

Contra Costa County Employee Commute Survey

REPORT
December 2019



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INTRODUCTION AND SUMMARY

INTRODUCTION

This report summarizes a survey conducted in July and August 2019 of Contra Costa County (County) employees regarding how they travel to and from work. The survey found that most employees drive alone and are spending 40-45 minutes on average commuting each day. Two-thirds of County employees would consider alternatives for their work commute, particularly telecommuting and carpools. Primary factors that inform current commute choices are travel time, cost, and flexibility. While a small percentage of County employees taking the survey drive electric vehicles currently, more than half are considering purchasing an electric vehicle, and 75 percent would like to the County to install electric vehicle chargers at County facilities.

In 2015, Contra Costa County adopted a Climate Action Plan (CAP) to set goals and identify solutions to reduce emissions of Greenhouse Gases (GHGs) and other harmful pollutants. The County's CAP supports then-current California legislation related to climate change, including AB 32 and SB 375, which directed state and local agencies to reduce GHG emissions.¹ The CAP supports a balanced transportation system including bicycle, pedestrian, transit, and carpooling facilities, transit, and parking demand management. This balance ensures that harmful environmental effects from the transportation sector can be addressed, and effective policies put in place.

As one of the largest employers in the county, it is imperative that County government understands transportation trends and the preferences of its employees, in order to adopt measures that will best support the use of alternative commute modes, including zero-emission vehicles.

The findings presented in this report were derived from a survey of Contra Costa County employees and was commissioned by the County. The questionnaire was designed by the County's Sustainability Office with input from 511 Contra Costa. The survey was administered by the County. 511 Contra Costa tabulated the data and prepared this report with further analyses and modifications by the County.

SUMMARY

The following conclusions were based on the analysis of 727 completed surveys.

Popular Commute Type by Mode

The most popular commute mode is driving alone to work. Of the 727 employees responding to the survey, 93 percent of respondents indicated that they drive alone to work. On average, employees live 18 miles from their place of employment.

Preference for Alternative Commute Options

More than 67 percent of respondents indicated that they would consider an alternative mode of commute and 73 percent cited that travel time is the greatest barrier to choosing an alternative mode of commuting. Many respondents shared that their alternative commute mode preferences would

¹ The County is in the process of updating its Climate Action Plan, concurrent with an update to its General Plan and Zoning Code. The updated CAP is expected to be adopted by the end of 2020.

include carpooling and telecommuting/ working from home. The survey included a comments section, where many of the respondents indicated that they would prefer telecommuting when possible.

Preference for Electric Vehicle Adoption

Only 4 percent of respondents currently drive electric vehicles. Of the respondents that answered the question about whether they would consider buying an electric vehicle, 57 percent of respondents answered positively. Of those respondents, more than 61 percent shared that their greatest barrier to purchasing an electric vehicle is the cost of the vehicle.

Findings, Additional Research and Next Steps

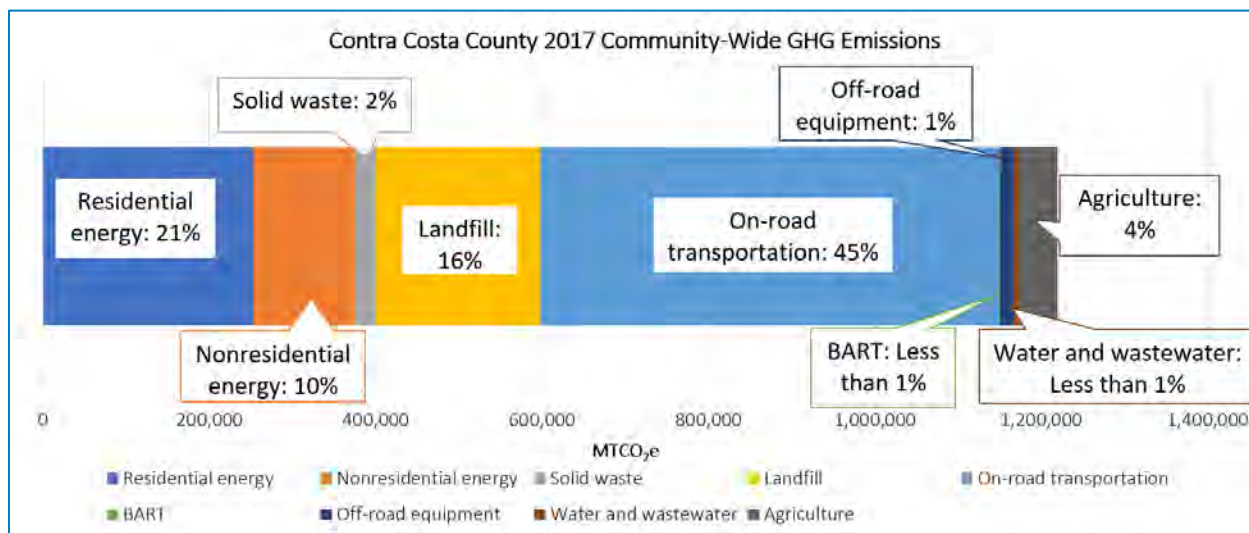
Capturing the zip codes for the trip origins and worksite addresses of employees in future surveys would provide further insight on the context for commute options, incentives, demand for electric vehicle charging, bicycle parking infrastructure, and transit stops near worksites.

The County could further examine the data pertaining to electric vehicles, including perceived costs, range anxiety, adequate charging infrastructure, and other factors. It may be beneficial to coordinate events for County employees to learn and share additional information on electric vehicle ownership. One such event can be a ride and drive event that brings people and electric vehicles together in an experience area. Additionally, more information can be shared with the public regarding the cost and cost savings of electric vehicles along with first-hand experience to dispel any misgivings about electrical vehicle ownership.

Based on the survey results and respondent comments, additional focus on County sites in Martinez, where the majority of County employees work, is warranted. Follow-up can focus on telecommuting for worksite or department-specific County employees, relocating employees to office sites closer to their homes and coordinating commute services with other large Martinez employers such as Kaiser Permanente and the U.S. Veterans Administration Medical Center.

WHY COMMUTE CHOICES MATTER FOR CLIMATE GOALS

In Contra Costa County, as in much of California, the transportation sector comprises 45 percent of community-wide greenhouse gas emissions. This is true for County employees, as well. Reducing travel in single-occupant vehicles that run on fossil fuels is important to achieving the County's climate goals.



PURPOSE OF ANALYSIS AND STUDY APPROACH

PURPOSE OF STUDY

To successfully fulfill the goals set in the Contra Costa County Climate Action Plan, and as one of the largest employer in the county, it is imperative for the County to understand how employee commutes contribute to GHG emissions and what barriers employees have cited that prevent them from using commute alternatives. In order to identify opportunities for encouraging more environmentally-friendly means of travel the County must understand employee travel preferences and have current information regarding the travel behaviors of its employees. By profiling employees' commute characteristics (distance, time, mode, alternative commute type etc.) this report will allow the County to plan for necessary infrastructure and incentives to encourage the use of alternative commute modes.

This survey gauges the need for electric charging infrastructure, and attitudes regarding the use of alternative commute modes to support the shift to zero emission-based transportation.

APPROACH

The County employs 9,478 people who report to various worksites located throughout the county. The electronic survey administered through Google Forms was distributed via email to every department on July 22, 2019 and closed on August 2, 2019. The survey instrument contained a total of 19 questions including the opportunity to provide comments. Additionally, participants who shared their email address were included in a prize drawing to win one of ten (10) \$20 BART tickets, provided by 511 Contra Costa.

COUNTY EMPLOYEE COMMUTER SURVEY GOALS AND OBJECTIVE

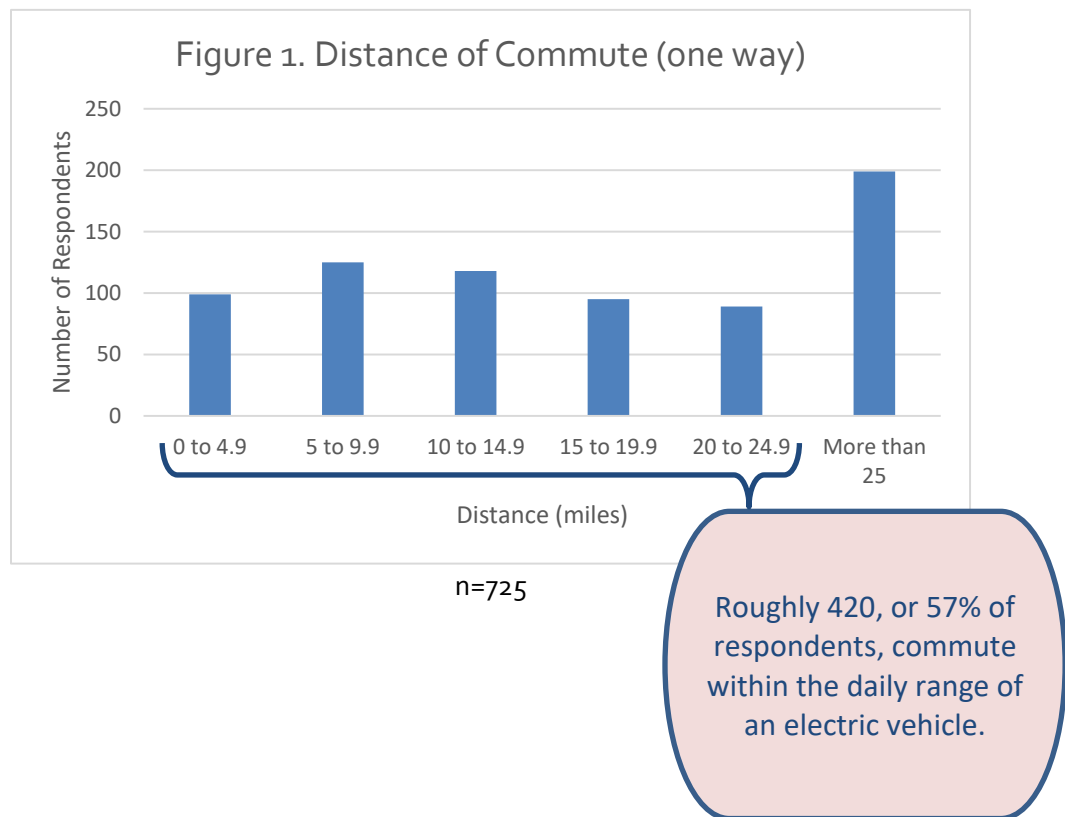
The County issued the survey mindful of the goals being considered for the ongoing update to the Contra Costa County Climate Action Plan. The survey was conducted to evaluate the current commute modes of County employees and to understand the barriers to adoption of alternative modes of transportation and electric vehicles.

FINDINGS

The survey was completed by 727 employees, representing a response rate of 7 percent. Some survey questions allowed multiple answers, and some attitudinal questions were optional.

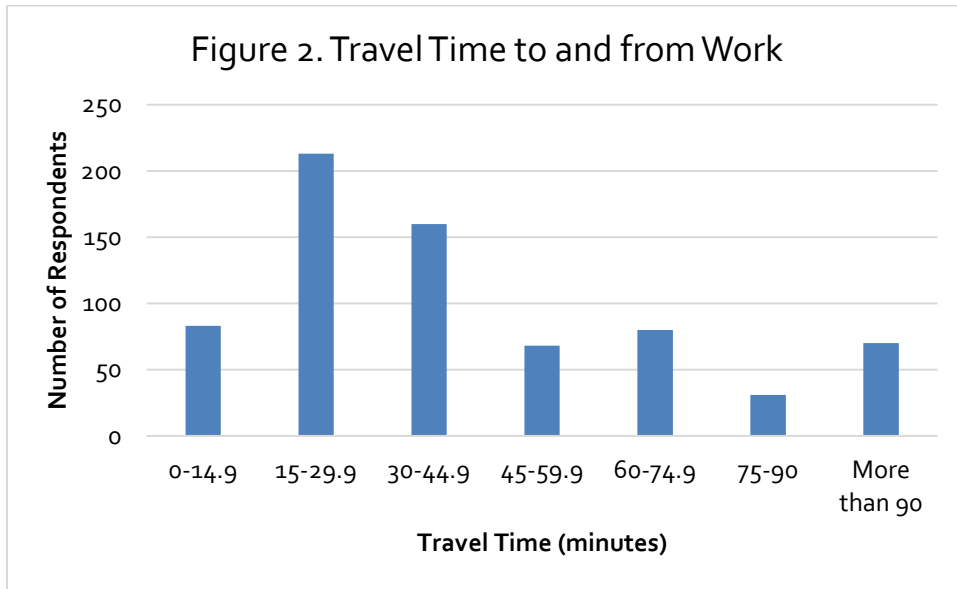
On average, what is the distance of your commute in miles (one way)?

Average commute distance: 18.4 miles



On average, how long is your travel time to get to and from work?

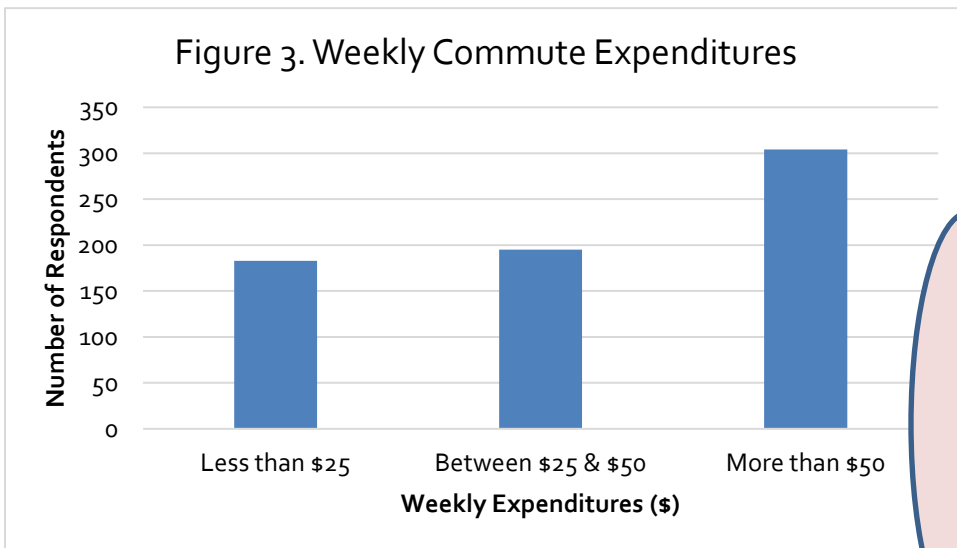
Average travel time to and from work: 40.45 minutes



n=705

On average, how much money do you spend on your commute weekly (including tolls, ferry passes, ride hailing apps, gas, public transit, bike costs, etc.)?

Average weekly commute costs: \$52.66



n=682

Cost of electric vehicle charging is roughly .049 per mile, or \$9.06 per week, based on the average 37-mile round trip.*

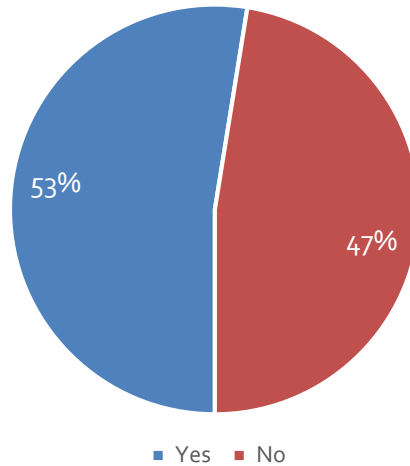
* Based on 2018 Nissan Leaf. 240V charger, costs are \$7.36 for a full 150-mile charge. This was arrived at by 40kWh battery size x electricity costs of .184 per kWh. $\$7.36 / 150 \text{ mile charge} = .049 \text{ per mile} \times 37\text{-mile daily round trip} \times 5 \text{ days} = \9.06 .

Do you have an alternate work schedule?

Yes: 53%

No: 47%

Figure 4. Alternate Work Schedule



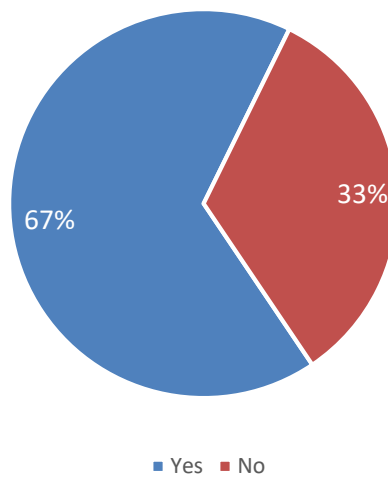
n=726

If you drive alone, would you consider an alternate commuting method where feasible?

Yes: 67%

No: 33%

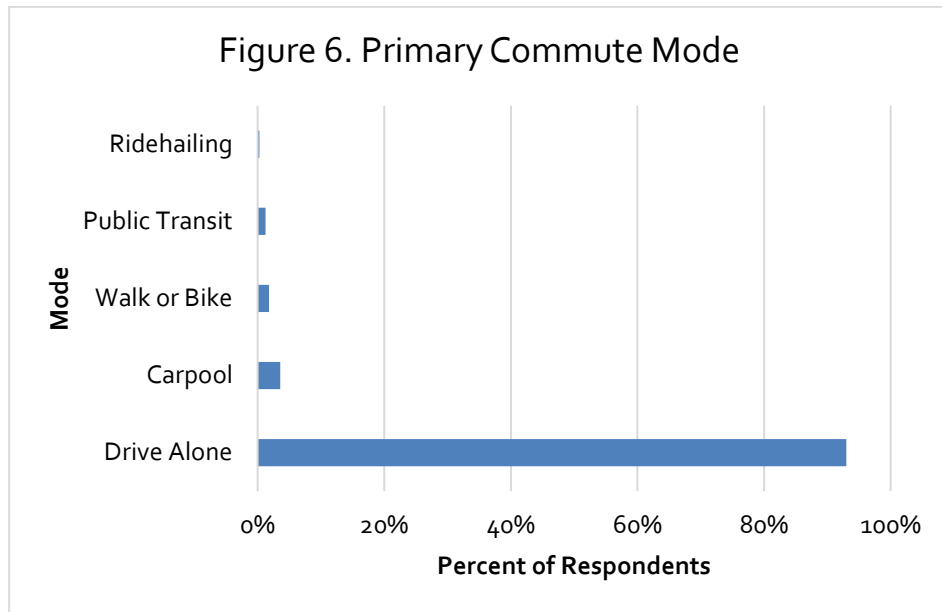
Figure 5. Consideration of Commute Alternative



n=697

What is your primary mode of transportation?

Drive Alone	93%
Carpool	4%
Walk or Bike	2%
Public Transit (Bus, BART, Amtrak)	1%
Ridehailing	0.3%



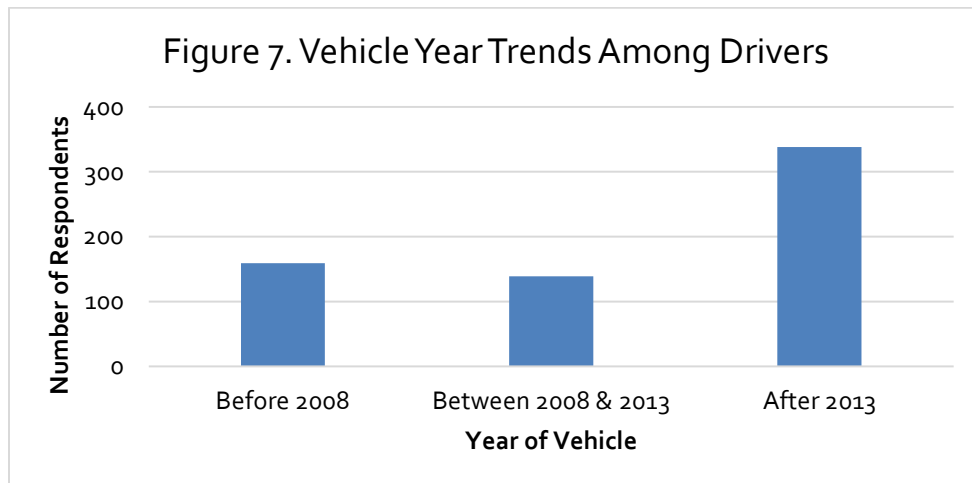
n=726

If you drive alone, what is the model year of your car?

Before 2008: 25%

Between 2008 and 2013: 22%

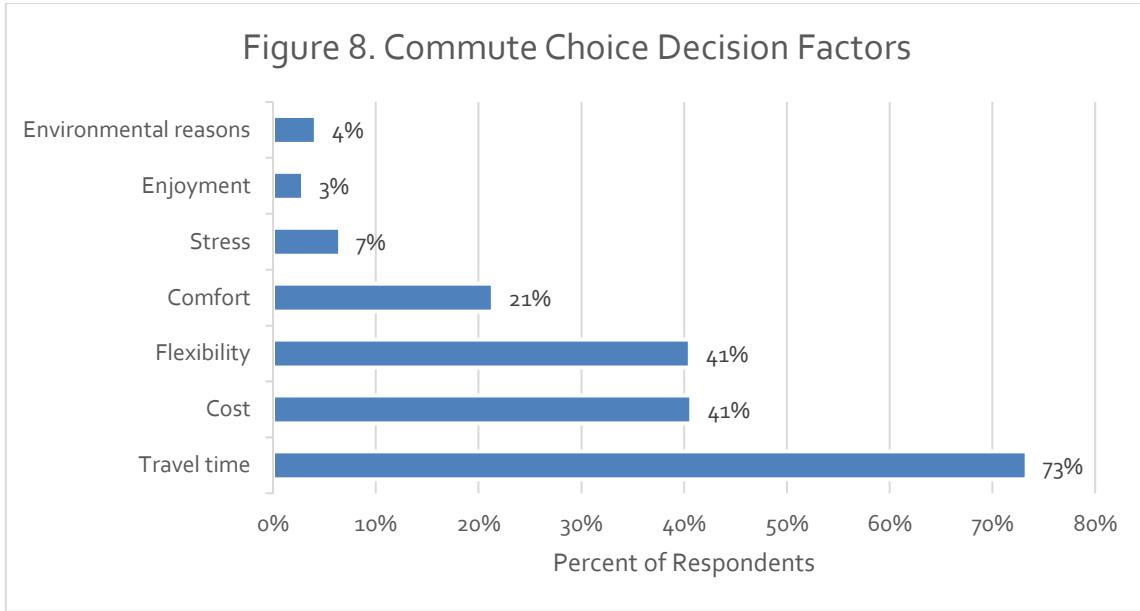
After 2013: 53%



n=636

What informs your commute choice decision?

Travel time	73%
Cost	41%
Flexibility	41%
Comfort	21%
Stress	7%
Enjoyment	3%
Environmental reasons	4%

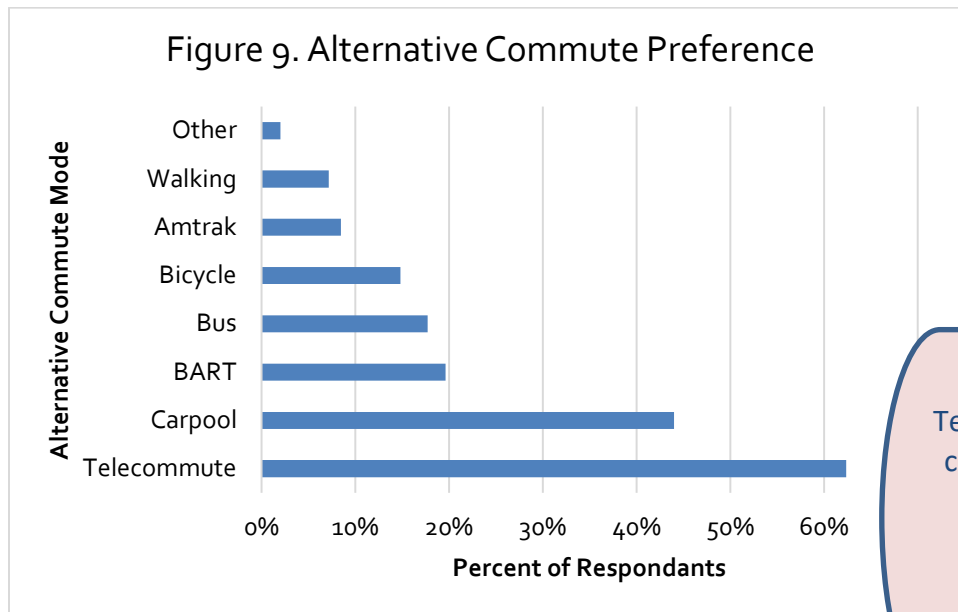


n=720; multiple selections allowed by respondents

What forms of alternative commuting would you consider?

Telecommute	62%
Carpool	44%
BART	20%
Bus	18%
Bicycle	15%
Amtrak	8%
Walking	7%
Other	2%

Figure 9. Alternative Commute Preference



Telecommuting and carpooling are the most common commute preferences to driving alone.

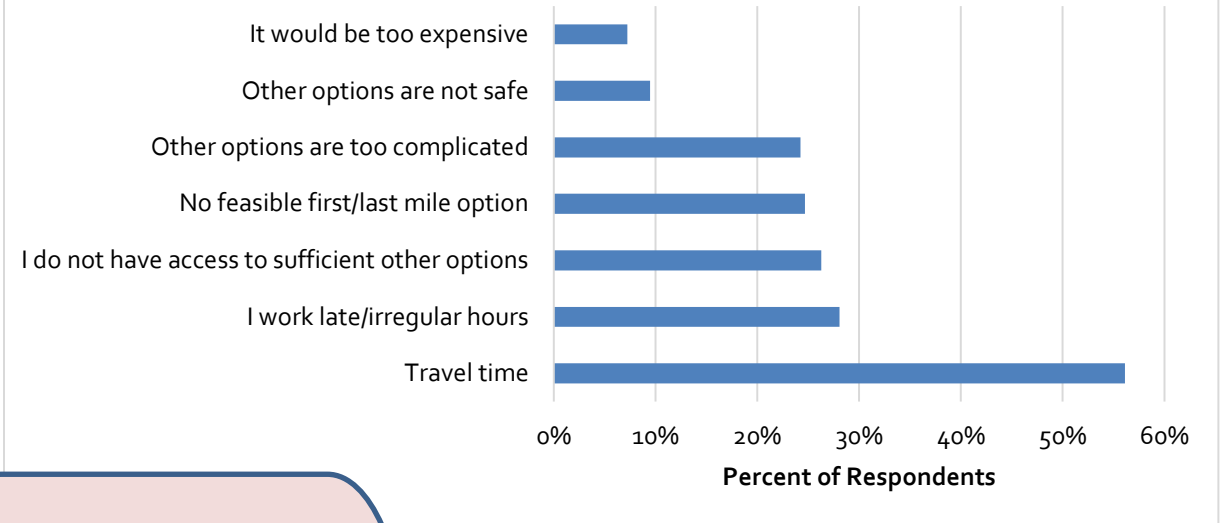
n=627; multiple selections allowed by respondents

“The Board approved telecommuting for employees as an alternative to driving into the office, especially for bad commutes like Highway 4. So, why doesn't management support this initiative if the Board already approved it? ... I'm not sure why we can't get buy in at the management level.”

What are your obstacles to using alternative transportation modes?

Travel time	56%
I work late/irregular hours	28%
I do not have access to sufficient other options	26%
No feasible first/last mile option	25%
Other options are too complicated	24%
Other options are not safe	9%
It would be too expensive	7%

Figure 10. Obstacles to Alternate Modes of Transportation



n=677; multiple selections allowed by respondents

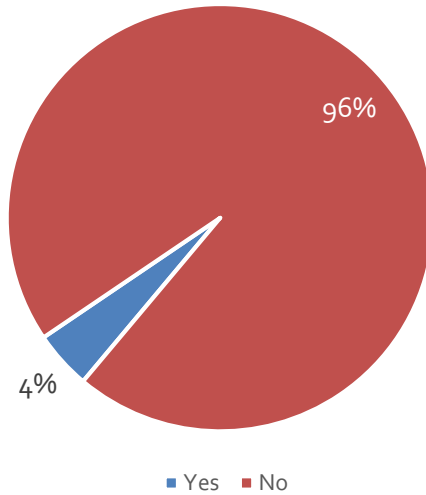
“While the bus may appear to be a viable option, the length of time it takes to get to my office...makes the bus, for me, an impossible solution.”

Do you drive an electric vehicle?

Yes: 4%

No: 96%

Figure 11. Electric Vehicle Use



n=725

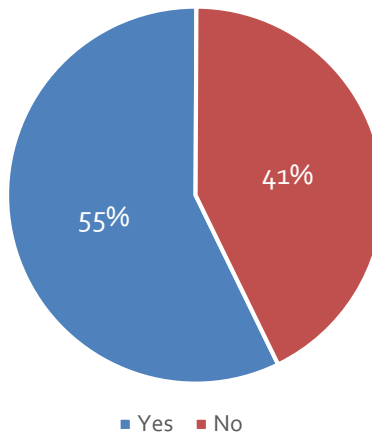
"I think many more people would drive electric vehicles if work sites everywhere had sufficient charging stations."

Would you consider purchasing an electric vehicle?

Yes: 55%

No: 41%

Figure 12. Considering Purchasing an Electric Vehicle

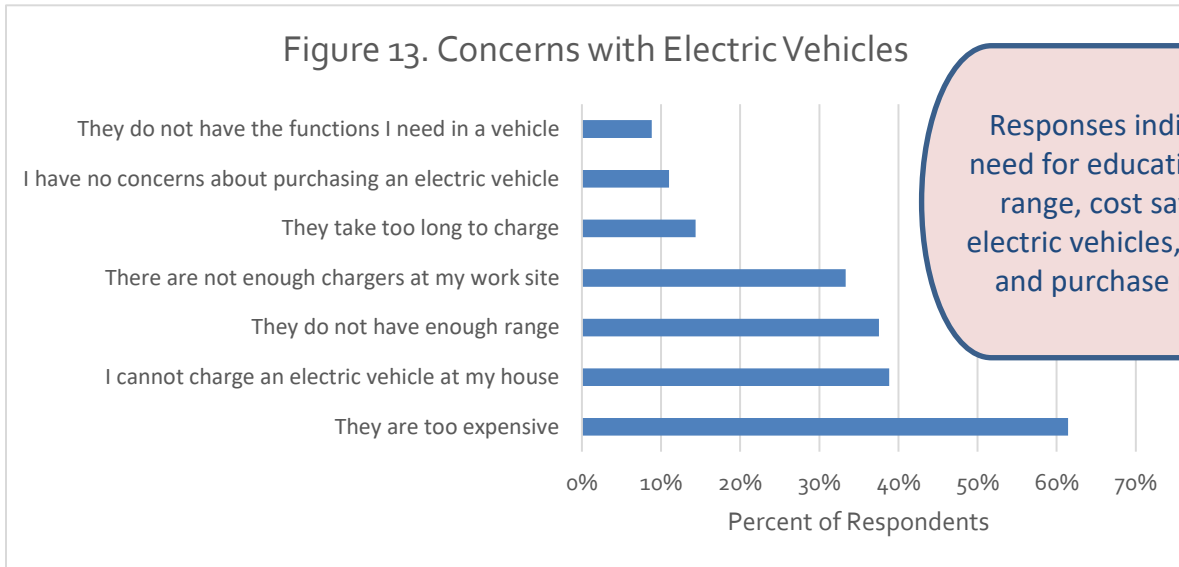


n=695

What concerns do you have about purchasing an electric vehicle?

They are too expensive	61%
I cannot charge an electric vehicle at my house	39%
They do not have enough range	38%
There are not enough chargers at my work site	33%
They take too long to charge	14%
I have no concerns about purchasing an electric vehicle	11%
They do not have the functions I need in a vehicle	9%

Figure 13. Concerns with Electric Vehicles



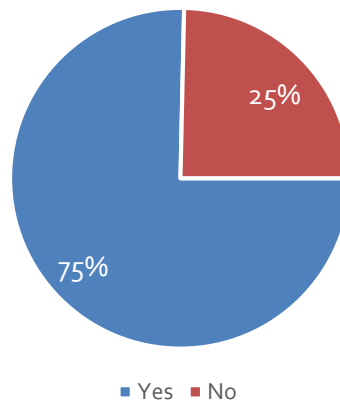
n=690; multiple selections allowed by respondents

Would you like to see more electric vehicle chargers at County offices and facilities?

Yes: 75%

No: 25%

Figure 14. Electric Vehicle Chargers at County Facilities



n=726

"If there was electrical vehicle charging at my workplace, I would purchase an electric vehicle tomorrow."

KEY TAKEAWAYS

In considering the County's Climate Action Plan, we find that County employees, although supportive of adopting alternative commute modes, are not committing to these options because they are not as convenient as driving alone to and from work. In the comments portion of the survey, many respondents indicated that they would be interested in telecommuting options and carpool options. Such programs would be effective ways for the County to reduce GHG emissions from employee commute trips. The County may want to explore options for telecommuting and workplace electric vehicle charging, as well as provide more information at the department level on commute alternative modes and incentives. The County policy on telecommuting was last updated in 1993 (see Appendix C). The County may wish to revisit this policy in light of the survey results and current technological options.

FUTURE RESEARCH

The County could further examine the data pertaining to electric vehicles, including perceived costs, range anxiety, adequate charging infrastructure, and other factors. Next steps may also include a cost-benefit analysis to compare the costs of electric vehicles or alternative commute modes to the drive-alone trips currently made by the majority of employees. This information could be used to help educate employees on the long-term cost and benefits of electric vehicle ownership or alternative commute modes.

The County could research opportunities for shuttles and other options that would facilitate employees using public transit. This research should include collaboration with other large employers in Martinez, such as Kaiser Permanente and the U.S. Veterans Administration Medical Center. Additional surveys, specific to the Martinez sites where the majority of County employees work, may be needed.

APPENDIX A: SURVEY INSTRUMENT

Employee Commute Survey

Please help Contra Costa County by finishing this survey to the best of your ability. The survey will be open for 2 business weeks. Participants who share their name and email will be entered into a raffle to win 1 of 10 BART tickets each with a value of \$20.

* Required

Commute Questions

1. Which County department do you work for? *

2. On average, what is the distance of your commute in miles (one way)? *

3. On average, how long is your travel time to get to and from work (in hours and minutes)? *

4. On average, how much money do you spend on your commute weekly (including tolls, ferry passes, ride hailing apps, gas, public transit, bike costs, etc.)? *

5. Do you have an alternate work schedule? **

Mark only one oval.

- Not Offered
- 4/10s
- 9/80s
- Other: _____

6. Which of these transportation modes do you use in an average week? Mark all that apply.

Check all that apply.

- Drive alone
- Carpool
- Ride hailing (Uber, Lyft, etc.)
- Bus
- BART
- Amtrak
- Bicycle
- Walk
- Telecommute/work from home
- Other: _____

7. If you use more than one mode of transportation to get to work in an average week, please list the predominant mode and distance of that mode:

8. If you drive to work, what is the make, model, and year of the car:

9. If you carpool, how many other people on average do you share the ride with? Do not include ride hailing apps if you are the only person in the car.

10. If you drive alone, would you consider an alternate commuting method where feasible?

Mark only one oval

- Yes
- No

Commute Preference Questions

11. What informs your commute choice decision? *

Check all that apply.

- Travel time
- Cost
- Flexibility
- Comfort
- Environmental reasons
- Enjoyment
- Stress
- Other: _____

12. What forms of alternative commuting would you consider? Mark all that apply:

Check all that apply.

- Carpool
- Bus
- BART
- Amtrak
- Bicycle
- Walking
- Telecommute/work from home
- Other: _____

13. What are your obstacles to using alternative transportation modes? Mark all that apply:

Check all that apply.

- Travel time
- No feasible first/last mile option
- I work late/irregular hours
- It would be too expensive
- I do not have access to sufficient other options
- Other options are not safe
- Other options are too complicated
- Not enough secure bicycle parking spots
- Not enough protected bicycle lanes or sidewalks
- Other: _____

Electric Vehicles

14. Do you drive an electric vehicle to work? *

Mark only one oval.

- Yes. *Skip to question 17.*
- No. *Skip to question 15.*

Electric Vehicles

15. **Would you consider purchasing an electric vehicle? ***

Mark only one oval

- Yes
 No

16. **What concerns do you have about purchasing an Electric vehicle? Mark all that apply ***

Check all that apply

- They are too expensive
 They do not have enough range
 They do not have the functions I need in a vehicle
 They take too long to charge
 I cannot charge an electric vehicle at my house
 There are not enough chargers at my work site
 I have no concerns about purchasing an electric vehicle
 Other: _____

Electric Vehicles

17. **Would you like to see more Electric Vehicle chargers at County offices and facilities? ***

Mark only one oval

- Yes
 No

18. **To be entered into the raffle add your name and email address:**

19. **Do you have any concerns or issues related to this survey that are not captured in this survey? If so, please describe them:**

APPENDIX B: COMMENTS

Do you have any concerns or issues related to this topic that are not captured in this survey? If so, please describe them:

There should be more work time options. Alternative work schedules should be reinstated.

I wish our office offered more flexibility for start times. Many people accrue additional childcare cost from being late to pick up their children from daycare and the traffic is expected to get worse as the construction of highway proceeds for the next two years

Give employees alternate work schedules!!

Earlier and later start times should be offered in 8-5 offices.

Alternative work schedules might also help relieve the parking challenge at Ellinwood campus.

It would be ideal if my office opened at 7am for a 7am-4pm shift

Why is there no BART service directly to downtown Martinez? There needs to be better BART service not only from Central County but also from East and West.

I would never take BART, I live in Solano County and BART is not offered, AMTRAK tickets would be more appropriate for those who don't use BART.

BART along the 680 corridor in Contra Costa County would be lovely.

Would like to see more bike friendly lanes and routes and offices to support bikes.

There is a lot to be said for "if they build it, people will use it" - As a bicyclist I see this every time a road is improved with a bike lane or a new section of multi-use pathway is added anywhere. If the county just prioritized connecting their buildings to emphasize this, it would increase usage tremendously as well as improve the overall network for everyone considerably.

Public Works should encourage bicycling to work by paying a subsidy.

More bike lanes please.

If would be nice to have shower at work for people who bike. Also, monetary incentives are nice for people who biked rather than drove.

If there were painted bike lanes from Clayton to Martinez route I would be more inclined to ride my bike the 12 miles to work 2 - 3 days per week. I rode my bike on Bike to Work Day this year and it felt very unsafe on some sections of commute road.

What can the county do to assist employees with bridge toll expensive? I think mileage reimbursement should reflect the current cost of gas.

Although there is a fairly direct route from my area to work, the bus requires multiple transfers, backtracking, and several hours to complete when I can drive in 30 minutes. Carpools are not flexible and I don't necessarily want to have to converse with others on the drive. A county organized vanpool would be more welcome.

While the bus may appear to be a viable option, the length of time it takes to get to my office and the physical issues for me that go with the bus make the bus, for me, an impossible solution.

When my car died, public transportation was inefficient. The bus takes 1.5 hours for a ride that takes 10 minutes.

Very limited bus service and times near office.

The bus route that would get me to work would require transfers. Time to get from my location to work via bus would take almost an hour. Thirteen miles in an hour is way too long. I work very early in the morning and buses do not run during this time anyway. Public transportation in the Eastbay in my opinion is poor. Some routes are good but going from one transit area to another like WestCat to County Connection can prove difficult, and travel times are not very efficient.

I would take a bus if there was a route from Benicia to Martinez that didn't take two hours each way and still make you walk over a mile to/from each stop

I would really like to see a better bus route with shorter times from the Clayton Road Treat area to Conservation and Development.

Even if I would like to take the bus, there are no convenient locations close to my house. It would also limit me if I want to stop by somewhere after work, or I have too much to carry. The entire trip would cost too much time.

My personal vehicle is a condition of hire.

I use my car for County business.

Would 511.org be a better option to find a carpooler?

if carpooling is established to and from Martinez to Fairfield, how do you allocate the Fastrak charges?

Unable to carpool due to having drop off children in the morning.

On my scheduled work days, I take my child to two different child care locations (different locations on different days), so it's difficult to have a set schedule with carpooling unless some don't mind driving to different places

I would say that the issue of adding childcare into the mix has been the biggest restriction for me when it comes to evaluating commuting options. I used to carpool four days a week with my husband, and occasionally took BART, but with the added time that it takes to drop off my son at daycare, we have had to drive separately. BART and biking aren't really options when transporting babies and making multiple stops. This is only temporary, but I imagine it is an issue for many other families as well.

My organization does not offer commuter check. I wish they would. It would be a great supplement to my already low income.

Please take into consideration when making any changes, how it may affect those with a disability so that any changes may be accessible for everyone.

Accessibility of transportation for disabled employees

I would consider an Electric Bike or Scooter. That would help in my commute and it is a cheaper option for part of my commute.

Are there resources/programs available through Contra Costa County to help purchase an electric vehicle?

There are 9 chargers in a controlled/ gated lot behind the Board of Supervisors' building. They are routinely empty, yet I cannot access them to charge my electric vehicle. I am a county employee and have to drive as a part of my job, so I find this extremely frustrating, and makes my efforts to be environmentally responsible with my driving much more difficult.

The electric vehicle survey has been sent for at least 4 years and nothing has been done to allow more employees to have access to charging stations.

Some employers require employees to pay for charging stations at work.

Not enough electric car chargers.

Not commute related, but happy to see so many EVs in the county's fleet. I get good feedback from others when I arrive at meetings in a full EV, and it paints the county in a positive, progressive light.

Multiple charging stations at the County Administration Building not being used. All county employees should be able to use charging stations.

Low interest loans available to buy an electric car :)

If there was EV charging at my workplace I would purchase an EV tomorrow.

If more EV chargers are at county offices, it reduces the number of regular space parking. There aren't enough parking spaces at my work site.

I would drive an electric vehicle more often if there was an electric vehicle charger available in downtown Martinez.

I would consider an electric vehicle or other alternatives but the expense of a vehicle and upgrading my electrical at home are definitely cost considerations. One other issue about carpooling is that not that people at my office live in Pleasant Hill/Walnut Creek area so not that many choices for carpooling partners.

I think the county should provide free electric vehicle charging as an incentive for employees to drive electric vehicles - especially when the electricity is being generated for free by solar panels as it is at 651 Pine.

I think MANY more people would drive electric vehicles, if work sites everywhere had sufficient charging stations.

EV chargers take up space that could be used for regular parking spaces. If EVs were able to use regular electrical outlets, then the county could require the placement of regular outlets at parking spaces rather than the current EV charging stations. Also, there are constraints on commercial parking lots due to the dedicated EV charging stations.

EV chargers should be free for county employees especially for county rideshare/carpool to other county employees.

Access to electric charging while at work is difficult. New charging stations are not accessible and are not used to the potential. Please provide a pass to the parking lot at 651 Pine for staff with electric cars. That way Charge Point can recoup some of their investment.

There are not enough charging stations for electric cars in Martinez. There should be charging stations at all county buildings as well as access to chargers for all county employees. There should be chargers at the jail parking lots in Martinez and Richmond. Jurors need chargers at the courthouses.

We have lots of other things to do before electric car chargers.

There are way too many vacant electric-only vehicle parking spots and a surplus of Hybrid cars in normal parking spots. Although Hybrid cars also positively impact our environment, those who chose to purchase environmentally friendly hybrids receive no benefits. Hybrids should be allowed to park in the electric-only vehicle parking spots while there is a surplus. Otherwise we are just contributing to pollution by forcing others to drive in circles in search of parking while various electric only vehicle parking spots remain vacant.

Need chargers at Summit Center.

I often have to make off-site visits for work, so just getting to work does not address my work-related transportation expenses. To drive an electric vehicle, there would have to be a way to charge the vehicle at work.

Covered solar parking and EV chargers would be great!

Charging stations should not be free.

Why do people have to commute so far? Wages do not match housing costs. To afford to buy a home I had to move out of Contra Costa County.

The lack of proper infrastructure between Pittsburg and Martinez.

I purposely moved here with the intention of having a short commute and the costs that I previously paid in commute, toll, car maintenance, etc. In turn, I pay more in housing expenses for living here in Martinez.

I prefer living in the San Leandro area, but don't want the commute.

I live in Solano County.

I just would like to see some action. Thanks.

I answered these questions as they apply currently. However, I was previously commuting 30 miles one way. If this Pilot unit doesn't work out I'll be back to the long drive.

I am a renter and single. The place I was living that was 20 minutes (1w) from work was sold. I had to find a rental that I could manage on my county salary. So now I am living twice as far away. I am dealing with a tough commute too.

Considering areas such as Solano Co. that does not have BART.

Company-wide practices, such as use of electricity, low flow toilets, and other sustainable practices that should be implemented.

Commuting is dictated by where people live, and people live where they can afford to live, and affordable housing is dictating by the wage they make.

Commuting from a different city is difficult.

Safety of leaving office at night - it is safer to walk the short distance to my car than to BART.

I haven't looked into the county's carpooling program since I don't have a car, but if it's financially feasible and the county wants to promote better commuting, it could provide financial incentives for carpooling or electric vehicle purchases.

How about a toll raffle, or incentives for those who pay toll to commute daily. BART is not an option for those in Solano County so we must pay toll regardless.

Employee benefits for commuting environmentally efficient.

County facilities need to be located near services so that at lunch, you can access restaurants and other things without needing a car. Many county facilities are located in areas that require a vehicle just to get lunch...and I'm not always a good planner to pack a lunch the night before.

Employees should have options to work closer to their home, 4/10 schedules or telecommute. 4/10 schedule allows our participants to meet before and after work and cuts out one day of commuting time.

There are two offices closer to my house.

My concern is that there are not enough offices in far East Contra Costa County to house those of us that live in East Contra Costa.

If a transfer was available to work as an SSPA Intake worker, at the Hercules office, which is 5 minutes from my house, I'd take it!

How about placing employees who request to be closer to their homes instead of forcing them to commute and deal with this horrible traffic jam! County need to start paying mileage.

Please place county offices near public transportation options!

It would be easier to relocate people to offices closer to home. I live in walking distance to the Pittsburg SIT site and 4545 Delta Fair is 15 minutes from my home.

If/ when electric chargers will be offered, we need to ensure that parking is not jeopardized for all employees.

There is no parking downtown Martinez even if people did have electric cars.

There is a diminishing amount of parking spaces available at my worksite (625 Court St., Martinez). Even with this issue, there are minimal options for workers other than to drive.

Parking is limited/impacted in the downtown Martinez area. Hopefully there are plans to improve parking for county employees.

Need to make sure there are enough parking spaces for employees as well as visitors during all times of the day.

If I used an alternate form of transportation, I would be concerned that I wouldn't be able to attend late meetings easily. I also would be concerned that if I had a family emergency, I wouldn't be able to be available to get home quickly.

Maybe all departments should have an electric car on hand for work use. Then people like me could leave their car at home more often.

I would consider other modes of transportation if I had county car access.

Expansion of light rail throughout county to get last mile, such as eTranzUSA. We need this type of rail to make Contra Costa County vital.

Walking would be a great alternative as would be electric scooters for rent or free usage as a commute option to free up a parking space and reduce carbon footprint.

1. Commuter Check should be an option for county employees 2. Shuttle to county building from BART stations (e.g. Kaiser shuttles). Richmond is the only convenient office within walking distance from BART station.

Yes, a BART station is nowhere near Martinez, where most of the county buildings are located. BART is irrelevant to the county employees. If the county did provide a shuttle from one of the stations 10 miles away, then I think it would be appropriate to include on the survey.

A shuttle service from local BART stations to county offices would be ideal

We need to solve the issue of how employees can more easily take transit, bike, and/or carpool. The current Commuter Benefit program is a joke, totally irrelevant unless you work downtown and can reliably take Amtrak from your home. The county should invest in shuttles from employment centers to BART - consider partnering with other nearby employers such as Kaiser and the Veterans Administration.

There should be mini buses with a schedule to transport county people from point A to point B. It would be amazing if the county invested in a shuttle from BART to the various sites in Martinez. Perhaps the city of Martinez could be a partner - it could increase traffic to downtown Martinez without requiring more parking spaces.

I tried taking Amtrak + biking from Oakland, but trains are not frequent, and are often delayed in the evenings. A bus or shuttle connection from central county BART stations would help me stop driving for my commute. More frequent bus connections to 30 Muir would also help me take transit more often.

This question is oddly worded. What informs your commute choice decision?

Its worded very poorly. 1st question asks about commute one direction. 2nd question asks about commute both ways?

I'm glad to see the outreach for this important issue!

I drive a hybrid and that question was not asked.

Hoping that I will not receive a ton of spam emails as this is a work address.

Add to survey question of hometown to better understand commute options.

I would love to take BART, but the station is nowhere near the office. I would to take Amtrak, but the cost is prohibitive. I would love to telecommute, but my office has a strict policy against all forms of telecommuting (even though I regularly telecommute on sick days and vacation days). The county could help by 1) offering Amtrak discounts, 2) arranging BART shuttles from/to downtown Martinez

(from 7 am to 9 am, and 4pm to 7pm), 3) encouraging department heads to officially allow telecommuting.

Would love it if telecommuting was offered more.

Would like to telecommute, not sure how to go about it.

Work on clear policies to support and promote secure telecommuting.

There should be a written telecommute program available for employees. There was once a pilot program, but no other information is available.

The county should expand the option of telecommuting where feasible. This is a win-win for all involved. Less traffic, wear and tear on the roads and our cars, less pollution, fewer hours wasted on the road traveling, less electricity usage in county buildings, huge savings for the employee in travel costs, etc.

The BOS approved telecommuting for employees as an alternative to driving into the office, especially for bad commutes like Highway 4. So, why doesn't management support this initiative if the Board already approved it? My work can be monitored and I'm a Level 1 Performer, so I'm not sure why we can't get buy in at the management level.

Telecommuting should be considered more seriously. There should be adequate parking for all employees at all offices at all times of the day.

Telecommuting should be an option.

Telecommuting 1-2 days a week should be an option for some staff.

Telecommute should be top of the list for county employees.

More telecommute days should be offered to employees that travel more than an hour from their office site. I have only been approved one day a week however I could potentially work from home every work day unless I need to be in the office for meetings. I drive a total of 146 miles round trip every day and would be more productive if I was not spending 3 to 4 hours a day in my car. Thank you for the commute survey.

Just wish telecommute was an option at least partially.

If you get management to agree to telecommute options, I would be first in line.

If I could work from home, I wouldn't have to replace my vehicle as often.

I would like to have telecommuting and the option of a 4/10 schedule. I feel like these two options are not "encouraged" in my office; however, I would like it to be.

I like the county to consider work from home more than one day a week. Maybe 2 or 3 days a week to reduce driving. If I do take public transit, it will require, ferry, Bart and bus. The travel time one way will be 3 hours. To reduce carbon footprint, 2 or 3 days' work from home will be very helpful.

Department (Library) seems to offer working remotely on a few days per week for some administrative positions and not others, and it's not clear how it's offered. Would be interested even if it's one day per week or per month.

Alternated work schedules should be offered to all units not just some units.

Telecommute is a good idea if the unit one works in is supported.

I feel with some departments/jobs would be feasible for telecommuting.

The county could work to ensure traffic lights along commute routes are timed.

APPENDIX C: COUNTY TELECOMMUTING POLICY & PROCEDURES

CONTRA COSTA COUNTY TELECOMMUTING POLICY AND PROCEDURES

Approved by the Board of Supervisors July 13, 1993



I. OBJECTIVE

The telecommuting program is part of Contra Costa County's employee Transportation Demand Management (TDM) program. The objectives of the telecommuting program are to reduce peak hour traffic congestion, air pollution, and demand for parking spaces by allowing selected employees to work at home or at a satellite location near their home, as provided in an agreement between the employee and management. As a secondary benefit, the County believes that telecommuting will increase productivity and improve the morale of employees.

II. TELECOMMUTING POLICY

A. Participation in Telecommuting

The telecommuting program allows County employees, upon approval of their supervisor and department head, to work at a home or a satellite work facility. The specific arrangements for telecommuting will be set forth in an agreement between the employee and management. Telecommuting is a privilege and not a right. Participation in telecommuting may be terminated at the request of either the employee or management. Attachment A provides guidelines to management for selecting telecommuters.

B. Working Hours

Work hours, compensation and vacation schedules will conform to the County Ordinance Code, MOU provisions, Fair Labor Standards Act (FLSA) provisions, and to terms otherwise agreed upon by the telecommuting employee and the supervisor. The telecommuter will spend a minimum of one regular work day per week in the office or usual place of work. No employee shall work more hours than his/her normal work week as a result of telecommuting unless he/she has received prior overtime authorization and is compensated for that overtime (except if that employee is exempt from overtime).

C. Communications

Telecommuting employees will agree with their supervisor on a method for receiving and responding to communications, including mail, telephone messages, electronic mail, departmental and County memoranda and announcements, training opportunities, and other. This method will be specified in the telecommuting agreement.

D. Measuring Work Activity

Telecommuting employees will agree with their supervisor on the objectives and work assignments to be accomplished during the telecommuting period. The agreement will also identify the method of measuring productivity. The telecommuting program is not intended to require more work from employees than normally accomplished, nor to encourage employees to work uncompensated hours.

E. On-Site Visits

When the work site is located in an employee's residence, the County reserves the right to conduct an on-site visit. A minimum of 48 hours advance notice of the visit will be provided to the employee. The purpose of the visit would be to determine that the worksite is suitable, ensure that any confidential records used by the employee are secure, and, if applicable, to maintain, repair, inspect or retrieve County-owned equipment.

F. Overall Obligations

Telecommuting employees are obligated to comply with all applicable County rules, policies, practices and instructions. Employees are responsible for clarifying any questions regarding the applicability of rules, policies, practices and instructions through discussions with their supervisor. If an employee finds he/she is unable to work effectively while telecommuting and stops telecommuting, this will not reflect negatively in the employee's performance evaluation.

G. Flexibility to Departments

It is the intent of these policies and procedures that department heads have the maximum flexibility in developing telecommuting agreements that reflect the nature of work of their department and characteristics of their employees.

III. TELECOMMUTING PROCEDURES

A. Set-Up

1. Application Procedures

To become eligible to telecommute, an employee must submit to their supervisor an application requesting consideration for telecommuting (Attachment B). Applications for telecommuting will be reviewed by the employee's supervisor for a recommendation. All applications, regardless of the supervisor's recommendation, will be forwarded to the department head for approval or disapproval. Copies of all approved applications will be submitted to the Community Development Department during the pilot program. If a new supervisor or department head is assigned to a

telecommuter after he/she has begun telecommuting, the new supervisor/department head must also approve the agreement.

2. *Telecommuting Training*

Prior to initiation of telecommuting, both supervisor and employee must participate in training designed to survey and identify the following: job responsibilities and physical arrangements necessary to support telecommuting; supervision and measurement of performance; methods of communication; and procedures or use of tools/equipment to be used in telecommuting. Training will emphasize the organizational and planning skills necessary for telecommuting.

3. *Agreement*

The application to participate in telecommuting also serves as a written agreement between the employee and supervisor and sets forth the terms for telecommuting, including work schedule, work location, work to be performed while telecommuting, method of communicating with the office, use of County equipment and supplies, and any other terms mutually agreed to.

4. *Termination*

A telecommuting agreement may be terminated by either party with at least two weeks notice unless both parties agree otherwise. Termination of a telecommuting agreement by the supervisor or department head shall not be a grievable issue and will not reflect negatively on the employee.

5. *Participation in Telecommuting Studies*

Employees and their supervisors/managers must agree to participate in all studies and analyses relating to telecommuting for the County. Individual survey responses will remain anonymous, unless authorized for release. Otherwise, aggregate employee responses may be compiled and made available to the public, without identification of the study participants. Non-telecommuters will also be surveyed to identify any adverse impact resulting from telecommuters. All studies shall be reviewed by the Telecommuting Committee.

B. **Operations**

1. *Employee Benefits*

All existing employee benefits will continue for telecommuting employees. An employee is covered by Workers' Compensation whether working at home or for work-related travel. Requests for sick leave, vacation or other leave must be approved by the telecommuter's supervisor/manager

in the same manner as the employee who does not telecommute. If a telecommuter becomes ill while telecommuting, he/she must report the hours actually worked and use sick leave for those hours not worked.

2. *Clerical Support*

The need for clerical support will be identified and addressed in the agreement between the supervisor and the employee.

3. *Requests for Training*

All requests for training, other than telecommuting training, and all other activities will be handled in accordance with existing County policy.

4. *Program equipment and Supplies*

The equipment and supplies necessary to telecommute will be provided by either the employee, the department, or a combination of both employee and department. The County will endeavor to make available to an employee wishing to purchase equipment, any discounts for hardware, software, or equipment to be used to complete assigned work. County assigned equipment and supplies shall not be loaned by the telecommuter to anyone unless authorized by his/her supervisor. The telecommuter and supervisor are responsible for including a plan to safeguard confidentiality of work and protection of equipment as part of the telecommuting agreement.

Participants that are assigned County-owned hardware and software will provide written acceptance before being given custody of the items. The responsible supervisor/manager and employee, along with the help of a representative from Data Processing Services, if necessary, will define what tools are needed beyond what is available. Once this is determined, a request should be submitted to the appropriate department head for approval to obtain identified items.

Materials needed to support the telecommuting effort will be provided by the department. All requests must be submitted by the responsible supervisor/manager to the department head for approval, if feasible.

5. *Software and Required Hardware*

The cost of software and hardware modifications will be paid by the department. The supervisor/manager, after consulting with Data Processing Services, will obtain the necessary equipment. The software and all files and databases shall remain the property of the department. All software copyright laws will be strictly adhered to; no unauthorized copies will be made of County-owned software.

6. *Repairs to Equipment*

The cost of repairs of employee owned equipment will be paid by the employee. When County equipment is provided to the telecommuter, it is his/her responsibility to ensure that the equipment is used properly. Repair costs for equipment owned by the County will be paid for by the department.

Upon determining that there is a problem with County-owned hardware, the employee should notify his/her department as soon as practical and inform them of the problem. The department will decide whether or not to repair or replace any items identified.

If there is a delay in the repair or replacement of the equipment or any other circumstance under which it would be impossible for the telecommuter to work off-site, then he/she will be reassigned to a County facility until the repair has been made or circumstance has been corrected.

7. *Designated Work Space*

The telecommuter will designate a work space at the off-site area. Any equipment to be used while telecommuting will be installed at this work space. This work space should be maintained in a safe condition, free from hazards to people and equipment, and should comply with County VDT standards. The County will provide guidelines for VDT and ergonomic standards and provide assistance to telecommuters for complying with these standards. The County reserves the right to conduct on-site visits.

8. *Costs Directly Attributed to Telecommuting*

Costs incurred as the direct result of telecommuting, such as billings for local and long distance County calls, and the costs of a direct line for a computer modem, will be reimbursed to the employee by the department, upon verification as agreed between the department and the employee. The employee must maintain an adequate record of expenses incurred while telecommuting. Attachment C may be used for recording telephone calls made on behalf of the County. Alternatively, the department may provide calling cards to telecommuting employees. The department and employee should work together to minimize the direct costs attributed to telecommuting. This method will aid in the verification of the calls being paid for by the department. No form of reimbursement will be made without this or similar proof.

IV. PILOT PROGRAM

In order to test the feasibility of a telecommuting program for County employees and to resolve any problems inherent in such a program, the County conducted a six-month telecommuting pilot program between November 1992 and May 1993. On July 13, 1993, the Board of Supervisors approved an extension of the pilot program through June 30, 1994. The Board set an objective of enrolling 70 additional telecommuters in the pilot program. Training Sessions for new telecommuters and their supervisors will be held in September and January. A report on the expanded pilot program will be made to the Board of Supervisors prior to June 30, 1994.

- Attachments: 1) How to Select Commuters
2) Contra Costa County Telecommuting Application/Agreement
3) Contra Costa County Telecommuting Telephone Log

Item 304-Proc. CCC