RELECTIONS OF REMOTE WORK DURING COVID-19

Bonus session that reflects on webinar series, best practices, and transportation implications for a POSTCOVID-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.
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
Main Takeaways

• **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!

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WEBINAR #1 (4/29/20): PREPARED TO PIVOT, A SMALL BUSINESS OWNER’S REFLECTIONS ON TELEWORKING DURING COVID-19

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: 29%
- 2 days per week: 24%
- 1 day per week: 35%
- As-needed: 12%
- Not applicable: 0%

(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.**
CONTINUED SUPPORT FOR SOME TELEWORK POST COVID-19 IS HIGH

Would you want to telework everyday?

- Yes, everyday would be great, 21%
- Yes, a couple days a week, 74%
- I’d rather work at the office, 5%

(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?

- Yes, 53%
- No, 6%
- Not Sure or Doubtful, 41%

(Question from Webinar#2)
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/](https://www.commuterconnections.org/teleworking/)

- **The organization is currently conducting a survey regarding telework and the pandemic.**
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: 21%
- Yes, my office has an informal telework program in place: 16%
- No, my office did not offer remote work: 63%

(Question from Webinar#3)
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.
KEY TAKEAWAYS FROM WEBINAR SERIES

Prior to COVID-19

COVID-19

Post COVID-19
COMMUTER CHOICE MARYLAND PRESENTS...

The Lunch and Learn May Webinar Series

SESSION 1
A Small Business Owner’s Reflection on Teleworking During COVID-19

MS. ODESSA PHILLIP
PRESIDENT & CEO
ASPEEDO CONSULTING

SESSION 2
Shifting the Paradigm to Remote Work

MS. BONNIE GRASSI
DIRECTOR OF HUMAN RESOURCES
THE RETINA GROUP

SESSION 3
A Regional Perspective on Remote Work

MR. NICHOLAS RAMFOS
TRANSPORTATION OPERATIONS PROGRAM DIRECTOR
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS

SESSION 4
A Work Life Balance Program

MS. PEGGY YUSKO
BENEFITS / WELLNESS DIRECTOR
AIRCRAFT OWNERS AND PILOTS ASSOCIATION

TO LEARN MORE, VISIT
Commuter Choice Maryland.com

CommuterChoiceMaryland.com
TELEWORK AND FOUR SQUARE 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
- Transit Operations
- Transit Facilities and Multimodal Access
- Regional and Statewide Planning
- Corridor Planning
- TDM, Shared Mobility, and Parking
- Bikeshare and Bike/Ped Planning
- Strategic and Financial Management
Employees are able to telework up to **two days per week**. 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 childcare closures impacting employee schedules.

2. Loss of in-person interaction among employees limiting comradery building opportunities.
**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.
“Culture eats strategy for breakfast”
Peter Drucker
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

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
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
Bicycle sales surge as Americans seek to avoid mass transit and get exercise

by Olga Kharel, Bloomberg News, Updated: May 18, 2020

OUR STREETS MAY NEVER BE THE SAME POST COVID 19
Oakland to Close 74 Miles of Streets to Cars Starting Saturday

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 "crowding in public spaces during the city's ongoing shelter-in-place order."

"Giving Oaklanders more room to spread out safely," Mayor Libby


Oakland Slow Streets
Denver’s closed streets bring out people eager to break coronavirus quarantine and stretch their legs
City says more road closures will be coming

MOVING FORWARD
POST COVID-19 RETURN TO WORK STRATEGIES FOR EMPLOYERS

2. Implement Alternative or Flexible Work Schedules.
3. Continue Telework Part-Time or Full-Time.
- 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
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Bicycle Parking (lockers, racks, storage room)
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SUPPORT CYCLING
WHY ENCOURAGE BIKING AND WALKING?

**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
ALTERNATIVE WORK SCHEDULES

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

How Will Americans Commute After Lockdowns End?

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

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

Photo Source: Shana Johnson
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.

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

Source: A Guide to Telework for Employers

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?

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

(Question from Webinar#2)
COVID-19 HAS THE POTENTIAL TO INCREASE THE PREVALENCE OF TELEWORK IN THE LONG TERM

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

- 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 PREVALENCE 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?

No: 46%
Yes: 54%

(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 SHOULDN'T 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 impact commuting trends
- COVID-19 has the potential to increase the prevalence 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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