

# City and County of Honolulu WORK WHERE YOU LIVE REPORT

REV. 1.0 DECEMBER 20, 2021



## Department of Transportation Services

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**Chris Clark**  
Chief, Transportation Performance  
and Development Division

**Date**

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**Mike Motoki**  
Project Manager, Transportation  
Performance and Development Division

**Date**

*Prepared by the City and County of Honolulu Department of Transportation Services, in cooperation with the Oahu Metropolitan Planning Organization and the United States Department of Transportation*

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Pauahi Tower  
1003 Bishop Street, Suite 650  
Honolulu, Hawai'i 96813

Ph: (808) 537-3356  
Toll Free (877) 535-5767  
E-mail: [info@smshawaii.com](mailto:info@smshawaii.com)  
Website: [www.smshawaii.com](http://www.smshawaii.com)

September 24, 2021

Mr. Michael Motoki  
Department of Transportation Services  
City and County of Honolulu  
Frank F. Fasi Municipal Building  
650 South King Street, Third Floor  
Honolulu, Hawai'i 96813-3017

Dear Mr. Motoki:

SMS Research & Marketing Services is pleased to present the results of the Work Where You Live Survey, 2021. The survey was administered to City and County of Honolulu administrative employees whose positions had been approved for telework during the pandemic.

The project was intended to provide information on employee experiences and opinions that may be useful in planning and implementing City and County of Honolulu telework policy and procedures in the future.

We are pleased to have a role in this challenging project. Should you have questions, please call us.

Regards,

Faith Rex  
Vice President, SMS Research & Marketing Services, Inc.

# Acknowledgments

## WWYL Steering Committee

### **City and County of Honolulu**

- Chris Clark, Department of Transportation Services
- Daniel Alexander, Department of Transportation Services
- Michael Motoki, Department of Transportation Services
- Jennifer Tobin, Department of Human Resources
- Gwynne Inamasu, Department of Human Resources
- Debra Martinson, Department of Human Resources
- Debby Nishimura, Department of Human Resources
- Michael Ying, Department of Information Technology
- Jianwei Huang, Department of Information Technology

### **O'ahu Metropolitan Planning Organization**

- Nicole Smith, O'ahu Metropolitan Planning Organization

### **State of Hawai'i**

- Rodney Funakoshi, Office of Planning
- Aaron Setogawa, Office of Planning
- Doreen Kuroda, Department of Human Resources Development
- Fanny Takehara, Department of Human Resources Development
- Darlene Yamada, Department of Human Resources Development
- Todd Ogasawara, Office of Enterprise Technology Services
- Caroline Julian-Freitas, Office of Enterprise Technology Services
- Ed Sniffen, Department of Transportation
- Stacie Hiwatashi, Department of Transportation

### **Stantec Consulting Team**

- Sasha Pejicic, Stantec
- Kelly Watts, Stantec
- Jim Dannemiller, SMS
- Faith Rex, SMS
- Hersh Singer, SMS

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# 1 Introduction

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## 1.1 Background

Response to COVID-19 has affected all segments of the life across the country. Responses across states ranged from lockdowns for a period to no significant changes in daily life. In Hawai'i a lockdown was imposed as the State's response to the COVID-19 Pandemic in 2020 and into 2021. This lockdown produced an unplanned demonstration of the impact State of Hawaii (State), City and County of Honolulu (City) and many private sector employees working from home had on reducing traffic.

In Hawaii, both the State and the City relied on policies and procedures that were already in place for telework. Over time, there were some modifications and additional support provided such as access to data files, hardware and software hookups, and new work protocols. Benefits and issues surfaced over time.

Given the experience of the past year, both the State and the City agreed that this was the ideal time to review employees' responses to teleworking, quantify potential impacts to the workplace and traffic. Results could be used to inform policy changes at the State and City level, and the related transportation planning efforts. This collaboration became known as "Work Where You Live" (WWYL) project, and the first product was the survey which is the subject of this report.

When the WWYL project was initiated in March 2021 the goal of the WWYL project was to inform telework policies that could potentially provide City and State employees with expanded choices and flexibility to work from home. Policies that enabled or encouraged telework would result in reduced commute times, vehicle miles traveled, and congestion. In addition, it could impact office space needs and requirements for parking facilities. At a commuter level, the ability to telecommute could impact mode choices and as such, have downstream impacts that could shape transportation infrastructure and decision-making across the region.

Due to differences in developing sample populations for the survey and survey content, the City and the State each have their own report. This report is for the City.

## 1.2 Objectives

The goal of the WWYL Survey was to gather and review the experiences of City employees that can be useful in policy planning. Specific objectives for the project included:

- ❖ Clarify the telework situation on Oahu during the pandemic: number and types of employees with telework experience, conditions under which telework was applied, etc.
- ❖ Identify the benefits and the challenges related to employee telework experience: satisfaction, productivity, resources, support, and capacity for telework.
- ❖ Interest in continuing or beginning to telework in the future
- ❖ Actual and expected changes in transportation mode choice resulting from Telework and its impact on traffic and transportation in the City.
- ❖ SMS developed the approach and methods for the survey with the assistance of the Stantec team and the WWYL Steering Committee. Methods are described below.

## 1.3 Method

### **Survey Population**

The population for this study was City employees who had been approved for Telework as of March 31, 2021. As of that date, there were 1,602 such employees. Of those, all had valid City email addresses. Those 1,602 employees became the survey population for the City WWYL Survey, 2021.

### **The Survey Instrument**

After discussion with the client and project team, an initial draft of the survey instrument was produced by the Redhill Group and SMS Research (SMS). They designed a survey suited to online administration and would cover the content specified in the original project description. The WWYL Steering Committee then reviewed the initial draft. Over several weeks, the Steering Committee and the staff at SMS, worked diligently to perfect a survey instrument that would work for survey recipients and supply the information needs of all parties. The survey was then pre-tested by SMS, and minor changes were made before a final draft was produced and approved. A copy of the City WWYL Survey for 2021 is attached as Appendix A.

### **Data Collection and Quality Control**

The email list of employees was retained by the City for this project. SMS provided unique passwords that were sent out with the survey link to ensure that there were no duplications in survey responses. Approximately one week prior to distribution of the survey, an email was sent to employees that included a description of the WWYL project encouraging them to participate and complete the survey in a timely manner. On June 2, 2021, emails with a link to the survey were sent out. The response was quick and data collection was terminated on June 14, 2021.

A survey link was emailed to all employees approved for telework (1,602 surveys emailed.). Overall, 1,080 surveys were completed for a 67 percent response rate. This provides precision and reliability at plus-or-minus 1.7 percentage points at the 95 percent confidence level. Survey results were weighted and expanded to represent 1,602 employees.

A detailed explanation of the study methods is included in this report as Appendix A.

## 2 Telework Situation During the Pandemic

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To evaluate the telework experience among City employees, the survey was designed to provide data regarding

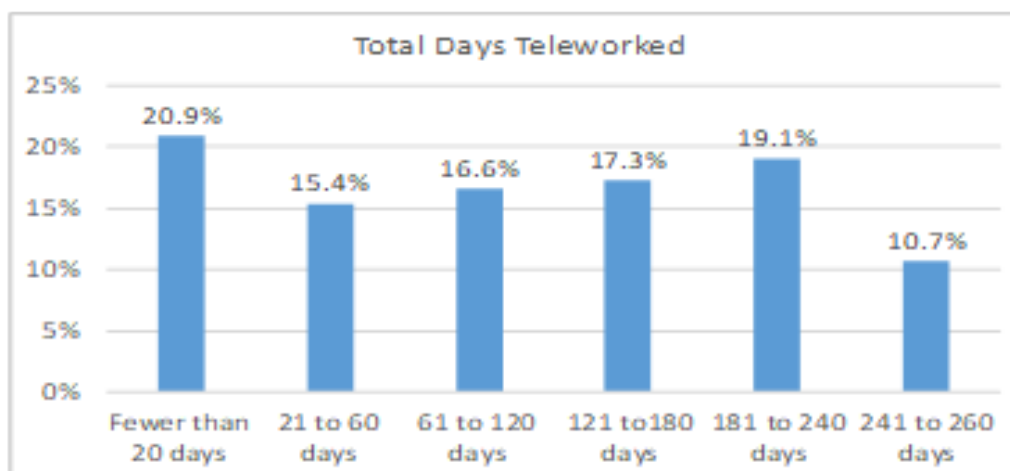
- ❖ The number of employees involved in telework during the pandemic
- ❖ Demographic, geographic, and economic characteristics that distinguish employees who chose to telework from those who did not telework
- ❖ Characteristics that are associated with a preference for telework among City employees

### 2.1 Extent of Telework

While all City employees included in the study were approved for telework as of March 31, 2021, 1,267 (79.1%) employees did so. That is, they worked from home for more than a day or two between March 1, 2020, and March 31, 2021, with the approval of their supervisor. Throughout this report we will use this definition for teleworkers.

The extent of teleworking differed across City departments (Appendix Table B-1). The range was from Human Resources where 96 percent of employees had telework experience, to Environmental Services where 16 percent of employees had undertaken telework. Participation numbers were highest in the Departments of Budget and Fiscal Services, Planning and Permitting, and Information Technology departments. To maintain confidentiality, departments with fewer than 35 telework employees were combined for reporting purposes.

Figure 1 shows that the number of days spent working from home during the pandemic – a measure of the intensity of telework experience -- was broadly distributed. Approximately one-fifth of teleworkers worked from home fewer than 20 days (about 3 weeks), with the same number working from home between nine and twelve months.

**Figure 1. Total Days Teleworked During the Pandemic**

Source. Work Where You Live employee survey, 2021

## 2.2 Geography

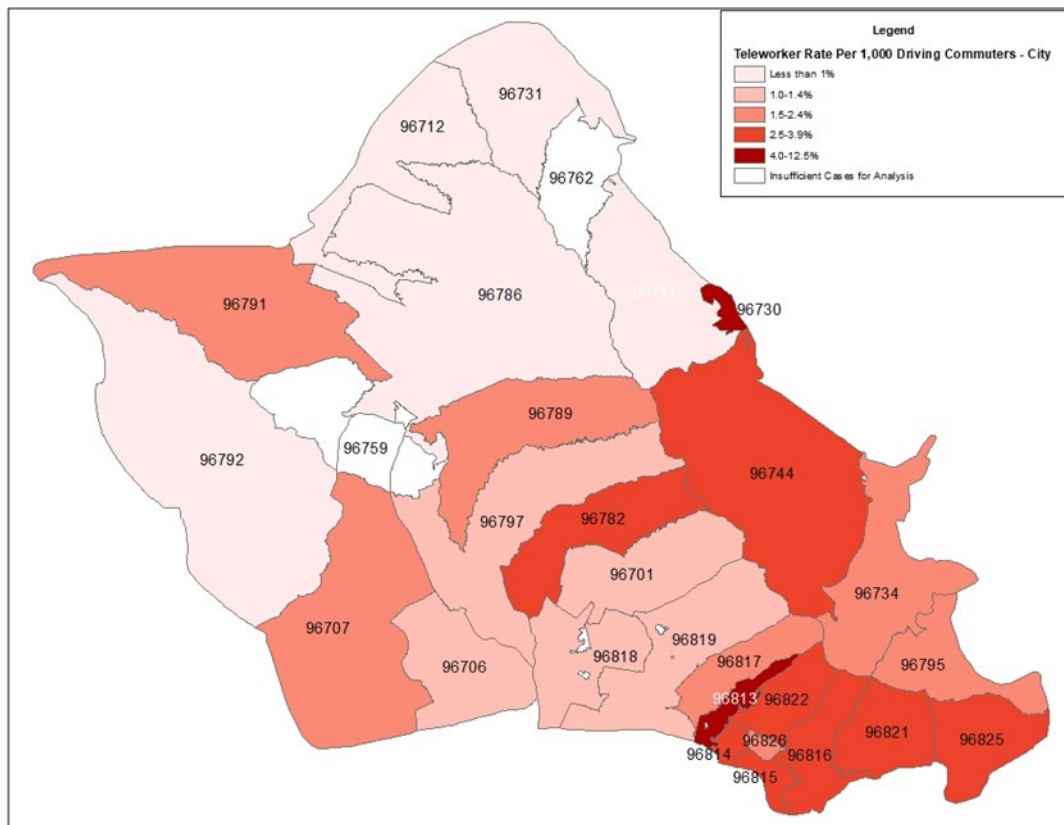
The number of teleworkers in any given area is related to the number of persons in that area who typically commute to work; a larger population leads to more commuters, which leads to more teleworkers.

Because the number of teleworkers, number of commuters, and adult population are highly correlated, the map of telework experience looks just like the population maps. To emphasize the effect of telework, we used the rate of teleworkers per 1,000 vehicular commuters. The calculation divides the total number of driving commuters in a zip code<sup>1</sup> by the total number of teleworkers from the survey<sup>2</sup>, multiplied by 1,000. So, for zip code 96816, the telework penetration for City employees was 3.8 per thousand. This calculated rate revealed concentrations of teleworkers to be highest in the Honolulu, East Honolulu, and Windward areas. Likewise, it reflects City workers that had jobs that could be done by teleworking, it does not reflect the distribution of City workers.

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<sup>1</sup> American Community Survey 2019 5-year estimates.

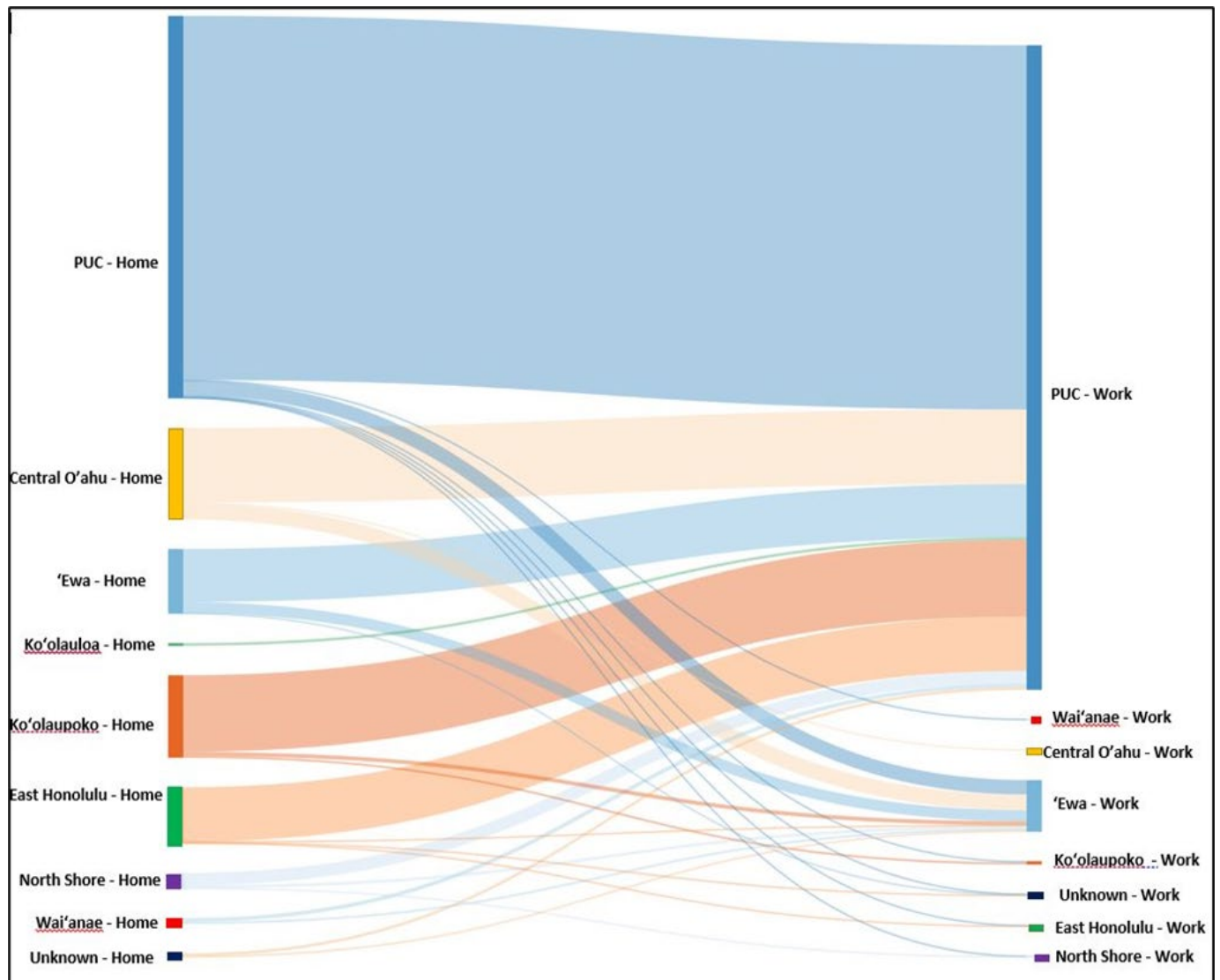
<sup>2</sup> Work Where You Live Employee Survey, 2021.

**Figure 2. Teleworkers per Thousand Driving Commuters by Zip Code**

Source. Work Where You Live employee survey, 2021 and American Community Survey, 2019 5-year estimate. Data can be found in Table B-8 in the Appendix.

Employees who teleworked lived throughout the island of Oahu, with Downtown and Nu‘uanu having the highest rates (Figure 2). Kaawa also had a high rate of teleworkers per thousand commuters. The rest of Honolulu (Mānoa to Hawaii Kai), along with Kaneohe and Pearl City, had the next highest rates. It was surprising to note that more distant areas like Koolauloa, North Shore, and Waianae had the lowest level of telework experience.

In preparation for analysis of employee’s trip behavior, the survey gathered the zip codes for each worker’s home and work address. Together, these data can be used to study the pattern of traffic generated by the 1,602 employees each week. Figure 3 provides a visual representation of the home and work locations for the City personnel included in this study. The graphic technique used here is a Sankey chart.

**Figure 3. Home and Work Locations for All Commuter Trips**

Source: Work Where You Live employee survey, 2021. Data can be found in Table B-9 in the Appendix

Most City employees work in the PUC and commute from communities across the island.

## 2.3 Characteristics of Telework Personnel

Another six items were work-trip-related. They included the length of the usual morning trip to work in minutes and in miles, the length of the usual afternoon trip in minutes and miles, the time of day for a typical journey from home to work and the standard trip from work to home, and the number of days per week the employees used different travel modes to get to work.

Detailed data can be found in Appendix B.

### **Social and Demographic Characteristics**

Teleworkers were five percent more likely to be women. Teleworkers were significantly more likely to be younger: the median age for City employees who had telework experience was 53.1 years v. 60.2 year for non-teleworkers. Likewise, 60 percent of the non-telework employees were 55 years of age or older, versus 43.8 percent of telework employees.

The vaccination status of telework and non-telework personnel was identical. The percentage of fully vaccinated workers was 90.1 percent for teleworkers and 91.1 percent among non-teleworkers. However, vaccination status was mostly acquired after the period covered by our survey and therefore was not a factor in employee decision to work from home.

The median household income for both the telework and non-telework groups was virtually identical at \$99,582 and \$99,956, respectively. The median household size of 3.8 persons did not differ between employees who chose to telework and those who did not. Most households in both groups did not include children under the age of 18.

Additional childcare responsibilities were a distinguishing factor between telework and non-telework personnel. Over half of the City employees who teleworked during the pandemic reported having additional daytime childcare responsibilities (51%), compared to 44 percent of non-telework employees. A small number of respondents in each group (14.3% v. 13%) reported having additional daytime care responsibilities for adults.

Employees who worked from home were asked about the number of adults who were teleworking or virtually attending school while they were working. In most cases, respondents stated the no other adults (44.2%) or one other adult (37.7%) was working or studying online while they were working. Telework employees were also asked how many students were engaged in virtual learning while they were working from home. Seven out of ten teleworkers reported having no students attending virtual school while they were teleworking.

Detailed data can be found in Appendix B-2 and B-3.

### **Work-Related Characteristics**

One-third of the 1,267 City employees who worked from home during the pandemic were supervisors (420 persons), and the remaining 847 employees were in non-supervisory roles. Among supervisors who worked from home during the pandemic, 65.1 percent were responsible for between one and five employees, while only 8.8 percent supervised 20 or more employees. Over 26 percent of supervisors who did NOT telework during the pandemic were responsible for 20 employees or more.

Among employees who teleworked, six out of ten had been with the City for less than ten years (60.1%). Non-telework employees, were more likely to be long-time employees with more than 15 years of service (32.9%). In addition, over 69 percent of City employees who teleworked were included in a bargaining unit, compared to 58 percent of non-telework employees.

Many City employees already had the tools necessary for telework. They had a computer or other suitable hardware (98.9%) and internet service at home (98.6%). Having the technology at hand can ease the transition into telework. They also expressed confidence that they could work from home successfully. Fully 55 percent of them felt that more than 60 percent of their job could be done from home (55.2%). Fewer than four percent felt that no portion of their jobs could be done from home (3.9%).

Detailed data can be found in Appendix Table B-4.

### **Travel Characteristics**

Before the pandemic, 95 percent of all City employees surveyed worked a regular work week, five days a week for eight hours per day. Most employees left for work between 6:00 AM and 9:00 AM (78.4%) and left their workplace to go home between 3:00 PM and 7:00 PM (84%).

Detailed data can be found in Appendix Table B-5.

### **Distance and Time**

The nature of the commute to work was notably different for the telework and non-telework groups. Prior to the pandemic, telework employees traveled a median of 9.9 miles to work, while non-telework employees had a slightly longer commute of 13.8 miles. A more dramatic difference was found for each group's median travel time to work. Even though they traveled fewer miles between their home and workplace, telework employees spent a median of 41 minutes commuting to work before the pandemic. Non-telework employees, despite their longer route to work, had a median commute time of only 28 minutes. Assuming a five-day work week and similar times traveling to and from work, that would suggest that the commute time for telework employees was two hours longer than non-telework employees each week.

Two factors may be at play here, one that drivers are better able to accurately measure commutes by time rather than by miles, and two, time spent commuting influences the desire to telework more than miles.



## Mode Choice

Prior to the COVID-19 pandemic, most City employees commuted to work by car, either driving alone (63.4%) or carpooling (12.2%). Another 12.7 percent of employees utilized public bus transportation. Less than five percent each chose to walk (4.3%), ride a bicycle (3.7%), or some other form of transportation (2.5%) before the pandemic.

Only 1.8 percent of study participants reported doing any number of days of telework prior to the pandemic.

**Table 1: Mode of Travel to Work BEFORE the COVID-19 Pandemic by Supervisory Role**

Travel Mode BEFORE COVID-19	Supervisor		Non-Supervisor		Total	
	Number of supervisors	% of supervisors	Number of non-supervisors	% of non-supervisors	Number of responses	% of total employees
Telework	8	1.4%	20	2.0%	29	1.8%
Drove alone	412	69.4%	603	59.8%	1,015	63.4%
Carpooled	73	12.3%	122	12.1%	195	12.2%
Rode TheBus	55	9.3%	148	14.7%	204	12.7%
Rode a bicycle	20	3.4%	39	3.9%	59	3.7%
Walked	24	4.0%	45	4.5%	69	4.3%
Other	13	2.2%	27	2.7%	41	2.5%
<b>Total Responses</b>	606	---	1,005	---	1,611	---
<b>Total Respondents</b>	594	---	1,008	---	1,602	---

Note: The respondents were allowed to select one or more mode of travel, so the percentage may not sum to 100%

Source: Work Where You Live employee survey, 2021

## Stops

Another element of City employees' commute included in the present study was whether they made any stops on their way to or from work. Regarding the nature of their commute before COVID-19, survey participants were asked how many days per week they made any of seven types of stops on the way to or from work.

Prior to the pandemic, when traveling from home to work, telework employees made an average of 2.2 stops per week. The average among all non-telework employees was 1.5 stops each week.

All employees were more likely to make a stop during their commute home from the office than in the morning. Like the morning commute, the average number of days per week telework employees stopped was higher than for non-telework employees. Like stops made on the way to work, stops made on the way home generally included dropping off or picking up someone else and buying food or other goods. Unique to the trip home from work, however, were stops made to exercise. Telework employees stopped an average of 1.2 days per week pre-COVID-19 to exercise, while non-telework employees stopped 2.5 days each week.

Detailed analysis of stops made while traveling to and from work can be found in Appendix Tables B-6 and B-7.

**Table 2: Average Days and Total Stops to and From Work by Telework Experience**

	Telework Experience			
	Has Telework Experience		No Telework Experience	
	Mean	Total	Mean	Total
<b>Stops Made on the Way TO Work</b>				
Drop-off/pick up another person	2.11	987	1.87	127
Buy goods (groceries, clothes, gas)	0.89	429	0.95	94
Buy services (dry cleaner, banking, pet care)	0.25	75	0.49	24
Buy food (coffee, breakfast, dinner)	1.66	885	1.68	179
Other errands (post office, library, etc )	0.45	164	0.61	38
Exercise (gym, jog, etc )	0.47	149	0.44	18
Other	0.22	61	0.64	31
<b>Stops Made on the Way FROM Work</b>				
Drop-off/pick up another person	1.95	914	1.45	109
Buy goods (groceries, clothes, gas)	1.58	1323	1.55	287
Buy services (dry cleaner, banking, pet care)	0.62	229	0.71	58
Buy food (coffee, breakfast, dinner)	1.71	1085	1.70	256
Other errands (post office, library, etc )	0.96	486	0.95	107
Exercise (gym, jog, etc )	1.16	452	2.54	75
Other	0.57	166	0.84	54

Source. Work Where You Live employee survey, 2021

## 2.4 Summary

In describing the telework situation among City employees, we identified many characteristics related to whether employees teleworked during the pandemic. We found that teleworking employees were younger and more likely to be female than their non-teleworking counterparts.

Their home situation of teleworkers was very much like those of other employees, although they were more likely to have children and to have experienced childcare issues during the pandemic. They were no more likely than other households to have competition for the computer, and both groups were equally as likely to have access to internet.

Teleworkers were more likely to have been employed fewer years with the City and belong to a bargaining unit. And, of course, some City departments had more teleworkers than others. Non-telework employees were more likely to be long-time employees with more than 15 years of service (32.9%).

Teleworkers traveled slightly shorter distances to work, but their trips took a bit longer to complete. Like non-teleworkers, most of them drove to work alone before the COVID-19 pandemic began.

### 3 Evaluation of Telework Attributes

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Understanding satisfaction with aspects of teleworking can provide policy makers with insights on how to encourage teleworking in the future should they decide to promote it. Survey respondents who had telework experience during the pandemic were presented with a set of 20 aspects of telework and asked to rate each element as better at home, better at work, or the same in both locations. Respondents who did not telework were presented with the same set of elements and asked to indicate whether they thought each would be better at home, better at work, or the same in both locations.

In addition, supervisory personnel were asked to evaluate their own telework experience. These supervisors were then asked to assess the telework experience of the employees they supervised.

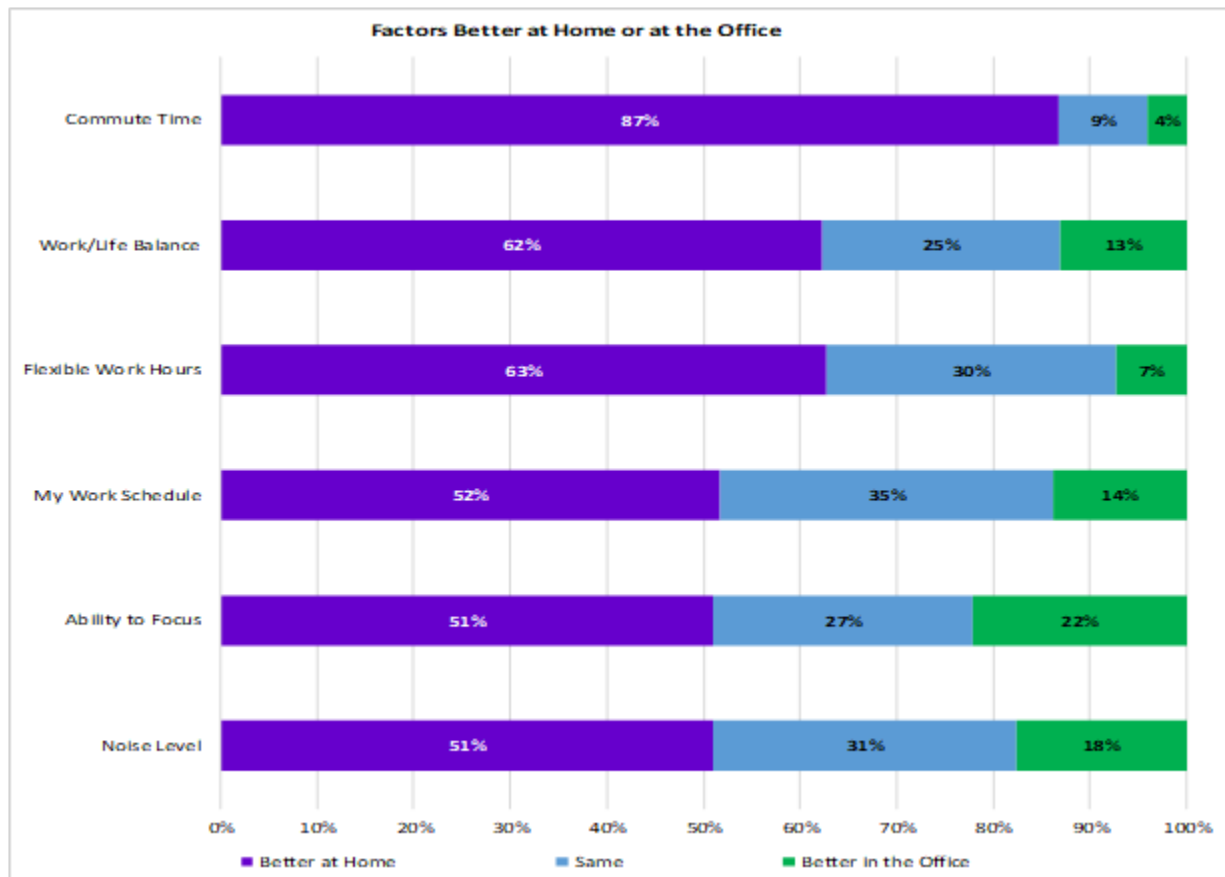
#### 3.1 Work-Related Factors that are Better at Home Office

Advantages of telework were defined as those elements for which most of the survey respondents rated the item as “better at home” or “much better at home.” Elements for which a majority of respondents rated the item as “better at work” or “much better at work” were classified as advantages of working at the office.

For a small number of work-related elements, a majority of respondents rated the item as “the same at home and at work.” If an approximately equal percentage of respondents rated a given item as better at work, better at home, and the same at both, that element was considered the same at both locations.

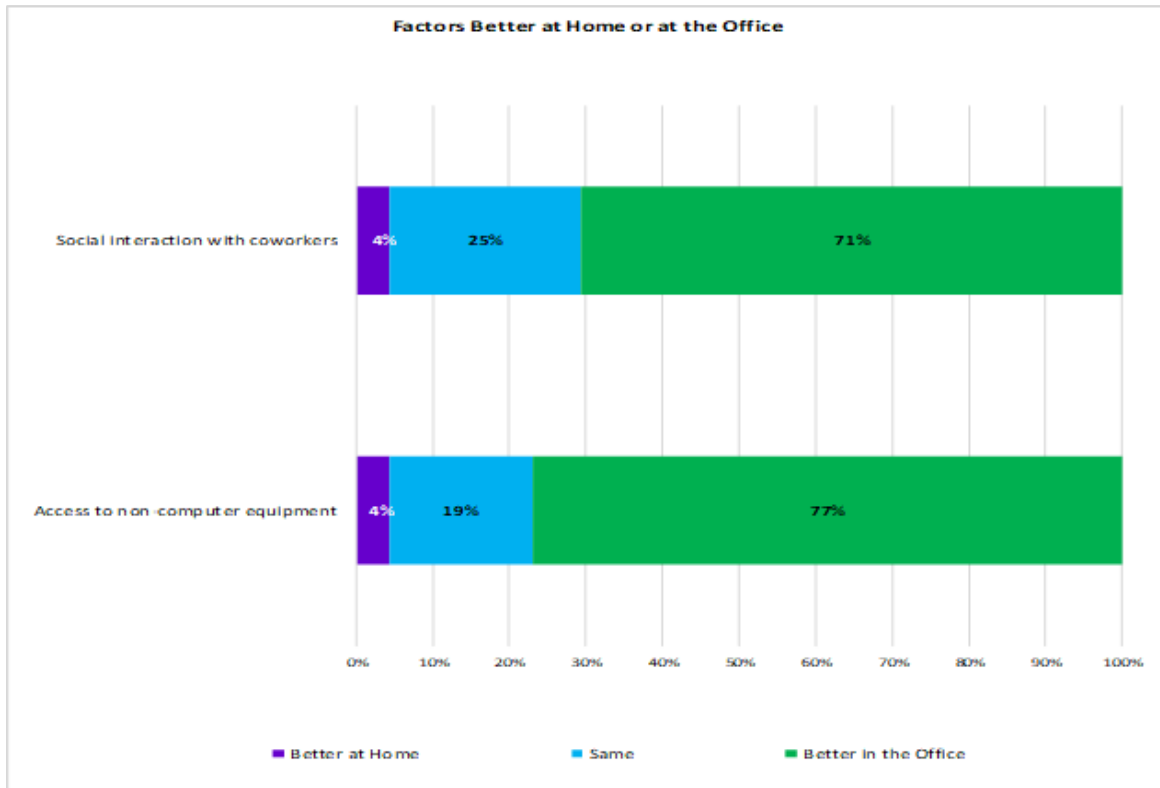
Detailed tables of the elements rated better at home and better at work can be found in Appendix C.

City employees identified a variety of work-related elements that were rated as better or much better when working from home. These telework advantages included commute time, flexible work hours, work/life balance, work schedule, noise level, and ability to focus. Figure 4 shows the percentage of employees who rated each element as better when teleworking.

**Figure 4. Work Items Rated Better at Home**

Source. Work Where You Live employee survey, 2021

Employees also identified two aspects of work that were better or much better in the office (Figure 5). First, most respondents reported that the ability to engage in social interactions with their coworkers and to access non-computer equipment was better when working at their office than at home.

**Figure 5. Work Items Better at the Office**

Source. Work Where You Live employee survey, 2021

The remainder of the work-related elements were rated by City employees as being the same at home and at work.

Detailed tables can be found in Appendix C.

**Table 3: Summary of City Employees' Ratings for Evaluation Items**

Better at Home	Same at Home and Workplace	Better at Workplace
Commute time	Productivity	Access to non-computer equipment
Work/life balance	Internet speed	Social interaction with coworkers
Work schedule	Access to software	
Ability to focus	Access to training	
Flexible work hours	Collaboration with coworkers	
Noise level	Ability to mentor or be mentored	
	Access to supervisors	
	Access to databases	
	Ability to track work status	
	Access to work-related files	
	Computer equipment	
	Physical arrangement of work space	

Source. Work Where You Live employee survey, 2021

## By Department

The distribution of work items seen as better at home or better at work clarifies how the survey population evaluated their telework experience during the pandemic period. They are also valuable when considering policy at the City level and for each of the City's departments.

On numerous aspects of work, all departments agreed that telework held the advantage over working in the office. Commute time, flexible works hours, work/life balance, and work schedule were some of these. Most departments also agreed that the noise level was an advantage of telework, with only two departments rating it the same at home and in the workplace.

Similarly, nearly all departments agreed that collaboration, social interaction with coworkers, and access to non-computer equipment were better in the office than working from home.

There was less agreement among the departments regarding productivity. Eleven departments felt that productivity was the same in both locations. Three departments viewed productivity as higher with telework: Information Technology, Planning and Permitting, and the Prosecuting Attorney. Only one department, Environmental Services, rated productivity as better in the workplace, with four out of ten employees sharing this perspective.

The physical arrangement of the workspace was another issue about which the employees from Information Technology and Planning and Permitting opted for different ratings than the other departments. Personnel in both groups felt that telework offered a better physical arrangement of their workspace.

Concerning the ability to focus, all but one department rated it as an advantage to telework. Among employees in the HART department, however, only three out of ten felt their ability to focus was enhanced by telework.

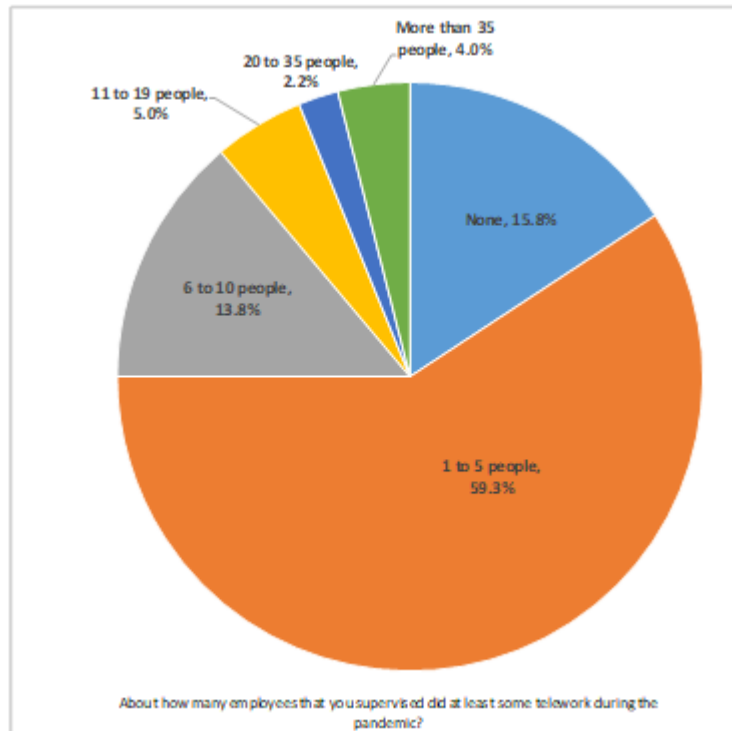
Examining the department-specific perspectives about the advantages and disadvantages of telework could provide insight into policies and procedures that only affect specific segments of the City's employees.

### By Supervisors

Employees in a supervisory role were asked to provide their feedback about the telework experience of their employees during the pandemic. Eighty-five percent of supervisors in the study had at least one employee who worked from home during the pandemic period.

Most supervisors surveyed were responsible for between one and five telework employees (59.3%). Another 13.8 percent of the supervisors had six to ten employees who teleworked.

**Figure 6. Number of Employees Who Teleworked during the Pandemic**

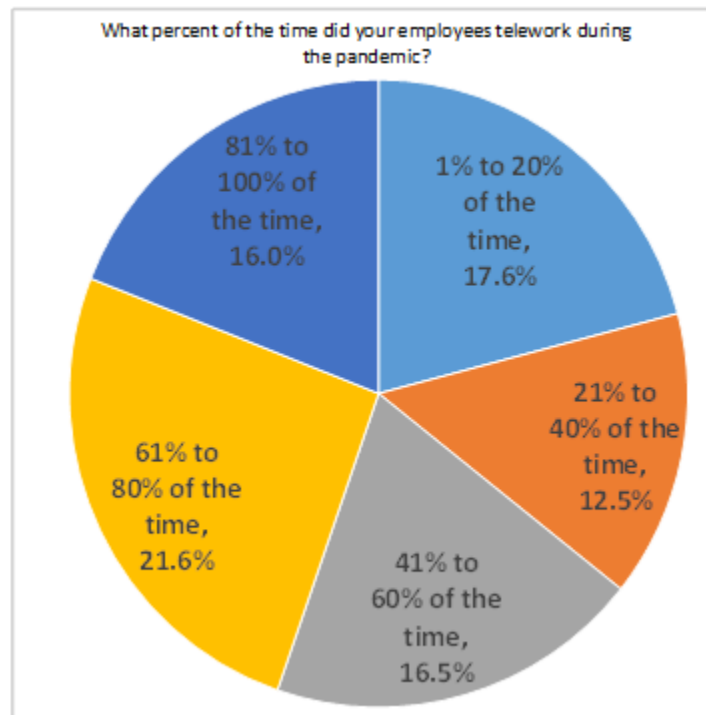


Source. Work Where You Live employee survey, 2021

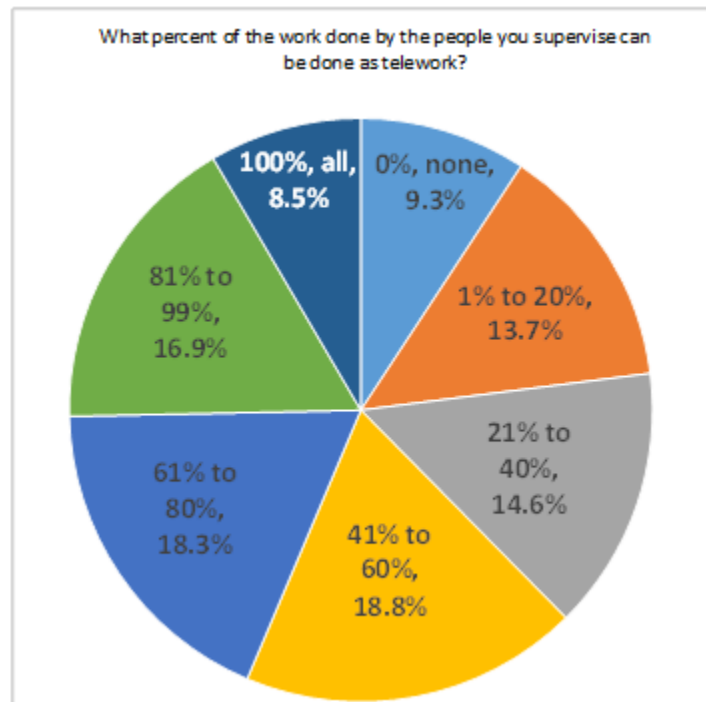
The amount of time employees spent working from home varied widely. Thirty percent of the employees performed 40 percent or less of their job-related tasks from home. Sixteen percent accomplished most of their job responsibilities (81 to 100 percent) while working from home.

When supervisors were asked to estimate the percentage of their employees' jobs that could be accomplished through telework, an approximately equal number stated that all (8.5%) or none (9.3%) of the tasks could be done from home. However, most of the other supervisors (54%) judged that between 41 and 99 percent of employees' jobs could be done through telework.



**Figure 7. Percentage of Time Employees Teleworked during the Pandemic**

Source. Work Where You Live employee survey, 2021

**Figure 8. Percentage of Work Supervisors Say Employees Can Do from Home**

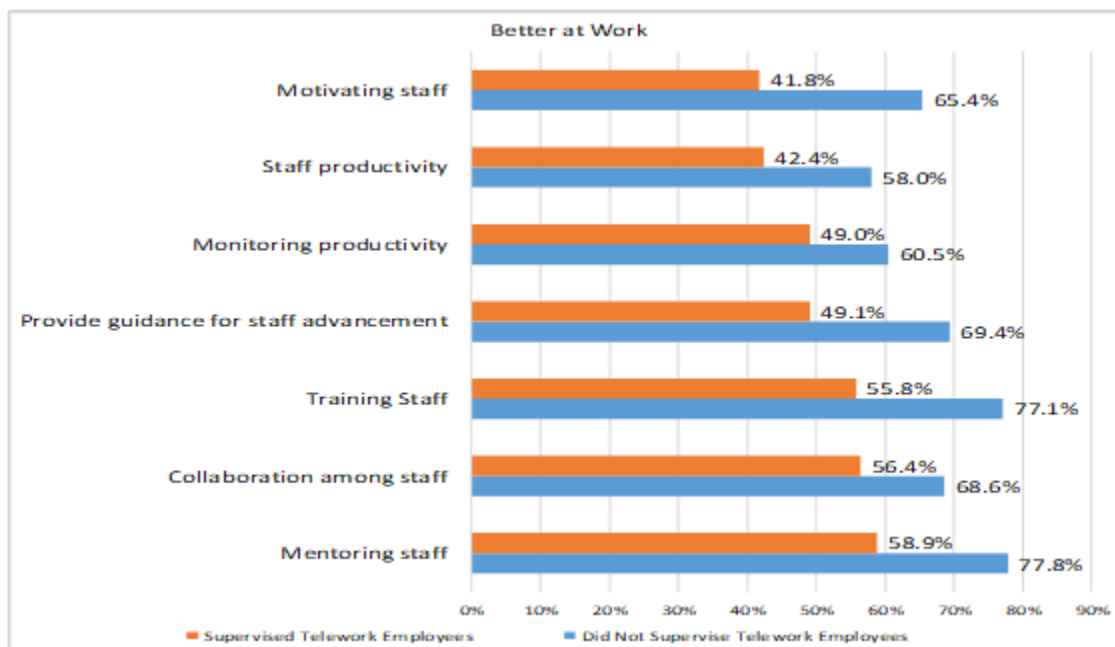
Source. Work Where You Live employee survey, 2021

Based on their experience supervising telework employees, supervisors were presented with ten topics related to employees' performance and performing their duties as a supervisor. Supervisors were asked to rate each element as better at home, better at work, or the same in both locations. Supervisors who had no employees working from home during the pandemic were asked to respond to the same topics based on whether they believed the issues would be better at home, better at work, or the same in both locations.

Most supervisors agreed that employee morale was better with telework. Facilitating meetings and managing work schedules was viewed by supervisors as essentially the same whether employees were physically present in the office or working from home. For the remaining seven topics, supervisors reported that they were better when employees were at the workplace.

The degree to which being in the office was advantageous differed between supervisors who had telework employees in the past versus those who did not. Supervisors who had navigated the issues with telework employees previously rated items like productivity, motivating, mentoring, and training staff, and collaboration among staff as only somewhat better at the office than at home.

**Figure 9. Supervisors' Interaction with Employees Rated Better at Work**



Source. Work Where You Live employee survey, 2021

The results suggest that, if a sizable percentage of employees are permitted to telework in the future, supervisors may benefit from additional training in telework-related topics. For example, ways to motivate and mentor staff, strategies for monitoring productivity, and methods for encouraging collaboration among staff would likely benefit supervisors of employees who work remotely.

Open-ended input was solicited from all supervisors in response to the following question: What methods could supervisors use to monitor the performance of their subordinates when subordinates are teleworking? These responses were provided to the City to consider relative to future teleworking policies and procedures.

## 3.2 Analyzing the Future of Telework on Oahu

### Drivers of Decision to Telework

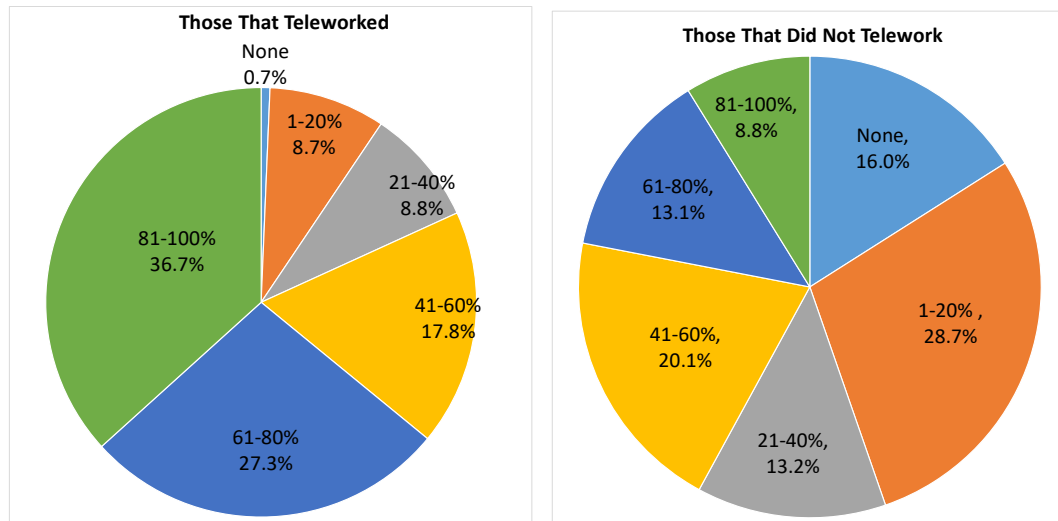
All the various work-related, demographic, and travel-related characteristics were examined to determine if a set of attributes explained or drove telework choice. The result of this analysis was that no single element or set of elements drove employees to telework. This is likely a function of the fact that everyone surveyed was approved for telework.

There was, however, a factor that emerged as highly associated with employees' status as a teleworker or non-teleworker: the degree to which an individual's job could be performed from home. Again, this may be an artifact of the sample drawn from the study, which was those employees whose jobs were well suited to telework.

Among employees who teleworked during the pandemic, 37 percent reported that between 81 and 100 percent of their job responsibilities could be done through telework. An additional 27 percent stated that 61 to 80 percent of their work could be done from home, and 18 percent felt that telework was appropriate for 41 to 60 percent of their work. Less than one percent stated that none of their work roles could be fulfilled through telework.

Employees who did not have telework experience were also asked to estimate the percentage of their jobs they believed could be done via telework. Sixteen percent stated that no part of their jobs could be done working from home. Twenty-nine percent felt that they could accomplish minimal work from home (1-20%). One in five non-telework employees reported that they could do 41 to 60 percent of their jobs through telework.

**Figure 10. Percentage of Job that Can Be Done from Home by Telework Experience**



Source. Work Where You Live employee survey, 2021

Four other characteristics were found to be significantly different between City employees with telework experience and those with no telework experience. First, teleworkers were more likely than non-teleworkers to be young (between the ages of 18 and 44). Second, telework personnel stated that a significantly larger percentage of their job could be done from home. Additionally, employees with telework experience typically reported a longer pre-COVID-19 commute to work (greater than 30 minutes) than non-teleworkers. Finally, and not surprisingly, teleworking employees were also more likely than non-telework employees to have Internet at their house.

**Table 4: Characteristics that are Significantly Different between Teleworking and Non-Teleworking Employees**

	Telework	No Telework	Diff.
Age: 18 – 44 years	39.6%	21.1%	18.5
More than 60% of my job can be done from home	64.1%	21.9%	42.2
Trip to work takes 30 minutes or more	30.0%	19.7%	10.3
Has no internet provider at home	0.6%	4.6%	4

**Table 5: Importance of Selected Employee Characteristics in Explaining Telework Experience**

Characteristic	Relative Importance Score	Statistical Significance
Percent of job can be done from home	0.404	0.000
Age	-0.090	0.001
Length of trip to work in minutes	0.110	0.001
Has an Internet provider at home	0.078	0.002

R-squared was .225

The drivers analysis aims to identify those attributes that make a particular choice attractive to the chooser. In the case of City government employees who experienced telework during the pandemic, the choice was not made by the employee alone. Hence the model will be less isomorphic with respect to choices.

Even though the telework choice was not solely at the employees' discretion, all the items discussed above are relevant to planning and policymaking for telework in the future. Each has a statistical relationship with having had telework experience and is equally involved in the analysis of future choices about travel to and from work.

### 3.3 Satisfaction with The Telework Experience

Several sets of characteristics of the telework experience were developed to gather evaluations of telework from supervisory and non-supervisory employees. Those with telework experience during the COVID-19 pandemic were asked to provide input based on that experience. Those with no telework experience were asked to evaluate the items based on whatever they knew about telework. Supervisory personnel were asked to assess their own telework experience and later asked to evaluate the telework experience of the employees they supervised.

Employees who teleworked during the pandemic were satisfied with their experience. Eighty-five percent of teleworkers stated that they were satisfied (26.3%) or very satisfied (58.2%) with their overall telework experience (Table 6). Eleven percent of teleworkers were neither satisfied nor dissatisfied, and only four percent reported being dissatisfied (3.4%) or very dissatisfied (0.7%) with their telework experience.

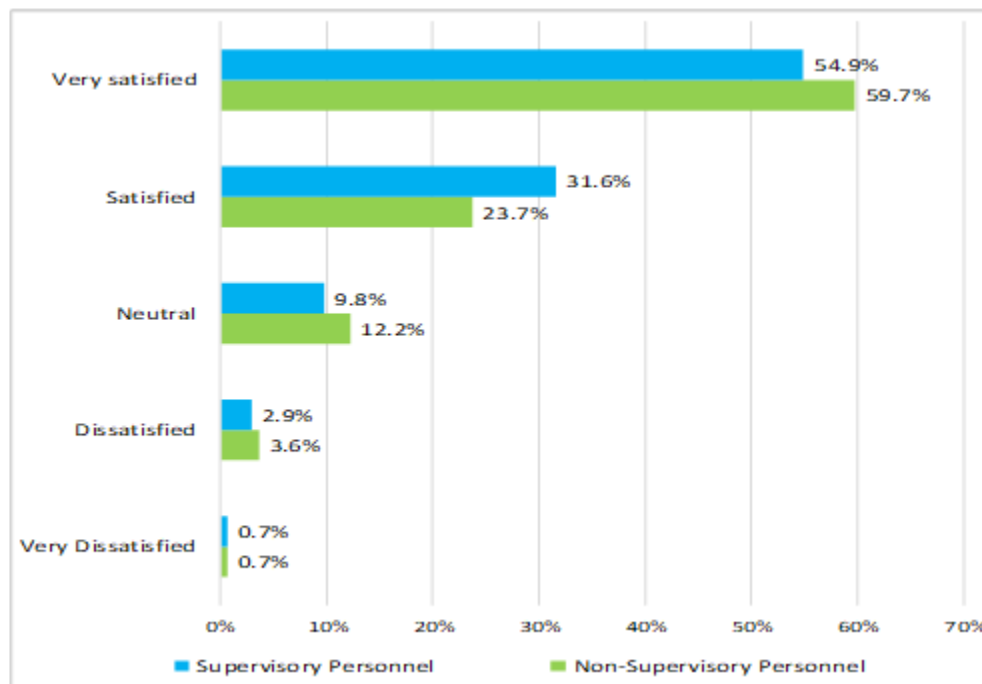
**Table 6: Satisfaction by Telework Experience**

		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
<b>Overall satisfaction with telework experience?</b>	Very satisfied	737	58.2%	---	---	737	58.2%
	Satisfied	334	26.3%	---	---	334	26.3%
	Neutral	145	11.4%	---	---	145	11.4%
	Dissatisfied	43	3.4%	---	---	43	3.4%
	Very Dissatisfied	8	.7%	---	---	8	.7%
<b>Overall satisfaction with job</b>	Very satisfied	488	38.5%	136	40.6%	624	39.0%
	Satisfied	578	45.6%	140	41.9%	718	44.8%
	Neutral	143	11.3%	43	12.9%	186	11.6%
	Dissatisfied	47	3.7%	12	3.7%	60	3.7%
	Very Dissatisfied	11	.9%	3	.9%	14	.9%

Source. Work Where You Live employee survey, 2021

City employees were also asked to evaluate their job satisfaction in general. Job satisfaction was high overall, with the same distribution as seen for telework satisfaction. About 84 percent of employees were satisfied or very satisfied with the jobs – just one point lower than the telework satisfaction measure. For job satisfaction, we can also see that there was little or no difference between response from those with telework experience and those without it.

With respect to the differences between supervisors and the employees they supervised, there were very minor differences in their satisfaction ratings (Figure 12). The only significant difference was that supervisors were more likely than non-supervisory employees to be very satisfied (59.7% vs. 23.7%).

**Figure 11. Overall Satisfaction with Telework Experience by Employee Type**

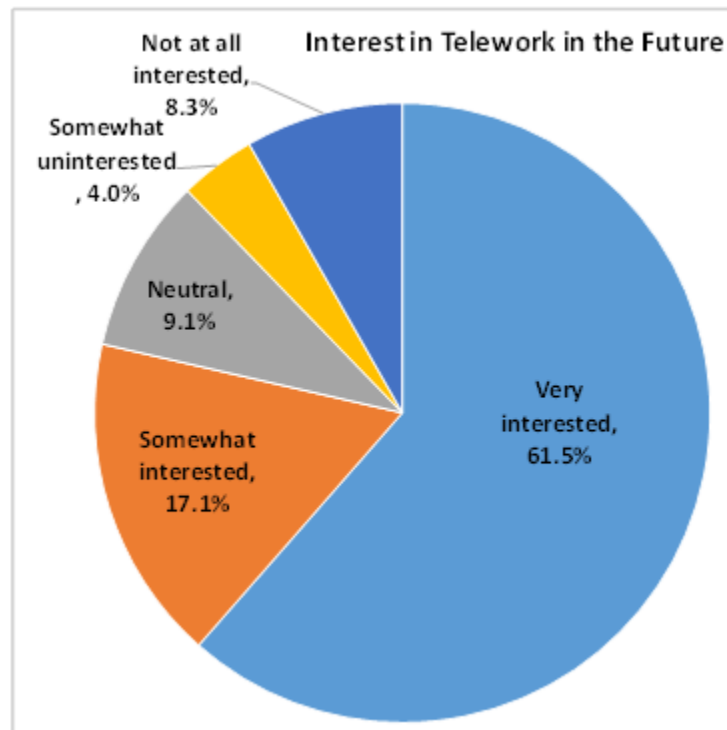
Source. Work Where You Live employee survey, 2021

### 3.4 Interest in Telework

With employees reporting such elevated levels of satisfaction with the telework experience, we might expect that there would be some interest in continuing (or beginning) to work from home in the future.

Survey respondents were asked about their interest in participating in telework in the future. They rated their level of interest on a five-point scale from not at all interested to very interested.

More than six out of every ten employees (61.5%) were very interested in telework in the future. Another 17.1 percent were somewhat interested in working from home in the future.

**Figure 12. Interest in Telework in the Future for All Employees**

Source. Work Where You Live employee survey, 2021

### Interest by Previous Telework Experience

The level of interest in teleworking in the future was significantly different for employees with telework experience versus those with no prior telework experience. Among those who teleworked during the pandemic, 70.1 percent stated they were “very interested,” and 15.8 percent said they were “somewhat interested” in future telework. For employees who had not worked from home previously, only 29.1 percent were “very interested,” and 21.8 percent were “somewhat interested” in pursuing telework in the future. This could suggest that once employees try telework, they tend to have a favorable impression of it. It might also indicate that those who did not choose to work from home during the pandemic, even if they were approved to do so, still do not believe that most of their work can be done at home.

### Interest by Satisfaction

Table 7 below illustrates that City employees who were very satisfied with the telework experience are significantly more interested in continuing to telework in the future. Nearly 77 percent of those who were “very interested in future telework also reported being “very satisfied” with their previous experience. Conversely, none of the employees who were “not at all interested” in working from home reported a high level of satisfaction with their telework experience.



**Table 7: Interest in Telework by Satisfaction with Telework Experience**

Satisfaction with Telework Experience	Interest in Future Telework											
	Very interested		Somewhat interested		Neutral		Somewhat uninterested		Not at all interested		Total	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
Very satisfied	683	76.9%	47	23.6%	7	7.4%	0	0.0%	0	0.0%	737	58.2%
Satisfied	182	20.5%	103	51.2%	32	35.4%	11	29.1%	6	11.5%	334	26.3%
Neutral	20	2.3%	43	21.7%	46	51.3%	15	39.2%	20	39.3%	145	11.4%
Dissatisfied	2	.3%	7	3.5%	5	5.9%	11	30.0%	17	33.7%	43	3.4%
Very Dissatisfied	0	0.0%	0	0.0%	0	0.0%	1	1.7%	8	15.6%	8	.7%
Total	888	100.0%	200	100.0%	90	100.0%	38	100.0%	50	100.0%	1,267	100.0%

Source. Work Where You Live employee survey, 2021

### Interest by Perceived Advantages

City employees who preferred telework in the future typically noted several key advantages to working from home. Included in these were a better work schedule, enhanced work-life balance, and better productivity. Conversely, the employees who would not choose telework in the future cited the disadvantages of telework they experienced during the pandemic, such as little social interaction and collaboration with coworkers and limited access to supervisors.

Interestingly, both those interested in future telework and those not interested identified access to non-computer equipment as a significant disadvantage to telework. For those who would prefer future telework, however, the other benefits outweighed that concern.

Detailed data can be found in Appendix C-5.

### Interest by Characteristics

Employees who would like to work from home in the future had several characteristics that distinguished them from those who would not opt to telework going forward. First, future telework employees tended to be younger, with nearly one-quarter falling between the ages of 18 and 34 (23.7%). The group who did not prefer telework was much more likely to be age 55 or older (60.2%).

A much larger percentage of the future telework employees had experienced additional daytime childcare responsibilities during the pandemic (53%) compared to non-teleworkers (45%). The flexibility afforded to these parents and caregivers by working from home made future telework an attractive option.

Finally, employees working in non-supervisory roles were more likely to prefer future telework (46%) than were supervisors (29%).

Detailed data can be found in Appendix Tables B-8 and B-9.

### Interest by Supervisors

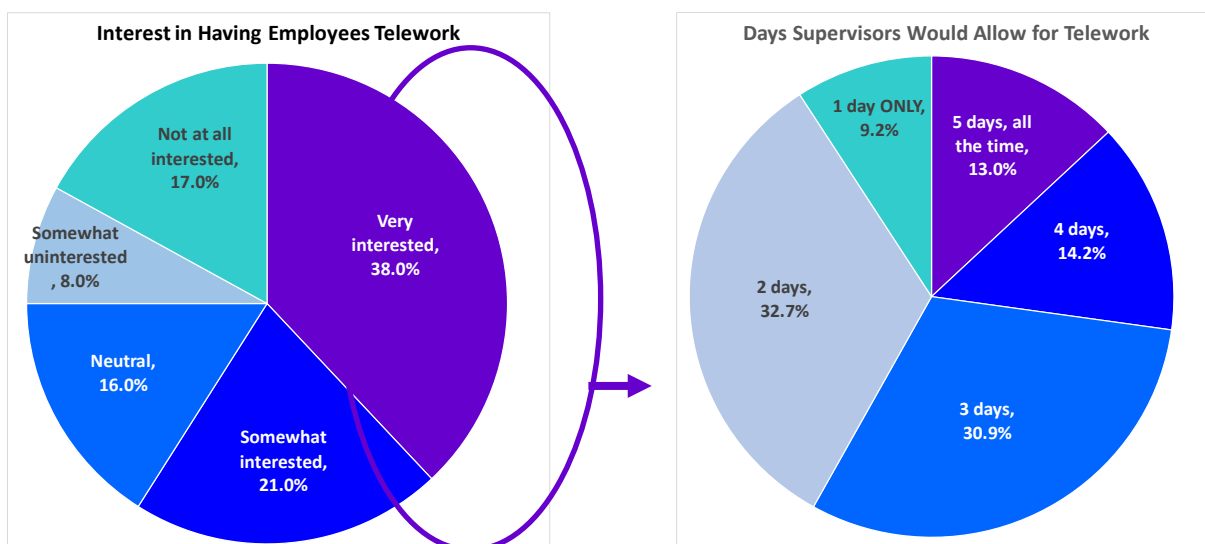
Previous telework experience significantly impacted supervisors' interest in future telework, both for themselves and for their employees. For example, half of the supervisors who had telework experience during the pandemic were "very interested" in having their employees telework in the future (48%), compared to just 14 percent of supervisors with no prior telework experience.

Previous telework experience had little influence on the number of days that supervisors were willing to allow their employees to telework in the future. The average number of days for supervisors with previous telework experience was 2.9 days, while the average was 2.7 days for those with no prior experience.

While their willingness to allow employees to telework was not particularly affected by their previous experience, the number of days supervisors would choose to telework themselves was clearly impacted. Supervisors who teleworked during the pandemic preferred an average of 1.4 days of telework per week, on average, in the future. However, the average number of future telework days preferred by those who had not worked from home was only 0.5 days.

Supervisors who had employees that worked from home during the pandemic were presented with a series of questions to determine the extent of teleworking and the perceptions of the impact. Most supervisors (59.3%) had between one and five employees who teleworked during the pandemic. The frequency of telework was evenly divided among supervisors' employees, with 22 percent teleworking 61 to 80 percent of the time and about 16 percent working either 41 to 60 or 81 to 100 percent of the time.

**Figure 13. Supervisors' Interest in Employees' Teleworking and Number of Days Allowed**



When asked about the percentage of employees' jobs that could be accomplished through telework, supervisors were evenly split. Roughly 18 percent of supervisors stated that 41 to 60 or 61 to 80 percent of employees' jobs could be done from home. An additional 17 percent thought that 81 to 99 percent of their jobs could be managed through telework.

Detailed data can be found in Appendix Table B-10.

### **Interest by Department**

Once again, differences were noted between departments in the level of interest in teleworking in the future. Departments with the highest percentage of employees interested in working from home in the future included Public Safety (76.2%), Transportation Services (73.2%), and Environmental Services (72.1%). Less than half of the employees working for Parks and Recreation, HART, the Prosecuting Attorney, and Design and Construction departments were interested in telework in the future.

Detailed data can be found in Appendix Tables B-11 and C-7.

## 4 Choice of Future Travel Modes

Six out of ten employees indicated that they would choose to telework for one or more days in the future (59.9%). This percentage is like the 61 percent who said they were “very interested” in teleworking in the future.

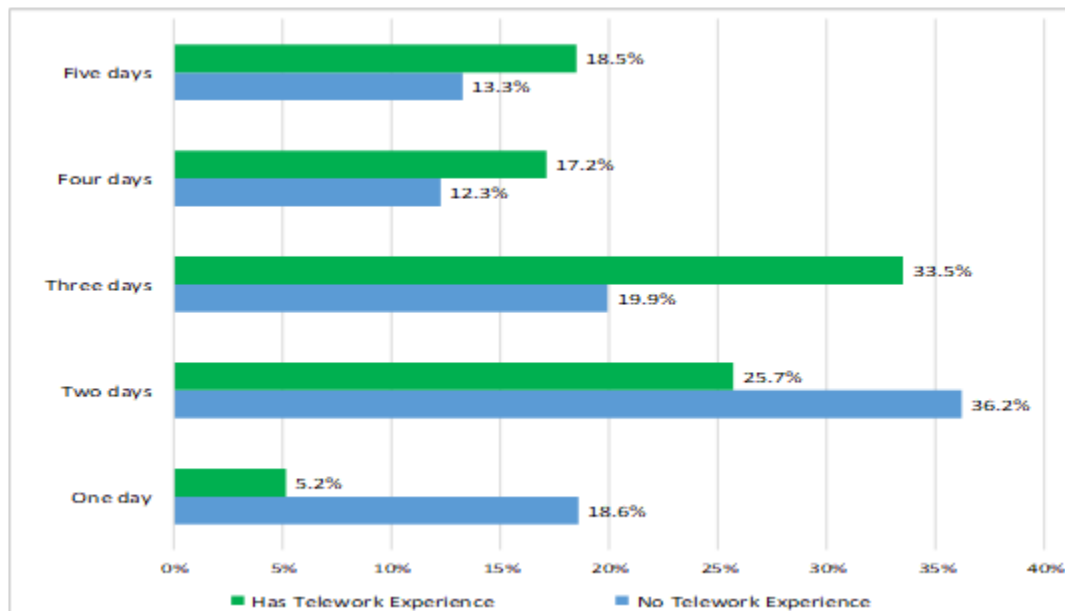
A notable difference was also observed between supervisors and non-supervisory personnel in the desire to telework. Nearly 60 percent of non-supervisory personnel (58.8%), regardless of prior experience with telework, would opt for at least one day of telework in the future. Among supervisors, however, only four out of ten would prefer to telework (39.9%).

Various City departments were more inclined to opt for telework in the future than were other departments. For example, interest in telework was highest among employees in Human Resources (69.1%), Transportation Services (69%), the Mayor’s Office (59.5%), and Information Technology (59.1%). Conversely, employees of the Parks and Recreation (33.6%) and Environmental Services (29.7%) were least likely to choose telework in the future.

### 4.1 Preferred Number of Telework Days

Among those employees who would like to work from home in the future, the average number of telework days preferred was 3.1 days. 35 percent of those who prefer to telework in the future would choose to do so four or five days per week.

**Figure 14. Employees Preferred Number of Days to Telework by Telework Experience**



Source: Work Where You Live employee survey, 2021

## 4.2 Preferred Mode of Travel to Work in the Future

When asked about their preferred mode of travel to work in the future, City employees had clearly been influenced by their experiences during the pandemic. The overwhelming majority of respondents would opt to drive alone for a few days each week and work from home the other days. The number of days preferred varied from person to person, but non-supervisory personnel preferred fewer days of driving to work and more days spent teleworking than the supervisors.

Table 8 shows the number of employees who chose each of the modes of travel prior to the pandemic, and the number who would prefer each mode of travel in the future. Before the Pandemic employees primarily had one mode of transportation every day, 63 percent of employees chose to drive alone on their daily commute. This decreased to 43 percent in the future because someday employees would prefer to work from home.

**Table 8: Change in Mode of Travel Before the Pandemic versus Future Preferences**

Mode of Travel	Before Pandemic		Preferred Future		Difference	
	Number	Pct	Number	Pct	Number	Pct
Telework	29	1.8%	830	34.2%	801	98.5%
Drive alone	1,015	63.0%	1,047	43.2%	32	3.9%
Carpool	195	12.1%	170	7.0%	-25	-3.1%
Ride the bus	204	12.7%	165	6.8%	-39	-4.8%
Ride a bike	59	3.7%	72	3.0%	13	1.6%
Walk	69	4.3%	87	3.6%	18	2.2%
Other	41	2.5%	54	2.2%	13	1.6%
<i>Total</i>	<i>1,612</i>	<i>100.0%</i>	<i>2,425</i>	<i>100.0%</i>	<i>813</i>	<i>100.0%</i>

Sum is greater than the total sample size of 1,602 because employees were asked to list each mode of travel they used or would like to use in the future.

**Among Supervisors.** The preferred mode of travel to work in the future was different for supervisors than for non-supervisory personnel. Nearly three-quarters of the City's supervisors would like to drive alone to and from work at least one day per week (74.1%), while six out of ten non-supervisors would like to drive alone (60.3%). Telework was a preferred future travel mode for close to 60 percent of non-supervisors, while slightly less than 40 percent of supervisors would choose this option going forward.

**Table 9: Preferred Mode of Travel to Work in the Future by Supervisory Role**

Preferred FUTURE Travel Mode	Supervisor		Non-Supervisor		Total	
	Number of supervisors	% of supervisors	Number of non-supervisors	% of non-supervisors	Number of responses	% of total employees
Telework	237	39.9%	593	58.8%	830	51.8%
Drove alone	440	74.1%	608	60.3%	1,048	65.4%
Carpooled	60	10.1%	109	10.8%	169	10.5%
Rode TheBus	55	9.3%	112	11.1%	167	10.4%
Rode a bicycle	24	4.0%	48	4.8%	72	4.5%
Walked	27	4.5%	60	6.0%	87	5.4%
Other	20	3.4%	35	3.5%	55	3.4%
<b>Total Responses</b>	<b>863</b>	<b>---</b>	<b>1,565</b>	<b>---</b>	<b>2,428</b>	<b>---</b>
<b>Total Respondents</b>	<b>594</b>	<b>---</b>	<b>1,008</b>	<b>---</b>	<b>1,602</b>	<b>---</b>

Note: The respondents were allowed to select one or more mode of travel; hence the percentage will not sum to 100%

Source. Work Where You Live employee survey, 2021

### 4.3 Preferred Number of Days by Mode of Travel

Each participant in the present study was asked to specify the number of days per week (based on an average five-day work week) that they would choose to utilize any of the various modes of travel.

53 percent of all employees would opt to use a single mode of travel to work all five days each week (52.8%). Among these single-mode commuters, six out of ten would prefer to drive alone (59%). An additional 17.6 percent would choose to work from home each day. Less than ten percent of single-mode commuters would opt for one of the other modes of travel five days per week.

For the remaining 47 percent of City employees, their ideal commute would involve two or more modes of travel each week. The most frequently mentioned combination commute was two or three days of driving alone with two or three days of telework each week. For those employees who preferred two or more days of telework in the future, 95 percent stated that they would accept fewer than their ideal number of telework days if necessary.

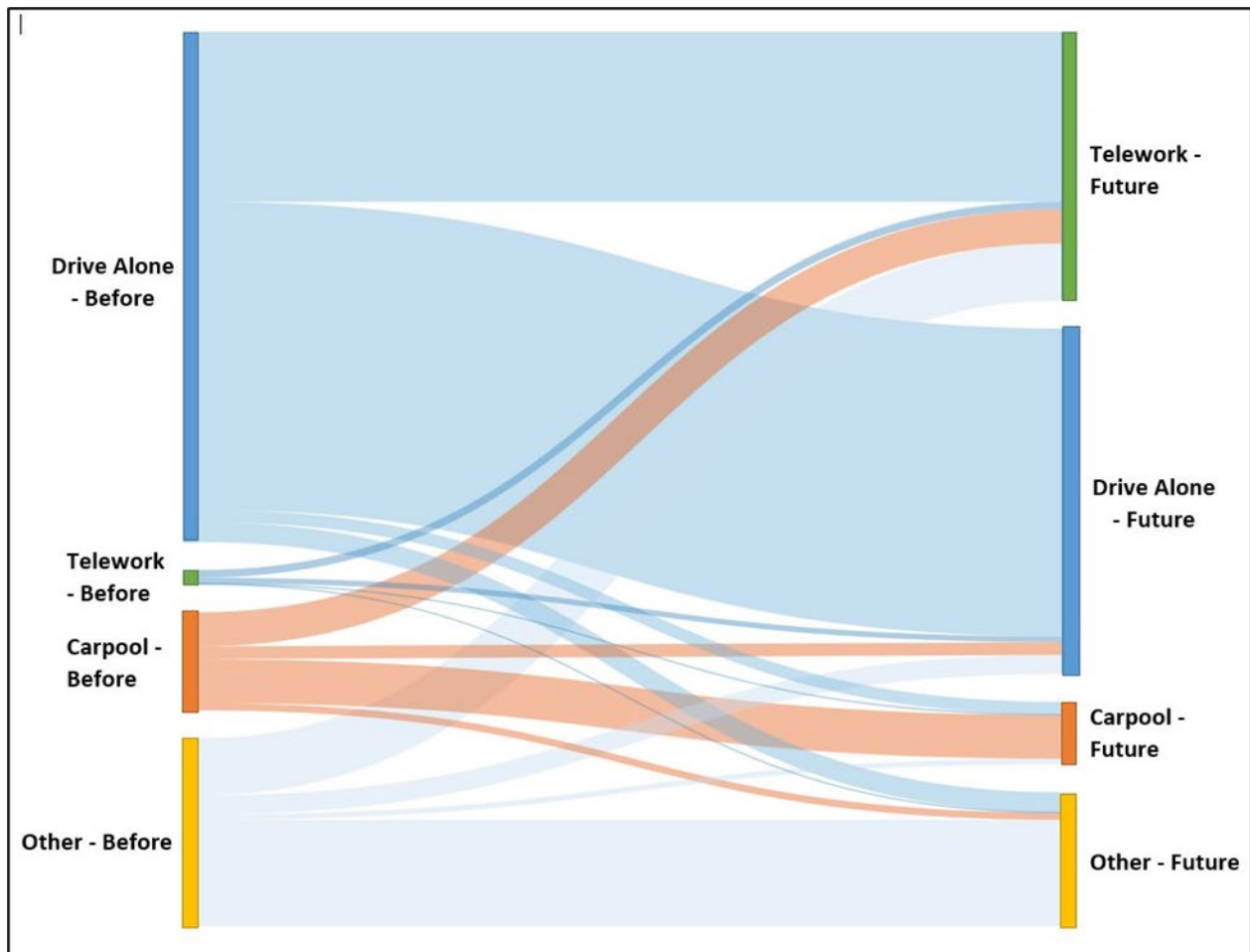
**Table 10: Preferred Days per Week for Method of Travel to Work in the Future**

Preferred Future Mode of Travel to Work	Number of Days					Average Days per Week
	One	Two	Three	Four	Five	
Telework	54	222	267	138	149	3.1
Drive alone	132	225	155	35	499	3.5
Carpool	28	34	38	13	57	3.2
Ride TheBus	29	41	15	5	74	3.3
Ride a bike	16	20	11	8	16	2.8
Walk to work	27	12	12	4	32	3.0
Other	11	14	8	4	18	3.1
<i>Total</i>	<i>297</i>	<i>568</i>	<i>506</i>	<i>207</i>	<i>846</i>	<i>3.3</i>

Source. Work Where You Live employee survey, 2021

Examining employees' previous choice of travel mode to work with their preferred future mode of travel highlights the significant shift in commute choices. While nearly everyone drove to work and hardly anyone teleworked before the pandemic, employees' preference going forward is to telework a few days per week rather than drive to the office.

The Sankey chart (Figure 15) is a graphical representation of the trips made by travel mode before the pandemic and the preferred trips by travel mode in the future (Table 10). Employees' choice of travel mode before the COVID-19 pandemic is shown on the left, and their preferred mode of travel in the future is depicted on the right. A sizable portion of the employees in the drive alone, carpool, and combined other categories before the pandemic would choose to transition to telework in the future.

**Figure 15. Sankey Chart of Prior and Future Modes of Travel to Work**

Source. Work Where You Live employee survey, 2021

#### 4.4 Drivers of Future Telework Choice

The one variable that distinguished future teleworkers from non-teleworkers was their answer to the question, "What percent of your work can be done from home?" Nearly three-quarters of City employees who want to telework reported that more than 60 percent of their job could be done from home (73.8%). Barely 35 percent of non-future telework employees felt they could do a substantial portion of their jobs from home.



The element that emerged as most strongly related to interest in future telework was employees' perception about their work/life balance when teleworking. Those who felt strongly that attaining a balance between their work and home life was enhanced by telework were highly likely to prefer to telework in the future.

Of the many survey items used to examine the desire to telework in the future, most exhibited no fundamental differences between those who want to work from home and those who do not. However, some showed statistical differences greater than the two times the sample error estimate for the study. Those items are summarized in Table 11.

**Table 11: Characteristics that are Significantly Different between Future Teleworking and Non-Future Teleworking City Employees**

Characteristic	Percent of City and County Employees		
	Future Teleworkers	Non-Future Teleworkers	Difference
Work/life balance is better at home	72.7%	25.8%	46.9
More than 60 percent of my job can be done from home	73.8%	35.3%	38.4
Younger (age is between 18 and 44 years)	47.7%	22.9%	24.8
Supervisory status	71.4%	53.7%	17.7
Trip to work takes 30 minutes or more	60.8%	45.7%	15.1

Source. Work Where You Live employee survey, 2021

As is the case in most survey work, intercorrelation among the items shown in Table 13 may exist and complicate the interpretation of the data. Age and years of service, for example, are highly correlated. Two aspects of the trip to work, distance and time, are correlated. The relationship can make the list of items to be considered by policymakers longer than is necessary.

Table 12 contains results for a regression where a preference for future telework was the dependent variable. The independent variables, those expected to be related to the dependent variable, were shown in Table C-7 in the Appendix.

**Table 12: Regression Results**

Characteristic	Relative Importance Score	Statistical Significance
More than 60 percent of my job can be done from home	0.239	0.000
Younger (age is between 18 and 44 years)	-0.117	0.000
Trip to work takes 30 minutes or more	0.054	0.033
Supervisory status	-0.104	0.000
Work/life balance is better at home	0.161	0.000

Source. Work Where You Live employee survey, 2021 Detailed analysis can be found in Appendix Table C-7.

In Table 12, the relative importance score<sup>3</sup> tell us that, on a scale from -1 to +1, “percent of job that can be done from home” was most important in determining employees' preference for telework. That score (0.239) was measured with an error rate of 0.000.<sup>4</sup> A negative importance score indicates a negative relationship between a characteristic and preference for telework. For example, age has a negative relationship with telework preference as shown by its importance score of -0.117. Specifically, as age increases, the likelihood of preferring telework decreases. Similarly, having the status “supervisor” decreases the likelihood that one would prefer to use telework in the future.

The variables most closely linked to City employees' preference for future telework are the five shown in Table 12. Each was highly correlated with other variables in the lists we have described earlier in this report. Age, for instance, was correlated with years of service, presence of children in the household, child and adult care, supervisory status, and several others. The main driver for all of those was age. Travel time to work was correlated with miles to work, distance from home to work, travel mode, number of stops on the way to work, household size, and others. Regression was used to sort through the interrelationships and identify the elements with the highest independent contribution to relation to telework choice.

The characteristics in Table 12 help us to understand how the interest in telework and early applications of telework developed during the COVID-19 pandemic. As such, they can also be valuable to formulating, evaluating, and adjusting telework policy and procedures in the future. Those data and other data presented earlier in this report can be used by telework planners to inform policy development of policies and procedures in the future. Without attempting to prepare policy recommendations for each of the City's 15 Departments,<sup>5</sup> we have laid out the survey findings in the previous chapters of this report, and presented them in straightforward detail in the appendix.<sup>6</sup>

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<sup>3</sup> The standardized beta weight from multiple regression with future telework preference as the dependent variable and other items shown in Table C-7 as independent variables.

<sup>4</sup> Significance of the t-value for this item in a t-test measuring the probability that this item is not-significantly related to preference for telework in the future.

<sup>5</sup> As defined for this survey.

<sup>6</sup> Evaluation of the Covid-19 telework experience at City departments was discussed in Section 3 of this report. Data on telework aspects that were better at home or better at work is shown in appendix Tables C-1, C-2, and C-3. For demographic characteristics see Table B-8, work-related characteristics see Table B-9, travel-related items Table B-11), and stops data see Tables B6a through B7b.

## 5 Transportation-Related Issues – Trips Saved

### 5.1 Trips Saved

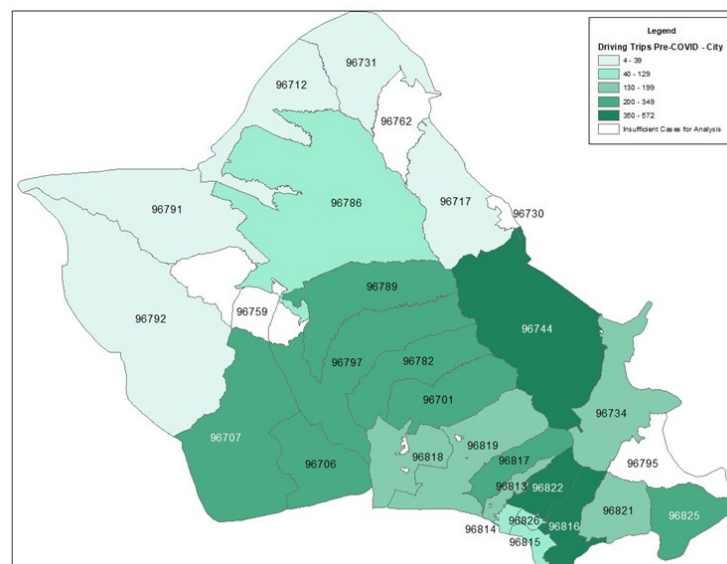
Trips saved were determined by those employees who drove alone prior to the pandemic but would choose to telework in the future. The number of days they would choose to telework in the future was subtracted from the number of days they decided to drive alone pre-COVID-19. Thus, every day an employee preferred to telework in lieu of driving alone to work was a round-trip saved. For example, if an employee chose to drive alone five days per week before the pandemic (for a total of ten one-way driving trips) but would choose to telework five days per week in the future (for a total of zero one-way driving trips), that would equal ten trips saved per week.

In the present study, if all City employees were granted their preferences concerning the number of days they would like to telework as indicated in their future mode of travel to work, 3,241 driving trips would be saved per week.

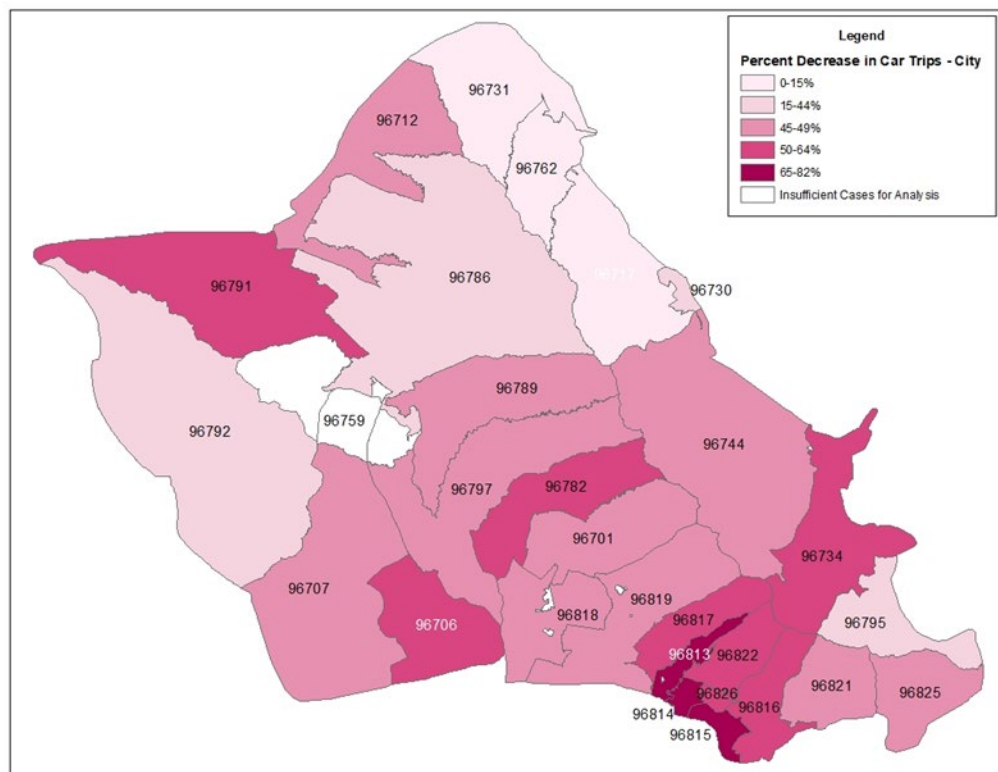
Before the COVID-19 pandemic, driving commuters were concentrated in the Kailua area and the Primary Urban Center (PUC). Trips saved by former driving commuters who would elect to work from home in the future were primarily concentrated in the Kailua, Central Oahu, and Ewa regions. The most significant decreases in driving trips from pre-COVID-19 to preferred future travel mode were observed in the Downtown Honolulu area.

Even if employees who would prefer to telework four or five days each week were limited to working from home only two or three days per week, the reduction in driving trips, commute time, and miles traveled would still be significant.

**Figure 16. Driving Trips Pre-COVID-19 by Zip Code**



Source. Work Where You Live employee survey, 2021 and American Community Survey, 2019 5-year estimate

**Figure 17. Percent Reduction in by Zip Code**

Source. Work Where You Live employee survey, 2021 and American Community Survey, 2019 5-year estimate

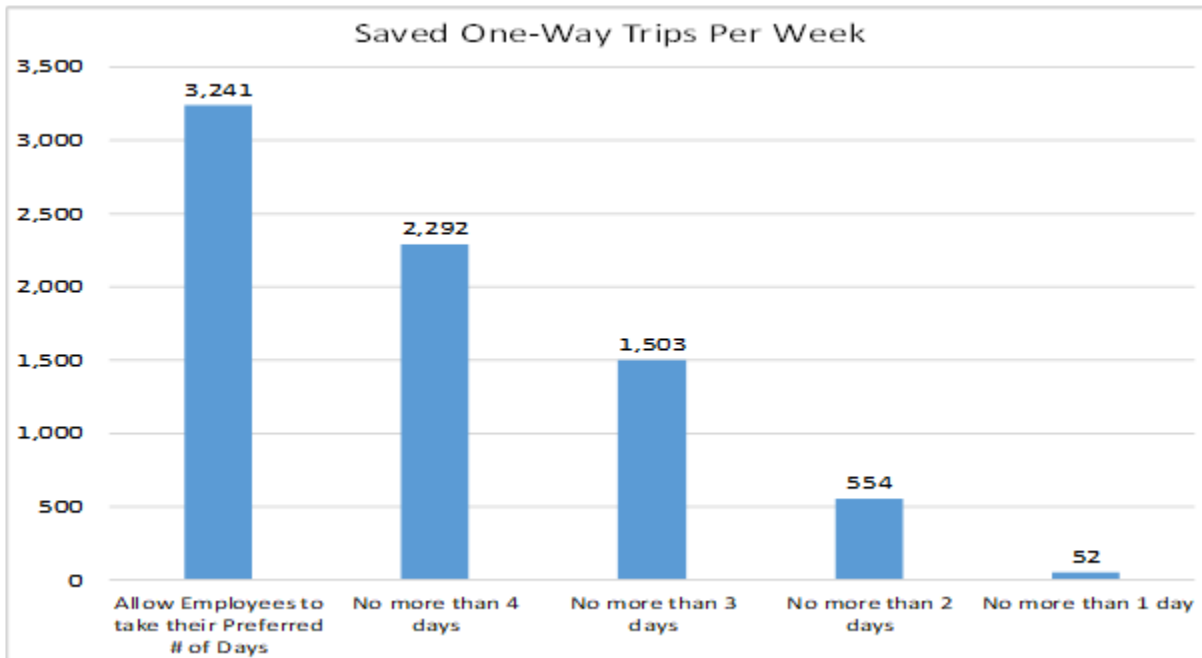
## 5.2 Impact of Preferred Future Mode of Travel to Work

The shift in preferred travel mode from predominantly single drivers before the pandemic to a combination of telework, driving alone, and other modes of travel to work in the future has implications beyond simply the number of car trips.

Allowing employees to telework in the future has the potential to significantly impact a variety of issues. For example, driving trips that occurred before but would be reduced by telework could lessen traffic congestion during peak commute times, eliminate the need for some office and parking spaces, and contribute to employees' morale and overall job satisfaction. Figure 20 below shows the number of saved trips if a policy were developed that limited the number of days a week a person could telework. Starting at the far left the column represents giving employees the stated number of days they want to telework. The next column assumes that the policy is that employees must come into the worksite at least one day a week, therefore employees wanting five days a week would be reduced to four-days a week. As noted earlier in this report, 95 percent of employees said they would accept fewer days a week if that was the policy.

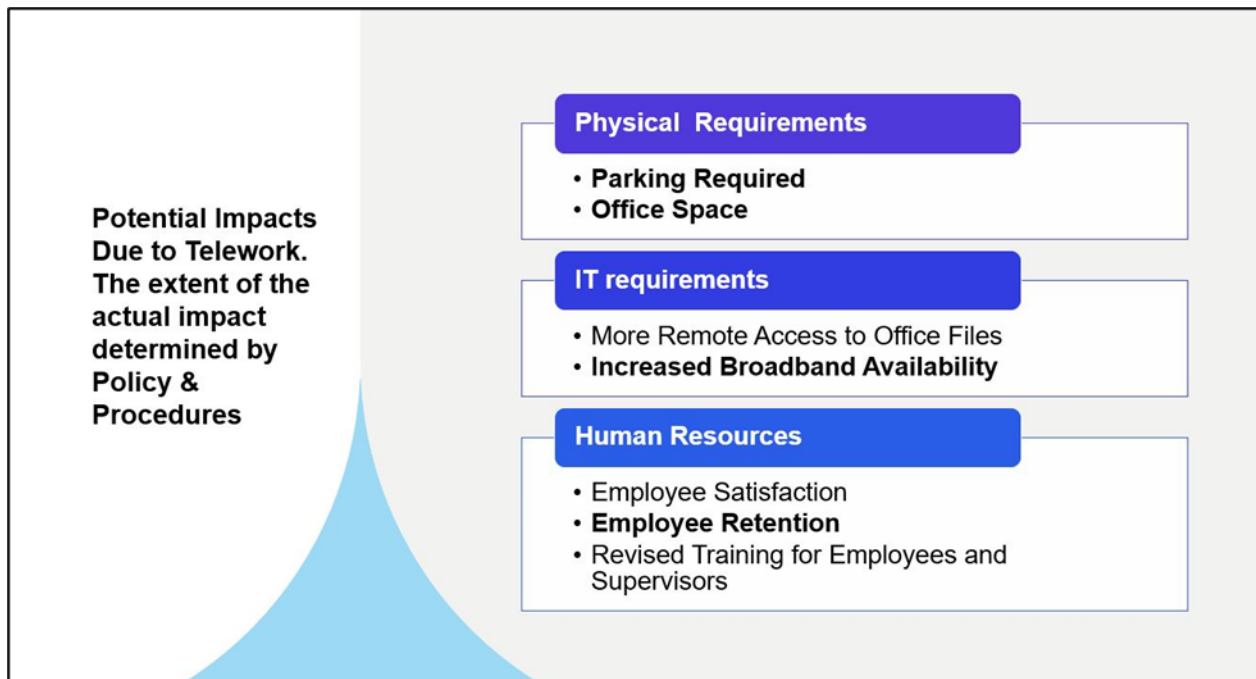
In the future, if City employees were given their preferred number of days for each of their preferred modes of travel to work, it would save 3,241 one-way driving trips per week. Across all employees, this would result in 2,218 hours (about 3 months) of commute time saved per week, about 444 hours per day and about 2 and a half weeks. Additionally, the round-trip miles saved per week would be around 40,151 per week (roughly 8,030 miles per day).

**Figure 18. Potential Trips Saved by Number of Telework Days Allowed**



## 6 Non-Traffic Impacts of Telework Changes

Potential non-traffic-related impacts not addressed by the current study may include increased job satisfaction, higher employee retention rates, lower employee absence rates, and the need to revise employee policies, procedures, and training manuals. In addition, issues such as the reduced need for parking and office space at City offices may also result from changes to the telework policies.

**Figure 19. Potential Non-Traffic Impacts of Future Telework**

## 7 Appendix

### Appendix A – Survey Instrument and Study Methods

#### Survey Instrument

#### WWYL City Final Confidential

1. How many years have you worked for City Government? [Check only one] \*

Less than one year..... ☐ O  
 1 to 4 years ..... ☐ O  
 5 to 9 years ..... ☐ O  
 10 to 14 years ..... ☐ O  
 15 to 19 years ..... ☐ O  
 20 to 24 years ..... ☐ O  
 25 to 29 years ..... ☐ O  
 30 or more years..... ☐ O

2. Are you included in a bargaining unit? [Check only one] \*

Yes ..... ☐ O  
 No ..... ☐ O

3. What bargaining unit do you belong to? please select one response in the dropdown menu below. \*

BU 3, HGEA, white collar, non-supervisory ..... ☐ O  
 BU 4, HGEA, white collar, supervisory ..... ☐ O  
 BU 13, HGEA, white collar, scientific, professional ..... ☐ O

4. What is your Zip Code at home? \*

--	--	--	--	--

5. What is your Zip Code at your worksite? \*

--	--	--	--	--

6. How many people do you directly supervise? [Check only one] \*

None, or self only..... ☐ O

1 to 5 people ..... ☐ O  
 6 to 10 people ..... ☐ O  
 11 to 19 people ..... ☐ O  
 20 to 35 people ..... ☐ O  
 More than 35 people..... ☐ O

7. Between March 1, 2020 and March 31, 2021, did you telework (i.e., at home) for more than a day or two with the approval of your supervisor? [Check only one] \*

Yes ..... ☐ O  
 No, never..... ☐ O

#### Asked only of Respondents that Answered Yes to Q7

8. About how many days did you telework from home between March 1, 2020 and March 31, 2021? [Check only one] \*

Fewer than 20 days (1 month) ..... ☐ O  
 21 to 60 days (1+ to 3 months) ..... ☐ O  
 61 to 120 days (3+ to 6 months) ..... ☐ O  
 121 to 180 days (6+ to 9 months) ..... ☐ O  
 181 to 240 days (9+ to 12 months) ..... ☐ O  
 The whole time, 241 to 260 days (12+ to 13 months) ..... ☐ O

9. What percent of your job do you think can be done teleworking at home? [Check only one]

None, 0% of my job can be done working at home..... ☐ O  
 1% to 20% of my job can be done at home..... ☐ O  
 21% to 40% of my job..... ☐ O  
 41% to 60% of my job..... ☐ O  
 61% to 80% of my job..... ☐ O  
 81% to 100% of my job..... ☐ O

10. BEFORE the COVID-19 pandemic, what was your work schedule? [Check only one] \*

Regular work week, 5-days, 8 hours a day ..... ☐ O





- 17. BEFORE the COVID-19 pandemic, in a typical 5-day work week, how many days per week did you make any of the following stops ON YOUR WAY HOME FROM WORK? (Enter the number of days you made each stop during the work week.)**

Type of Stops	0 Day	1 Day	2 Days	3 Days	4 Days	5 Days	6-7 Days	Mean
Drop-off/pick up another person	0	0	0	0	0	0	0	0
Buy goods (groceries, clothes, gas)	0	0	0	0	0	0	0	0
Buy services (dry cleaner, banking, pet care)	0	0	0	0	0	0	0	0
Buy food (coffee, breakfast, dinner)	0	0	0	0	0	0	0	0
Other errands (post office, library, etc.)	0	0	0	0	0	0	0	0
Exercise (gym, jog, etc.)	0	0	0	0	0	0	0	0
Other: _____	0	0	0	0	0	0	0	0

**Asked only of Respondents that Teleworked**

- 18. Between March 1, 2020 and March 31, 2021, during a week that you teleworked, how many days per week did you use each of the following ways to commute? If you used more than one travel method per day, select the method you used for the longest distance.**

Travel Method	0 Days	1 Day	2 Days	3 Days	4 Days	5 Days	Mean
No travel, worked from home	0	0	0	0	0	0	0
Drove alone	0	0	0	0	0	0	0
In a carpool, vanpool, or HandiVan	0	0	0	0	0	0	0
Rode TheBus	0	0	0	0	0	0	0
Rode a bicycle	0	0	0	0	0	0	0
Walked to work	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0

- 19. In the future, how many days per week would be your preferred methods of travel to work? If you use more than one travel method per day, select the method you will use for the longest distance.**

Travel Method	0 Days	1 Day	2 Days	3 Days	4 Days	5 Days	Mean
No travel, work from home	0	0	0	0	0	0	0
Drive alone	0	0	0	0	0	0	0
In a carpool, vanpool, or HandiVan	0	0	0	0	0	0	0
Ride TheBus	0	0	0	0	0	0	0
Ride a bicycle	0	0	0	0	0	0	0
Walk to work	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0

20. In the future, working from home may require a signed telework agreement with your employer. It is possible that the number of days you will be permitted to telework will be fewer than you indicated in the previous question. If you were offered fewer days, would you still want to telework or would you decide to commute to the office every day? [Check only one] \*

I would telework the fewer number of days ..... ☐ O  
 I would commute to my worksite everyday ..... ☐ O  
 Not sure what I would choose ..... ☐ O

21. Who is your internet provider at home? [Check only one] \*

Hawaiian Telcom ..... ☐ O  
 Spectrum ..... ☐ O  
 A cellular provider ..... ☐ O  
 Other ..... ☐ O  
 No internet service at home ..... ☐ O

**Asked only of Respondents that Teleworked**

22. When teleworking, is/was the computer/tablet/smartphone you work on at home provided by your employer or your own personal computer? [Check only one] \*

Computer/tablet/smartphone is provided by employer ..... ☐ O  
 My personal or family's computer/tablet/smartphone ..... ☐ O  
 No computer/tablet/smartphone at home ..... ☐ O

23. Including yourself, how many people currently live in your household? [Check only one] \*

One ..... ☐ O  
 Two ..... ☐ O  
 Three ..... ☐ O  
 Four ..... ☐ O  
 Five or more ..... ☐ O

**Asked only of Respondents with more than one member in their household.**

24. How many are children under 18 years old? [Check only one] \*

None ..... ☐ O  
 One ..... ☐ O  
 Two ..... ☐ O  
 Three to five ..... ☐ O  
 Six or more ..... ☐ O

**Asked only of Respondents with one or more child under age 18**

25. During the COVID-19 pandemic, did you have additional daytime childcare responsibilities? (For example, helping with virtual learning, daycare, etc.) [Check only one] \*

Yes ..... ☐ O  
 No ..... ☐ O

**Asked only of Respondents with more than one member in their household.**

26. During the COVID-19 pandemic, did you have additional daytime care responsibilities for an adult(s)? [Check only one] \*

Yes ..... ☐ O  
 No ..... ☐ O

**Asked only of Respondents with more than one member in their household.**

27. Not counting yourself, how many adults (18+) were usually teleworking/attending school virtually at the same time you were working? [Check only one] \*

None ..... ☐ O  
 One ..... ☐ O  
 Two ..... ☐ O  
 Three ..... ☐ O  
 Four ..... ☐ O  
 Five or more ..... ☐ O

**Asked only of Respondents with one or more child under age 18**

28. How many students (under 18 years old) are/were attending school virtually at your home? [Check only one] \*

0 ..... ☐ O  
 1 ..... ☐ O  
 2 ..... ☐ O  
 3 or more ..... ☐ O

**Asked only of Respondents who teleworked.****29. Based on your telework experience, was each of the following better at home or at your worksite? \***

	Much better at home	Better at Home	Home and Worksite are the same	Better at Worksite	Much better at worksite	Not applicable
Internet speed	0	0	0	0	0	0
Ability to track work status	0	0	0	0	0	0
Computer equipment	0	0	0	0	0	0
Physical arrangement of workspace	0	0	0	0	0	0
Access to software	0	0	0	0	0	0
Access to non-computer equipment (copy machine)	0	0	0	0	0	0
Access to databases	0	0	0	0	0	0
Access to work-related files	0	0	0	0	0	0
My work schedule	0	0	0	0	0	0

**Asked only of Respondents who teleworked.****30. Based on your telework experience, was each of the following better at home or at your worksite? \***

	Much better at home	Better at Home	Home and Worksite are the same	Better at Worksite	Much better at worksite	Not applicable
Noise level	0	0	0	0	0	0
Access to supervisors	0	0	0	0	0	0
Social interaction with coworkers	0	0	0	0	0	0
Ability to collaborate or partner with coworkers	0	0	0	0	0	0
Ability to mentor or be mentored	0	0	0	0	0	0
Work/Life balance	0	0	0	0	0	0
Access to training	0	0	0	0	0	0
Commute time	0	0	0	0	0	0
Ability to focus with minimal interruptions	0	0	0	0	0	0
Flexible work hours	0	0	0	0	0	0
Productivity	0	0	0	0	0	0

**Asked only of Respondents who did not telework.****31. Do you think each of the following would be better working at home or at your worksite? \***

	Much better at home	Better at Home	Home and Worksite are the same	Better at Worksite	Much better at worksite	Not applicable
Internet speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track work status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical arrangement of my workspace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to non-computer equipment (i.e., copy machine)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to work-related files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Asked only of Respondents who did not telework.****32. Do you think each of the following would be better working at home or at your worksite? \***

	Much better at home	Better at Home	Home and Worksite are the same	Better at Worksite	Much better at worksite	Not applicable
Noise level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social interaction with coworkers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to collaborate or partner with coworkers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to mentor or be mentored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work/Life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commute time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to focus with minimal interruptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexible work hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Asked only of Respondents who teleworked.****33. Overall, how satisfied are you with your telework experience? [Check only one] \***

Very satisfied ..... ☐

Satisfied ..... ☐

Neutral..... ☐

Dissatisfied..... ☐

Very Dissatisfied ..... ☐

**34. Overall, how satisfied are you with your job? [Check only one] \***

Very satisfied ..... ☐

Satisfied ..... ☐

Neutral..... ☐

Dissatisfied ..... ☐

Very Dissatisfied ..... ☐

**35. All things considered, how interested would you be in teleworking from home in the near future? [Check only one] \***

- Very interested ..... ☐ O
- Somewhat interested ..... ☐ O
- Neutral..... ☐ O
- Somewhat uninterested ..... ☐ O
- Not at all interested..... ☐ O

**Q 36-43 Asked only of Supervisors.**

**You indicated earlier that you directly supervise other people. Please answer the following 6 questions as a supervisor. What percent of the work done by the people you supervise can be done as telework? [Check only one] \***

- 0% none, all the work must be done at worksite ..... ☐ O
- 1% to 20% of the work..... ☐ O
- 21% to 40% of the work..... ☐ O
- 41% to 60% of the work..... ☐ O
- 61% to 80% of the work..... ☐ O
- 81% to 99% of the work..... ☐ O
- 100% All the work..... ☐ O

- 37. Between March 1, 2020 and March 31, 2021, about how many employees that you supervised did at least some telework? [Check only one] \***

- None, or self only..... ☐ O
- 1 to 5 people..... ☐ O
- 6 to 10 people..... ☐ O
- 11 to 19 people..... ☐ O
- 20 to 35 people..... ☐ O
- More than 35 people..... ☐ O

**Asked only of Supervisors with one or more employees that teleworked.**

- 38. Between March 1, 2020 and March 31, 2021, about what percent of the time did your employees telework? [Check only one] \***

- 1% to 20% of the time ..... ☐ O
- 21% to 40% of the time ..... ☐ O
- 41% to 60% of the time ..... ☐ O
- 61% to 80% of the time ..... ☐ O
- 81% to 100% of the time ..... ☐ O

**Asked only of Supervisors with one or more employees that teleworked.**

- 39. Based on your experience supervising telework employees, was each of the following better when they worked at home or better at the workplace? \***

	Much better working from home	A little better working from home	About the same	A little better at the worksite	Much better at the worksite
Employee morale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide guidance for staff advancement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivating staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing work schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration among staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentoring staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Asked only of Supervisors with no employees that teleworked.**

- 40. Do you think each of the following would be better with employees at home or at the worksite? \***

	Much better working from home	A little better working from home	About the same	A little better at the worksite	Much better at the worksite
Employee morale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide guidance for staff advancement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivating staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing work schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration among staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentoring staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 41. What methods could supervisors use to monitor the performance of their subordinates when subordinates are teleworking?**

- 42. All things considered, how interested would you be in having your employees work from home (teleworking)? [Check only one] \***

Very interested ..... ☐

Somewhat interested ..... ☐

Neutral ..... ☐

Somewhat uninterested ..... ☐

Not at all interested ..... ☐

- 43. In a typical 5-day work week, how many days per week would you prefer to ALLOW YOUR EMPLOYEES to work from home using telework? [Check only one] \***

5 days, all the time ..... ☐

4 days ..... ☐

3 days ..... ☐

2 days ..... ☐

1 day ONLY ..... ☐

**Demographics Answered by Everyone**

**44. The next few questions are for classification purposes only... What is your gender? \***

- Male..... ☐
- Female ..... ☐
- Non-binary..... ☐
- Prefer not to answer..... ☐

**45. What is your age? \***

- 18 to 24..... ☐
- 25 to 34..... ☐
- 35 to 44..... ☐
- 45 to 54..... ☐
- 55 to 64..... ☐
- 65 to 69..... ☐
- 70 or older ..... ☐
- Prefer not to answer..... ☐

**46. What is your current COVID-19 vaccination status? \***

- Fully vaccinated ..... ☐
- Partially vaccinated..... ☐
- Planning to get vaccinated ..... ☐
- Thinking about getting vaccinated ..... ☐
- Will not get vaccinated ..... ☐
- Prefer not to answer..... ☐

**47. In 2020 what was your estimated household income? \***

- Less than \$10,000 ..... ☐
- \$10,000 to \$14,999..... ☐
- \$15,000 to \$24,999..... ☐
- \$25,000 to \$34,999..... ☐
- \$35,000 to \$49,999..... ☐
- \$50,000 to \$74,999..... ☐
- \$75,000 to \$99,999..... ☐
- \$100,000 to \$124,999..... ☐
- \$125,000 to \$149,999..... ☐
- \$150,000 to \$199,999..... ☐
- \$200,000 or more ..... ☐
- Prefer not to answer..... ☐

**48. In the space below please feel free to write any comments related to teleworking.**

Thank you for taking this survey. Your response is very important.

## Method

### Survey Population

The population for this study was City employees who were approved for Telework. As of March 31, 2021, there were 1,602 such employees and all of them had working City email addresses. These employees with verified City email addresses became the survey population for the WWYL Survey, 2021.

### The Survey Instrument

After discussion with the client and project team, an initial draft of the survey instrument was produced by the Redhill Group. They designed a survey suited to online administration and would cover the content specified in the original project description. The WWYL Steering Committee then reviewed the initial draft. Over several weeks, the Steering Committee, the staff at SMS, and Redhill Group worked diligently to perfect a survey instrument that would work for survey recipients and supply the information needs of all parties. The survey was then pre-tested by SMS, and minor changes were made before a final draft was produced and approved. A copy of the City WWYL Survey for 2021 is attached as Appendix A.

### Data Collection and Quality Control

Once the email lists were prepared and the survey instrument was approved, the project was ready for distribution. On June 2, 2021, emails with a link to the survey were sent out. The response was quick and data collection was terminated on June 10, 2021.

Overall, 1,080 surveys were completed for a 67 percent response rate. The sample error estimate, an indicator of precision and reliability, was calculated as plus-or-minus 1.7 percentage points at the 95 percent confidence level. Survey results were expanded to represent the 1,602 City employees.

The expanded population of 1,602 included 594 supervisors and 1,008 non-supervisory employees. Respondents included 1,267 people with telework experience during the pandemic and 335 persons who did not telework during the pandemic. The respondent group was distributed by age, gender, years of service to the City, and bargaining unit in a comparable manner as the survey population. That relationship was made perfect by the weighting procedure. Thus, overall, the survey results are representative of the target group (City employees with working email addresses located in the City and County of Honolulu).



## Appendix B: Data Tabulations

Table B-1: Telework Experience by Department

Department	Telework Experience					
	Has Telework Experience		No Telework Experience		Total	
	Count	Row Pct	Count	Pct	Count	Pct
Budget and Fiscal	234	84.5%	43	15.5%	277	100.0%
Community Services	60	72.3%	23	27.7%	83	100.0%
Corporation Counsel	103	88.8%	13	11.2%	116	100.0%
Combined Departments <sup>A</sup>	79	68.1%	37	31.9%	116	100.0%
Design and Construction	111	78.2%	31	21.8%	142	100.0%
Environmental Services	7	15.9%	37	84.1%	44	100.0%
HART	62	74.7%	21	25.3%	83	100.0%
Human Resources	80	96.4%	3	3.6%	83	100.0%
Information Technology	117	87.3%	17	12.7%	134	100.0%
Mayor's Office <sup>B</sup>	58	71.6%	23	28.4%	81	100.0%
Transportation Services	81	93.1%	6	6.9%	87	100.0%
Parks and Recreation	24	52.2%	22	47.8%	46	100.0%
Planning and Permitting	157	79.3%	41	20.7%	198	100.0%
Public Safety <sup>C</sup>	34	75.6%	11	24.4%	45	100.0%
Prosecuting Attorney	59	88.1%	8	11.9%	67	100.0%
<i>Total</i>	<i>1,267</i>	<i>100.0%</i>	<i>335</i>	<i>100.0%</i>	<i>1,602</i>	<i>100.0%</i>

<sup>A</sup> Combined Departments includes Customer Services, Land Management, Enterprise Services, Facility Maintenance, and Royal Hawaiian Band

<sup>B</sup> Mayor's Office includes Mayor's Office, Mayor's Office of Culture and the Arts, Neighborhood Commission Office, Office of Climate Change, Sustainability, and Resiliency, and Office of Housing

<sup>C</sup> Public Safety includes Emergency Management, Honolulu Emergency Services Department, and Honolulu Police Department

Table B-2. Household Characteristics of City Employees by Telework Experience

		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
<b>Household Size</b>							
	One	145	11.5%	57	17.1%	203	12.7%
	Two	403	31.8%	97	29.0%	500	31.2%
	Three	280	22.1%	54	16.2%	334	20.9%
	Four	233	18.4%	77	23.0%	310	19.4%
	Five or more	206	16.2%	49	14.7%	255	15.9%
	Total	1267	100.0%	335	100.0%	1602	100.0%
<i>Median</i>		3.8 persons		3.8 persons		3.8 persons	
<b>Number of Children in Household</b>							
	None	725	64.7%	191	68.8%	917	65.5%
	One	192	17.1%	44	15.9%	236	16.9%
	Two	147	13.1%	33	11.8%	179	12.8%
	Three to five	55	4.9%	10	3.5%	65	4.6%
	Six or more	3	.2%	0	0.0%	3	.2%
	Total	1121	100.0%	278	100.0%	1399	100.0%
<b>During the COVID-19 pandemic, did you have additional daytime childcare responsibilities?</b>							
	Yes	202	51.0%	38	44.0%	240	49.7%
	No	194	49.0%	48	56.0%	243	50.3%
	Total	396	100.0%	87	100.0%	483	100.0%
<b>During the COVID-19 pandemic, did you have additional daytime care responsibilities for an adult(s)?</b>							
	Yes	160	14.3%	36	13.0%	197	14.0%
	No	961	85.7%	242	87.0%	1203	86.0%
	Total	1121	100.0%	278	100.0%	1399	100.0%
<b>How many adults were usually teleworking/attending school virtually at the same time you were working?*</b>							
	None	496	44.2%	---	---	496	44.2%
	One	423	37.7%	---	---	423	37.7%
	Two	136	12.1%	---	---	136	12.1%
	Three	53	4.7%	---	---	53	4.7%
	Four	8	.7%	---	---	8	.7%
	Five or more	6	.5%	---	---	6	.5%
	Total	1121	100.0%	---	---	1121	100.0%
<b>How many students (under 18 years old) were attending school virtually at your home?*</b>							
	None	486	69.5%	---	---	486	69.5%
	One	112	16.0%	---	---	112	16.0%
	Two	74	10.6%	---	---	74	10.6%
	Three or more	27	3.8%	---	---	27	3.8%
	Total	699	100.0%	---	---	699	100.0%
* only asked of telework employees							

**Table B-3: Demographic Characteristics of City Employees by Telework Experience**

		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
<b>Gender</b>							
	Male	620	49.0%	186	55.5%	807	50.3%
	Female	617	48.7%	145	43.3%	762	47.6%
	Non-binary	3	.3%	1	.2%	4	.2%
	Prefer not to answer	26	2.1%	3	1.0%	30	1.9%
	Total	1267	100.0%	335	100.0%	1602	100.0%
<b>Age</b>							
	18 to 24	22	1.8%	9	2.8%	32	2.0%
	25 to 34	237	18.7%	19	5.8%	257	16.0%
	35 to 44	242	19.1%	42	12.5%	284	17.7%
	45 to 54	188	14.8%	53	15.8%	241	15.1%
	55 to 64	471	37.2%	157	46.9%	628	39.2%
	65 to 69	56	4.4%	31	9.3%	87	5.4%
	70 or older	28	2.2%	12	3.6%	39	2.5%
	Median	53.1 years		60.2 years		53.7 years	
	Prefer not to answer	23	1.8%	11	3.3%	34	2.1%
	Total	1267	100.0%	335	100.0%	1602	100.0%
<b>Vaccination Status</b>							
	Fullyvaccinated	1,141	90.1%	305	91.1%	1,446	90.3%
	Partiallyvaccinated	15	1.2%	1	.2%	15	1.0%
	Planning to get vaccinated	8	.6%	2	.5%	10	.6%
	Thinking about getting vaccinated	22	1.7%	8	2.5%	30	1.9%
	Will not get vaccinated	16	1.3%	2	.5%	18	1.1%
	Prefer not to answer	65	5.1%	18	5.3%	82	5.1%
	Total	1267	100.0%	335	100.0%	1602	100.0%
<b>Household Income</b>							
	Less than \$10,000	4	.3%	0	0.0%	4	.2%
	\$10,000 to \$14,999	4	.3%	0	0.0%	4	.2%
	\$15,000 to \$24,999	5	.4%	2	.6%	7	.5%
	\$25,000 to \$34,999	28	2.2%	15	4.5%	43	2.7%
	\$35,000 to \$49,999	71	5.6%	16	4.8%	87	5.4%
	\$50,000 to \$74,999	243	19.2%	57	16.9%	300	18.7%
	\$75,000 to \$99,999	196	15.5%	47	14.0%	243	15.1%
	\$100,000 to \$124,999	194	15.3%	38	11.3%	232	14.5%
	\$125,000 to \$149,999	115	9.1%	29	8.6%	144	9.0%
	\$150,000 to \$199,999	144	11.4%	31	9.3%	175	10.9%
	\$200,000 or more	78	6.2%	39	11.6%	117	7.3%
	Median	\$99,582		\$99,956		\$99,656	
	Prefer not to answer	185	14.6%	62	18.4%	247	15.4%
	Total	1267	100.0%	335	100.0%	1602	100.0%

**Table B-4: Work-Related Characteristics of City Employees by Telework Experience**

		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
How many years have you worked for City Government?	Less than one year	90	7.1%	73	21.8%	163	10.2%
	1 to 4 years	443	35.0%	70	20.7%	513	32.0%
	5 to 9 years	228	18.0%	45	13.3%	272	17.0%
	10 to 14 years	149	11.8%	38	11.3%	187	11.7%
	15 to 19 years	124	9.8%	19	5.5%	143	8.9%
	20 to 24 years	36	2.8%	24	7.3%	60	3.8%
	25 to 29 years	78	6.2%	21	6.2%	99	6.2%
	30 or more years	118	9.3%	46	13.8%	164	10.2%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Are you included in a bargaining unit?	Yes	877	69.2%	195	58.1%	1072	66.9%
	No	390	30.8%	140	41.9%	530	33.1%
	Total	1267	100.0%	335	100.0%	1602	100.0%
What percent of your job do you think can be done teleworking at home?	None, 0% of my job can be done working at home	8	.7%	54	16.0%	62	3.9%
	1% to 20% of my job can be done at home	111	8.7%	96	28.7%	207	12.9%
	21% to 40% of my job	111	8.8%	44	13.2%	155	9.7%
	41% to 60% of my job	225	17.8%	67	20.1%	293	18.3%
	61% to 80% of my job	346	27.3%	44	13.1%	390	24.4%
	81% to 100% of my job	465	36.7%	30	8.8%	495	30.9%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Who is your internet provider at home?	Hawaiian Telcom	335	26.4%	70	20.8%	405	25.3%
	Spectrum	896	70.7%	247	73.7%	1143	71.4%
	A cellular provider	11	.9%	3	1.0%	15	.9%
	Other	16	1.3%	0	0.0%	16	1.0%
	No internet service at home	8	.6%	15	4.6%	23	1.4%
	Total	1267	100.0%	335	100.0%	1602	100.0%
When teleworking, is/was the computer/tablet/smartphone you work on at home provided by your employer or your own personal computer?	Computer/tablet/smartphone is provided by employer	456	36.0%	0	0.0%	456	36.0%
	My personal or family's computer/tablet/smartphone	797	62.9%	0	0.0%	797	62.9%
	No computer/tablet/smartphone at home	14	1.1%	0	0.0%	14	1.1%
	Total	1267	100.0%	0	0.0%	1267	100.0%

**Table B-5: Travel Characteristics of City Employees BEFORE the Pandemic by Telework Experience**

BEFORE the pandemic...		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
What was your work schedule?							
	Regular work week, 5-days, 8 hours a day	1,202	94.9%	316	94.4%	1,519	94.8%
	Some other schedule	65	5.1%	19	5.6%	83	5.2%
How long did your trip to work take on a typical day?							
	Less than 15 minutes	143	11.3%	59	17.5%	202	12.6%
	15-30 minutes	423	33.4%	120	35.8%	543	33.9%
	31-45 minutes	321	25.4%	90	26.9%	412	25.7%
	46-60 minutes	236	18.7%	43	13.0%	280	17.5%
	61-90 minutes	105	8.3%	14	4.3%	119	7.5%
	91-120 minutes	25	1.9%	6	1.7%	30	1.9%
	Over two hours	14	1.1%	3	.8%	16	1.0%
	Median	41 minutes		28 minutes		41 minutes	
How many miles did you travel on your trip from home to work?							
	Less than 1 mile	52	4.1%	9	2.7%	61	3.8%
	1-2 miles	125	9.9%	47	14.1%	173	10.8%
	3-4 miles	152	12.0%	32	9.5%	184	11.5%
	5-7 miles	188	14.8%	54	16.1%	242	15.1%
	8-10 miles	152	12.0%	25	7.4%	177	11.0%
	11-15 miles	247	19.5%	74	22.0%	321	20.0%
	16-20 miles	147	11.6%	43	12.7%	190	11.9%
	21-30 miles	154	12.2%	42	12.6%	197	12.3%
	Over 30 miles	48	3.8%	10	2.9%	58	3.6%
	Median	9.9 miles		13.8 miles		9.9 miles	
Between what times did you usually leave home to go to work?							
	3:00 am to 5:59 am	254	20.0%	65	19.3%	318	19.9%
	6:00am to 8:59 am	995	78.5%	261	78.0%	1256	78.4%
	9:00 am to 2:59 pm	10	.8%	0	0.0%	10	.6%
	3:00 pm to 6:59 pm	7	.6%	7	2.0%	14	.9%
	7:00 pm to 2:59 am	1	.1%	2	.7%	3	.2%
Between what times did you usually leave work to go home?							
	3:00 am to 5:59 am	95	7.5%	22	6.7%	118	7.3%
	6:00am to 8:59 am	50	3.9%	24	7.2%	74	4.6%
	9:00 am to 2:59 pm	26	2.0%	2	.5%	27	1.7%
	3:00 pm to 6:59 pm	1075	84.8%	271	80.7%	1345	84.0%
	7:00 pm to 2:59 am	21	1.7%	17	5.0%	38	2.4%

Table B-6a. Stops Made on the Way to Work by Telework Experience

Stops Made on the Way TO Work		Telework Experience				Total	
		Has Telework Experience		No Telework Experience			
		Count	Pct	Count	Pct	Count	Pct
Number of Stops per Week on a Usual Trip to Work.	0	643	50.7%	194	57.9%	837	52.3%
	1	379	30.0%	86	25.7%	466	29.1%
	2	120	9.5%	35	10.4%	155	9.7%
	3	68	5.4%	7	2.2%	75	4.7%
	4	32	2.6%	8	2.3%	40	2.5%
	5	12	1.0%	5	1.5%	17	1.1%
	6	9	.7%	0	0.0%	9	.6%
	7	2	.1%	0	0.0%	2	.1%
	Total	1,267	100.0%	335	100.0%	1,602	100.0%
Drop-off/pick up another person	0	240	51.3%	37	54.4%	276	51.7%
	1	14	3.0%	0	0.0%	14	2.7%
	2	19	4.2%	5	6.8%	24	4.5%
	3	14	2.9%	7	10.2%	21	3.9%
	4	9	1.9%	0	0.0%	9	1.6%
	5	172	36.7%	19	28.6%	191	35.7%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	467	100.0%	68	100.0%	535	100.0%
Buy goods (grocery, clothes, gas)	0	220	45.7%	34	34.7%	255	43.9%
	1	158	32.7%	43	43.7%	201	34.6%
	2	64	13.2%	14	14.4%	78	13.4%
	3	25	5.2%	6	6.3%	31	5.4%
	4	7	1.4%	1	.8%	8	1.3%
	5	8	1.7%	0	0.0%	8	1.4%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	482	100.0%	99	100.0%	581	100.0%
Buy services (dry cleaner, banking, pet care)	0	257	83.6%	36	72.3%	293	82.0%
	1	40	13.2%	10	19.5%	50	14.0%
	2	2	.6%	2	3.9%	4	1.0%
	3	5	1.7%	0	0.0%	5	1.4%
	5	3	1.0%	2	4.3%	5	1.5%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	308	100.0%	50	100.0%	357	100.0%



**Table B-6b. Stops Made on the Way to Work by Telework Experience**

Stops Made on the Way TO Work		Telework Experience				Total	
		Experience		Experience			
		Count	Pct	Count	Pct	Count	Pct
Buy food (coffee, breakfast, dinner)	0	188	35.4%	30	28.4%	219	34.2%
	1	127	24.0%	23	21.4%	150	23.5%
	2	75	14.2%	29	27.3%	104	16.3%
	3	66	12.4%	9	8.5%	75	11.7%
	4	8	1.6%	5	5.1%	14	2.2%
	5	67	12.5%	10	9.2%	76	12.0%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	532	100.0%	107	100.0%	639	100.0%
Other errands (post office, library, etc)	0	249	68.6%	35	55.5%	284	66.6%
	1	82	22.7%	20	31.5%	102	24.0%
	2	20	5.5%	6	9.9%	26	6.2%
	3	8	2.3%	2	3.1%	10	2.4%
	4	1	.2%	0	0.0%	1	.2%
	5	3	.8%	0	0.0%	3	.7%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	364	100.0%	63	100.0%	427	100.0%
Exercise (gym, jog, etc)	0	255	81.1%	34	82.5%	290	81.2%
	1	18	5.6%	4	10.3%	22	6.2%
	2	11	3.6%	0	0.0%	11	3.2%
	3	21	6.6%	0	0.0%	21	5.9%
	4	2	.7%	1	1.9%	3	.8%
	5	7	2.4%	2	5.4%	10	2.7%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	315	100.0%	41	100.0%	356	100.0%
Other	0	248	90.1%	36	73.3%	284	87.6%
	1	13	4.9%	6	12.3%	19	6.0%
	2	5	1.8%	3	5.4%	8	2.4%
	3	3	1.2%	1	2.0%	4	1.3%
	4	1	.2%	0	0.0%	1	.2%
	5	5	1.8%	3	6.9%	8	2.6%
	6	0	0.0%	0	0.0%	0	0.0%
	Total	276	100.0%	49	100.0%	325	100.0%

Asked of all employees. Reported for all weekly trips and all types of stops.

Table B-7a. Stops Made on the Way Home from Work by Telework Experience

Stops Made on the Way Home FROM Work		Telework Experience				Total	
		Has Telework Experience		No Telework Experience			
		Count	Pct	Count	Pct	Count	Pct
Number of Stops per Week on a Usual Trip to Home.	0	325	25.7%	120	35.9%	446	27.8%
	1	326	25.7%	80	23.8%	406	25.3%
	2	250	19.7%	51	15.3%	301	18.8%
	3	202	15.9%	54	16.2%	256	16.0%
	4	95	7.5%	20	6.0%	115	7.2%
	5	44	3.5%	7	2.0%	51	3.2%
	6	19	1.5%	3	.9%	22	1.4%
	7	5	.4%	0	0.0%	5	.3%
	Total	1,267	100.0%	335	100.0%	1,602	100.0%
Drop-off/pick up another person	0	234	49.9%	46	61.3%	280	51.4%
	1	36	7.6%	3	3.4%	38	7.0%
	2	21	4.5%	5	7.2%	26	4.8%
	3	22	4.6%	5	6.7%	27	4.9%
	4	15	3.2%	0	0.0%	15	2.8%
	5	142	30.3%	16	21.5%	158	29.1%
	Total	470	100.0%	75	100.0%	545	100.0%
Buy goods (groceries, clothes, gas)	0	106	12.7%	24	12.7%	129	12.7%
	1	340	40.7%	76	40.9%	415	40.7%
	2	255	30.5%	55	29.5%	310	30.3%
	3	96	11.5%	25	13.4%	121	11.8%
	4	13	1.6%	4	2.2%	18	1.7%
	5	26	3.1%	2	1.2%	28	2.7%
	Total	835	100.0%	185	100.0%	1,020	100.0%
Buy services (dry cleaner, banking, pet care)	0	210	56.9%	45	55.5%	255	56.6%
	1	121	32.8%	24	30.0%	146	32.3%
	2	23	6.3%	6	7.6%	29	6.5%
	3	6	1.6%	4	4.4%	9	2.1%
	4	3	.7%	0	0.0%	3	.6%
	5	7	1.8%	2	2.6%	9	2.0%
	Total	370	100.0%	81	100.0%	451	100.0%



**Table B-7b. Stops Made on the Way Home from Work by Telework Experience**

Stops Made on the Way Home FROM Work		Telework Experience				Total	
		Experience		Experience			
		Count	Pct	Count	Pct	Count	Pct
Buy food (coffee, breakfast, dinner)	0	128	20.1%	27	17.7%	155	19.7%
	1	183	28.8%	52	34.3%	235	29.9%
	2	164	25.7%	34	22.3%	197	25.1%
	3	110	17.2%	26	17.5%	136	17.3%
	4	12	1.8%	5	3.0%	16	2.0%
	5	40	6.3%	8	5.2%	48	6.1%
	Total	636	100.0%	151	100.0%	787	100.0%
Other errands (post office, library, etc )	0	185	36.5%	38	33.6%	222	36.0%
	1	225	44.6%	53	47.5%	279	45.1%
	2	53	10.4%	14	12.5%	67	10.8%
	3	27	5.4%	5	4.6%	32	5.2%
	4	5	1.0%	0	0.0%	5	.8%
	5	11	2.1%	2	1.7%	13	2.0%
	Total	505	100.0%	113	100.0%	618	100.0%
Exercise (gym, jog, etc )	0	222	57.1%	44	61.7%	266	57.8%
	1	38	9.8%	9	12.9%	47	10.3%
	2	47	12.1%	6	8.3%	53	11.5%
	3	36	9.2%	3	4.1%	39	8.4%
	4	16	4.1%	1	1.0%	16	3.6%
	5	30	7.7%	9	12.0%	38	8.4%
	Total	388	100.0%	71	100.0%	459	100.0%
Other	0	224	76.9%	40	63.1%	264	74.4%
	1	23	7.8%	11	17.9%	34	9.7%
	2	18	6.2%	3	3.9%	21	5.8%
	3	11	3.7%	5	8.5%	16	4.6%
	4	2	.8%	0	0.0%	2	.6%
	5	13	4.5%	4	6.6%	17	4.9%
	Total	291	100.0%	64	100.0%	355	100.0%

Asked of all employees. Reported for all weekly trips and all types of stops.

**Table B-8. Demographic Characteristics for Future Teleworkers and Non-Teleworkers**

Demographic Characteristics		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Pct	Count	Pct	Count	Pct
Gender	Male	379	45.7%	428	55.4%	807	50.3%
	Female	429	51.7%	333	43.1%	762	47.6%
	Non-binary	2	.3%	2	.2%	4	.2%
	Prefer not to answer	19	2.3%	10	1.3%	30	1.9%
	Total	830	100.0%	772	100.0%	1602	100.0%
Age	18 to 24	16	1.9%	16	2.1%	32	2.0%
	25 to 34	181	21.8%	76	9.9%	257	16.0%
	35 to 44	199	24.0%	85	11.0%	284	17.7%
	45 to 54	128	15.5%	113	14.6%	241	15.1%
	55 to 64	253	30.5%	375	48.5%	628	39.2%
	65 to 69	25	3.0%	62	8.1%	87	5.4%
	70 or older	12	1.4%	28	3.6%	39	2.5%
	Prefer not to answer	16	1.9%	18	2.3%	34	2.1%
	Total	830	100.0%	772	100.0%	1602	100.0%
Household Size	One	72	8.6%	131	17.0%	203	12.7%
	Two	264	31.9%	235	30.5%	500	31.2%
	Three	197	23.7%	138	17.8%	334	20.9%
	Four	176	21.2%	135	17.4%	310	19.4%
	Five or more	121	14.6%	134	17.3%	255	15.9%
	Total	830	100.0%	772	100.0%	1602	100.0%
Children in Household	None	486	64.1%	430	67.1%	917	65.5%
	One	131	17.3%	105	16.4%	236	16.9%
	Two	104	13.7%	76	11.8%	179	12.8%
	Three to five	37	4.9%	28	4.3%	65	4.6%
	Six or more	0	0.0%	3	.4%	3	.2%
	Total	758	100.0%	641	100.0%	1399	100.0%
During the COVID-19 pandemic, did you have additional daytime childcare responsibilities?	Yes	145	53.4%	95	44.9%	240	49.7%
	No	127	46.6%	116	55.1%	243	50.3%
	Total	272	100.0%	211	100.0%	483	100.0%
Not counting yourself, how many adults (18+) were usually teleworking/attending school virtually at the same time you were working?	None	321	46.9%	175	40.0%	496	44.2%
	One	251	36.6%	172	39.3%	423	37.7%
	Two	71	10.3%	66	15.0%	136	12.1%
	Three	30	4.4%	23	5.2%	53	4.7%
	Four	7	1.0%	1	.3%	8	.7%
	Five or more	5	.7%	1	.1%	6	.5%
	Total	685	100.0%	436	100.0%	1121	100.0%
During the COVID-19 pandemic, did you have additional daytime childcare responsibilities?	Yes	145	53.4%	95	44.9%	240	49.7%
	No	127	46.6%	116	55.1%	243	50.3%
	Total	272	100.0%	211	100.0%	483	100.0%
How many students (under 18 years old) are/were attending school virtually at your home?	0	313	72.1%	172	65.1%	486	69.5%
	1	56	12.8%	57	21.4%	112	16.0%
	2	48	11.0%	27	10.0%	74	10.6%
	3 or more	18	4.1%	9	3.5%	27	3.8%
	Total	434	100.0%	265	100.0%	699	100.0%

**Table B-9. Work-Related Characteristics for Future Teleworkers and Non-Teleworkers**

Work-Related Characteristics		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Pct	Count	Pct	Count	Pct
Supervisory Status	Supervisor	237	28.6%	357	46.3%	594	37.1%
	Non-Supervisor	593	71.4%	415	53.7%	1008	62.9%
	Total	830	100.0%	772	100.0%	1602	100.0%
Are you included in a bargaining unit?	Yes	564	67.9%	508	65.8%	1072	66.9%
	No	266	32.1%	264	34.2%	530	33.1%
	Total	830	100.0%	772	100.0%	1602	100.0%
Who is your internet provider at home?	Hawaiian Telcom	223	26.9%	181	23.5%	405	25.3%
	Spectrum	593	71.5%	550	71.3%	1143	71.4%
	A cellular provider	8	1.0%	7	.9%	15	.9%
	Other	4	.5%	12	1.5%	16	1.0%
	No internet service at home	1	.1%	22	2.9%	23	1.4%
	Total	830	100.0%	772	100.0%	1602	100.0%
When teleworking, is/was the computer/tablet/smartphone you work on at home provided by your employer or your own personal computer?	Computer/tablet/smartphone is provided by employer	257	34.4%	199	38.4%	456	36.0%
	My personal or family's computer/tablet/smartphone	488	65.2%	309	59.6%	797	62.9%
	No computer/tablet/smartphone at home	3	.4%	11	2.1%	14	1.1%
	Total	747	100.0%	519	100.0%	1267	100.0%
BEFORE the COVID-19 pandemic, what was your work schedule?	Regular work week, 5-days, 8 hours a day	784	94.5%	734	95.1%	1519	94.8%
	Some other schedule	46	5.5%	38	4.9%	83	5.2%
	Total	830	100.0%	772	100.0%	1602	100.0%
How many years have you worked for City Government?	Less than one year	92	11.1%	71	9.2%	163	10.2%
	1 to 4 years	291	35.0%	222	28.8%	513	32.0%
	5 to 9 years	148	17.9%	124	16.1%	272	17.0%
	10 to 14 years	87	10.5%	100	13.0%	187	11.7%
	15 to 19 years	81	9.7%	62	8.0%	143	8.9%
	20 to 24 years	25	3.1%	35	4.5%	60	3.8%
	25 to 29 years	49	5.9%	50	6.5%	99	6.2%
	30 or more years	56	6.8%	108	14.0%	164	10.2%
	Total	830	100.0%	772	100.0%	1602	100.0%
What percent of your job do you think can be done teleworking at home?	None, 0% of my job can be done working at home	1	.1%	61	7.9%	62	3.9%
	1% to 20% of my job can be done at home	29	3.5%	178	23.1%	207	12.9%
	21% to 40% of my job	49	5.9%	107	13.8%	155	9.7%
	41% to 60% of my job	139	16.8%	154	19.9%	293	18.3%
	61% to 80% of my job	247	29.7%	144	18.6%	390	24.4%
	81% to 100% of my job	365	44.1%	129	16.7%	495	30.9%
	Total	830	100.0%	772	100.0%	1602	100.0%

Table B-10. Supervisors' Interest in Future Telework by Telework Experience

		Telework Experience					
		Has Telework Experience		No Telework Experience		Total	
		Count	Pct	Count	Pct	Count	Pct
<b>How interested would you be in having your employees telework (work from home)?</b>	Very interested	202	48.0%	24	13.7%	225	37.9%
	Somewhat interested	88	20.9%	38	21.6%	126	21.1%
	Neutral	60	14.3%	37	21.2%	97	16.3%
	Somewhat disinterested	27	6.5%	18	10.0%	45	7.5%
	Not at all interested	43	10.3%	59	33.5%	102	17.1%
	Total	420	100.0%	175	100.0%	594	100.0%
<b>How many days per week would you prefer to ALLOW YOUR EMPLOYEES to telework (work from home)?*</b>	5 days, all the time	40	13.9%	5	8.7%	46	13.0%
	4 days	48	16.7%	2	2.6%	50	14.2%
	3 days	81	27.8%	28	45.2%	108	30.9%
	2 days	94	32.6%	21	33.5%	115	32.7%
	1 day ONLY	26	9.0%	6	10.0%	32	9.2%
	Mean Days	2.9 days		2.7 days		2.9 days	
	Total	289	100.0%	62	100.0%	351	100.0%
<b>Future Telework Days Preferred</b>	zero days a week	215	51.2%	143	81.6%	357	60.1%
	one day a week	20	4.8%	8	4.8%	29	4.8%
	two days a week	66	15.8%	8	4.7%	75	12.6%
	three days a week	62	14.7%	7	4.2%	69	11.6%
	four days a week	28	6.7%	2	1.4%	30	5.1%
	five days a week	29	6.8%	6	3.3%	34	5.8%
	Mean Days	1.4 days		0.5 days		1.1 days	
	Total	420	100.0%	175	100.0%	594	100.0%

\* only asked of supervisors who were very interested or somewhat interested in having their employees telework in the future

**Table B-11. City Department for Future Teleworkers and Non-Teleworkers**

City Department	PREFER TELEWORK IN THE FUTURE OR NOT					
	Prefers telework in the future		Does NOT prefer telework in the future		Total	
	Count	Row %	Count	Row %	Count	Row %
Department of Budget and Fiscal Services	127	54.2%	107	45.8%	234	100.0%
Department of Planning and Permitting	104	66.3%	53	33.7%	157	100.0%
Department of Information Technology	77	66.3%	39	33.7%	117	100.0%
Department of Design and Construction	54	48.5%	57	51.5%	111	100.0%
Office of Corporate Counsel	64	61.9%	39	38.1%	103	100.0%
Department of Transportation Services	60	73.2%	22	26.8%	81	100.0%
Department of Human Resources	55	69.1%	25	30.9%	80	100.0%
Combined Departments	40	50.5%	39	49.5%	79	100.0%
HART	28	45.8%	34	54.2%	62	100.0%
Department of Community Services	30	50.4%	30	49.6%	60	100.0%
Prosecuting Attorney	27	46.7%	31	53.3%	59	100.0%
Mayor's Office	40	69.6%	18	30.4%	58	100.0%
Public Safety Departments	26	76.2%	8	23.8%	34	100.0%
Department of Parks and Recreation	9	37.8%	15	62.2%	24	100.0%
Department of Environmental Services	5	72.1%	2	27.9%	7	100.0%

Asked of all employees.

**Table B-12. Characteristics of Trips to and from Work for Future Teleworkers and Non-Teleworkers**

		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Pct	Count	Pct	Count	Pct
BEFORE the COVID-19 pandemic, how long did your trip to work take on a typical day?	Less than 15 minutes	69	8.3%	133	17.2%	202	12.6%
	15-30 minutes	256	30.9%	287	37.1%	543	33.9%
	31-45 minutes	228	27.5%	184	23.8%	412	25.7%
	46-60 minutes	171	20.6%	109	14.1%	280	17.5%
	61-90 minutes	76	9.1%	44	5.6%	119	7.5%
	91-120 minutes	23	2.7%	7	1.0%	30	1.9%
	Over two hours	7	.8%	9	1.2%	16	1.0%
	Total	830	100.0%	772	100.0%	1,602	100.0%
BEFORE the COVID-19 pandemic, how many miles did you travel on your trip from home to work?	Less than 1 mile	28	3.3%	33	4.3%	61	3.8%
	1-2 miles	70	8.4%	103	13.3%	173	10.8%
	3-4 miles	97	11.6%	88	11.4%	184	11.5%
	5-7 miles	139	16.8%	103	13.3%	242	15.1%
	8-10 miles	85	10.2%	92	11.9%	177	11.0%
	11-15 miles	169	20.3%	152	19.7%	321	20.0%
	16-20 miles	95	11.4%	95	12.3%	190	11.9%
	21-30 miles	118	14.3%	78	10.1%	197	12.3%
	Over 30 miles	30	3.6%	28	3.6%	58	3.6%
	Total	830	100.0%	772	100.0%	1,602	100.0%
BEFORE the COVID-19 pandemic, between what times did you usually leave work to go home?	3:00 am to 5:59 am	52	6.2%	66	8.6%	118	7.3%
	6:00am to 8:59 am	33	3.9%	41	5.3%	74	4.6%
	9:00 am to 2:59 pm	14	1.7%	13	1.7%	27	1.7%
	3:00 pm to 6:59 pm	721	86.9%	625	80.9%	1,345	84.0%
	7:00 pm to 2:59 am	11	1.3%	27	3.5%	38	2.4%
	Total	830	100.0%	772	100.0%	1,602	100.0%
BEFORE the COVID-19 pandemic, between what times did you usually leave work to go home?	3:00 am to 5:59 am	52	6.2%	66	8.6%	118	7.3%
	6:00am to 8:59 am	33	3.9%	41	5.3%	74	4.6%
	9:00 am to 2:59 pm	14	1.7%	13	1.7%	27	1.7%
	3:00 pm to 6:59 pm	721	86.9%	625	80.9%	1,345	84.0%
	7:00 pm to 2:59 am	11	1.3%	27	3.5%	38	2.4%
	Total	830	100.0%	772	100.0%	1,602	100.0%

**Table B-13. Number of Days Prefer Future Telework by Department**

Department	How many days per week would no travel/telework be your preferred method of travel to work?													
	0		1		2		3		4		5		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Department of Budget and Fiscal Services	138	49.6%	2	0.7%	22	7.8%	48	17.3%	34	12.4%	34	12.2%	278	100.0%
Department of Community Services	42	49.9%	3	3.9%	12	14.2%	16	19.1%	7	8.1%	4	4.8%	83	100.0%
Office of Corporate Counsel	49	42.4%	1	0.6%	12	10.5%	23	19.5%	15	13.4%	16	13.6%	116	100.0%
Combined Departments	71	61.2%	3	2.2%	8	7.3%	20	17.2%	5	4.5%	9	7.6%	116	100.0%
Department of Design and Construction	83	58.4%	3	1.8%	19	13.5%	21	15.1%	8	5.6%	8	5.5%	142	100.0%
Department of Environmental Services	31	70.3%	1	1.6%	1	1.6%	1	3.2%	7	15.3%	3	8.0%	44	100.0%
HART	47	56.9%	1	1.7%	6	7.5%	18	21.2%	7	8.0%	4	4.7%	83	100.0%
Department of Human Resources	26	30.9%	3	3.0%	23	27.2%	24	29.3%	4	5.2%	4	4.4%	83	100.0%
Department of Information Technology	55	40.9%	0	0.0%	8	6.2%	14	10.4%	18	13.6%	39	28.9%	133	100.0%
Mayor's Office	33	40.5%	11	13.8%	24	29.9%	11	13.3%	0	0.0%	2	2.4%	81	100.0%
Department of Transportation Services	27	31.0%	6	7.1%	31	35.3%	12	14.1%	2	2.8%	9	9.9%	88	100.0%
Department of Parks and Recreation	31	66.4%	3	7.1%	4	9.6%	6	12.0%	0	0.0%	2	5.0%	46	100.0%
Department of Planning and Permitting	85	43.1%	13	6.4%	31	15.7%	41	21.0%	17	8.4%	11	5.5%	198	100.0%
Public Safety Departmentsd	19	41.7%	5	11.6%	11	24.3%	6	13.6%	2	3.8%	2	4.9%	45	100.0%
Prosecuting Attorney	37	55.8%	0	0.0%	9	13.5%	5	8.1%	12	17.4%	3	5.1%	67	100.0%
Total	772	48.2%	54	3.4%	222	13.8%	267	16.7%	138	8.6%	149	9.3%	1,602	100.0%

**Table B-14. Data by Zip Code for Maps**

<b>Zip Code</b>	<b>Rate Per 1,000 Commuters</b>	<b>Average Days Teleworked</b>	<b>Total Driving Trips Pre-COVID</b>
96761	0.4		
96720	1.1		
96741	2.0		
96717	3.3		4
96731	5.0		6
96712	8.5		14
96786	10.2		41
96791	12.2		33
96730	12.5		
96818	15.3	116	184
96792	15.8		39
96815	16.3	123	91
96819	16.4	117	156
96734	17.1	125	188
96706	17.3	108	200
96797	17.6	87	307
96795	18.0		
96707	22.0	139	202
96782	22.2	134	287
96817	22.9	129	259
96826	23.4	108	116
96701	24.4	109	201
96789	24.7	105	348
96821	27.1	119	131
96822	27.3	117	392
96813	27.3	124	175
96744	30.2	121	401
96816	30.7	119	572
96814	34.9	105	114
96825	36.3	112	280



**Table B-15: Before the Pandemic and Preferred Future Travel Mode for Sankey Chart**

<b>Travel Mode Before COVID</b>	<b>Future Preferences</b>				<b>Total</b>
	<b>Telework</b>	<b>Drove alone</b>	<b>Carpooled</b>	<b>Other</b>	
<b>Telework</b>	76	56	6	5	143
<b>Drove alone</b>	1,691	3,063	123	199	5,076
<b>Carpooled</b>	339	128	437	71	975
<b>Other</b>	568	189	55	1,058	1,870
<b>Total</b>	2,674	3,436	621	1,333	

Table B-16. Home and Work Location Data for Sankey Chart

Work Location	Home Location									Total
	Primary Urban Center	Central O'ahu	Ewa	Waianae	North Shore	Ko'olaupoko	Ko'olaupoko	East Honolulu	Non-O'ahu Zip Code	
Primary Urban Center	829	178	117	11	30	7	171	122	4	1,469
Central O'ahu	0	2	0	0	0	0	0	0	0	2
Ewa	34	33	26	2	5	0	7	1	2	110
Waianae	1	0	0	0	0	0	0	0	0	1
North Shore	3	0	0	0	1	0	0	0	0	4
Ko'olaupoko	6	0	0	0	0	0	3	0	0	9
East Honolulu	2	0	0	0	0	0	0	1	0	3
Non-O'ahu Zip Code	1	0	1	0	0	0	0	1	0	3
<i>Total</i>	876	213	144	13	36	7	181	125	6	1,602

## Appendix C: Tables for Work Items Better at Home or Better at Work

**Table C-1. Aspects of Work that are Better at Home**

Based on your telework experience, were each of the following better at home or better at your worksite?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
Commute time	Problem	6	.7%	59	7.6%	64	4.0%
	Same	18	2.2%	131	17.0%	150	9.3%
	Advantage	806	97.1%	582	75.4%	1,388	86.7%
	Total	830	100.0%	772	100.0%	1602	100.0%
Work/life balance	Problem	34	4.0%	176	22.8%	210	13.1%
	Same	132	15.9%	262	34.0%	394	24.6%
	Advantage	664	80.1%	334	43.3%	998	62.3%
	Total	830	100.0%	772	100.0%	1602	100.0%
Flexible work hours	Problem	15	1.8%	102	13.2%	116	7.3%
	Same	207	25.0%	273	35.3%	480	30.0%
	Advantage	608	73.2%	398	51.5%	1,005	62.8%
	Total	830	100.0%	772	100.0%	1602	100.0%
My work schedule	Problem	33	4.1%	169	25.5%	202	13.8%
	Same	252	31.4%	253	38.2%	505	34.5%
	Advantage	518	64.5%	240	36.3%	758	51.8%
	Total	804	100.0%	662	100.0%	1466	100.0%
Ability to focus, fewer interruptions	Problem	84	10.2%	269	34.9%	354	22.1%
	Same	214	25.8%	216	27.9%	430	26.9%
	Advantage	531	64.0%	287	37.2%	818	51.1%
	Total	830	100.0%	772	100.0%	1602	100.0%
Noise level	Problem	64	7.7%	220	28.5%	284	17.7%
	Same	270	32.6%	231	29.9%	501	31.3%
	Advantage	495	59.7%	322	41.7%	817	51.0%
	Total	830	100.0%	772	100.0%	1602	100.0%

**Table C-2. Aspects of Work that are the Same at Home and at Workplace**

Based on your telework experience, were each of the following better at home or better at your worksite?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Col%	Count	Col%	Count	Col%
Productivity	Problem	259	20.5%	185	55.3%	445	27.8%
	Same	522	41.2%	100	29.8%	622	38.8%
	Advantage	486	38.3%	50	14.9%	536	33.4%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Access to training	Problem	304	24.0%	195	58.2%	499	31.2%
	Same	859	67.8%	133	39.7%	992	61.9%
	Advantage	104	8.2%	7	2.1%	110	6.9%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Access to supervisors	Problem	466	36.8%	243	72.4%	709	44.2%
	Same	733	57.8%	91	27.1%	823	51.4%
	Advantage	68	5.4%	2	.6%	70	4.4%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Access to software	Problem	345	27.6%	67	38.9%	412	28.9%
	Same	773	61.7%	103	60.0%	876	61.5%
	Advantage	135	10.7%	2	1.1%	137	9.6%
	Total	1253	100.0%	171	100.0%	1425	100.0%
Tracking work status	Problem	301	24.0%	67	36.4%	368	25.6%
	Same	822	65.4%	110	60.0%	932	64.7%
	Advantage	133	10.6%	7	3.6%	140	9.7%
	Total	1256	100.0%	184	100.0%	1440	100.0%
Access to databases	Problem	396	31.7%	69	43.6%	465	33.0%
	Same	777	62.1%	88	55.8%	865	61.4%
	Advantage	77	6.2%	1	.6%	78	5.5%
	Total	1250	100.0%	158	100.0%	1408	100.0%
Ability to mentor or be mentored	Problem	560	44.2%	253	75.6%	813	50.8%
	Same	630	49.7%	80	23.9%	710	44.3%
	Advantage	77	6.1%	2	.5%	79	4.9%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Collaboration with coworkers	Problem	584	46.1%	251	74.7%	835	52.1%
	Same	605	47.8%	82	24.4%	687	42.9%
	Advantage	77	6.1%	3	.8%	80	5.0%
	Total	1267	100.0%	335	100.0%	1602	100.0%
Internet speed	Problem	319	25.3%	49	26.2%	368	25.4%
	Same	613	48.6%	127	67.1%	739	51.0%
	Advantage	330	26.2%	13	6.7%	343	23.6%
	Total	1262	100.0%	189	100.0%	1450	100.0%
Access to work-related files	Problem	571	45.2%	78	53.7%	649	46.0%
	Same	637	50.4%	66	45.2%	703	49.9%
	Advantage	56	4.4%	2	1.2%	58	4.1%
	Total	1265	100.0%	145	100.0%	1410	100.0%
Computer equipment	Problem	240	30.2%	313	50.1%	553	38.9%
	Same	346	43.5%	201	32.2%	547	38.5%
	Advantage	210	26.3%	110	17.7%	320	22.5%
	Total	796	100.0%	624	100.0%	1420	100.0%

**Table C-3. Aspects of Work that are Better at the Workplace**

Based on your telework experience, were each of the following better at home or better at your worksite?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Col%	Count	Col%	Count	Col%
Access to non-computer equipment	Problem	565	73.6%	488	81.3%	1,053	77.0%
	Same	162	21.1%	94	15.7%	256	18.7%
	Advantage	40	5.2%	18	3.0%	58	4.3%
	Total	768	100.0%	600	100.0%	1368	100.0%
Social interaction with coworkers	Problem	527	63.5%	603	78.0%	1,130	70.5%
	Same	261	31.4%	142	18.4%	403	25.1%
	Advantage	42	5.0%	28	3.6%	70	4.3%
	Total	830	100.0%	772	100.0%	1602	100.0%

Table C-4a. Evaluation Items by Level of Satisfaction with Telework Experience

Based on your telework experience, were each of the following better at home or better at your worksite?		Satisfaction with Telework																	
		Very Satisfied			Somewhat Satisfied			Neutral			Somewhat Dissatisfied			Very Dissatisfied			Total		
		Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean
Commute time	Problem	2	.3%		1	.3%		9	6.3%		2	5.1%		3	31.5%		17	1.4%	
	Same	23	3.2%		28	8.4%		29	20.2%		5	12.1%		2	25.9%		88	7.0%	
	Advantage	711	96.5%		305	91.4%		106	73.4%		36	82.8%		4	42.5%		1,162	91.7%	
	Total	737	100.0%	98.11	334	100.0%	95.57	145	100.0%	83.53	43	100.0%	88.82	8	100.0%	55.49	1267	100.0%	95.17
Work/life balance	Problem	11	1.5%		33	9.9%		32	21.8%		14	33.4%		8	100.0%		99	7.8%	
	Same	91	12.3%		110	32.9%		77	53.3%		17	39.4%		0	0.0%		295	23.3%	
	Advantage	635	86.1%		191	57.2%		36	24.9%		12	27.2%		0	0.0%		873	68.9%	
	Total	737	100.0%	92.30	334	100.0%	73.61	145	100.0%	51.55	43	100.0%	46.90	8	100.0%	0.00	1267	100.0%	80.56
Flexible work hours	Problem	0	0.0%		4	1.1%		23	15.6%		6	14.4%		1	9.7%		33	2.6%	
	Same	183	24.9%		107	32.2%		66	45.7%		19	44.2%		5	55.4%		381	30.1%	
	Advantage	553	75.1%		223	66.7%		56	38.6%		18	41.4%		3	34.9%		853	67.3%	
	Total	737	100.0%	87.55	334	100.0%	82.83	145	100.0%	61.50	43	100.0%	63.49	8	100.0%	62.63	1267	100.0%	82.35
My work schedule	Problem	15	2.1%		38	11.5%		60	41.5%		13	31.8%		6	73.1%		133	10.5%	
	Same	194	26.5%		130	39.5%		61	42.2%		14	34.5%		2	26.9%		402	32.0%	
	Advantage	523	71.4%		162	49.0%		24	16.3%		14	33.7%		0	0.0%		722	57.5%	
	Total	732	100.0%	84.69	330	100.0%	68.74	145	100.0%	37.40	41	100.0%	50.97	8	100.0%	13.44	1256	100.0%	73.46
Ability to focus, fewer interruptions	Problem	36	4.9%		72	21.7%		68	46.7%		23	53.6%		8	100.0%		208	16.4%	
	Same	193	26.1%		101	30.1%		46	31.7%		2	5.4%		0	0.0%		341	27.0%	
	Advantage	508	68.9%		161	48.2%		31	21.7%		18	40.9%		0	0.0%		718	56.6%	
	Total	737	100.0%	82.00	334	100.0%	63.26	145	100.0%	37.48	43	100.0%	43.64	8	100.0%	0.00	1267	100.0%	70.12
Noise level	Problem	35	4.8%		62	18.5%		46	32.1%		14	33.3%		8	100.0%		166	13.1%	
	Same	217	29.5%		115	34.5%		52	36.1%		12	27.4%		0	0.0%		396	31.3%	
	Advantage	484	65.8%		157	47.0%		46	31.9%		17	39.3%		0	0.0%		704	55.6%	
	Total	737	100.0%	80.50	334	100.0%	64.21	145	100.0%	49.89	43	100.0%	53.02	8	100.0%	0.00	1267	100.0%	71.24
Productivity	Problem	49	6.6%		89	26.6%		78	54.0%		35	81.4%		8	100.0%		259	20.5%	
	Same	268	36.4%		183	54.8%		62	43.1%		8	18.6%		0	0.0%		522	41.2%	
	Advantage	420	57.0%		62	18.5%		4	2.9%		0	0.0%		0	0.0%		486	38.3%	
	Total	737	100.0%	75.18	334	100.0%	45.96	145	100.0%	24.45	43	100.0%	9.31	8	100.0%	0.00	1267	100.0%	58.94
Physical arrangement of workspace	Problem	160	21.7%		170	51.0%		104	71.7%		39	89.6%		8	100.0%		481	38.0%	
	Same	248	33.8%		96	28.7%		31	21.5%		4	10.4%		0	0.0%		379	30.0%	
	Advantage	327	44.5%		68	20.3%		10	6.9%		0	0.0%		0	0.0%		404	32.0%	
	Total	734	100.0%	61.39	334	100.0%	34.63	145	100.0%	17.60	43	100.0%	5.20	8	100.0%	0.00	1264	100.0%	46.98
Access to training	Problem	92	12.5%		93	28.0%		81	55.8%		29	67.6%		8	100.0%		304	24.0%	
	Same	556	75.5%		225	67.4%		64	44.2%		14	32.4%		0	0.0%		859	67.8%	
	Advantage	88	12.0%		15	4.6%		0	0.0%		0	0.0%		0	0.0%		104	8.2%	
	Total	737	100.0%	49.73	334	100.0%	38.32	145	100.0%	22.09	43	100.0%	16.21	8	100.0%	0.00	1267	100.0%	42.09
Access to supervisors	Problem	128	17.4%		176	52.8%		117	81.0%		36	83.8%		8	100.0%		466	36.8%	
	Same	551	74.7%		148	44.2%		28	19.0%		7	16.2%		0	0.0%		733	57.8%	
	Advantage	58	7.9%		10	3.0%		0	0.0%		0	0.0%		0	0.0%		68	5.4%	
	Total	737	100.0%	45.26	334	100.0%	25.10	145	100.0%	9.51	43	100.0%	8.12	8	100.0%	0.00	1267	100.0%	34.29

Table C-4b. Evaluation Items by Level of Satisfaction with Telework Experience

Based on your telework experience, were each of the following better at home or better at your worksite?		Very Satisfied			Somewhat Satisfied			Neutral			Somewhat Dissatisfied			Very Dissatisfied			Total		
		Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean
Access to software	Problem	80	10.9%		118	35.4%		104	74.9%		36	82.7%		8	100.0%		345	27.6%	
	Same	541	74.1%		190	57.3%		34	24.5%		7	17.3%		0	0.0%		773	61.7%	
	Advantage	110	15.0%		24	7.2%		1	.6%		0	0.0%		0	0.0%		135	10.7%	
	Total	731	100.0%	52.08	332	100.0%	35.89	139	100.0%	12.87	43	100.0%	8.67	8	100.0%	0.00	1253	100.0%	41.59
Tracking work status	Problem	48	6.6%		108	32.4%		99	69.1%		38	88.3%		8	100.0%		301	24.0%	
	Same	557	76.3%		216	64.9%		44	30.9%		5	11.7%		0	0.0%		822	65.4%	
	Advantage	125	17.1%		9	2.6%		0	0.0%		0	0.0%		0	0.0%		133	10.6%	
	Total	730	100.0%	55.22	332	100.0%	35.09	144	100.0%	15.45	43	100.0%	5.86	8	100.0%	0.00	1256	100.0%	43.31
Access to databases	Problem	102	14.0%		146	44.2%		104	73.9%		36	82.7%		8	100.0%		396	31.7%	
	Same	560	77.2%		177	53.3%		32	22.8%		7	17.3%		0	0.0%		777	62.1%	
	Advantage	64	8.8%		8	2.5%		5	3.4%		0	0.0%		0	0.0%		77	6.2%	
	Total	726	100.0%	47.40	331	100.0%	29.16	141	100.0%	14.75	43	100.0%	8.63	8	100.0%	0.00	1250	100.0%	37.23
Access to work-related files	Problem	191	26.0%		208	62.3%		125	86.5%		39	89.7%		8	100.0%		571	45.2%	
	Same	491	66.8%		123	36.7%		20	13.5%		4	10.3%		0	0.0%		637	50.4%	
	Advantage	53	7.2%		3	1.0%		0	0.0%		0	0.0%		0	0.0%		56	4.4%	
	Total	735	100.0%	40.62	334	100.0%	19.32	145	100.0%	6.74	43	100.0%	5.14	8	100.0%	0.00	1265	100.0%	29.64
Ability to mentor or be mentored	Problem	216	29.3%		197	59.1%		106	73.3%		32	73.9%		8	100.0%		560	44.2%	
	Same	452	61.4%		130	38.9%		36	25.0%		11	26.1%		0	0.0%		630	49.7%	
	Advantage	68	9.3%		6	1.9%		3	1.7%		0	0.0%		0	0.0%		77	6.1%	
	Total	737	100.0%	39.99	334	100.0%	21.40	145	100.0%	14.22	43	100.0%	13.06	8	100.0%	0.00	1267	100.0%	30.97
Collaboration with coworkers	Problem	200	27.1%		218	65.2%		119	82.1%		40	91.8%		8	100.0%		584	46.1%	
	Same	466	63.2%		111	33.2%		25	17.3%		4	8.2%		0	0.0%		605	47.8%	
	Advantage	71	9.7%		5	1.6%		1	.6%		0	0.0%		0	0.0%		77	6.1%	
	Total	737	100.0%	41.25	334	100.0%	18.17	145	100.0%	9.29	43	100.0%	4.10	8	100.0%	0.00	1267	100.0%	29.98
Computer equipment	Problem	180	24.4%		151	45.1%		110	77.4%		39	90.5%		8	100.0%		488	38.6%	
	Same	334	45.4%		115	34.4%		20	14.3%		3	8.1%		0	0.0%		473	37.4%	
	Advantage	222	30.2%		68	20.5%		12	8.3%		1	1.4%		0	0.0%		303	24.0%	
	Total	737	100.0%	52.90	334	100.0%	37.67	142	100.0%	15.49	43	100.0%	5.41	8	100.0%	0.00	1264	100.0%	42.71
Internet speed	Problem	90	12.3%		122	36.8%		67	47.3%		32	74.2%		7	84.4%		319	25.3%	
	Same	401	54.4%		138	41.4%		62	43.9%		11	25.8%		1	15.6%		613	48.6%	
	Advantage	245	33.3%		72	21.8%		13	8.9%		0	0.0%		0	0.0%		330	26.2%	
	Total	736	100.0%	60.52	332	100.0%	42.48	142	100.0%	30.80	43	100.0%	12.90	8	100.0%	7.82	1262	100.0%	50.44
Access to non-computer equipment	Problem	500	69.2%		290	87.5%		135	93.8%		43	100.0%		8	100.0%		976	78.2%	
	Same	172	23.8%		34	10.3%		9	6.2%		0	0.0%		0	0.0%		215	17.2%	
	Advantage	50	6.9%		7	2.2%		0	0.0%		0	0.0%		0	0.0%		57	4.6%	
	Total	721	100.0%	18.84	331	100.0%	7.33	144	100.0%	3.10	43	100.0%	0.00	8	100.0%	0.00	1248	100.0%	13.19
Social interaction with coworkers	Problem	412	56.0%		280	84.0%		116	80.0%		38	89.3%		8	100.0%		855	67.5%	
	Same	267	36.3%		50	15.1%		27	18.9%		5	10.7%		0	0.0%		350	27.6%	
	Advantage	57	7.8%		3	.9%		2	1.1%		0	0.0%		0	0.0%		62	4.9%	
	Total	737	100.0%	25.90	334	100.0%	8.46	145	100.0%	10.53	43	100.0%	5.33	8	100.0%	0.00	1267	100.0%	18.68



Table C-5a. Evaluation Items by Level of Interest in Future Telework

Based on your telework experience, were each of the following better at home or better at your		Interest in Teleworking in the Future																	
		Not at all interested			Somewhat Disinterested			Neutral			Somewhat Interested			Very Interested			Total		
		Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean
Commute time	Problem	6	.6%		8	3.1%		15	10.6%		3	4.4%		31	23.5%		64	4.0%	
	Same	35	3.6%		23	8.4%		44	30.2%		6	8.8%		42	31.5%		150	9.3%	
	Advantage	944	95.8%		242	88.5%		87	59.3%		56	86.8%		60	45.1%		1,388	86.7%	
	Total	985	100.0%	97.60	273	100.0%	92.73	147	100.0%	74.34	64	100.0%	91.17	133	100.0%	60.79	1602	100.0%	91.33
Work/life balance	Problem	30	3.0%		33	12.1%		38	26.0%		25	38.2%		84	63.5%		210	13.1%	
	Same	136	13.8%		115	42.0%		80	54.4%		28	43.4%		36	27.3%		394	24.6%	
	Advantage	820	83.2%		126	46.0%		29	19.6%		12	18.3%		12	9.2%		998	62.3%	
	Total	985	100.0%	90.10	273	100.0%	66.95	147	100.0%	46.83	64	100.0%	40.05	133	100.0%	22.86	1602	100.0%	74.62
Flexible work hours	Problem	7	.7%		23	8.5%		25	17.3%		15	23.8%		45	34.0%		116	7.3%	
	Same	238	24.1%		93	34.0%		72	49.0%		21	33.5%		56	42.5%		480	30.0%	
	Advantage	740	75.2%		157	57.5%		49	33.7%		27	42.6%		31	23.5%		1,005	62.8%	
	Total	985	100.0%	87.21	273	100.0%	74.49	147	100.0%	58.23	64	100.0%	59.39	133	100.0%	44.71	1602	100.0%	77.76
My work schedule	Problem	39	4.1%		43	17.0%		61	47.9%		16	33.8%		42	53.8%		202	13.8%	
	Same	282	29.4%		121	47.5%		49	38.9%		22	45.6%		31	39.8%		505	34.5%	
	Advantage	636	66.5%		91	35.5%		17	13.2%		10	20.6%		5	6.4%		758	51.8%	
	Total	957	100.0%	81.20	255	100.0%	59.28	127	100.0%	32.64	49	100.0%	43.44	78	100.0%	26.30	1466	100.0%	68.99
Ability to focus, fewer interruptions	Problem	74	7.6%		63	23.0%		81	55.3%		42	64.8%		94	70.7%		354	22.1%	
	Same	250	25.4%		103	37.9%		46	31.5%		12	19.1%		18	13.7%		430	26.9%	
	Advantage	661	67.0%		107	39.2%		19	13.2%		10	16.1%		21	15.6%		818	51.1%	
	Total	985	100.0%	79.75	273	100.0%	58.10	147	100.0%	28.98	64	100.0%	25.66	133	100.0%	22.47	1602	100.0%	64.50
Noise level	Problem	69	7.0%		50	18.2%		56	38.5%		30	47.2%		78	59.1%		284	17.7%	
	Same	278	28.2%		119	43.6%		55	37.7%		17	26.2%		32	24.0%		501	31.3%	
	Advantage	638	64.7%		105	38.3%		35	23.8%		17	26.6%		22	16.9%		817	51.0%	
	Total	985	100.0%	78.85	273	100.0%	60.06	147	100.0%	42.65	64	100.0%	39.72	133	100.0%	28.94	1602	100.0%	66.63
Productivity	Problem	81	8.2%		97	35.4%		92	63.0%		53	82.0%		122	92.0%		445	27.8%	
	Same	406	41.2%		143	52.4%		52	35.3%		10	15.6%		11	8.0%		622	38.8%	
	Advantage	498	50.6%		33	12.2%		3	1.7%		2	2.4%		0	0.0%		536	33.4%	
	Total	985	100.0%	71.19	273	100.0%	38.39	147	100.0%	19.36	64	100.0%	10.18	133	100.0%	3.99	1602	100.0%	52.84
Physical arrangement of workspace	Problem	245	25.6%		128	50.2%		81	71.9%		41	90.1%		56	91.8%		552	38.5%	
	Same	326	34.0%		95	37.0%		27	23.6%		3	6.5%		5	8.2%		456	31.8%	
	Advantage	387	40.4%		33	12.8%		5	4.6%		2	3.4%		0	0.0%		427	29.7%	
	Total	959	100.0%	57.40	256	100.0%	31.31	113	100.0%	16.35	45	100.0%	6.65	62	100.0%	4.11	1434	100.0%	45.63
Access to training	Problem	149	15.1%		118	43.2%		91	62.3%		48	75.0%		93	70.2%		499	31.2%	
	Same	736	74.7%		145	53.1%		55	37.7%		16	25.0%		40	29.8%		992	61.9%	
	Advantage	100	10.2%		10	3.7%		0	0.0%		0	0.0%		0	0.0%		110	6.9%	
	Total	985	100.0%	47.56	273	100.0%	30.22	147	100.0%	18.83	64	100.0%	12.52	133	100.0%	14.92	1602	100.0%	37.87
Access to supervisors	Problem	246	24.9%		177	64.6%		107	73.3%		60	93.5%		119	89.6%		709	44.2%	
	Same	673	68.3%		93	34.1%		39	26.7%		4	6.5%		14	10.4%		823	51.4%	
	Advantage	67	6.8%		3	1.3%		0	0.0%		0	0.0%		0	0.0%		70	4.4%	
	Total	985	100.0%	40.91	273	100.0%	18.32	147	100.0%	13.34	64	100.0%	3.25	133	100.0%	5.21	1602	100.0%	30.07
	Problem	145	15.1%		100	41.6%		72	70.5%		39	78.9%		56	75.8%		412	28.9%	



Table C-5b. Evaluation Items by Level of Interest in Future Telework

Based on your telework experience, were each of the following better at home or better at your		Interest in Teleworking in the Future																	
		Not at all interested			Somewhat Disinterested			Neutral			Somewhat Interested			Very Interested			Total		
		Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean	Count	Col %	Mean
Access to software	Same	690	72.0%		128	53.4%		30	29.5%		10	19.7%		18	24.2%		876	61.5%	
	Advantage	124	12.9%		12	5.1%		0	0.0%		1	1.3%		0	0.0%		137	9.6%	
	Total	959	100.0%	48.90	239	100.0%	31.75	103	100.0%	14.76	50	100.0%	11.19	74	100.0%	12.11	1425	100.0%	40.34
Tracking work status	Problem	110	11.4%		91	37.2%		76	65.9%		40	86.9%		51	76.1%		368	25.6%	
	Same	723	74.8%		148	60.5%		39	34.1%		6	13.1%		16	23.9%		932	64.7%	
	Advantage	134	13.9%		6	2.3%		0	0.0%		0	0.0%		0	0.0%		140	9.7%	
	Total	967	100.0%	51.24	244	100.0%	32.59	116	100.0%	17.04	46	100.0%	6.53	68	100.0%	11.97	1440	100.0%	42.07
Access to databases	Problem	176	18.3%		127	53.0%		69	67.5%		39	90.2%		55	86.9%		465	33.0%	
	Same	710	73.9%		112	46.7%		33	32.5%		2	4.0%		8	13.1%		865	61.4%	
	Advantage	75	7.8%		1	.4%		0	0.0%		3	5.8%		0	0.0%		78	5.5%	
	Total	960	100.0%	44.74	240	100.0%	23.71	102	100.0%	16.24	43	100.0%	7.82	63	100.0%	6.57	1408	100.0%	36.25
Access to work-related files	Problem	303	31.6%		163	69.2%		83	77.5%		44	91.6%		57	94.3%		649	46.0%	
	Same	600	62.6%		72	30.4%		23	21.8%		4	8.4%		3	5.7%		703	49.9%	
	Advantage	56	5.9%		1	.4%		1	.7%		0	0.0%		0	0.0%		58	4.1%	
	Total	959	100.0%	37.15	235	100.0%	15.60	107	100.0%	11.63	48	100.0%	4.22	60	100.0%	2.86	1410	100.0%	29.04
Ability to mentor or be mentored	Problem	353	35.8%		191	69.9%		108	73.9%		49	76.9%		111	83.9%		813	50.8%	
	Same	557	56.5%		81	29.5%		38	26.1%		12	19.1%		21	16.1%		710	44.3%	
	Advantage	75	7.6%		2	.6%		0	0.0%		3	3.9%		0	0.0%		79	4.9%	
	Total	985	100.0%	35.88	273	100.0%	15.36	147	100.0%	13.06	64	100.0%	13.51	133	100.0%	8.07	1602	100.0%	27.09
Collaboration with coworkers	Problem	336	34.1%		198	72.5%		118	80.4%		62	96.1%		122	91.9%		835	52.1%	
	Same	571	57.9%		74	27.2%		29	19.6%		3	3.9%		11	8.1%		687	42.9%	
	Advantage	79	8.0%		1	.3%		0	0.0%		0	0.0%		0	0.0%		80	5.0%	
	Total	985	100.0%	36.99	273	100.0%	13.91	147	100.0%	9.80	64	100.0%	1.97	133	100.0%	4.07	1602	100.0%	26.44
Computer equipment	Problem	262	27.5%		137	55.2%		68	62.1%		37	78.3%		49	75.9%		553	38.9%	
	Same	420	44.3%		78	31.5%		32	29.2%		6	12.8%		10	15.6%		547	38.5%	
	Advantage	268	28.2%		33	13.3%		10	8.7%		4	8.9%		5	8.4%		320	22.5%	
	Total	950	100.0%	50.32	248	100.0%	29.08	110	100.0%	23.33	47	100.0%	15.28	65	100.0%	16.24	1420	100.0%	41.80
Internet speed	Problem	153	16.2%		80	31.8%		59	49.4%		31	59.1%		45	55.5%		368	25.4%	
	Same	506	53.5%		136	53.9%		48	40.6%		18	34.1%		32	38.8%		739	51.0%	
	Advantage	287	30.3%		36	14.3%		12	10.0%		4	6.8%		5	5.7%		343	23.6%	
	Total	946	100.0%	57.06	252	100.0%	41.25	118	100.0%	30.27	53	100.0%	23.81	82	100.0%	25.08	1450	100.0%	49.12
Access to non-computer equipment	Problem	661	71.8%		203	86.0%		87	84.1%		44	96.9%		58	94.1%		1,053	77.0%	
	Same	203	22.1%		32	13.4%		16	15.9%		1	3.1%		4	5.9%		256	18.7%	
	Advantage	57	6.2%		1	.6%		0	0.0%		0	0.0%		0	0.0%		58	4.3%	
	Total	922	100.0%	17.19	236	100.0%	7.29	103	100.0%	7.94	46	100.0%	1.53	61	100.0%	2.93	1368	100.0%	13.62
Social interaction with coworkers	Problem	606	61.5%		214	78.2%		126	86.0%		62	96.1%		122	91.8%		1,130	70.5%	
	Same	312	31.6%		57	20.9%		20	14.0%		3	3.9%		11	8.2%		403	25.1%	
	Advantage	67	6.8%		2	.8%		0	0.0%		0	0.0%		0	0.0%		70	4.3%	
	Total	985	100.0%	22.66	273	100.0%	11.28	147	100.0%	6.98	64	100.0%	1.97	133	100.0%	4.08	1602	100.0%	16.92

**Table C-6. Regression Analysis, Evaluation Items by Satisfaction with Telework Experience**

Coefficients <sup>a</sup>								
		Unstandardized Coefficients		Standardized Coefficient s	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.228	.130		24.760	.000		
	Comm ute time	-.003	.001	-.052	-1.856	.064	.834	1.199
	Work/life balance	-.006	.001	-.212	-6.407	.000	.598	1.673
	Mywork schedule	-.001	.001	-.054	-1.646	.100	.613	1.630
	Abilityto focus, fewer interruptions	-.001	.001	-.034	-.912	.362	.475	2.105
	Noise level	.000	.001	.018	.544	.587	.569	1.759
	Productivity	-.003	.001	-.149	-3.856	.000	.441	2.268
	Physical arrangement of works pace	-.001	.001	-.056	-1.687	.092	.589	1.698
	Access to training	.001	.001	.023	.678	.498	.583	1.715
	Access to supervisors	-.004	.001	-.138	-3.833	.000	.507	1.972
	Access to software	-.003	.001	-.093	-2.599	.010	.508	1.970
	Tracking work status	-.003	.001	-.108	-2.976	.003	.497	2.014
	Access to databases	-.002	.001	-.050	-1.399	.162	.524	1.908
	Access to work-related files	-.001	.001	-.045	-1.276	.202	.518	1.932
	Abilityto mentor or be mentored	.000	.001	.012	.342	.732	.546	1.832
	Collaboration with coworkers	-.002	.001	-.072	-1.854	.064	.435	2.300
	Computer equipment	.000	.001	-.006	-.177	.860	.576	1.735
	Internet speed	-.001	.001	-.024	-.738	.460	.611	1.636
	Access to non-computer equipm ent	.000	.001	.007	.238	.812	.745	1.343
	Social interaction with coworkers	.002	.001	.069	2.120	.034	.623	1.606

a. Dependent Variable: Satisfaction with Telework Experience

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.687 <sup>a</sup>	.472	.459	.62440	1.980

a. Predictors: (Constant), Social interaction with coworkers, Commute time, Internet speed, Noise level, Access to non-computer equipment, Mywork schedule, Access to training, Access to databases, Ability to mentor or be mentored, Work/life balance, Physical arrangement of workspace, Computer equipment, Access to work-related files, Access to supervisors, Ability to focus, fewer interruptions, Tracking work status, Access to software, Productivity, Collaboration with coworkers

b. Dependent Variable: Satisfaction with Telework Experience

**Table C-7. Regression Analysis, Evaluation Items by Preference for Future Telework****Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.128	.075		1.697	.090		
	My work schedule	.001	.000	.076	2.509	.012	.628	1.593
	What percent of your job can be done from home?	.005	.001	.251	8.668	.000	.682	1.466
	Work/life balance	.003	.000	.179	6.249	.000	.699	1.430
	Telework Experience	.058	.048	.030	1.206	.228	.918	1.089
	Social interaction with coworkers	-.001	.000	-.049	-1.752	.080	.734	1.363
	Access to supervisors	.001	.001	.035	1.196	.232	.657	1.521
	Access to software	.001	.000	.040	1.356	.175	.659	1.518
	Access to non-computer equipment	-.001	.000	-.027	-1.016	.310	.789	1.267
	Age (Combined for weighting only)	-.066	.013	-.124	-4.928	.000	.912	1.096
	Number of Stops per Week on a Usual Trip to Work.	.001	.010	.003	.142	.887	.981	1.019
	BEFORE the COVID-19 pandemic, how long did your trip to work take on a typical day?	.024	.010	.061	2.445	.015	.916	1.092
	Supervisor / Non-supervisor	-.105	.026	-.101	-4.084	.000	.945	1.058

a. Dependent Variable: PREFER TELEWORK IN THE FUTURE OR NOT

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	80.912	12	6.743	36.403	.000 <sup>b</sup>
	Residual	241.785	1305	.185		
	Total	322.697	1317			

a. Dependent Variable: PREFER TELEWORK IN THE FUTURE OR NOT

b. Predictors: (Constant), Supervisor / Non-supervisor, Work/life balance, Number of Stops per Week on a Usual Trip to Work., Telework Experience, Access to non-computer equipment, BEFORE the COVID-19 pandemic, how long did your trip to work take on a typical day? , Age (Combined for weighting only), Social interaction with coworkers, What percent of your job can be done from home?, Access to software, Access to supervisors, My work schedule

## Appendix D: Tables for Mode of Travel by Future Telework Preference

**Table D-1. Before the Pandemic, Distribution of Trips to Work for Future Teleworkers and Non-Teleworkers**

BEFORE the COVID-19 pandemic, in a typical 5-day workweek, how many days per week did you use each of the following ways to commute to work?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Pct	Count	Pct	Count	Pct
No travel, worked from home	zero days a week	808	97.5%	766	99.2%	1574	98.3%
	one day a week	1	0.1%	0	0.0%	1	0.1%
	two days a week	12	1.4%	2	0.3%	14	0.9%
	three days a week	2	0.2%	0	0.0%	2	0.1%
	four days a week	1	0.1%	0	0.0%	1	0.1%
	five days a week	5	0.6%	4	0.5%	9	0.6%
Drove alone	zero days a week	305	36.8%	282	36.5%	587	36.6%
	one day a week	21	2.5%	11	1.4%	32	2.0%
	two days a week	11	1.3%	13	1.7%	24	1.5%
	three days a week	20	2.4%	17	2.2%	37	2.3%
	four days a week	6	0.7%	5	0.6%	11	0.7%
	five days a week	466	56.2%	445	57.6%	911	56.9%
Carpooled	zero days a week	718	86.5%	690	89.4%	1408	87.9%
	one day a week	8	1.0%	5	0.6%	13	0.8%
	two days a week	11	1.3%	3	0.4%	14	0.9%
	three days a week	10	1.2%	11	1.4%	21	1.3%
	four days a week	16	1.9%	8	1.0%	24	1.5%
	five days a week	67	8.1%	55	7.1%	122	7.6%
Rode TheBus	zero days a week	730	88.0%	669	86.8%	1399	87.4%
	one day a week	15	1.8%	4	0.5%	19	1.2%
	two days a week	14	1.7%	12	1.6%	26	1.6%
	three days a week	5	0.6%	3	0.4%	8	0.5%
	four days a week	10	1.2%	8	1.0%	18	1.1%
	five days a week	56	6.7%	75	9.7%	131	8.2%
Rode a bicycle	zero days a week	792	95.5%	750	97.2%	1542	96.3%
	one day a week	5	0.6%	0	0.0%	5	0.3%
	two days a week	3	0.4%	5	0.6%	8	0.5%
	three days a week	7	0.8%	1	0.1%	8	0.5%
	four days a week	8	1.0%	2	0.3%	10	0.6%
	five days a week	14	1.7%	14	1.8%	28	1.7%
Walked	zero days a week	799	96.4%	734	95.0%	1533	95.7%
	one day a week	4	0.5%	6	0.8%	10	0.6%
	two days a week	2	0.2%	1	0.1%	3	0.2%
	three days a week	6	0.7%	3	0.4%	9	0.6%
	four days a week	4	0.5%	4	0.5%	8	0.5%
	five days a week	14	1.7%	25	3.2%	39	2.4%
Other	zero days a week	812	97.8%	749	97.0%	1561	97.4%
	one day a week	1	0.1%	2	0.3%	3	0.2%
	two days a week	2	0.2%	2	0.3%	4	0.2%
	three days a week	1	0.1%	0	0.0%	1	0.1%
	four days a week		0.0%		0.0%		0.0%
	five days a week	14	1.7%	19	2.5%	33	2.1%
Total		830	100.0%	772	100.0%	1602	100.0%

**Table D-2. During the Pandemic, Distribution of Trips to Work for Future Teleworkers and Non-Teleworkers**

DURING the COVID-19 pandemic, in a typical 5-day workweek, how many days per week did you use each of the following ways to commute to work?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Col %	Count	Col %	Count	Col %
Teleworked	zero days a week	155	18.7%	521	67.4%	675	42.2%
	one day a week	47	5.7%	26	3.3%	73	4.6%
	two days a week	159	19.1%	65	8.4%	224	14.0%
	three days a week	199	24.0%	38	5.0%	238	14.8%
	four days a week	100	12.1%	20	2.6%	120	7.5%
	five days a week	169	20.4%	103	13.3%	272	17.0%
Drove alone	zero days a week	405	48.9%	464	60.1%	870	54.3%
	one day a week	88	10.7%	25	3.3%	114	7.1%
	two days a week	139	16.7%	43	5.5%	182	11.3%
	three days a week	109	13.2%	38	5.0%	148	9.2%
	four days a week	34	4.1%	26	3.4%	60	3.8%
	five days a week	54	6.5%	175	22.7%	229	14.3%
Carpooled	zero days a week	761	91.8%	726	94.1%	1,488	92.9%
	one day a week	13	1.6%	5	.7%	19	1.2%
	two days a week	20	2.4%	2	.2%	22	1.4%
	three days a week	25	3.0%	15	1.9%	40	2.5%
	four days a week	6	.7%	3	.4%	9	.6%
	five days a week	4	.4%	20	2.6%	24	1.5%
Rode TheBus	zero days a week	779	93.8%	731	94.7%	1,510	94.2%
	one day a week	16	1.9%	6	.7%	22	1.4%
	two days a week	22	2.6%	10	1.3%	31	2.0%
	three days a week	13	1.5%	11	1.5%	24	1.5%
	four days a week	1	.1%	2	.2%	2	.1%
	five days a week	0	0.0%	13	1.6%	13	.8%
Rode a bicycle	zero days a week	797	96.1%	760	98.4%	1,557	97.2%
	one day a week	12	1.5%	0	0.0%	12	.8%
	two days a week	10	1.3%	0	0.0%	10	.7%
	three days a week	8	1.0%	4	.5%	12	.7%
	four days a week	0	0.0%	2	.3%	2	.1%
	five days a week	2	.2%	7	.9%	9	.5%
Walked	zero days a week	801	96.5%	740	95.9%	1,541	96.2%
	one day a week	11	1.3%	6	.8%	17	1.0%
	two days a week	10	1.2%	4	.5%	13	.8%
	three days a week	3	.3%	4	.5%	6	.4%
	four days a week	5	.6%	3	.4%	8	.5%
	five days a week	1	.1%	16	2.1%	16	1.0%
Other	zero days a week	815	98.3%	757	98.0%	1,572	98.1%
	one day a week	5	.6%	2	.2%	7	.4%
	two days a week	6	.7%	1	.2%	7	.5%
	three days a week	1	.2%	4	.5%	5	.3%
	four days a week	1	.1%	0	0.0%	1	.0%
	five days a week	1	.1%	9	1.1%	10	.6%

**Table D-3. Future Preference, Distribution of Trips to Work for Future Teleworkers and Non-Teleworkers**

In the FUTURE, in a typical 5-day workweek, how many days per week would you prefer to use each of the following ways to commute to work?		PREFER TELEWORK IN THE FUTURE OR NOT					
		Prefers telework in the future		Does NOT prefer telework in the future		Total	
		Count	Col %	Count	Col %	Count	Col %
Telework	zero days a week	0	0.0%	772	100.0%	772	48.2%
	one day a week	54	6.5%	0	0.0%	54	3.4%
	two days a week	222	26.7%	0	0.0%	222	13.8%
	three days a week	267	32.2%	0	0.0%	267	16.7%
	four days a week	138	16.7%	0	0.0%	138	8.6%
	five days a week	149	18.0%	0	0.0%	149	9.3%
Drive alone	zero days a week	342	41.3%	213	27.5%	555	34.6%
	one day a week	124	15.0%	7	1.0%	132	8.2%
	two days a week	204	24.6%	21	2.8%	225	14.1%
	three days a week	137	16.5%	19	2.4%	155	9.7%
	four days a week	22	2.7%	13	1.7%	35	2.2%
	five days a week	0	0.0%	499	64.7%	499	31.2%
Carpool	zero days a week	739	89.1%	693	89.7%	1,432	89.4%
	one day a week	25	3.0%	3	.4%	28	1.8%
	two days a week	31	3.7%	3	.4%	34	2.1%
	three days a week	30	3.6%	8	1.1%	38	2.4%
	four days a week	5	.6%	8	1.0%	13	.8%
	five days a week	0	0.0%	57	7.4%	57	3.6%
Ride TheBus	zero days a week	766	92.3%	671	86.9%	1,437	89.7%
	one day a week	22	2.6%	8	1.0%	29	1.8%
	two days a week	30	3.6%	11	1.4%	41	2.6%
	three days a week	12	1.4%	4	.5%	15	1.0%
	four days a week	1	.1%	5	.6%	5	.3%
	five days a week	0	0.0%	74	9.6%	74	4.6%
Ride a bicycle	zero days a week	784	94.5%	747	96.7%	1,530	95.5%
	one day a week	11	1.3%	5	.7%	16	1.0%
	two days a week	19	2.2%	2	.2%	20	1.3%
	three days a week	10	1.2%	1	.1%	11	.7%
	four days a week	6	.8%	2	.2%	8	.5%
	five days a week	0	0.0%	16	2.1%	16	1.0%
Walk to work	zero days a week	796	95.9%	719	93.1%	1,515	94.6%
	one day a week	17	2.1%	9	1.2%	27	1.7%
	two days a week	9	1.1%	3	.4%	12	.7%
	three days a week	5	.6%	7	.9%	12	.8%
	four days a week	2	.3%	1	.2%	4	.2%
	five days a week	0	0.0%	32	4.2%	32	2.0%
Other	zero days a week	808	97.4%	740	95.8%	1,548	96.6%
	one day a week	8	.9%	3	.3%	11	.7%
	two days a week	9	1.0%	5	.7%	14	.8%
	three days a week	2	.3%	5	.7%	8	.5%
	four days a week	3	.3%	1	.2%	4	.2%
	five days a week	0	0.0%	18	2.4%	18	1.1%