

# Telework Analysis 2019



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This analysis is a subsection of the Transportation Census. Results are based on the 2019 survey unless noted.

**1,785** respondents, selected by random sample  
**11** work sites  
**81** total possible questions  
**30** questions seen by each respondent on average  
**13** minute average completion time

Plans referenced in this document are available at:  
[www.ohsu.edu/transportation](http://www.ohsu.edu/transportation).

## KEY TERMS

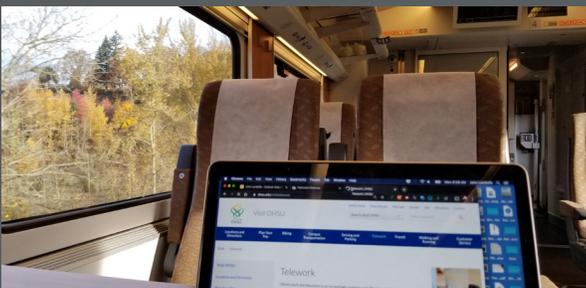
How terms are defined for the purpose of this report.

**Telework:** Working remotely from home or flexible or co-working space. Used synonymously with telecommute.

**Co-working space:** A space that is neither home nor OHSU where people from diverse roles or companies can perform work.

## Summary of limitations

- 5% margin of error.
- Non-employee commuters not represented.
- Commuters may take multiple modes in one trip.
- Primary mode captures mode traveled farthest, not mode arriving on campus.





 **1,691 people telework (10%)**  
 **581 people primarily telework (4%)**

The average commute length in Portland: 9 miles roundtrip.

Driving alone is the primary alternative for teleworkers.

**Each week, OHSU teleworkers offset an estimated 15,017 vehicle miles and 1,679 vehicle trips**

**In total, 1 in 10 people Telework.**

**RECOMMENDATIONS**

The analysis identified six opportunities to improve telework access. page 4

**PROMOTION**

Marketing should consider leaders, departments and social events. A deep dive recommendation provides an example. page 5

**NETWORK**

Teleworking departments are primarily located downtown. School of Medicine leads in mission areas. page 6

**PROGRAMS**

Teleworkers still rely on and appreciate transportation options. page 7

**EXPERIENCE**

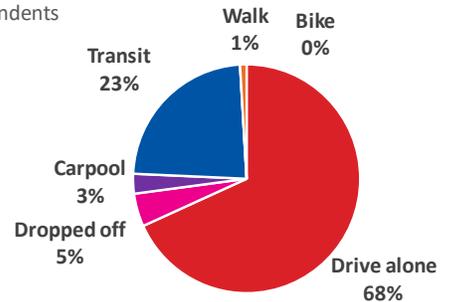
People who have teleworked overwhelmingly enjoy doing so. page 8

**BARRIERS**

People described a lack of organizational support as a barrier. page 9

**Which option would you primarily choose if telecommute was unavailable?**

107 respondents



# 2019 Telework **RECOMMENDATIONS**



## **Market to managers by department.**

Employees are aware of telework and generally receptive to it. Actual telework however depends on the employee's role and manager approval. Challenge promotions should include departments and leadership. By grouping high telework and low telework departments separately on leaderboards, teams can better assess telework's expansion within realistic context.

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## **Create a telework fact sheet.**

Telework's benefits to an employee may seem obvious but the organizational benefits, from respondent feedback, appears undervalued. Telework's effect on unscheduled absences, space planning, and equipment needs can help make a compelling case to managers, who respondents repeatedly said were the ones to convince.

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## **Provide pro-social resources to teleworkers.**

Isolation was respondents' top reported barrier. Strategies to increase socialization could include webcams, daily team check ins, flex hours onsite, teleworker meetups and wellness program support.

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## **Targeted marketing vs broad campaigns.**

Eighty-six percent of respondents said that their job prevents them from trying to telecommute. While in some instances, this may be perception or corporate culture, for many in health care, facilities, and face-to-face customer service, this is an intractable barrier. So when possible, administrative people should be targeted over the broader employee population. One way to do this would be to increase the job postings identifying telework as a possibility in initial job description. Hiring managers could be prompted to note in their job description the percent of the role that can be performed off site.

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## **Reduce meetings requiring onsite attendance.**

This was one of the most common barriers mentioned in respondent comments. An effective strategy used by other employers is to have a "no meetings" day (such as Friday), to encourage and provide log in information for virtual meetings, and to critically assess what tasks could be handled with less or fewer meetings. One teleworker expressed the usefulness of webcams in helping people feel included, read body language and stay engaged.

## **Identify tasks that can be completed offsite.**

While it is presumed, and often true, that health care workers must be onsite for much of patient care, multiple health care staff noted phone calls as an example of a task that can take up a significant amount of time and does not require being onsite.

## **Co-working spaces require further analysis.**

Among current teleworkers, working from home was preferred over co-working spaces by 97% of respondents. While this is likely affected by self-selection (people working from home are overwhelmingly the ones being asked), OHSU should take care not to expand into co-working without careful input from the affected workforce if it hopes to maintain telework's appeal for recruitment and retention.

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# Telework PROMOTION

## Combine findings and recommendations into a telework challenge.

Since telework depends on the employee's role and manager approval, OHSU should market to departments and managers. By grouping high telework and low telework teams separately, OHSU can better assess telework's expansion at the organization level. Bike More Challenge provides a model for team competition.

## Goal

- Increase awareness of telework resources.
- Celebrate individuals and departments.
- Engage leaders.
- Increase telework trip logging.
- Market by department.
- Promote socializing and social rewards.



Team events can foster inclusion for teleworkers with their team.

## Barriers

Telework is difficult to work into friendly competitions.

- Employees report a lack of organizational support.
- While some people telework full time, many cannot telework at all.
- Common transportation benchmarks don't apply (distance, trips).
- Tasks possible by telework vary widely by department and role.

## Strategy

Launch a challenge that sorts teams (departments or similar) by league. These league names could be anything but would be in the model of:

- Heavy weight (50% or more teleworkers).
- Medium weight (10% to 49% teleworkers).
- Light weight (1% to 10% teleworkers).
- Feather weight (1 or 2 total teleworkers in a department).

The challenge and results should be announced by a high profile leader.

Each Monday of the competition, the previous week's leaderboard will be published on OHSU Now and a different benefit of teleworking will be highlighted (commute effect, work life balance, cost, etc.).

## Titles and prizes

Six winning teams and people will each earn an offsite office party which the department can schedule and promote at their discretion.

- Top department by league
- Top encourager (by nomination)
- Top leader (by nomination)

Participants earn \$1.50 per telework day logged in MyCommute.

## Timeline

Set up should allow departments time to purchase equipment and amend their procedures.

### February

Communicate to managers the OHSU telework goal and provide resources for new equipment.

### March

Seek executive approval on a message from an OHSU leader.

### April

Prepare the challenge.

### May

OHSU Now announcement to OHSU employees from an executive leader. Targeted email to managers and teleworkers.

### June

Launch the Challenge. Provide weekly updates on OHSU Now.

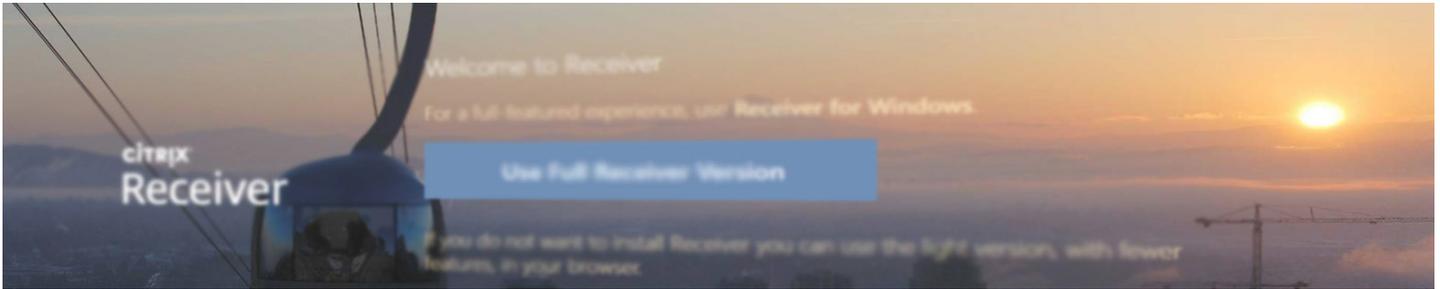
### July

Announce the winners, Provide an OHSU Now recap.

### August

Deliver executive summary that evaluates progress, lessons and next steps.

# Telework Network



Portal.ohsu.edu provides offsite employees with remote access to OHSU's internal network.

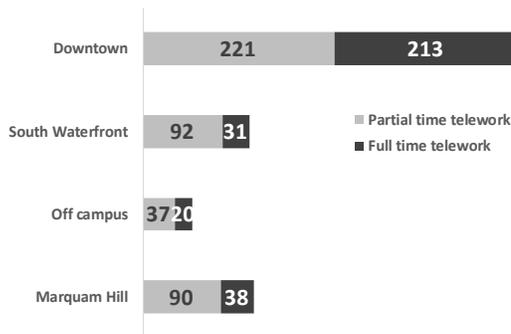
The census reveals that telework at OHSU can only be understood by including roles that are only partially telework.

### Downtown departments lead in telework.

Downtown OHSU sites have a much higher concentration of departments associated with information technology and human resources.

3 in 4 Marquam Hill and South Waterfront teleworkers also work onsite. Marquam Hill and South Waterfront have a high concentration of hands on roles in health, research education, trades and campus support services.

Estimated teleworking by department location 2016 - 2019



MyCommute is OHSU's online trip logging platform.

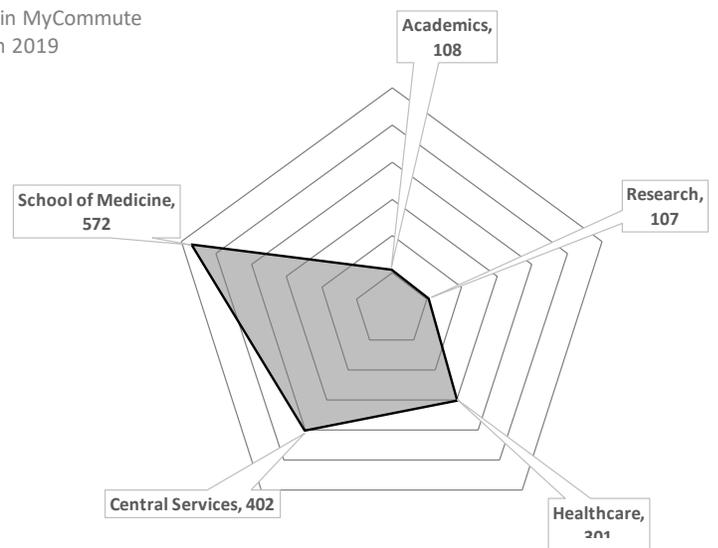
Telework has not been consistently logged on MyCommute because for most of the program's existence logging telework trips has been neither incentivized or part of teleworkers' procedure.

In the life of the program, 1,544 teleworks have logged a total of 39,378 days in MyCommute. This is likely just a fraction of telework's footprint.

Teleworkers are most likely to be affiliated with the School of Medicine. School of Medicine overlaps with the Academic and Healthcare missions in particular. 54 people of unknown Mission logged 938 telework days.

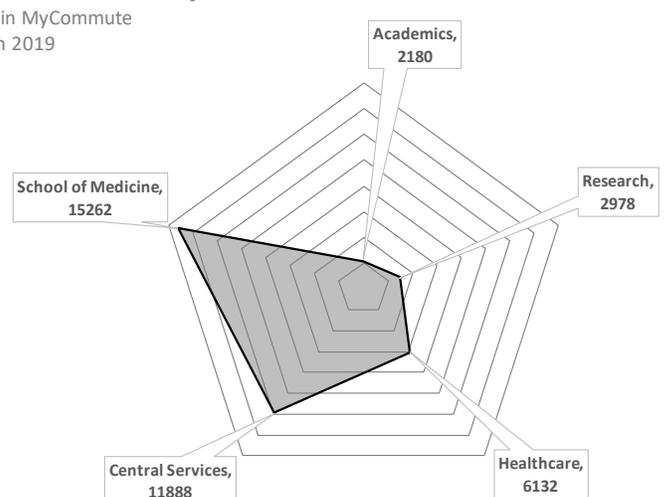
### Telecommute People

logged in MyCommute through 2019

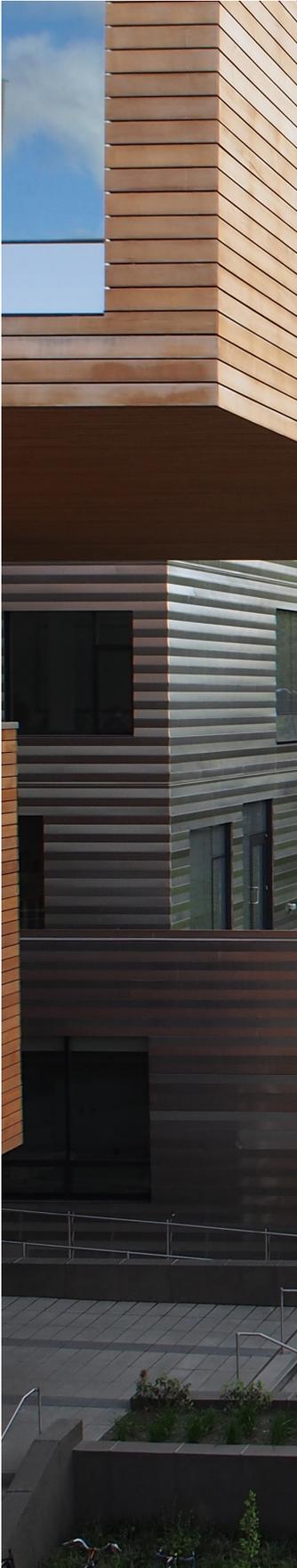


### Telecommute Days

logged in MyCommute through 2019

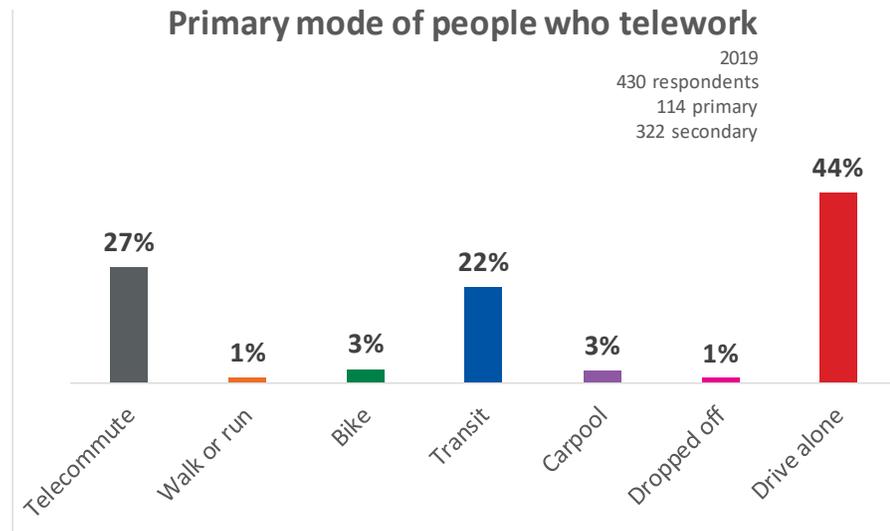


# TELEWORK PROGRAMS



## Telework replaces drive alone trips to campus.

This finding has been found over multiple census years. People who telework are highly likely to choose driving if they cannot telework.



## Teleworkers still rely on and appreciate transportation options.

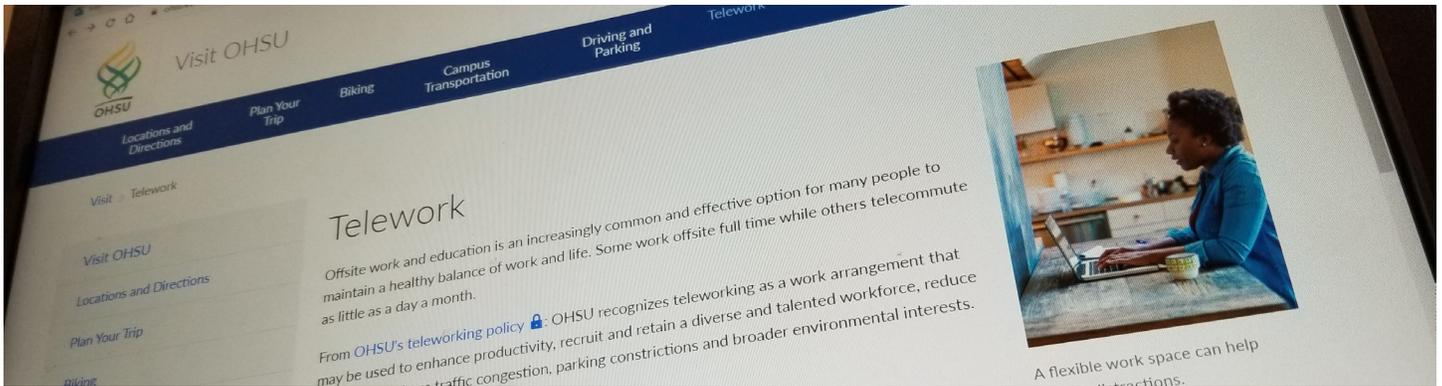
TriMet and the Shuttle dominate teleworkers' experience of transportation programs and their experience is overwhelmingly positive. They feel similarly about the bike program and walk incentives. A small number of teleworkers have used Scoop but their experience was notably mixed. This could be related to the inherently irregular commutes of teleworkers.

## How would you rate your experience with each program?

Primary teleworkers

programs	responses	I haven't used it	very poorly	poorly	used it but feel neutral	good	very good
TriMet Pass	158	0%	1%	3%	15%	27%	54%
OHSU Shuttle	146	1%	1%	1%	12%	29%	55%
MyCommute	72	4%	3%	1%	35%	35%	22%
Bike incentive	28	11%	4%	0%	4%	39%	43%
Walk incentive	22	9%	0%	0%	14%	14%	64%
Go By Bike valet	18	6%	0%	0%	6%	11%	78%
Scoop Carpool	17	0%	6%	12%	35%	29%	18%
Lyft Off	17	6%	0%	12%	24%	29%	29%
OHSU bike garage/cage	13	23%	0%	0%	15%	31%	31%
Guaranteed Ride Home	12	8%	0%	0%	8%	42%	42%
C-Tran Pass	8	38%	0%	0%	25%	13%	25%
Go By Bike share	7	14%	0%	0%	29%	57%	0%

# TELEWORK EXPERIENCE



[www.ohsu.edu/telework](http://www.ohsu.edu/telework) provides applicants and recruiters resources to consider telework.

**People who primarily telework prefer working full time from home. Most who telework do so partially and seem to prefer it that way.**

## Where would you prefer to telecommute?

**97% from home**  
**3% from a co-working space**

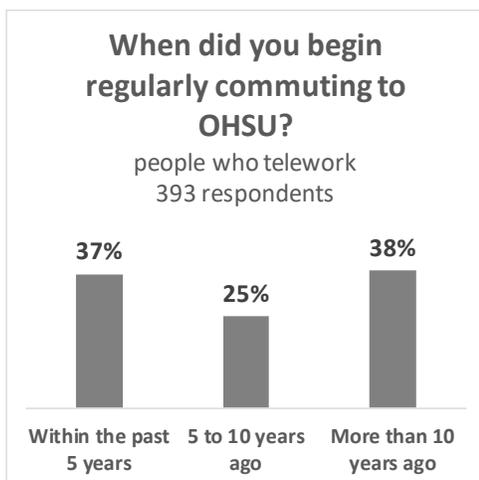
## How often would you prefer to telecommute?

**89% full time**  
**11% part-time**

Since offsite alternatives to working from home are far from the norm, this could be due to self-selection. People who telework may be the ones most able to work from home.

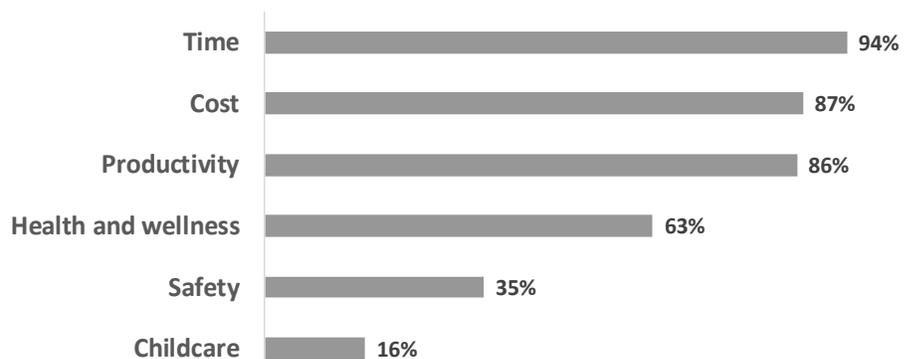
As OHSU's tele-workforce increases, alternative accommodations might be necessary for people with inadequate workspace at home, to save money, and to provide a less isolating work environment.

It is clear from these results, however, that expanding into co-working spaces can risk decreasing telework's appeal unless it is an appropriate fit for employees affected.



## In what areas has telecommuting improved your experience of working with OHSU in comparison to commuting from home to a work site?

99 respondents

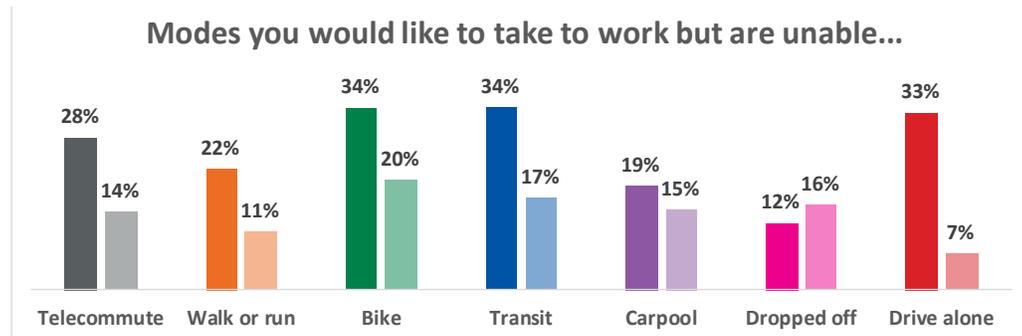


# TELEWORK BARRIERS

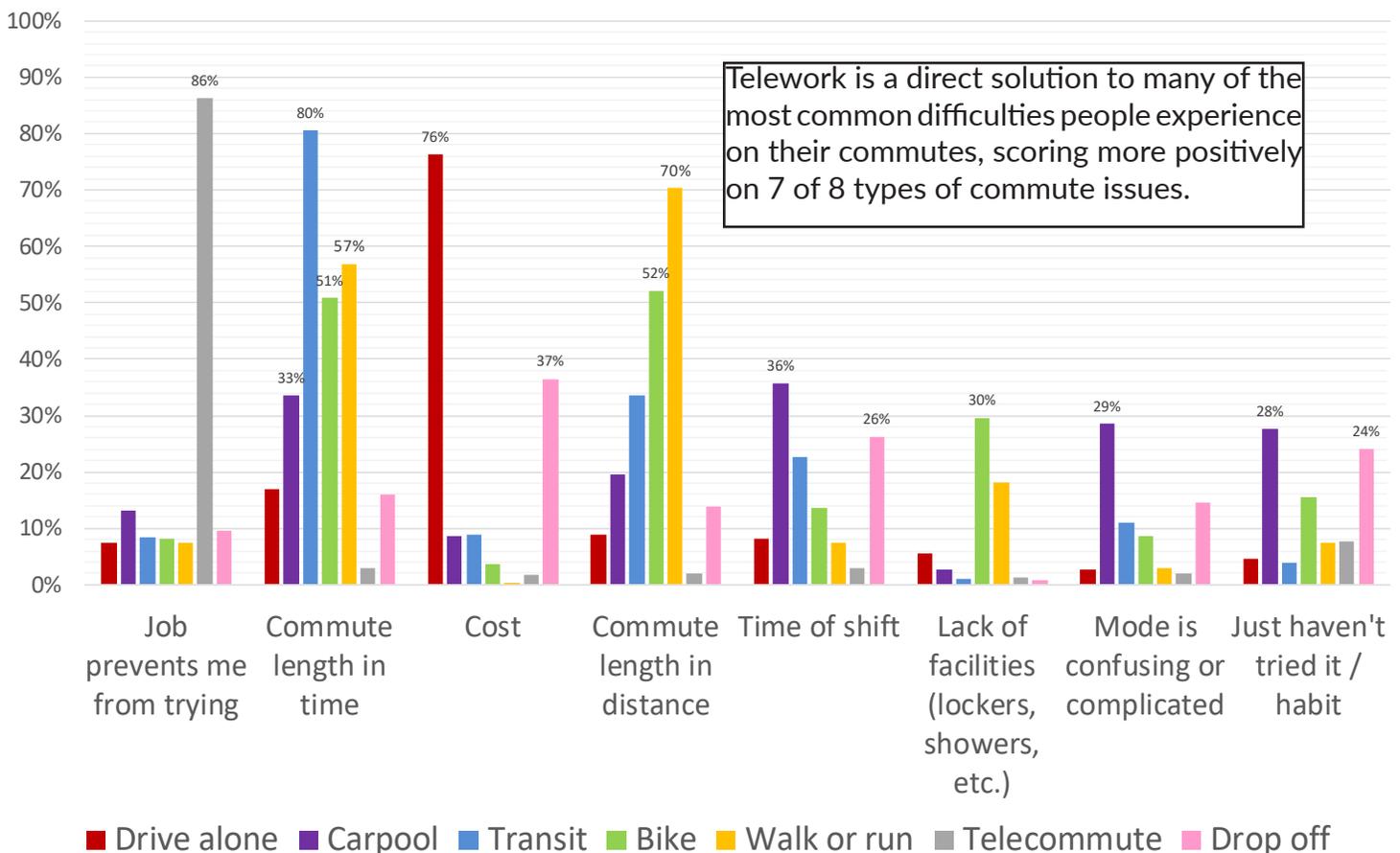


**Telecommute has the most acute barrier of any mode:  
The Job.**

Physical presence onsite is essential to many OHSU roles. This context should be considered in promoting telework. Targeted marketing may be more effective than blanket marketing when so many employees simply do not have telework as an option.



## What prevents you from taking the following modes?





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