



Employer Case Study

Commuter Benefits Program

Employer

Inova Health System

Northern Virginia Service Area

Background

As the leading non-profit healthcare provider in Northern Virginia, Inova is ranked as a national leader in safety and quality, as well as overall patient experience. Their expansive network of hospitals, primary and specialty care practices, emergency and urgent care centers, and outpatient services span over four localities: Fairfax County, Arlington, the City of Alexandria, and Loudoun County. One of the largest employers in the region, Inova employs more than 26,000 people in the DC metropolitan area.

Situation and Solutions

Inova serves over one million unique visitors every year, completing more than four million visits annually, including patients, community members, physicians, and staff.

Transportation options are consistently evaluated by the staff at Inova with an eye to the needs of each community. Each

hospital location has dedicated bus service bays or stops and provides transit route information on its website, making it easy for team members, patients, and visitors to access local bus and rail options.

Additionally, Inova operates employee shuttles for some identified employees in high density areas and operates shuttles at select sites to connect staff with nearby transit hubs, connecting campuses and supporting sustainable commuting.

Almost 5,000 employees currently take advantage of public transit opportunities. Inova offers commuter benefits that support transit use, including a pre-tax payroll deduction program for public transportation expenses.

Inova promotes carpooling and vanpooling at all hospital locations by offering preferential parking and actively encouraging shared-ride options to boost participation. Team members can use pre-tax commuter benefits for vanpool fares, with preferential parking managed through Inova Loudoun and dedicated carpool

spaces at Inova Fairfax, the Center for Personalized Health, and Mt. Vernon.

Approximately 1,700 employees currently walk, bike, or ride a scooter to work. Inova supports active transportation by providing bike racks and storage at all Northern Virginia hospital locations, along with shower access at select sites. Loudoun County's improved bike infrastructure offers safer routes, with racks available at key entrances and in the parking garage. This foundation supports continued growth in biking and walking as commuting options.

Almost 3,000 employees telework. Inova offers flexible hybrid and remote administrative roles supported by a formal teleworking policy, recognizing that telework reduces congestion and greenhouse gas emissions. Inova also provides tele-visit options for patients, supporting remote care and work alternatives.

Other Sustainable Successes

Inova actively promotes Guaranteed Ride Home, commuter benefits, and the SmartBenefits \$50 incentive through targeted internal communications. Inova also partners with commuter agencies to host tabling events twice yearly at key locations, boosting awareness of shared-ride options and providing tailored transit and vanpool guidance.

Impacts and Future

This year, Inova was awarded the Champion for Large Employers in VA for the 2026 goDMV Commuter Competition.

Related to these impacts, during the competition, Inova logged 1,062 sustainable trips, reduced 8,270 vehicle miles of travel, saved 459 gallons of fuel and saved \$1,416 in total fuel costs saved, and \$5,293 in commuting costs saved. An overwhelming majority of the sustainable trips Inova employees logged were either transit or other shared-ride solutions.

Contact Us

To learn more about Inova employee benefits, visit

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