

Telework and the Current Commute

An introduction to the
Twin Cities Telework
webinar series

Thursday, Dec. 3, 2020



Overview

- May Commuter Survey highlights
- August Commuter Survey highlights
- Employer Survey highlights
- Considerations for the future
- Questions & Answers



May Commuter Survey

May 15-31, 2020

Distributed to 5,847 commuters

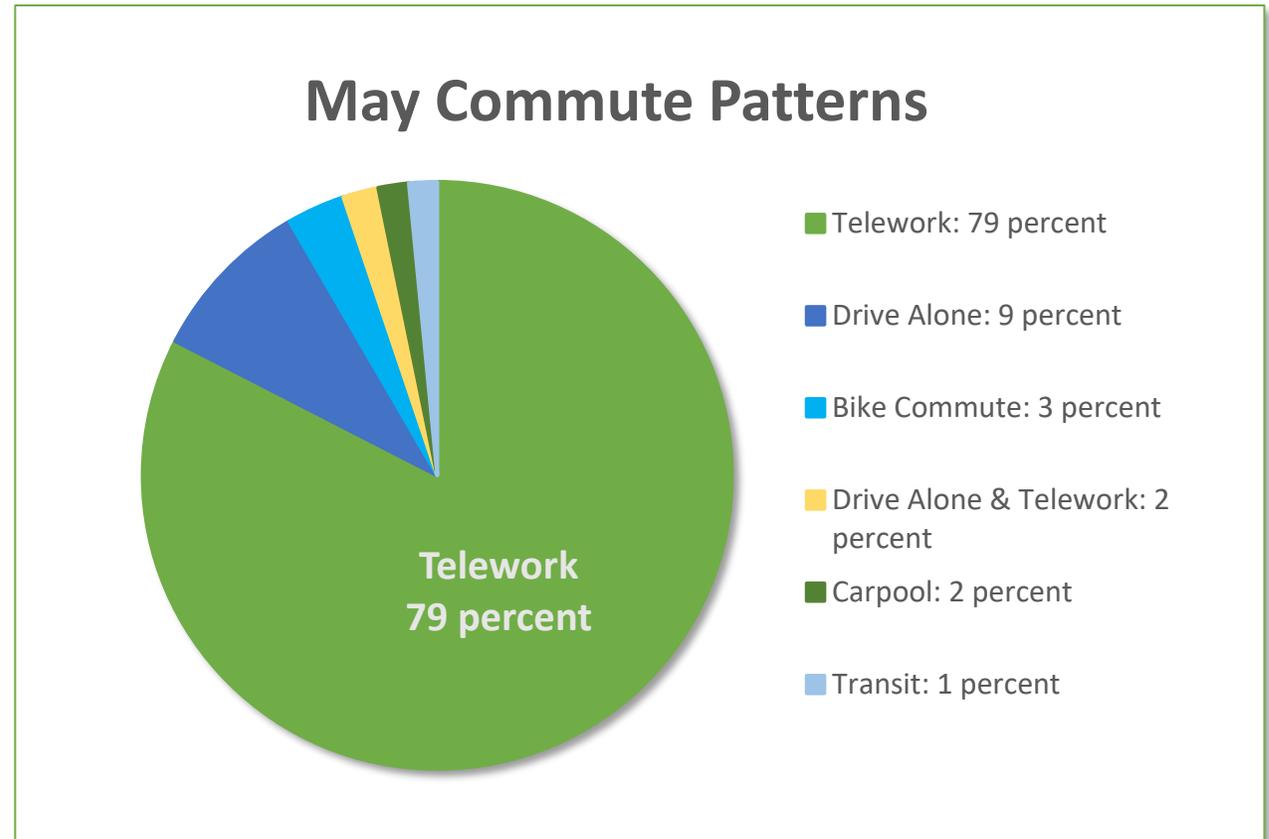
750 responses received

13 percent response rate



The new normal

- 79 percent were working from home
- 9 percent were driving alone
- 3 percent were bike commuting
- 2 percent were on a hybrid telework/drive alone schedule
- 2 percent were carpooling
- 1 percent took transit
- 4 people walked to work
- 41 individuals said they had lost their jobs or were furloughed

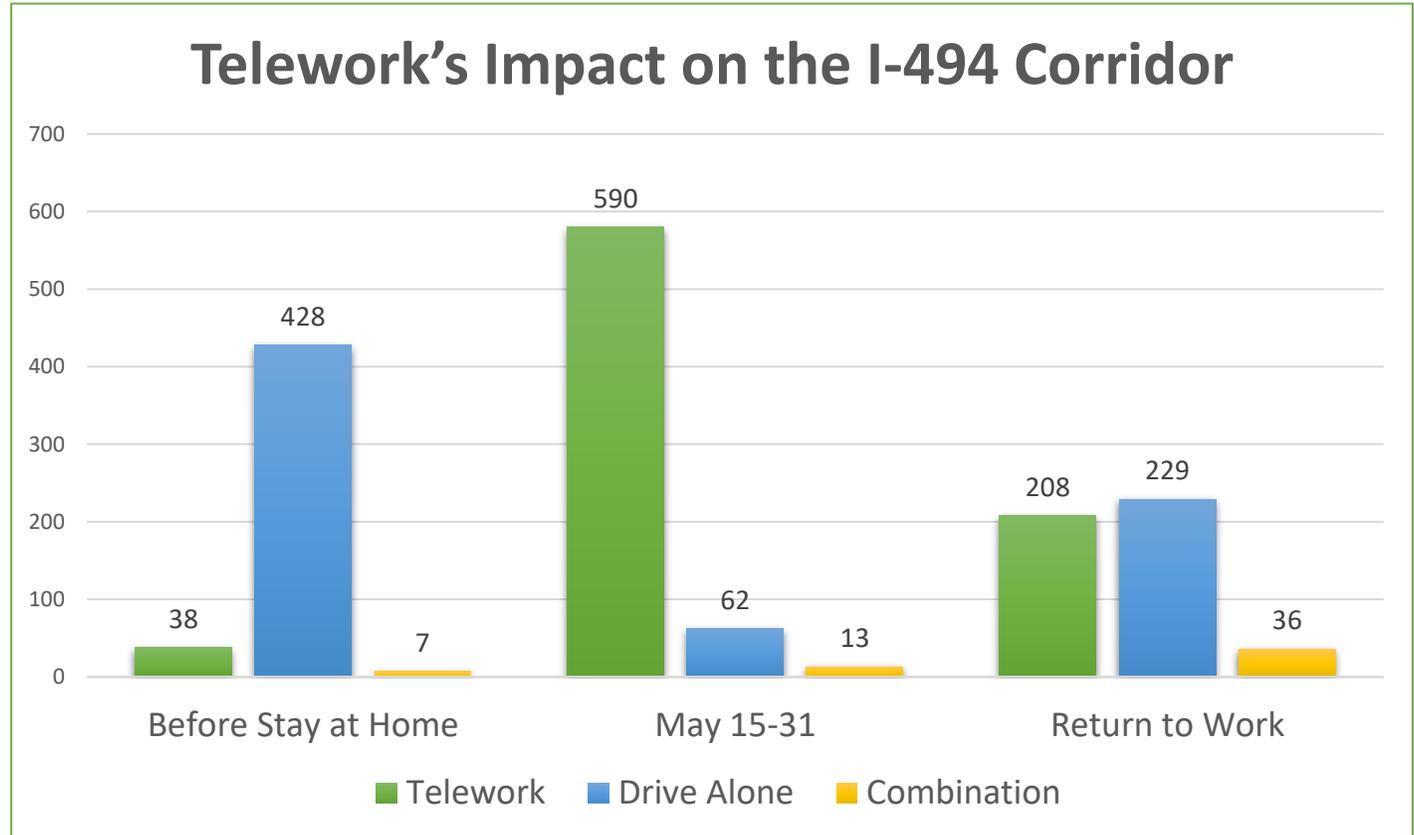


Telework and the commute

Just 38 survey respondents said they were teleworking prior to Minnesota's Stay at Home order.

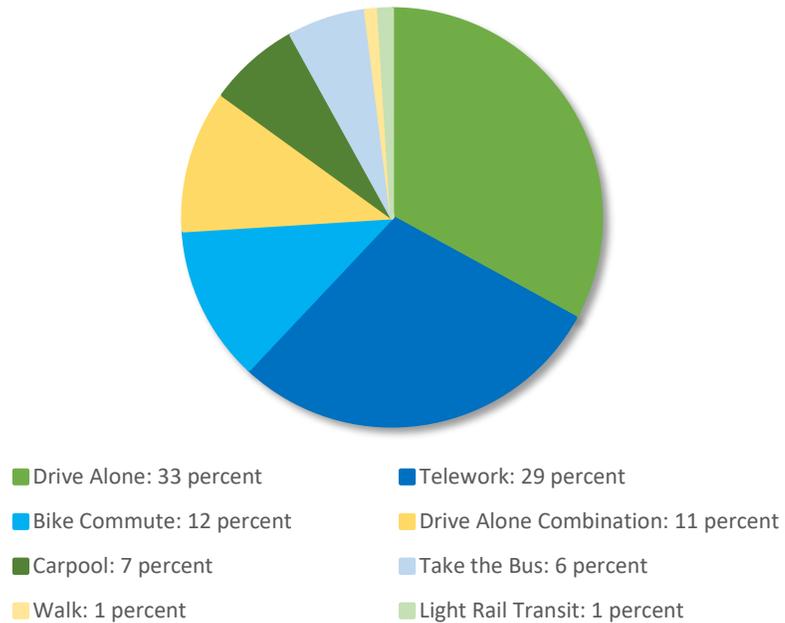
In May, during the order, as many as 590 of the 750 survey respondents said they were currently teleworking.

Looking ahead, 208 respondents thought they would continue to telework after their company initiates its return to work.



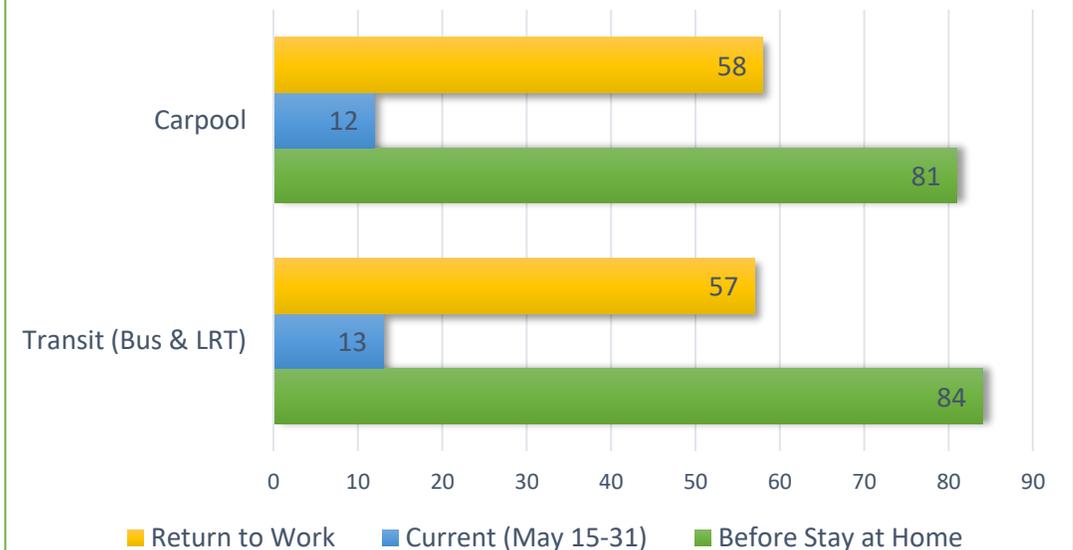
Anticipated commutes

Likely Return to Work Commute



Nearly one-third of people who previously carpooled or took bus or light rail transit said they will likely drive alone for their return to work commute.

Changes to Shared Commutes



Explaining the hesitancy

In May, commuters cited several reasons why they would not return to their pre-Stay at Home order commute.

- Continue teleworking: 45 percent
- Feel safer in own vehicle: 13 percent
- Concern over social distancing in shared vehicles: 12 percent
- Concerned over cleanliness of shared vehicles: 7 percent
- Unsure of transit route changes: 4 percent

August Commuter Survey

August 10-24, 2020

Distributed to 4,156 commuters

483 responses received

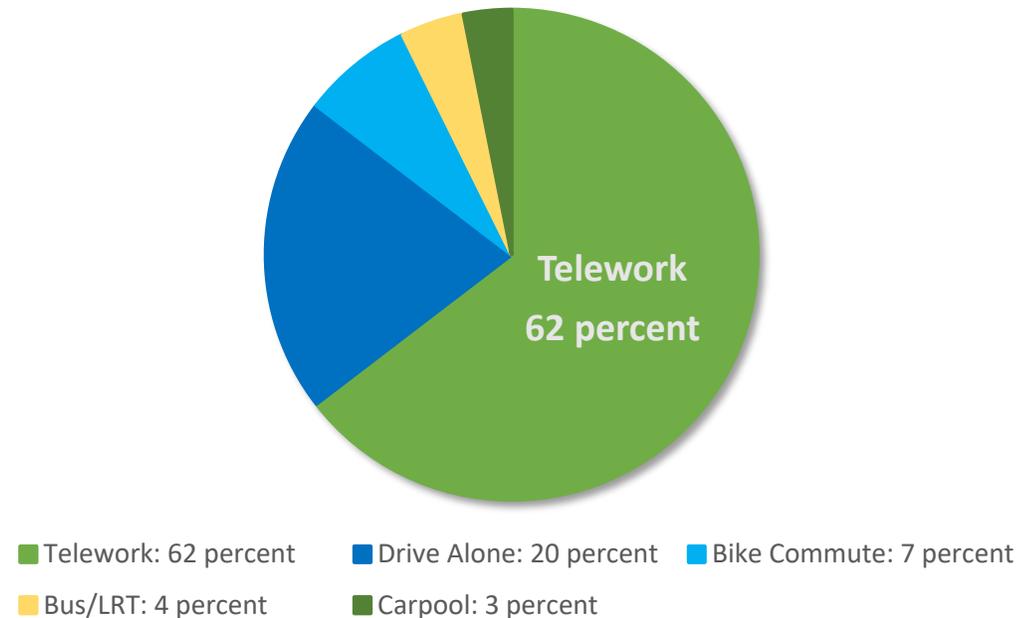
12 percent response rate



The shift begins

- 62 percent were working from home
- 20 percent were driving alone
- 7 percent were bike commuting
- 4 percent took transit
- 3 percent were carpooling
- 2 percent were on a telework/drive alone schedule
- 4 individuals were working from home and taking a sustainable commute to the worksite

August Commute Patterns



Changing commutes

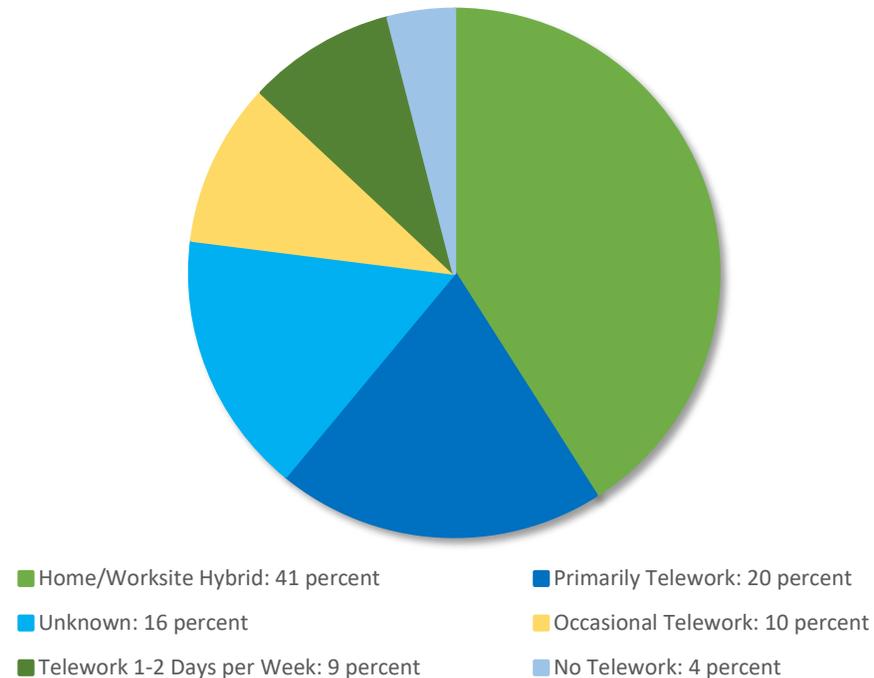
Telework arrangements expected in 2020:

- 65 percent expect to continue fulltime telework through the end of the year
- 20 percent expect to begin a hybrid of working from home and going to the worksite by the end of the year
- 15 percent have already started a hybrid telework/worksite arrangement

What commuters expect

- 41 percent of teleworkers expect to work a hybrid arrangement of some days at home, some days at the worksite
- 20 percent say they will probably continue to primarily work from home
- 9 percent think they will work from home once or twice each week
- 4 percent do not expect to telework at all

Individual telework arrangements expected in 2021



Employer Survey

November 2020

Distributed to approximately 900 employer contacts

68 responses received

7.5 percent response rate

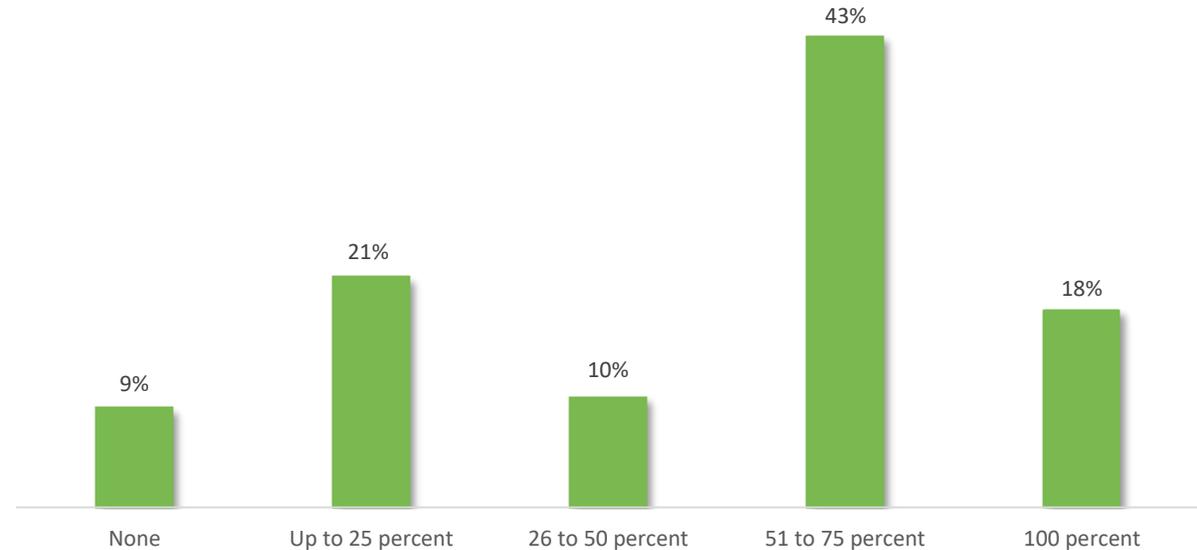


Telework today

In November 2020:

- 43 percent of the employers who responded said between half and three-quarters of their staff were working from home
- 18 percent of the organizations currently have 100 percent of their staff working from home

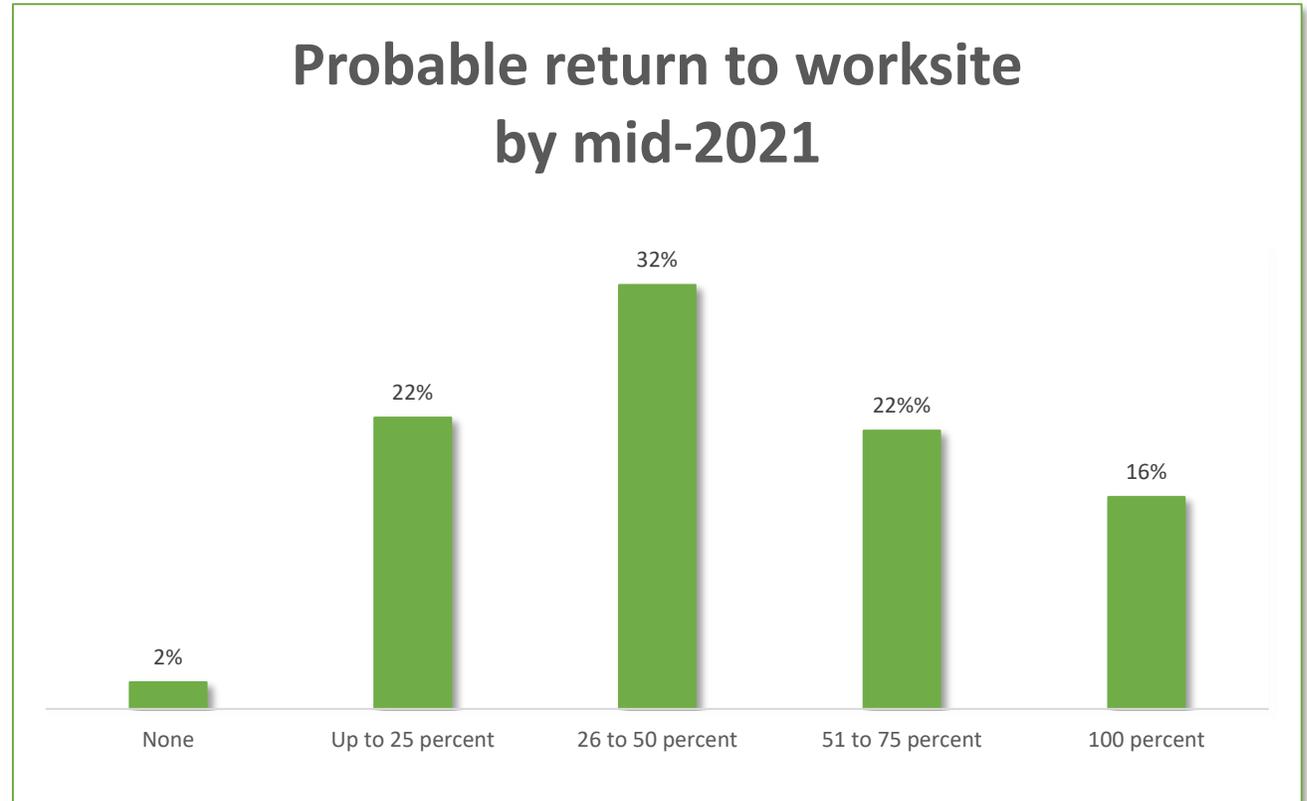
Employees now working from home



Telework in 2021

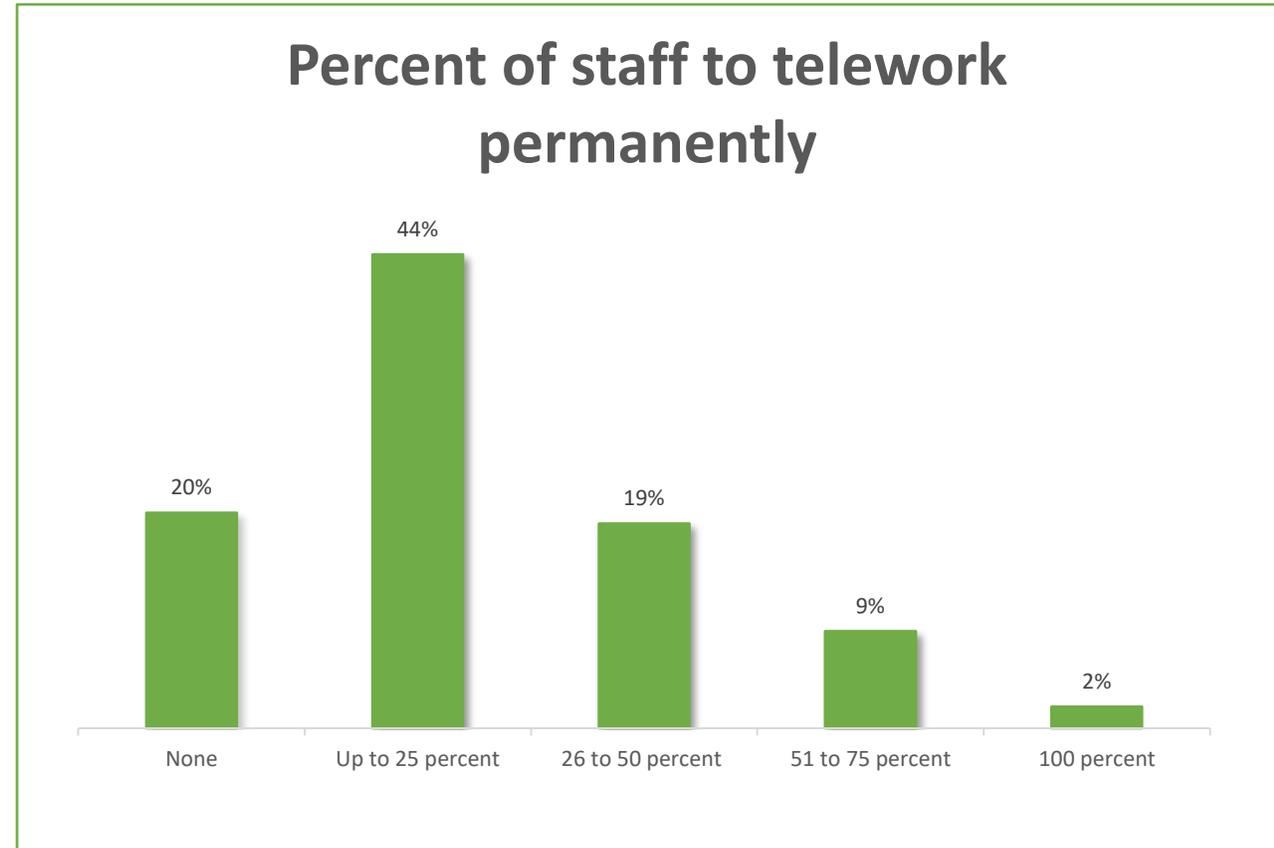
By mid-2021:

- 32 percent of the responding companies will have between 26 and 50 percent of their staff back at the worksite
- Of this group, 11 respondents represent companies of 500 or more



Percentage to permanently telework

- Only one company, with 10 to 49 staff, plans to go 100 percent remote long-term
- 44 percent of the organizations will enable up to 25 percent of their staff to telework



Considerations for the future

Perspective about why this survey data matters to commuters, to employers, and to the future

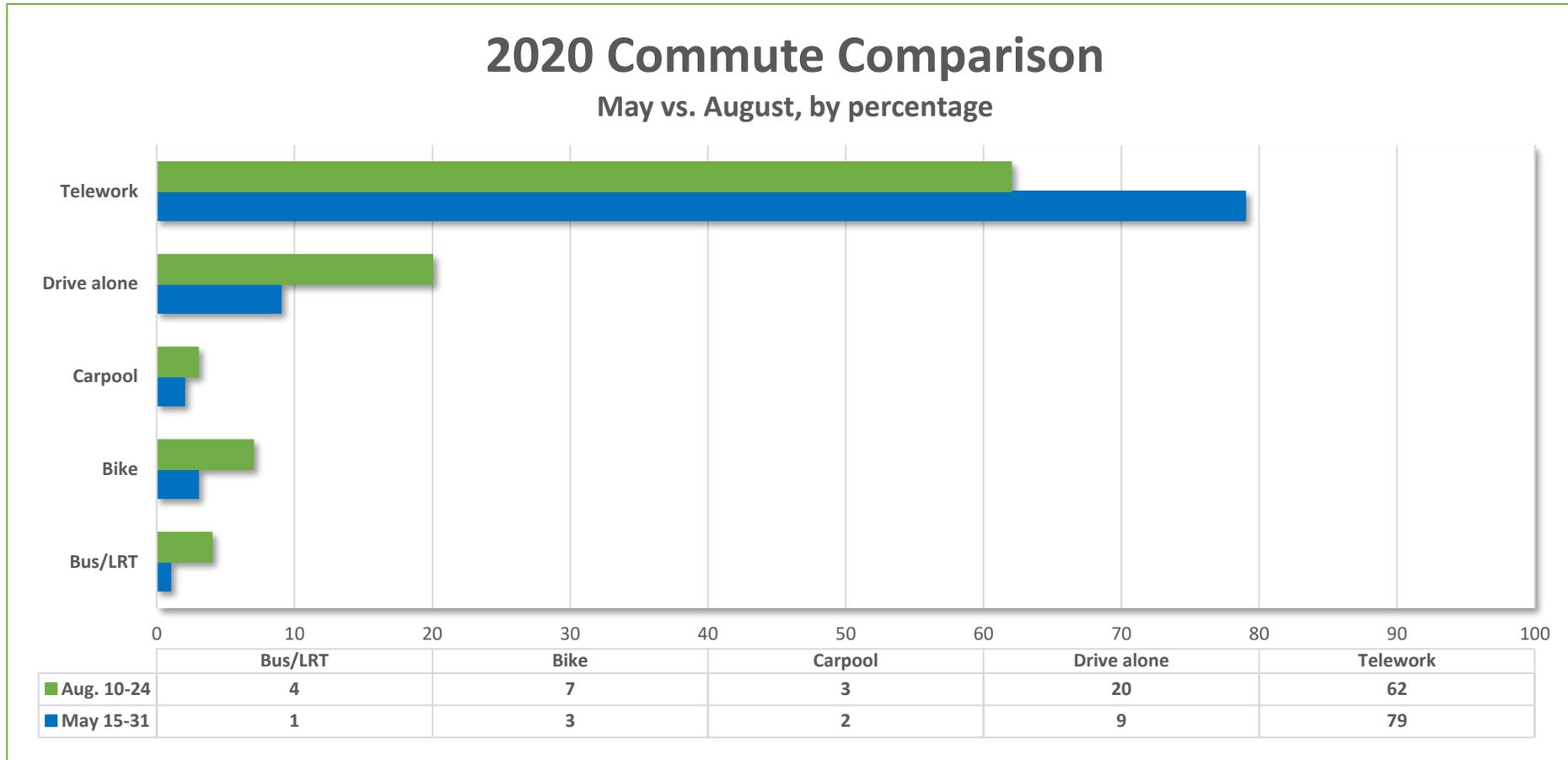
This is important because

Some industry projections forecast a rebound of commuters driving alone to work after the pandemic. An influx of drive alone commutes could pose multiple ramifications:

- More rush hour traffic than pre-pandemic times
- Longer time spent in the vehicle, resulting in more stress for commuters
- Adverse effects on the environment



Patterns are already changing

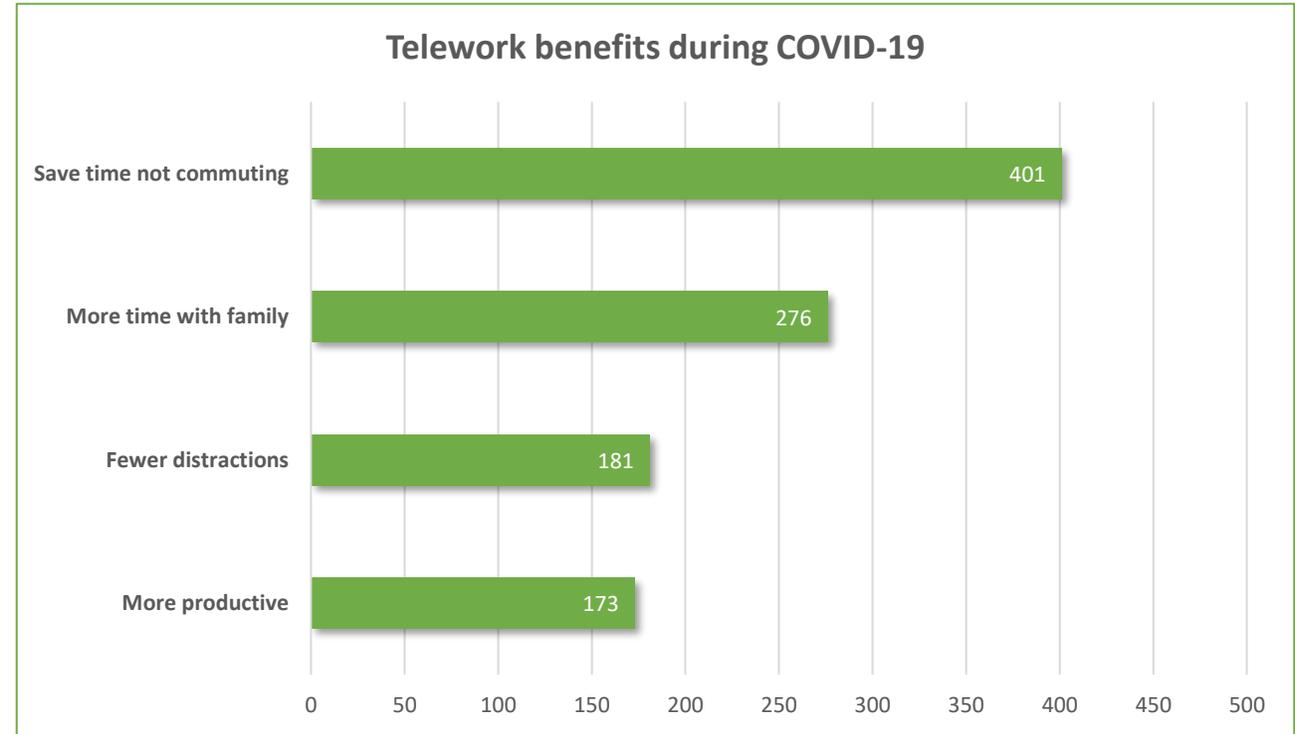


The pros of telework

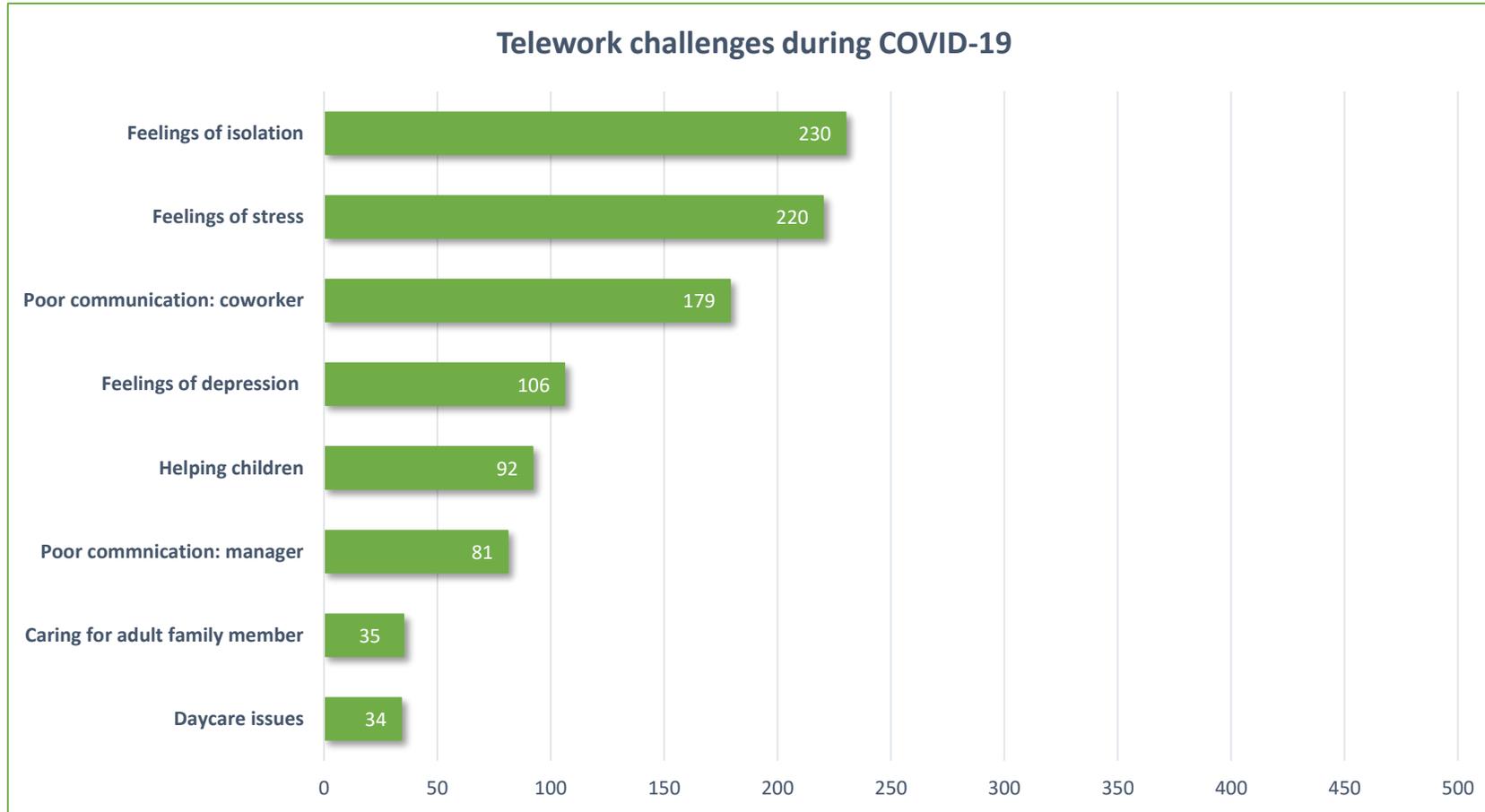
Saving time by not commuting is the biggest benefit cited by commuters, followed by more time with family, fewer distractions and being more productive.

Other benefits noted:

- More flexibility with work hours
- Saving money on commute expenses
- Better diet and/or more exercise
- More sleep
- More personal time
- Less stress
- Less impact to the environment



Challenges to working from home



What it means to commuters

- Teleworking might not be for everyone
- Evaluate your personal situation and work with your employer to determine if telework is right for you
- Consider asking for a hybrid work from home arrangement if you feel disconnected from coworkers
- Keep lines of communication open with your managers and your coworkers
- Ask for help if you experience any negative mental health issues

Resources for sustainable commutes

- **Ridematching:** Individuals with a similar commute who are interested in sharing the ride for carpooling or vanpooling
- **Transit information:** Personalized trip itinerary, schedules for bus/train, two free passes to try transit
- **Bike commuting resources:** Bike route recommendations, Hennepin County bike map, trail information, and tips on how to bike in traffic, how to dress to ride in inclement weather and how to place your bike on a bus/train
- **Guaranteed Ride Home:** A \$100 free taxi ride, reimbursements annually. It's a safety-net for peace of mind for the "what if...?" situations

What it means to employers

- Mental health is important to the well-being of employees. Be mindful of stress, feelings of isolation and depression
- Encourage a healthy work/life balance
- Keep lines of communication open between management and staff
- Remember that current distractions associated with the pandemic are temporary
- Plan for what a long-term telework arrangement will look like for your organization

Planning for the future

Telework topics and trends of interest to employers, ranked by interest:

1. Home office setup and ergonomics best practices
2. Resources to address employee mental health
3. Managing flexible work arrangements
4. Best practices and implementation guidance
5. Manager training on how to effectively supervise teleworkers
6. Employee training on best practices for the remote work environment
7. Developing a telework policy

Planning for the future

Commuter Services has a number of available resources for employers at the ready:

- Quick start guide
- Quick start agreement
- Tips for telemanager success
- Office Safety and Ergonomics guide
- Telework for business continuity
- Sample telework policy agreement

Commuter Services also has two resources for commuters:

- Tips for teleworker success
- Telework guide for commuters

Employer strategies

- Transit Passes – Metropass
- Preferential Carpool / Vanpool Parking
- Bicycle parking indoors or secure area out of the elements outdoors
- Bike loaner programs
- Promote Try It campaigns and internal company challenges
- Communicate with employees via commuter e-fairs, newsletter, e-blasts, new hire packets and intranet. We can help!

Join us for these webinars in 2021

The Twin Cities Telework webinar series will feature telework-centric topics for both employers and commuters. Planned topics include:

-  Formalizing an Effective Telework Policy and Avoiding Pitfalls
-  Best Practice Training for Success as a Remote Worker and TeleManager
-  Mental Health and Wellness for Teleworkers

The best commute...



is no commute!

Questions?

Contact Commuter Services for more information

Website: 494corridor.org

Email: kate@494corridor.org

Coming soon – the Twin Cities Telework website. Details to follow!

