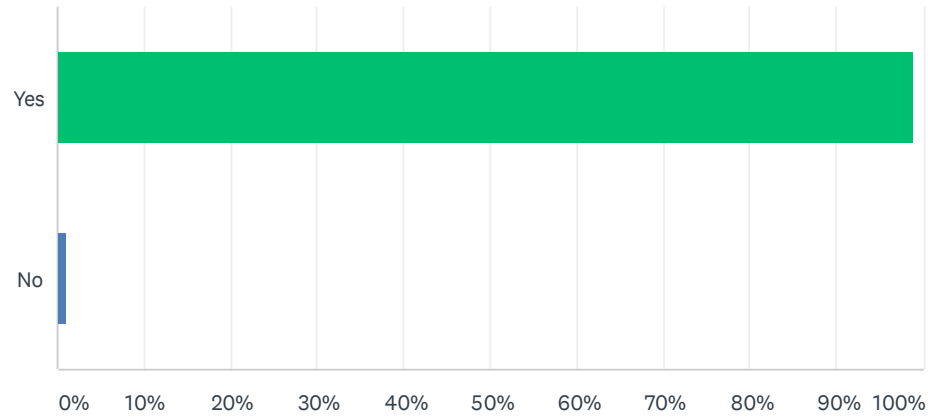




June 9-30, 2020

## Q1 Are you currently employed and actively working (any amount)?

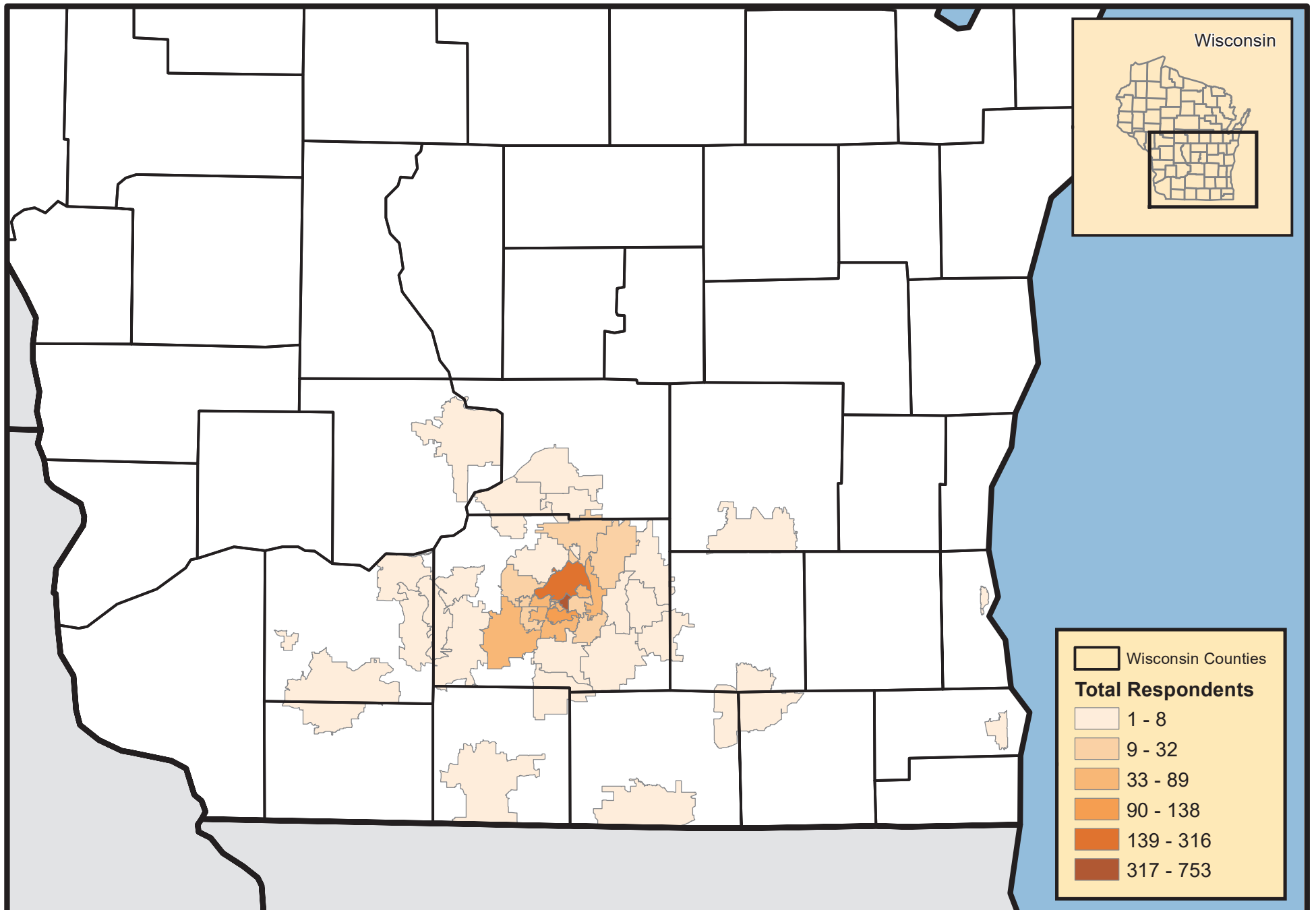
Answered: 1,876 Skipped: 5



ANSWER CHOICES		RESPONSES	
Yes		99.04%	1,858
No		0.96%	18
TOTAL			1,876

## Q2 What is your primary workplace zip code?

Answered: 1,864   Skipped: 17

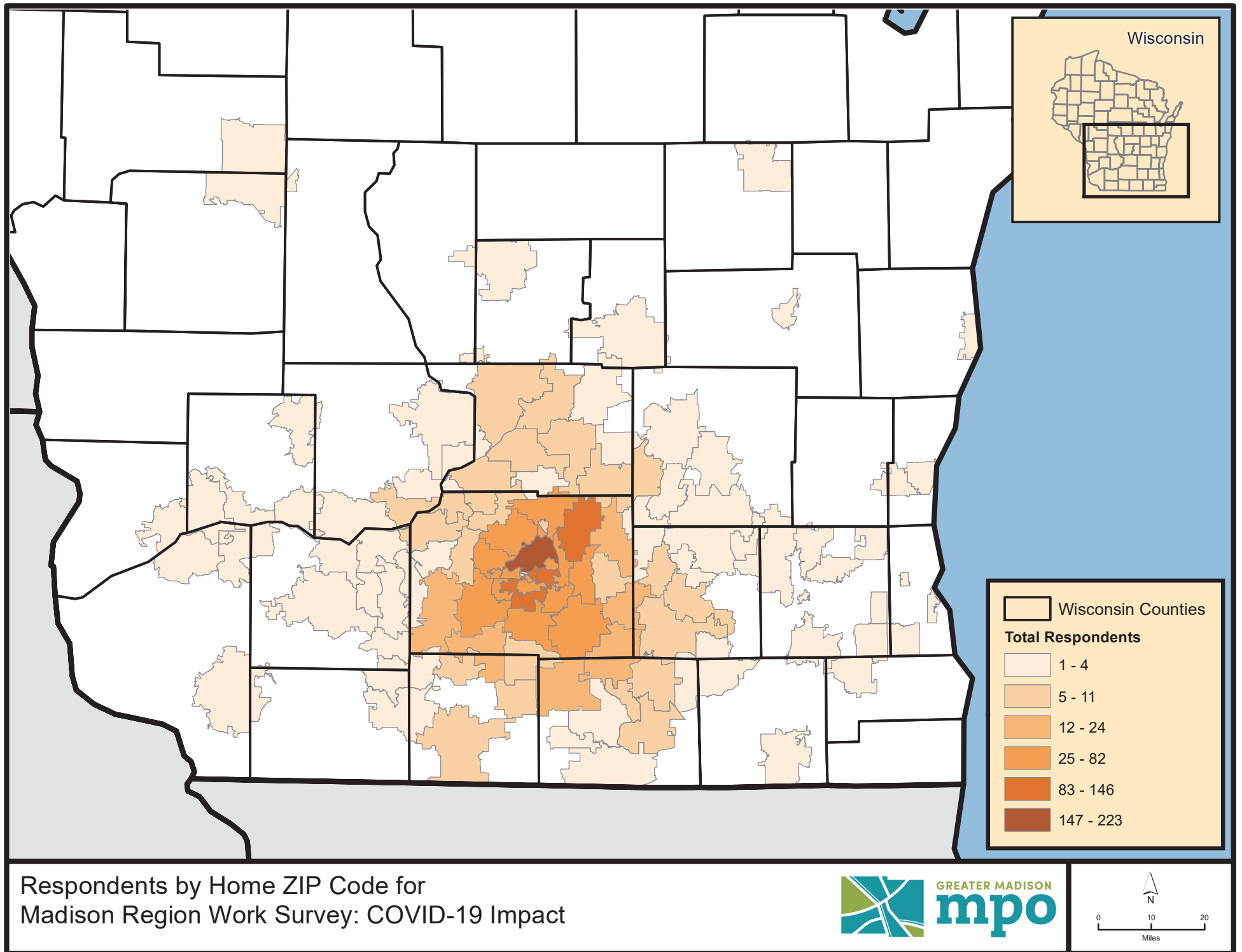


# Respondents by Work ZIP Code for Madison Region Work Survey: COVID-19 Impact



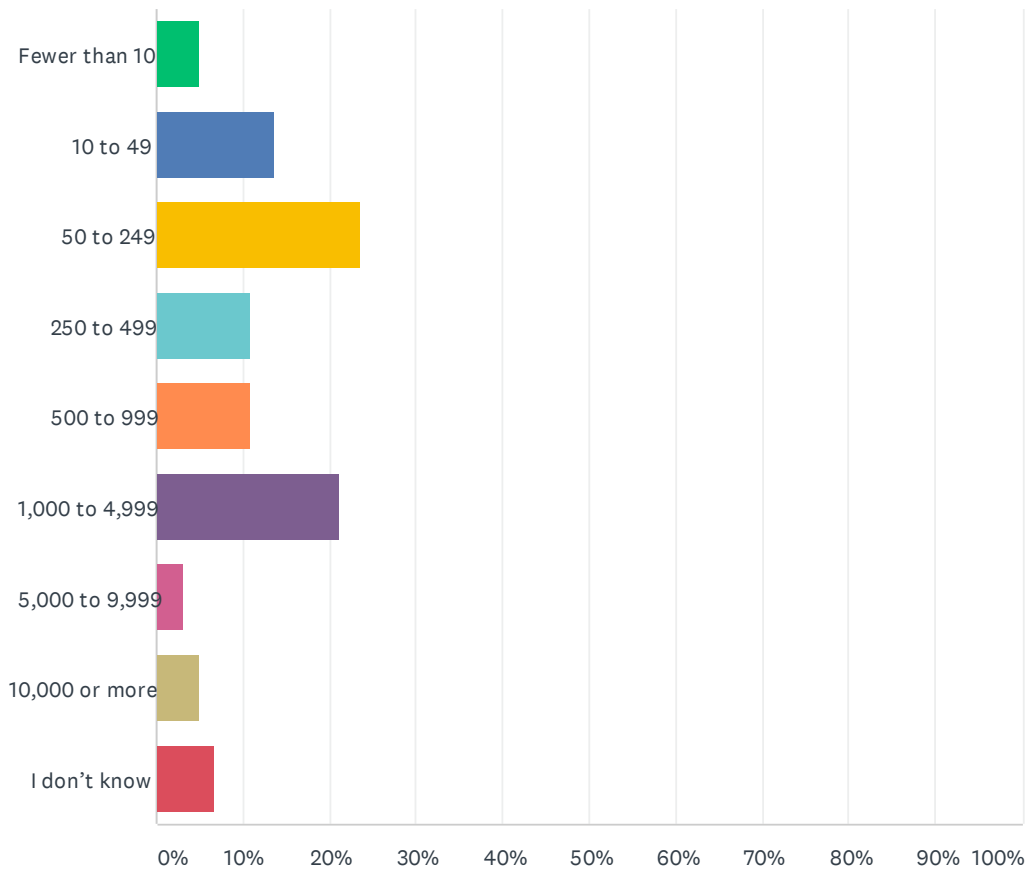
### Q3 What is your home zip code?

Answered: 1,859   Skipped: 22



## Q4 How many employees work at your organization? If you have multiple locations, provide an estimate for your entire organization across all locations.

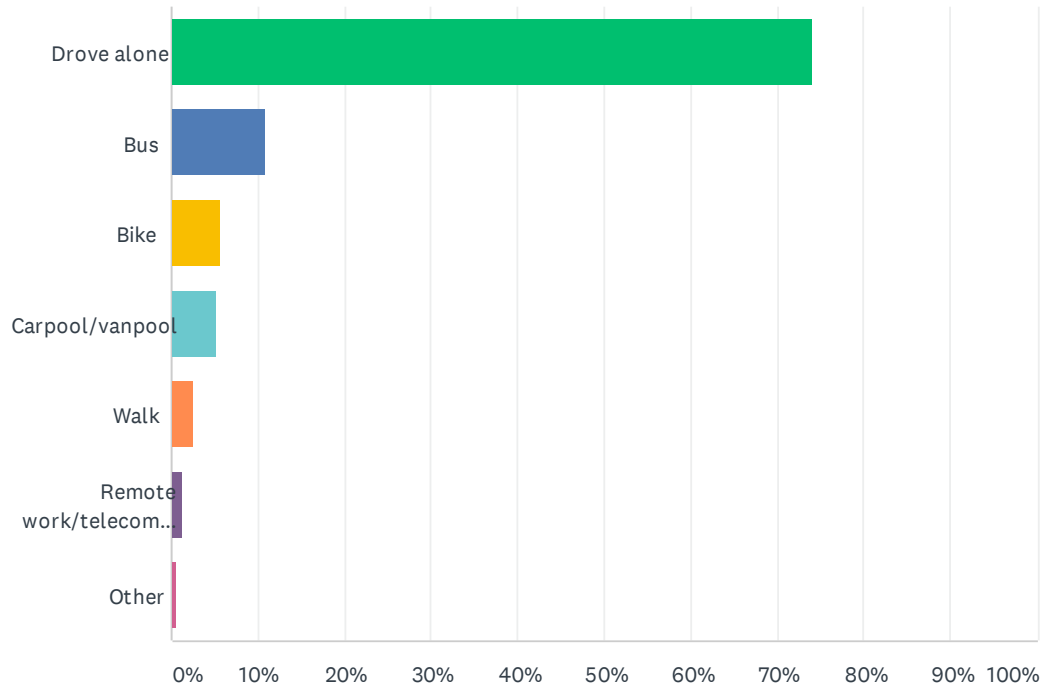
Answered: 1,869 Skipped: 12



ANSWER CHOICES	RESPONSES	
Fewer than 10	4.92%	92
10 to 49	13.70%	256
50 to 249	23.65%	442
250 to 499	10.91%	204
500 to 999	10.91%	204
1,000 to 4,999	21.08%	394
5,000 to 9,999	3.16%	59
10,000 or more	4.98%	93
I don't know	6.69%	125
TOTAL		1,869

## Q5 Prior to COVID-19, how did you typically commute?

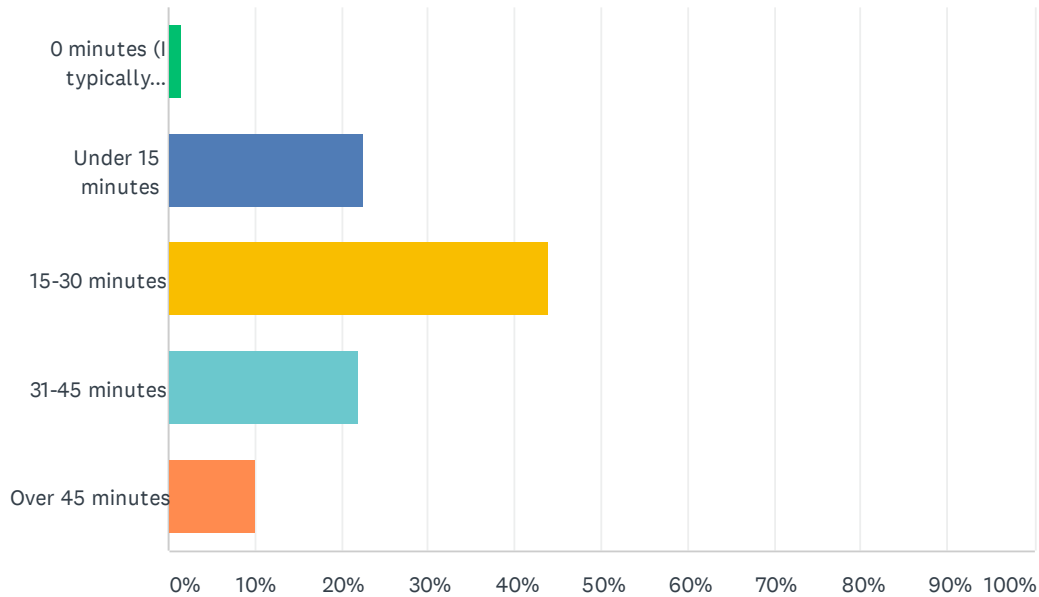
Answered: 1,869 Skipped: 12



ANSWER CHOICES	RESPONSES	
Drove alone	74.05%	1,384
Bus	10.81%	202
Bike	5.62%	105
Carpool/vanpool	5.19%	97
Walk	2.46%	46
Remote work/telecommute	1.34%	25
Other	0.54%	10
TOTAL		1,869

## Q6 Prior to COVID-19, what was the typical length of your commute door-to-door (including time to park)?:

Answered: 1,867 Skipped: 14

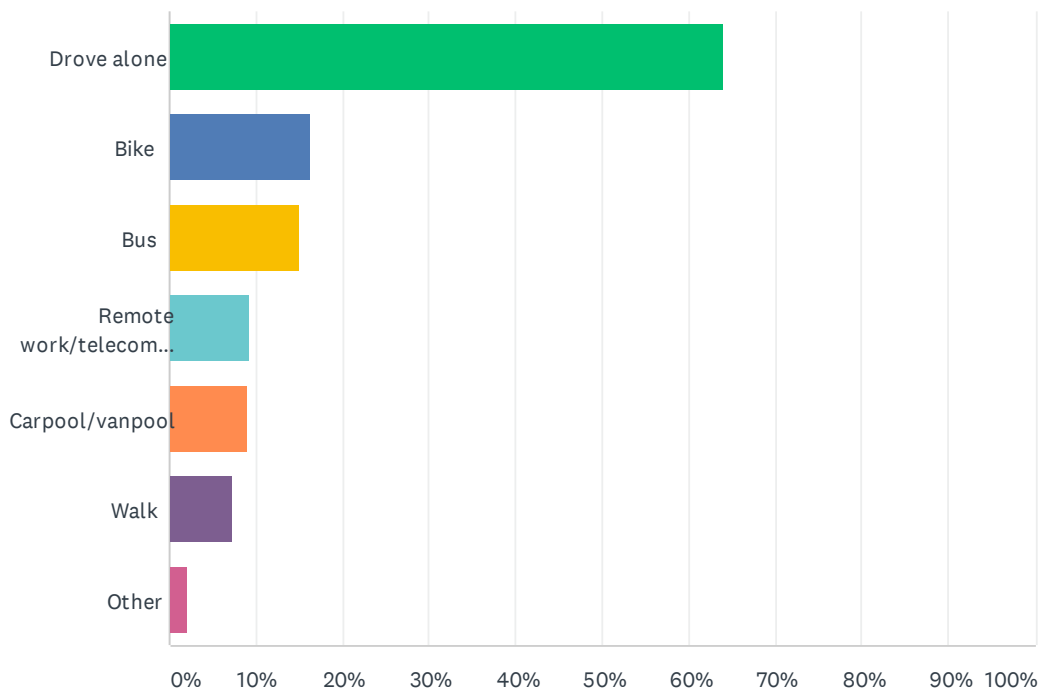


ANSWER CHOICES	RESPONSES	
0 minutes (I typically telecommuted)	1.55%	29
Under 15 minutes	22.50%	420
15-30 minutes	43.92%	820
31-45 minutes	21.96%	410
Over 45 minutes	10.07%	188
TOTAL		1,867



## Q7 Prior to COVID-19, did you sometimes commute by another mode? Select all that apply.

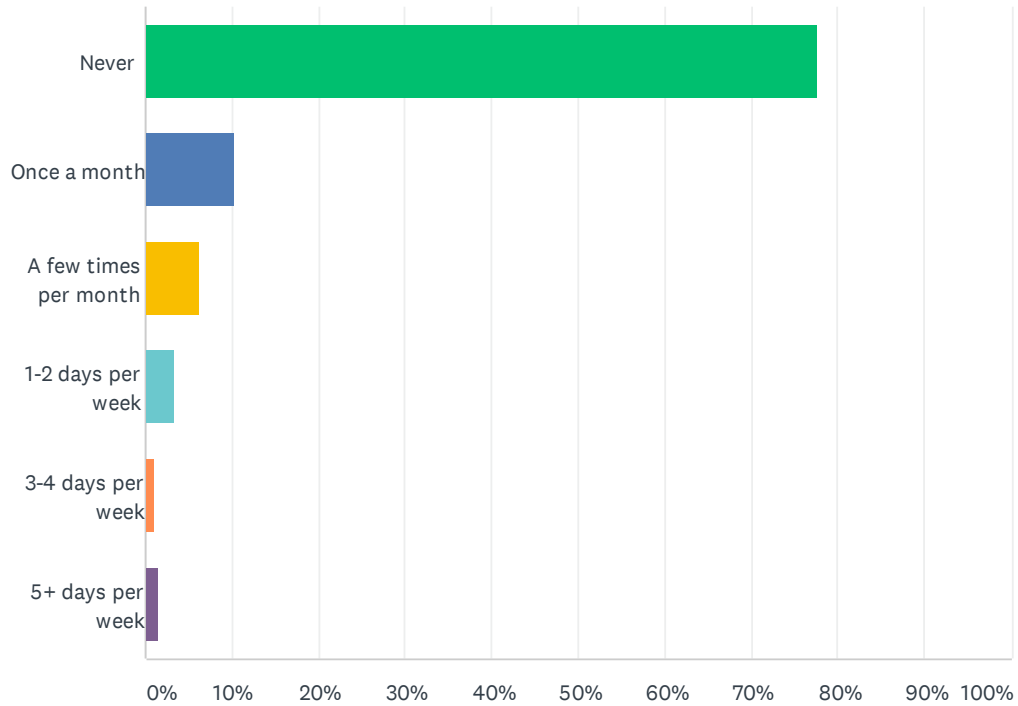
Answered: 1,411 Skipped: 470



ANSWER CHOICES	RESPONSES	
Drove alone	64.00%	903
Bike	16.30%	230
Bus	15.02%	212
Remote work/telecommute	9.21%	130
Carpool/vanpool	9.07%	128
Walk	7.37%	104
Other	2.13%	30
Total Respondents: 1,411		

## Q8 Prior to COVID-19, how often did you work from home?

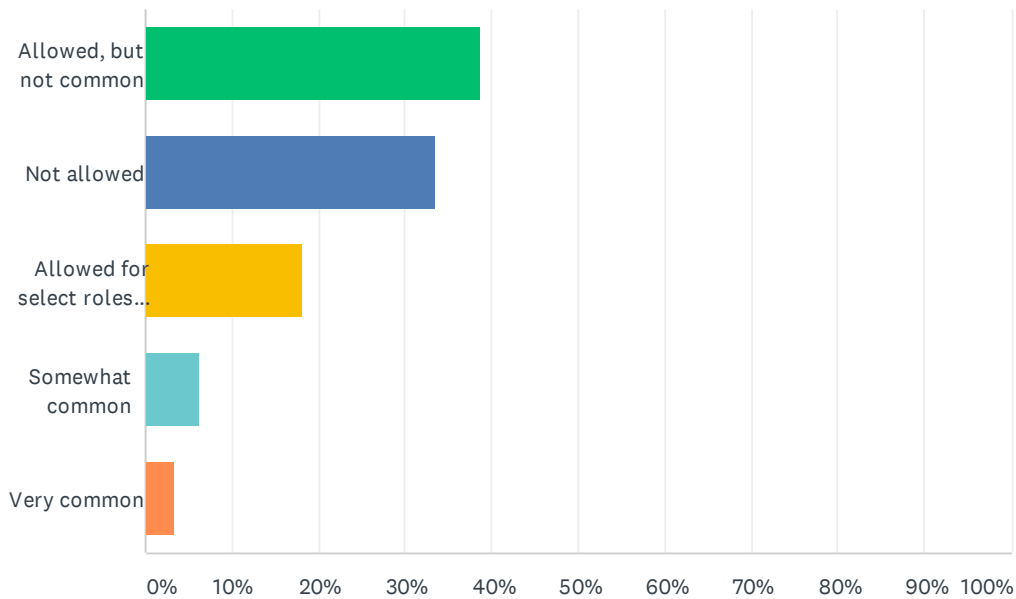
Answered: 1,872 Skipped: 9



ANSWER CHOICES	RESPONSES	
Never	77.56%	1,452
Once a month	10.31%	193
A few times per month	6.20%	116
1-2 days per week	3.42%	64
3-4 days per week	1.12%	21
5+ days per week	1.39%	26
TOTAL		1,872

## Q9 Prior to COVID-19, how common was remote work at your organization?

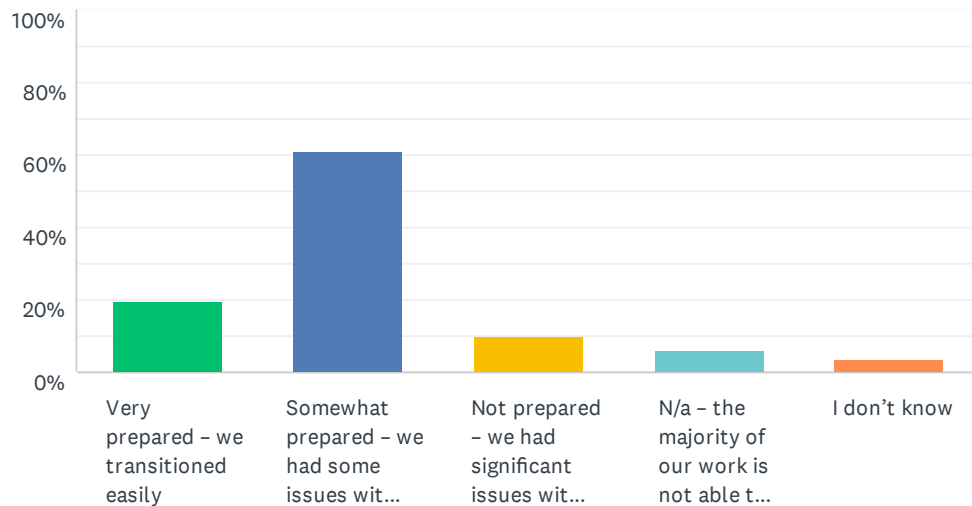
Answered: 1,864 Skipped: 17



ANSWER CHOICES	RESPONSES	
Allowed, but not common	38.63%	720
Not allowed	33.53%	625
Allowed for select roles only	18.19%	339
Somewhat common	6.22%	116
Very common	3.43%	64
TOTAL		1,864

## Q10 When the COVID-19 pandemic began, how prepared was your organization to transition to remote work?

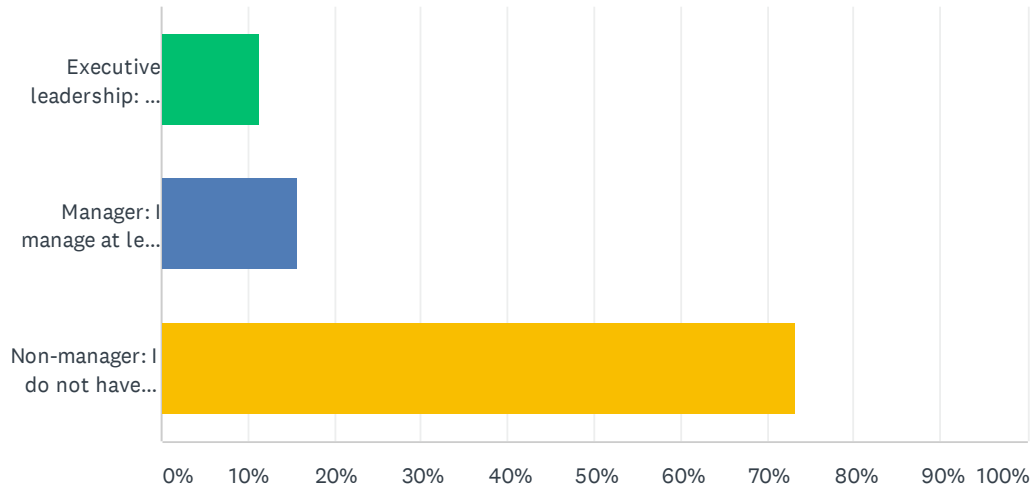
Answered: 1,871 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very prepared – we transitioned easily	19.56%	366
Somewhat prepared – we had some issues with technology, equipment, and/or management processes during the transition	60.98%	1,141
Not prepared – we had significant issues with technology, remote work space, or other needs, and were not able to effectively transition	9.94%	186
N/a – the majority of our work is not able to be done remotely	5.88%	110
I don't know	3.63%	68
<b>TOTAL</b>		<b>1,871</b>

## Q11 Which of the following best describes your position?

Answered: 1,868 Skipped: 13

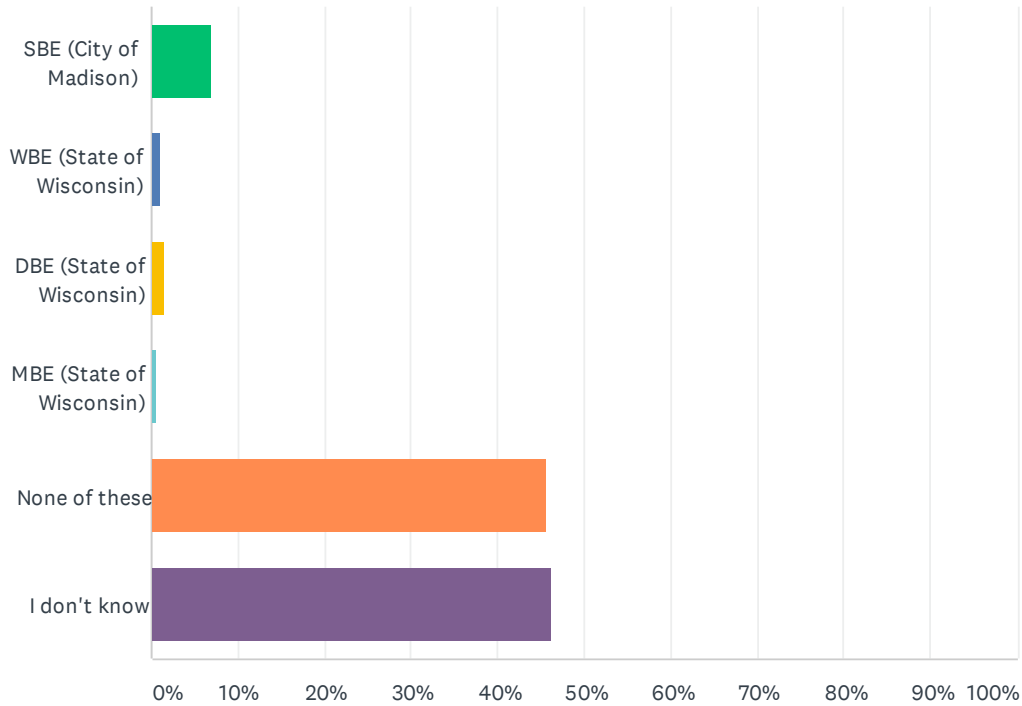


ANSWER CHOICES	RESPONSES
Executive leadership: I am involved in strategic planning and/or policy decisions for my organization or a specific location/department.	11.24% 210
Manager: I manage at least one other person (direct reports).	15.63% 292
Non-manager: I do not have direct reports.	73.13% 1,366
TOTAL	1,868

## Q12 My company is a certified:

Answered: 449 Skipped: 1,432

Responses from  
managers & executive  
leaders ONLY



ANSWER CHOICES	RESPONSES	
SBE (City of Madison)	6.90%	31
WBE (State of Wisconsin)	1.11%	5
DBE (State of Wisconsin)	1.56%	7
MBE (State of Wisconsin)	0.67%	3
None of these	45.66%	205
I don't know	46.33%	208
Total Respondents: 449		

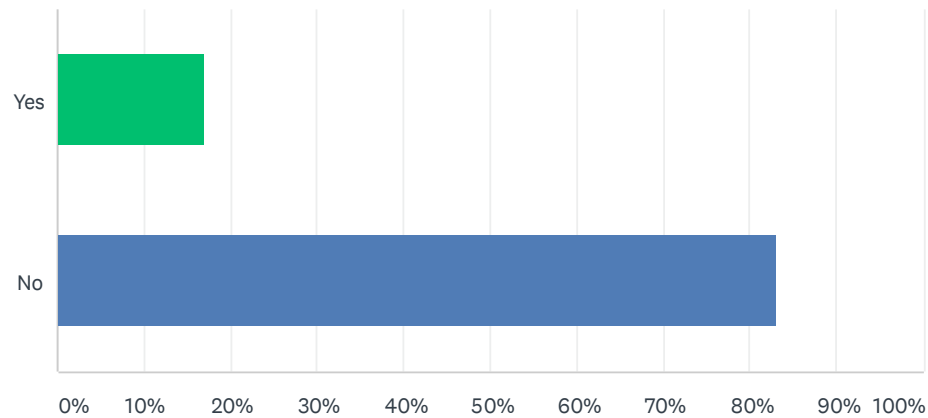
## Q13 What is your NAICS code? (skip if unknown)

Answered: 11   Skipped: 1,870

## Q14 Prior to COVID-19, did you supervise employees who worked from home?

Answered: 447 Skipped: 1,434

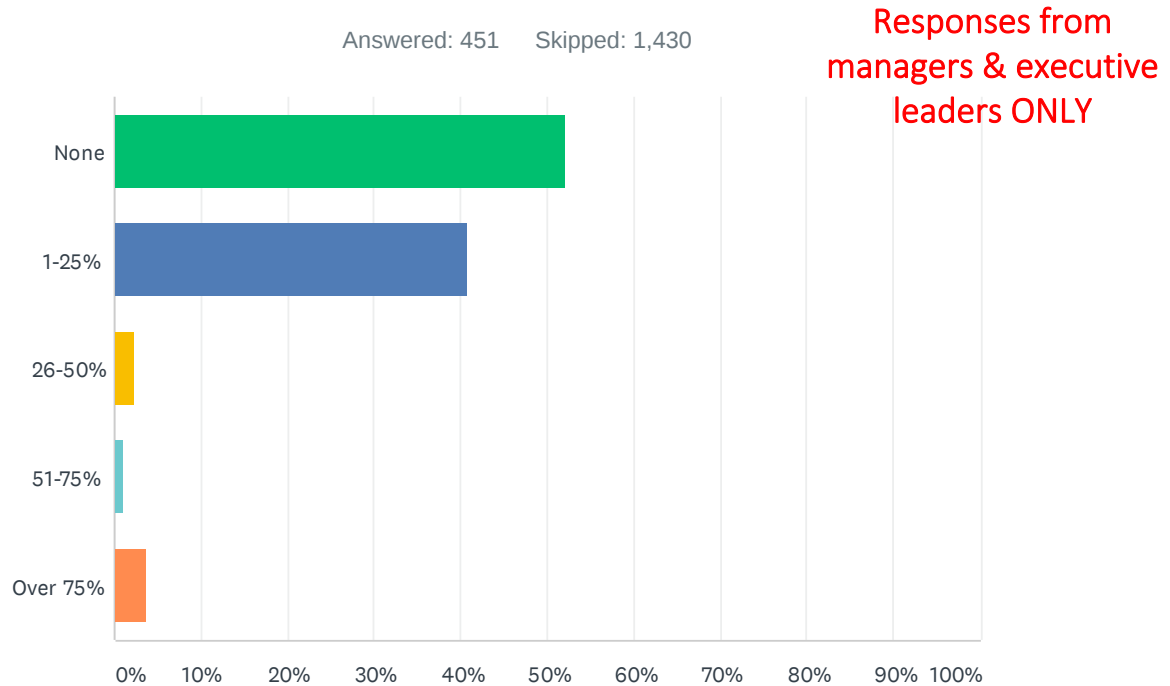
Responses from  
managers & executive  
leaders ONLY



ANSWER CHOICES	RESPONSES	
Yes	17.00%	76
No	83.00%	371
TOTAL		447

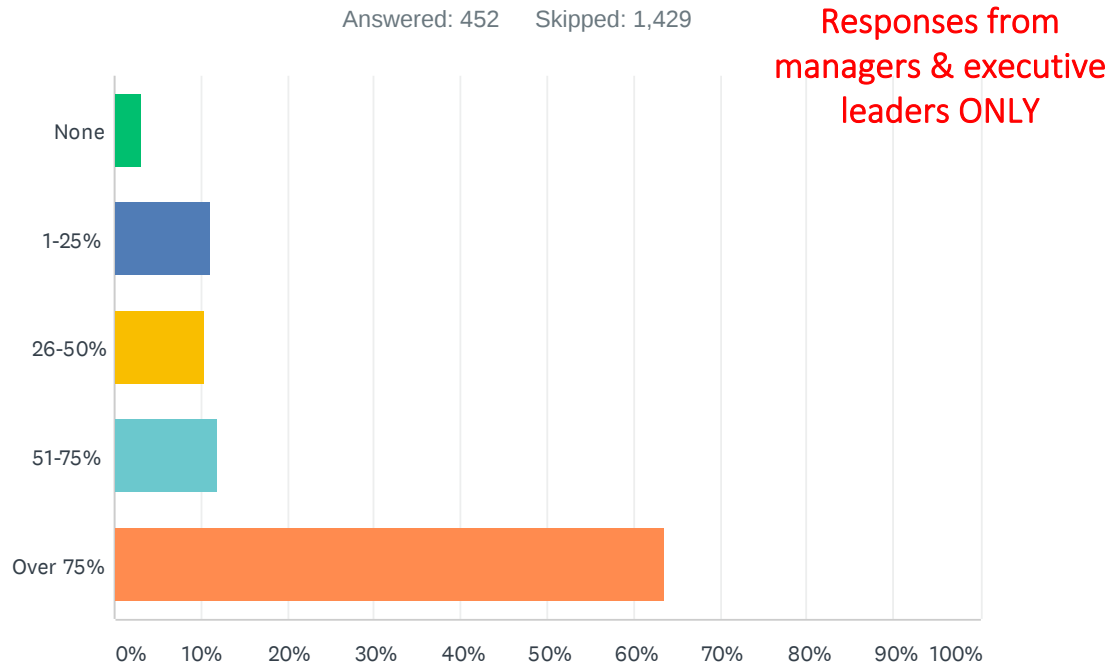


**Q15 Prior to COVID-19, what percentage of your organization's staff do you estimate worked from home regularly (at least one day per week)? If your organization has multiple locations, please report for the location where you are assigned to work.**



ANSWER CHOICES	RESPONSES	
None	52.11%	235
1-25%	40.80%	184
26-50%	2.22%	10
51-75%	1.11%	5
Over 75%	3.77%	17
TOTAL		451

**Q16 What percentage of your organization's staff do you estimate worked from home at the height of COVID-19 restrictions? If your organization has multiple locations, please report for the location where you are assigned to work.**

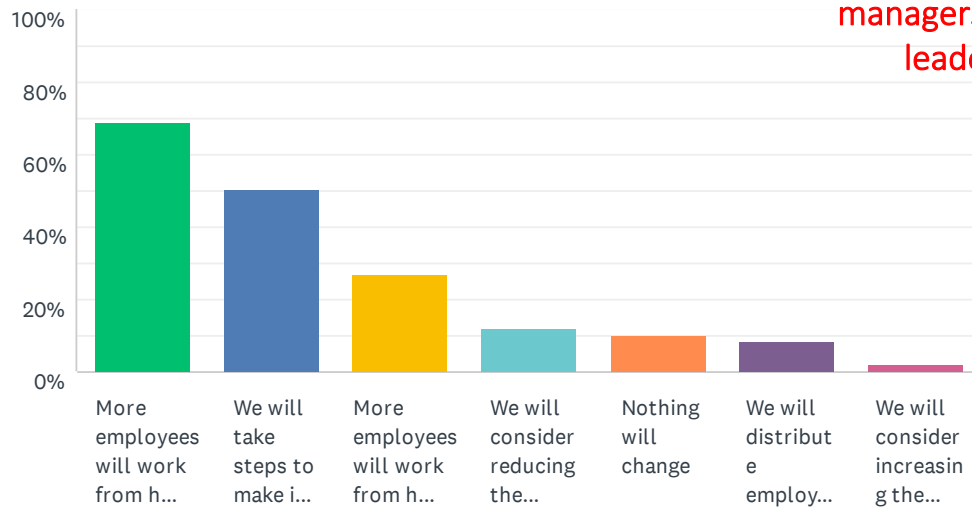


ANSWER CHOICES	RESPONSES	
None	3.10%	14
1-25%	11.06%	50
26-50%	10.40%	47
51-75%	11.95%	54
Over 75%	63.50%	287
TOTAL		452

# Q17 Recognizing there are many unknowns, how do you think the COVID-19 outbreak will change how employees at your organization work in the future (compared to before the outbreak)? Select all that apply.

Answered: 452 Skipped: 1,429

Responses from  
managers & executive  
leaders ONLY

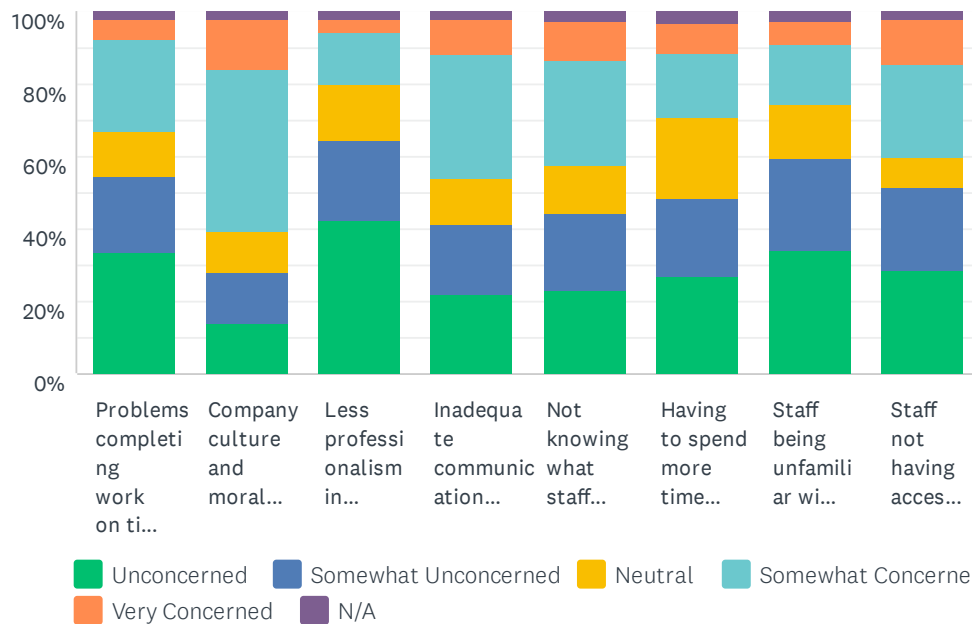


ANSWER CHOICES	RESPONSES	
More employees will work from home periodically	68.81%	311
We will take steps to make it easier for employees to work from home in case of future emergencies	50.44%	228
More employees will work from home nearly full-time	26.99%	122
We will consider reducing the physical size of our workplace	12.17%	55
Nothing will change	9.96%	45
We will distribute employees across more offices/work locations	8.63%	39
We will consider increasing the physical size of our workplace	1.77%	8
Total Respondents: 452		

# Q18 Based on your experience with employees working remotely during and/or since the COVID-19 outbreak, how concerned are you about the following when employees work remotely?

Answered: 452 Skipped: 1,429

Responses from  
managers & executive  
leaders ONLY

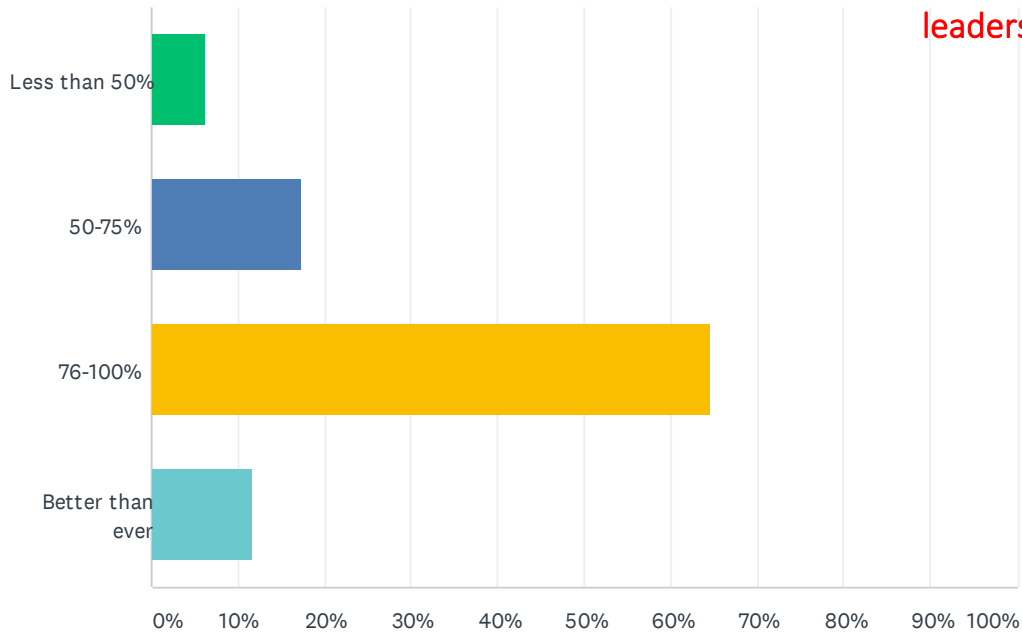


	UNCONCERNED	SOMEWHAT UNCONCERNED	NEUTRAL	SOMEWHAT CONCERNED	VERY CONCERNED	N/A	TOTAL
Problems completing work on time or quality of work declining	33.70% 152	20.62% 93	12.86% 58	25.28% 114	5.54% 25	2.00% 9	451
Company culture and morale declining	14.16% 64	13.72% 62	11.73% 53	44.25% 200	13.94% 63	2.21% 10	452
Less professionalism in communications with clients and partners	42.26% 191	22.35% 101	15.27% 69	14.60% 66	3.32% 15	2.21% 10	452
Inadequate communication with staff	22.12% 100	19.47% 88	12.17% 55	34.73% 157	9.29% 42	2.21% 10	452
Not knowing what staff are working on	22.79% 103	21.68% 98	13.27% 60	28.54% 129	11.28% 51	2.43% 11	452
Having to spend more time supervising staff	26.79% 120	21.65% 97	22.54% 101	17.41% 78	8.71% 39	2.90% 13	448
Staff being unfamiliar with communication platforms such as video conferencing	33.85% 153	25.88% 117	14.60% 66	16.59% 75	6.64% 30	2.43% 11	452
Staff not having access to technology, files, or tools they need to perform their job	28.54% 129	23.01% 104	8.41% 38	25.44% 115	12.39% 56	2.21% 10	452

## Q19 Overall, how efficient do you feel your workforce is when working remotely?

Answered: 444 Skipped: 1,437

Responses from  
managers & executive  
leaders ONLY

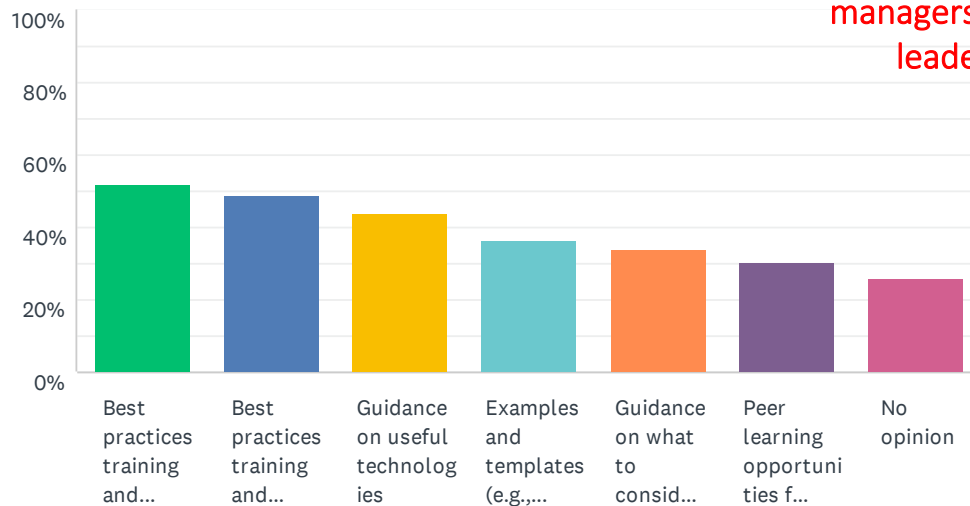


ANSWER CHOICES	RESPONSES	
Less than 50%	6.31%	28
50-75%	17.34%	77
76-100%	64.64%	287
Better than ever	11.71%	52
TOTAL		444

## Q20 Would any of the following remote work resources help you or your organization? Check all that apply:

Answered: 441 Skipped: 1,440

Responses from  
managers & executive  
leaders ONLY

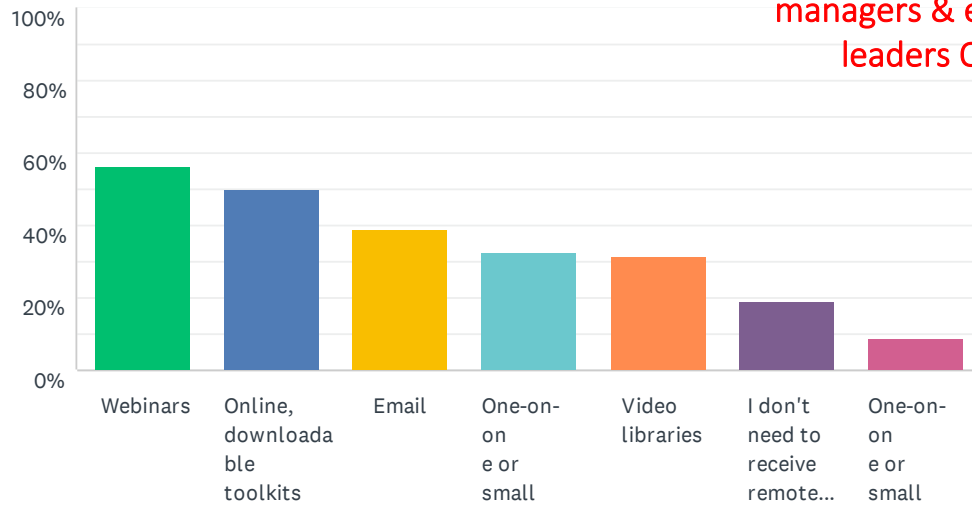


ANSWER CHOICES	RESPONSES	
Best practices training and assistance for managers	52.15%	230
Best practices training and assistance for employees	48.75%	215
Guidance on useful technologies	43.76%	193
Examples and templates (e.g., remote work policies, agreements, checklists, etc.)	36.51%	161
Guidance on what to consider when developing a remote work program	34.01%	150
Peer learning opportunities for managers and/or executives	30.61%	135
No opinion	25.85%	114
Total Respondents: 441		

## Q21 In what format(s) would you prefer to receive remote work resources? Select all that apply.

Answered: 446 Skipped: 1,435

Responses from  
managers & executive  
leaders ONLY



ANSWER CHOICES	RESPONSES	
Webinars	56.28%	251
Online, downloadable toolkits	50.00%	223
Email	38.79%	173
One-on-one or small group trainings via video chat	32.29%	144
Video libraries	31.61%	141
I don't need to receive remote work resources	18.83%	84
One-on-one or small group trainings via phone	9.19%	41
Total Respondents: 446		

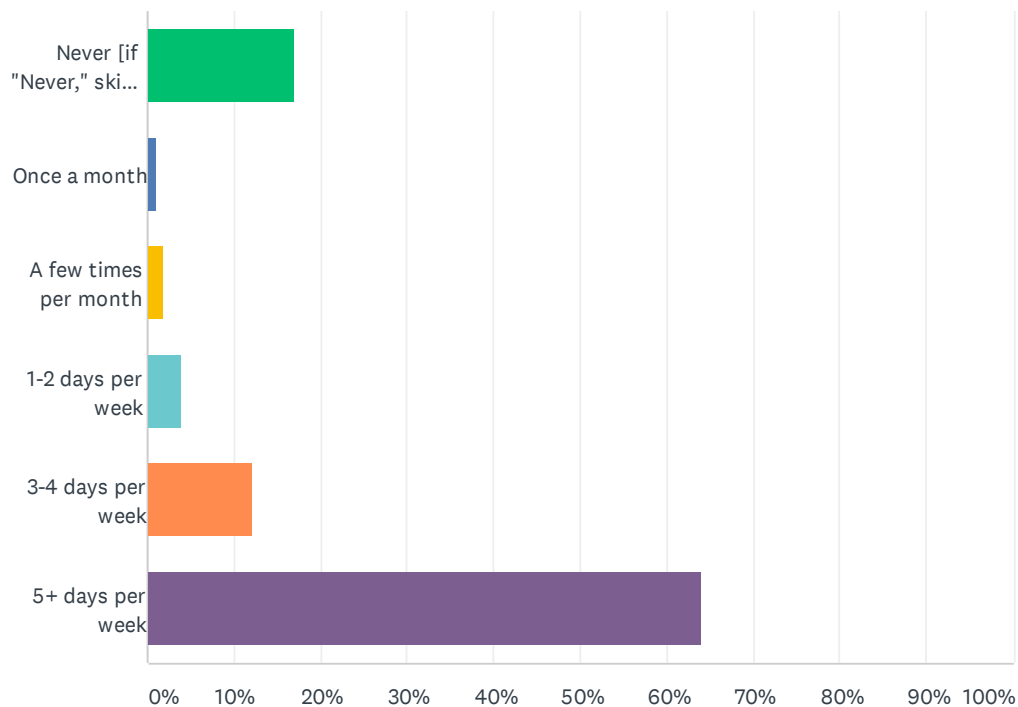
Q22 Does your organization have helpful remote work resources that you would be willing to share? (e.g., policies, agreements, guidelines for managers, etc.). If yes, please provide an email where we may reach you:

Answered: 24   Skipped: 1,857



## Q23 After the COVID-19 outbreak, when the most restrictions were in place in Dane County (approx. March 25-May 26), how often did you work from home?

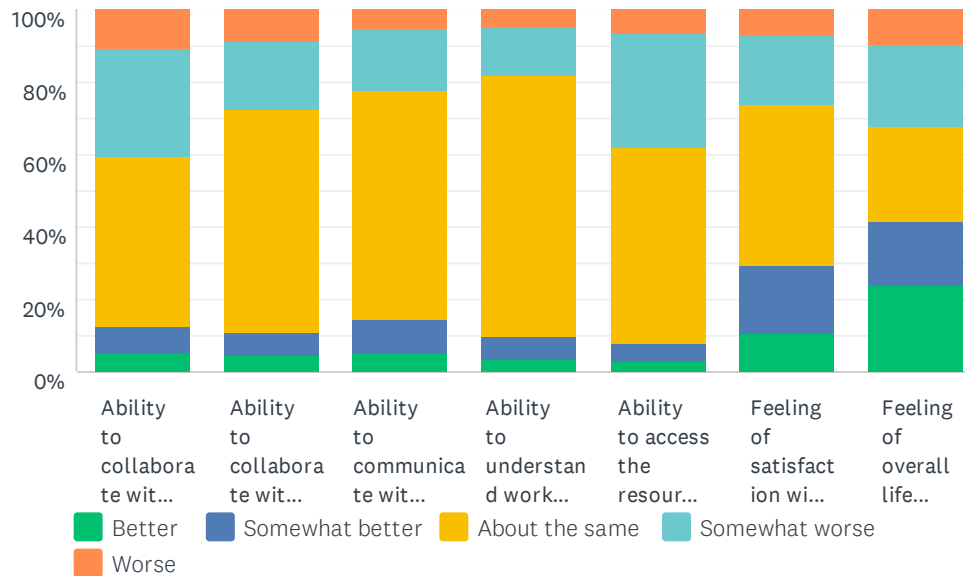
Answered: 1,742 Skipped: 139



ANSWER CHOICES	RESPONSES	
Never [if "Never," skip to Question 21 (employees) or Question 32 (managers, exec leaders)]	16.88%	294
Once a month	1.09%	19
A few times per month	1.95%	34
1-2 days per week	3.90%	68
3-4 days per week	12.11%	211
5+ days per week	64.06%	1,116
TOTAL		1,742

## Q24 When you think about working from home during the height of the COVID-19 outbreak, how did the following compare to your experience prior to COVID-19?

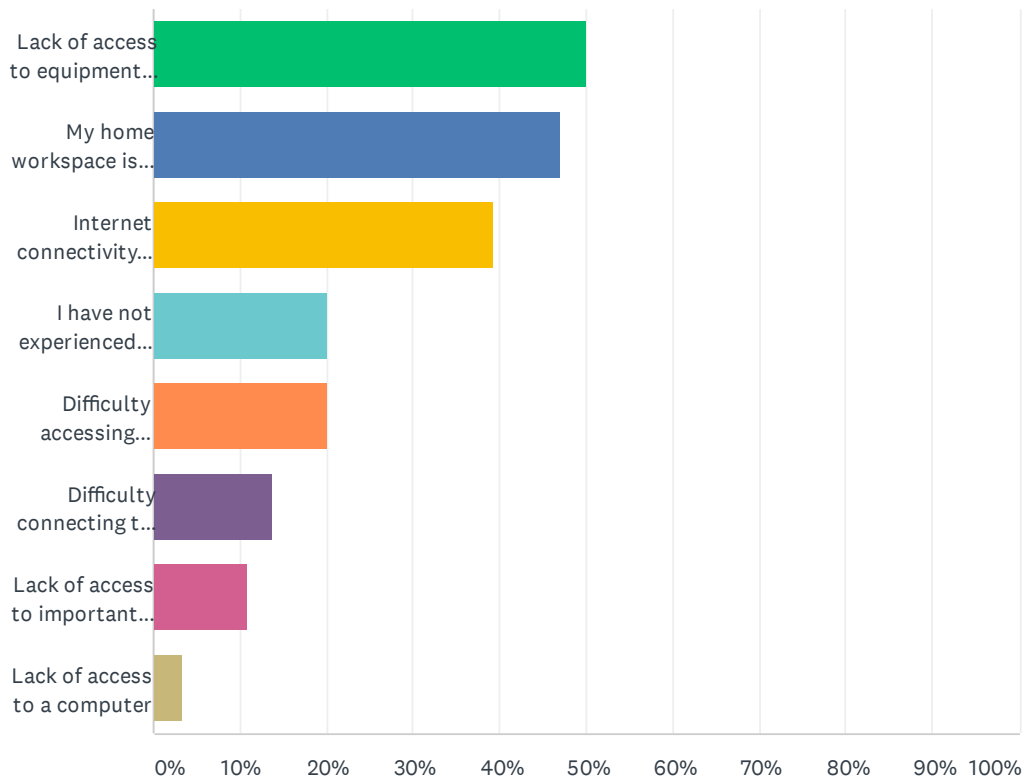
Answered: 1,468 Skipped: 413



	BETTER	SOMEWHAT BETTER	ABOUT THE SAME	SOMEWHAT WORSE	WORSE	TOTAL
Ability to collaborate with my coworkers	5.53% 81	7.16% 105	46.59% 683	30.22% 443	10.50% 154	1,466
Ability to collaborate with individuals at other organizations	4.38% 64	6.64% 97	61.53% 899	19.10% 279	8.35% 122	1,461
Ability to communicate with my manager	5.27% 77	9.45% 138	63.24% 924	17.18% 251	4.86% 71	1,461
Ability to understand work expectations and job goals	3.41% 50	6.47% 95	72.14% 1,059	13.49% 198	4.50% 66	1,468
Ability to access the resources I need to do my job effectively	3.00% 44	4.90% 72	54.09% 794	31.54% 463	6.47% 95	1,468
Feeling of satisfaction with my job performance	10.35% 152	19.14% 281	44.69% 656	18.66% 274	7.15% 105	1,468
Feeling of overall life satisfaction	24.04% 352	17.35% 254	26.43% 387	22.75% 333	9.43% 138	1,464

## Q25 Thinking about your experience working from home during the COVID-19 outbreak, have any of the following negatively impacted you? Select all that apply.

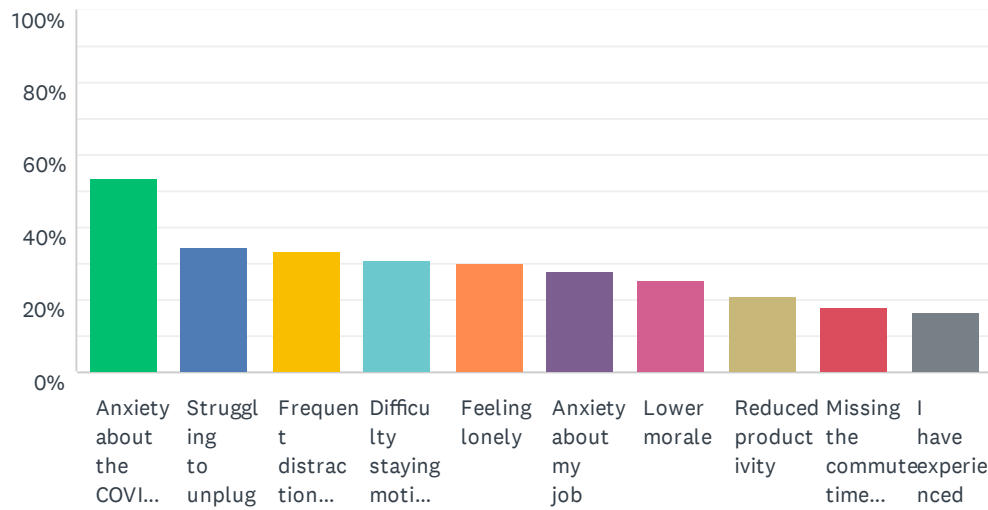
Answered: 1,457 Skipped: 424



ANSWER CHOICES	RESPONSES	
Lack of access to equipment like dual monitors, printers, external keyboards, scientific equipment, etc.	50.10%	730
My home workspace is not the same quality as that at work	47.08%	686
Internet connectivity issues (reliability, slow speeds)	39.26%	572
I have not experienced negative impacts while working from home	20.11%	293
Difficulty accessing network drives/files	20.04%	292
Difficulty connecting to a VPN	13.80%	201
Lack of access to important software or databases	10.91%	159
Lack of access to a computer	3.43%	50
Total Respondents: 1,457		

## Q26 Have you experienced any of the following personal challenges while working from home during the COVID-19 outbreak? Select all that apply.

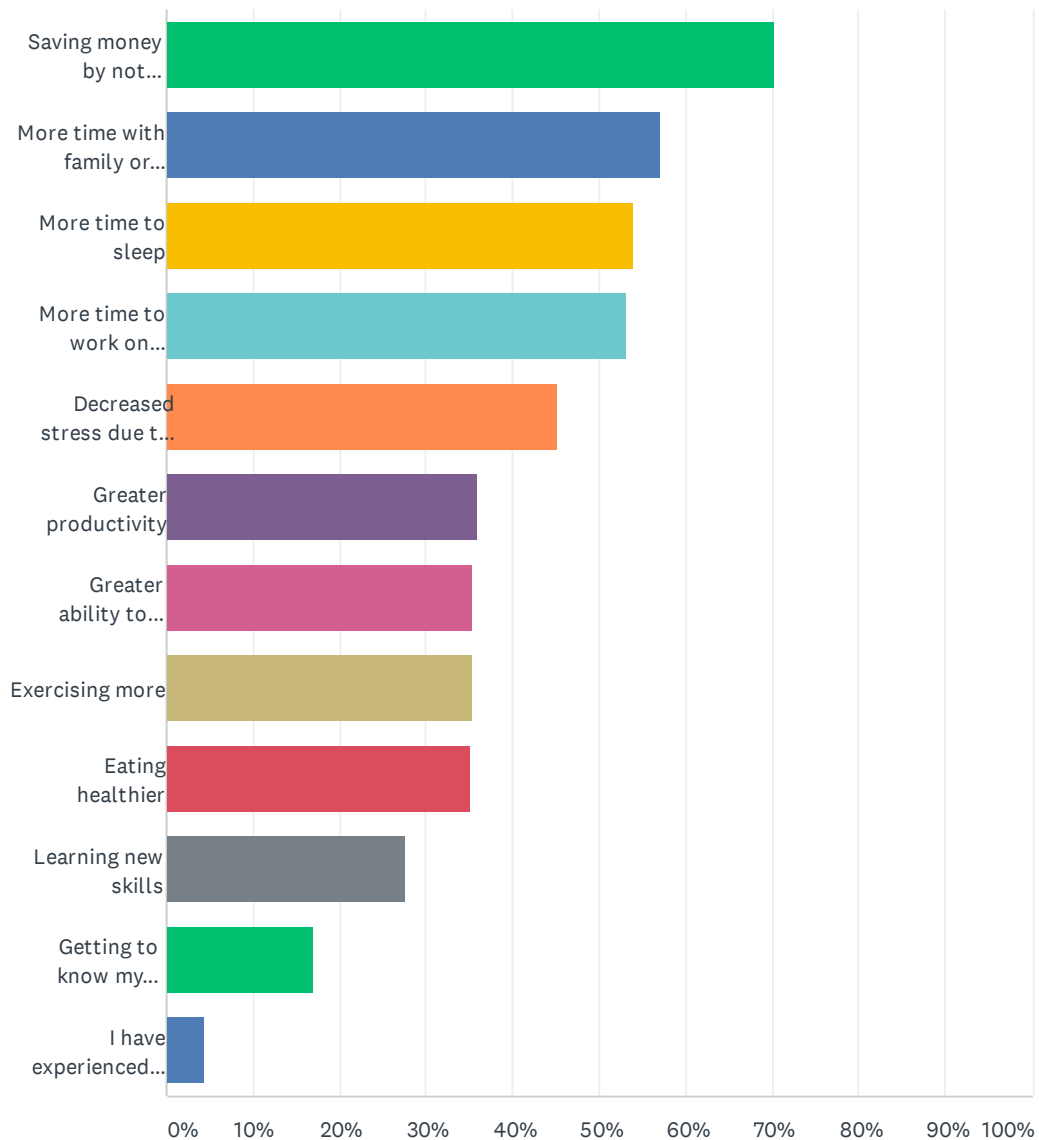
Answered: 1,462 Skipped: 419



ANSWER CHOICES	RESPONSES	
Anxiety about the COVID-19 pandemic	53.35%	780
Struggling to unplug from work	34.68%	507
Frequent distractions from kids, pets, or other people at home	33.72%	493
Difficulty staying motivated	31.05%	454
Feeling lonely	29.96%	438
Anxiety about my job and/or the health of my company	27.98%	409
Lower morale	25.72%	376
Reduced productivity	20.79%	304
Missing the commute time I spent to exercise or relax	17.78%	260
I have experienced none of these	16.55%	242
Total Respondents: 1,462		

## Q27 Have you experienced any of the following positive benefits while working from home during the COVID-19 outbreak? Select all that apply.

Answered: 1,472 Skipped: 409

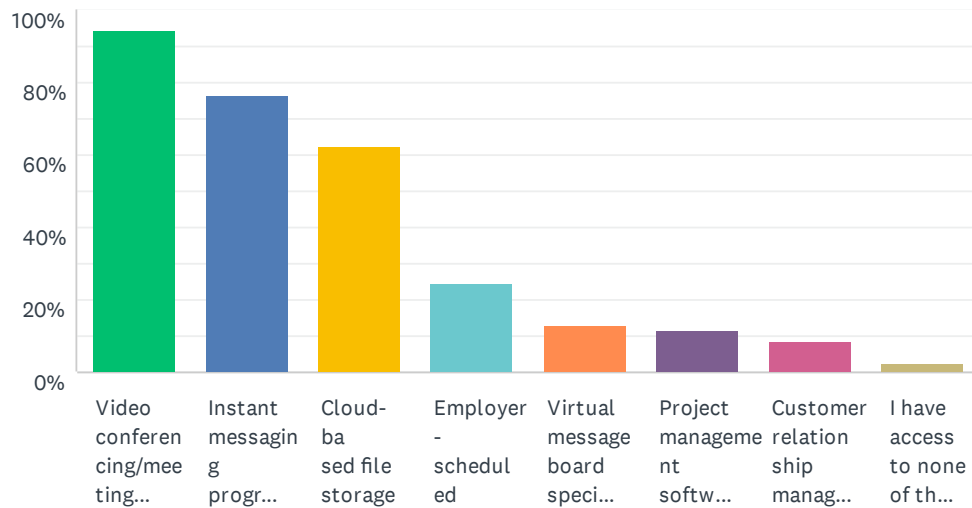


## Madison Region Remote Work Survey - COVID-19 Impact

ANSWER CHOICES	RESPONSES	
Saving money by not commuting to work	70.38%	1,036
More time with family or friends	57.20%	842
More time to sleep	53.87%	793
More time to work on household projects/chores	53.06%	781
Decreased stress due to not commuting	45.24%	666
Greater productivity	36.01%	530
Greater ability to concentrate on work tasks	35.33%	520
Exercising more	35.33%	520
Eating healthier	35.19%	518
Learning new skills	27.65%	407
Getting to know my neighbors better	16.85%	248
I have experienced none of these	4.48%	66
Total Respondents: 1,472		

## Q28 Do you have access to the following tools or resources when working from home? Select all that apply.

Answered: 1,471 Skipped: 410



ANSWER CHOICES	RESPONSES	
Video conferencing/meeting capability (e.g., Teams, Skype, Zoom, GoToMeeting)	94.63%	1,392
Instant messaging program (e.g., Slack, Teams chat, Skype chat, Google Hangouts)	76.41%	1,124
Cloud-based file storage (e.g., SharePoint, Box, OneDrive, Dropbox, Google Drive)	62.41%	918
Employer-scheduled virtual "water cooler" time or other social time	24.41%	359
Virtual message board specific to your company (e.g., Yammer, Slack, Chanty)	13.05%	192
Project management software (e.g., Asana, Microsoft Planner, Wrike, Monday)	11.56%	170
Customer relationship management (CRM) software (e.g., Salesforce, HubSpot, Zoho)	8.70%	128
I have access to none of these tools or resources	2.38%	35
Total Respondents: 1,471		

## Q29 Would any of the following make it easier for you to work from home in the future? Select all that apply.

Answered: 1,400 Skipped: 481

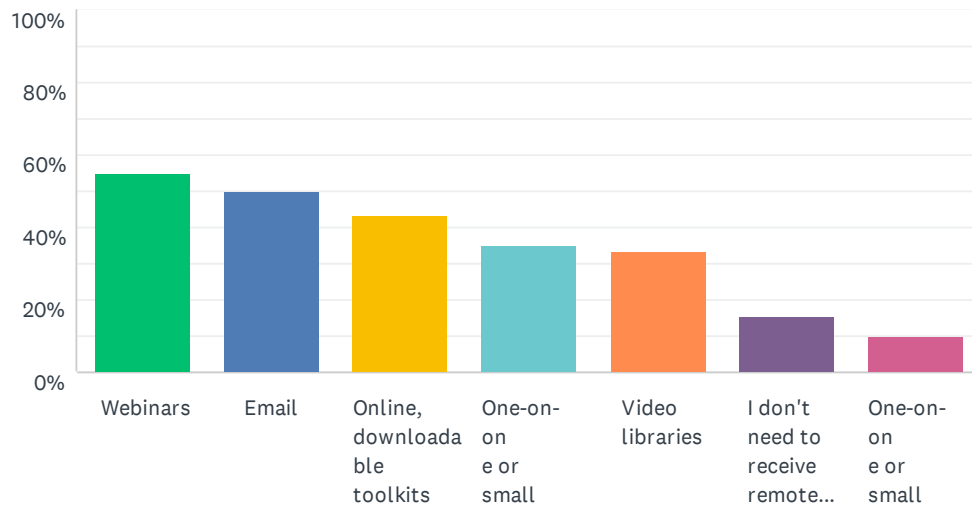


ANSWER CHOICES	RESPONSES	
Better ways to collaborate with your coworkers	37.36%	523
Tips on how to improve your home office workspace	36.93%	517
Training on company software/communication tools	20.71%	290
Guidance on how to balance work and home life	24.00%	336
Tips or training on managing staff remotely	18.36%	257
Tips or training on how to support employees during crises	21.64%	303
None of these would be helpful	22.21%	311
Total Respondents: 1,400		



### Q30 In what format(s) would you prefer to receive remote work resources? Select all that apply.

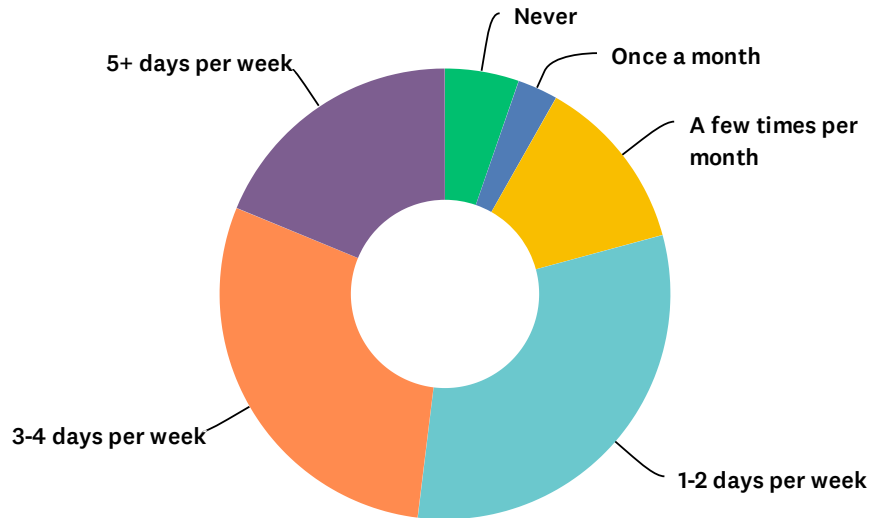
Answered: 1,453 Skipped: 428



ANSWER CHOICES	RESPONSES	
Webinars	54.85%	797
Email	49.90%	725
Online, downloadable toolkits	43.57%	633
One-on-one or small group trainings via video chat	34.82%	506
Video libraries	33.72%	490
I don't need to receive remote work resources	15.28%	222
One-on-one or small group trainings via phone	9.91%	144
Total Respondents: 1,453		

## Q31 Given the choice, how frequently would you choose to work from home after business returns to normal?

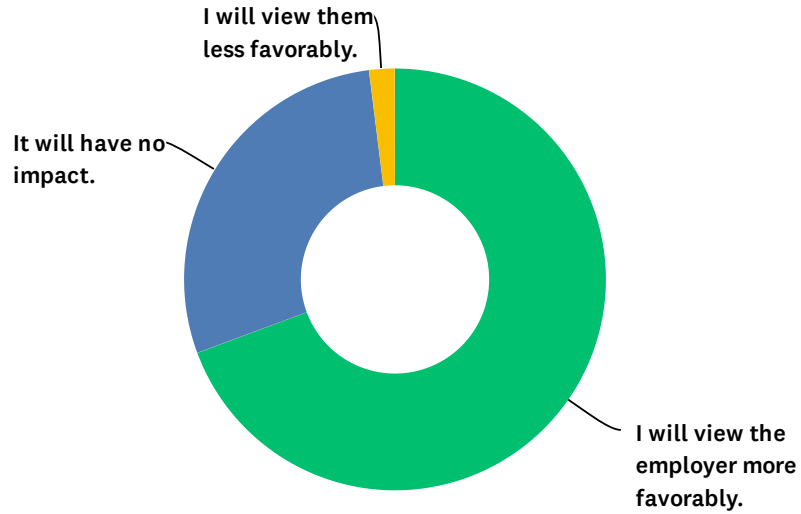
Answered: 1,486 Skipped: 395



ANSWER CHOICES	RESPONSES	
Never	5.32%	79
Once a month	2.89%	43
A few times per month	12.58%	187
1-2 days per week	31.16%	463
3-4 days per week	29.27%	435
5+ days per week	18.78%	279
TOTAL		1,486

## Q32 When business returns to normal, how will the option to work remotely impact your view of an employer?

Answered: 1,582 Skipped: 299



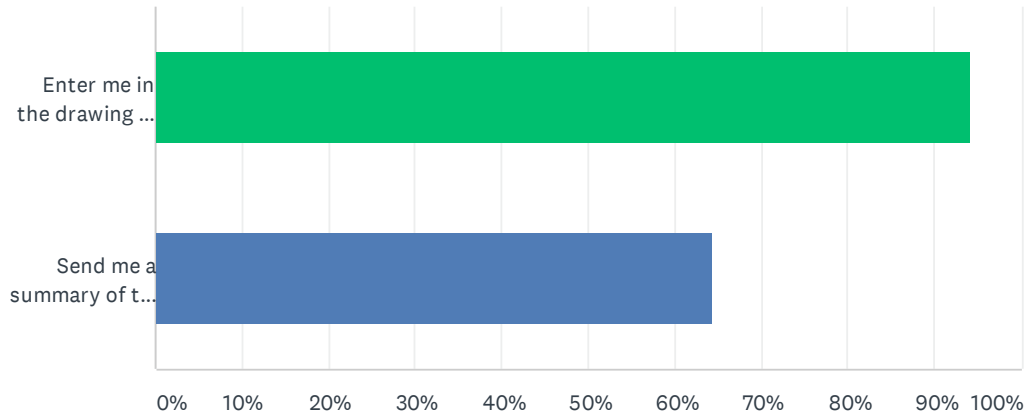
ANSWER CHOICES	RESPONSES	
I will view the employer more favorably.	69.34%	1,097
It will have no impact.	28.70%	454
I will view them less favorably.	1.96%	31
TOTAL		1,582

### Q33 Is there anything else you would like to share with us related to remote work?

Answered: 362   Skipped: 1,519

## Q34 Check all that apply:

Answered: 1,269 Skipped: 612



ANSWER CHOICES	RESPONSES	
Enter me in the drawing for a \$25 VISA gift card!*	94.17%	1,195
Send me a summary of the survey results (aggregate results only, no individual responses)*	64.38%	817
Total Respondents: 1,269		

**Q35 \*If you checked either option above, please provide your contact information below. Your responses will remain anonymous and your information will NOT be shared.**

Answered: 1,266 Skipped: 615

ANSWER CHOICES	RESPONSES	
Name	99.61%	1,261
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	1,266
Phone Number (Optional)	31.12%	394