

Commuting During Phased Re-Opening: What You Need to Know

June 30th, 2020



We cannot hear or see you



Post questions in the Q&A box



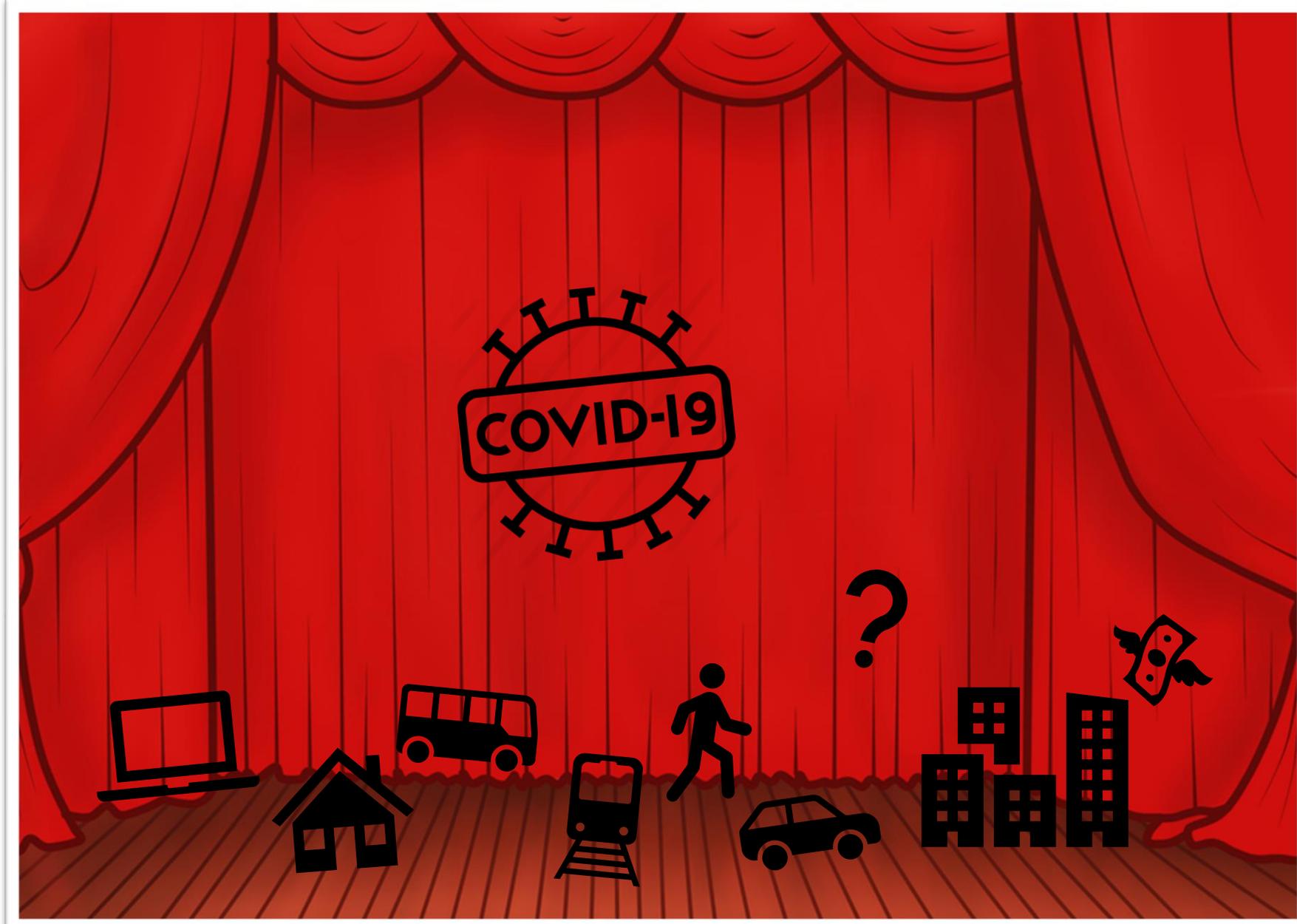
Slides and a recording will be emailed out after



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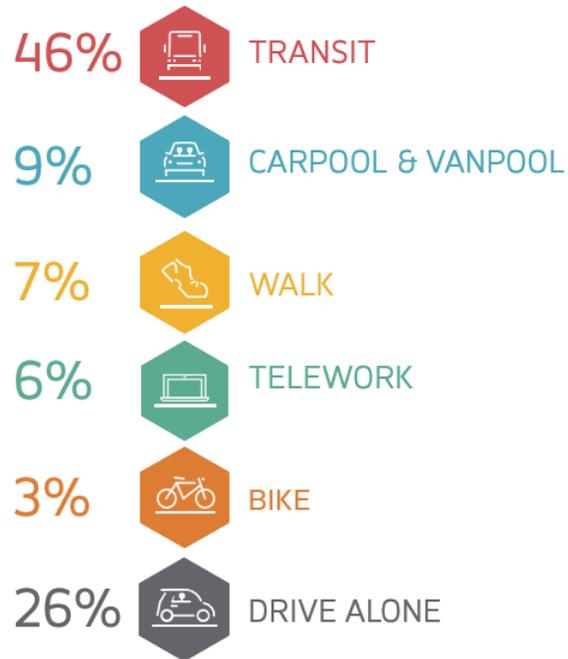


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The Transportation Landscape: Pre-COVID

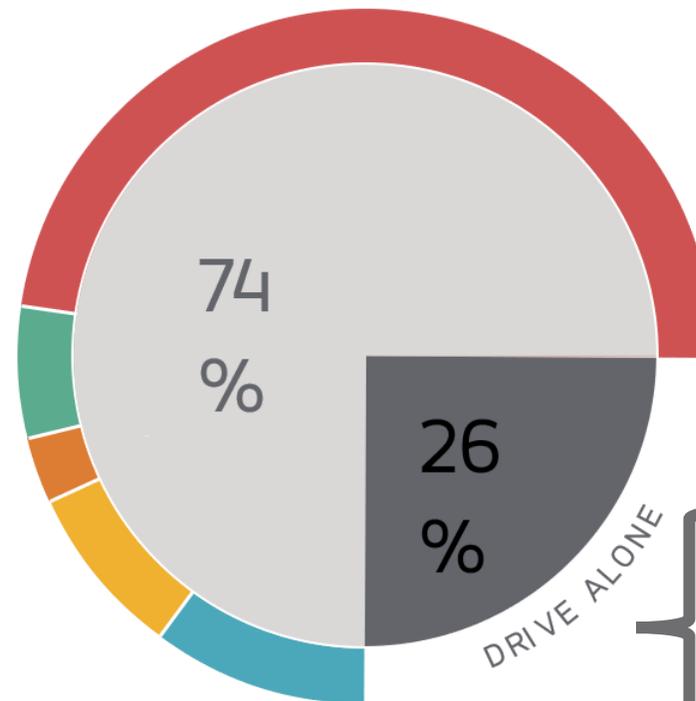
2019 Downtown Seattle Commute Choices



TRANSIT: Includes bus, rail and walk-on ferry passengers.

CARPOOL: Includes vanshipare and vanpool.

OTHER: 3% of respondents noted other including employer shuttles and all other modes not listed.



2019 CTR Survey Results

- 46% of commuters used transit to get downtown
- Approximately 135,000 trips/day

- 26% drove a personal vehicle to get downtown

- Approximately 78,000 trips/day

The Transportation Landscape: Pre-COVID

- We're used to crowded buses, light rail
- Normally, buses carry a max of 65 or 100 people

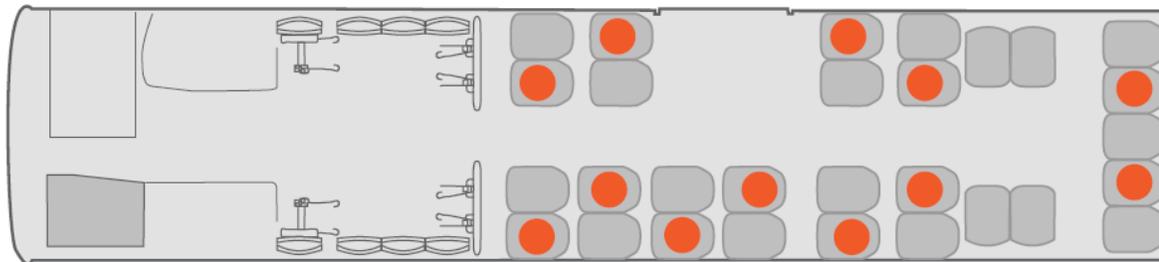


Photo by The Seattle Times

The Transportation Landscape: Now - transit



- Currently: 12 to 18 riders/bus
- Light rail: running every 20-30 minutes
- Essential trips only
- Social distancing measures on transit will likely continue indefinitely
- September [service reductions](#)



COVID capacity limits 40' Bus
12 Riders
24% of Crowding Threshold

The Transportation Landscape: Now - driving

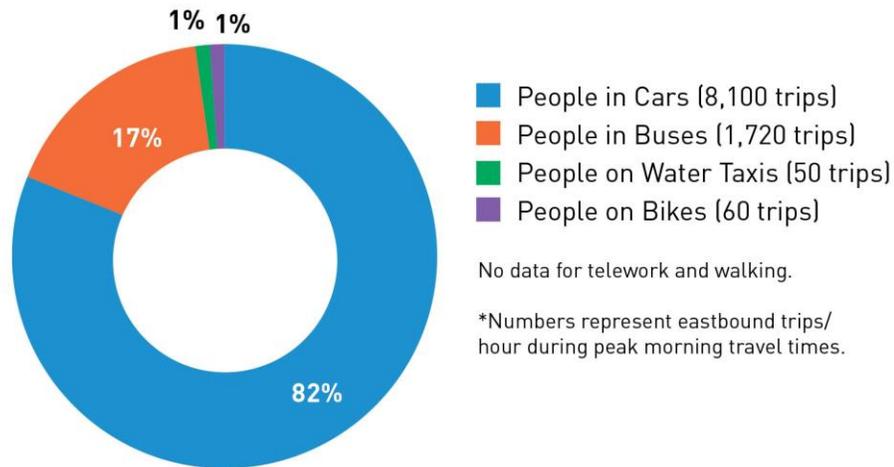


- More people will turn to driving
- Pre-COVID, parking already in short supply downtown
- Road capacity strain
- Increased congestion
- Frustrated employees

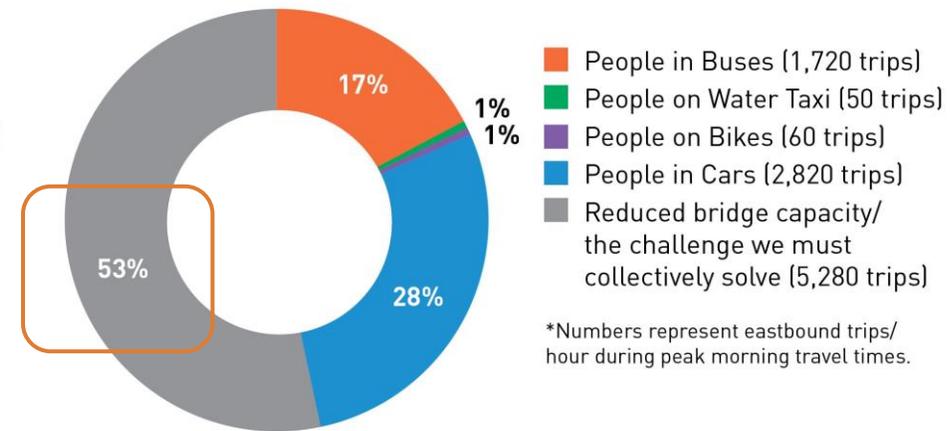
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Photo by The Seattle Times

The Transportation Landscape: West Seattle Bridge Closure

How People Got Around in 2019



Impacts If No Actions Were Taken



How People Get Around - Change Needed



Car Trips
-4,600



Surface Transit
+1,280



Water Transit
+940



Bicycle
+940



Telework
+1,000



Walk
+500

Takeaway: the transportation landscape is going to look different

You are in the position to:



Bring this to your company's attention



Influence policies & programs at your workplace



Help teammates find healthy solutions to get to work



Help ensure transit is available for essential workers

How can we prepare for this new landscape?

Utilize:

- Company policies
- Company benefits & incentives
- Programming
- Marketing



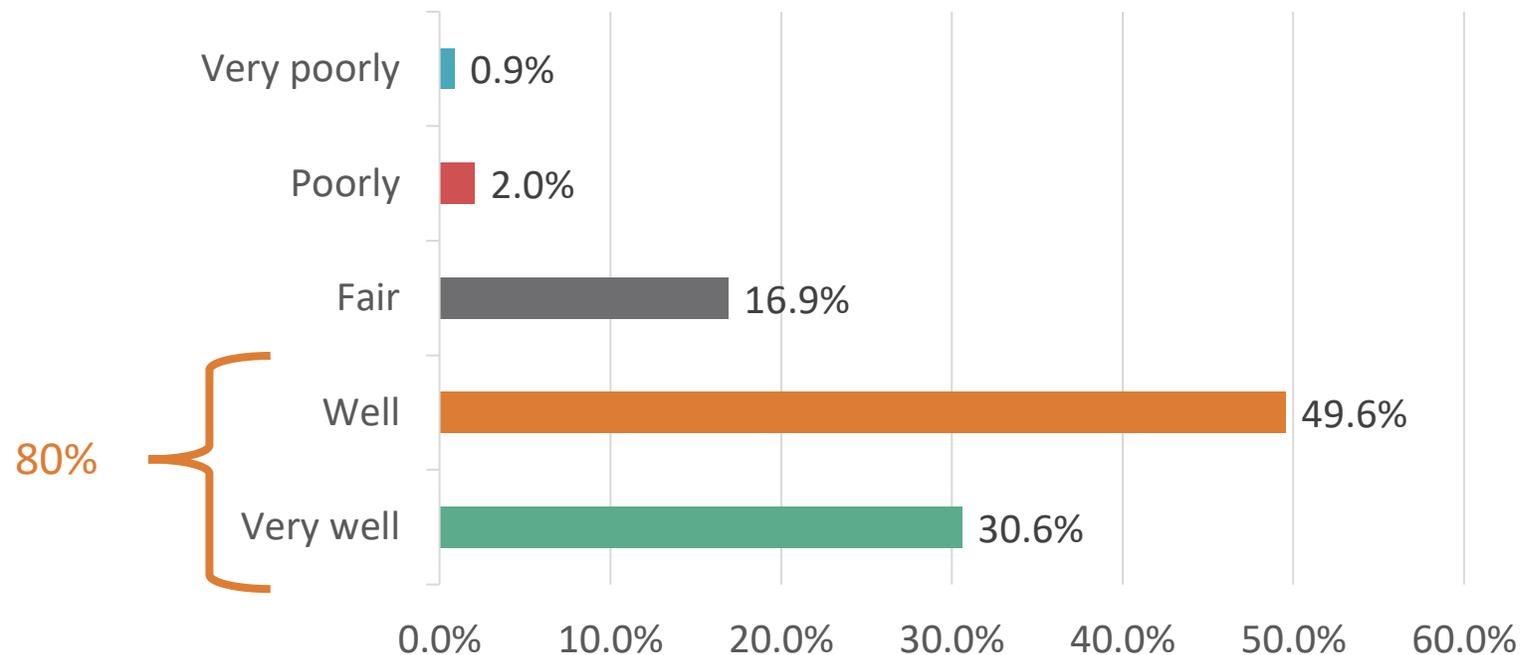
In order to:

1. Continue working remotely if possible
2. Encourage a variety of commute options
 - + shift away from peak commute times

Continue working remotely, if possible

- 80% of companies say working remotely is going well or very well

Q8: From your perspective, how is remote work going for your workplace?



Pause, ask yourself & leadership

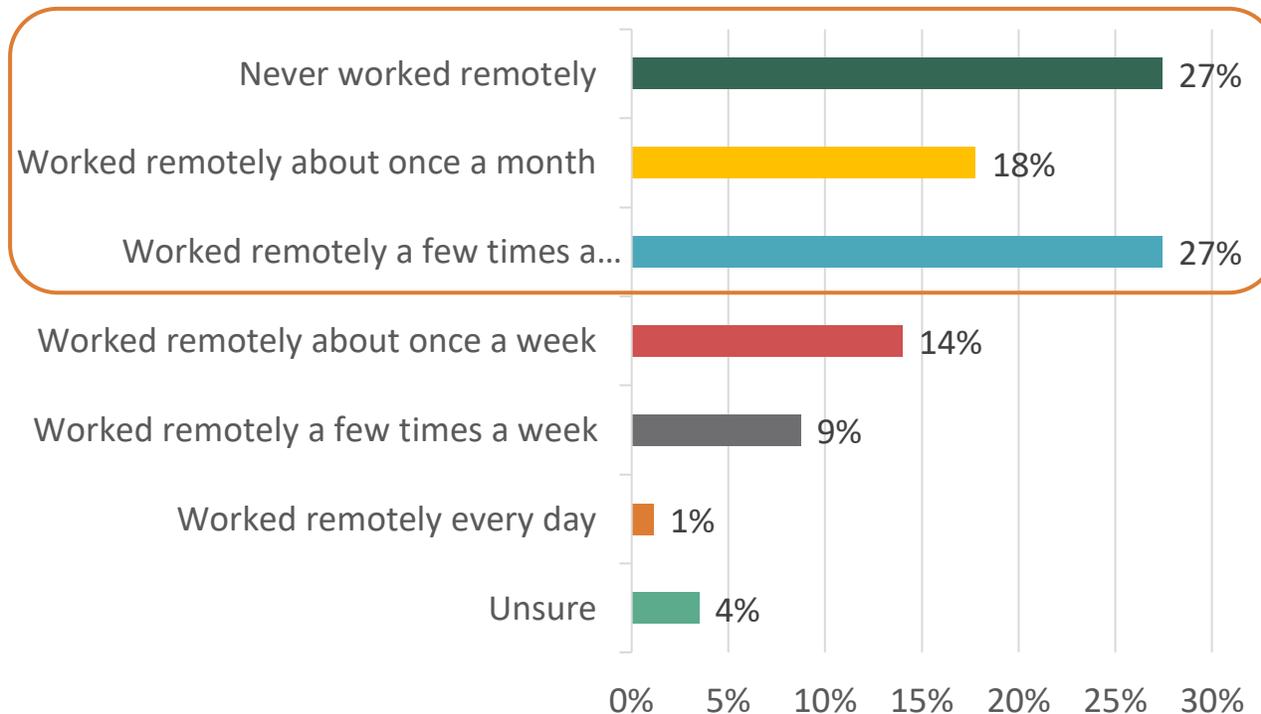
- How is it really going?
- What is the added value of entering the office right now?
- Does that value exceed the added risk and challenges of opening your workplace?



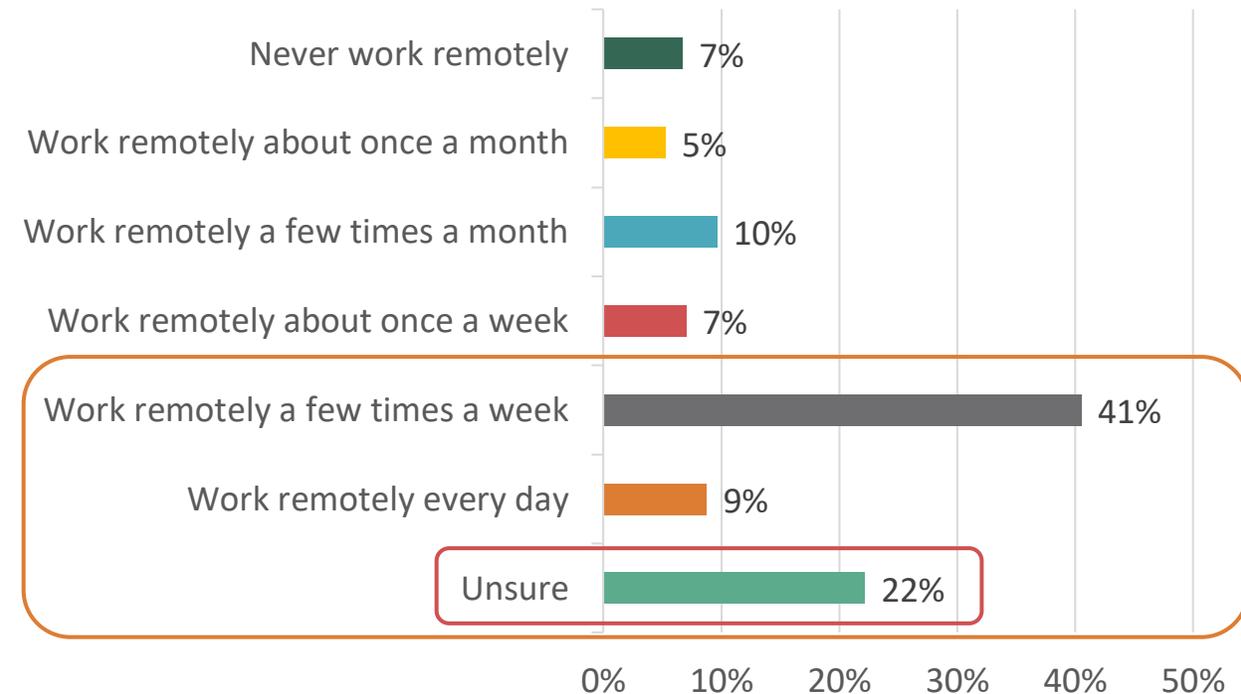
Photo by [CC BY-SA-NC](#)

We anticipate a shift to more frequent remote work

Which best describes your organization's remote work culture prior to COVID-19? Employees...



After COVID-19, what do you anticipate your organization's remote work culture to be?



Note: survey responses were collected between 5/12/20 – 5/20, we received 415 responses

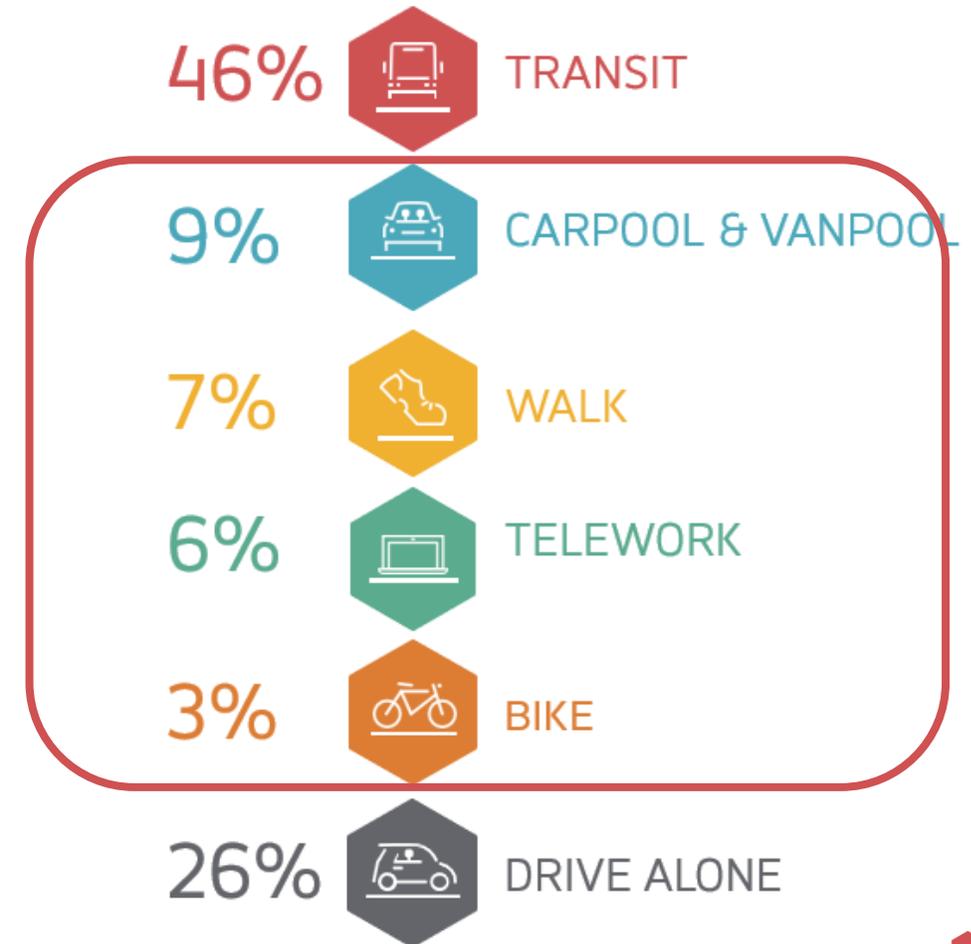
How do I encourage continued remote work?

- Educate your employees about the transportation landscape
 - Share what you learned today!
- Meet with leadership, discuss return to office realities
 - If you request that employees come back to work, will they feel pressured to do so in order to maintain their status and “be seen”? Many might be afraid to speak up to say they are not comfortable returning. What repercussions could this have?
- Make refinements to your remote work policy
 - Policy templates & resources: [Workable](#), [Betterteam](#)
- Improve the remote work experience
 - Future webinars TBA

During re-opening, encourage a variety of commute options

- Remember: transportation options will likely be limited
- We anticipate an increase in demand for parking
- **How can we increase these modes?** →

Now is the time to start to develop strategies to encourage a variety of commute options!



Now is the time to start the conversation!

Many employees will be unaware of their options; they might...

- Find their routes cut or overcrowded
- Be anxious to return
- Be unable to secure PPE
- Be ready to try something new regarding their commute
- Have additional childcare responsibilities



Avoid Peak Commutes

- Staggered shifts
- Flexible arrival times
- Offer weekend work hours for staff who want to work in-office but are limited because of social distancing
- A/B scheduling or alternating in/out of the office dates based on seating arrangements
- Bi-weekly opt-in/opt-out spreadsheet - employees can designate if they're working in office or from home (full-time, part-time, & which days)

Everyone's going to try to drive to work, what do I do?!

Change the Parking Pricing Model

- Offer daily passes, rather than monthly passes
- Offer variable pricing by time of day

Offer Parking Cash-Out

- Providing cash in lieu of a parking pass

Reassign or Reserve Parking

- If an employee is now teleworking, shift their parking space to one for employees who carpool/vanpool

Prioritize Parking for Carpools/Vanpools

- Create and incentivize dedicated parking spaces for carpoolers and vanpoolers to reduce overall demand on parking supply

Ways to increase and incentivize active commuting

Coordinate with Property Managers

- Keep showers/locker rooms open and bike parking available
- Showers are an integral amenity for employees who bike!

Gear Stipends and Bonuses

- Incentivize employees by providing a daily bonus
- Example: one local workplace is adding a \$4/day commute bonus for walking and biking commutes!

Targeted Marketing

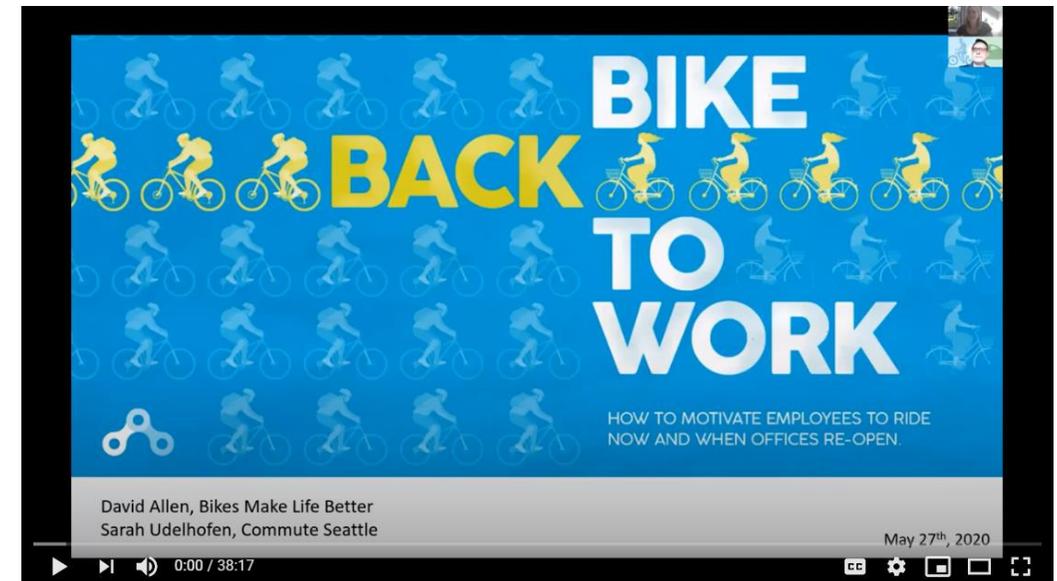
- Use the Tableau Dashboard to identify employees coming from <10 miles away (CTR Program participants have access)

Communicate that it is not 'all or nothing'

- Encourage active commuting once a week or through a *portion* of a journey

Rekindle the love for bike commuting

- Commute Seattle [Bike Resources](#)
- Our [Bike \(Back\) to Work Webinar](#) recording on Youtube outlines ideas
 - + [list of accompanying resources](#)
- Work with building to increase the availability of parking for bikes/scooters
 - Convert a parking space



KCM Vanpools

Vanpools established pre-COVID:

- Vanpools **can** operate with just 2 riders, but this means it will be more expensive once fares reinstated (waived for June)
 - To help offset costs, provide additional seat subsidies
 - Allow employees to decide how many people they want in the van
- Create A/B Scheduling
- Create/Incentivize parking for vanpool



Source: King County Metro

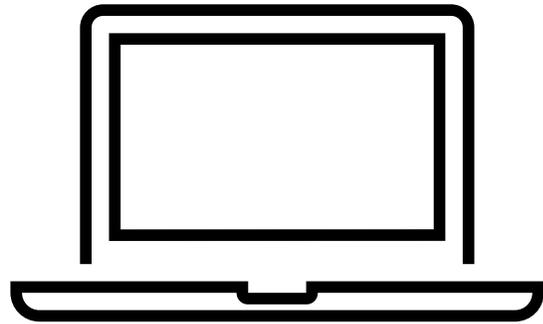
How Can I Safely Encourage [Carpooling](#)?

- Facilitate carpool matching within your workplace
 - Survey employees
 - Schedule a meeting for those interested
 - Ask managers to start a conversation with their teams
- Limit carpools to 2 to 3 people
- Wear masks, provide supplies + guidance to disinfect surfaces, encourage COVID testing

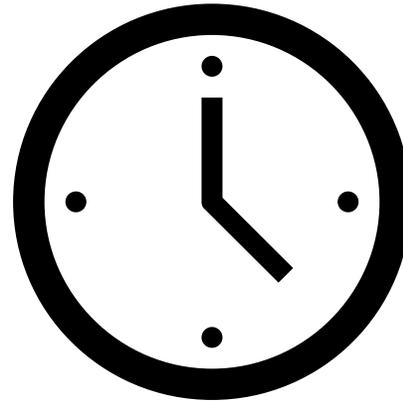
Check-In with [Shuttle](#) Providers

- Physical Distancing
 - Work with your shuttle provider to implement physical distancing which may be achieved by marking off or even removing seats.
- Safety Transparency
 - Publish cleaning protocols and schedules of vehicles.
- Encourage Advanced Booking
 - Offer employees shuttle services that can be booked in advance and encourage them to book trips in advance, to enable more effective use of shuttles.
- Track Data
 - Incorporate pre-trip health questions/screening, safe boarding guidance and post trip follow-up questions into mobile and digital booking systems.

Your Greatest Policy Tools



Work From Home



Avoid Peak Times



Encourage Active Modes

How to ride transit in the time of COVID-19

- Follow [CDC](#) and local public health guidelines:
 - Wear a mask, ensure social distancing, wash hands frequently
 - Consider providing personal protective equipment (PPE) to employees
 - Idea: send “care packages” to employees with masks, sanitizer, quick guidelines, etc
- Help your employees proactively access information
 - Sign up for transit alerts for their routes ([KCM](#), [Sound Transit](#), [WA State Ferries](#))
- Ensure leadership/manager buy in
 - Express empathy & compassion towards employees
 - Consider allowing staggered starts, shifted hours, A/B scheduling



Q&A

Schedule a consultation with Commute Seattle:

- info@commuteseattle.com
- Sarah Udelhofen
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- Wren Barulich
Transportation Specialist
wrenb@commuteseattle.com

Upcoming webinars to keep an eye out for ([calendar](#)):

- Transit Safety & Service with KCM
- Remote Management & Teleworking During COVID

Resources by Mode

Telework / Remote Work:

- [Telework One Pager](#)
- [Commute Seattle Flexwork & Telework Site](#)
- [Workable](#), [Bettermteam](#)

Parking:

- [Parking Management One Pager](#)
- [Parking Pricing: A Primer](#)
- [Parking Management Case Study](#)

Transit Alerts:

- [KCM](#), [Sound Transit](#), [WA State Ferries](#)

Biking:

- [Bike \(Back\) to Work Webinar Recording](#)
- Commute Seattle [Bike Resources](#)

Supporting Working Parents/Caregivers:

- [Working Parents Support Guide / Website](#)

General:

- [Alta Planning: It's the End of the Office as We Know It \(and I feel fine\)](#)
- [ACT: Supporting Commuters Returning to Worksites During COVID19](#)
- [West Seattle Bridge Project Website](#)

King County Metro Passes

- KCM transit is [fare-free](#) through the end of July, as of now
 - [Metro Reduced Schedule Website](#)
- Timeline for Increasing Bus Capacity:
 - This hinges on COVID-19 cases, public health recommendations, and Phased Reopening - so there is not a specific date or timeline currently.
 - [ORCA Business Passport News Bulletin 6/26](#), “What to expect with Metro's regular fall service change and how it may affect your commute”
 - [King County Metro Blog](#), subscribe for updates
- ORCA Renewal Process:
 - KCM is happy to have individual discussions; reach out to your KCM ORCA representative to do so.
- Existing [ORCA Passport](#) Programs:
 - Metro is providing credits for businesses that have ORCA passport during the months that transit has been free (April through July).
 - With any transit agencies that are [part of ORCA](#) and are charging fares, the credit amount on ORCA passport during that time will be slightly lower than previous months.
- ORCA [Business Choice](#):
 - This is a monthly flexible program.
 - Business Choice is still operating as it previously was. You have the ability to cancel cards at any time. There is no minimum # of participants that need to be included on it. You can purchase passes for employees that want them and load funds on a monthly basis. Those cards are currently active as long as you're still adding funds to them.

KCM Vanpool Resources

- Contact KCM to start vanpool:
vanpool@kingcounty.gov
www.kingcounty.gov/metrovan
206-625-4500
- [Emergency Vanpool Formation for Essential Workers](#)
Riders reduced to 2-3 passengers per van
- [COVID-19 – Info for Vanpool Participants & Bookkeepers](#)

CARPOOL SAFETY

Many coworkers carpool together. In order to protect yourself and the other passengers in the car, please use the following precautionary measures:

- Wear a mask at all times while carpooling.** It is impossible to keep a 6 foot distance with carpooling so make sure to wear a mask at all times.
- Avoided touching your face.** This includes your eyes, nose, mouth and adjusting your mask.
- Disinfect your car regularly.** Plan to clean and disinfect your car as often as possible. Pay close attention to surfaces that are touched often by passengers.

Source: Wellington Health