COVID-19 Go Pass Survey

May 2019

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Objectives

To understand for Go Pass companies:

1. The impact of COVID-19 on employee work location

2. Plans for Post Shelter-in-Place

3. Attitudes towards riding public/shared transit

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Methodology

- Online survey distributed to all Go Pass companies

- Survey open between May 11 and May 26

- One response per company

- 102 out of 121 Go Pass companies responded (84%)
  - Including 9 of the top ten companies by revenue

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KEY FINDINGS

Size of Companies Surveyed

- Responses from a broad range of companies

What is the approximate number of employees at your company worksite (s) participating in the Go Pass Program?


20% — 1-49
25% — 50-99
28% — 100-249
14% — 250-499
6% — 500-749
1% — 750-999
7% — 1,000 or more

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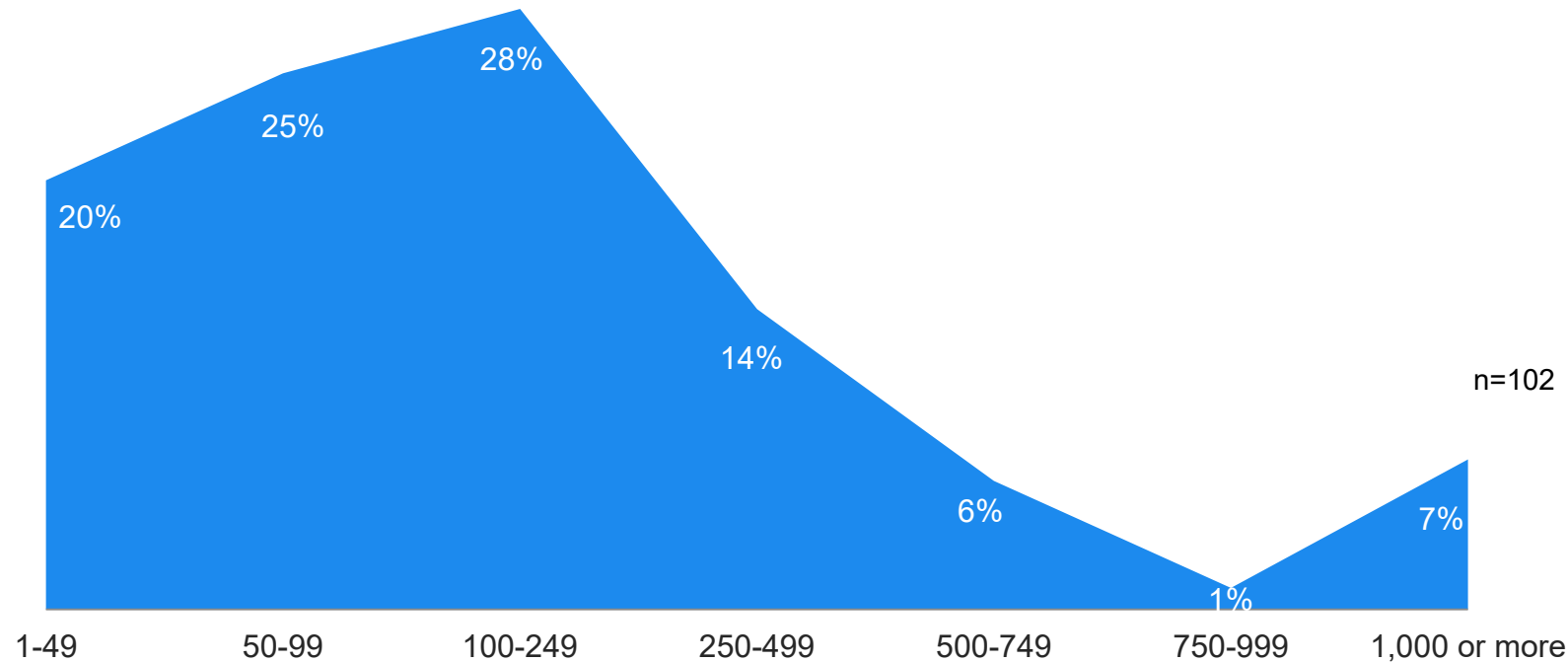
Current Employee Work Location

- Majority of employees currently telecommuting only

What is the approximate percentage of employees currently telecommuting,
coming into work or doing both?

Category	Percentage
Telecommuting only	92%
Coming into work only	11%
Both telecommuting and coming into work	5%

n=102

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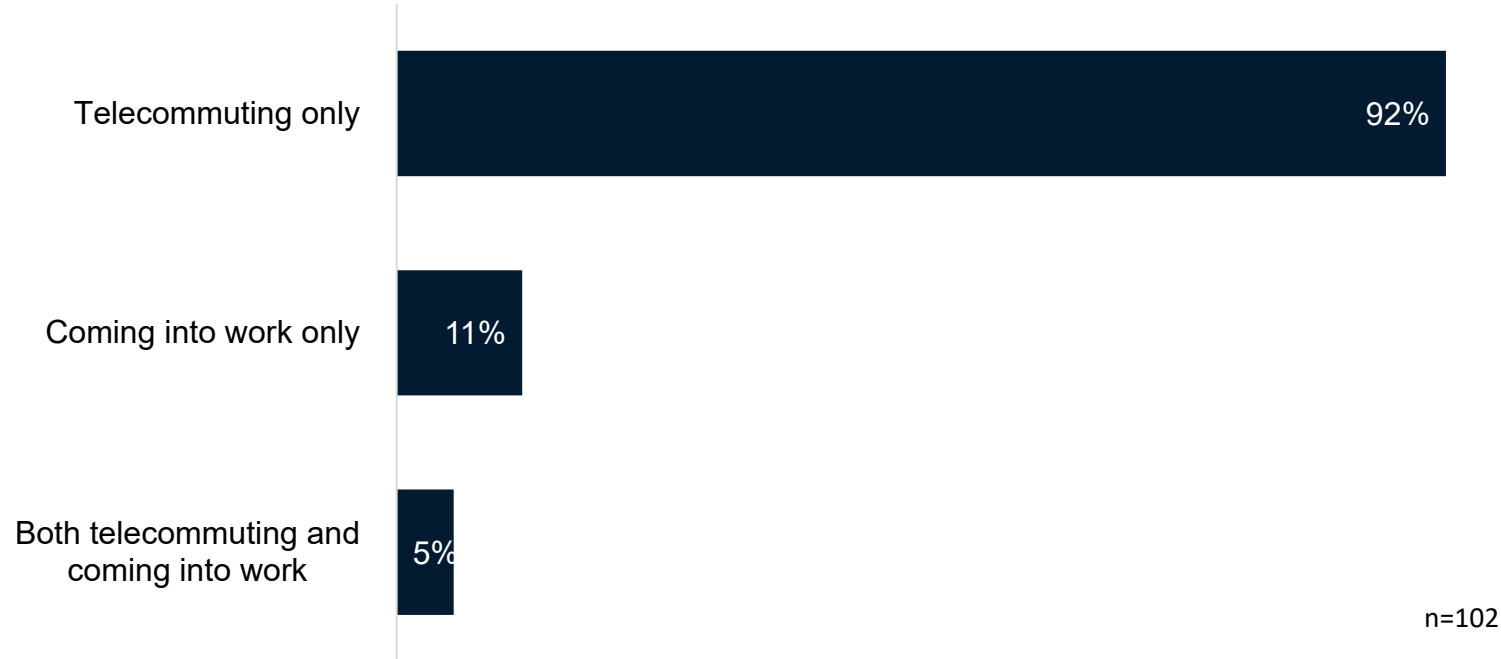
# Prior to COVID-19 Employee Work Location

- Prior to COVID-19 13% of employees telecommuting only

What is the approximate percentage of employees, prior to COVID-19, telecommuting, coming into work or doing both?

Work Location	Percentage
Coming into work only	75%
Both telecommuting and coming into work	25%
Telecommuting only	13%

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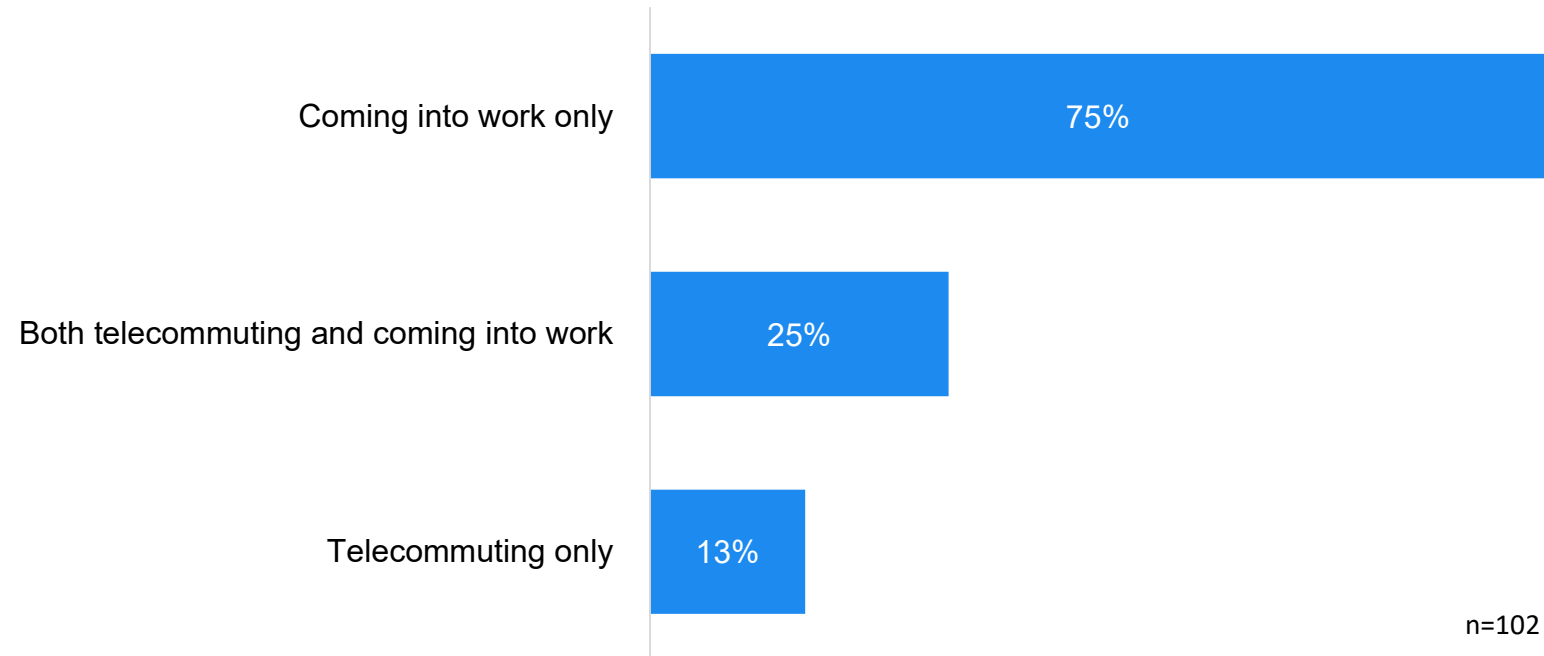
Current vs. Pre-COVID-19 Work Location

- Large shift of employees from coming into work only to telecommuting only

Current vs. Pre-COVID-19

	Current	Pre-COVID-19
Telecommuting only	92%	13%
Coming into work only	11%	75%
Both telecommuting and coming into work	5%	25%

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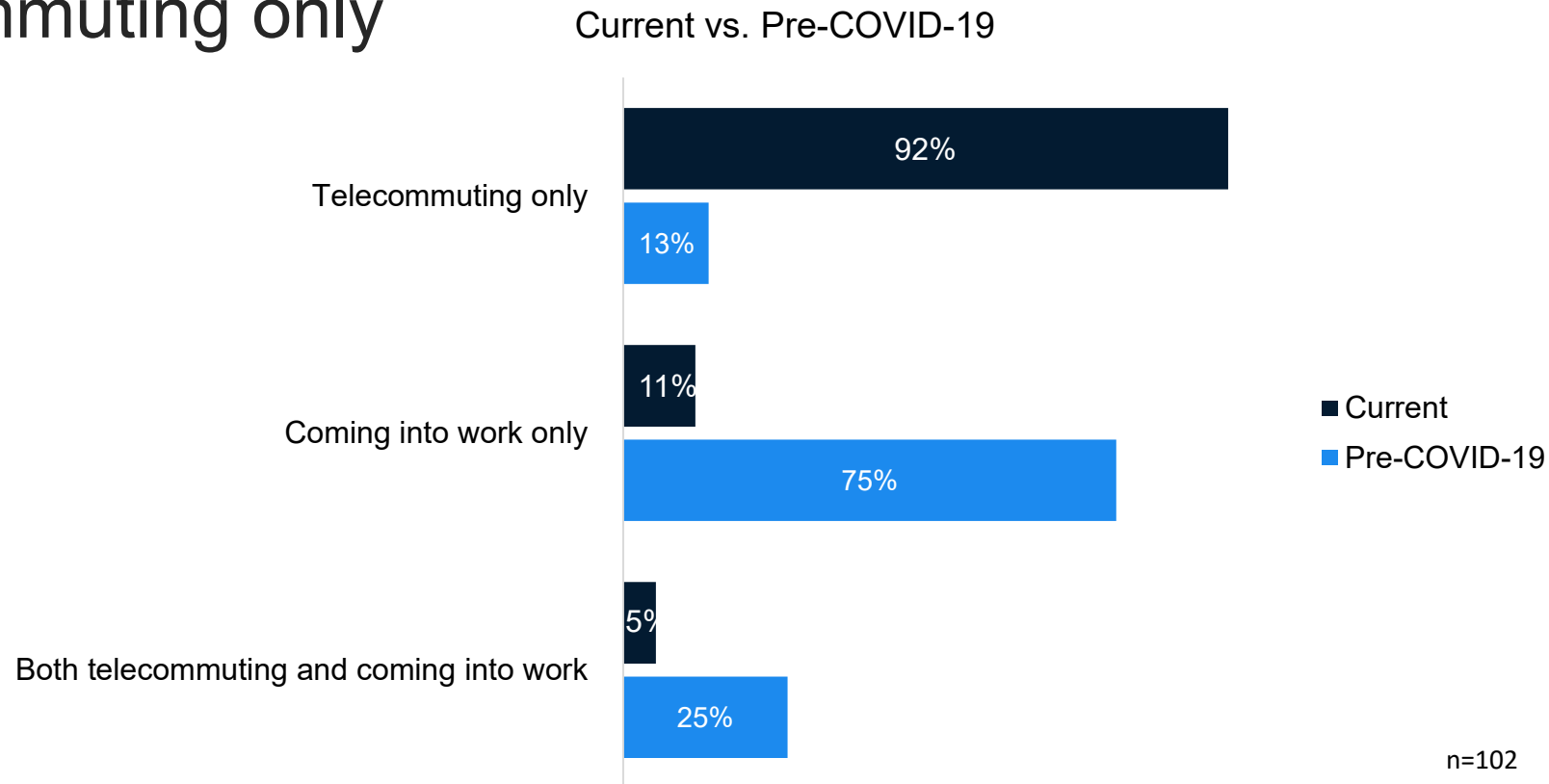
Planning for Post-Shelter-in-Place

- Most companies are formulating plans for post-Shelter-in-Place

Has your company started planning for how employees will return to work
when the Shelter-in-Place orders begin to be lifted?

Response	Percentage
Yes	87%
No	9%
Don't Know	4%

n=102

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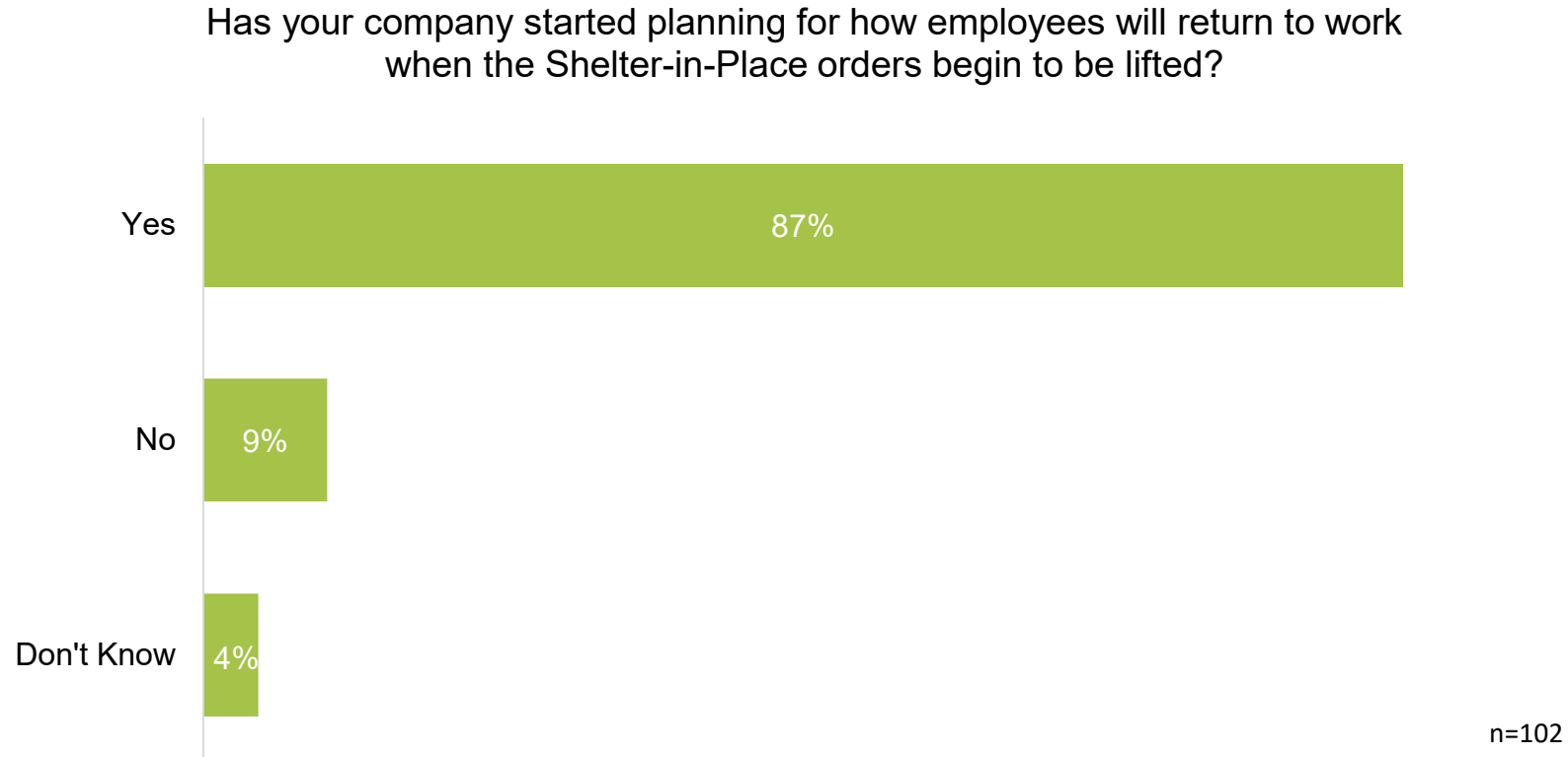
Planning for Post-Shelter-in-Place

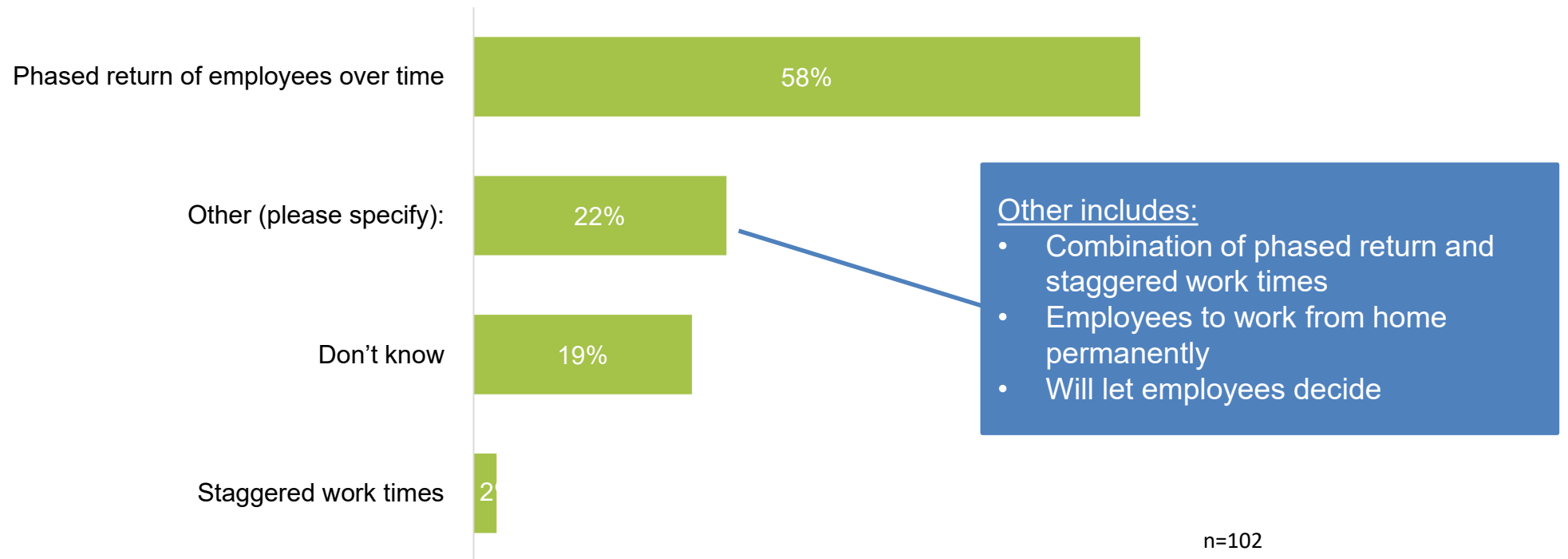- Smaller companies less likely to have started planning

Has your company started planning for how employees will return to work when the Shelter-in-Place orders begin to be lifted?

Company size by employee count	Yes	No	Don't know	Total
1-49	75%	25%	0%	20
50-99	84%	4%	12%	22
100-249	93%	3%	3%	28
250-499	93%	7%	0%	14
500-749	100%	0%	0%	6
750-999	100%	0%	0%	1
1,000 or more	86%	14%	0%	7
Total	87%	9%	4%	102

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Employees Returning to the Work Place

- Gradual return of employees most likely to be implemented

What approach will your company suggest to employees for returning to the workplace when the Shelter-in-Place orders begin to lift?

Category	Percentage
Phased return of employees over time	58%
Other (please specify):	22%
Don't know	19%
Staggered work times	2

Other includes:
- Combination of phased return and staggered work times
- Employees to work from home permanently
- Will let employees decide

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Company Planning for Employee Return

- Company plans include some of the following elements:
  - Limited number of employees to return at each phase (21% of companies)
  - Employees to determine for themselves when they will return (16%)
  - Return date will be determined following County guidelines (7%)
  - Return dates of between June and September (17%), though most do not mention a return-to-work date (83%)
  - All employees to work from home permanently (3%)
- Almost 30% of companies are still working on their plan or don't have a timeline yet

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Employees Returning to the Work Place

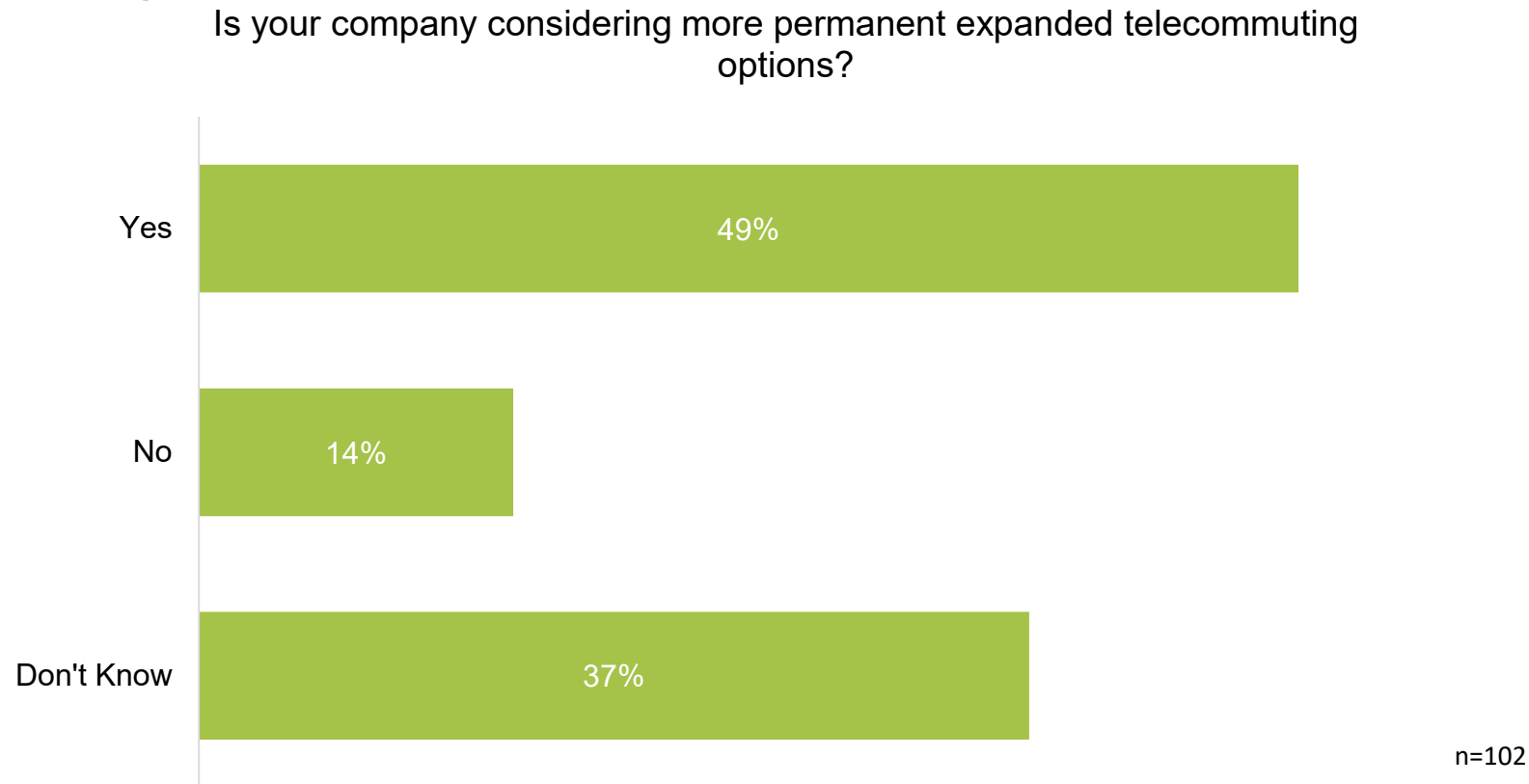- Larger companies more likely to implement a phased return of employees over time

What approach will your company suggest to employees for returning to the workplace when the Shelter-in-Place orders begin to lift? (select all that apply)

Company size by employee count	Phased return of employees over time	Other	Staggered work times	All employees to return immediately	Don't know	Total
1-49	60%	20%	10%	0%	10%	20
50-99	52%	24%	0%	0%	24%	25
100-249	52%	31%	0%	0%	17%	29
250-499	50%	14%	0%	0%	36%	14
500-749	83%	17%	0%	0%	0%	6
750-999	100%	0%	0%	0%	0%	1
1,000 or more	86%	0%	0%	0%	14%	7
Total	58%	22%	2%	0%	19%	102

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Plans for Permanent Telecommuting

- Almost 50% of companies considering permanent expansion of telecommuting

Is your company considering more permanent expanded telecommuting options?

Response	Percentage
Yes	49%
No	14%
Don't Know	37%

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Plans for Permanent Telecommuting

- Companies with more than 750 employees most likely to be considering more permanent expanded telecommuting

Is your company considering more permanent expanded telecommuting options?

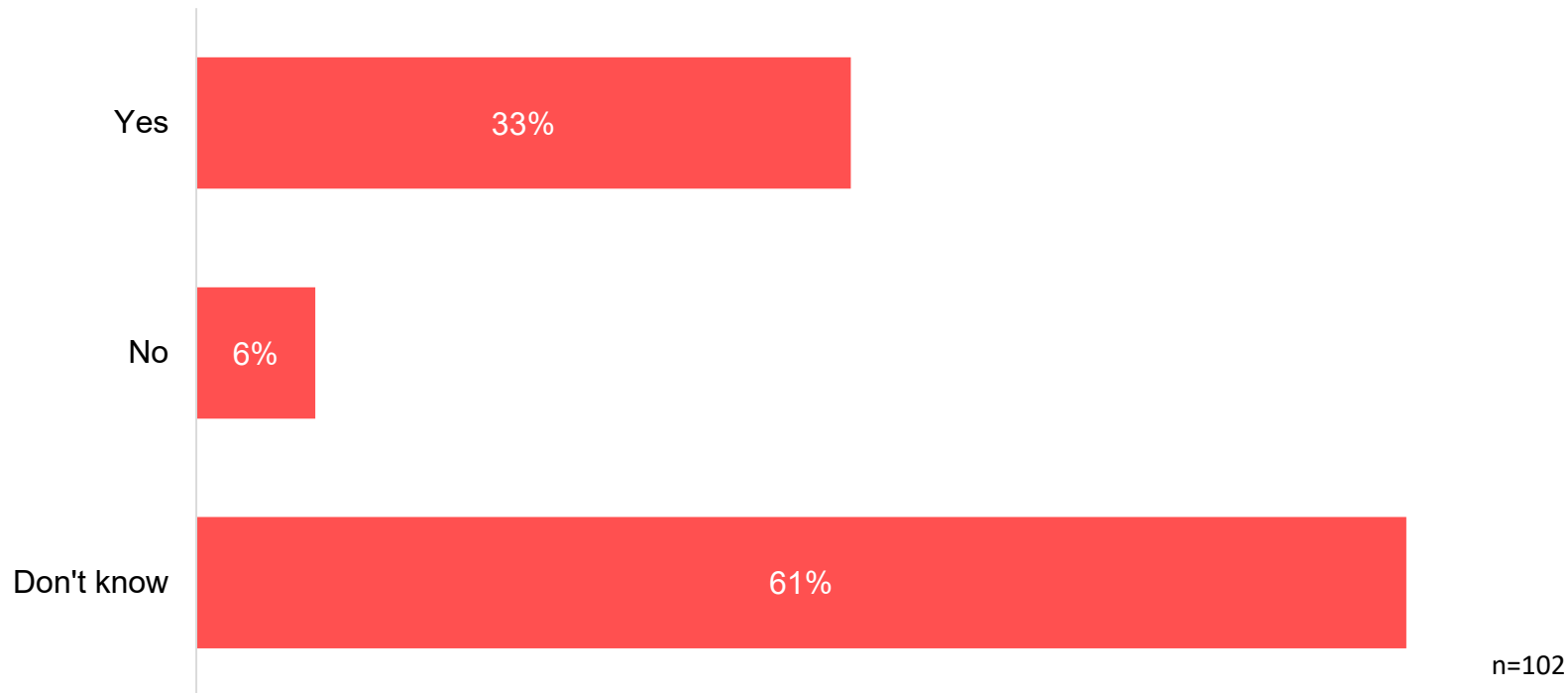| Company size by employee count	Yes	No	Don't know	Total
1-49	45%	20%	35%	20
50-99	36%	4%	60%	25
100-249	59%	10%	31%	29
250-499	43%	36%	21%	14
500-749	33%	17%	50%	6
750-999	100%	0%	0%	1
1,000 or more	86%	0%	14%	7
Total	49%	14%	37%	102

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Attitudes Towards Public/Shared Transit

- Majority of companies uncertain about encouraging use of public/shared transit

Will your company continue to encourage employees to use transit or shared ride options for their commute?

Yes	33%
No	6%
Don't know	61%

n=102

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Attitudes Towards Public/Shared Transit

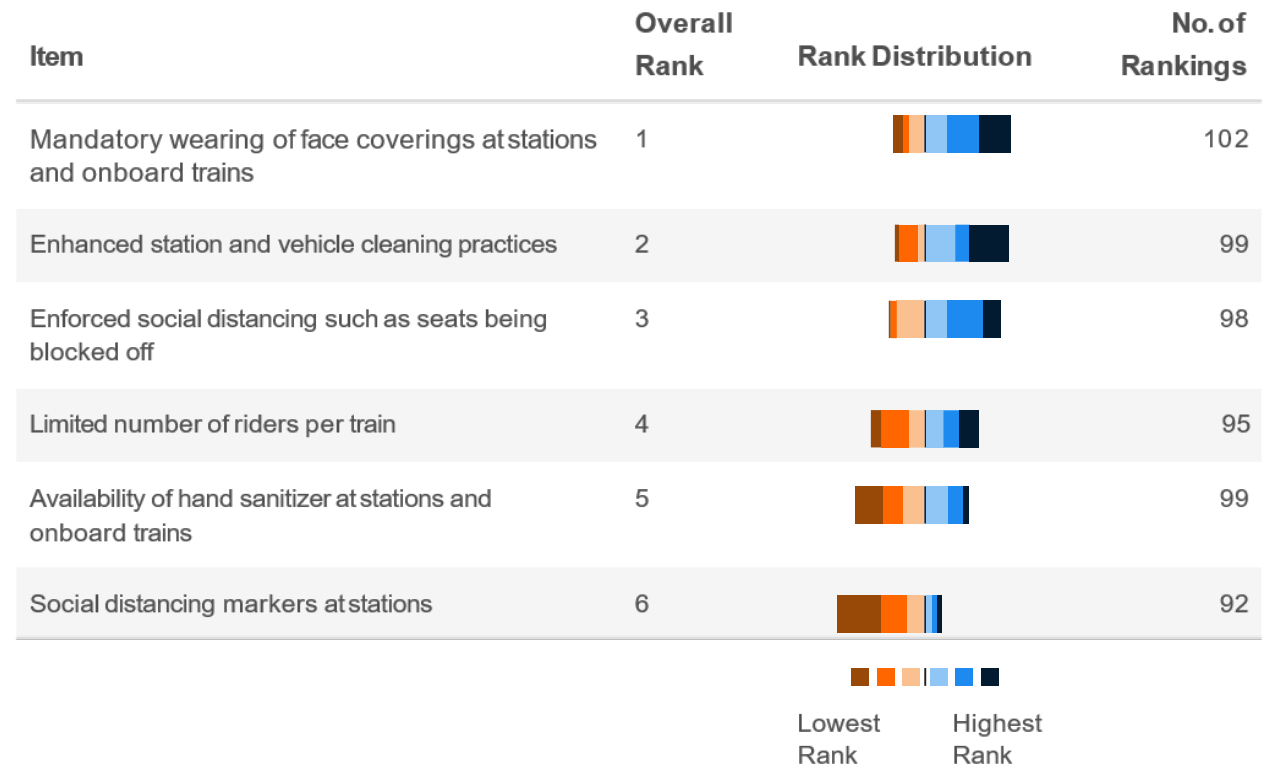- Smaller companies more likely to encourage use of transit

Will your company continue to encourage employees to use transit or shared ride options for their commute?

Company size by employee count	Yes	No	Don't know	Total
1-49	35%	5%	60%	20
50-99	36%	4%	60%	25
100-249	38%	14%	48%	29
250-499	29%	0%	71%	14
500-749	17%	0%	83%	6
750-999	0%	0%	100%	1
1,000 or more	29%	0%	71%	7
Total	33%	6%	61%	102

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Preferences for Making Transit Desirable

- Face coverings, enhanced cleaning and enforced social distancing most popular

What steps could Caltrain take to make transit a desirable option for your employees when the Shelter-in-Place orders are lifted?

Item	Overall Rank	Rank Distribution	No. of Rankings
Mandatory wearing of face coverings at stations and onboard trains	1		102
Enhanced station and vehicle cleaning practices	2		99
Enforced social distancing such as seats being blocked off	3		98
Limited number of riders per train	4		95
Availability of hand sanitizer at stations and onboard trains	5		99
Social distancing markers at stations	6		92

Lowest Rank — Highest Rank

n=102

Comments or Suggestions for Caltrain

- Common themes include:
  - Request for partial Go Pass refund
  - Restructuring the Go Pass pricing model
  - Increase Caltrain service levels
  - Communication of cleaning/sanitation procedures

Questions?

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