in 2019

Between 2016 and 2019, the region added 196,000 new teleworkers for a total of 1,073,000

Regional Teleworkers:

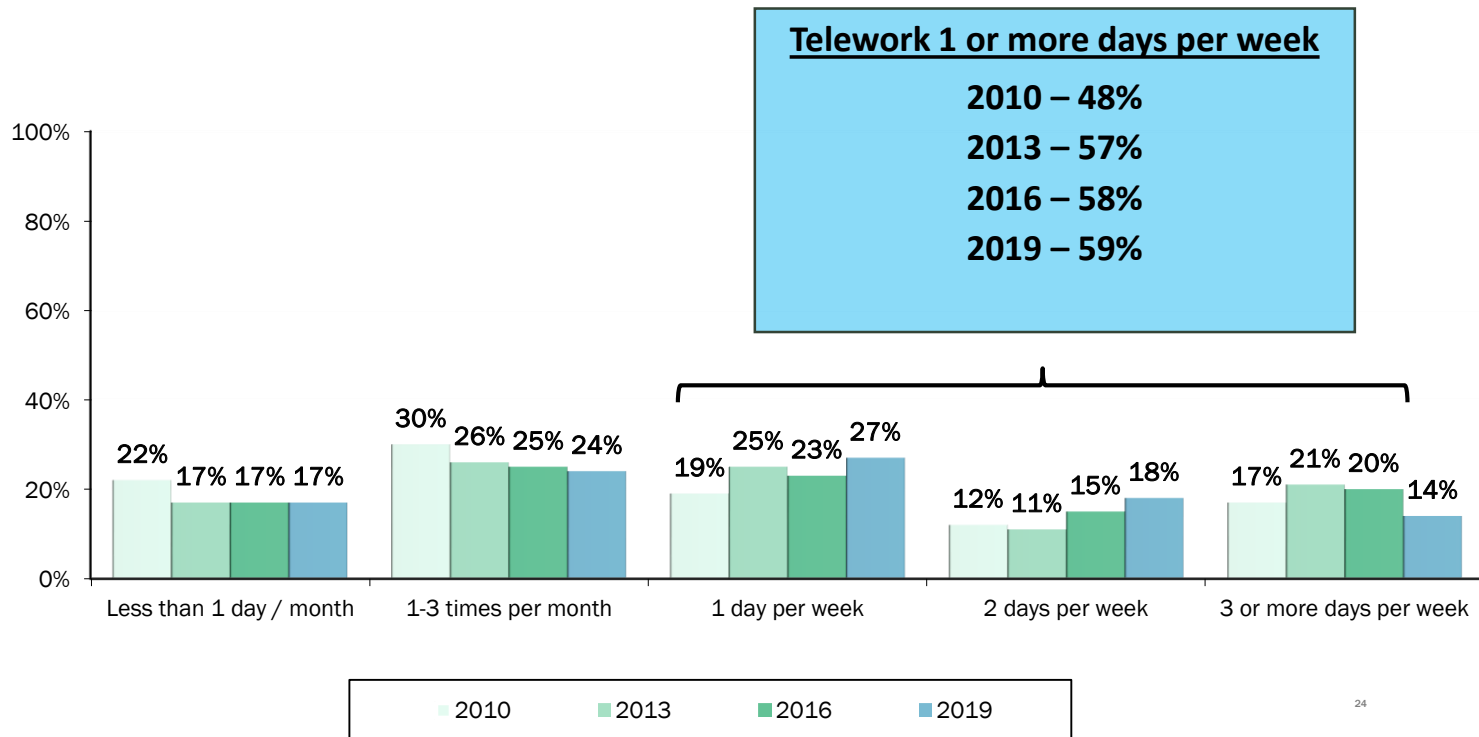
2016 – 877,000

2019 – 1,073,000



# Telework Frequency

Nearly six in ten (59%) said they teleworked at least one day per week. On average, teleworkers used this arrangement about 1.20 days per week.





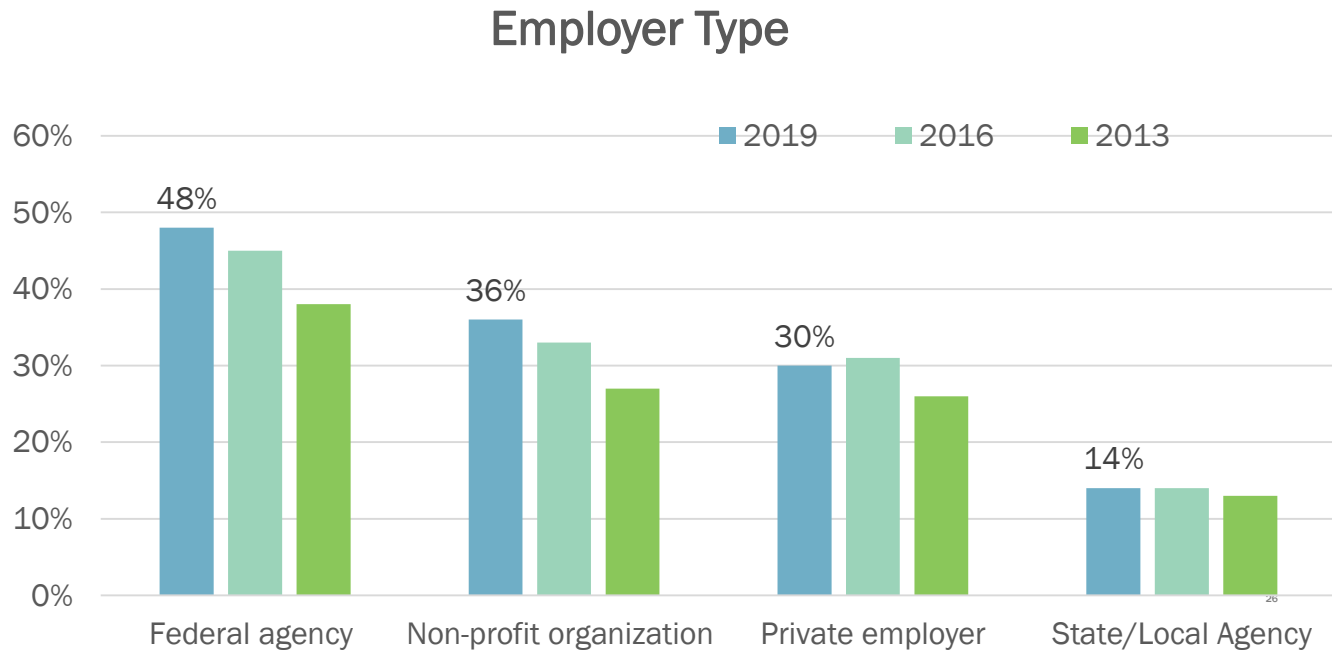
# Work Schedule Arrangements in 2019 Compared to 2016

	<u>2019 SOC</u>	<u>2016 SOC</u>
■ Work full-time (std + CWS)	93%	86%
■ Self-employed	2%	5%
■ Average assigned weekdays	4.8	4.7
■ Average travel days	4.4	4.5
■ Work compressed schedule	12%	7%
■ Telework	35%	32%
■ Full-time telework	2%	3%
■ Average TW frequency	1.2 d/wk	1.4 d/wk

# Teleworker Employer Type

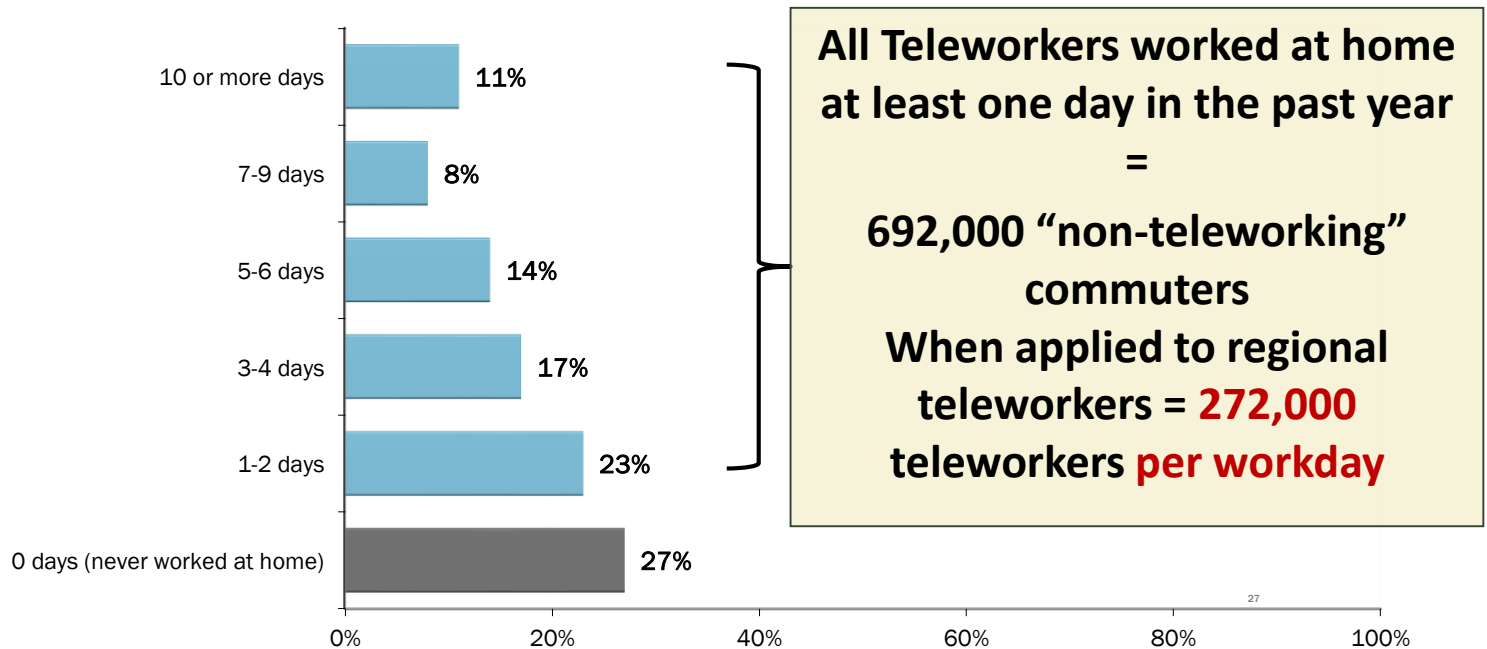
Federal agency employees teleworked at a much higher rate **(48%)** than the regional average

And much higher than did employees who worked for **non-profit organizations (36%)**, **private employers (30%)**, and **state/local agencies (14%)**.



# TW Frequency of “Non-Teleworkers”

73% of Respondents who said they were not “teleworkers” but had telework-appropriate jobs worked at home at least once in the past year. This represented 22% of all commuters regionwide. Among federal workers who said they did not telework, 68% of them worked from home at least one day in the past year with an average frequency 5.3 days per year.



**Before COVID-19 did your office have a telework arrangement in place?**

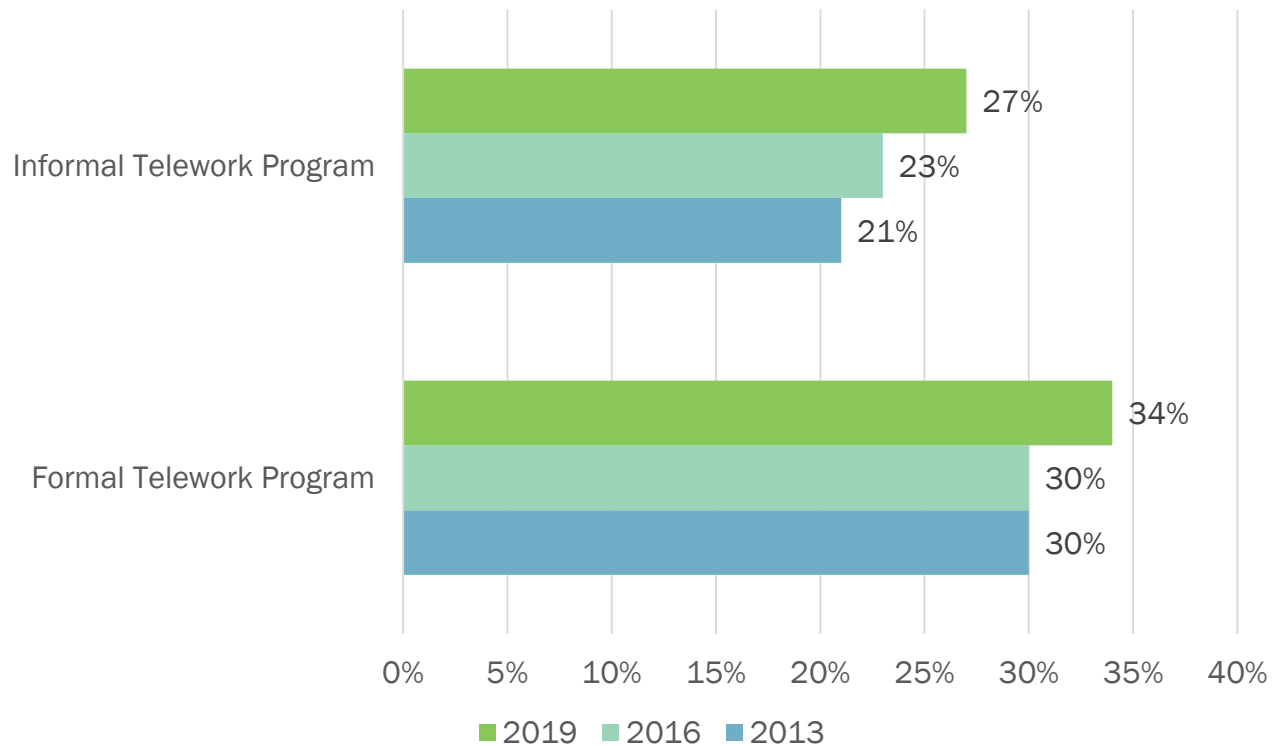
## **POLL #4**

- A. Yes, my office had a formal telework program in place
- B. Yes, my office had an informal telework program in place
- C. No, my office did not offer remote work

# Teleworker Arrangements

More than six in ten (61%) of all respondents said their employers allowed some telework, either under a formal program (34%) or an informal arrangement (27%)

Employer Telework Arrangement



# Formal or Informal Telework Arrangements By Employer Type

Nearly seven in ten (68%) respondents who worked for Federal agencies said their employers had formal telework programs, Compared to 26% of respondents who worked for non-profit organizations, 17% who worked for private employers, and 24% who were employed by state/local agencies.

Program Type	Federal Agencies (n = 2,434)	Non-profit Organizations (n = 1,151)	Private Employers (n = 3,478)	State/local Agencies (n = 848)
No telework program/ Don't know if program exists	21%	34%	46%	<b>59%</b>
Telework permitted	79%	66%	54%	41%
Formal program	<b>68%</b>	26%	17%	24%
Informal arrangement	11%	<b>40%</b>	<b>34%</b>	<sup>30</sup> 16%

# Commuter Connections and Telework

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- Telework Resource Center – Mid-1990's until 2005
  - Training for employers, commuter outreach, promotion of telework centers, development of case studies
- December 2018 – New initiative adopted to assist **small and mid-size employers** implement FlexTime and **Telework programs** at their workplaces as part of the region's long-range transportation plan (Visualize 2045) aspirational initiative.

# Telework Assistance

## Employer and Employee Resources

<https://www.commuterconnections.org/teleworking/>

- Ready to use workplace poster
- Sample Teleworker Program Guidelines
- Sample Telework Agreement
- “Do’s and Don’ts” for managers
- Updated listing of coworking centers/shared workspaces/Telework Centers
- Self-help guide for employees seeking to telework
- Virtual tour/overview presentation of telework centers

<https://www.commuterconnections.org/wp-content/uploads/Shared-Workspace-Coworking-Space-Telework-Centers-Presentation-2020.pdf>



Shared Workspaces/Coworking  
and Telework Center Workplace  
Options for Teleworkers



# Alternative Work Schedules

## Resources

- Added FAQs regarding Alternative Work Schedules (AWS)
- Added sample program guidelines that can be used to develop an AWS policy at worksites
- Added a sample “program agreement” that can be used by employers for individuals who elect to work alternative schedules
- Added tips for compressed work week “Do’s and Don’ts” for both managers and employees



# Telework and COVID-19 Pandemic

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## Telework Promotion

- Compiled resources on a single website:
- Social media (Facebook and LinkedIn) campaign (started March 9<sup>th</sup>) to promote the telework resources. The ad ran until about mid-April.

### When Employees Telework, it's Mutually Beneficial.

Less time and money spent commuting results in better work/life balance, higher morale and productivity. As a guiding force on Telework, Commuter Connections provides free employer assistance to establish or expand telework programs based on your needs. [commuterconnections.org](http://commuterconnections.org) 800 745-7433.



# Telework and COVID-19 Pandemic

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## Telework Survey

Exploration of if and how employers used telework during coronavirus pandemic shut-downs and possible on-going telework for the future. Questions on the survey include topics such as:

- Use of telework prior to the shut-down period
- Use of telework to maintain operations during the shut-down period
- Rating of success of telework along various factors (e.g., worker productivity, employee satisfaction, communications, etc.)
- Challenges encountered in implementing telework (e.g., technology, policies, supervision, etc.)
- Expected/planned continuation of telework programs as normal work operations resume
- Use of telework resources (Commuter Connections and others) during coronavirus period

# Commuter Connections and COVID-19 Pandemic

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Commuting may be a challenge once the region re-opens and employers may need to consider alternatives, including:

- Company car allowances
- Private bus services
- “Proximate” commuting (leasing smaller office space or co-working center space in suburban locations closer to workers homes)
- Leasing of cars and/or vans for company provided carpools and vanpools based on home locations
- Teleworking
- Flexwork – Staggered work hours/days, flextime, compressed work weeks
- Bicycling, e-scooter, and walking incentives

## Nicholas Ramfos

Transportation Operations Programs

Director

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[commuterconnections.org](http://commuterconnections.org)

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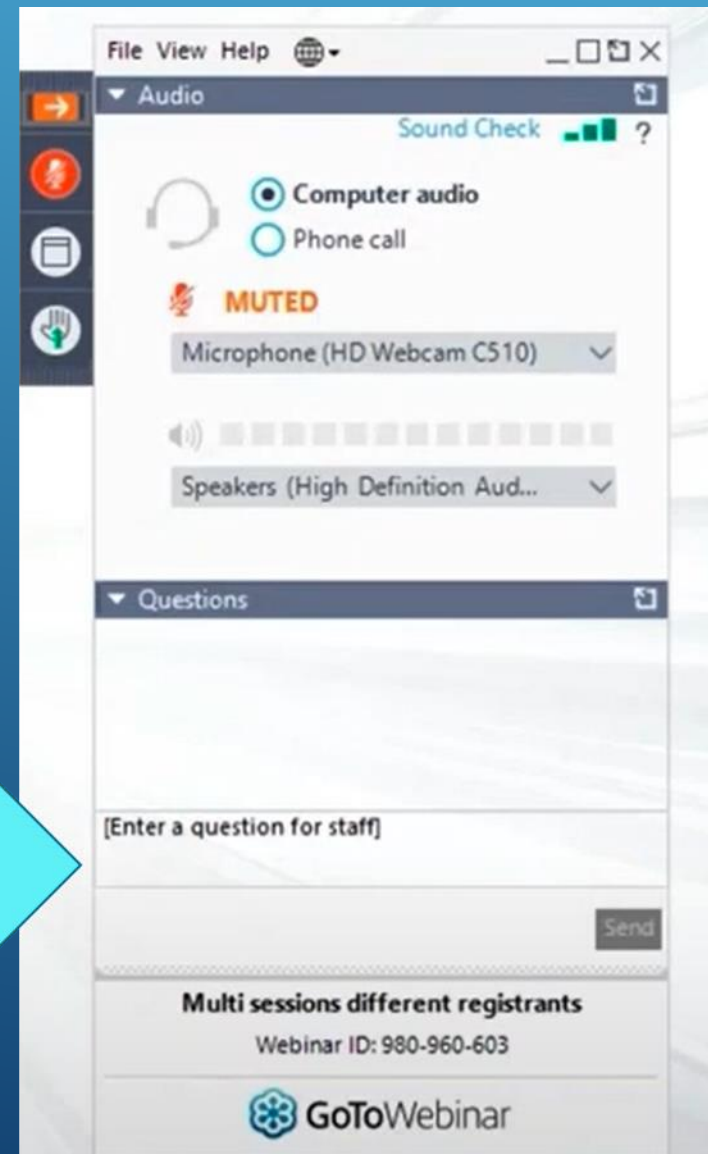
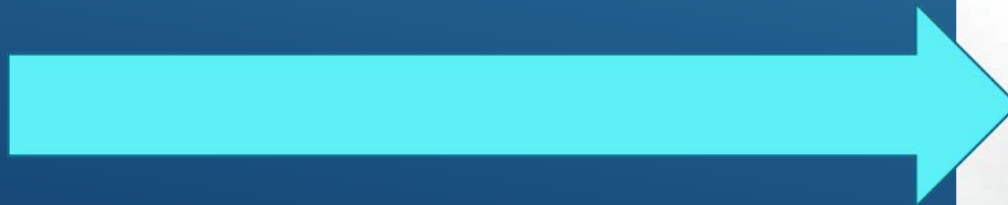
Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002

# Questions?

Please type your questions  
in the question window



# Thank You!

## We Are Always Here to Help!

Contact Details:

**Commuter Choice Maryland**

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Email: [Commuterchoice@Mdot.Maryland.gov](mailto:Commuterchoice@Mdot.Maryland.gov)

Website: [CommuterChoiceMaryland.com](http://CommuterChoiceMaryland.com)

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