

# Commuter and Employer Survey Results

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# Commuter and Employer Surveys

- Open from September 8 – October 9 (during phased reopening, before second wave)
- Partnered with Capital Region Chamber (Chamber) and the Capital Region Human Resources Association (CRHRA)
- 66 commuter respondents
- 10 employer respondents

# Commuter and Employer Surveys

- Outreach through:
  - CDTC newsletter and social media
  - CDTA social media
  - Chamber newsletter and social media
  - CRHRA newsletter and social media
  - Capital Moves direct email to commuters & a small number of employers

# Goals and Objectives

- Get a sense of how regional commuters and employers are feeling about commute modes and telework
- Get a sense of how the pandemic has changed perceptions of safety and health to inform future outreach and transportation demand management (TDM) marketing efforts
- Build relationships with regional business groups

# Commuter Demographics

Q1. Which of the following categories best describes your current employment status?

Answer Choices	Responses	
Employed, working full-time	98.48%	65
Employed, working part-time	0.00%	0
Furloughed/not employed, but anticipate going back to the same position	0.00%	0
Furloughed/not employed, but DO NOT anticipate going back to the same position	0.00%	0
Employed full-time, but experiencing a pay cut	0.00%	0
Other (please specify)	1.52%	1
	Answered	66
	Skipped	0

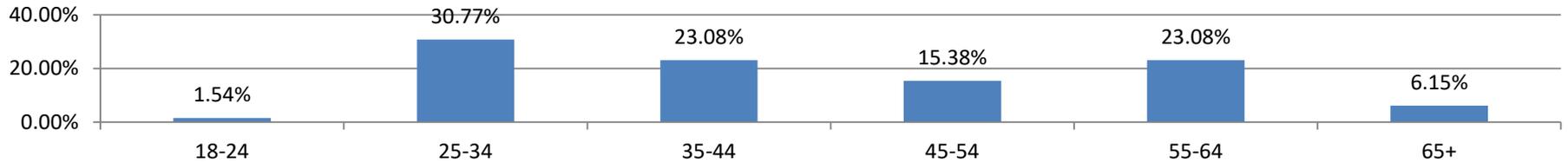
Q4. Which of the following best describes your primary occupation prior to the COVID-19 outbreak?

Answer Choices	Responses	
Business professional	21.21%	14
Medical/healthcare/social services	4.55%	3
Education/academic	1.52%	1
Hospitality/restaurant	0.00%	0
Business owner/self-employed	1.52%	1
Retail	1.52%	1
Manufacturing/warehouse	1.52%	1
Government/civil services	63.64%	42
Other (please specify)	4.55%	3
	Answered	66
	Skipped	0

“Other:” works 70% voluntarily, pre-COVID-19 arrangement that has continued

# Commuter Demographics

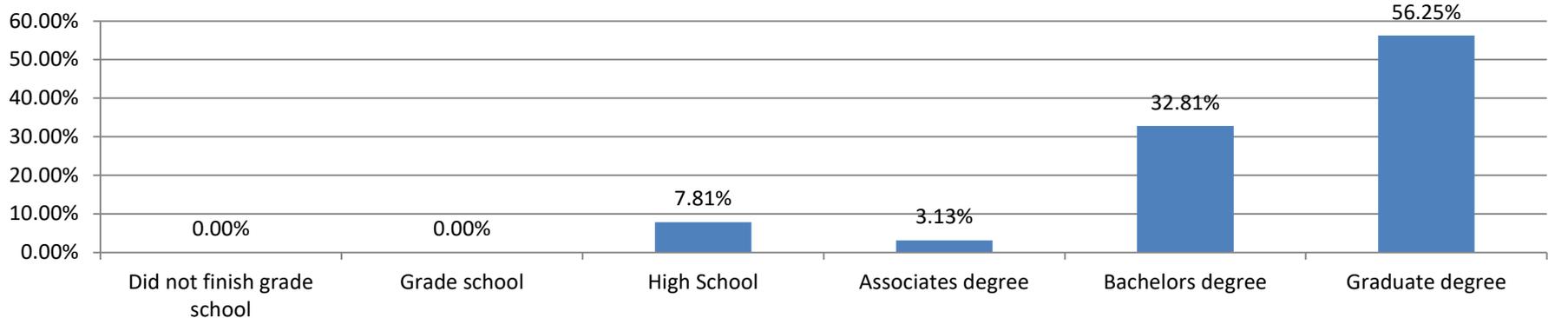
## What is your age?



## What is your household income?



## What is the highest level of education you completed?



# Commuter Demographics

Q5. Please select your primary mode of commuting before the pandemic (the mode you used for the longest distance of your commute to work).

Answer Choices	Responses	
Drive alone (car, truck, motorcycle, etc.)	50.00%	33
Carpool	13.64%	9
Vanpool (a group commute using a shared lease vehicle)	0.00%	0
Bus	27.27%	18
Bike, scooter or skateboard	4.55%	3
Walk	3.03%	2
Taxi/ride hail, Uber, or Lyft	0.00%	0
Telecommute/ work from home	0.00%	0
Other (please specify)	1.52%	1
	Answered	66
	Skipped	0



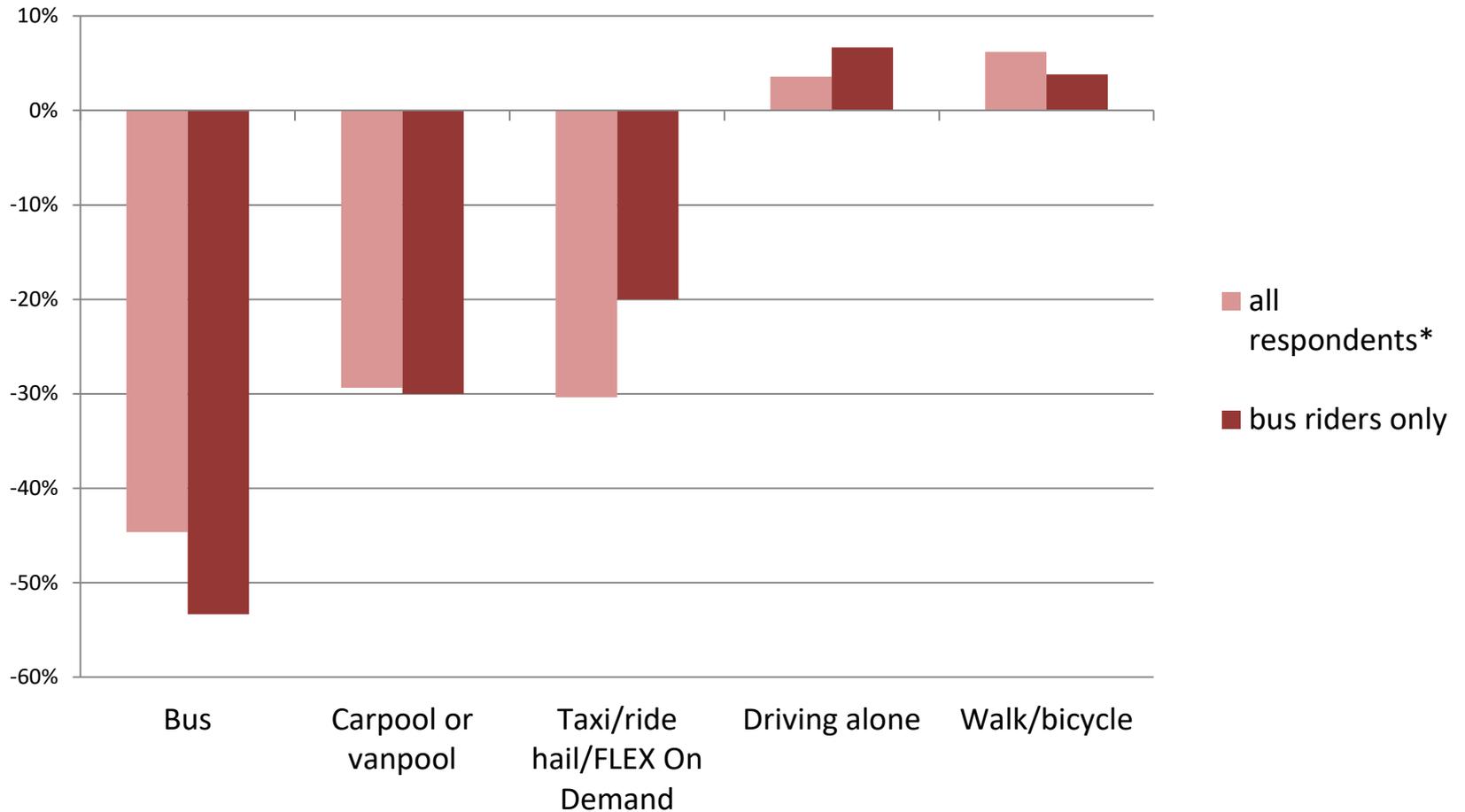
# Commute Patterns

Q8. Which best describes your current situation?		
Answer Choices	Responses	
I am working at my physical work place	13.64%	9
I worked from home before the pandemic and have continued to do so	3.03%	2
I am temporarily working from home, due to the pandemic	45.45%	30
I am currently furloughed/not employed	0.00%	0
I am dividing my time between my physical workplace and working from home	37.88%	25
Other (please specify)	0.00%	0
	Answered	66
	Skipped	0



83% were working from home all or part of the time

# Change in Comfort Level Using Commuter Modes, All Respondents (n=56) and Bus Riders (n=18)



\*includes bus riders

# Comfort Level

Q9. Are you currently using, or planning to use, the same mode of transportation to commute to work that you used before the COVID-19 pandemic?

Answer Choices	Responses	
Yes, I am using, or plan to use, the same mode I used before	76.92%	50
I don't know yet	15.38%	10
No, I am using, or plan to use, a different mode	7.69%	5
If you plan to use a different mode, please specify which mode you plan to use, and why.		6
	Answered	65
	Skipped	1

- Overall, “No’s” had to do with carpool, bus route logistics
- 72% bus riders indicated that they planned to use the same mode again once the pandemic resolves
- 22% riders were unsure whether they would use the same mode
- 1 rider’s route was altered, so will have to use a different mode

# Employee Performance

Q25. Overall, would you say you are more productive or less productive when you work remotely?	Much less productive	Somewhat less productive	No difference in productivity	Somewhat more productive	Much more productive
	1.79%	10.71%	25.00%	30.36%	32.14%
Q26. Do you feel more connected or less connected to your colleagues when you work remotely?	Much less connected	Somewhat less connected	No difference from when I am at work	Somewhat more connected	Much more connected
	19.64%	51.79%	21.43%	3.57%	3.57%
Q27. Overall, would you say that your work/life balance is better or worse when you work remotely?	Much worse	Somewhat worse	No difference in work/life balance	Somewhat better	Much better
	3.57%	14.29%	8.93%	28.57%	44.64%
				Answered	56
				Skipped	10

**Q29: Overall, how satisfied are you with working remotely?**

A: 71% are “mostly satisfied” or “very satisfied.” (n=55)

**Q31: After the COVID-19 crisis ends, considering your employer’s needs and your personal preferences, how likely are you to continue working remotely at least one day per week?**

A: 61% are “likely” or “very likely,” 27% answered “don’t know/not sure”

# Desired Employee Benefits

Q19. What could your employer do to make your return to work easier? Please select your top 3 choices.

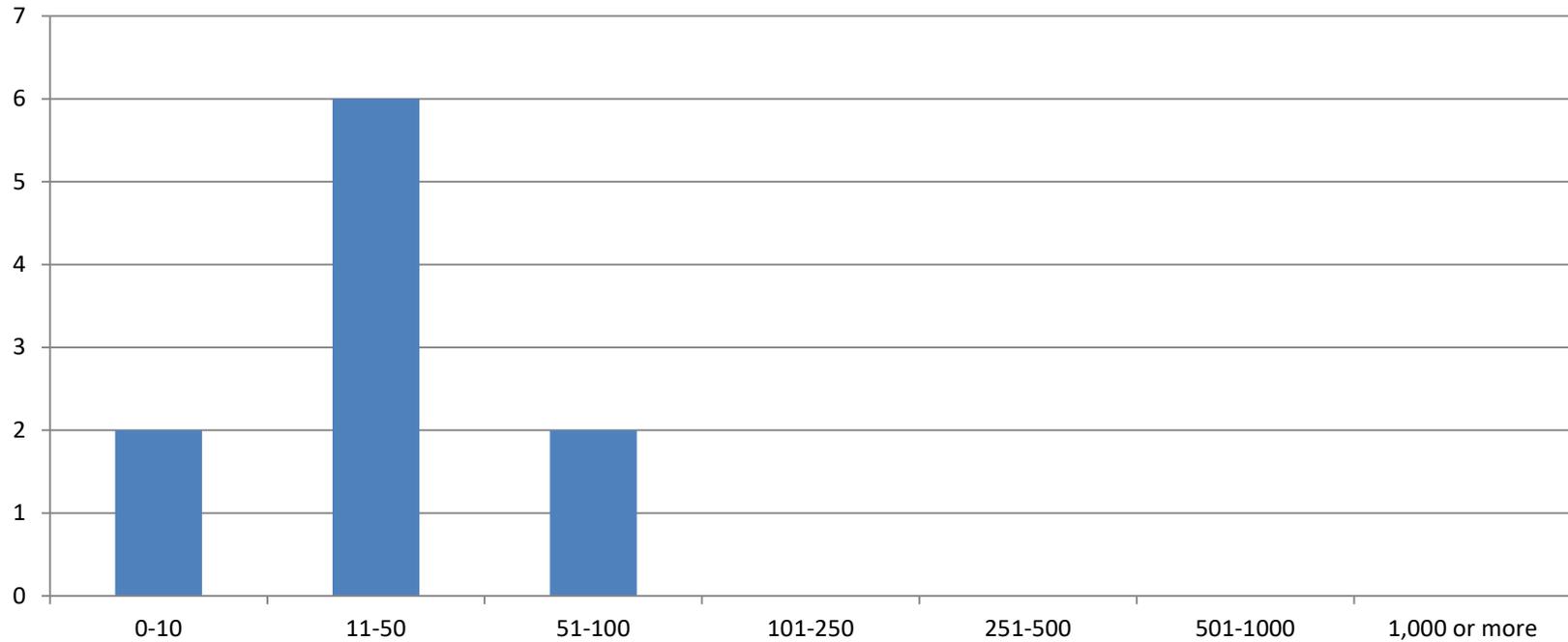
Answer Choices	Responses	
Allow me to continue to work from home (telecommute)	81.48%	44
Allow me to have a flexible schedule to reduce days in the office	79.63%	43
Allow for virtual meetings/conferences	48.15%	26
Allow me to have flexible hours to reduce travel time during rush hour	18.52%	10
Separate desks and work stations to allow for social distancing	18.52%	10
Help me reduce the cost of my bus commute	16.67%	9
Offer daily parking permits instead of monthly parking permits	14.81%	8
Allow me more time to commute to work	11.11%	6
Offer preferential parking for carpools	9.26%	5
A parking buyout (cash in lieu of a parking spot)	7.41%	4
Other (please specify)	7.41%	4
Provide better bike storage facilities	5.56%	3
Assist me in identifying convenient ways to commute such as facilitating carpool and vanpool matching, and finding the best transit and bicycle routes	1.85%	1
Help me reduce the cost of my bike/bikeshare commute	1.85%	1
	Answered	54
	Skipped	12

**Top 5 choices**

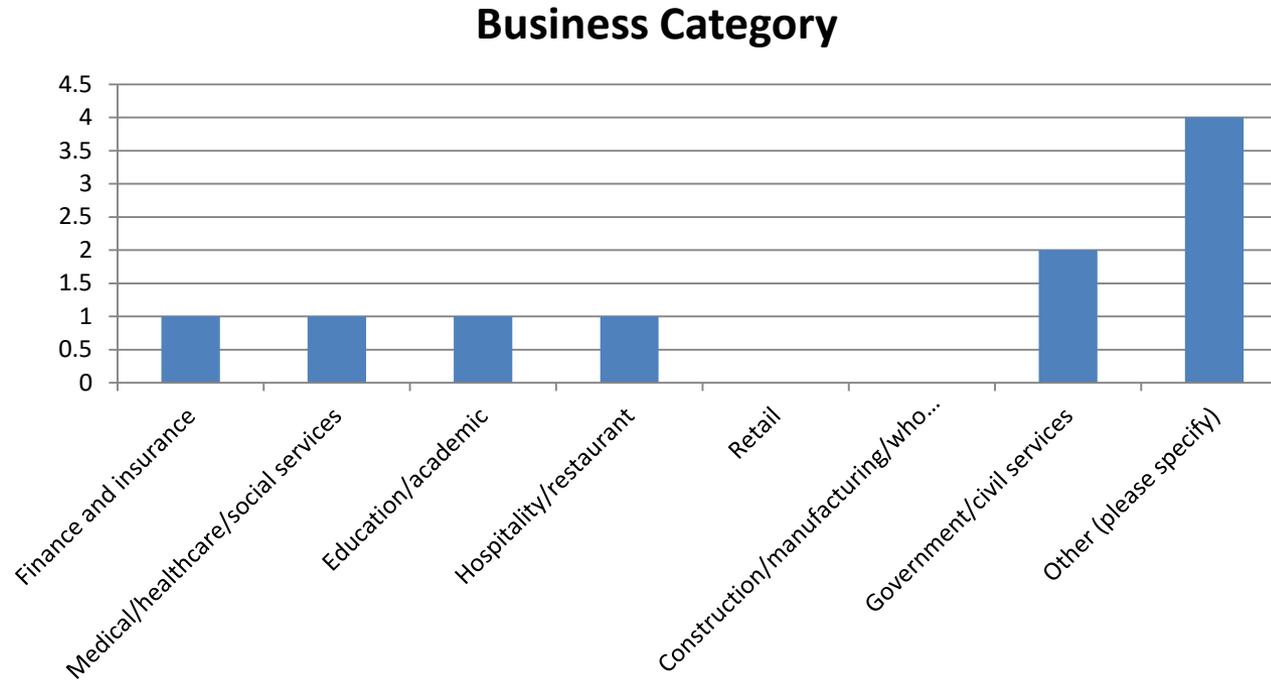
**Not top 5, but over 10%**

# Employer Statistics

Number of employees in Capital Region



# Employer Statistics



“Other” includes: a non-profit, sanitization, public relations, engineering consultant

# Employers and Telework

Less than half of the employers answered most of the commuting and telework questions.

Three out of the four employers that answered the telework-specific questions indicated that:

- they expect a larger proportion of their workforce will telework after the pandemic compared to before.
- the perceptions of teleworking by senior and supervisory level management were either “somewhat more favorable” or “much more favorable” than before the pandemic.

# Conclusions: Demographics

Future survey efforts should focus on collecting a statistically significant sample size with demographic characteristics that reflect the regional employed population and pool of employers.

- Commuter sample is skewed towards:
  - higher income
  - higher educational attainment
  - professional-level jobs in government and business
- Employer sample is:
  - skewed towards small-to-mid-size employers (under 100)
  - too small to be meaningful (only 10 employers)

# Conclusions: Worker Preferences

- Respondents preferred to telework all or part of the time over commuting into their offices all the time.
- Respondents reported positive improvements to their work productivity and work-life balance because of telework, but felt less connected to their co-workers
- For traveling commutes, most respondents intend to continue to use their previous primary commute mode, including bus riders, once the pandemic resolves.

# Conclusions: Employer Preferences

Evidence indicates that there is some employer interest in allowing more telework, but more data are needed.