

2022

# STATE OF THE COMMUTE “AT-A-GLANCE” SURVEY SECTION

FROM THE  
WASHINGTON DC  
METROPOLITAN  
REGION

 **COMMUTER  
CONNECTIONS**  
A SMARTER WAY TO WORK

**TELEWORK**



THIS IS A “AT A GLANCE” SECTION FROM THE 2022 STATE OF THE COMMUTE (SOC) REPORT SHOWS KEY FIGURES AND TABLES ON TELEWORK IN THE WASHINGTON, DC METROPOLITAN REGION. TO VIEW THE FULL REPORT, GO TO [WWW.COMMUTERCONNECTIONS.ORG](http://WWW.COMMUTERCONNECTIONS.ORG).

# TELEWORK

Since the first SOC in 2001, the survey has explored the incidence of telework in the region. Analysis of telework trends and characteristics of teleworkers has been an important component of the research, showing a steady but gradual increase in telework use in the Washington metropolitan region.

As noted previously, the coronavirus pandemic resulted in many employers pausing onsite operations in early 2020 and shifting workers to full-time or part-time work from home. With these changes, the 2022 survey was expected to show radically different telework patterns from the incremental changes observed in past surveys. While work from home is discussed in other sections of this report when it is a relevant factor in those discussions, this section focuses on examining telework/work from home patterns and the experience of teleworkers in early 2022.

Because telework was a new concept to some workers and employers used different terms to refer to telework, the survey employed various redundant naming options in the early sections of the questionnaire to try to develop a consistent understanding for respondents of the telework questions. The early questions used the term “telework” but noted that the respondent might call the action “telecommute,” “work from home,” or “remote work.” Subsequent questions used one or more of these terms as seemed appropriate for the question and the targeted respondents.

The survey further clarified that respondents should consider as telework only regularly assigned workdays they worked at home or a telework/co-working center during an entire work day. This definition, which had been used in previous SOC surveys, excluded work at client or customer locations during the day, working part of the workday at home and part at the regular workplace, and work at home on evenings or weekends, outside of normal work hours. These situations are not generally considered telework for commute-related purposes because workers still make work-related trips.

Finally, the questions emphasized that respondents were to report their current telework/commute experience, even if they expected it to be a temporary arrangement. For this reason, the results presented in this section and throughout the report should be considered a profile of telework in the region for early 2022, when the survey data were collected. When available and informative, results for previous SOC surveys are also presented.

## Current and Potential Telework

### RESPONDENTS WHO CURRENTLY TELEWORK

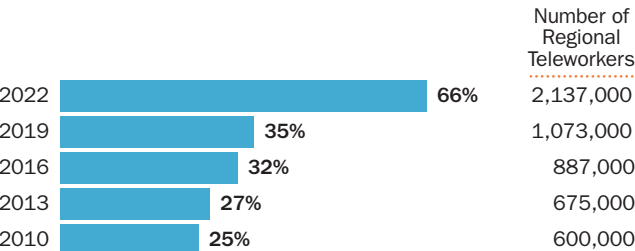
Sixty-five percent of all respondents said they teleworked, either regularly or occasionally. When extrapolated to the regional worker population, this represented about 2,137,000 workers region-wide.

Teleworkers accounted for 66% of regional workers who would otherwise travel to a main work location on non-telework days (i.e., commuters). Using the commuter base excludes self-employed workers for whom home was their only workplace. These workers would not make commute trips to an outside work location, thus excluding them from the telework calculation reflects a more realistic assessment of telework’s role in eliminating commute trips.

The 66% telework percentage represents a dramatic increase over the 2019 survey, when 35% of employees teleworked. But telework grew in each of the previous surveys, albeit at a gradual rate of increase.

### Percentage of Commuters who Telework – 2010 to 2022

(2010 n = 6,050, 2013 n = 5,892, 2016 n = 5,503, 2019 n = 8,107, 2022 n = 8,139)

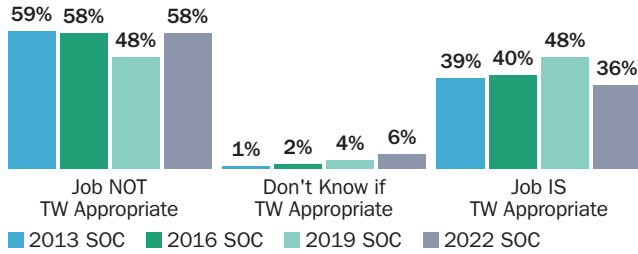


### INTEREST IN TELEWORK

Commuters who worked at a location outside their homes and who did not report teleworking at the time of the survey were asked if their job responsibilities would allow them to work at a location other than their main work place, at least occasionally. In 2022, 36% of non-teleworkers had at least some telework-appropriate work. The percentage of non-teleworkers with telework-appropriate responsibilities declined between 2019 and 2022, but this was largely because many non-teleworkers who had telework-appropriate jobs in 2019 were working from home in 2022, so the remaining base of non-teleworkers logically would include a higher share of workers for whom telework was not a feasible job option.

### Potential for Telework Among Non-teleworkers – 2013 to 2022

(2013 n = 4,319, 2016 n = 3,605, 2019 n = 5,195, 2022 n = 2,610)



Non-teleworkers who had telework-appropriate jobs were then asked how often they would want to telework. In 2022, the 36% of non-teleworkers was evenly divided between 18% who could telework one or more days per week and 18% who could telework less than one day per week. Three-quarters of these non-teleworkers said they would be interested in telework on either an occasional (40%) or regular (36%) basis. Telework-interested respondents equaled about 295,000 commuters, or about 9% of all commuters region-wide.

The results for current telework and non-teleworker interest suggest that even with the dramatic growth in telework in 2022, additional telework potential exists. The figure below summarizes the 2022 telework status of all respondents who were commuters, that is, not self-employed/work at home.

About 2,317,000 regional commuters (66%) teleworked at the time of the survey. An additional 9% of commuters “could and would” telework, that is, they had job responsibilities that could be accomplished away from the main work place and they would be interested in teleworking if given an opportunity. The remaining commuters said they would not be interested in teleworking (3%) or that their job responsibilities could only be performed at the main workplace (22%).

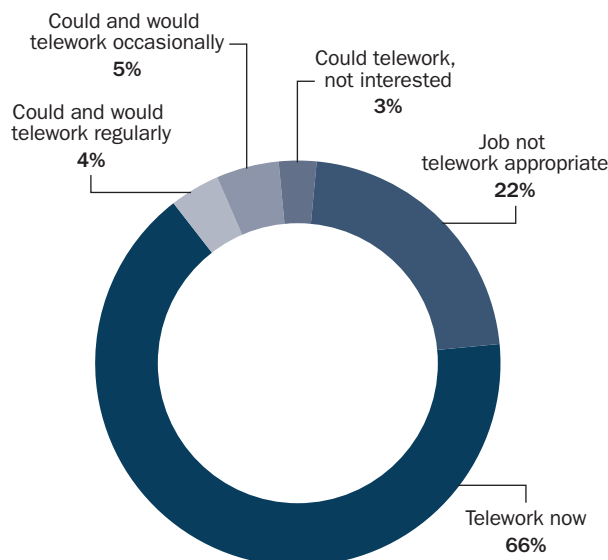
The table below summarizes the 2022 results shown above, with additional comparisons for previous surveys. The sum of current plus potential telework had increased substantially from 46% in 2010 to 60% in 2019. While the composition of jobs could have changed somewhat in the region, this result more likely suggests a shift in commuters’ ability or perception of their ability to perform work remotely, due to increasing availability of communication, computer, and networking technology or perhaps from greater understanding of telework options and a broader definition of what jobs were “telework-compatible.” Interestingly, the 2022 current telework share of 66% exceeded the current plus potential 60% share from 2019. But it is likely that some respondents teleworked in 2022 solely because their workplace shut down due to the pandemic. In 2019, they would not have chosen to telework so would have been excluded from the potential (could and would) percentage in 2019.

### Summary of Current and Potential Telework – 2010 to 2022

Respondents who are not Self-Employed/Work at Home (“Commuters”)

TELEWORK STATUS	2010 (N = 6,050)	2013 (N = 5,892)	2016 (N = 5,503)	2019 (N = 8,107)	2022 (N = 8,139)
Currently teleworking	25%	27%	32%	35%	66%
Not teleworking	75%	73%	68%	65%	34%
Job responsibilities allow telework and INTERESTED in telework (“could and would”)	21%	18%	18%	25%	9%
Job responsibilities allow telework, but NOT INTERESTED in telework	9%	11%	9%	6%	3%
Job responsibilities would NOT allow telework	45%	44%	41%	34%	22%

### Telework Status Distribution (n = 8,139)

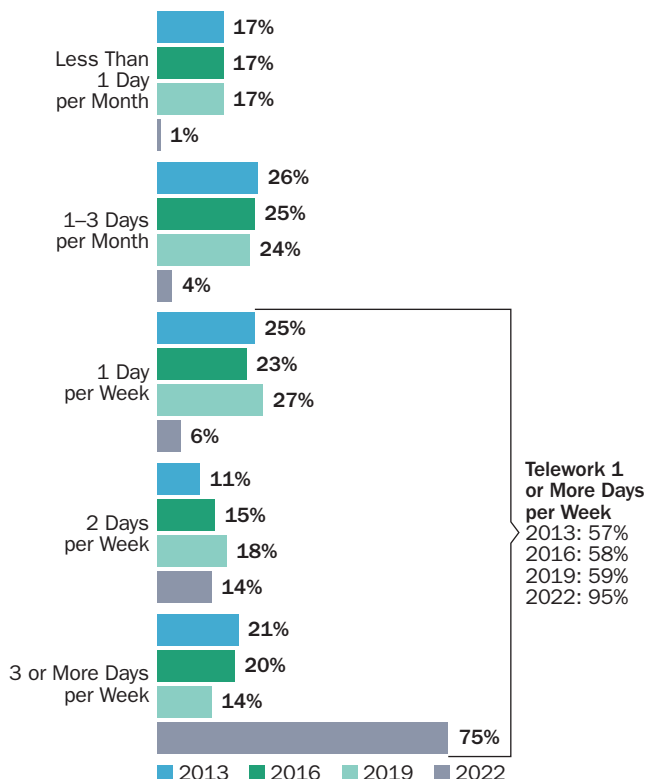


## Telework/Work at Home Frequency

Prior to 2022, about six in ten respondents teleworked one or more days per week and four in ten teleworked less than one day per week. The 2022 pattern was notably different, with 95% of respondents teleworking at least one day per week and 75% teleworking at least three days per week.

### Frequency of Telework – 2013 to 2022

(2013 n = 1,559, 2016 n = 1,874, 2019 n = 2,856, 2022 n = 5,514)



In 2022, the average telework frequency was 3.37 days per week, nearly triple the average 1.20 days per week frequency from 2019. The high average frequency in 2022 was driven by two factors. First, more than half of teleworkers were teleworking all their workdays, substantially raising the average across all teleworkers. But the telework frequency for respondents who worked some days at an outside work location was 1.46 days per week, also higher than the 2019 average.

Average frequency in 2022 was generally high across respondent sub-groups. Differences that did exist generally followed a similar pattern to that for telework percentages of the sub-group, that is, population sub-groups with higher shares of overall telework also had higher average telework frequencies, reinforcing

the conclusion that members of these sub-groups had job responsibilities, work situations, or personal characteristics that made them especially well-suited to telework.

## FREQUENCY OF WORK AT HOME AMONG NON-TELEWORKERS

Even with the 2022 telework growth, self-defined teleworkers could under-represent the extent of telework activity in the region. The research team considered the possibility that some commuters who occasionally worked at home might not consider this “telework.” To test this premise, the survey asked respondents who were not teleworking but who had telework-appropriate jobs the following question:

“In the past year, about how many days did you work at home all day on a regular work day, instead of traveling to your main workplace?”

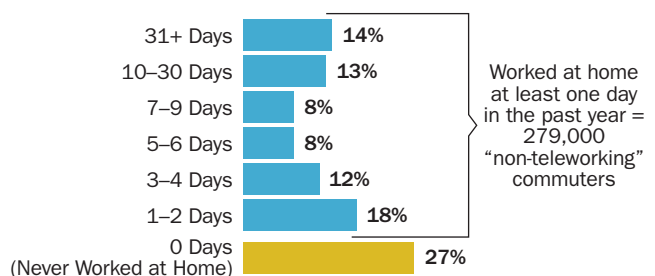
The purpose of the question was to determine how many had teleworked during the past year, even though they did not consider it as such.

Nearly three-quarters (73%) of these respondents had worked all day at home at least once in the past year. These respondents represented about 9% of all commuters region-wide, or a total of 279,000 commuters. When added to the 66% of commuters who self-defined as teleworkers, the total percentage of commuters who telework/work at home at least occasionally rises to 75%.

The average work at home frequency of these “non-teleworkers” was quite low. Self-defined teleworkers teleworked an average of 3.37 days per week. By contrast, “non-teleworkers” worked at home an average of just 13.5 days per year or about 0.27 days per week (13.5 telework days per year / 50 work weeks per year = 0.27 telework days per week).

### Number of Days Worked at Home in the Past Year – Non-teleworkers

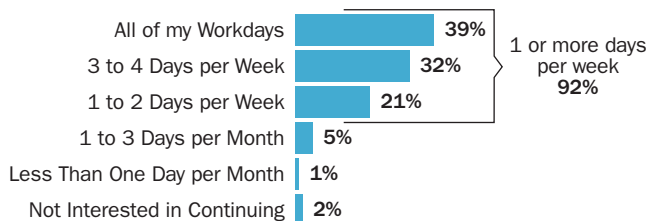
(n = 911)



## Total Workers Teleworking on a Typical Workday

When the average telework frequency for respondents who self-identified as teleworkers and the work-at-home frequency of workers who did not self-identify as teleworkers are applied across the region, it equates to approximately 1,455,404 regional workers teleworking/working at home on a typical workday, or about 44% of all regional workers. The 2022 typical day telework estimate is five times higher than the 2019 survey estimate of 272,700 typical day teleworkers. In 2022, about 1% of the telework/work-at-home days come from commuters who do not consider themselves teleworkers occasionally working at home. Assuming each worker makes two commute trips per day, workers in the Washington metropolitan region eliminate 2.9 million work trips each day by telework/work from home.

### Teleworkers' Preferred Future Frequency of Telework (n = 5,495)



per week but not full-time, 24% would like to increase to full-time and 63% wanted to telework at least three days per week. More than one-third (36%) who teleworked less than one day per week wanted to increase to at least three telework days per week.

## INTEREST IN CONTINUED TELEWORK AFTER PANDEMIC IS OVER

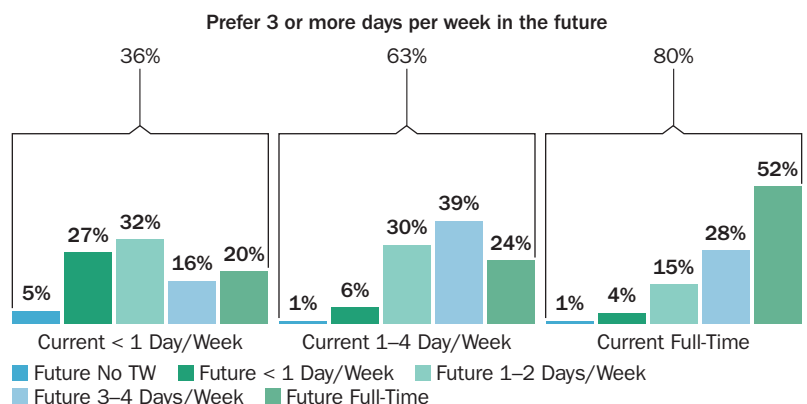
Respondents who were teleworking at the time of the survey were asked how often they would want to telework in the future, if given a choice by their employer. More than nine in ten (92%) respondents who were teleworking at the time of the survey said they would want to telework at least one day per week and 39% said they would want to telework all their workdays.

### PREFERRED FUTURE TELEWORK FREQUENCY BY CURRENT FREQUENCY

Respondents who teleworked full-time at the time of the survey expressed the greatest interest in teleworking frequently in the future. Eight in ten (80%) full-time teleworkers said they wanted to telework at least three days per week and 52% wanted to continue full-time. Among respondents who teleworked at least one day

### Preferred Future Telework Frequency by Current Frequency

(Current TW: < 1 day/week n = 263, 1-4 days/week n = 2,172, Full-time n = 2,979)





## Telework by Personal and Employment Characteristics

### DIFFERENCES IN TELEWORK USE BY DEMOGRAPHICS

Telework was not distributed equally by demographic group. The table presents the percentages of respondents in each demographic group who teleworked in 2019 (e.g., 35% of men and 34% of women) and in 2022 (e.g., 66% of men and 66% of women).

In 2022, some demographic groups teleworked more than did others. For example, 76% of Asian respondents and 70% of Non-Hispanic Whites teleworked, compared with 60% of Non-Hispanic Blacks and 57% of Hispanics. Use of telework increased with increasing age to a peak among 35- to 44-year-old respondents, then declined as age increased further. There was a strong pattern of increasing telework as income increased; about eight in ten respondents with household incomes of \$140,000 or more teleworked, compared with only 19% of workers with incomes below \$30,000, 38% of workers with incomes between \$30,000 and \$59,999, and 59% of respondents with incomes of \$60,000 to \$99,999.

### DIFFERENCES IN TELEWORK USE BY HOME AND WORK LOCATION

Respondents who lived in the Core area (77%) teleworked at a higher rate than did Middle Ring (64%) residents and Outer Ring residents (61%). A similar pattern was observed for telework by work area but with a stronger association; 76% of respondents who worked in the Core area and 60% of Middle Ring workers teleworked, compared with less than half (47%) of respondents who worked in the Outer Ring.

### Telework by Demographic Characteristics

DEMOGRAPHIC GROUP	2019 SOC		2022 SOC		
	(N = __) *	TELEWORK	(N = __) *	TELEWORK	"COULD AND WOULD TELEWORK" **
<b>GENDER</b>					
Male	3,859	35%	3,817	66%	9%
Female	3,806	34%	3,674	66%	9%
<b>RACE/ETHNICITY</b>					
Asian	586	39%	659	76%	9%
Non-Hispanic White	5,466	39%	4,582	70%	8%
Non-Hispanic Black	1,351	27%	1,222	60%	10%
Hispanic	502	26%	487	57%	9%
<b>AGE</b>					
Under 25 years	205	19%	243	40%	19%
25 – 34	1,520	35%	1,530	67%	9%
35 – 44	1,795	37%	1,844	72%	9%
45 – 54	1,998	36%	1,783	68%	8%
55 – 64	1,883	32%	1,804	64%	9%
65 or older	614	27%	614	55%	8%
<b>INCOME</b>					
Less than \$30,000	123	5%	118	19%	15%
\$30,000 – \$59,999	510	15%	495	38%	12%
\$60,000 – \$99,999	1,234	25%	1,230	59%	10%
\$100,000 – \$139,999	1,267	36%	1,163	70%	8%
\$140,000 – \$179,999	1,013	45%	1,043	77%	9%
\$180,000 – \$249,999	957	48%	1,104	80%	6%
\$250,000+	580	53%	896	84%	6%

\* All respondents in the group, both teleworkers and non-teleworkers

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework

### Telework by Home/Work Area and Home/Work State

COMMUTE CHARACTERISTIC	2019 SOC		2022 SOC		
	(N = __) *	TELEWORK	(N = __) *	TELEWORK	"COULD AND WOULD TELEWORK" **
<b>HOME AREA</b>					
Core	2,198	37%	2,563	77%	7%
Middle Ring	2,421	35%	2,531	64%	10%
Outer Ring	3,488	31%	3,045	61%	10%
<b>WORK AREA</b>					
Core	3,843	39%	3,982	76%	7%
Middle Ring	2,828	32%	2,700	60%	11%
Outer Ring	1,375	23%	930	47%	13%
<b>HOME STATE</b>					
District of Columbia	751	35%	956	77%	6%
Maryland	3,876	35%	3,433	62%	10%
Virginia	3,592	35%	3,705	67%	9%
<b>WORK STATE</b>					
District of Columbia	2,720	41%	2,871	78%	7%
Maryland	2,447	31%	2,169	57%	13%
Virginia	2,846	31%	2,881	62%	9%

\* All respondents in the group, both teleworkers and non-teleworkers

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework

Telework use by home state followed the pattern for Home Area; District of Columbia residents (77%) teleworked at a higher rate than did Maryland (62%) or Virginia (67%) residents. The pattern was similar for work state; 78% of District workers teleworked, compared with 57% in Maryland and 62% of Virginia.

### DIFFERENCES IN TELEWORK USE BY EMPLOYMENT CHARACTERISTICS

The survey data also showed differences in the telework and potential telework distribution by employment characteristics.

### Telework by Employment Characteristics

EMPLOYMENT CHARACTERISTIC	2019 SOC		2022 SOC		
	(N = __) *	TELEWORK	(N = __) *	TELEWORK	"COULD AND WOULD TELEWORK" **
<b>EMPLOYER TYPE</b>					
Federal agency	2,435	48%	2,284	79%	7%
Nonprofit organization	1,152	36%	1,269	75%	8%
Private employer	3,480	30%	3,514	62%	10%
State/local agency	848	14%	789	48%	16%
<b>EMPLOYER SIZE</b>					
1 – 25 employees	1,390	24%	1,367	45%	1%
26 – 100	1,578	26%	1,481	60%	11%
101 – 250	1,031	34%	1,005	66%	10%
251 – 999	1,414	41%	1,275	75%	8%
1,000+	2,174	42%	2,033	74%	8%
<b>OCCUPATION</b>					
Executive, manager	1,796	41%	1,300	74%	10%
Professional	4,006	38%	3,202	73%	9%
Technicians/related support	152	19%	669	71%	6%
Administrative support	527	20%	818	65%	15%
Military	90	9%	101	57%	23%
Protective services	184	15%	237	46%	10%
Sales	228	25%	209	44%	7%
Other service	101	2%	181	22%	4%
Precision craft, production	74	14%	77	5%	9%

\* All respondents in the group, both teleworkers and non-teleworkers.

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework.

## Telework Use Patterns

Respondents who self-defined as teleworkers were questioned about their telework characteristics, including their telework location, incidence of trips during a telework day, length of time teleworking, use of informal or formal telework arrangement, and sources of telework information.

### TELEWORK LOCATIONS

Nearly all (96%) teleworkers said they teleworked exclusively from home. Two percent named another telework location, such as a satellite office, library or community center, or telework/co-working center and 2% said they teleworked from both home and from another location. Teleworkers who teleworked from locations outside their homes traveled an average distance of 12.5 miles to the telework location. Three-quarters (76%) of these respondents drove alone to the telework location. The remaining 24% used an alternative mode.

### TRIPS MADE DURING A TELEWORK DAY

Many workers who commute to an outside location use their commute trip as an opportunity to make personal errand, shopping, and appointment trips on the way to and from work. Respondents who telework full-time do not have that opportunity but might make some of these trips during their regular work hours. The 2022 survey added a question, asked only of full-time teleworkers, to examine the frequency of work-purpose and personal-purpose trips made by teleworkers.

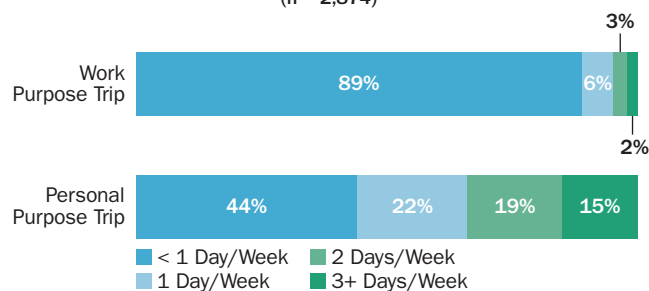
**Work-Purpose Trips** – Respondents made few work-purpose trips on telework days. Nine in ten (89%) said they typically made these trips less than one day per week and 6% said they made such trips only one day per week. Only 5% made work-purpose trips on two or more telework days.

**Personal-Purpose Trips** – Full-time teleworkers made personal-purpose trips much more frequently. More than half (56%) typically made a personal trip one or more days per week during usual work hours, 19% made trips two days per week, and 15% made these trips three or more days per week.

The survey did not ask when during the workday the trip was made, the trip distance, or the modes used for the trips, so it is not possible to estimate the travel or environmental impact of the trips. But trips made during work hours on telework days could contribute to regional traffic and/or air pollution if they are primarily made by driving during the peak commuting hours.

### Frequency of Work-Purpose and Personal-Purpose Trips on Telework Days – Full-time Teleworkers

(n = 2,874)



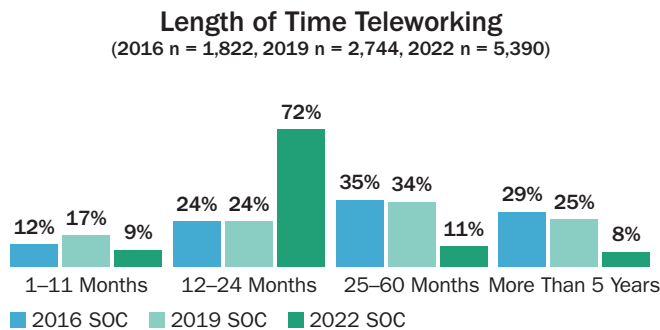
Frequency of personal trip making was similar across most telework sub-groups; there were no differences among teleworkers who worked under a formal or informal arrangement and no difference by how long they had been teleworking. Similarly, there were no differences by gender, income, or race/ethnicity. But several characteristics were associated with higher rates of personal trip-making:

- **Lived in the Core** – 65% of Core area teleworkers made personal trips at least one day per week, compared with 56% who lived in the Middle Ring and 46% of Outer Ring teleworkers.
- **Worked for smaller employers** – 62% of teleworkers who worked at worksites with 100 or fewer employees made at least one trip per week, compared with 54% who worked for firms with 101 to 999 employees, and 50% who worked for employers with 1,000 or more employees.
- **Worked for state/local agencies or nonprofit organizations** – 64% of state/local agency workers and 63% of teleworkers employed by nonprofit organizations made at least one personal trip per week on a telework day, compared with 59% of private sector employees and 47% of Federal agency workers.
- **Younger than 35 years old** – 63% of respondents who were younger than 35 years made at least one personal trip per week during their telework day, compared with 57% of respondents who were between 35 and 54 years old and 44% of those who were 55 years or older.



## LENGTH OF TIME TELEWORKING

Although telework has been common in the region for many years, telework's growth has meant that in each survey, a sizeable share of teleworkers said they adopted this work option recently. As indicated in the figure below, 36% of teleworkers in the 2016 survey and 41% of 2019 teleworkers started teleworking within the past two years. In each of those years, about one-third teleworked for between 25 and 60 months and about one-quarter had been teleworking more than five years.



Not surprisingly, given the nearly doubling of telework between 2019 and 2022, the pattern for 2022 was much different. More than eight in ten teleworkers had been teleworking two years or less and 72% started teleworking between 12 and 24 months before the survey. The question specifically asked respondents to indicate the approximate duration in months and fully 52% of all teleworkers said they started 22, 23, or 24 months ago. The 2022 SOC survey was conducted between January and March 2022, thus most new teleworkers started in March or April of 2020. In 2022, only 19% of all teleworkers had teleworked more than two years; 8% had been teleworking more than five years.

On average, 2022 SOC respondents had been teleworking about 30 months, well below the average of 50 months calculated in the 2019 survey. But with the steady growth in telework in past years, as more workers teleworked each year, the average telework duration had been declining since 2013, when the average was 59 months.

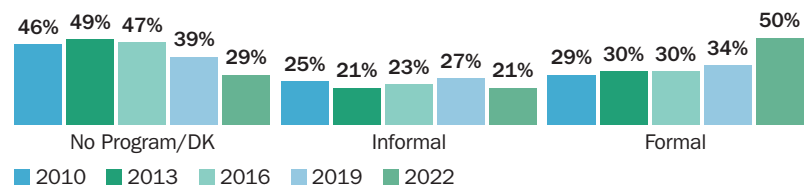
## FORMAL OR INFORMAL TELEWORK ARRANGEMENT

Teleworkers were asked if they teleworked under a formal program or through an informal arrangement with a supervisor. Respondents who said they were not teleworkers were asked if their employer had a telework program, even though the respondent did not use it. More than seven in ten (71%) of all respondents said their employers allowed some telework, either under a formal program (50%) or an informal arrangement (21%). The remaining 29% of respondents said their employers did not have any telework program (18%) or that they did not know about any program (11%).

What changed markedly was the shares of formal and informal telework. Until 2022, formal programs only slightly dominated over informal programs. The 2022 results exhibited a notable change in the pattern, with formal programs accounting for seven in ten of all telework programs in 2022. It is possible that employers' opening telework to a much greater number and wider range of employees to respond to the pandemic prompted some employers to formalize telework policies and replace informal agreements that had been sufficient for use with selected employees before the pandemic.

## Telework Arrangements – 2010 to 2022

(2010 n = 5,854, 2013 n = 5,892, 2016 n = 5,487, 2019 n = 8,101, 2022 n = 8,214)

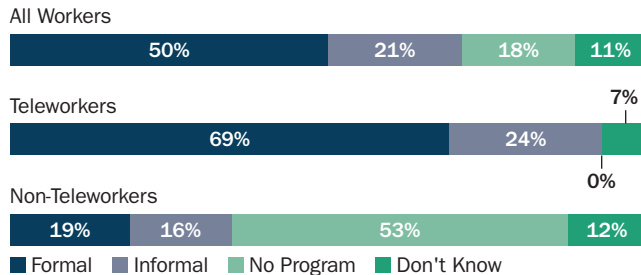


## Availability of Telework Arrangements at Worksites by Teleworkers and Non-teleworkers –

Teleworkers were much more likely than were non-teleworkers to report that their employer had a formal telework program. Seven in ten (69%) teleworkers teleworked under a formal arrangement and 24% teleworked under an informal arrangement with their supervisor. This represents a continued shift from 2010, when only 50% of teleworkers had a formal agreement.

## Formal and Informal Telework Arrangements Available at Work – Teleworkers and Non-Teleworkers

All respondents and Teleworkers versus Non-Teleworkers  
(All workers n = 8,214, Teleworkers n = 5,221, Non-teleworkers n = 2,600)



Among respondents who were not teleworking, only 19% said their employers had a formal telework program and 16% said telework was permitted under informal arrangements. Half (53%) said the employer had no program and 12% did not know if a program existed.

**Telework Arrangement by Employer Type** – The availability of telework arrangements varied by respondents' employer types. Formal programs were most common among respondents who worked for a Federal government agency.

### Formal or Informal Telework Arrangements by Employer Type

PROGRAM TYPE	FEDERAL AGENCIES (N = 2,279)	NONPROFIT ORGANIZATIONS (N = 1,265)	PRIVATE EMPLOYERS (N = 3,503)	STATE/ LOCAL AGENCIES (N = 787)
NO TW PROGRAM/ DON'T KNOW	16%	19%	35%	41%
TELEWORK PERMITTED	84%	81%	65%	59%
Formal program	74%	52%	39%	45%
Informal arrangement	10%	29%	26%	14%

Three-quarters (74%) of respondents who worked for Federal agencies said their employers had formal programs compared with only about 52% of respondents who worked for nonprofit organizations, 39% who worked for private employers, and 45% who worked for state/ local agencies. Respondents who worked for nonprofit organizations or private employers were most likely to have informal telework. Three in ten (29%) nonprofit employees and 26% of private sector employees said their employers permitted informal telework. State/local

government agencies were least likely to permit telework under any arrangement. Only 59% of these respondents said their employer allowed employees to telework at all.

**Telework Arrangement by Employer Size** – Respondents who worked for large employers were most likely to have access to a telework program and to have access to a formal program. Eight in ten respondents who worked for employers with 1,000 or more employees said their employer had either a formal program (64%) or permitted informal telework (15%). By contrast, only two-thirds who worked for employers with 50 or fewer employees had access to either formal (42%) or informal (25%) telework.

### Formal or Informal Telework Arrangements by Employer Size

PROGRAM TYPE	1-50 EMPLOYEES (N = 1,477)	51-100 EMPLOYEES (N = 802)	101-250 EMPLOYEES (N = 1,004)	251-999 EMPLOYEES (N = 1,273)	1,000+ EMPLOYEES (N = 2,027)
NO TW PROGRAM/ DON'T KNOW	33%	32%	28%	21%	21%
TELEWORK PERMITTED	67%	68%	72%	79%	79%
Formal program	42%	43%	52%	61%	64%
Informal arrangement	25%	25%	20%	18%	15%

**Telework Arrangement by Employer Location** – Finally, access to telework programs generally and formal telework, specifically, were both more common for respondents who worked in the Core. Nearly eight in ten respondents who worked in the Core said their employer had either a formal program (56%) or permitted informal telework (22%). Among Middle Ring workers, about two-thirds had access to either a formal program (45%) or informal program (21%). Workers in the Outer Ring were least likely to have access to telework; only 54% had any telework option and just 36% said their employer had a formal program.

### Formal or Informal Telework Arrangements by Employer Work Location

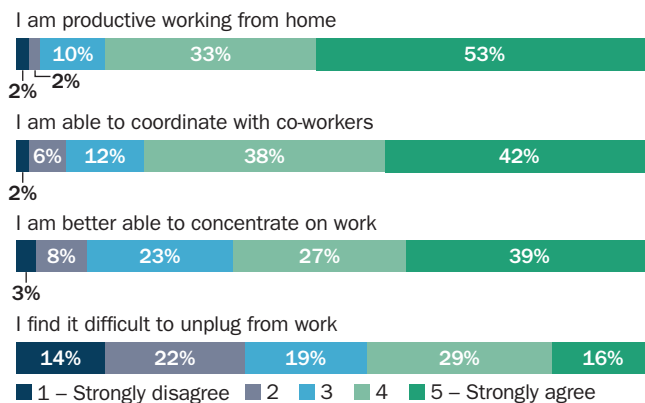
PROGRAM TYPE	CORE (N = 3,969)	MIDDLE RING (N = 2,695)	OUTER RING (N = 926)
NO TW PROGRAM/ DON'T KNOW	22%	34%	46%
TELEWORK PERMITTED	78%	66%	54%
Formal program	56%	45%	36%
Informal arrangement	22%	21%	18%

## Respondents' Experience with Telework

Telework research has found that employees can receive both personal and work-related benefits from teleworking. To examine this possibility for the Washington region, the survey asked teleworkers to rate their level of agreement with four statements about possible impacts of teleworking.

### Experience with Telework – Agreement with Statements About Telework

(n = 5,466)



About eight in ten respondents agreed with the statement that they were productive while they were teleworking (86%) and that they were able to coordinate with co-workers while they were working at home (80%). These are two common concerns of managers about employees who work remotely; employees' perception was that they did not experience significant problems with these two considerations. Teleworkers were less positive in assessing telework's impact on their concentration; 66% agreed that they were better able to concentrate on work while teleworking and 23% gave this statement a neutral rating, indicating neither agreement nor disagreement.

Teleworkers rated their agreement on one potential negative impact of telework. When asked if they found it difficult to unplug from work while teleworking, nearly half (45%) agreed. But more than one-third either disagreed or strongly disagreed, suggesting that it was not universally a concern.

One important caveat in reviewing these results is that they reflect telework experience for a very unusual period. Many employers and teleworkers were new to the arrangement in 2020 and some encountered technical, coordination, and management issues that needed to be resolved all at once. For this reason, the results presented above might not be comparable with results of similar telework research conducted pre-pandemic.





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