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MARYLAND DEPARTMENT
OF TRANSPORTATION

RELECTIONS OF REMOTE WORK DURING COVID-19

Bonus session that reflects on webinar series, best practices, and transportation implications for a POST COVID-19

Session 5- 6.05.20

AGENDA FOR TODAY'S WEBINAR

1. Highlights from May Webinar Series
2. Telework and Foursquare Integrated Transportation Planning
3. Post COVID-19 Commuting Impacts
4. Moving Forward

PURPOSE OF THE REFLECTIONS OF REMOTE WORK LIFE DURING COVID-19 WEBINAR SERIES?

Provide you with:

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

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

Week #1
A Small Business Owner's Reflections on Teleworking During COVID-19

Week #2
Shifting the Paradigm to Remote Work

Week #3
A Regional Perspective on Remote Work

Week #4
A Work Life Balance Program
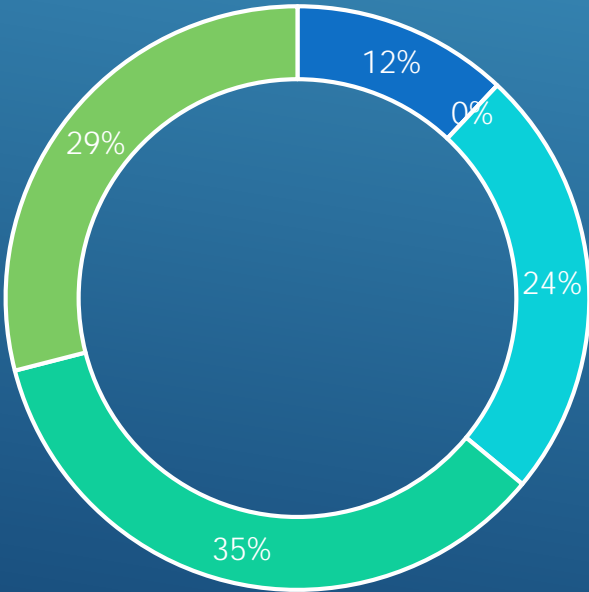
<u>Main Takeaways</u>

- **Important to Have a Collaborative Company Culture**

- **Important to evaluate what had in place Pre-COVID 19.**

- **Make necessary pivots during COVID-19**
- **Improve and Sustain Employee Morale**
  - Build in time for fun.
  - Encourage employees to take breaks.

- **Telework Tips**
  - Establish consistent Telework Protocols
  - Use Technology Effectively
  - Communicate, intermittent deliverables, & take breaks!
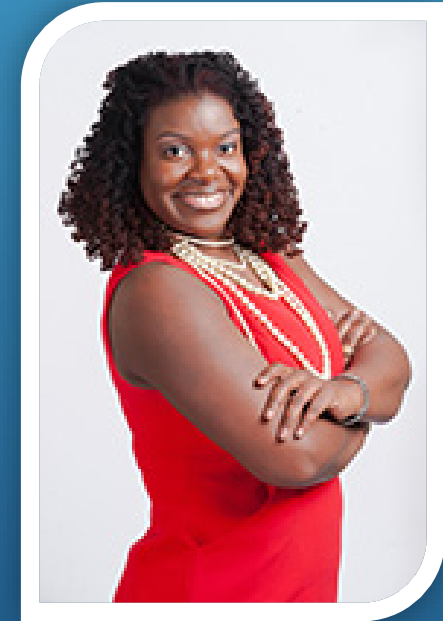
Odessa L. Phillip, PE
President & CEO – Assedo Consulting, LLC

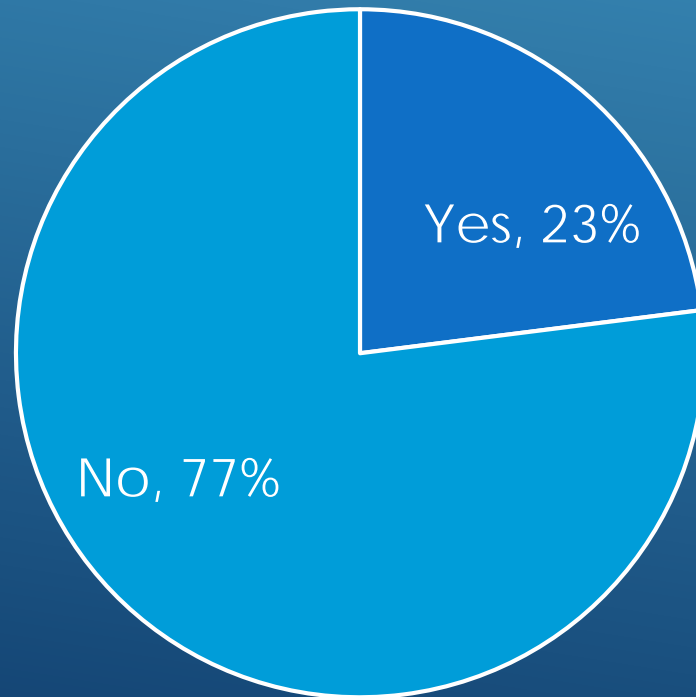# COVID-19 HAS TRANSFORMED WORK ENVIRONMENTS

How many days a week did you work remote before COVID-19?

- 3 or more days per week
- 2 days per week
- 1 day per week
- As-needed
- Not applicable

12%
0%
24%
35%
29%

(Question from Webinar#1)

Are you having company sponsored fun time?

Yes, 23%

No, 77%

(Question from Webinar#1)

Main Takeaways

- **Evaluate which job functions are suitable for remote work.**

- **Develop a telework policy and agreement** that includes, time reporting, productivity and expectations, work environment and confidentiality. Consider:
    - **Technology** to include required equipment, software, remote access to systems, and technology training.
    - **Staff Management.** Evaluate how staff is responding to remote work and how management will handle it.

- Planning involves iterations, considering worst case scenarios, and maintaining workflow.

Bonnie Grassi, Director of The Retina Group of Washington Ophthalmology – Medical Practice

# CONTINUED SUPPORT FOR SOME TELEWORK POST COVID-19 IS HIGH

Would you want to telework everyday?

I'd rather work at the office, 5%

Yes, everyday would be great, 21%

Yes, a couple days a week, 74%
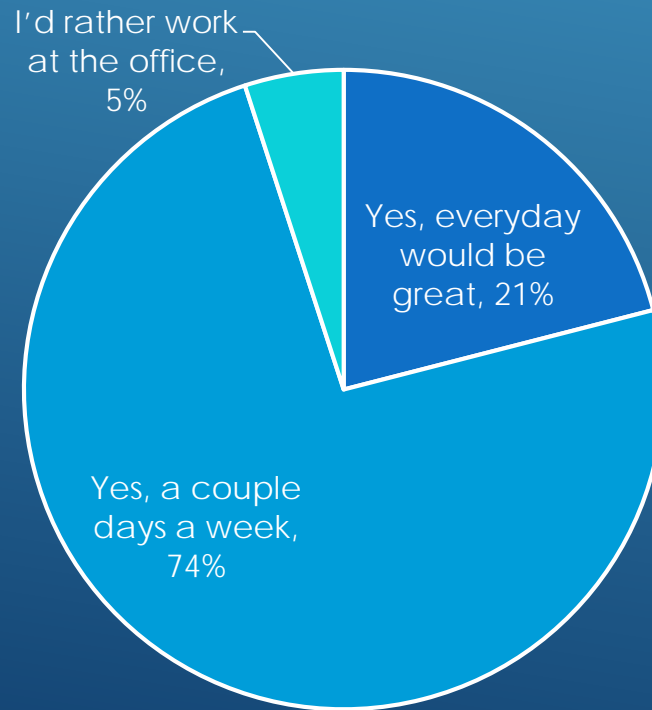
(Question from Webinar#2)

MANY COMPANIES ARE PLANNING FOR TELEWORK TO CONTINUE POST COVID-19

Does your workplace plan on providing the option for remote work post COVID-19?

Not Sure or Doubtful, 41%

Yes, 53%

No, 6%
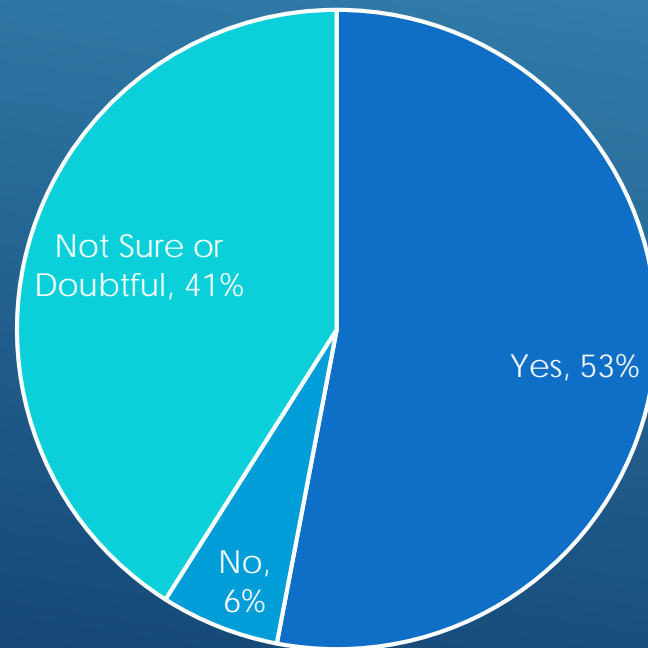
(Question from Webinar#2)

WEBINAR #3 (5/13/20) : A REGIONAL PERSPECTIVE ON REMOTE WORK DURING AND POST COVID-19
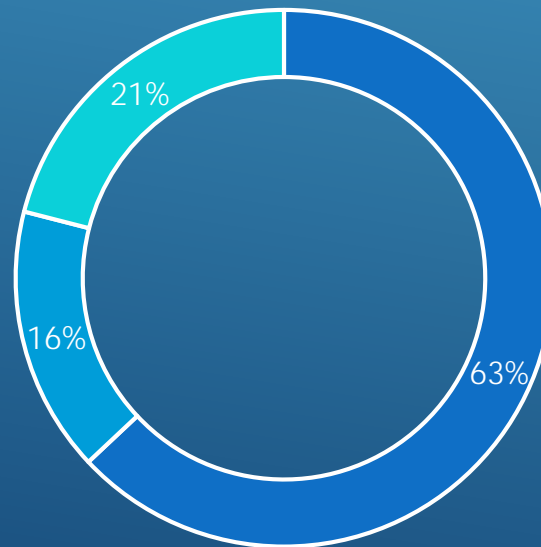
Main Takeaways

- **Based on the 2019 State of the Commute Survey…**
    - Telework has nearly tripled since 2004 –35% of regional commuters teleworked at least occasionally in 2019.
    - Nearly six in ten (59%) said they teleworked at least one day per week.
    - There is untapped potential. 73% of respondents who said they were not "teleworkers", reported having a telework appropriate job and have worked at home at least once in the past year.

- **Commuter Connections provides employer and employee resources.**
  https://www.commuterconnections.org/teleworking/

- **The organization is currently conducting a survey regarding telework and the pandemic.**

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

COVID-19 HAS TRANSFORMED WORK ENVIRONMENTS

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

- ☐ Yes, my office has a formal telework program in place
- ☐ Yes, my office has an informal telework program in place
- ☐ No, my office did not offer remote work

(Question from Webinar#3)

WEBINAR #4 (5/22/20) : WELCOME TO AOPA'S WORK LIFE BALANCE PROGRAM

Main Takeaways

- **AOPA has a work-life balance program which includes:**
  - Flexible working hours, compressed work weeks, and early/late arrival.
  - The ability to telework after two years in the office.

- **AOPA won the 2019 Commuter Connection Employer Recognition "Telework" Award.**

- **AOPA work life balance program highlights:**
  - Organizations should survey employees to assess interest in work-life programs.
  - Getting manager buy-in is an important part of implementing work-life balance programs.
  - When implementing telework policy, consider accessibility, equipment, protection of confidential information, and home office safety.

Peggy Yusko
Director, Benefits /Wellness
Aircraft Owners and Pilots
Association

KEY TAKE-AWAYS FROM WEBINAR SERIES

Prior to COVID-19

COVID-19

Post COVID-19

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TELEWORK AND FOURSQUARE INTEGRATED TRANSPORTATION PLANNING (ITP)

ABOUT FOURSQUARE ITP

Founded in 2006 with one employee, woman-owned business with more than 40 transportation planners and data/GIS analysts.

Three offices:
    Rockville, Maryland (Headquarters)
    Philadelphia, Pennsylvania
    Boston, Massachusetts

Work in 18 states and Washington, DC.
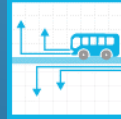
Young workforce with a lot of young families.

Much of Rockville workforce lives in Washington, DC

SERVICE AREAS

Transit Service Planning	Corridor Planning
Transit Operations	TDM, Shared Mobility, and Parking
Transit Facilities and Multimodal Access	Bikeshare and Bike/Ped Planning
Regional and Statewide Planning	Strategic and Financial Management

Employees are able to telework up to <u>two days per week</u>. Days spent out of the office for travel, or on site visits count as telework days.

Schedule: Employees are encouraged to be consistent with their teleworking schedule. Typically this includes selecting the same telework day(s) each week but remaining flexible as client meetings arise.

Location: Telework must be conducted from a fixed location with internet (i.e., a home office, NOT an airport or mode of transportation). Foursquare ITP provides employees with a monitor, external keyboard, and mouse for their home office.

Accessibility: During work hours team members must be accessible by email, phone, and Microsoft Teams. Employees are required to utilize instant messaging (Microsoft Teams) to indicate that they are working and available for communication.

SHORT-TERM CHALLENGES POSED BY COVID-19

1. School and child care closures impacting employee schedules.

2. Loss of in-person interaction among employees limiting comradery building opportunities.
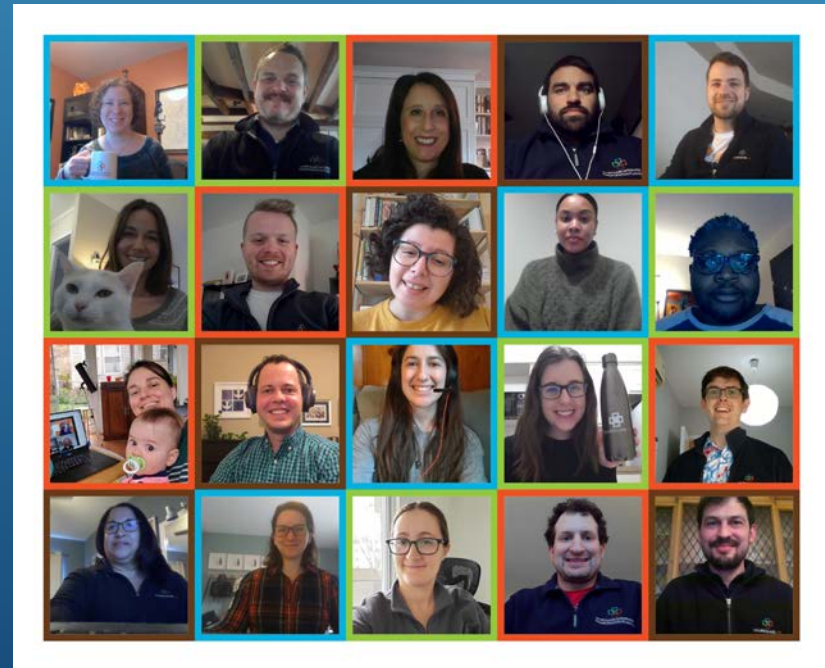
MITIGATING CHILDCARE RESPONSIBILITIES

Paid Leave: Foursquare has informed its employees that persons unable to telework or unable to telework a full 40 hour week due to childcare responsibilities (i.e. loss of school or daycare) that they may be eligible to receive assistance under the Families First Coronavirus Response Act (FFCRA): Employee Paid Leave Rights family medical leave.

Flexibility: Foursquare ITP is allowing employees who need to adjust their schedule to take time off during the work day to care for family members to make up that time outside of typical work hours and weekends. Employees are asked to indicate on their calendars when they will be unavailable during the work day.

Workload Management: All employees are required to be present during Tuesday morning team, office-wide, and project management meetings. During weekly team meetings employees discuss their weekly workload.

PROMOTING **COMPANY CULTURE**

"**Culture eats strategy for breakfast**"

Peter Drucker

PROMOTING **COMPANY CULTURE**

Foursquare ITP promotes our core values internally through a peer-to-peer badge recognition system.

During this time of remote work employees are being encouraged to send virtual badges to one another in recognition of these values.

- ▶ **What?** Animated stickers that can be sent between employees.

- ▶ **Why?** To recognize how our employees live our core values.

- ▶ **How?** Send the virtual badge with a sentence or two explaining why it was awarded.

PROMOTING **COMPANY CULTURE**

Weekly Virtual Game Nights

Weekly Virtual Happy Hour and Skill Share

Virtual Lunch-and-Learns
(i.e., stress management, profession-specific skills)

One-to-One coffee breaks between leadership and staff

POST COVID-19 COMMUTING IMPACTS

PUBLIC TRANSIT USE WILL BE DOWN

NEWS

Metro creates passenger limits to support social distancing

40' buses — 12 riders

60' buses — 18 riders

WORLD

Mass Transit Systems Face Social-Distancing Puzzle

As coronavirus lockdowns ease, transport operators will struggle to get people moving again while keeping them apart

MBTA Ridership Craters As Social Distancing And Confirmed Cases Increase

Tilly Chang @tilly_chang · May 6

Among the potential outcomes post SIP: Bay Area traffic returns higher than pre-COVID levels. Why we must support transit priority/adaptations, build out cycling networks, partner with employers on TDM and continue to study congestion pricing.

The post-shutdown Bay Area commute may be hell

As both state and local shelter-in-place orders are showing signs of relaxing, residents are starting to think about eventually getting back

sfgate.com

The Long View: COVID-19 Impacts on Human Activity-Travel Patterns

Ram Pendyala   Follow
Apr 20 · 15 min read

Part 2: Will We See a Future of Less Traffic and Reduced Physical Participation in Activities — Don't Count On It

In *Part 1* of this two-part series, we explored how and why people may not adopt remote work and school arrangements on a mass scale in a post-COVID-19 era.

CAR USE WILL BE UP

OUR STREETS MAY NEVER BE THE SAME POST COVID 19

CORONAVIRUS

Oakland to Close 74 Miles of Streets to Cars Starting Saturday

▶ LISTEN

By Matthew Green   Apr 10

Now's a good time to find that old box of sidewalk chalk.

Oakland will begin to close 74 miles of its blacktop to cars starting Saturday, reserving roughly 10% of all streets in the city for pedestrians and bicyclists, as part of an effort to encourage social distancing and ease ʳcrowding in public spaces during the city's ongoing shelter-in-place order.

ʳe giving Oaklanders more room to spread out safely," Mayor Libby
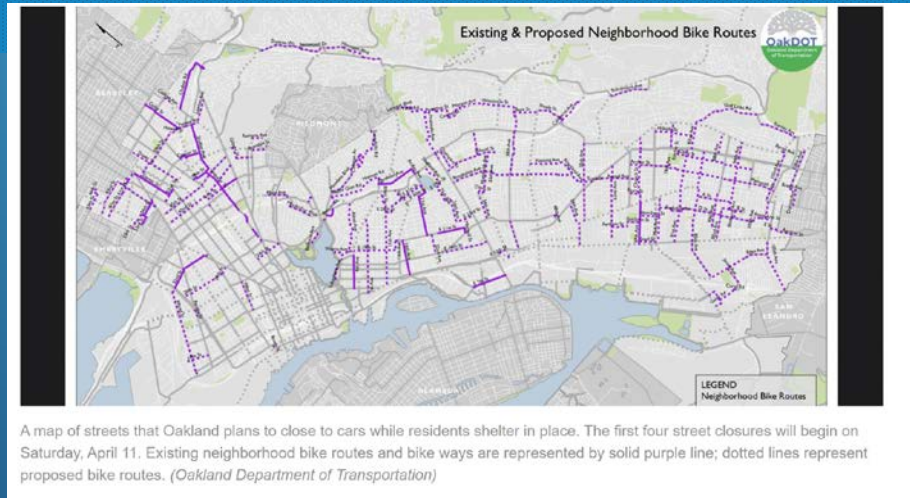
A map of streets that Oakland plans to close to cars while residents shelter in place. The first four street closures will begin on Saturday, April 11. Existing neighborhood bike routes and bike ways are represented by solid purple line; dotted lines represent proposed bike routes. *(Oakland Department of Transportation)*

Image Source: https://www.kqed.org/news/11811879/oakland-to-close-74-miles-of-streets-to-cars-starting-saturday

Oakland Slow Streets

Also in Denver....

Denver's closed streets bring out people eager to break coronavirus quarantine and stretch their legs

City says more road closures will be coming

Image Source: https://www.denverpost.com/2020/04/07/coronavirus-denver-street-closures-parks/

MOVING FORWARD

POST COVID-19 RETURN TO WORK STRATEGIES FOR EMPLOYERS

1. Support Socially Distanced Cycling and Walking.

2. Implement Alternative or Flexible Work Schedules.

3. Continue Telework Part-Time or Full-Time.

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- ▶ Direct bike benefits
  - ▶ Reimburse bike purchases and repairs
  - ▶ Taxable income
- ▶ Bicycle Parking (lockers, racks, storage room)
- ▶ Bike fix-it station
- ▶ Showers and locker room area
- ▶ Lockers to store personal items
- ▶ Assistance with a new bike purchase
- ▶ Bike Loaner Program
- ▶ Bikeshare membership

SUPPORT CYCLING

- Direct bike benefits
  - Reimburse bike purchases and repairs
  - Taxable income
- Bicycle Parking (lockers, racks, storage room)
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SUPPORT CYCLING

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Business Benefits

Reduce healthcare costs due to employees' increased health and wellness

Reduce carbon footprint

Increase productivity

Meet sustainability goals

Attract and retain talent

Biker Benefits

Increase overall health - 23% of people do not get leisure time physical activity

Saves money

Control over commute time

Do your part to reduce traffic congestion and improve air quality

WHY ENCOURAGE BIKING AND WALKING?

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This Photo by Unknown Author is licensed under CC BY-NC-ND

- ▶ Flextime/staggered shifts
  - ▶ Allows people to commute in off-peak hours
  - ▶ Can help employees accommodate responsibilities at home
- ▶ Compressed work weeks
  - ▶ Allows an employee to work a traditional 35-40 hour workweek in fewer days
  - ▶ Reduces number of commuting days

ALTERNATIVE WORK SCHEDULES

MAY 6, 2020

Telework may save U.S. jobs in COVID-19 downturn, especially among college graduates

How Will Americans Commute After Lockdowns End?

LAURA BLISS   MAY 14, 2020

WAMU   MAY 19, 10:42 AM

How D.C.'s Workspaces Will Fundamentally Change After COVID-19

Gabe Bullard

SHARE

TELEWORK AFTER COVID-19

Photo Source: Shana Johnson

COVID-19 TELEWORK

- ▶ Additional stress
- ▶ Child and family care responsibilities impacting employee work hours
- ▶ Complete loss of in-person interaction among employees limiting comradery

TELEWORK HAS BENEFITS

Achieve company sustainability goals

Enhance Recruitment

Increase Productivity

Enhance Retention

Enhance work-life balance

Reduce costs associated with physical office

Manage demand for parking

Reduce absenteeism

Source: A Guide to Telework for Employers

TELEWORK HAS BENEFITS

Improve the organization's ability to recruit and retain well-qualified employees.

95%

of employers report that telework improves employee retention, thus reducing turnover rate and saving your company money.

Data Source: Global Workplace Analytics

Source: *A Guide to Telework for Employers*

TELEWORK HAS BENEFITS

Achieve company sustainability goals and increasing environmental quality through commute trip reduction goals.

Source: *A Guide to Telework for Employers*

28%
of greenhouse gas emissions in the U.S. are generated by transportation.

*Data Source: EPA*

TELEWORK WAS ON THE RISE PRE-COVID-19

▶ Global Workplace Analytics' analysis of 2018 American Community Service (ACS) data

  ▶ Regular work-at-home arrangements have grown 173% since 2005

  ▶ 3.6% of the U.S. workforce works from home half-time or more

Source: https://globalworkplaceanalytics.com/telecommuting-statistics

TELEWORK WAS ON THE RISE PRE-COVID-19
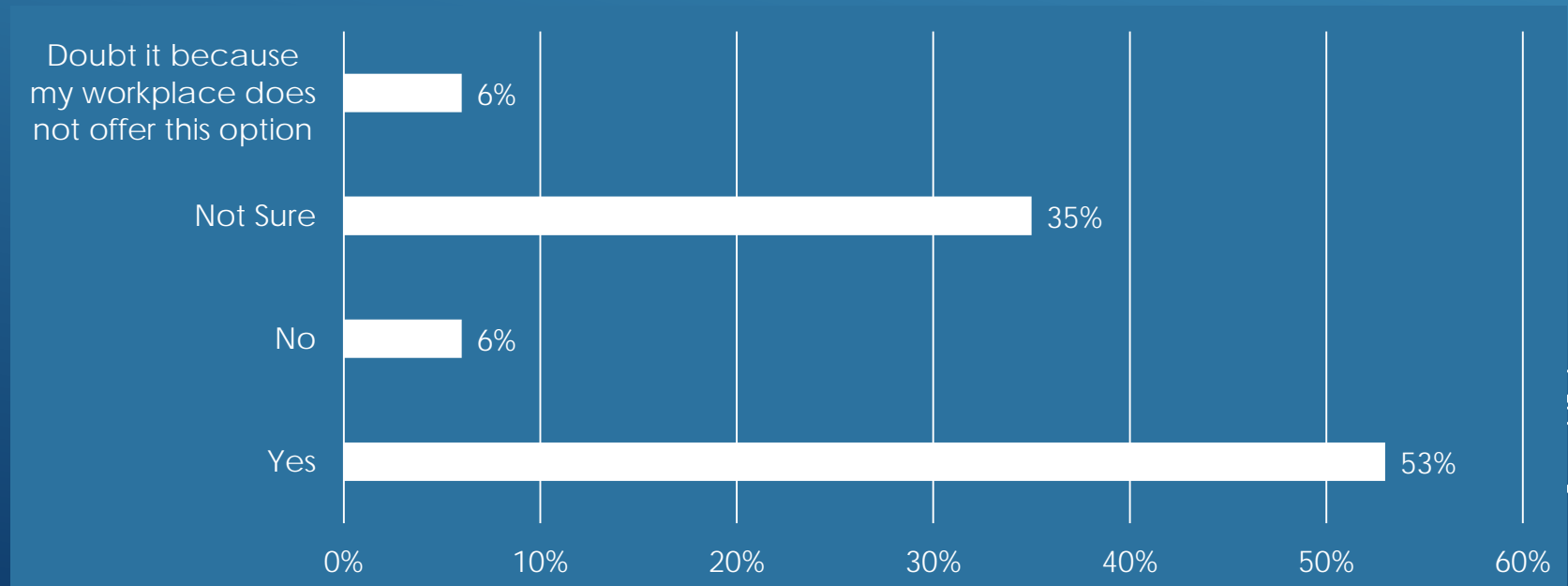
▶ **2019 State of the Commute Survey**

  ▶ 35% of Regional Commuters Teleworked at Least Occasionally in 2019
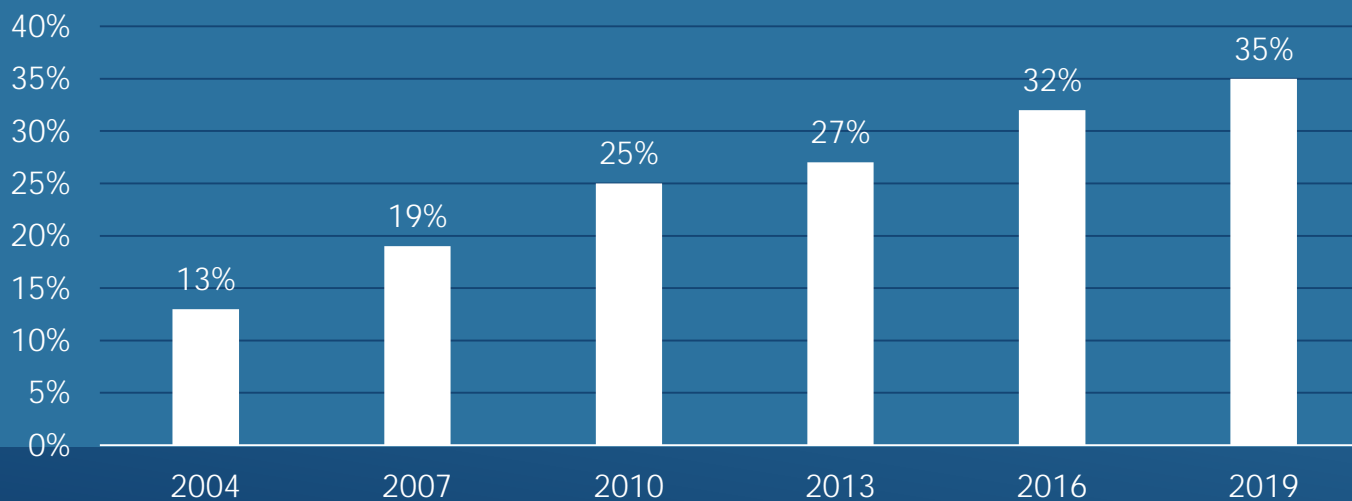
Source: http://www.mdot.maryland.gov/newMDOT/Commuter/ccm/assets/Webinar_LunchLearn_Session3.pdf

COVID-19 HAS THE POTENTIAL TO INCREASE THE PREVALANCE OF TELEWORK IN THE LONG TERM
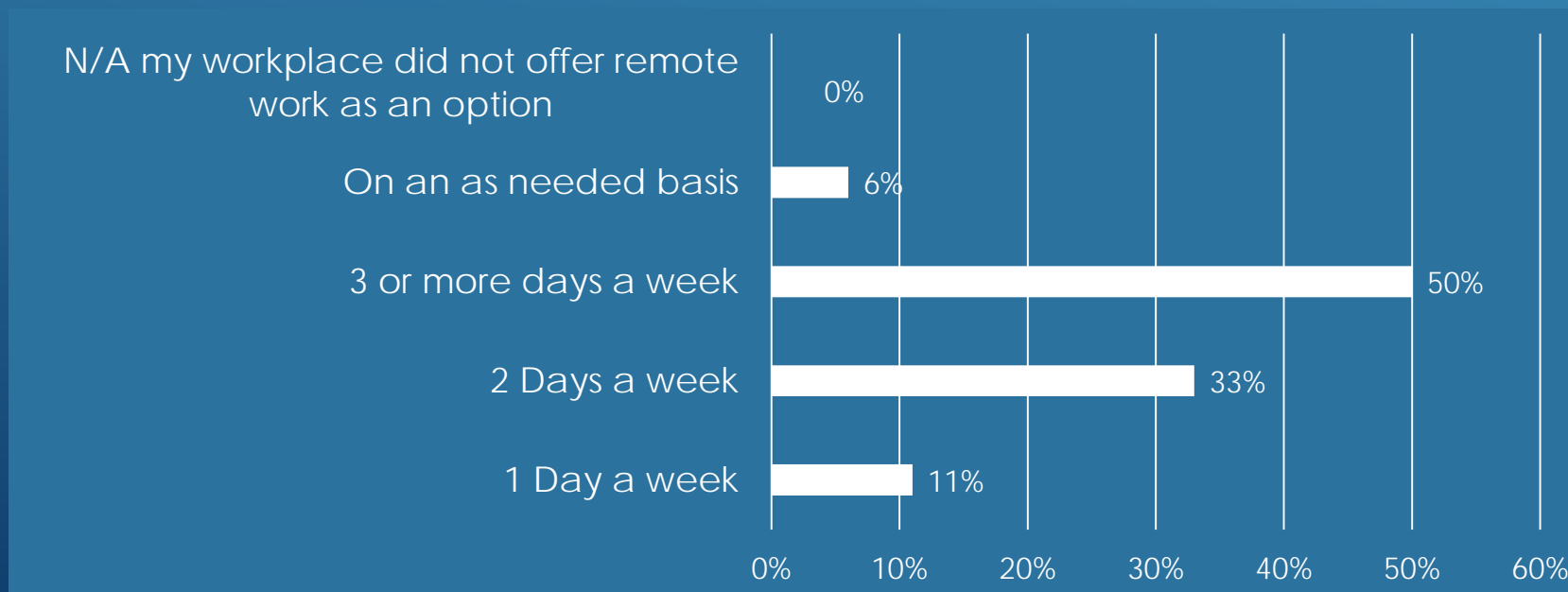
Does your workplace plan on providing the option for remote work post COVID-19?

Response	Percentage
Doubt it because my workplace does not offer this option	6%
Not Sure	35%
No	6%
Yes	53%

(Question from Webinar#2)

COVID-19 HAS THE POTENTIAL TO INCREASE THE PREVALANCE OF TELEWORK IN THE LONG TERM

Post COVID-19 how many days a week would you like the option to remote work?

| Category	Percentage
N/A my workplace did not offer remote work as an option	0%
On an as needed basis	6%
3 or more days a week	50%
2 Days a week	33%
1 Day a week	11%

(Question from Webinar#2)

COVID-19 HAS THE POTENTIAL TO INCREASE THE PREVALANCE OF TELEWORK IN THE LONG TERM

▶ The long term telework arrangement forced by COVID-19 has the potential to shift the telework culture within your organization.

▶ Following this prolonged period of remote work, workers may be less likely to view telework as a privilege.

▶ 56% of the American workforce have a job where at least some of what they do could be done remotely.

Source: https://globalworkplaceanalytics.com/how-many-people-could-work-from-home

EMPLOYERS SHOULD RENEW TELEWORK POLICY AND PROCEDURES

Did you already have a telework policy in place?
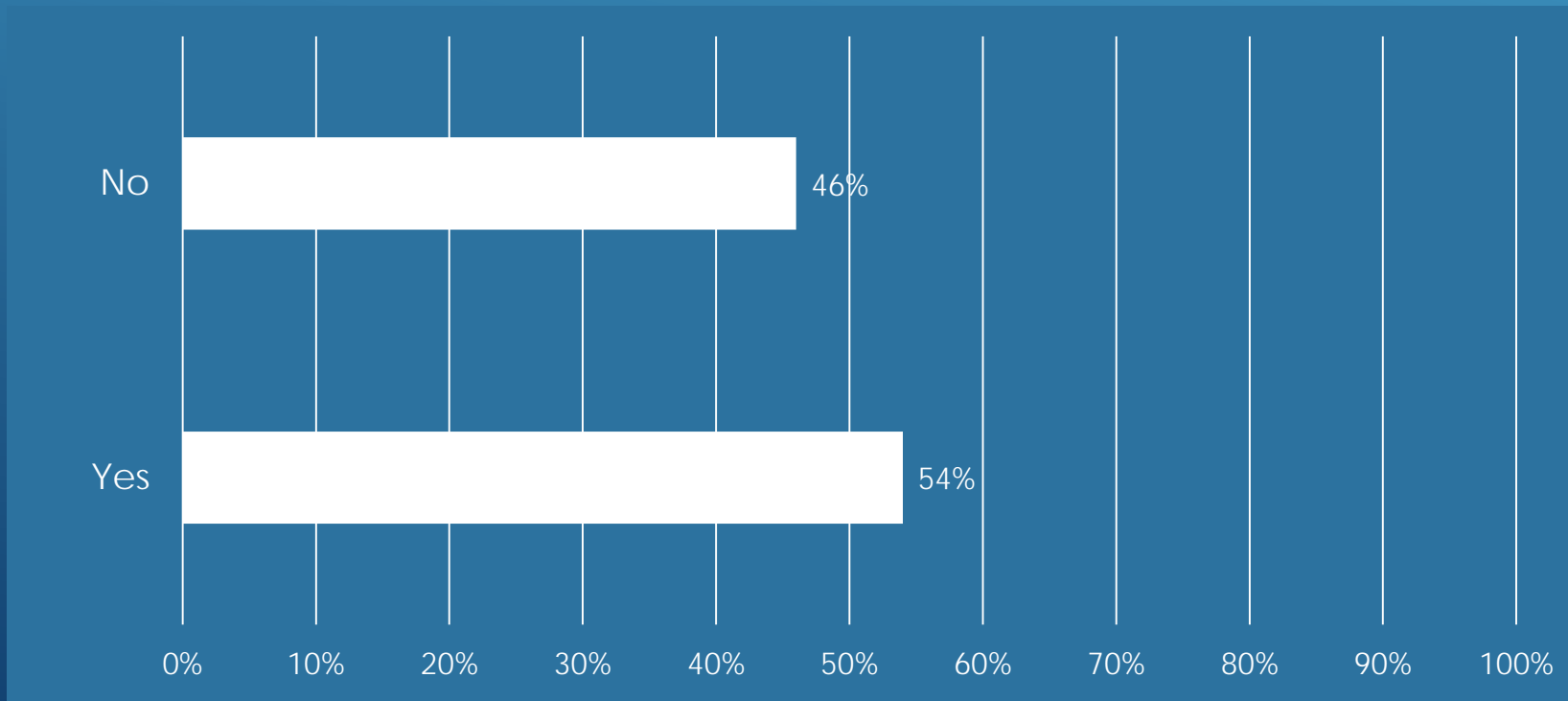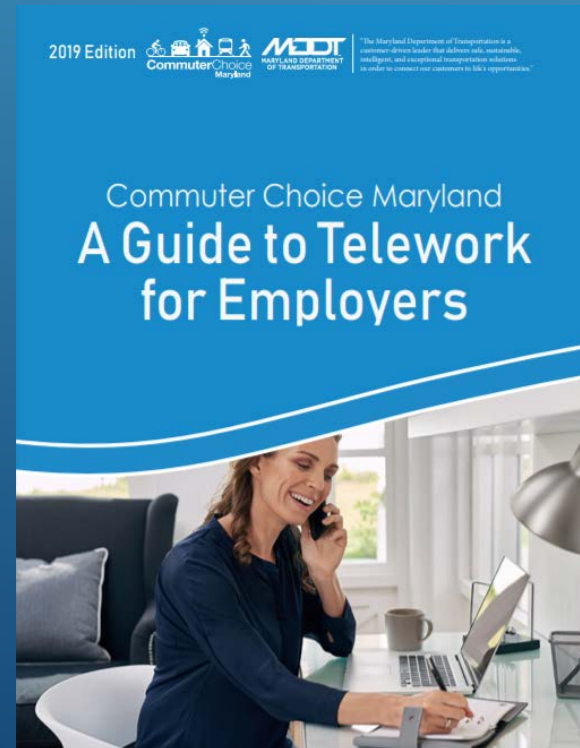

(Question from Webinar#1)

EMPLOYERS SHOULD RENEW TELEWORK POLICY AND PROCEDURES

➢ Begin compiling lesson's learned from your organization's COVID-19 remote work period. What is working? What is not?

➢ Determine positions well suited to telework full-time or part-time going forward.

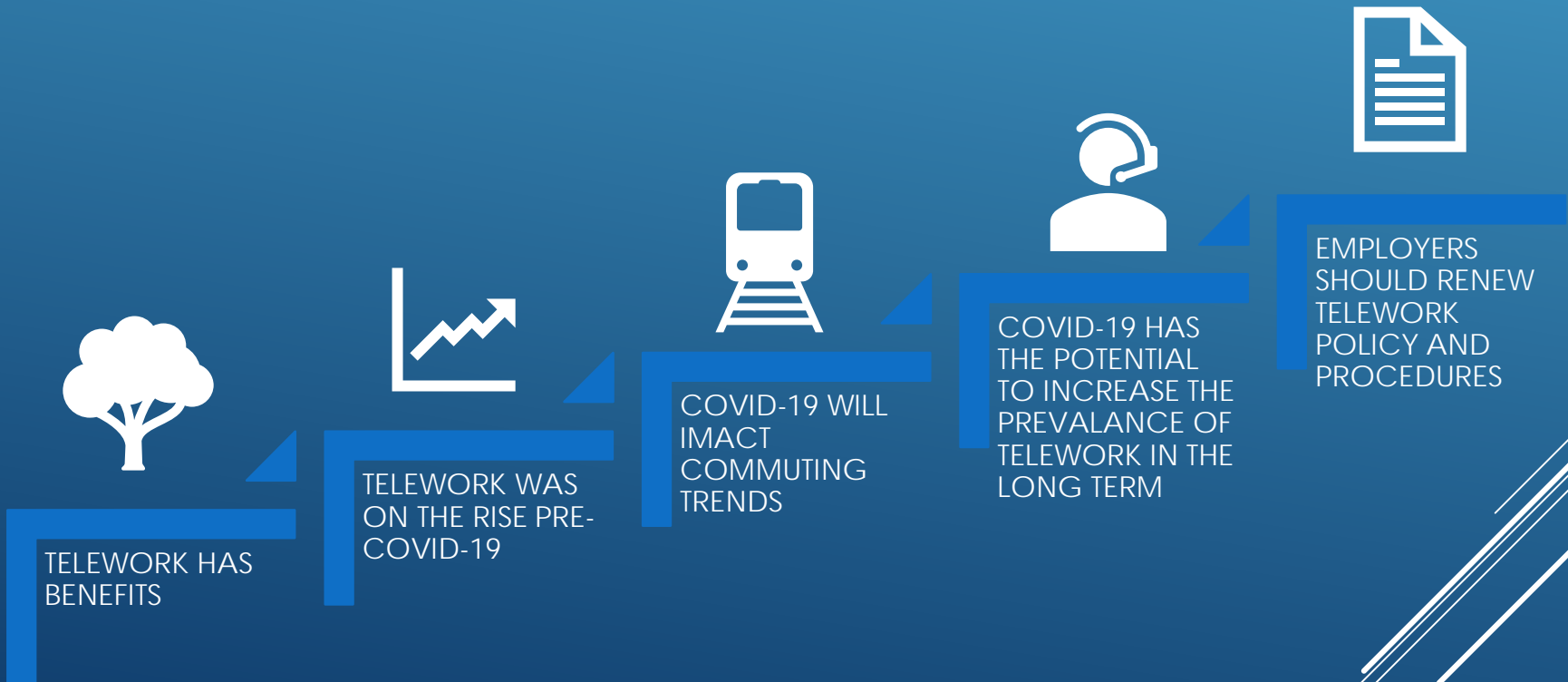➢ Consider how your telework will impact comradery and company culture.

EMPLOYERS SHOULD RENEW TELEWORK POLICY AND PROCEDURES

- *Communication and Accessibility*

- *Work Hours*

- *Workspace and Equipment*

- *Information Security*

Source: A Guide to Telework for Employers

FINAL THOUGHTS:
TELEWORK AND COVID-19

TELEWORK HAS BENEFITS

TELEWORK WAS ON THE RISE PRE-COVID-19

COVID-19 WILL IMACT COMMUTING TRENDS

COVID-19 HAS THE POTENTIAL TO INCREASE THE PREVALANCE OF TELEWORK IN THE LONG TERM

EMPLOYERS SHOULD RENEW TELEWORK POLICY AND PROCEDURES

THANK YOU!

We Are Always Here to Help!

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