Meeting of the
Greater Madison Area Metropolitan Planning Organization (MPO)[1]
Technical Coordinating Committee

September 23, 2020   _Virtual Meeting_   _2:00 p.m._

This meeting is being held virtually to help protect our community from the Coronavirus (COVID-19) pandemic.

1. **Written Comments:** You can send comments on agenda items to mpo@cityofmadison.com.

2. **Register for Public Comment:**

    - Register to speak at the meeting.
    - Register to answer questions.
    - Register in support or opposition of an agenda item (without speaking)

    If you want to speak at this meeting, you must register. You can register at https://www.cityofmadison.com/MeetingRegistration. When you register, you will be sent an email with the information you will need to join the virtual meeting.

3. **Watch the Meeting**: If you would like to join the meeting as an observer, please visit https://www.cityofmadison.com/clerk/meeting-schedule/watch-meetings-online

4. **Listen to the Meeting by Phone:** You can call in to the meeting using the following number and meeting ID:
    (877) 853-5257 (Toll Free)
    Meeting ID: 949 4189 1946

AGENDA

1. Roll Call

2. Approval of August 26, 2020 Meeting Minutes

3. Election of Committee Chair and Vice Chair

4. Recommendation on Draft 2021-2025 Transportation Improvement Program for the Madison Metropolitan Area and Dane County
    - Addition/Change Sheet

5. Brief Review and Recommendation on Draft 2020 MPO Title VI Program/Language Assistance Plan

6. Presentation on Regional Telework Study

7. Committee Member Reports

8. Staff Report
    - MPO Targets for Federal Performance Measures
    - 2021 MPO Work Program

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[1] Formerly named Madison Area Transportation Planning Board

- E Newsletter
- Update to STBG Urban Program Policies and Project Scoring Criteria

9. Next Meeting Dates
   - Wednesday, October 28, 2020
   - Wednesday, November 18, 2020

10. Adjournment

Madison Area Transportation Planning Board (an MPO)
Technical Coordinating Committee
August 26, 2020 Meeting Minutes
_____

1. **Roll Call**
   Members present: Phillips, Beck, Tao, Stouder, Dunphy (left during meeting), Violante, Koprowski, Paoni, Clark, Larson, Gritzmacher, Holt, Stauske, Hall, Bruun, Batuzich

   Members absent: Balke, Scheel, Hessling, Even, Wheeler

   MPO Staff present: Schaefer, Hoesly, Lyman

   Others present: Lee Gibbs (SRF Consulting), Asad Rahman (WisDOT)

2. **Approval of June 24, 2020, Meeting Minutes**

   Stauske moved, Violante seconded, to approve the June 24, 2020 meeting minutes. Motion carried.

3. **Review of Draft 2021-2025 Transportation Improvement Program for the Madison Metropolitan Area and Dane County**

   Schaefer thanked agency staff for assisting the MPO by providing project information, including on locally-funded projects which are included in the TIP as informational items. He highlighted a few of the major projects in the TIP, starting with schedule and cost updates to the STBG-Urban-funded projects previously approved by the MPO. The said the next STBG-Urban application cycle will be in 2021, with funding available for projects in SFY 2026-2027. Schaefer then discussed major Transit Capital projects in the TIP, and explained changes in the BRT project budget. Beck provided a more detailed description of the technology project to replace bus hardware/software, which he said includes replacement of radio and GPS systems. Schaefer then showed a map of programmed bicycle and pedestrian projects, and described major projects and projects funded by the MPO with TAP funding. Philips provided clarification regarding the issues preventing the completion of the Capital City Trail extension under I-39/90 along the WSOR rail corridor. Finally, Schaefer described the major road projects, including construction and corridor studies.

4. **Review and Recommendation on Section 5310 Program (Enhanced Services for Seniors and Individuals with Disabilities) 2021 Grant Project Applications Proposed for Funding**

   Lyman gave a brief overview of the Section 5310 Program, explaining that the purpose of the funding is to provide transportation to elderly and disabled persons in excess of the ADA-required minimums. The MPO's allocation of 5310 funding for 2021 is just over $313,000. He described each of the six applications received in the 2020 application cycle and why the scoring committee awarded the scores they did:

   Dane County One-Call Center, Mobility Training, and Bus Buddy Program – this program has been funded with 5310 program funds for many years. The grant funds the cost of the call center staff member as well as supporting the Bus Buddy and Mobility Training programs. Although the Bus Buddy and Mobility Training programs are on hold due to COVID-19, resources have been redirected to deliver meals and groceries. The Call Center has actually seen an increase in the number of calls received, with June 2020 calls up 205% from June 2019 calls. Staff recommends that this project be funded as requested.

   Madison Metro Paratransit Eligibility & Mobility Coordinator – This program has also been funded with 5310 dollars for many years. Like the county programs, in-person eligibility assessment and

travel training have been suspended during COVID-19, but this program saves an estimated $17,000 in annual public subsidy of ride costs for each rider who transitions from paratransit to fixed-route service and will be important as travel resumes. Staff recommends that this project be funded as requested.

Capitol Express Transportation Accessible Vehicle Purchase – Capitol Express is a private shared-ride Non-Emergency Medical Transportation (NEMT) provider, seeking to replace an accessible mini-van with over 575,000 miles on it in order to reduce maintenance costs, improve reliability, and increase rider comfort. Staff recommends that this project be funded as requested.

City of Stoughton Accessible Vehicle Purchase – The City of Stoughton is seeking to replace the last non-accessible vehicle in their shared-ride taxi fleet with an accessible vehicle. Stoughton Public Transit uses city-owned vehicles and is operated under contract by Running, Inc., which also operates Sun Prairie's shared-ride taxi service. Staff recommends that this project be funded as requested.

Carepool Specialized Transportation as a Service (STAAS) and Provider Partnership Program (PPP) Projects – Carepool is both a Transportation Network Company (TNC), similar to Uber or Lyft but focused on providing NEMT and other specialized transportation services, and a software platform (app) used to book, dispatch, and pay for rides. In addition to Carepool contract drivers, vehicles in partner agency fleets can provide rides booked through the app, which increases the potential for ride-sharing. Shared rides are less costly to provide, and savings are passed on to the payee with lower rates for shared rides. This also increases efficiency within each transportation provider's operations by consolidating rides and freeing up vehicles and drivers for other rides. The STAAS project would expand the capacity of the app to include rider profile information, including payment methods and program eligibility, enable additional transportation providers to utilize the system, improve the user interface to accommodate vision or other disabilities through voice-activated ride booking and similar enhancements, and ensure reliable reporting for all participating agencies and programs. The PPP project would increase the reach of the app by involving new transportation providers and public awareness and adoption of the app. The STAAS project is the result of discussion by transportation and service providers at the 2019 Specialized Transportation Coordination Meeting, where the need for a consolidated ride booking, dispatch, and payment system was expressed by many present. Although the app would provide a much-needed and desired platform, application scoring committee members expressed several concerns regarding the STAAS and PPP projects, including:

• Lack of metrics or benchmarks for software development during the course of the project;

• Client/rider eligibility for various funding sources and ride types would need to be tracked within the Carepool system, as well as in agency systems, resulting in the potential for both update lag and incorrect entries/data maintenance;

• Confidentiality of client/rider medical information will need to be ensured;

• Finally, scoring committee members stated that they thought the Carepool projects would be better suited to being funded through private investment than with public (federal) funds.

Staff does not recommend that the Carepool projects be funded.

Stouder moved, Gritzmacher seconded, to recommend that the MPO Board approve the Section 5310 Program 2021 grant project applications as proposed by staff. Motion carried.

5. **Presentation on StreetLight Data and MPO Uses of It**

Staff provided a PowerPoint presentation. Schaefer provided background information on the StreetLight Data subscription that the MPO is using for updating the travel demand model and other MPO planning efforts as well as support for WisDOT and local community projects. Schaefer presented on the evaluation of the accuracy of StreetLight daily traffic volume estimates; use for

travel demand model calibration and validation; vehicle miles traveled (VMT) analysis; and roadway segment analysis, including speeds and congestion. He then turned the presentation over to Lyman who discussed the environmental justice priority area and bicycle origin-destination analyses. Following the presentation, Schaefer invited TCC members to reach out to MPO staff with requests for analyses or to discuss the potential for StreetLight Data to assist their communities.

Rahman asked about the VMT estimate output from StreetLight, Schaefer indicated that the VMT data was directly produced by StreetLight, and available for the county as whole or by particular areas. Tao thanked the MPO for the work completed on average speeds on E. Washington Ave. and indicated that the data was being used to justify reducing speed limits on portions of E. Washington Ave. to 25 mph.

6. **Committee Member Reports**

Beck: Metro is resuming charging fares on buses on Sept. 1. Plexiglass shields have been installed to separate drivers. Additional service was started in late August, but with a limit of 20 passengers per bus they are hoping to not experience overloads. Metro is finally able to catch up on driver hiring; they have been chronically under-staffed for years, but at roughly 85% service hours compared to pre-COVID they are able to be fully staffed.

Tao: Updates related to COVID-19 – most staff are able to work remotely; field staff transportation is more difficult due to limiting each vehicle to one employee. The Shared Streets program has been in the news; this program limits automobile traffic on some streets to provide additional space for walking and biking. Increasing space for outdoor dining has impacted some streets, including State Street when it is closed on weekends. Signal timing has been impacted by changed traffic volumes, which were down by as much as 50% at their lowest, and many signals have been programmed for automatic pedestrian crossing signal recall so that pedestrians don't have to push the button to request the signal. They have been working on speed management projects. With COVID-19, there has been a large increase in speeding so staff have been working with the Police Dept. to address that. Staff have also been busy with other projects, such as helping to keep people safe during protests. Other regular projects, such as getting new traffic signals, ped/bike enhancement projects, traffic calming, and Vision Zero continue.

Stouder: There has been no slowing in development proposals coming in for permits. The financing market appears to be staying strong, and there does not appear to be a slowdown in development. Planning Division will work to balance short- and long-term needs and projects through COVID. The Oscar Mayer Special Area Plan was adopted by the City Council. Planning staff are continuing to provide support to Metro Transit on the East-West BRT project, and conducting concurrent planning processes for the Odana Area and East Towne Area Plans, which should be complete in 2021.

Violante: County zoning permit volumes are similar to City of Madison's, running higher than 2018-'19 levels; new single-family housing starts are up as well. He is curious about how remote work has impacted VMT and wonders how/if it is being tracked and how that can help inform planning in the future. Schaefer responded that MPO staff will present on the telework survey at the next TCC meeting.

Koprowski: The announcement regarding TAP projects funding has been pushed back to September.

Paoni: There are two statewide planning efforts underway at WisDOT. The first is Connect 2050, the state multi-modal policy plan; the other is the update to the state rail plan. Surveys have been released for Connect 2050, the draft Public Involvement Plan has been released for the rail plan. The Connect 2050 survey closes in a week.

Clark: The Highway DM/Clinton Road construction project in Morrisonville is about half done, but will hopefully still be completed in October. The new Public Works facility is on schedule, and they plan to move into it in the beginning of December.

Gritzmacher: The city is still on track with all scheduled projects. Similarly to City of Madison and Dane County, they are not seeing any decline in the number of development applications; if anything, they are seeing an increase in small projects such as home remodels.

Holt: Verona is also seeing development permit application numbers increase, with an increase in affordable housing development approvals due to an upcoming WHEDA financing application deadline. An application has been submitted to convert a strip commercial development to apartments due to continued high vacancy rates, which have only been exacerbated by COVID; the commercial is in a planned development and is the designated retail space for the neighborhood so they are trying to balance those issues. Hiring for the Planning Director position is on hold until the end of the year. They are pushing Census work hard, with about a 82% return to date.

Stauske: They are in a lull between building and planning for next year; the city got ahead on construction by starting early when no one was on the roads.

Hall: Projects were all completed early this year; just waiting for STH 19 work to be completed so they can finish a cul-de-sac near Fleet Farm. Hooper Construction is progressing on infrastructure installation north of STH 19 at Pederson Crossing and should be finished by November.

Bruun: Residential street reconstruction with curb and gutter is wrapping up. Monona installed its first speed hump, a modified version of a Madison design; the modification resulted in too little of a slope and drivers do not appear to be slowing down for it. Bridge Road is complete; the WisDOT project on the Beltline overpass is nearing completion. Next year a joint city-county project on Monona Drive will reconstruct the road from Broadway to the Beltline and complete curb and gutter work.

Batuzich: Received list of TAP projects today from WisDOT, expects review to be fast and that announcements may be made next week. The FAST Act expires next month; there are discussions of possible changes that may come with reauthorization, including increasing population thresholds for MPOs and TMAs and a change in the certification cycle to five years. He does not expect anything to happen until after the election.

Philips: CTH M construction is complete and all lanes are open. Storm sewer repair continues on Raymond Rd, which is scheduled to re-open this fall. Cottage Grove Rd. east of I-90 is under construction and ahead of schedule. Gammon Rd. & West Towne Path underpass is under construction and due to be completed in November. University Ave (Shorewood Blvd to U Bay Dr) 60% plans complete and geometry approved, and environmental documents and DSR turned in. Construction is scheduled for 2022. Pleasant View Rd. 60% plans are complete and environmental documentation and geometry are approved; they are working on DSR and TPP. Construction is scheduled for 2022-'23. Blair St, including Blair/JND/Williamson/Wilson Intersection, 60% plans are complete, and environmental documents and geometry approved. They are working on DSR; construction scheduled for 2022. The Garver Path 60% plans are complete, and geometry approved. The environmental documents and DSR are turned in. Construction is in 2021 with city let. KL Engineering selected as consultant for John Nolen Dr. (North Shore to Olin); construction planned in 2026.

7. **Staff Report**

Schaefer reported on the following:

- Final MPO Board appointments have been made. Dorothy Krause is replacing Bruce Stravinski, who resigned. Sun Prairie Mayor Paul Esser will be reappointed and County Sup. Yogesh Chawla will replace Kelly Danner, who did not seek re-election.
- RTP Amendment to Add BRT to Fiscally Constrained Plan
  The MPO Policy Board approved the amendment of the fiscally-constrained plan to include the City of Madison East-West BRT Project. The project was accepted into Project Development by the FTA. Other programmed purchases such as buses and maintenance facility costs are being designated as BRT-related as appropriate, which enables that cost to be counted as match for Small Starts funding. Metro will submit a letter requesting rating for Small Starts on Aug. 27, and a public informational meeting is scheduled for Oct. 22.
- Update on MPO and TDM Program Rebranding Project
  City of Madison IT is able to get to the update of the MPO web site and Facebook page sooner than previously expected, so the MPO rebrand will be rolling out at the beginning of September on those platforms. A larger informational push to get the new brand out before stakeholders will follow.
- Title VI and Public Participation Plan Updates
  The draft Title VI Plan/LAP is scheduled to be released for public review and comment after the September Policy Board meeting. The draft Public Participation Plan is being worked on and will be presented to the Policy Board at the October meeting, when it is anticipated that they will adopt the Title VI Plan/LAP.
- Potential Revision to Bicycle LTS Rating Methodology
  The MPO received a request to revise its bicycle Level of Traffic Stress (LTS) methodology to be more consistent with the NACTO All Ages and Abilities Guidelines. Staff is evaluating the requested changes and would work it into the network at the beginning of next year, and will present on the possible changes at a future meeting.
- 2021 MPO Work Program
  Staff has begun work on the 2021 Work Program, so if TCC members have requests for specific work or projects in the next year please let staff know in the next month or so, so that it can be included in the Work Program.

8. Next Scheduled Meeting Dates

The next scheduled meeting dates are September 23 and October 28, 2020.

9. Adjournment

Violante moved, Beck seconded, to adjourn the meeting. The meeting adjourned at 3:55 p.m.

Minutes recorded by Lyman and Schaefer

OVERVIEW

3-week survey, June 9-30, 2020

Purpose:

To understand the unique implications of COVID-19 for **future workplace organization and commuter transportation trends** in the Madison region, and,
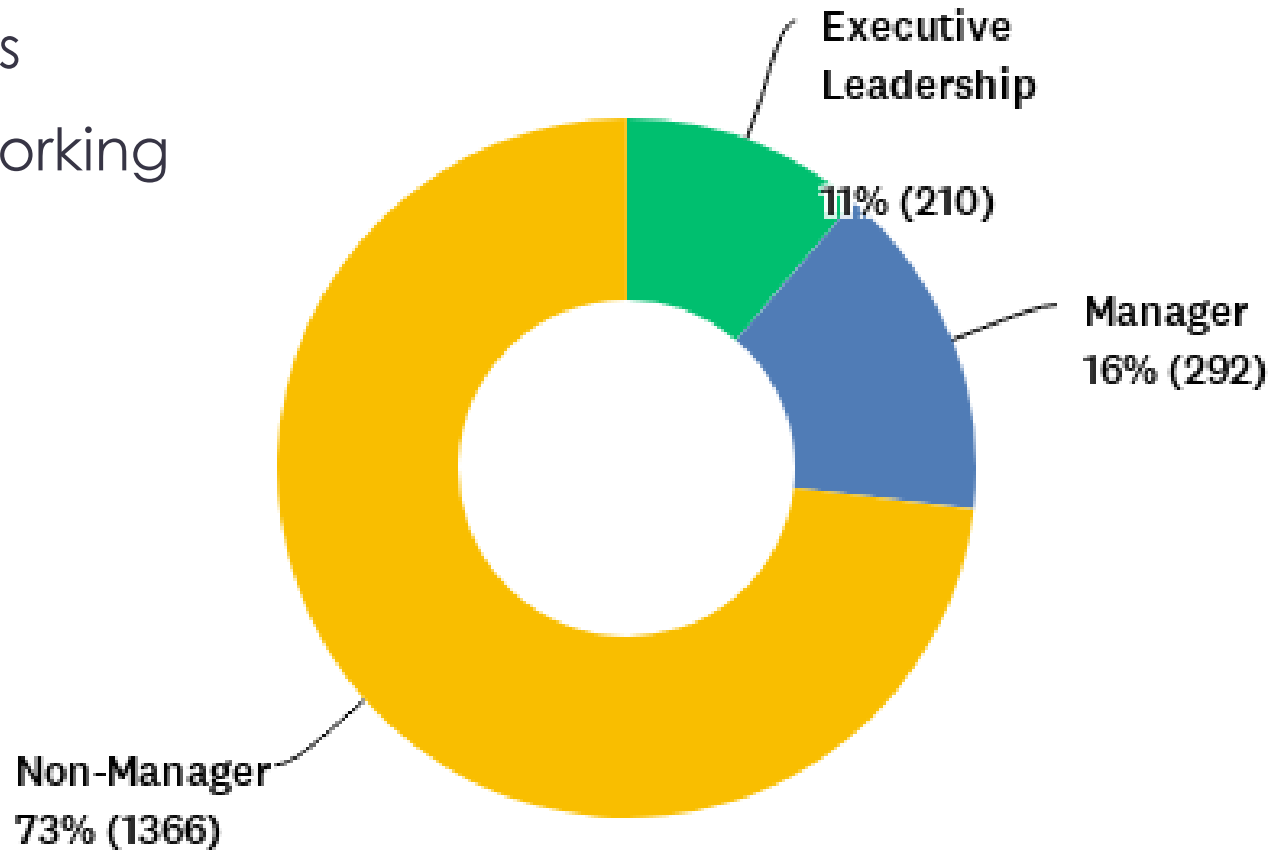
Identify opportunities to connect employers and employees with the **tools needed to successfully support remote work** and other sustainable, flexible commute options.
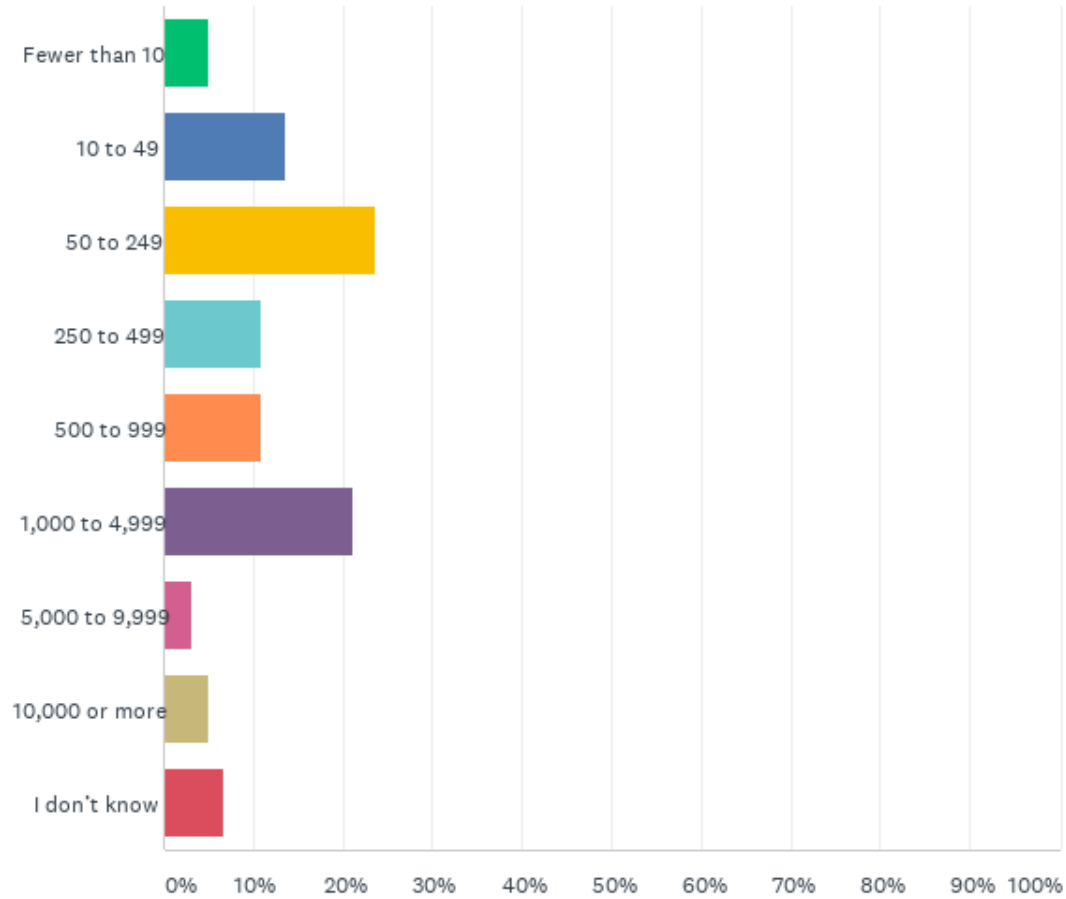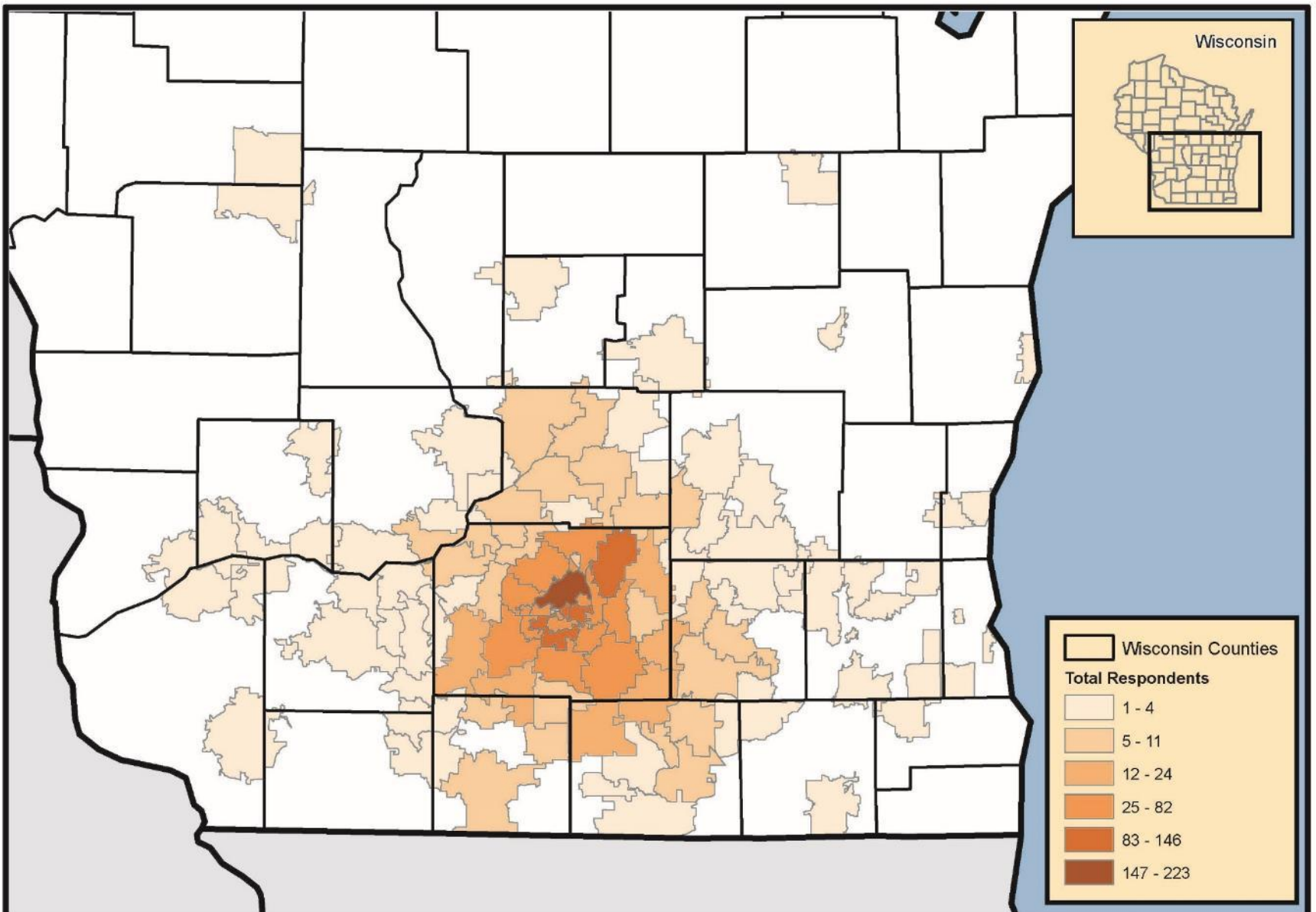
DEMOGRAPHICS

1,881 responses

99% actively working

Executive Leadership 11% (210)

Manager 16% (292)

Non-Manager 73% (1366)

Q4 How many employees work at your organization? If you have multiple locations, provide an estimate for your entire organization across all locations.

Wisconsin

Wisconsin Counties

Total Respondents
- 1 - 4
- 5 - 11
- 12 - 24
- 25 - 82
- 83 - 146
- 147 - 223

Respondents by Home ZIP Code for
Madison Region Work Survey: COVID-19 Impact

Prepared by staff to the:
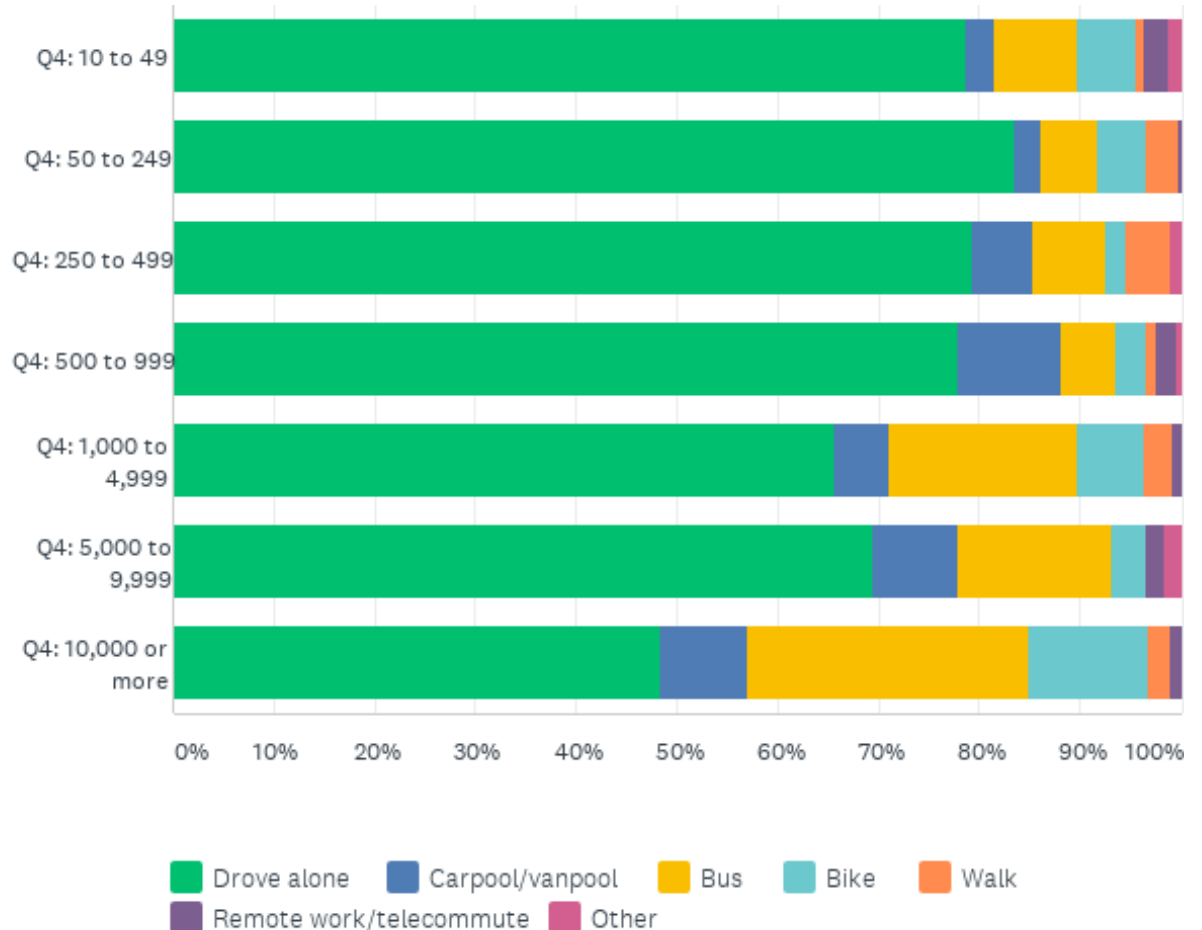Madison Area
T•P•B
Transportation Planning Board

N

0   10   20
Miles

Author: pldms   Path: M:\MPO_GIS\GIS_Data\Common\Misc_AM\ZIP_Survey\HomeZip_Map.mxd   Date Saved: 7/27/2020 9:43:44 AM   Date Printed: 7/27/2020

Wisconsin

Wisconsin Counties

Total Respondents
- 1 - 8
- 9 - 32
- 33 - 89
- 90 - 138
- 139 - 316
- 317 - 753

Respondents by Work ZIP Code for
Madison Region Work Survey: COVID-19 Impact

Prepared by staff to the:
Madison Area
T·P·B
Transportation Planning Board

N

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Miles
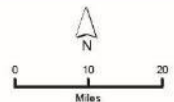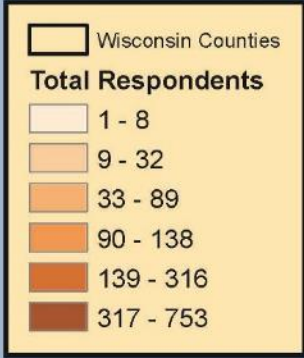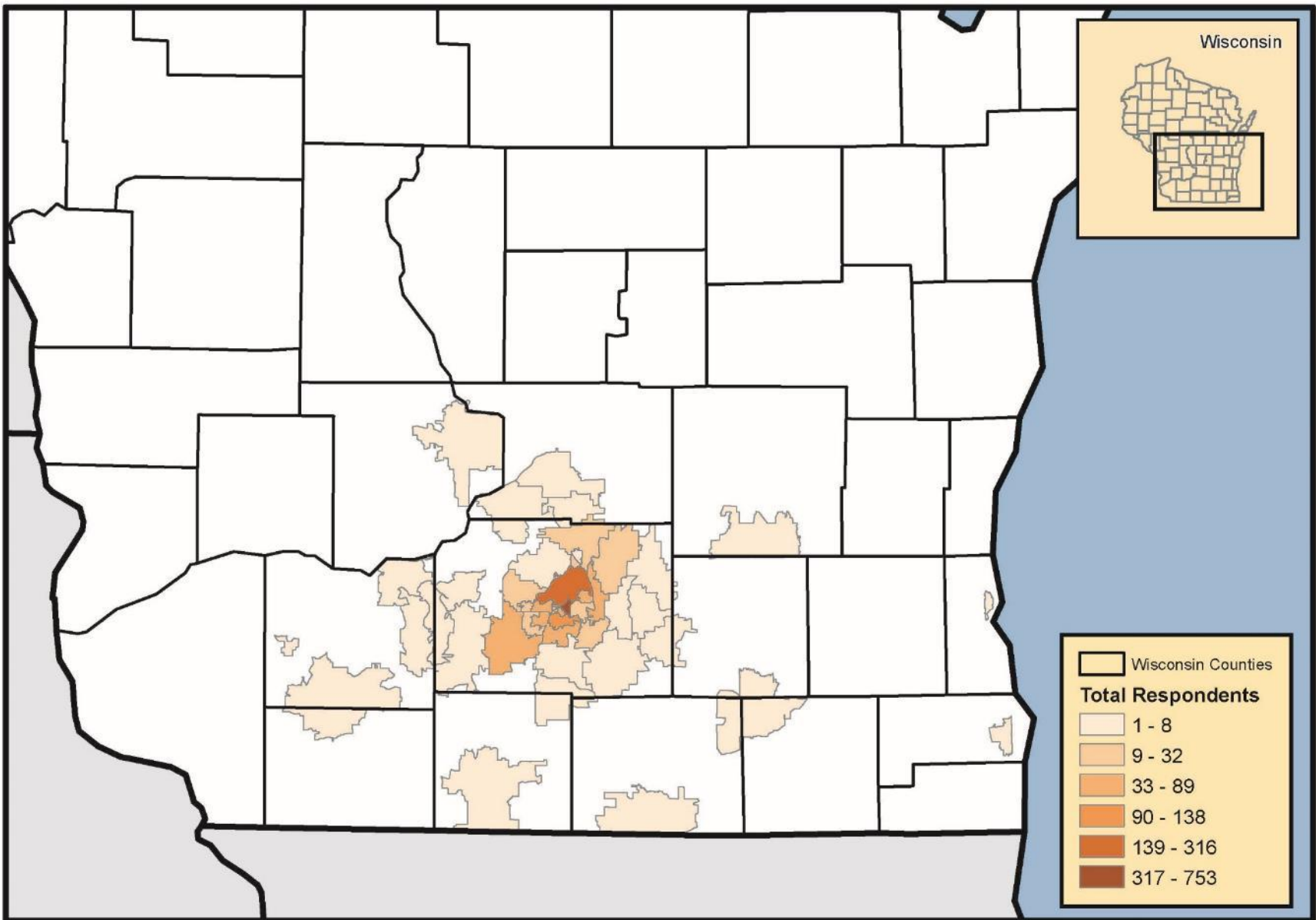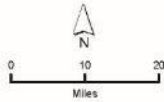
PRIOR TO COVID-19

74% primarily drove alone

44% typically commuted for 15-30 minutes

32% commuted over 30 minutes

How did you typically commute?
(answers below by org size)

Legend: Drove alone, Carpool/vanpool, Bus, Bike, Walk, Remote work/telecommute, Other

Categories: Q4: 10 to 49, Q4: 50 to 249, Q4: 250 to 499, Q4: 500 to 999, Q4: 1,000 to 4,999, Q4: 5,000 to 9,999, Q4: 10,000 or more

PRIOR TO COVID-19

How common was remote work at your organization?

Very common
3% (64)

Somewhat common
6% (116)

Allowed, but not common

39% (720)

Allowed for select roles only

18% (339)

Not allowed
34% (625)
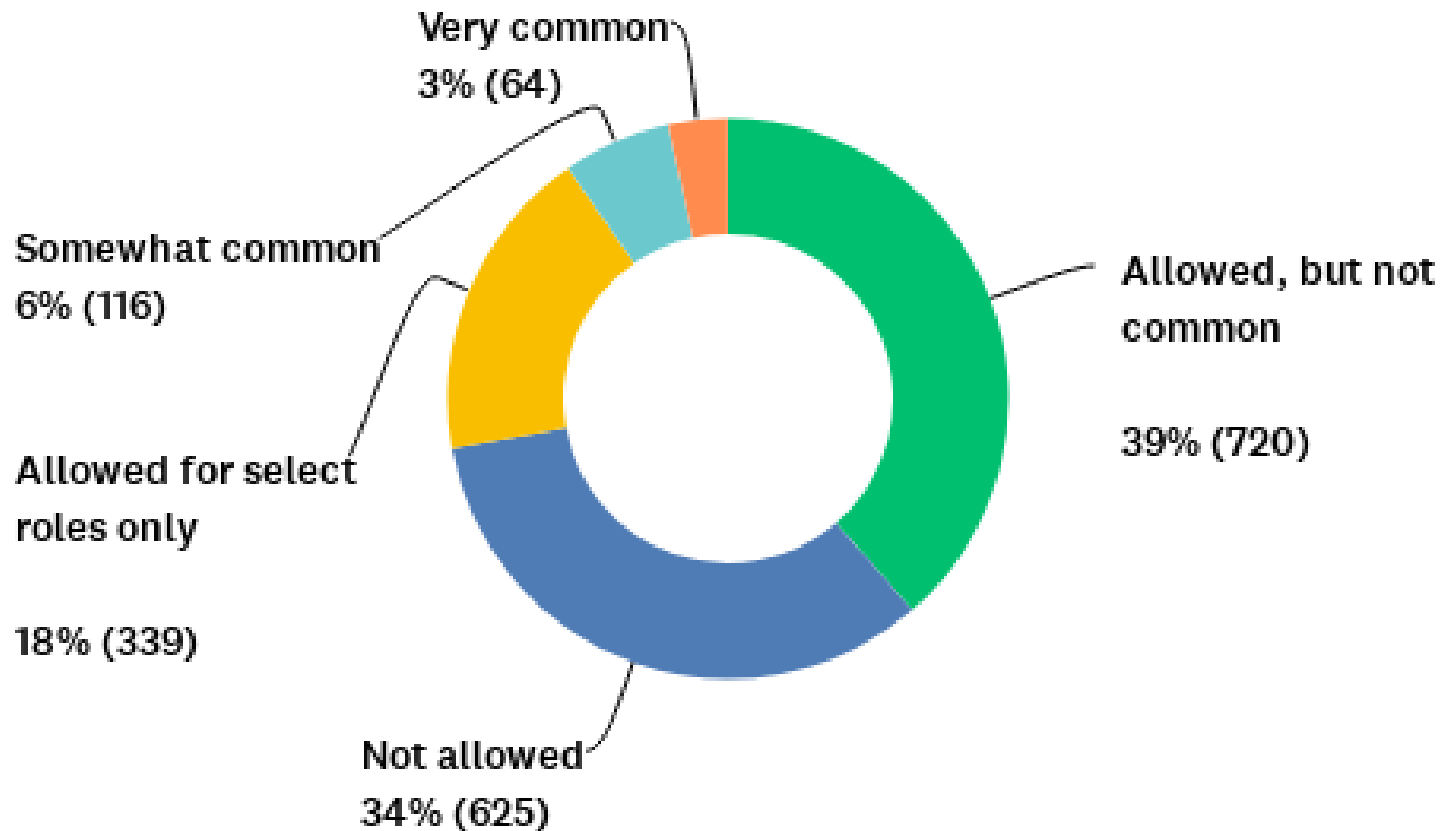
Prior to COVID-19:

78% of all respondents never worked from home

83% of executives and managers did not supervise employees working remotely

Only 1% primarily telecommuted

Height of Restrictions:

80% worked from home at least 1 day per week

64% worked from home 5+ days/week

61% said their organization was somewhat prepared to transition to remote work

What We Learned

TOP CHALLENGES

1. Lack of access to **equipment & quality workspace**

2. Barriers to **communication & collaboration**

3. Negative impacts to **workplace culture & social connectivity**

"I miss having a printer and photocopier. I miss quick hallway conversations to clarify matters. I miss the energy of being with others."
– Survey respondent (non-manager)

Do you have access to the following tools and resources when working from home during COVID?
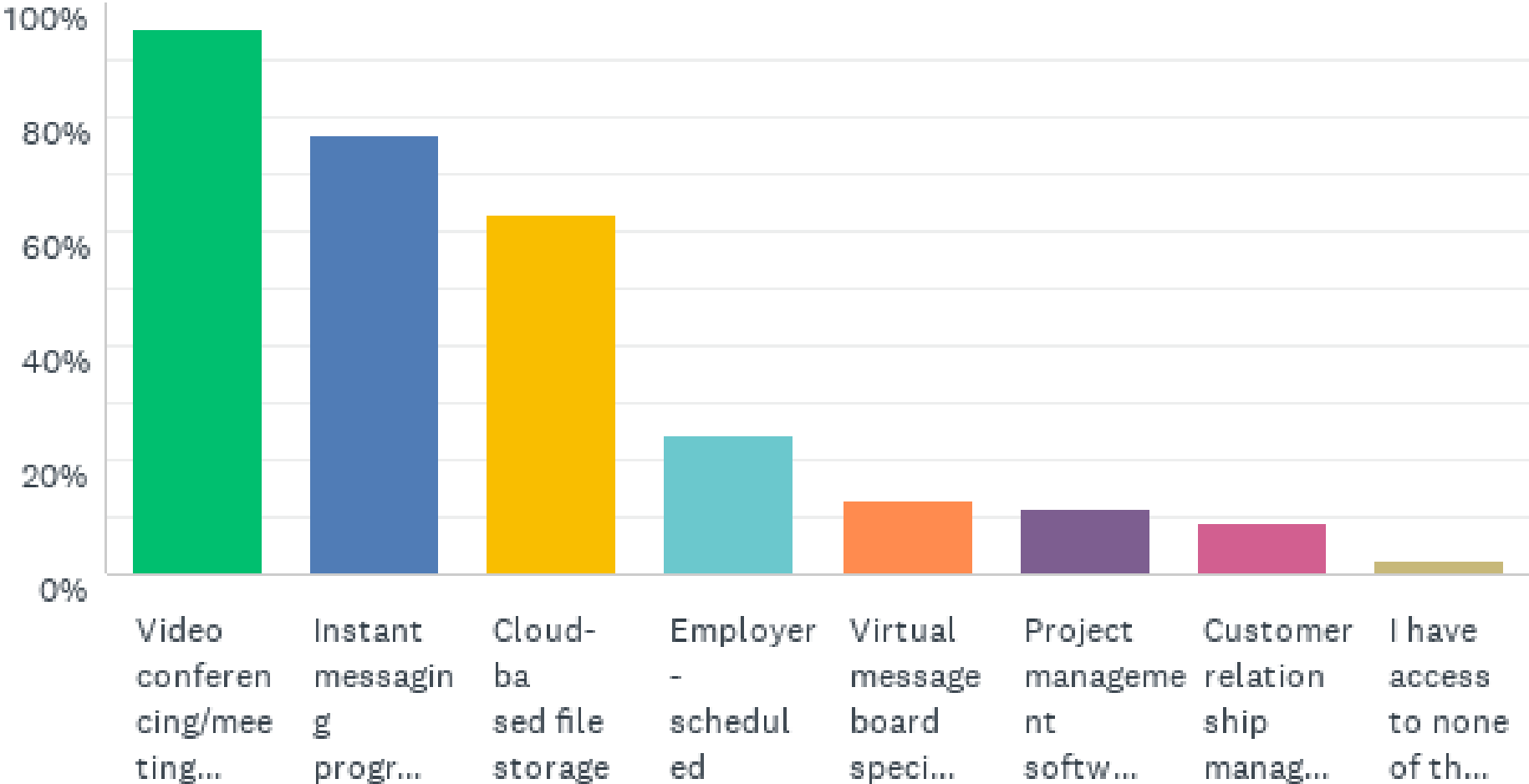
Have you experienced any of the following <u>personal challenges</u> while working from home during COVID?
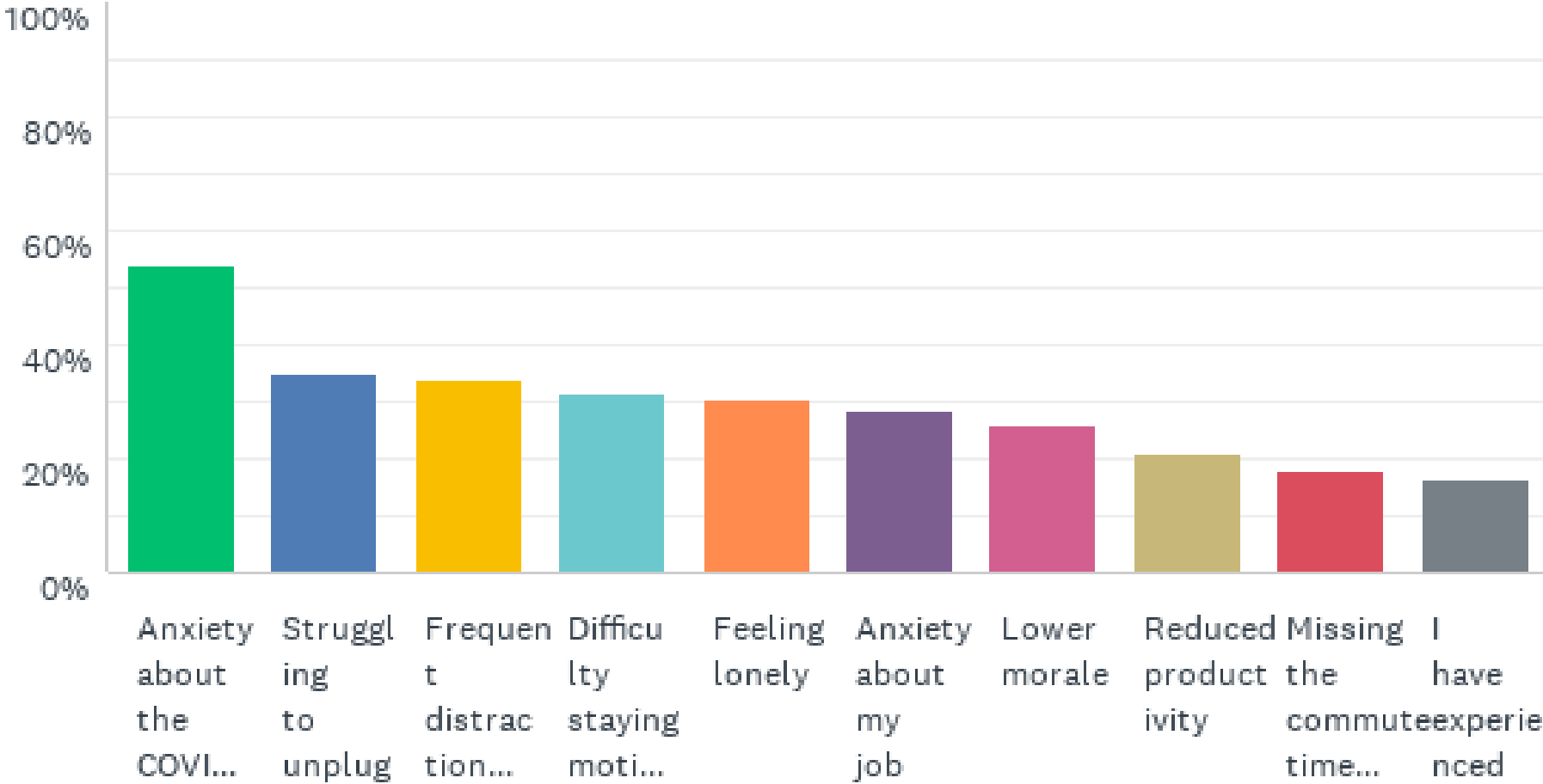
Have you experienced any of the following <u>positive benefits</u> while working from home during COVID?
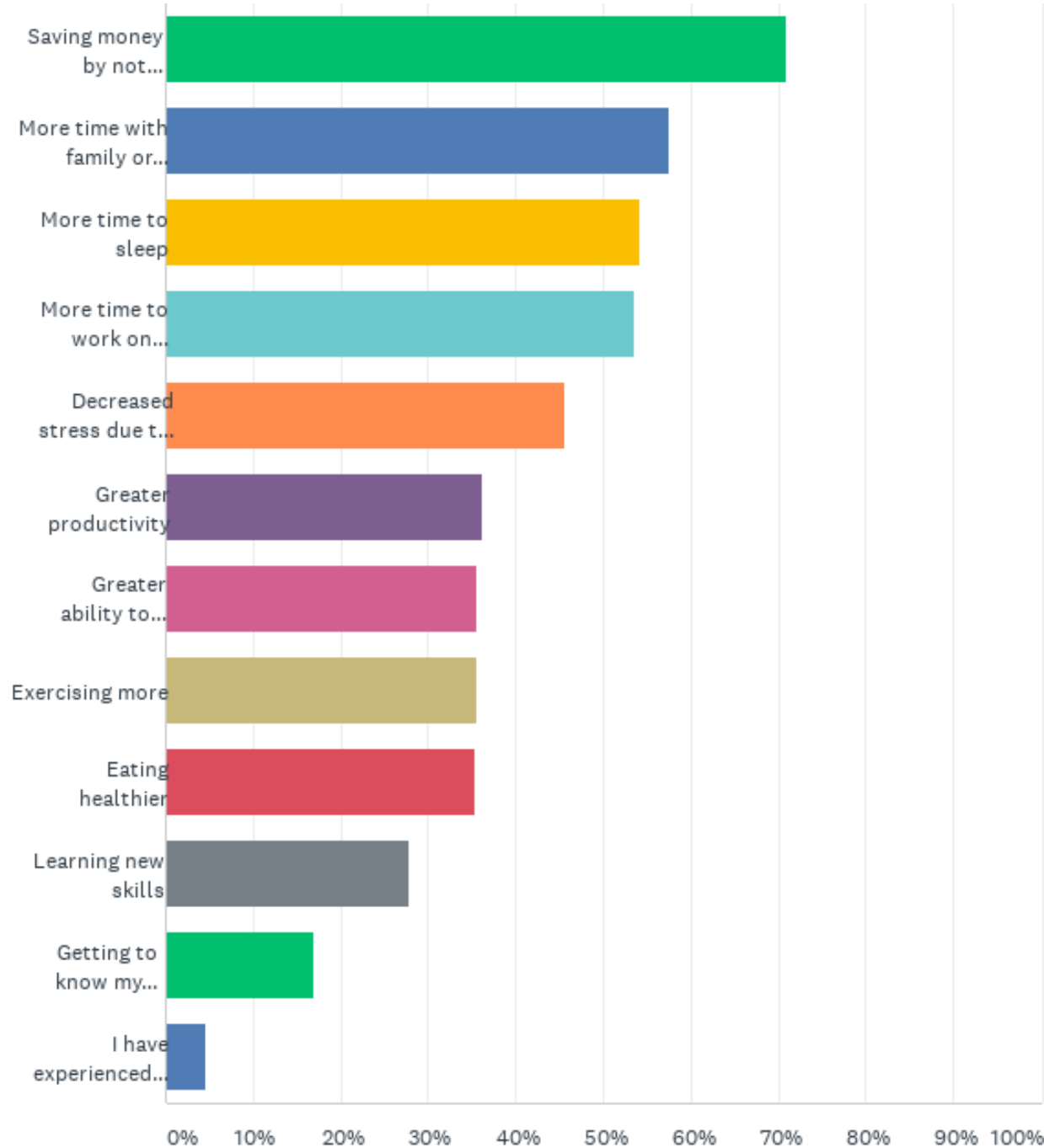
TOP BENEFITS

1. Savings in **time and money** leading to positive pursuits

2. Greater **comfort & less stress**

3. Greater **personal & professional satisfaction**

"I believe letting us work remotely increases productivity and also uses less of our employer's resources. Win-win situation."
– Survey respondent (non-manager)

WHEN BUSINESS RETURNS TO "NORMAL"

79% would prefer to continue working from home at least 1 day/week

› 31% prefer 1-2 days
› 29% prefer 3-4 days
› 19% prefer 5+ days

69% will view an employer more favorably if they offer the option to work remotely

"If you had asked before the pandemic, my response would be that [work from home] isn't possible. I now know it is possible, it can work, and there are benefits. There are also some challenges, but they are manageable."
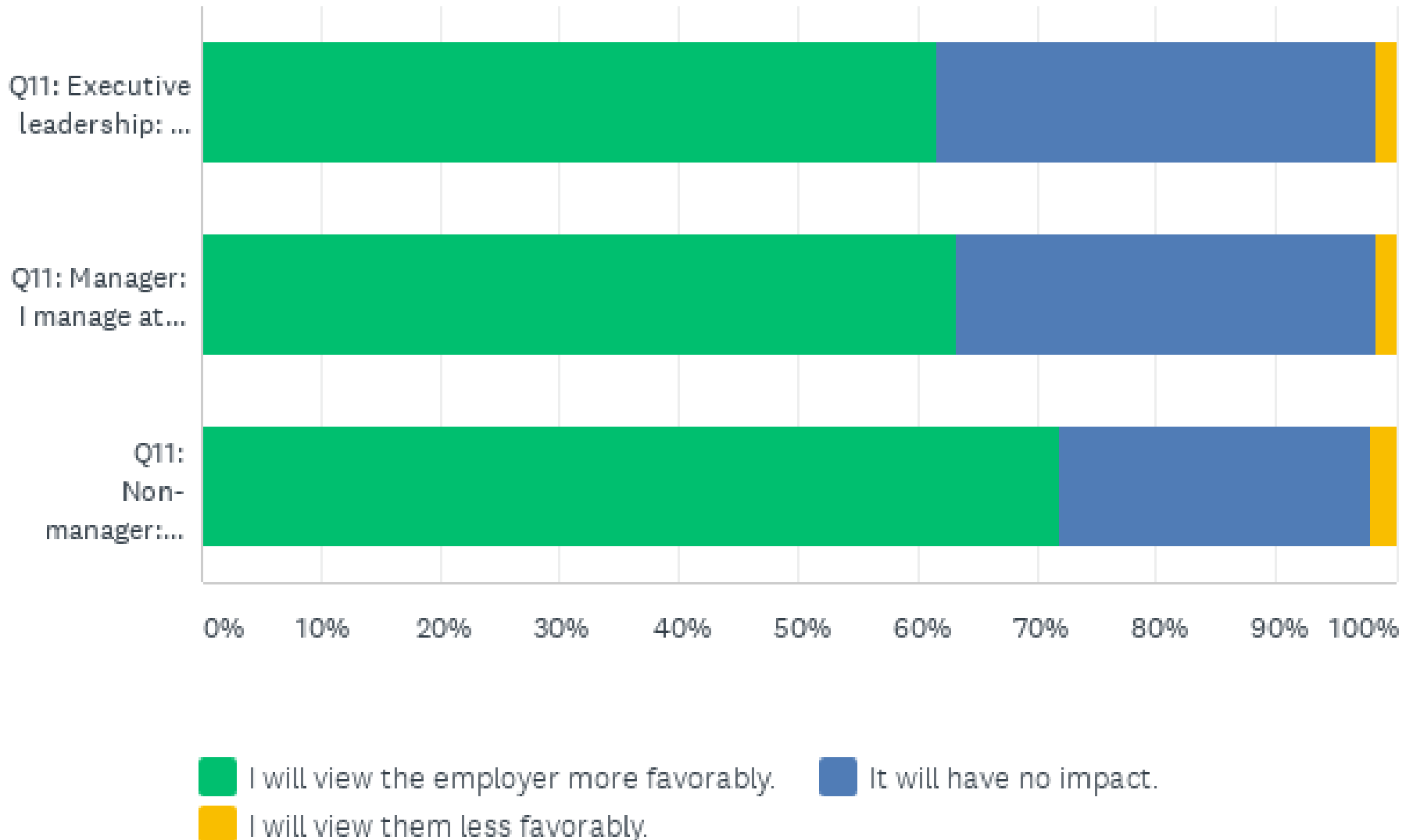
– Survey respondent (non-manager)

Given the choice, how frequently would you choose to work from home after business returns to normal?

When business returns to normal, how will the option to work remotely impact your view of an employer?

Legend:
- I will view the employer more favorably.
- It will have no impact.
- I will view them less favorably.
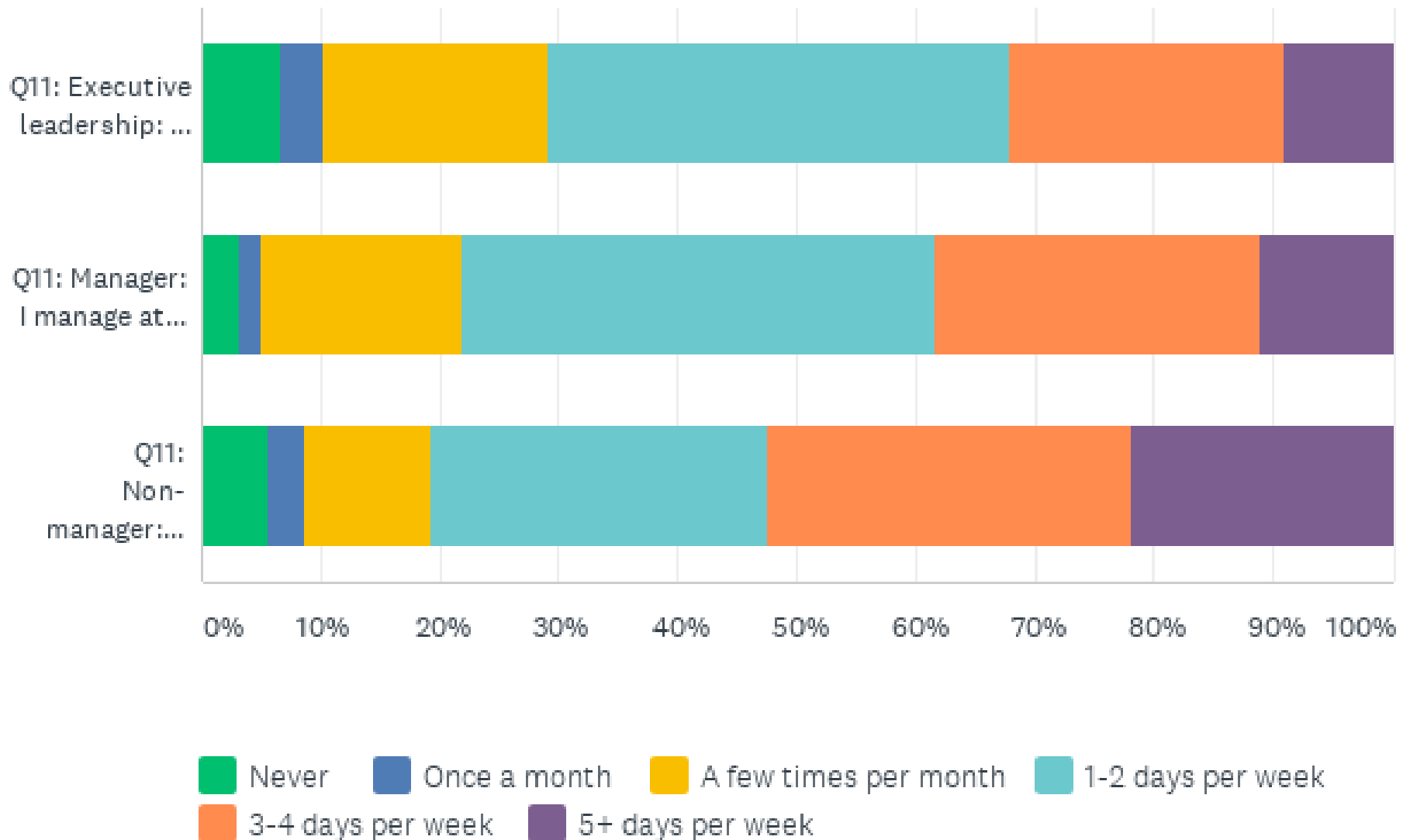
WHAT EXECS & MANAGERS SAY

69% anticipate that more employees will work from home periodically

27% anticipate that more employees will work from home nearly full-time

65% of executives and managers in the region believe their workforce is 76-100% efficient when working remotely

Another **12%** say that efficiency is better than ever.

DESIRED RESOURCES

Employees

1. Tips on improving a home office
2. Better ways to collaborate
3. Guidance on balancing work and home life

Execs & Managers

1. Tips & training on managing staff remotely
2. Tips & training on supporting employees during crisis
3. Better ways to collaborate

Preferred Formats:

webinars
email
online toolkits

LESSONS FOR EMPLOYERS

1. Create a **supportive company culture and flexible, hybrid workplace** model that equally accommodate a variety of workplace preferences and needs

   - Develop a policy, train managers, hold virtual meetings & social events

2. Ensure that the **right tools and resources** are in place for employees to thrive both professionally and personally

   - Orientation training, Q&A desk, stipend for supplies, virtual message board, etc.

3. Maintain **open communication** to learn from missteps and build upon successes

LESSONS FOR EMPLOYERS

*"I think pre-COVID, work policies treated employees as a monolith. I would love to see this heighten our perception of employees as individuals with different strengths (all valid) who can flourish in different environments and make those different environments possible. So **guidance on how to implement and manage various working environments in a cohesive organization would be welcome**."*

– Survey respondent (executive/manager)

NEXT STEPS

Share results with organizations and employers

Identify opportunities to provide relevant resources

- › Link to existing
- › Create new
- › Explore partnerships

Zia Brucaya, AICP

Transportation Options Program Manager

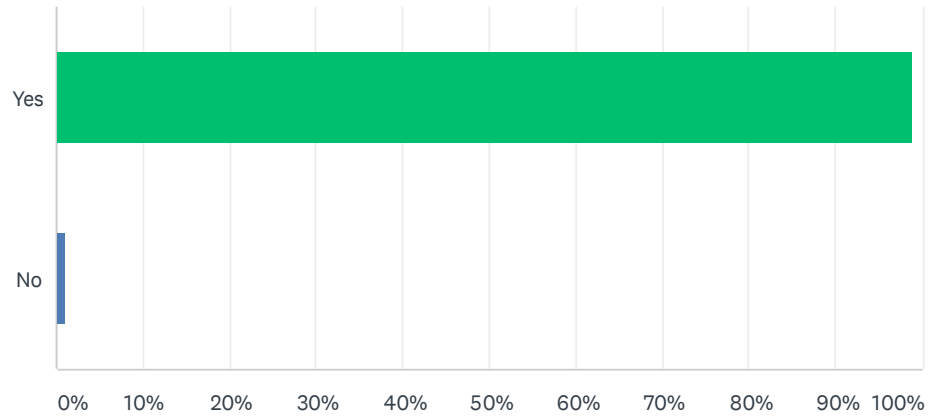zbrucaya@cityofmadison.com

www.RideshareEtc.org

(608) 266-9114

(608) 266-7433 (RIDE)

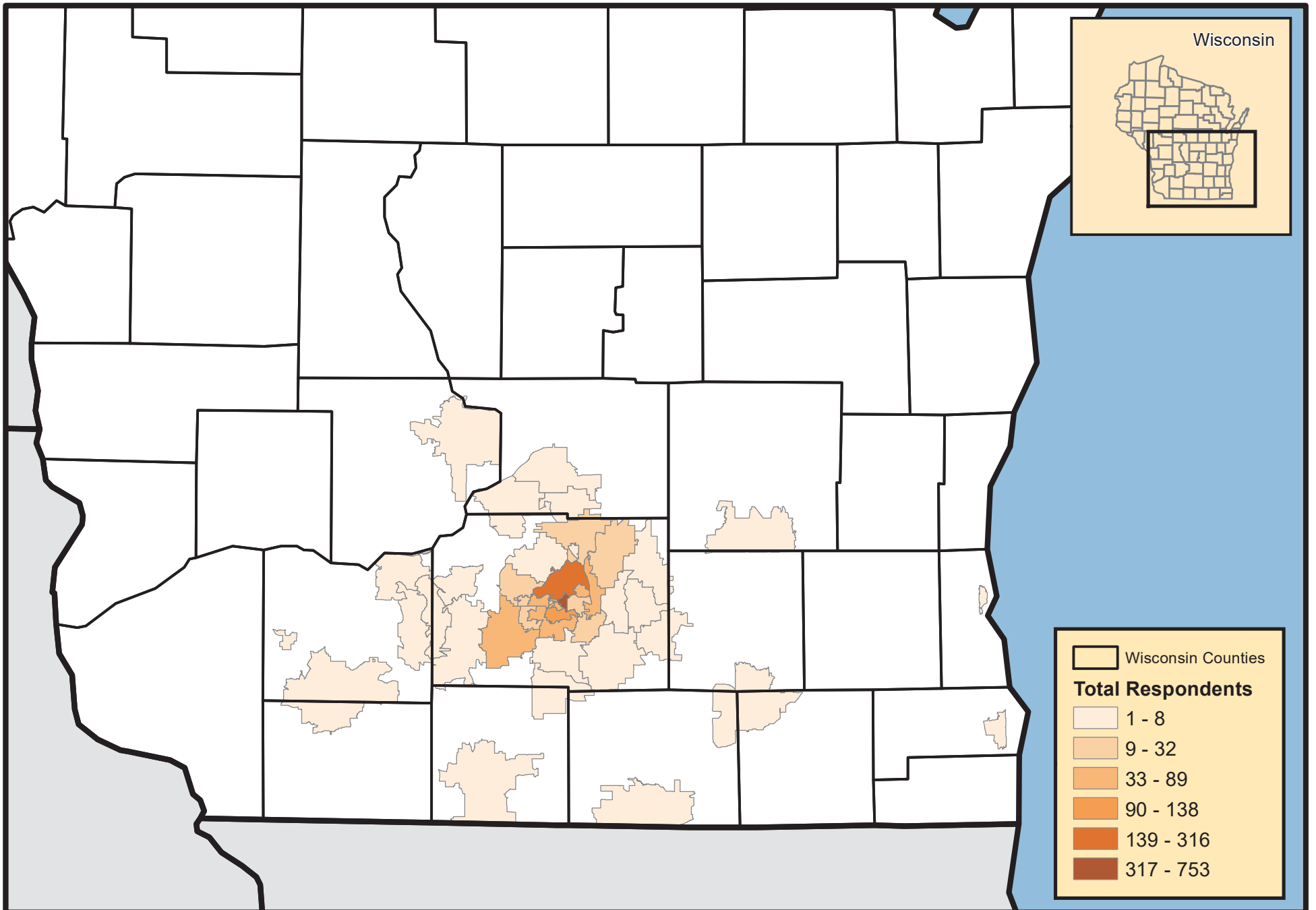# Q1 Are you currently employed and actively working (any amount)?

Answered: 1,876   Skipped: 5

ANSWER CHOICES	RESPONSES	
Yes	99.04%	1,858
No	0.96%	18
TOTAL		1,876

Q2 What is your primary workplace zip code?
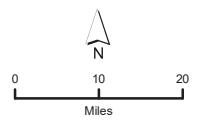
Answered: 1,864   Skipped: 17

Wisconsin Counties

Total Respondents
- 1 - 8
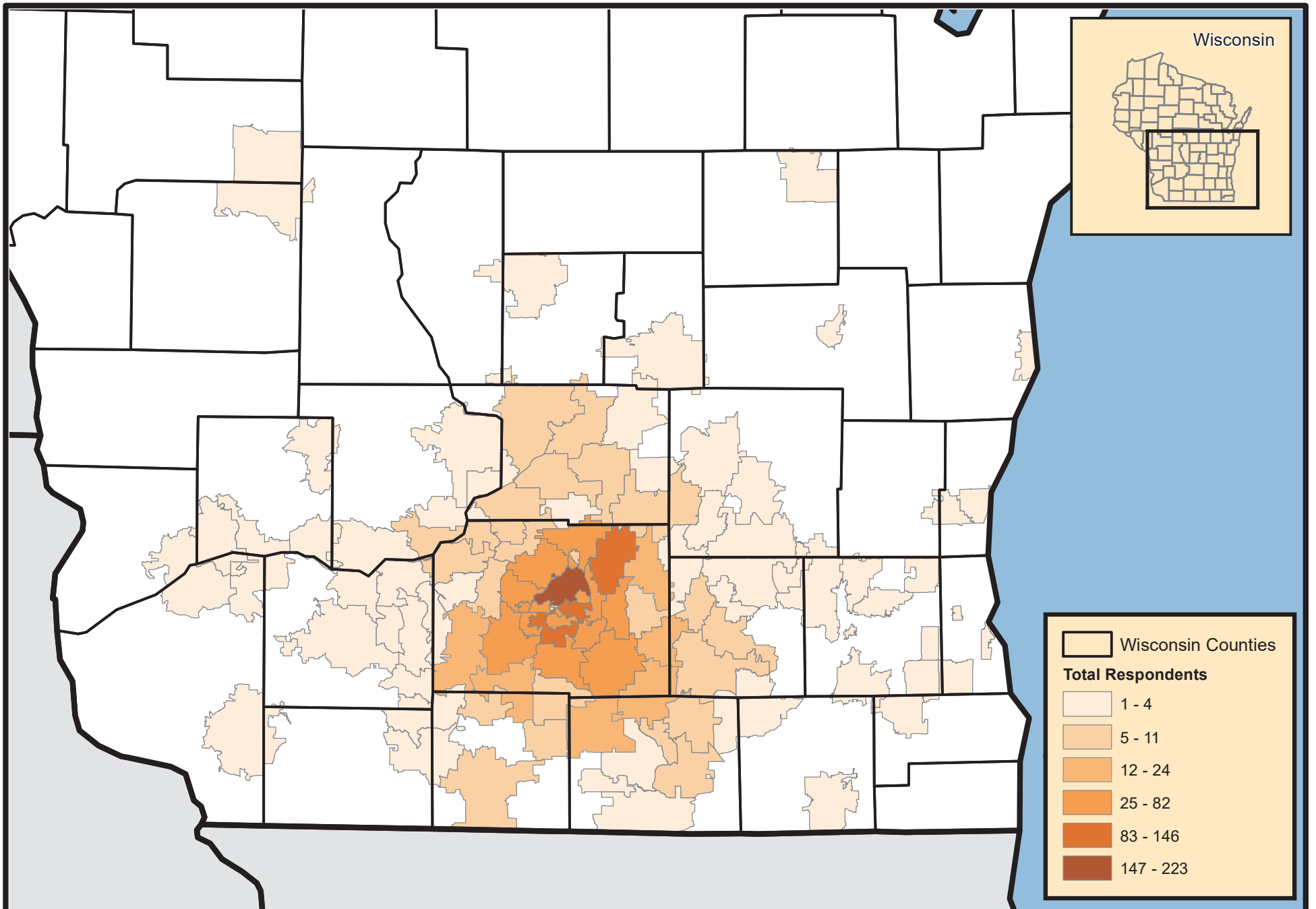- 9 - 32
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Respondents by Work ZIP Code for
Madison Region Work Survey: COVID-19 Impact

Prepared by staff to the:
Madison Area
T • P • B
Transportation Planning Board
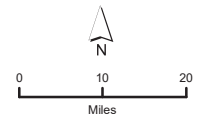A Metropolitan Planning Organization (MPO)

N

0   10   20
Miles

Q3 What is your home zip code?

Answered: 1,859   Skipped: 22

Wisconsin

Wisconsin Counties

Total Respondents
- 1 - 4
- 5 - 11
- 12 - 24
- 25 - 82
- 83 - 146
- 147 - 223

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Q4 How many employees work at your organization? If you have multiple locations, provide an estimate for your entire organization across all locations.
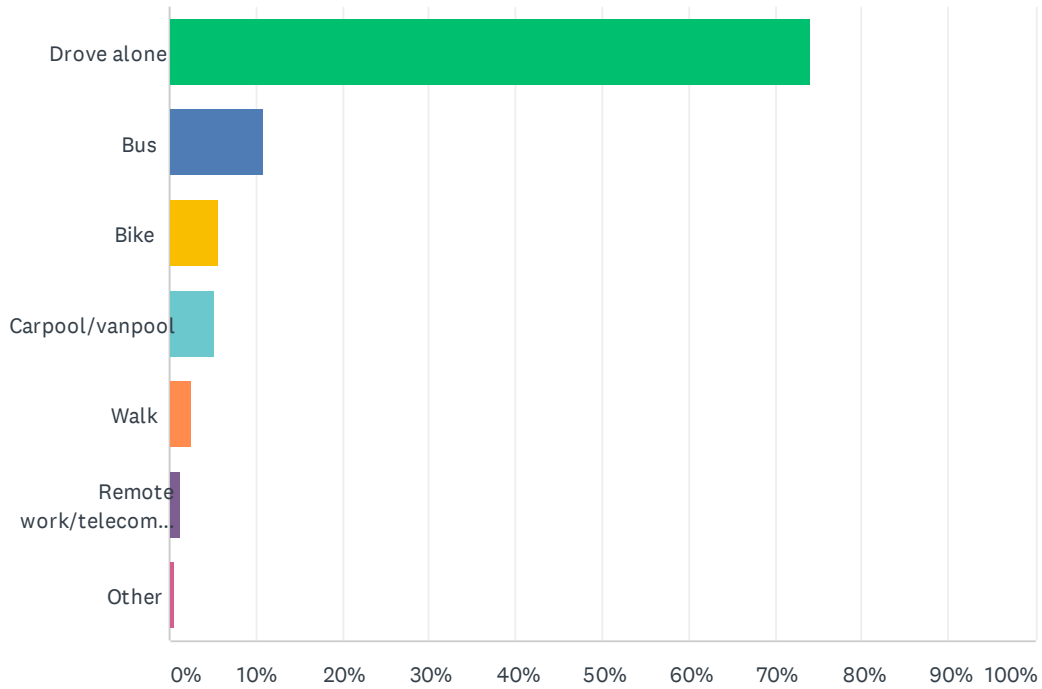
Answered: 1,869   Skipped: 12
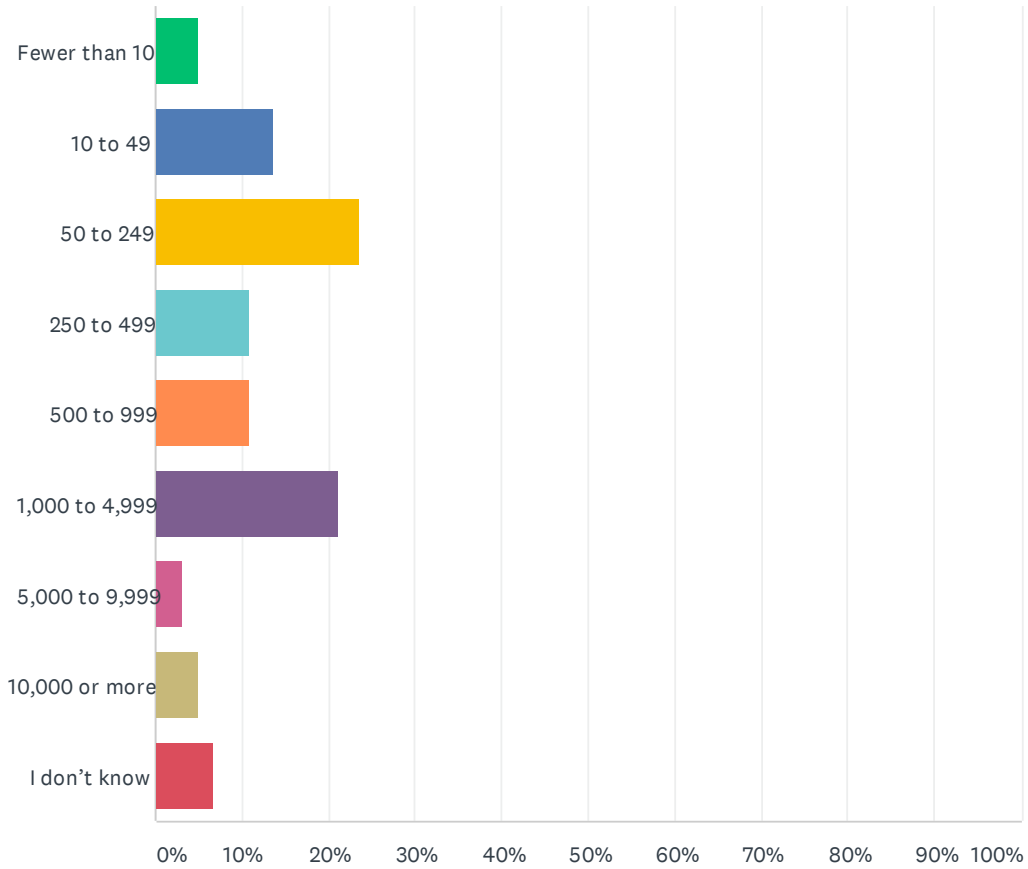
ANSWER CHOICES	RESPONSES	
Fewer than 10	4.92%	92
10 to 49	13.70%	256
50 to 249	23.65%	442
250 to 499	10.91%	204
500 to 999	10.91%	204
1,000 to 4,999	21.08%	394
5,000 to 9,999	3.16%	59
10,000 or more	4.98%	93
I don't know	6.69%	125
TOTAL		1,869

Q5 Prior to COVID-19, how did you typically commute?

Answered: 1,869   Skipped: 12

ANSWER CHOICES	RESPONSES	
Drove alone	74.05%	1,384
Bus	10.81%	202
Bike	5.62%	105
Carpool/vanpool	5.19%	97
Walk	2.46%	46
Remote work/telecommute	1.34%	25
Other	0.54%	10
TOTAL		1,869

# Q6 Prior to COVID-19, what was the typical length of your commute door-to-door (including time to park)?:

Answered: 1,867   Skipped: 14
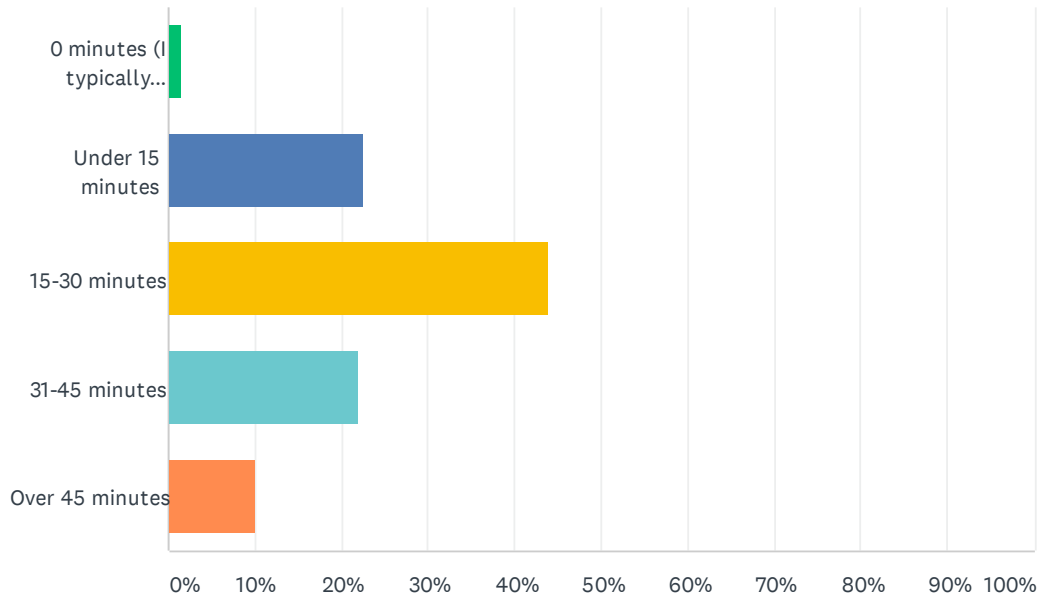
ANSWER CHOICES	RESPONSES	
0 minutes (I typically telecommuted)	1.55%	29
Under 15 minutes	22.50%	420
15-30 minutes	43.92%	820
31-45 minutes	21.96%	410
Over 45 minutes	10.07%	188
TOTAL		1,867

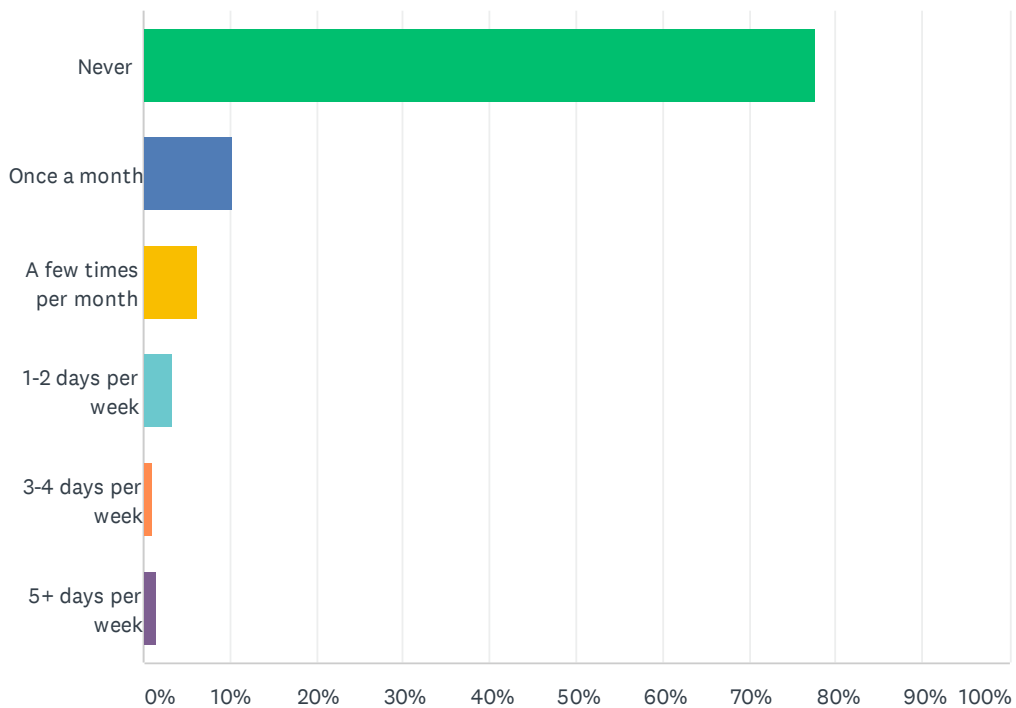# Q7 Prior to COVID-19, did you sometimes commute by another mode? Select all that apply.

Answered: 1,411   Skipped: 470
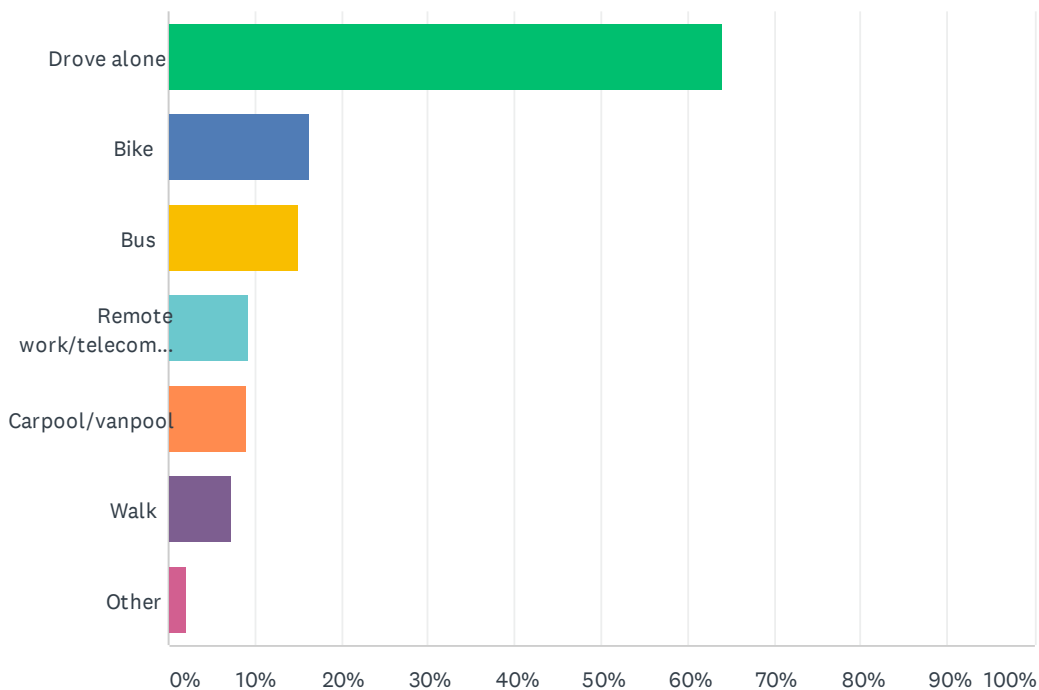
ANSWER CHOICES	RESPONSES	
Drove alone	64.00%	903
Bike	16.30%	230
Bus	15.02%	212
Remote work/telecommute	9.21%	130
Carpool/vanpool	9.07%	128
Walk	7.37%	104
Other	2.13%	30
Total Respondents: 1,411		

Q8 Prior to COVID-19, how often did you work from home?

Answered: 1,872   Skipped: 9

ANSWER CHOICES	RESPONSES	
Never	77.56%	1,452
Once a month	10.31%	193
A few times per month	6.20%	116
1-2 days per week	3.42%	64
3-4 days per week	1.12%	21
5+ days per week	1.39%	26
TOTAL		1,872

Q9 Prior to COVID-19, how common was remote work at your organization?

Answered: 1,864   Skipped: 17
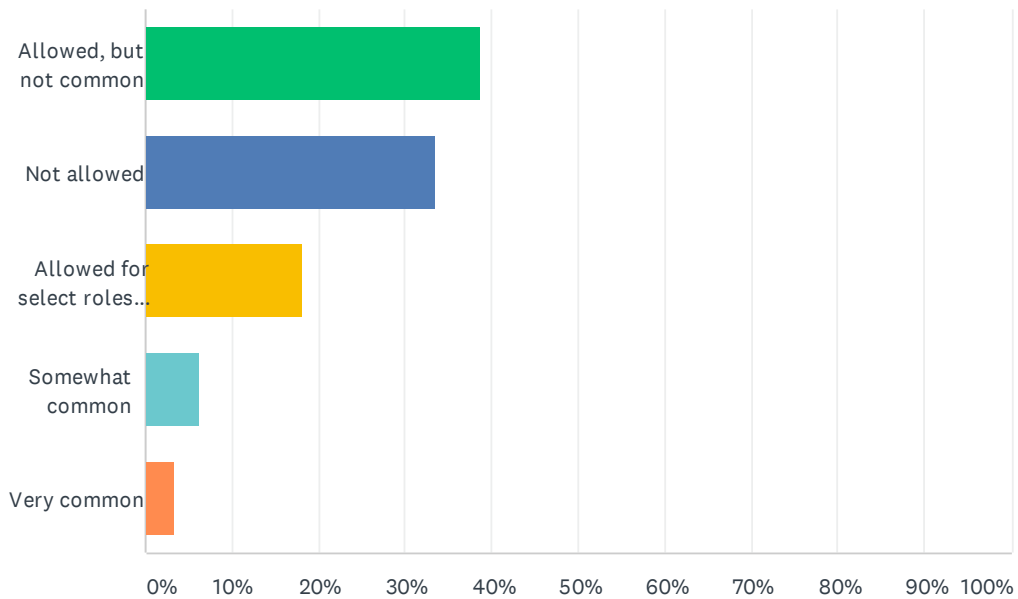
ANSWER CHOICES	RESPONSES	
Allowed, but not common	38.63%	720
Not allowed	33.53%	625
Allowed for select roles only	18.19%	339
Somewhat common	6.22%	116
Very common	3.43%	64
TOTAL		1,864

# Q10 When the COVID-19 pandemic began, how prepared was your organization to transition to remote work?

Answered: 1,871   Skipped: 10
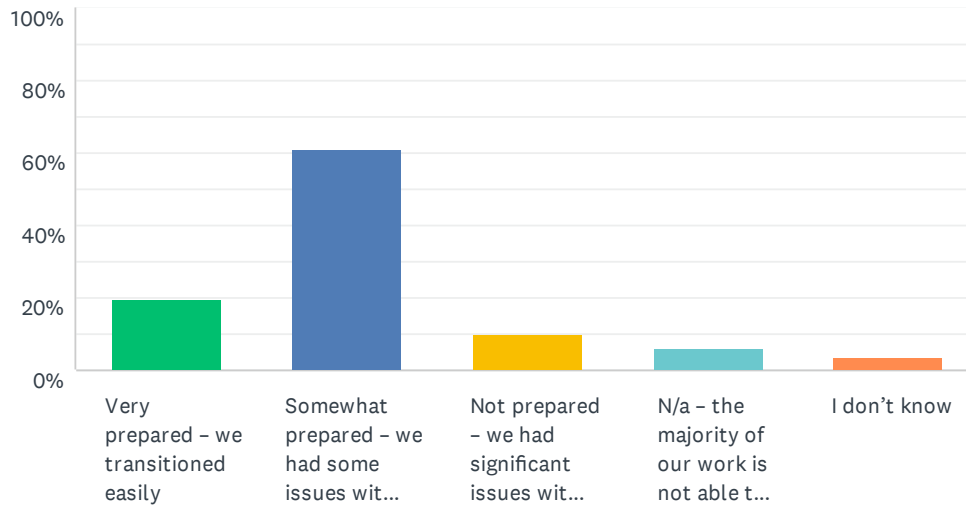
ANSWER CHOICES	RESPONSES	
Very prepared – we transitioned easily	19.56%	366
Somewhat prepared – we had some issues with technology, equipment, and/or management processes during the transition	60.98%	1,141
Not prepared – we had significant issues with technology, remote work space, or other needs, and were not able to effectively transition	9.94%	186
N/a – the majority of our work is not able to be done remotely	5.88%	110
I don't know	3.63%	68
TOTAL		1,871

Q11 Which of the following best describes your position?

Answered: 1,868   Skipped: 13
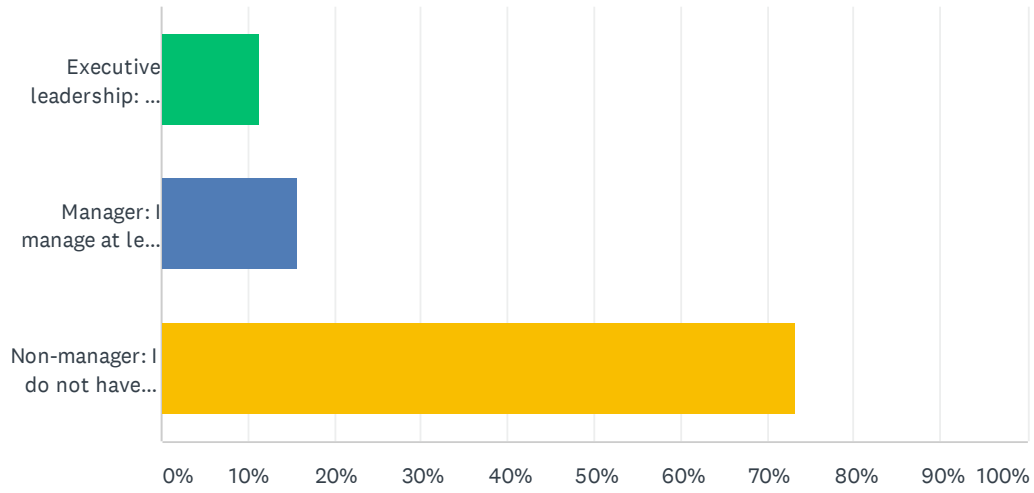
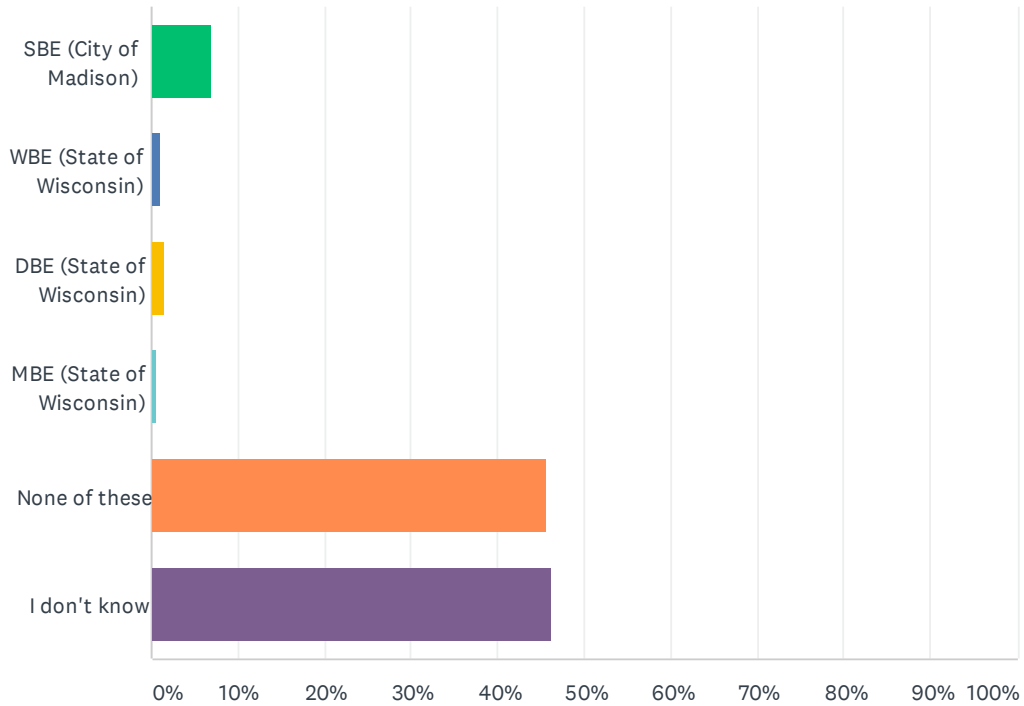| ANSWER CHOICES	RESPONSES	
Executive leadership: I am involved in strategic planning and/or policy decisions for my organization or a specific location/department.	11.24%	210
Manager: I manage at least one other person (direct reports).	15.63%	292
Non-manager: I do not have direct reports.	73.13%	1,366
TOTAL		1,868

Q12 My company is a certified:

Answered: 449   Skipped: 1,432

Responses from managers & executive leaders ONLY

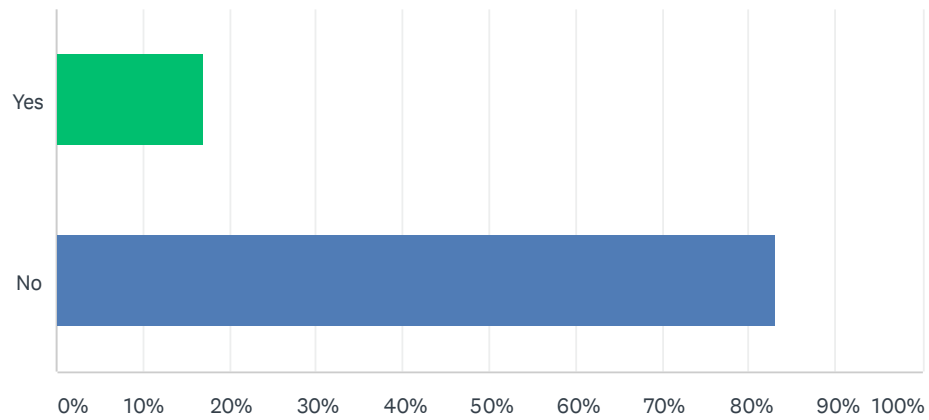| ANSWER CHOICES	RESPONSES	
SBE (City of Madison)	6.90%	31
WBE (State of Wisconsin)	1.11%	5
DBE (State of Wisconsin)	1.56%	7
MBE (State of Wisconsin)	0.67%	3
None of these	45.66%	205
I don't know	46.33%	208
Total Respondents: 449		

Q13 What is your NAICS code? (skip if unknown)

Answered: 11   Skipped: 1,870

Q14 Prior to COVID-19, did you supervise employees who worked from home?

Answered: 447   Skipped: 1,434

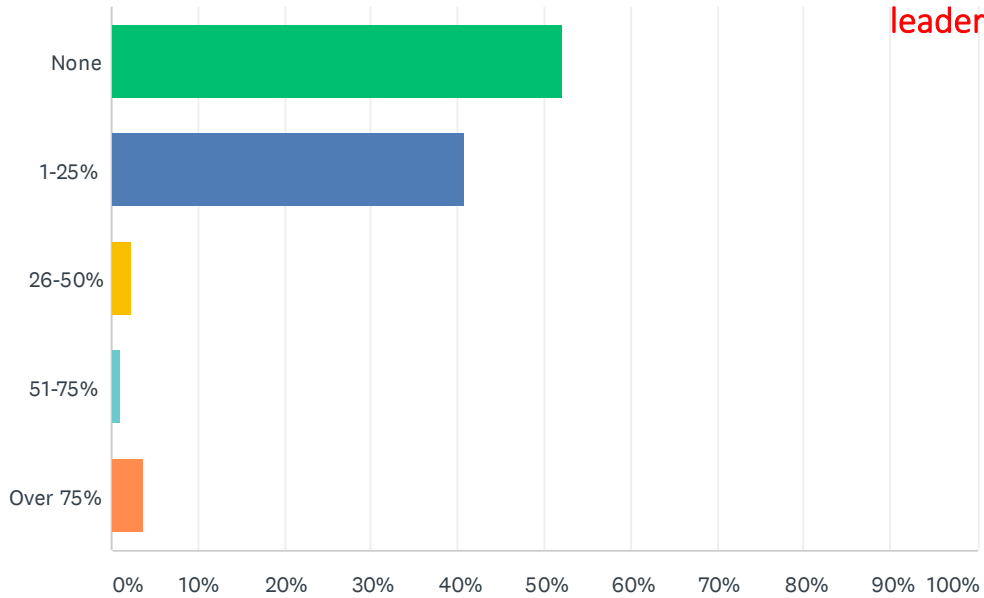**Responses from managers & executive leaders ONLY**

ANSWER CHOICES	RESPONSES	
Yes	17.00%	76
No	83.00%	371
TOTAL		447

Q15 Prior to COVID-19, what percentage of your organization's staff do you estimate worked from home regularly (at least one day per week)? If your organization has multiple locations, please report for the location where you are assigned to work.

Answered: 451   Skipped: 1,430

Responses from managers & executive leaders ONLY

ANSWER CHOICES	RESPONSES	
None	52.11%	235
1-25%	40.80%	184
26-50%	2.22%	10
51-75%	1.11%	5
Over 75%	3.77%	17
TOTAL		451

Q16 What percentage of your organization's staff do you estimate worked from home at the height of COVID-19 restrictions? If your organization has multiple locations, please report for the location where you are assigned to work.

Answered: 452   Skipped: 1,429
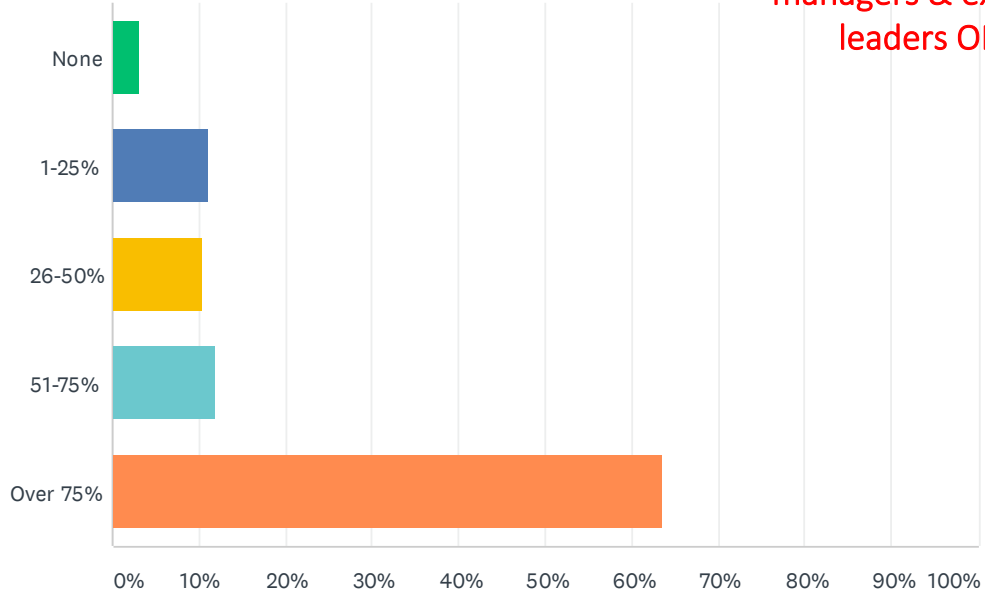
Responses from managers & executive leaders ONLY

ANSWER CHOICES	RESPONSES	
None	3.10%	14
1-25%	11.06%	50
26-50%	10.40%	47
51-75%	11.95%	54
Over 75%	63.50%	287
TOTAL		452

Q17 Recognizing there are many unknowns, how do you think the COVID-19 outbreak will change how employees at your organization work in the future (compared to before the outbreak)? Select all that apply.

Answered: 452   Skipped: 1,429

Responses from managers & executive leaders ONLY
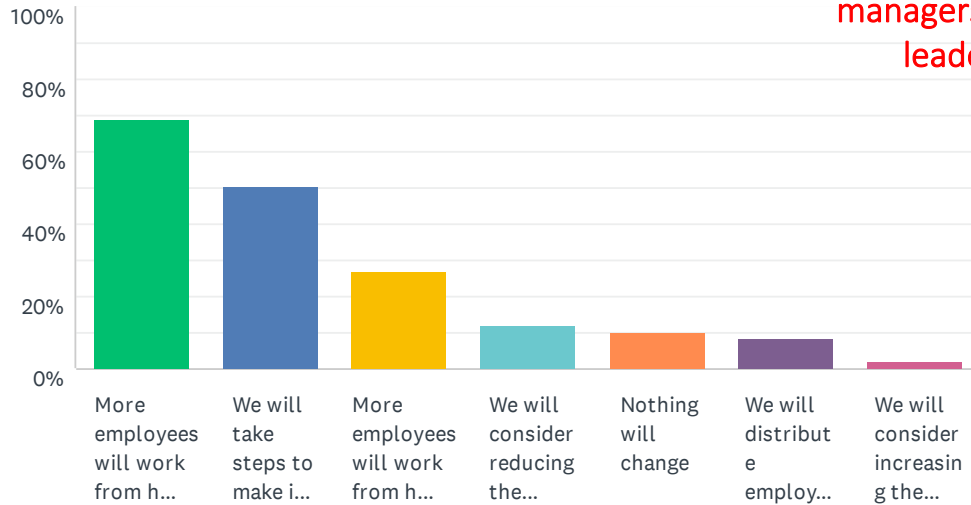
ANSWER CHOICES	RESPONSES	
More employees will work from home periodically	68.81%	311
We will take steps to make it easier for employees to work from home in case of future emergencies	50.44%	228
More employees will work from home nearly full-time	26.99%	122
We will consider reducing the physical size of our workplace	12.17%	55
Nothing will change	9.96%	45
We will distribute employees across more offices/work locations	8.63%	39
We will consider increasing the physical size of our workplace	1.77%	8
Total Respondents: 452		

Q18 Based on your experience with employees working remotely during and/or since the COVID-19 outbreak, how concerned are you about the following when employees work remotely?

Answered: 452   Skipped: 1,429

Responses from managers & executive leaders ONLY
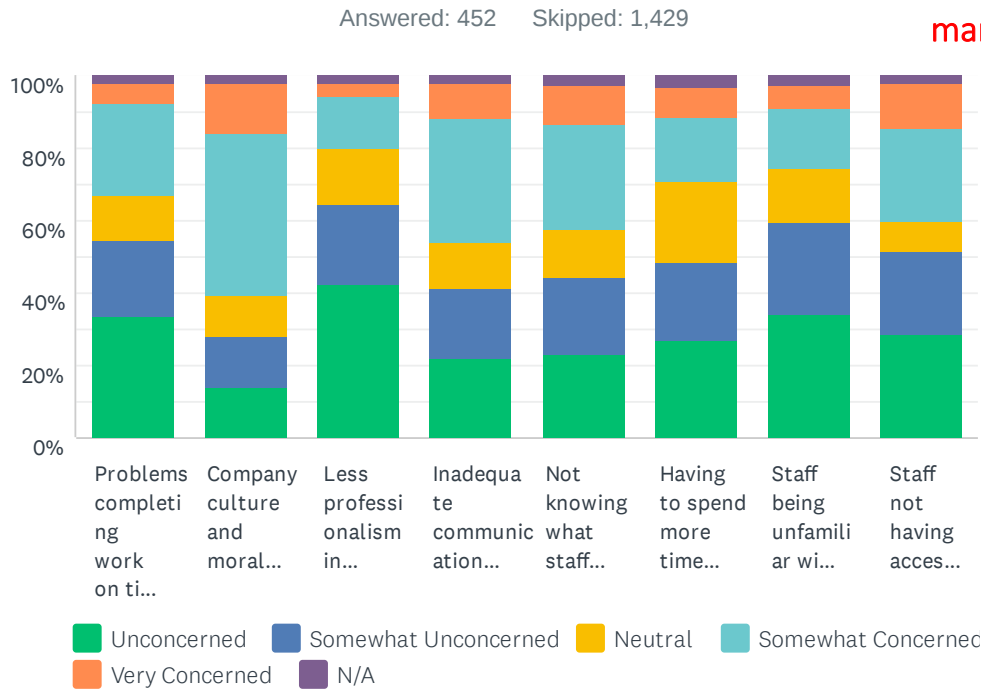
	UNCONCERNED	SOMEWHAT UNCONCERNED	NEUTRAL	SOMEWHAT CONCERNED	VERY CONCERNED	N/A	TOTAL
Problems completing work on time or quality of work declining	33.70% 152	20.62% 93	12.86% 58	25.28% 114	5.54% 25	2.00% 9	451
Company culture and morale declining	14.16% 64	13.72% 62	11.73% 53	44.25% 200	13.94% 63	2.21% 10	452
Less professionalism in communications with clients and partners	42.26% 191	22.35% 101	15.27% 69	14.60% 66	3.32% 15	2.21% 10	452
Inadequate communication with staff	22.12% 100	19.47% 88	12.17% 55	34.73% 157	9.29% 42	2.21% 10	452
Not knowing what staff are working on	22.79% 103	21.68% 98	13.27% 60	28.54% 129	11.28% 51	2.43% 11	452
Having to spend more time supervising staff	26.79% 120	21.65% 97	22.54% 101	17.41% 78	8.71% 39	2.90% 13	448
Staff being unfamiliar with communication platforms such as video conferencing	33.85% 153	25.88% 117	14.60% 66	16.59% 75	6.64% 30	2.43% 11	452
Staff not having access to technology, files, or tools they need to perform their job	28.54% 129	23.01% 104	8.41% 38	25.44% 115	12.39% 56	2.21% 10	452

Q19 Overall, how efficient do you feel your workforce is when working remotely?

Answered: 444   Skipped: 1,437
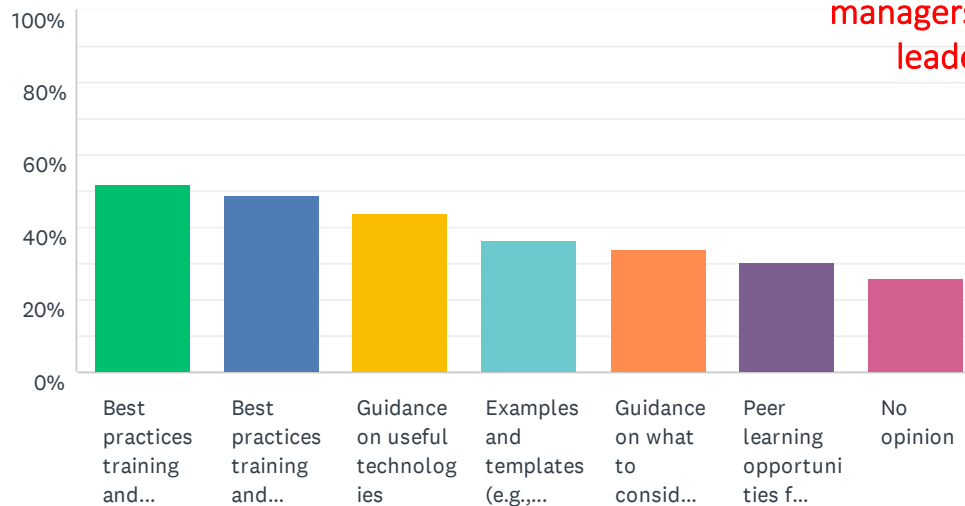
Responses from managers & executive leaders ONLY
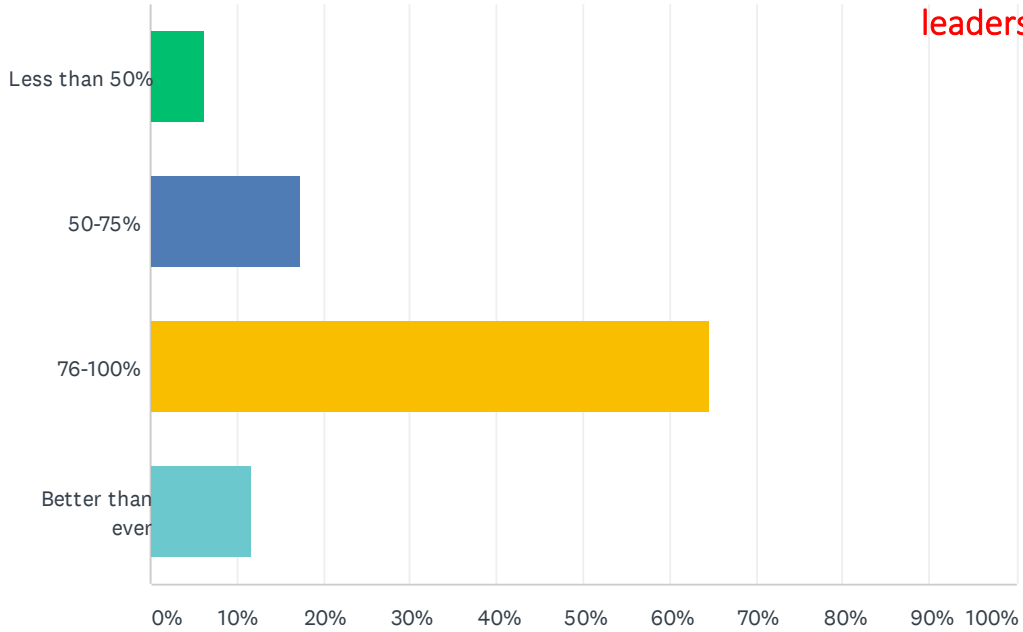
ANSWER CHOICES	RESPONSES	
Less than 50%	6.31%	28
50-75%	17.34%	77
76-100%	64.64%	287
Better than ever	11.71%	52
TOTAL		444

Q20 Would any of the following remote work resources help you or your organization? Check all that apply:

Answered: 441   Skipped: 1,440

Responses from managers & executive leaders ONLY

ANSWER CHOICES	RESPONSES	
Best practices training and assistance for managers	52.15%	230
Best practices training and assistance for employees	48.75%	215
Guidance on useful technologies	43.76%	193
Examples and templates (e.g., remote work policies, agreements, checklists, etc.)	36.51%	161
Guidance on what to consider when developing a remote work program	34.01%	150
Peer learning opportunities for managers and/or executives	30.61%	135
No opinion	25.85%	114
Total Respondents: 441		

Q21 In what format(s) would you prefer to receive remote work resources? Select all that apply.

Answered: 446   Skipped: 1,435

Responses from managers & executive leaders ONLY
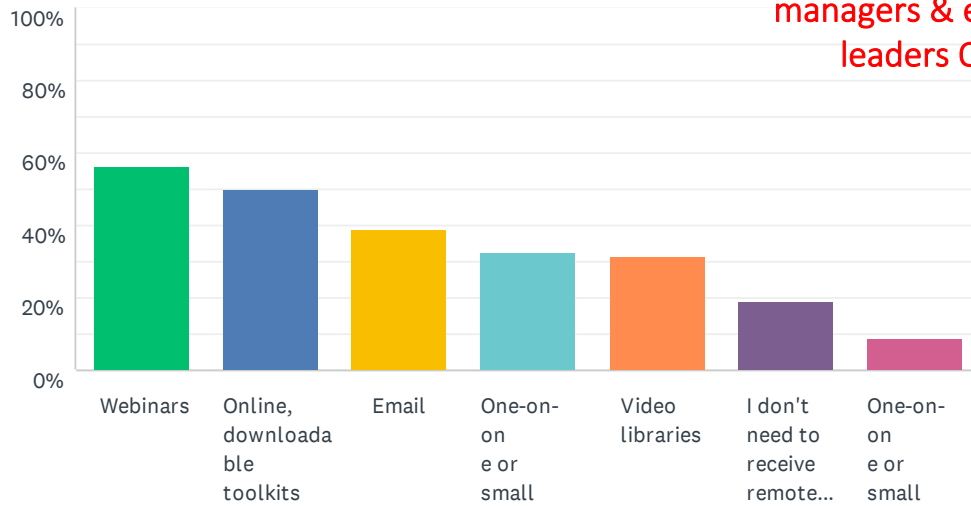
ANSWER CHOICES	RESPONSES	
Webinars	56.28%	251
Online, downloadable toolkits	50.00%	223
Email	38.79%	173
One-on-one or small group trainings via video chat	32.29%	144
Video libraries	31.61%	141
I don't need to receive remote work resources	18.83%	84
One-on-one or small group trainings via phone	9.19%	41
Total Respondents: 446		

Q22 Does your organization have helpful remote work resources that you would be willing to share? (e.g., policies, agreements, guidelines for managers, etc.). If yes, please provide an email where we may reach you:

Answered: 24   Skipped: 1,857

Q23 After the COVID-19 outbreak, when the most restrictions were in place in Dane County (approx. March 25-May 26), how often did you work from home?

Answered: 1,742   Skipped: 139
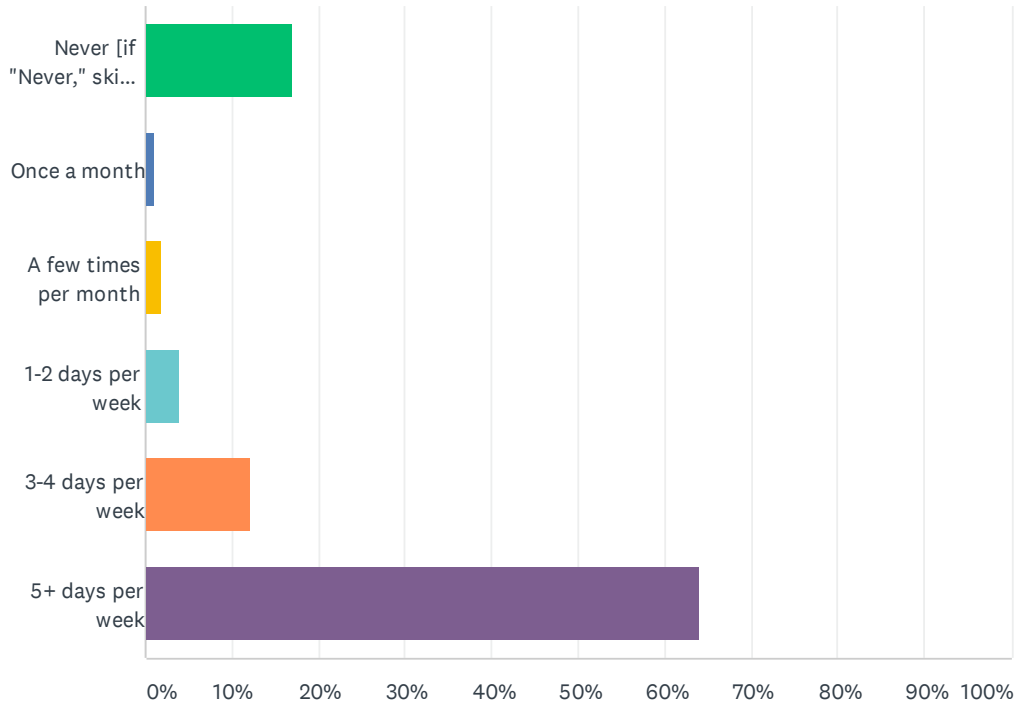
ANSWER CHOICES	RESPONSES	
Never [if "Never," skip to Question 21 (employees) or Question 32 (managers, exec leaders)]	16.88%	294
Once a month	1.09%	19
A few times per month	1.95%	34
1-2 days per week	3.90%	68
3-4 days per week	12.11%	211
5+ days per week	64.06%	1,116
TOTAL		1,742

Q24 When you think about working from home during the height of the COVID-19 outbreak, how did the following compare to your experience prior to COVID-19?

Answered: 1,468   Skipped: 413
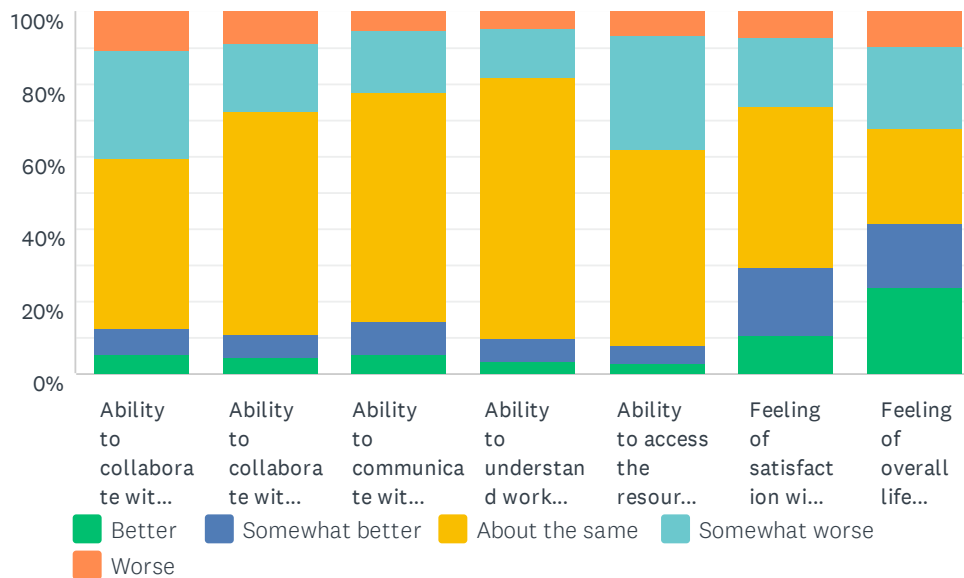
	BETTER	SOMEWHAT BETTER	ABOUT THE SAME	SOMEWHAT WORSE	WORSE	TOTAL
Ability to collaborate with my coworkers	5.53% 81	7.16% 105	46.59% 683	30.22% 443	10.50% 154	1,466
Ability to collaborate with individuals at other organizations	4.38% 64	6.64% 97	61.53% 899	19.10% 279	8.35% 122	1,461
Ability to communicate with my manager	5.27% 77	9.45% 138	63.24% 924	17.18% 251	4.86% 71	1,461
Ability to understand work expectations and job goals	3.41% 50	6.47% 95	72.14% 1,059	13.49% 198	4.50% 66	1,468
Ability to access the resources I need to do my job effectively	3.00% 44	4.90% 72	54.09% 794	31.54% 463	6.47% 95	1,468
Feeling of satisfaction with my job performance	10.35% 152	19.14% 281	44.69% 656	18.66% 274	7.15% 105	1,468
Feeling of overall life satisfaction	24.04% 352	17.35% 254	26.43% 387	22.75% 333	9.43% 138	1,464

Q25 Thinking about your experience working from home during the COVID-19 outbreak, have any of the following negatively impacted you? Select all that apply.

Answered: 1,457   Skipped: 424
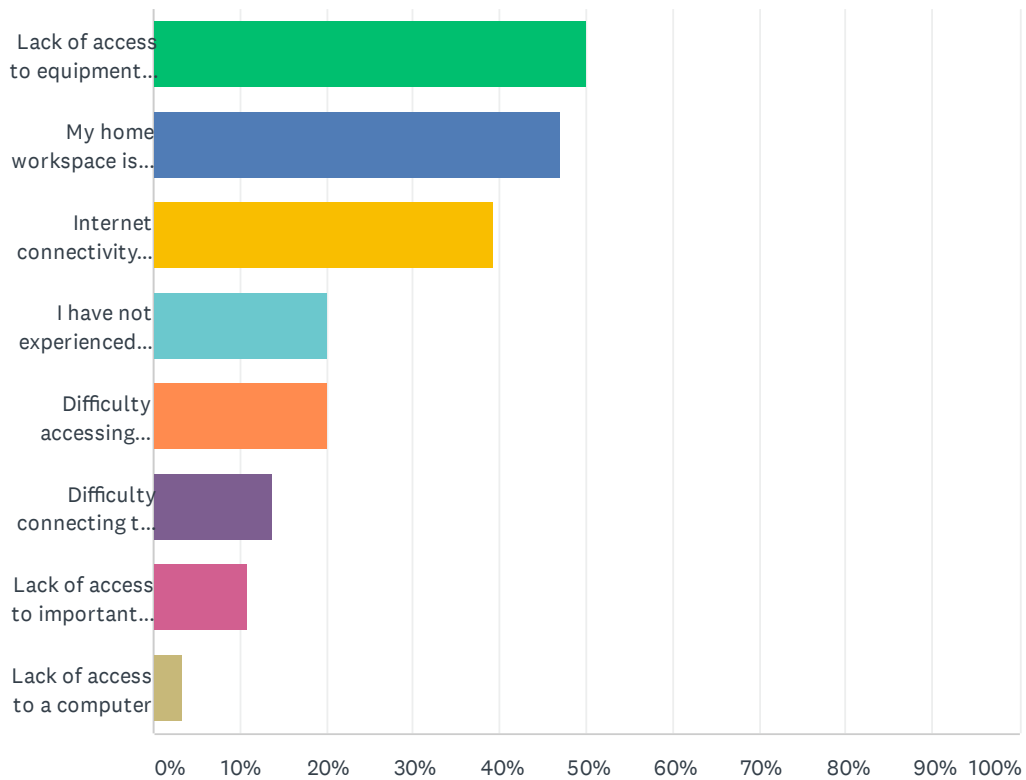
ANSWER CHOICES	RESPONSES	
Lack of access to equipment like dual monitors, printers, external keyboards, scientific equipment, etc.	50.10%	730
My home workspace is not the same quality as that at work	47.08%	686
Internet connectivity issues (reliability, slow speeds)	39.26%	572
I have not experienced negative impacts while working from home	20.11%	293
Difficulty accessing network drives/files	20.04%	292
Difficulty connecting to a VPN	13.80%	201
Lack of access to important software or databases	10.91%	159
Lack of access to a computer	3.43%	50
Total Respondents: 1,457		

Q26 Have you experienced any of the following personal challenges while working from home during the COVID-19 outbreak? Select all that apply.

Answered: 1,462   Skipped: 419
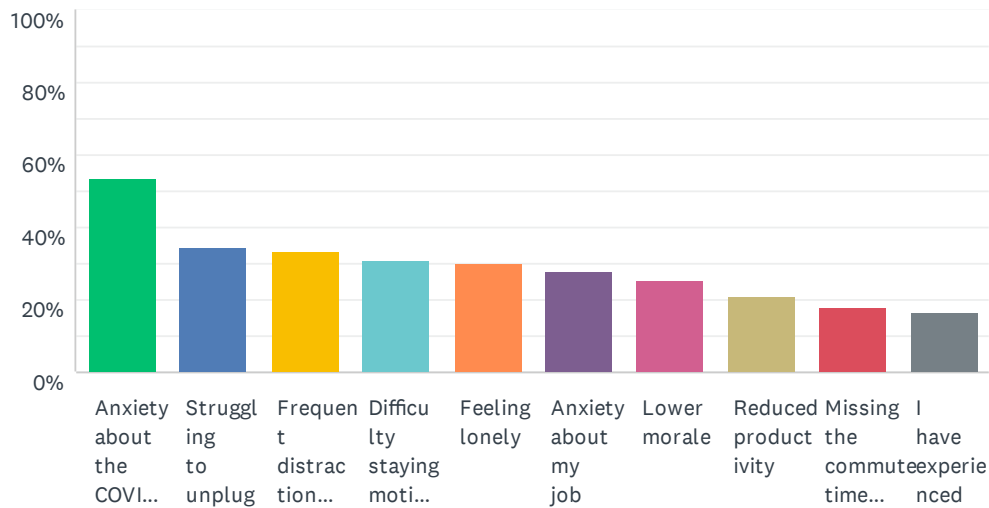
ANSWER CHOICES	RESPONSES	
Anxiety about the COVID-19 pandemic	53.35%	780
Struggling to unplug from work	34.68%	507
Frequent distractions from kids, pets, or other people at home	33.72%	493
Difficulty staying motivated	31.05%	454
Feeling lonely	29.96%	438
Anxiety about my job and/or the health of my company	27.98%	409
Lower morale	25.72%	376
Reduced productivity	20.79%	304
Missing the commute time I spent to exercise or relax	17.78%	260
I have experienced none of these	16.55%	242
Total Respondents: 1,462		

Q27 Have you experienced any of the following positive benefits while working from home during the COVID-19 outbreak? Select all that apply.

Answered: 1,472   Skipped: 409
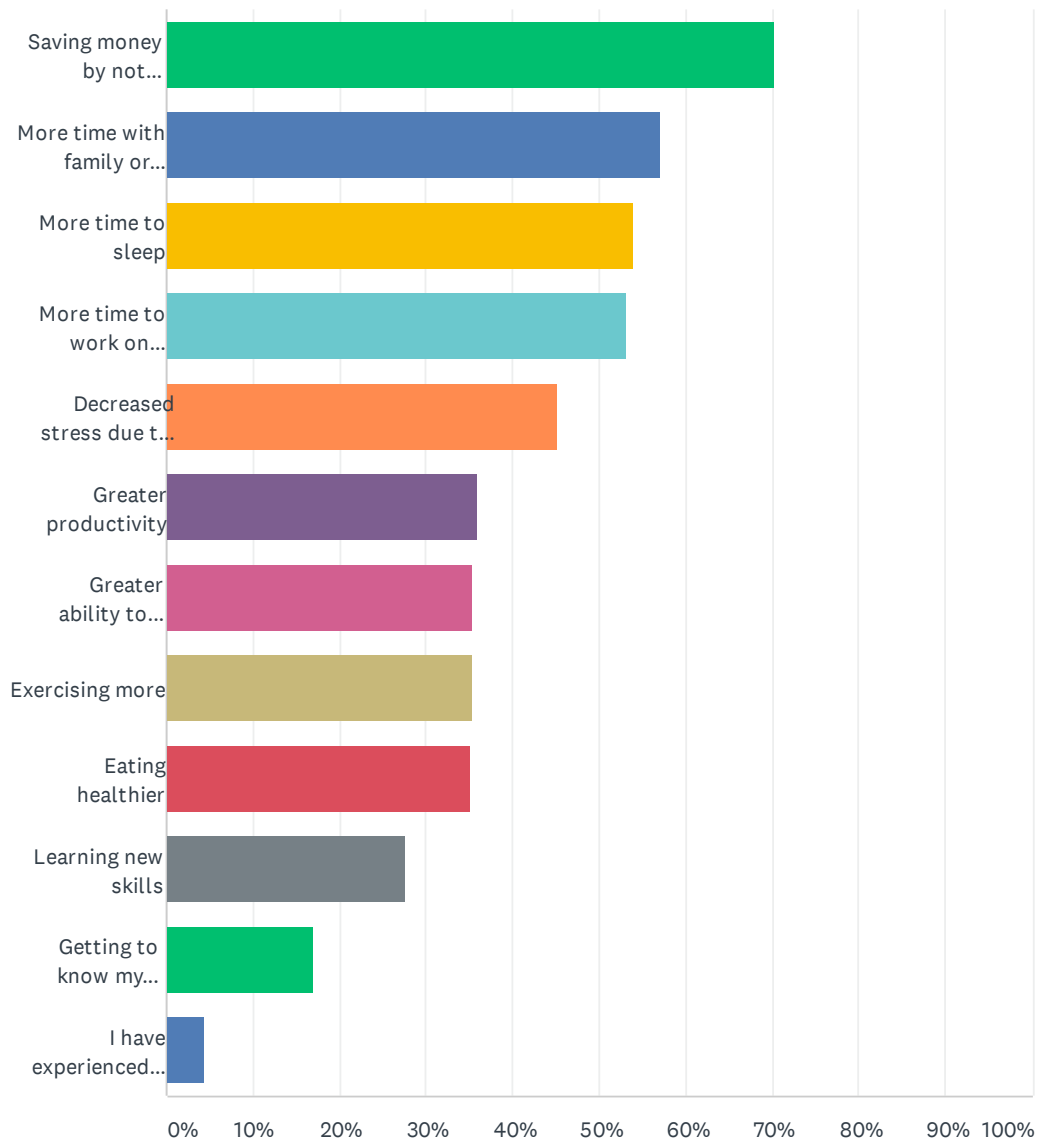
Madison Region Remote Work Survey - COVID-19 Impact

ANSWER CHOICES	RESPONSES	
Saving money by not commuting to work	70.38%	1,036
More time with family or friends	57.20%	842
More time to sleep	53.87%	793
More time to work on household projects/chores	53.06%	781
Decreased stress due to not commuting	45.24%	666
Greater productivity	36.01%	530
Greater ability to concentrate on work tasks	35.33%	520
Exercising more	35.33%	520
Eating healthier	35.19%	518
Learning new skills	27.65%	407
Getting to know my neighbors better	16.85%	248
I have experienced none of these	4.48%	66
Total Respondents: 1,472		

Q28 Do you have access to the following tools or resources when working from home? Select all that apply.

Answered: 1,471   Skipped: 410
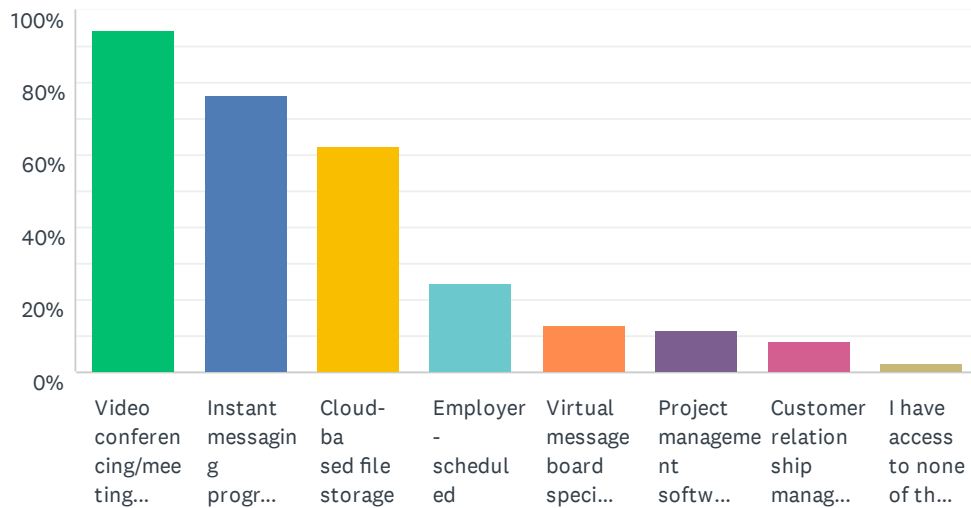
ANSWER CHOICES	RESPONSES	
Video conferencing/meeting capability (e.g., Teams, Skype, Zoom, GoToMeeting)	94.63%	1,392
Instant messaging program (e.g., Slack, Teams chat, Skype chat, Google Hangouts)	76.41%	1,124
Cloud-based file storage (e.g., SharePoint, Box, OneDrive, Dropbox, Google Drive)	62.41%	918
Employer-scheduled virtual "water cooler" time or other social time	24.41%	359
Virtual message board specific to your company (e.g., Yammer, Slack, Chanty)	13.05%	192
Project management software (e.g., Asana, Microsoft Planner, Wrike, Monday)	11.56%	170
Customer relationship management (CRM) software (e.g., Salesforce, HubSpot, Zoho)	8.70%	128
I have access to none of these tools or resources	2.38%	35
Total Respondents: 1,471		

# Q29 Would any of the following make it easier for you to work from home in the future? Select all that apply.

Answered: 1,400   Skipped: 481

ANSWER CHOICES	RESPONSES	
Better ways to collaborate with your coworkers	37.36%	523
Tips on how to improve your home office workspace	36.93%	517
Training on company software/communication tools	20.71%	290
Guidance on how to balance work and home life	24.00%	336
Tips or training on managing staff remotely	18.36%	257
Tips or training on how to support employees during crises	21.64%	303
None of these would be helpful	22.21%	311
Total Respondents: 1,400		

Q30 In what format(s) would you prefer to receive remote work resources? Select all that apply.

Answered: 1,453   Skipped: 428
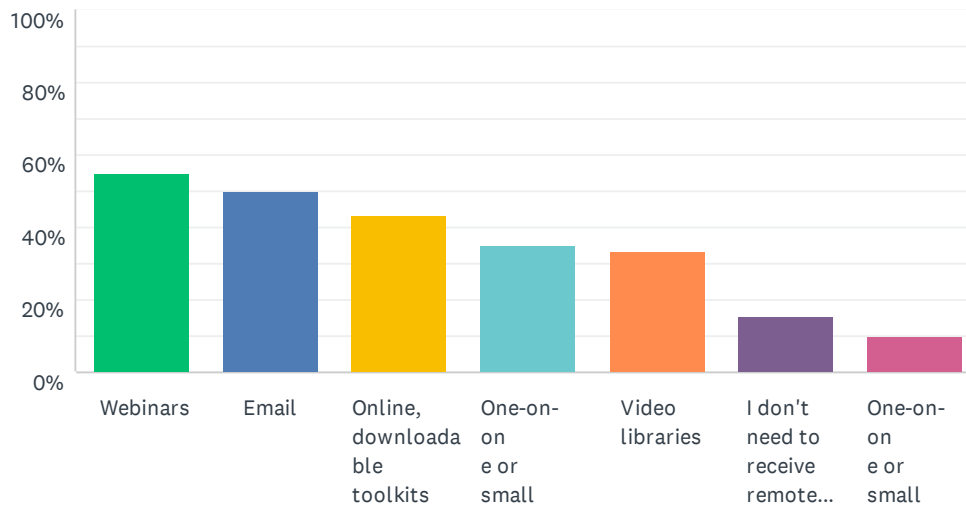
ANSWER CHOICES	RESPONSES	
Webinars	54.85%	797
Email	49.90%	725
Online, downloadable toolkits	43.57%	633
One-on-one or small group trainings via video chat	34.82%	506
Video libraries	33.72%	490
I don't need to receive remote work resources	15.28%	222
One-on-one or small group trainings via phone	9.91%	144
Total Respondents: 1,453		

## Q31 Given the choice, how frequently would you choose to work from home after business returns to normal?

Answered: 1,486   Skipped: 395
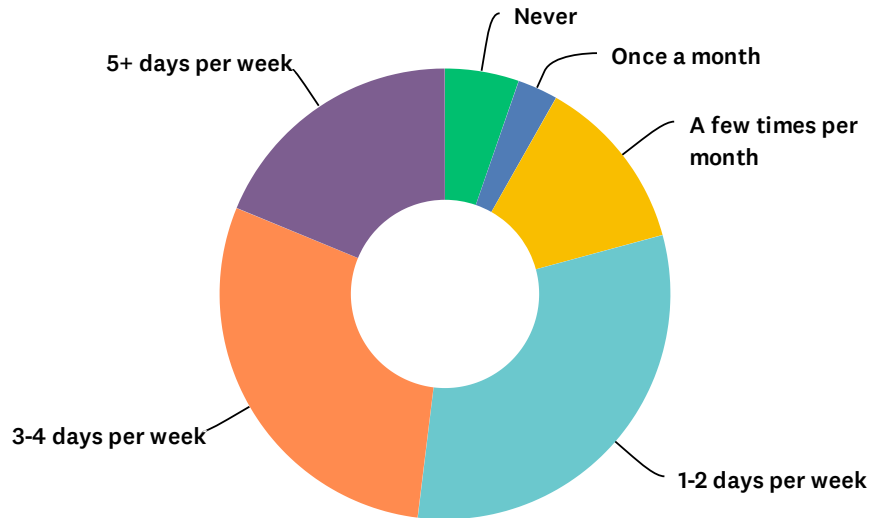
ANSWER CHOICES	RESPONSES	
Never	5.32%	79
Once a month	2.89%	43
A few times per month	12.58%	187
1-2 days per week	31.16%	463
3-4 days per week	29.27%	435
5+ days per week	18.78%	279
TOTAL		1,486

Q32 When business returns to normal, how will the option to work remotely impact your view of an employer?
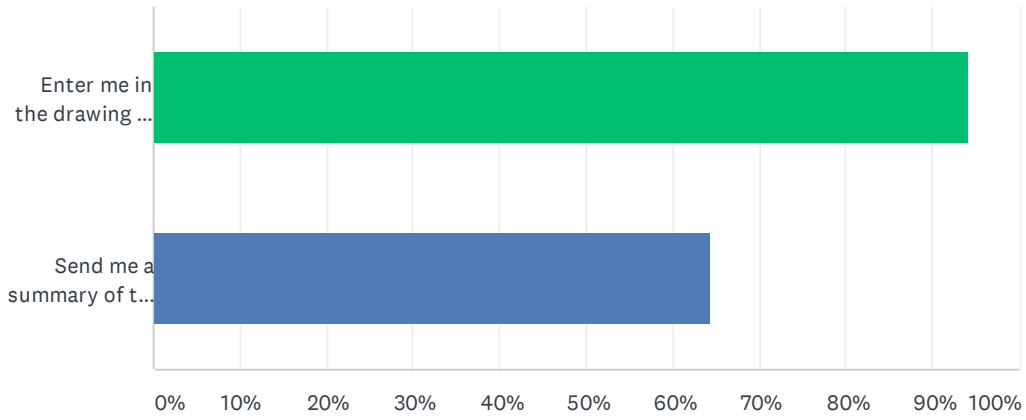
Answered: 1,582   Skipped: 299
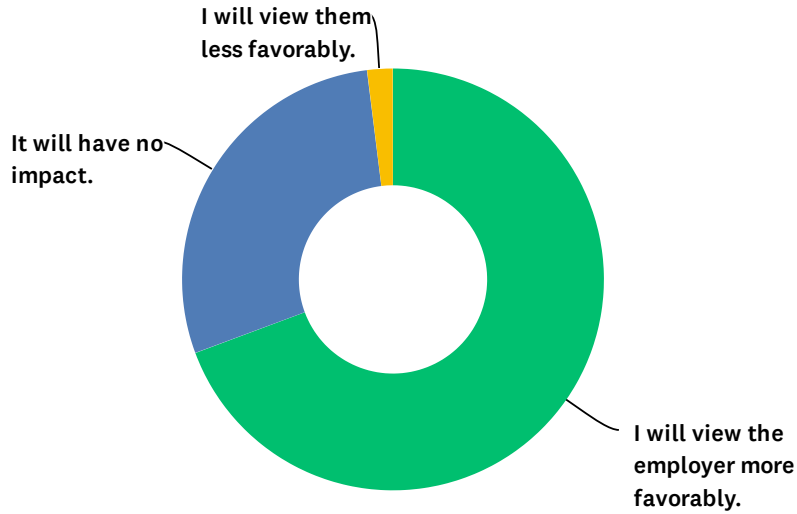
ANSWER CHOICES	RESPONSES	
I will view the employer more favorably.	69.34%	1,097
It will have no impact.	28.70%	454
I will view them less favorably.	1.96%	31
TOTAL		1,582

Q33 Is there anything else you would like to share with us related to remote work?

Answered: 362   Skipped: 1,519

Q34 Check all that apply:

Answered: 1,269   Skipped: 612

ANSWER CHOICES	RESPONSES	
Enter me in the drawing for a $25 VISA gift card!*	94.17%	1,195
Send me a summary of the survey results (aggregate results only, no individual responses)*	64.38%	817
Total Respondents: 1,269		

Q35 *If you checked either option above, please provide your contact information below. Your responses will remain anonymous and your information will NOT be shared.

Answered: 1,266   Skipped: 615

ANSWER CHOICES	RESPONSES	
Name	99.61%	1,261
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	1,266
Phone Number (Optional)	31.12%	394