Connecticut Employees Return to Work Survey

Report of Findings

September 10, 2020

Confidential & Proprietary

Table of Contents

Project Overview

- The Connecticut Department of Transportation conducted comprehensive research among those currently employed within the state to understand the effects of COVID-19 on their current commuting habits compared to before the pandemic, their perceptions about using different commuting modes and an understanding of their future plans post-COVID-19 with particular focus on the use of rail and bus.

- In order to achieve these research goals, GreatBlue Research analyzed 4,133 digital surveys collected among a random sample of individuals employed in Connecticut who were commuting to their workplace at least part-time before the COVID-19 pandemic.

- The outcome of this research will enable the Connecticut Department of Transportation to a) understand the impact of COVID-19 on current in-state workplace commute, b) assess the current and future impact of COVID-19 on commuting preferences particularly the use of rail and bus, and c) create a strategic roadmap to assess commuter needs and concerns related to COVID-19.

Areas of Investigation

Connecticut Employees Return to Work Survey leveraged a quantitative research methodology to address the following areas of investigation:

- Work environment and method of commute prior to the pandemic
- Changes to work environment and method of commute during the pandemic
- Prospective future changes to work environment and methods of commute in the coming months
- Comfort levels regarding various methods of commuting
- Conditions necessary to return to previous modes of commuting
- Potential modal changes as a result of the pandemic
- Demographic profiles of respondents and their impact on the areas of investigation

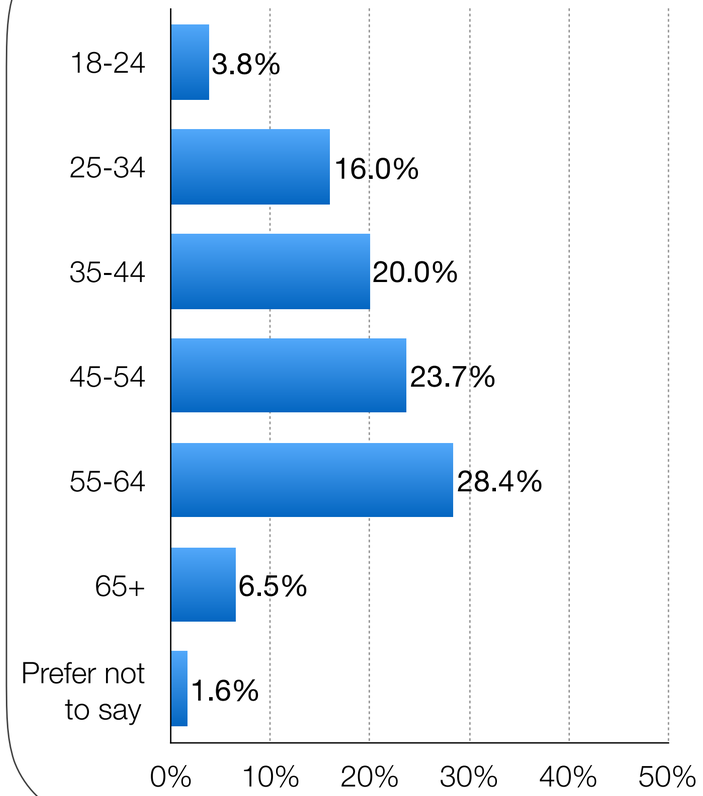
Research Methodology Snapshot

Research Dates July 10-28, 2020	Methodology Digital Survey	No. of Questions 30*	No. of Completes 4,133	Target Individuals Employed in Connecticut who Commuted to their Workplace Before the COVID-19 Pandemic***
Incentive None	Quality Assurance CAPI**	Margin of Error +/- 1.36%	Confidence Level 95%	

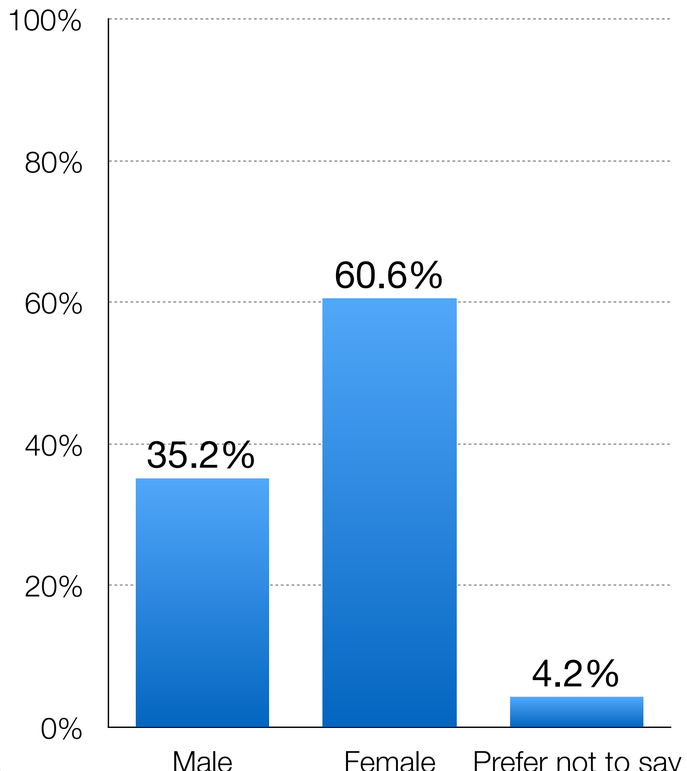
* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.
** Computer-aided personal interviewing (CAPI) platform ensures the integrity of the data is accurate.
*** Respondents who prior to COVID-19 telecommuted full-time, were unemployed or who were furloughed without a definite or estimated date of return to work were excluded from the results.

Participant Overview - Age, Gender and Income

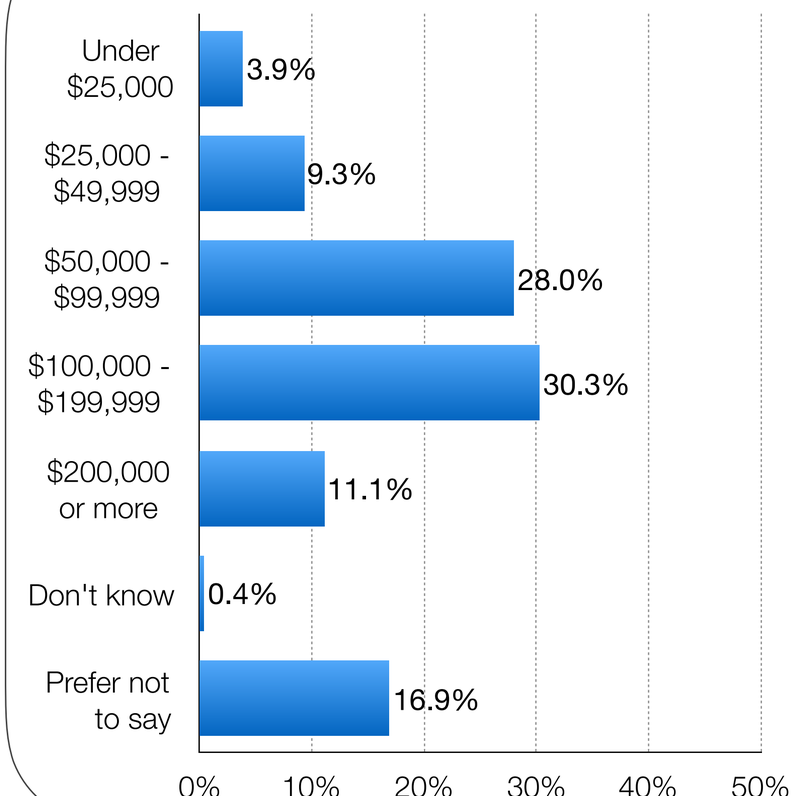
Age



Gender



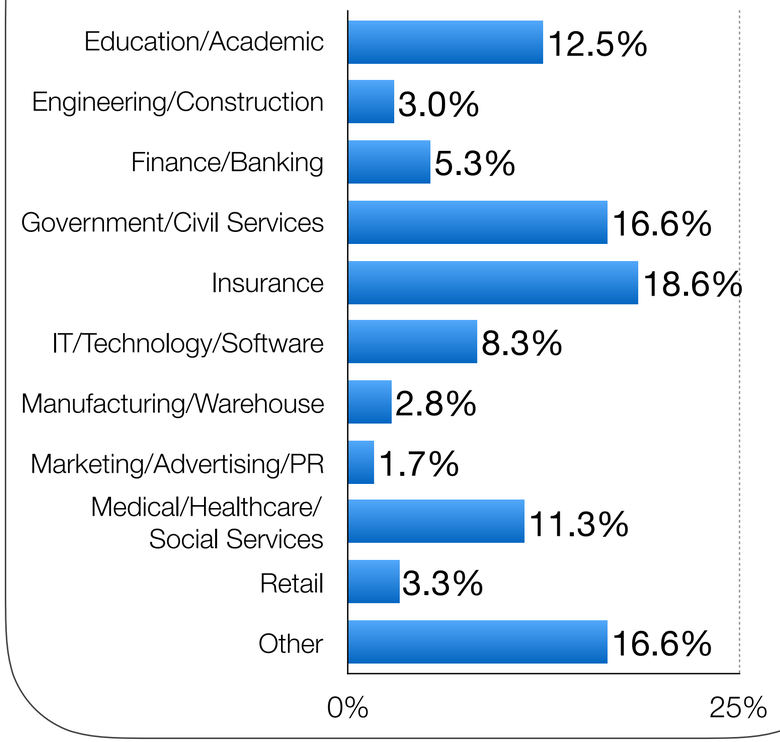
Income



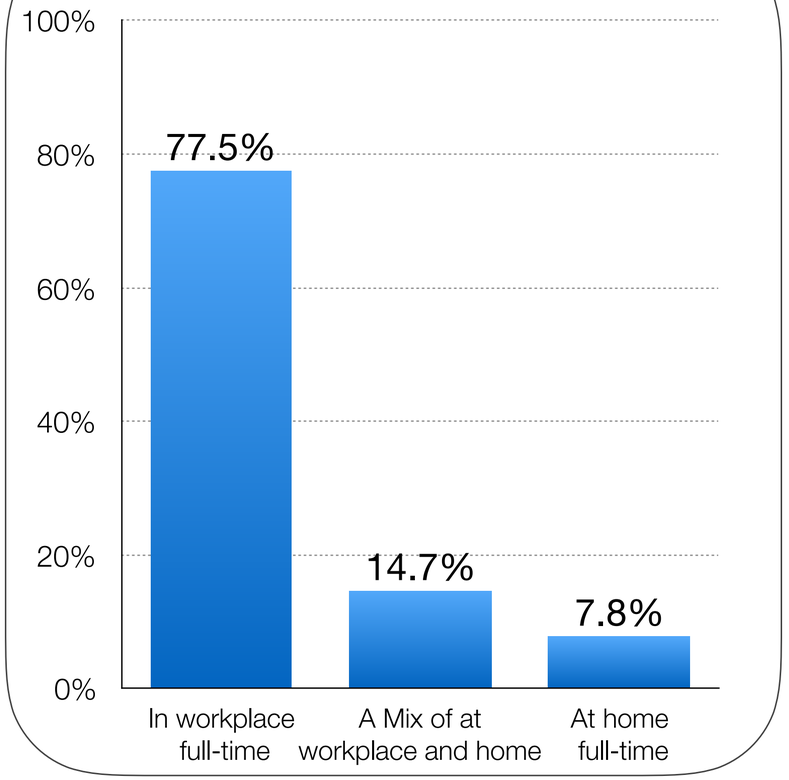
This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

Participant Overview - Work Situation Profile

Occupation

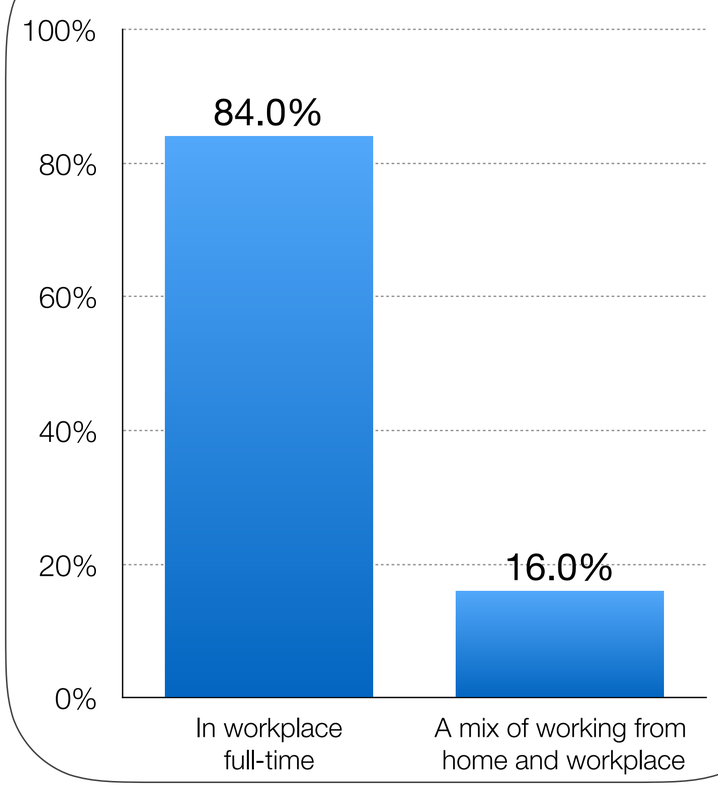


Work Situation Prior to COVID-19*



*Results include respondents who did not qualify to complete the survey because they telecommuted full-time.

Work Situation Prior to COVID-19**



**Excludes full-time telecommuters who were screened out of the survey.

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

Participant Overview - Residence and Workplace Profile

All Participants' *Residences*	
County	**Frequency** (N=4,133)*
Hartford	1603
New Haven	880
Fairfield	609
Middlesex	299
Tolland	261
New London	178
Litchfield	161
Out of State	85
Windham	57

*Total number of respondents who provided a residential zip code

All Participants' *Workplace*	
County	**Frequency** (N=4,133)*
Hartford	2344
New Haven	740
Fairfield	697
Middlesex	101
New London	85
Litchfield	77
Tolland	61
Windham	28

*Total number of respondents who provided a workplace zip code

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

Commute Times Decline in July

Table of Contents

Key Study Findings

- Survey respondents indicated their primary mode of transportation when commuting to work before the COVID-19 pandemic was a personal vehicle (62.1%), followed by bus (24.2%) and commuter rail (6.0%).

- Prior to COVID-19, 77.5% of respondents were at the workplace full-time, while 22.5% worked either full-time (7.8%) or part-time (14.7%) at home.

- In July, almost 72.0% were working at home either full-time (55.0%) or part-time (16.9%), and 28.1% were at the workplace full-time. Those under 25 years of age and with incomes less than $50,000 constituted the largest segment to be at the workplace full-time.

- 36.9% of respondents indicated they were required by their employer to go to their physical workplace during the COVID-19 pandemic.

- For respondents who commuted to work in July, 74.6% used their personal vehicle, 13.0% rode the bus, and 2.0% used commuter rail.

Key Study Findings, continued

- The most frequent reasons for a modal change in July was “concern about sharing spaces with others” (44.3%), followed by “concern about the ability to clean/sanitize/disinfect the mode appropriately” (37.3%) and “concern that others will not be wearing masks” (30.7%).
  - The top ranked condition necessary for respondents to return to public transit (ranked first or second) was the “requirement of masks” (70.3%), followed by “increased service to reduce the number of passengers on each bus/ train” (52.9%).
  - The top ranked condition to return to either a carpool or vanpool was recorded for “I will only carpool with a family member or close friend” (78.9%), followed by “masks required” (71.4%) and “fewer people in the car or van” (63.2%).
- 37.4% of surveyed participants reported that when they are able to return to their workplace, they intend to continue working from home until they feel it’s safe to return to their worksite, while 33.4% reported they will work from home part-time and go to the workplace less often and 23.1% intend to return to the workplace full-time.
- Survey participants intend to utilize personal vehicles (68.6%) most frequently when returning to their workplace, followed by the bus (17.7%) and the commuter rail (4.3%).
  - 13.5% of survey participants who had not returned to their workplace during fielding indicated a future modal shift when they are able to return to their workplace.
  - Future modal changes to a personal vehicle were most frequent.

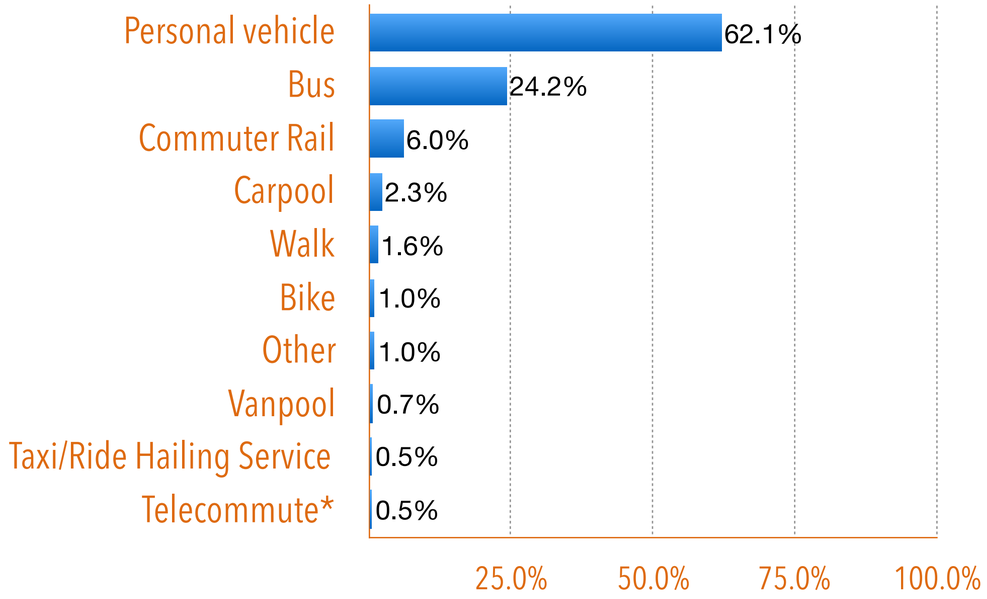
Key Study Findings, continued

- The most frequent reason for a future modal shift when able to return to work was “concern about sharing spaces with others” (50.9%), followed by “concern that others will not be wearing masks” (49.3%) and “concern about the ability to clean/sanitize/disinfect the mode appropriately” (44.1%).
  - Individuals who previously commuted via public transit and plan to change methods ranked the requirement of masks (60.1%) as the top condition to return (ranked either first or second), followed by social distancing required and extra space made available on trains/buses (57.6%).
  - The top ranked condition to return to either a carpool or vanpool among those who plan on utilizing another method of transportation when able to return to work was recorded for “I will only carpool with a family member or close friend” (83.3%) followed by “masks required” (78.1%) and “fewer people in the car or van” (51.7%).
- 96.3% of survey participants indicated they would be comfortable over the next 2-3 months if they were to drive alone on their commute to work, while 66.5% indicated they feel comfortable walking and 58.3% feel comfortable biking.

Modal Split Prior to the COVID-19 Pandemic

Survey respondents indicated their primary mode of transportation when commuting to work before the COVID-19 pandemic was a personal vehicle (62.1%), followed by bus (24.2%) and commuter rail (6.0%). Slightly more women (63.1%) than men (61.5%) reported using a personal vehicle while those respondents between the ages of 35 and 44 used personal vehicles the most (71.5%). Older respondents (12.7%) reported using commuter rail at higher rates than younger respondents under 25 (2.5%). Bus was highest among the youngest group of respondents (29.9%).

Q Please select your primary mode of commuting before the COVID-19 pandemic (the mode you used for the longest distance of your commute to work):



Mode of Transportation	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Personal vehicle	61.5%	63.1%	52.9%	62.7%	71.5%	63.2%	57.3%	57.8%
Bus	23.4%	24.1%	29.9%	21.4%	16.8%	25.2%	28.6%	23.9%
Commuter Rail	7.3%	5.2%	2.5%	5.6%	4.1%	5.7%	6.8%	12.7%
Carpool	2.3%	2.4%	4.5%	2.3%	2.3%	1.6%	3.2%	0.4%
Walk	1.4%	1.8%	2.5%	4.5%	2.3%	0.4%	0.4%	1.1%
Bike	1.9%	0.4%	3.2%	1.4%	0.8%	0.8%	1.0%	0.4%
Other	0.6%	1.2%	0.6%	0.6%	0.6%	1.3%	0.9%	1.9%
Vanpool	0.4%	0.9%	1.3%	0.0%	0.5%	0.9%	0.9%	1.5%
Taxi/Ride Hailing Service	0.5%	0.5%	1.3%	1.2%	0.7%	0.3%	0.1%	0.0%
Telecommute	0.7%	0.4%	1.3%	0.3%	0.4%	0.5%	0.8%	0.4%

*These are telecommuters who work a mix of home and workplace but consider telecommuting their primary mode.

Modal Split Prior to the COVID-19 Pandemic, continued

Both personal vehicle and commuter rail use increased as income increased while bus use was inversely proportional to income.

Additionally, work location had an impact on commuting method, with those working in Hartford county indicating they traveled by bus (34.0%) more frequently than the composite average of 24.2%. Travel to work via commuter rail was higher among respondents whose worksite was located in Fairfield (14.6%) or New Haven county (14.2%).

Mode of Transportation	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Personal vehicle	36.2%	61.3%	64.7%	65.3%	71.9%
Bus	46.0%	28.1%	21.4%	21.0%	15.0%
Commuter Rail	1.2%	2.9%	5.6%	6.8%	7.6%
Carpool	2.5%	1.0%	2.2%	2.6%	2.4%
Walk	4.9%	3.6%	1.9%	1.0%	0.4%
Other	3.1%	0.5%	1.2%	0.5%	0.4%
Bike	1.2%	0.3%	1.4%	1.1%	1.3%
Vanpool	0.0%	0.5%	1.0%	1.0%	0.2%
Taxi/Ride Hailing Service	3.7%	1.6%	0.5%	0.0%	0.0%
Telecommute	1.2%	0.3%	0.2%	0.7%	0.7%

Mode of Transportation	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Personal vehicle	72.7%	58.1%	80.5%	82.2%	54.9%	80.0%	86.9%	92.9%
Bus	6.3%	34.0%	10.4%	7.9%	17.2%	9.4%	8.2%	3.6%
Commuter Rail	14.6%	1.5%	1.3%	3.0%	14.2%	2.4%	0.0%	0.0%
Carpool	1.9%	2.0%	2.6%	1.0%	3.9%	1.2%	3.3%	0.0%
Walk	1.1%	1.2%	2.6%	2.0%	3.6%	0.0%	0.0%	3.6%
Other	0.7%	0.7%	1.3%	1.0%	2.2%	1.2%	0.0%	0.0%
Bike	1.1%	0.7%	0.0%	1.0%	2.2%	2.4%	0.0%	0.0%
Vanpool	0.0%	0.9%	0.0%	0.0%	1.1%	1.2%	0.0%	0.0%
Taxi/Ride Hailing Service	0.4%	0.3%	1.3%	2.0%	0.7%	1.2%	0.0%	0.0%
Telecommute	1.0%	0.5%	0.0%	0.0%	0.1%	1.2%	1.6%	0.0%

Modal Split Prior to the COVID-19 Pandemic, continued

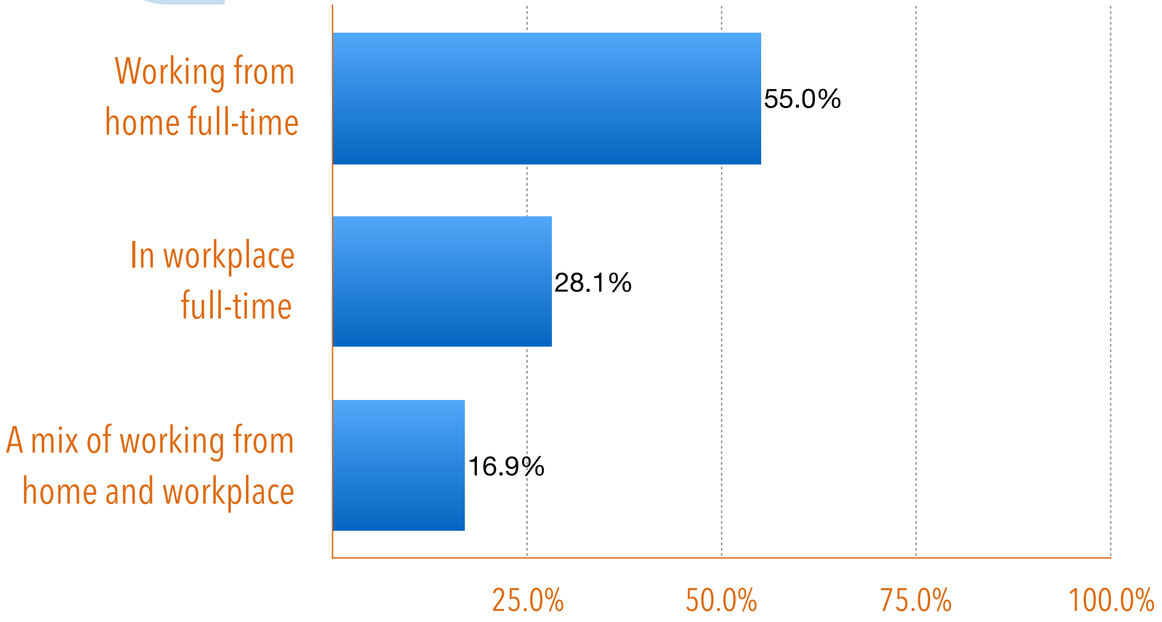
Increased frequencies for commute to work via bus were recorded among those who indicated they work in "insurance" (52.0%) and "retail" (43.0%), while increased frequencies for commuter rail were recorded for those who work in "finance/banking" (13.7%) and "education/academic" (10.1%).

Mode of Transportation	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Personal vehicle	64.3%	72.0%	60.7%	72.6%	40.1%	51.0%	68.4%	71.8%	78.2%	44.4%	69.5%
Bus	14.2%	6.4%	19.2%	15.7%	52.0%	37.7%	16.7%	9.9%	12.2%	43.0%	14.1%
Commuter Rail	10.1%	9.6%	13.7%	3.9%	1.7%	5.2%	3.5%	9.9%	4.9%	3.7%	8.3%
Carpool	2.7%	3.2%	2.7%	2.6%	2.9%	1.2%	4.4%	1.4%	1.1%	0.0%	2.5%
Walk	3.9%	2.4%	0.9%	1.2%	0.5%	1.4%	1.8%	4.2%	0.6%	3.7%	1.9%
Other	1.0%	0.0%	1.4%	1.2%	1.2%	0.6%	2.6%	0.0%	0.9%	0.7%	0.7%
Bike	3.7%	2.4%	0.0%	0.7%	0.5%	0.9%	0.9%	0.0%	0.4%	0.7%	0.7%
Vanpool	0.2%	0.8%	0.5%	2.0%	0.7%	0.6%	0.9%	0.0%	0.6%	0.7%	0.0%
Taxi/Ride Hailing Service	0.0%	0.8%	0.5%	0.0%	0.0%	0.0%	0.9%	1.4%	0.9%	3.0%	1.2%
Telecommute	0.0%	2.4%	0.5%	0.0%	0.5%	1.4%	0.0%	1.4%	0.2%	0.0%	1.0%

Work Location Shifts in July

55.0% of respondents indicated they were working from home full-time during survey fielding, while 28.1% were at their workplace full-time and 16.9% were working from both home and their physical workplace. Frequencies for working at the workplace were correlated to both age and income, while working full-time at home was strongly correlated to income and the highest for those making under $50,000, and the lowest for those earning $200,000 or more.

Q Which of the following best describes your current work situation?



Work Situation	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Working from home full-time	53.2%	55.4%	33.8%	54.1%	57.8%	54.5%	56.1%	53.7%
In workplace full-time	31.1%	27.0%	53.5%	32.6%	25.0%	26.3%	27.1%	25.0%
A mix of working from home and workplace	15.7%	17.6%	12.7%	13.3%	17.2%	19.2%	16.8%	21.3%

Work Situation	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000- $199,999	$200,000 or more
Working from home full-time	10.4%	20.8%	52.7%	62.8%	73.2%
In workplace full-time	69.3%	62.6%	28.4%	21.3%	14.2%
A mix of working from home and workplace	20.2%	16.6%	18.9%	15.9%	12.6%

Work Location Shifts in July, continued

Those who indicated their workplace was located in Hartford county were working from home full-time (63.9%) at a markedly higher frequency than other respondents. Those working in Windham (53.6%) and Litchfield (53.2%) counties continued working at their worksite most frequently. Those working in “insurance” (92.5%) and “IT/tech/software” (88.4%) reported working from home full-time most frequently and those working in “manufacturing” (79.8%), “retail” (77.0%) and “healthcare/social services” (58.3%) were at their worksite full-time most.

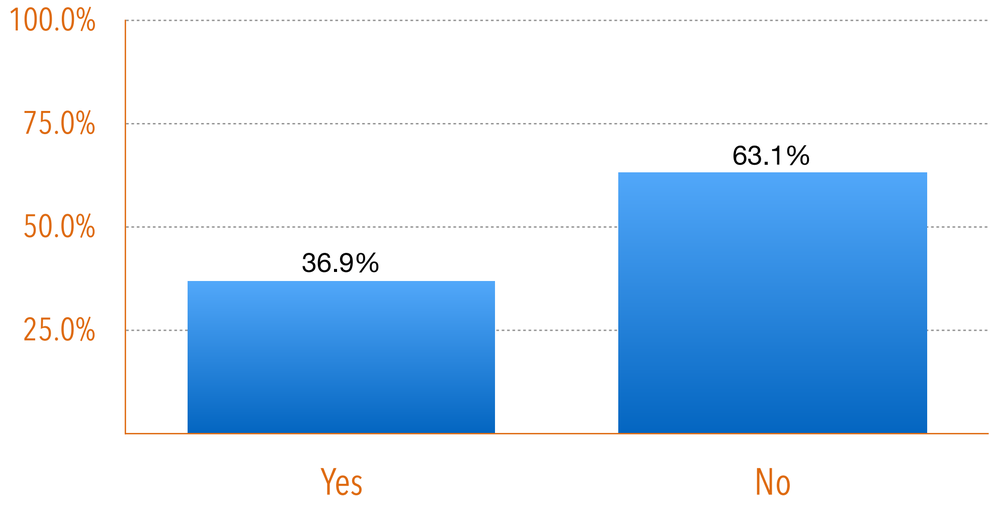
Work Situation	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Working from home full-time	46.6%	63.9%	27.3%	37.6%	43.2%	35.3%	47.5%	39.3%
In workplace full-time	30.8%	20.8%	53.2%	41.6%	40.3%	43.5%	42.6%	53.6%
A mix of working from home and workplace	22.5%	15.3%	19.5%	20.8%	16.5%	21.2%	9.8%	7.1%

Work Situation	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Working from home full-time	69.7%	36.8%	66.7%	51.9%	92.5%	88.4%	10.5%	59.2%	24.6%	5.9%	25.1%
In workplace full-time	13.0%	38.4%	20.1%	20.3%	3.3%	4.3%	79.8%	12.7%	58.3%	77.0%	50.6%
A mix of working from home and workplace	17.3%	24.8%	13.2%	27.8%	4.3%	7.2%	9.6%	28.2%	17.1%	17.0%	24.3%

Essential Workers in July

36.9% of respondents indicated they were required by their employer to go to their physical workplace during the COVID-19 pandemic. This requirement was strongly correlated to age, with the highest frequency recorded for those ages 18 to 24 (56.7%) and lowest among those age 65 or older (34.3%), as well as household income (66.9% among those earning less than $25,000 and 21.4% among those earning $200,000 or more).

Q During the COVID-19 pandemic, were you required by your employer to go to your physical work place?



Response	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Yes	38.4%	36.2%	56.7%	39.1%	37.1%	36.3%	34.7%	34.3%
No	61.6%	63.8%	43.3%	60.9%	62.9%	63.7%	65.3%	65.7%

Response	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Yes	66.9%	61.8%	42.3%	29.3%	21.4%
No	33.1%	38.2%	57.7%	70.7%	78.6%

Essential Workers in July, continued

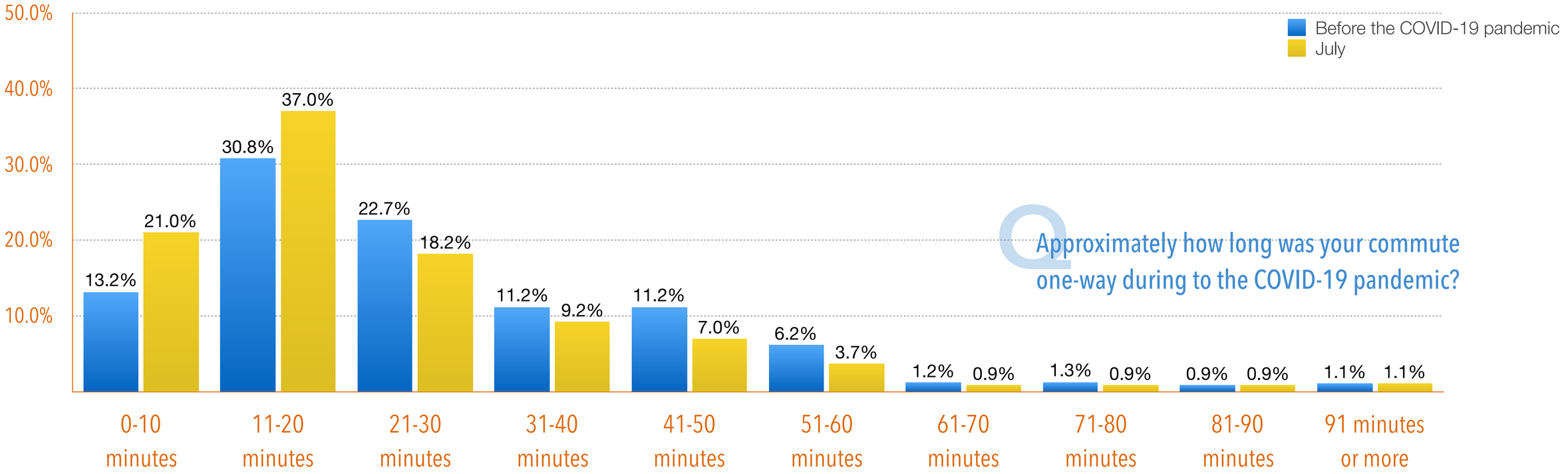
Requirement to report to a physical worksite was markedly higher in Litchfield (57.1%) and Windham (57.1%) counties. Those working in “manufacturing” (75.4%), “retail” (71.9%) and “healthcare/social services” (65.8%) were required to report to a physical worksite most frequently.

Response	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Yes	36.3%	32.1%	57.1%	42.6%	46.6%	50.6%	45.9%	57.1%
No	63.7%	67.9%	42.9%	57.4%	53.4%	49.4%	54.1%	42.9%

Response	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Yes	19.2%	45.6%	29.7%	43.0%	14.4%	12.5%	75.4%	18.3%	65.8%	71.9%	51.2%
No	80.8%	54.4%	70.3%	57.0%	85.6%	87.5%	24.6%	81.7%	34.2%	28.1%	48.8%

Commute Times Decline in July

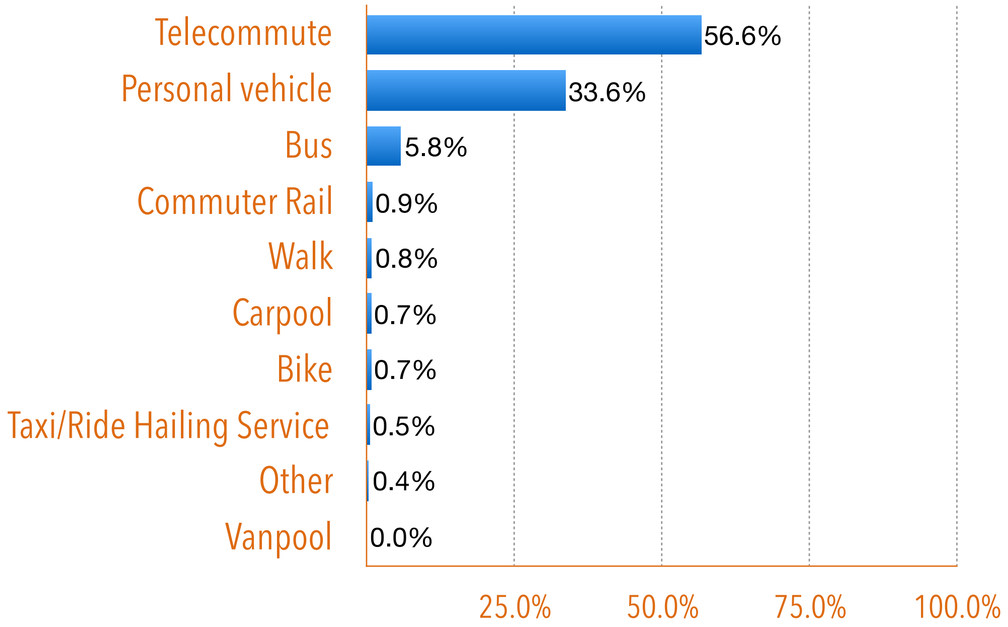
Prior to the COVID-19 pandemic, the majority of respondents, 66.7%, indicated their commute to work was 30 minutes or less (22.7% reporting 21 to 30 minutes, 30.8% reporting 11 to 20 minutes and 13.2% reporting 0-10 minutes). Commute times declined among respondents who were working at their worksite either full-time or part-time in July, with 76.2% reporting either 21 to 30 minutes (18.2%), 11 to 20 minutes (37.0%) or 0-10 minutes (21.0%).



Modal Split in July 2020

56.6% of respondents indicated they telecommuted during survey fielding and 33.6% reported primarily using a personal vehicle. Those ages 18 to 24 telecommuted least frequently (35.7%) and reported commuting via personal vehicle (40.1%), bus (12.7%), and carpool (5.1%) at higher frequencies than all other age segments.

Q Please select your primary mode of commuting during the COVID-19 pandemic.



Mode of Transportation	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Telecommute	54.7%	56.9%	35.7%	55.4%	59.7%	56.3%	57.5%	55.2%
Personal vehicle	34.9%	33.7%	40.1%	30.8%	32.5%	33.6%	35.0%	36.6%
Bus	5.4%	6.1%	12.7%	7.1%	4.2%	7.0%	4.9%	4.9%
Commuter Rail	1.3%	0.6%	0.6%	1.2%	0.6%	1.0%	0.6%	1.9%
Walk	1.1%	0.6%	3.2%	1.8%	1.2%	0.2%	0.3%	0.0%
Carpool	0.8%	0.7%	5.1%	0.8%	0.7%	0.2%	0.6%	0.0%
Bike	1.4%	0.3%	1.9%	1.1%	0.6%	0.5%	0.6%	0.4%
Taxi/Ride Hailing Service	0.3%	0.6%	0.6%	1.7%	0.2%	0.5%	0.1%	0.0%
Other	0.1%	0.5%	0.0%	0.2%	0.1%	0.6%	0.4%	0.7%
Vanpool	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.4%

Modal Split in July, Continued

Telecommuting in July was strongly correlated to total household income. Additionally, commuting via bus was highest among those with total household incomes of under $25,000 (39.3%) or $25,000-$49,999 (20.0%).

Mode of Transportation	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Telecommute	11.7%	22.9%	54.1%	64.8%	74.1%
Personal vehicle	31.9%	47.5%	38.3%	32.3%	23.5%
Bus	39.3%	20.0%	4.1%	1.1%	0.7%
Commuter Rail	1.2%	1.3%	0.9%	0.6%	0.4%
Walk	4.9%	3.1%	0.6%	0.1%	0.2%
Carpool	4.9%	1.0%	0.5%	0.4%	0.2%
Bike	3.1%	0.8%	0.9%	0.6%	0.4%
Taxi/Ride Hailing Service	2.5%	2.1%	0.5%	0.0%	0.2%
Other	0.6%	1.0%	0.2%	0.1%	0.2%
Vanpool	0.0%	0.3%	0.0%	0.1%	0.0%

Rates of telecommuting were highest among those whose workplace was located in Hartford (65.5%) and Tolland (49.2%) and Fairfield (48.4%) counties.

Mode of Transportation	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Telecommute	48.4%	65.5%	28.6%	38.6%	44.7%	40.0%	49.2%	39.3%
Personal vehicle	42.0%	26.5%	62.3%	50.5%	39.3%	48.2%	45.9%	53.6%
Bus	5.2%	5.5%	6.5%	5.9%	7.7%	5.9%	1.6%	3.6%
Commuter Rail	1.4%	0.3%	1.3%	1.0%	2.4%	1.2%	0.0%	0.0%
Walk	0.9%	0.6%	0.0%	0.0%	1.4%	1.2%	1.6%	3.6%
Carpool	0.6%	0.5%	1.3%	1.0%	1.2%	1.2%	1.6%	0.0%
Bike	0.6%	0.5%	0.0%	2.0%	1.4%	1.2%	0.0%	0.0%
Taxi/Ride Hailing Service	0.9%	0.3%	0.0%	1.0%	0.9%	0.0%	0.0%	0.0%
Other	0.1%	0.4%	0.0%	0.0%	0.7%	1.2%	0.0%	0.0%
Vanpool	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%

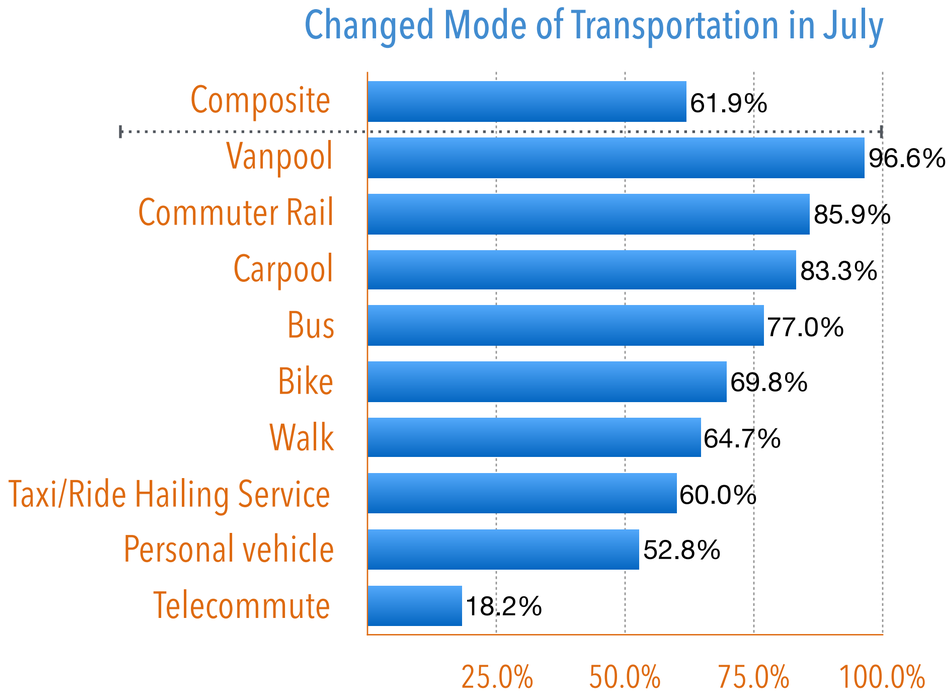
Modal Split in July, Continued

Rates of telecommuting were highest among those working in “insurance” (93.4%) and “IT/tech/software” (89.9%). Those working in “healthcare/social services” (61.1%) and “manufacturing” (59.6%) utilized their personal vehicle at higher frequencies than other respondents, while those working in “retail” (34.8%) utilized the bus more frequently.

Mode of Transportation	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Telecommute	71.1%	39.2%	68.0%	53.9%	93.4%	89.9%	12.3%	63.4%	25.9%	5.9%	27.6%
Personal vehicle	20.8%	49.6%	27.4%	38.8%	4.7%	8.4%	59.6%	29.6%	61.1%	45.9%	57.1%
Bus	3.5%	5.6%	2.3%	3.9%	1.8%	0.6%	14.9%	2.8%	8.8%	34.8%	8.9%
Commuter Rail	1.2%	0.8%	0.5%	1.2%	0.0%	0.3%	0.9%	0.0%	0.9%	1.5%	1.9%
Walk	1.4%	1.6%	0.5%	0.4%	0.1%	0.3%	1.8%	1.4%	0.4%	3.0%	1.3%
Carpool	0.8%	1.6%	0.0%	0.6%	0.0%	0.0%	2.6%	1.4%	0.6%	2.2%	1.2%
Bike	1.0%	1.6%	0.5%	0.3%	0.0%	0.6%	2.6%	0.0%	0.4%	2.2%	1.2%
Taxi/Ride Hailing Service	0.4%	0.0%	0.0%	0.1%	0.0%	0.0%	2.6%	0.0%	1.1%	3.0%	0.7%
Other	0.0%	0.0%	0.9%	0.7%	0.0%	0.0%	2.6%	1.4%	0.6%	1.5%	0.0%
Vanpool	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%

Modal Shifts in July

Roughly three-fifths of survey participants (61.9%) indicated a modal shift in July, with those utilizing vanpool reporting a shift most frequently (96.6%), followed by commuter rail (85.9%) and carpool (83.3%). Modal changes to telecommuting were most frequent, however, significant shifts to personal vehicles were recorded for those who previously utilized a commuter rail (28.6% shifted to commuter vehicle) and carpool (22.9%).



	Mode Used Pre-COVID-19									
Mode of Transportation in July	Personal Vehicle	Carpool	Vanpool	Bus	Commuter Rail	Bike	Walk	Taxi/Ride Hailing Service	Tele-commute	Other
Telecommute	52.1%	60.4%	79.3%	66.7%	56.5%	65.1%	55.9%	5.0%	81.8%	72.5%
Personal vehicle	47.2%	22.9%	13.8%	6.4%	28.6%	4.7%	2.9%	15.0%	13.6%	17.5%
Bus	0.1%	0.0%	0.0%	23.0%	0.0%	0.0%	1.5%	35.0%	0.0%	0.0%
Commuter Rail	0.0%	0.0%	0.0%	0.2%	14.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Walk	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	35.3%	0.0%	0.0%	0.0%
Carpool	0.2%	16.7%	3.4%	0.5%	0.0%	0.0%	0.0%	5.0%	4.5%	0.0%
Bike	0.2%	0.0%	0.0%	0.7%	0.0%	30.2%	2.9%	0.0%	0.0%	0.0%
Taxi/Ride Hailing Service	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	1.5%	40.0%	0.0%	0.0%
Other	0.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Vanpool	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Modal Shifts in July, continued

Modal shifts in July were strongly correlated with total household income, as those earning under $25,000 switched their mode of transportation the least (23.3%) and those earning $200,000 or more the most (75.4%). Those working in Hartford (68.8%), New Haven (55.3%) or Fairfield (54.8%) counties reported the highest frequencies of modal change, as did those who work in “Insurance” (93.6%) and “IT/Tech/Software” (89.3%).

Response	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Switched Mode of transportation	60.4%	62.0%	47.8%	61.5%	63.0%	60.7%	63.6%	60.8%	23.3%	31.2%	60.7%	68.6%	75.4%
Did not switch mode of transportation	39.5%	37.7%	52.2%	38.0%	37.0%	38.9%	36.2%	38.4%	75.5%	68.3%	39.0%	31.3%	24.6%

Response	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Switched Mode of transportation	54.8%	68.8%	35.1%	44.6%	55.3%	45.9%	50.8%	39.3%
Did not switch mode of transportation	44.9%	30.9%	64.9%	55.4%	44.5%	52.9%	49.2%	60.7%

Response	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Switched Mode of transportation	75.1%	48.8%	76.3%	59.9%	93.6%	89.3%	23.7%	66.2%	31.8%	18.5%	37.2%
Did not switch mode of transportation	24.9%	51.2%	22.8%	39.5%	6.2%	10.7%	76.3%	32.4%	67.9%	80.7%	62.5%

Reasons for Modal Shift

Among respondents who indicated they changed their method of commuting to work in July, the most frequent reasons why included “concern about sharing spaces with others” (44.3%), “concern about the ability to clean/sanitize/disinfect the mode appropriately” (37.3%) and “concern that others will not be wearing masks” (30.7%). Of note, 54.8% of those who commuted via the commuter rail reported that “the reduced public transit schedule does not fit my needs.”

Why are you using a different mode to commute?	Total	Personal Vehicle	Carpool	Vanpool	Bus	Commuter Rail	Bike	Walk	Taxi/Ride Hailing Service	Other
Concern about sharing spaces with others	44.3%	15.8%	9.5%	40.0%	51.5%	53.4%	50.0%	16.7%	54.5%	25.0%
Concern about the ability to clean/sanitize/disinfect the mode appropriately	37.3%	15.8%	14.3%	20.0%	46.6%	34.2%	0.0%	16.7%	81.8%	25.0%
Concern that others will not be wearing masks	30.7%	5.3%	14.3%	20.0%	40.8%	28.8%	0.0%	16.7%	45.5%	25.0%
The reduced public transit schedule does not fit my needs	28.7%	5.3%	4.8%	20.0%	24.3%	54.8%	0.0%	33.3%	0.0%	0.0%
Other	23.4%	52.6%	33.3%	0.0%	20.4%	19.2%	50.0%	16.7%	9.1%	50.0%
Concern about crowds	23.0%	15.8%	4.8%	20.0%	21.4%	32.9%	0.0%	50.0%	9.1%	25.0%
I or someone in my household is in a high-risk category	18.9%	5.3%	33.3%	20.0%	23.3%	13.7%	0.0%	16.7%	9.1%	25.0%
Former option is not available	14.3%	26.3%	38.1%	20.0%	7.8%	12.3%	50.0%	0.0%	18.2%	25.0%
Concern about being in a vehicle with anyone else	13.1%	10.5%	23.8%	0.0%	17.5%	5.5%	0.0%	16.7%	9.1%	25.0%
My employer requires me to work from home	4.1%	10.5%	9.5%	0.0%	1.9%	4.1%	0.0%	0.0%	9.1%	0.0%
I am working at a new location	3.3%	5.3%	0.0%	0.0%	1.9%	0.0%	50.0%	16.7%	18.2%	25.0%
My vanpool is suspended during COVID-19	2.9%	0.0%	4.8%	60.0%	1.9%	0.0%	0.0%	16.7%	0.0%	0.0%
My vanpool has been disbanded	0.8%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%

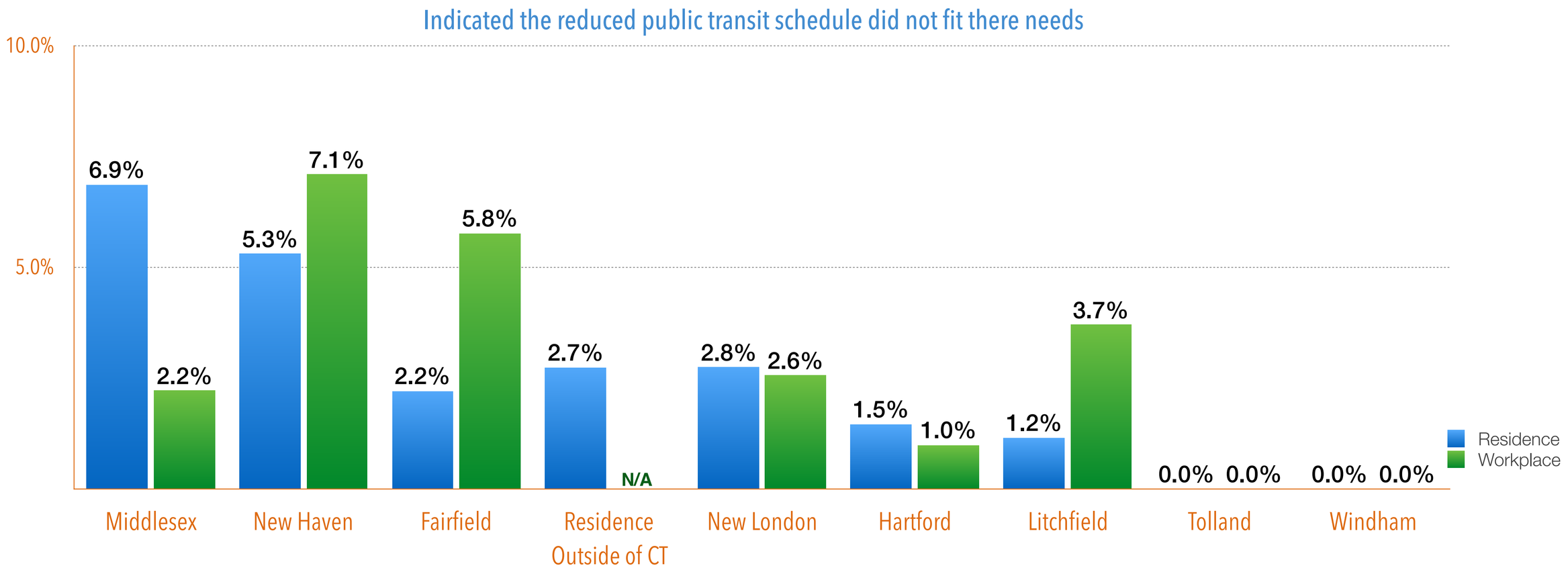
Reasons for Modal Shift, continued

Top reasons for a change in commuting method varied among demographic segments. Notably, frequencies for "concerns with others not wearing masks" varied significantly among gender, age and income segments, with the highest frequencies recorded for women (31.9%), those ages 18 to 24 (42.9%) and those earning under $25,000 (52.4%).

Why are you using a different mode to commute?	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Concern about sharing spaces with others	40.2%	46.8%	23.8%	35.7%	55.2%	52.0%	44.6%	47.1%	23.8%	44.1%	45.0%	43.9%	33.3%
Concern about the ability to clean/sanitize/ disinfect the mode appropriately	39.1%	34.8%	42.9%	28.6%	51.7%	28.0%	38.6%	41.2%	42.9%	29.4%	37.5%	35.1%	44.4%
Concern that others will not be wearing masks	26.1%	31.9%	42.9%	33.3%	31.0%	30.0%	28.9%	17.6%	52.4%	41.2%	28.8%	31.6%	11.1%
The reduced public transit schedule does not fit my needs	32.6%	26.2%	28.6%	31.0%	10.3%	34.0%	32.5%	23.5%	14.3%	35.3%	27.5%	35.1%	44.4%
Other	20.7%	24.1%	0.0%	23.8%	20.7%	22.0%	28.9%	35.3%	28.6%	17.6%	26.3%	21.1%	11.1%
Concern about crowds	18.5%	23.4%	23.8%	33.3%	17.2%	20.0%	19.3%	23.5%	28.6%	20.6%	21.3%	21.1%	33.3%
I or someone in my household is in a high-risk category	17.4%	20.6%	28.6%	19.0%	13.8%	14.0%	16.9%	41.2%	14.3%	23.5%	15.0%	14.0%	11.1%
Former option is not available	13.0%	15.6%	23.8%	7.1%	17.2%	16.0%	16.9%	0.0%	19.0%	23.5%	16.3%	14.0%	11.1%
Concern about being in a vehicle with anyone else	12.0%	14.9%	19.0%	11.9%	13.8%	10.0%	12.0%	23.5%	4.8%	14.7%	16.3%	7.0%	11.1%
My employer requires me to work from home	3.3%	5.0%	0.0%	0.0%	6.9%	10.0%	3.6%	0.0%	0.0%	2.9%	6.3%	7.0%	0.0%
I am working at a new location	2.2%	4.3%	4.8%	4.8%	13.8%	2.0%	0.0%	0.0%	14.3%	5.9%	1.3%	0.0%	11.1%
My vanpool is suspended during COVID-19	3.3%	2.8%	4.8%	4.8%	3.4%	4.0%	1.2%	0.0%	0.0%	0.0%	1.3%	3.5%	11.1%
My vanpool has been disbanded	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	1.8%	0.0%

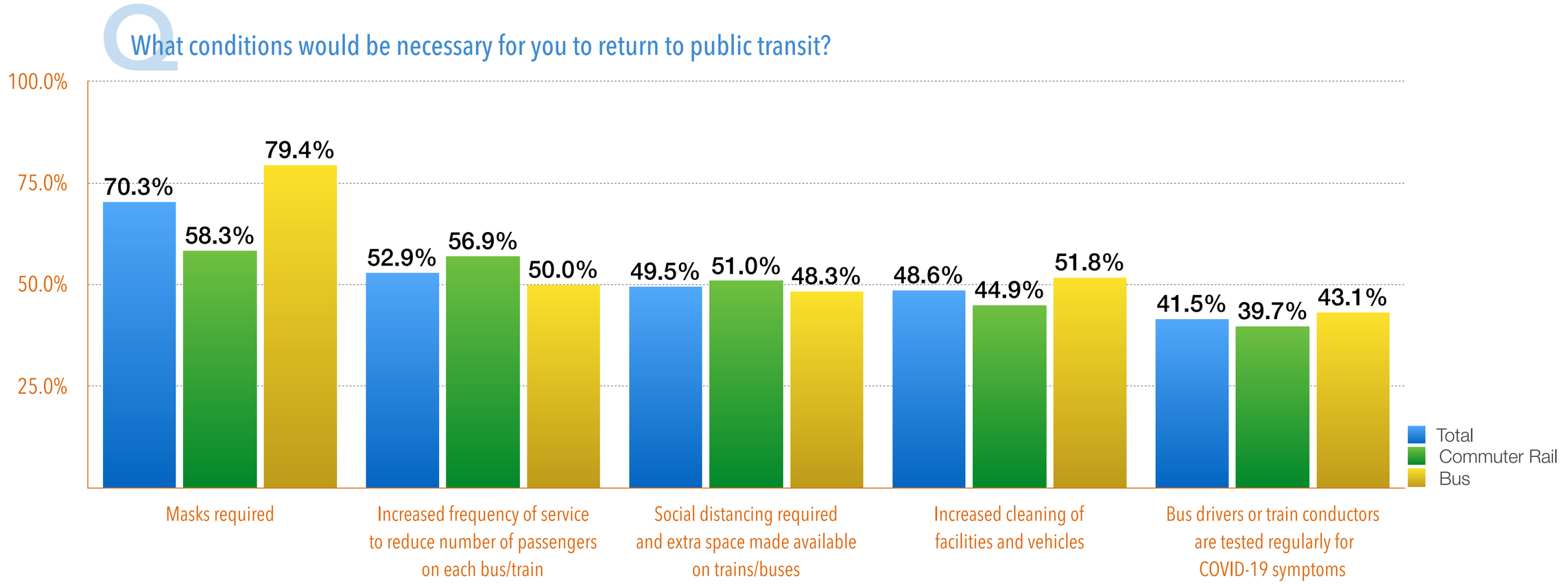
Reasons for Modal Shift, continued

Respondents who indicated they were using a different mode to commute during survey fielding because the reduced public transit schedule did not fit there needs was most frequent among those who reside in Middlesex county (6.9%) and work in New Haven county (7.1%).



Conditions to Return to Public Transit

The top ranked condition necessary for respondents to return to public transit in July for respondents (ranked first or second) was the requirement of masks (70.3%), followed by increased service to reduce the number of passengers on each bus/train 52.9%). The requirement of masks was the top condition among those who switched their mode of transport from the bus (79.4%) and commuter rail (58.3%).



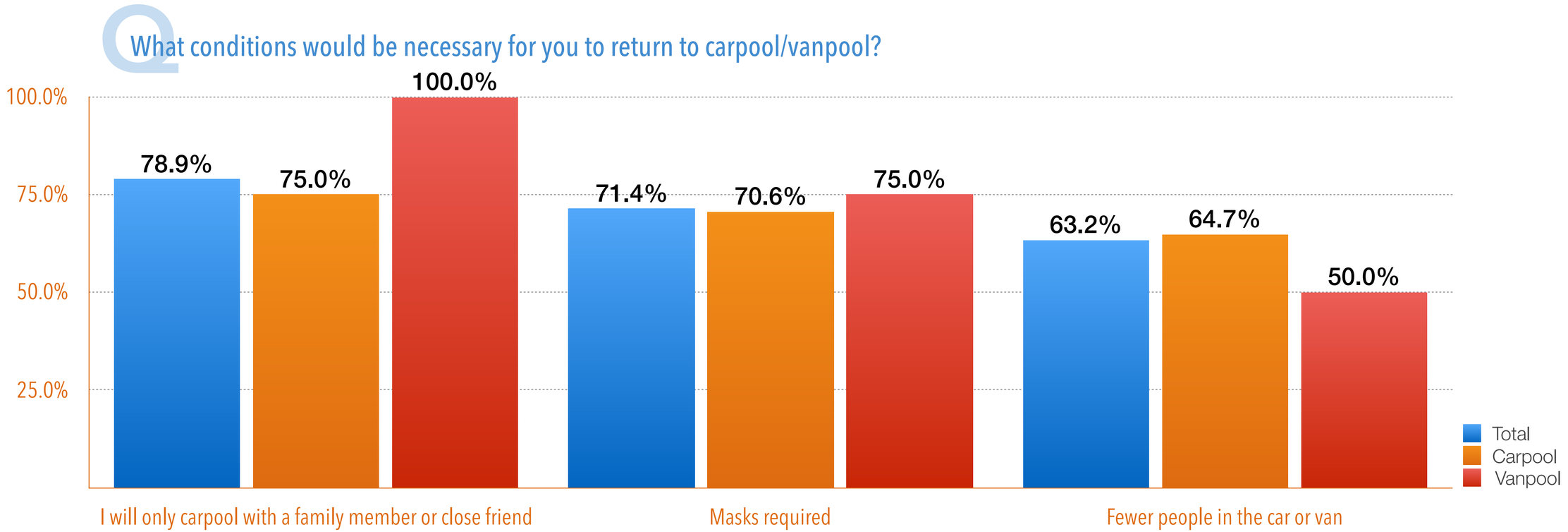
Conditions to Return to Public Transit, continued

Top ranked conditions varied among demographic segments. Most notably, the frequency of top-2 ranking for “increased frequency of service to reduce number of passengers on each bus/train” varied significantly among gender, age and income segments, with the highest frequencies recorded for men (64.9%), those ages 18 to 24 (75.0%) and those earning under $25,000 (100.0%).

Conditions	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Masks required	60.0%	76.0%	71.4%	81.3%	75.0%	58.6%	70.7%	77.8%	60.0%	92.3%	71.8%	60.0%	100.0%
Increased frequency of service to reduce number of passengers on each bus/train	64.9%	44.9%	75.0%	50.0%	70.0%	60.7%	43.5%	46.2%	100.0%	69.2%	46.7%	50.0%	66.7%
Social distancing required and extra space made available on trains/buses	54.1%	45.6%	80.0%	53.3%	60.0%	46.4%	47.5%	36.4%	100.0%	27.3%	46.2%	48.4%	0.0%
Increased cleaning of facilities and vehicles	44.8%	51.4%	33.3%	53.3%	37.5%	40.0%	53.7%	55.6%	33.3%	63.6%	62.5%	38.5%	100.0%
Bus drivers or train conductors are tested regularly for COVID-19 symptoms are tested regularly for COVID-19 symptoms	56.8%	32.0%	60.0%	31.3%	46.2%	34.5%	44.9%	45.5%	75.0%	33.3%	34.8%	41.9%	66.7%

Conditions to Return to Carpool or Vanpool

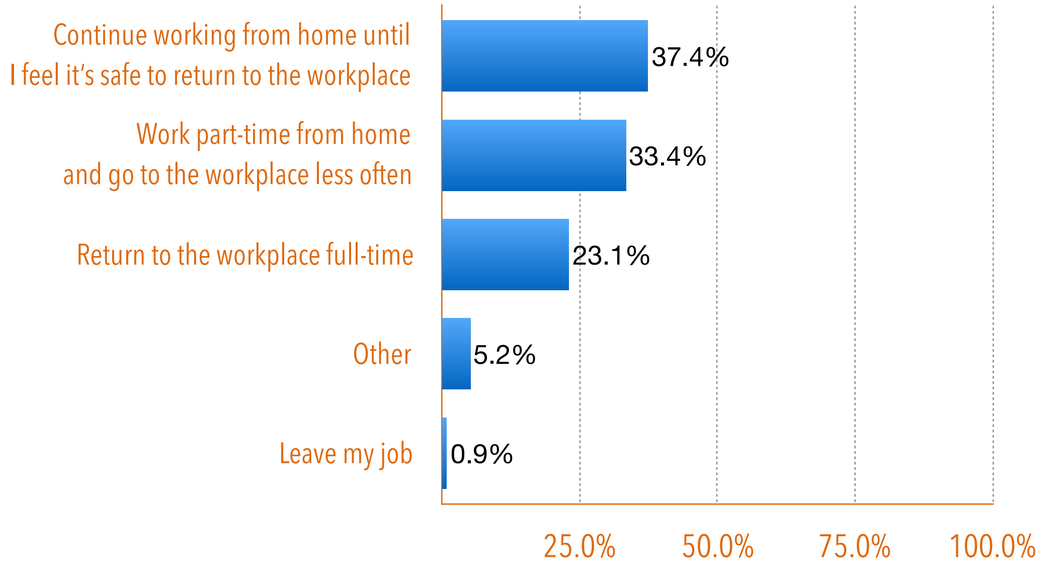
Respondents ranked “I will only carpool with a family member or close friend” as either the first or second condition necessary to return to carpool/vanpool at a 78.9% frequency (75.0% among those who changed from carpool and 100.0% among those who changed from vanpool). The requirement of masks was ranked first or second by 71.4% of respondents, (70.6% carpool and 75.0% vanpool), followed by fewer people in the car or van at 63.2% (64.7% carpool and 50.0% vanpool).



Future Workplace Intentions

37.4% of survey participants reported that when they are able to return to their workplace, they intend to continue working from home until they feel it's safe to return, while 33.4% reported they will work from home part-time and go to the workplace less often and 23.1% intend to return to the workplace full-time. Of note, future workplace intentions varied significantly by age. Additionally, those earning $200,000 or more were most likely to both continue working from home until they feel it is safe (41.4%) or work part-time from home (38.1%) while those earning $25,000 or less were most likely to return to the workplace full-time (56.9%).

Q When your employer lets you return to work, what do you intend to do?



Intention	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Continue working from home until I feel it's safe to return to the workplace	37.6%	36.7%	34.2%	40.7%	37.4%	34.1%	37.2%	41.1%
Work part-time from home and go to the workplace less often	33.4%	33.6%	34.2%	31.1%	34.6%	34.9%	34.1%	30.7%
Return to the workplace full-time	24.2%	22.9%	26.3%	24.2%	21.6%	26.0%	21.8%	19.3%
Leave my job	0.9%	1.0%	2.6%	0.7%	1.4%	0.4%	0.8%	2.0%
Other	3.9%	5.9%	2.6%	3.3%	4.9%	4.6%	6.0%	6.9%

Intention	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Continue working from home until I feel it's safe to return to the workplace	11.8%	22.4%	37.7%	37.6%	41.4%
Work part-time from home and go to the workplace less often	15.7%	25.9%	30.6%	36.3%	38.1%
Return to the workplace full-time	56.9%	43.5%	25.6%	20.8%	18.5%
Other	5.9%	6.8%	5.3%	4.4%	2.0%
Leave my job	9.8%	1.4%	0.7%	0.9%	0.0%

Future Workplace Intentions, continued

Respondents whose workplace is located in Hartford county (41.9%) intend to continue working from home until they feel it is safe to return to the workplace most frequently. Those working in “IT/Tech/Software” (54.7%) or “Insurance” (55.4%) were most likely to have this intention and 58.1% of those working in “retail” intend to return to the workplace full time.

Intention	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Continue working from home until I feel it’s safe to return to the workplace	29.6%	41.9%	19.4%	23.7%	31.5%	26.5%	37.1%	38.5%
Work part-time from home and go to the workplace less often	36.6%	33.6%	30.6%	30.5%	30.3%	34.7%	22.9%	30.8%
Return to the workplace full-time	27.3%	19.0%	38.9%	33.9%	32.4%	24.5%	28.6%	30.8%
Other	5.7%	4.9%	11.1%	8.5%	4.1%	8.1%	11.4%	0.0%
Leave my job	0.8%	0.6%	0.0%	3.4%	1.8%	6.1%	0.0%	0.0%

Intention	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/ PR	Healthcare/ Social Services	Retail	Other
Continue working from home until I feel it’s safe to return to the workplace	24.9%	28.6%	39.8%	28.5%	55.4%	54.7%	20.0%	32.3%	24.4%	25.8%	24.0%
Work part-time from home and go to the workplace less often	26.7%	40.3%	40.3%	39.4%	31.2%	29.6%	40.0%	38.7%	35.5%	9.7%	35.3%
Return to the workplace full-time	39.6%	27.3%	16.5%	24.7%	9.9%	10.6%	36.0%	22.6%	32.0%	58.1%	32.9%
Other	6.9%	3.9%	2.8%	6.9%	3.1%	4.8%	4.0%	3.2%	6.6%	0.0%	6.4%
Leave my job	1.8%	0.0%	0.6%	0.5%	0.4%	0.3%	0.0%	3.2%	1.5%	6.5%	1.4%

Future Workplace Intentions, continued

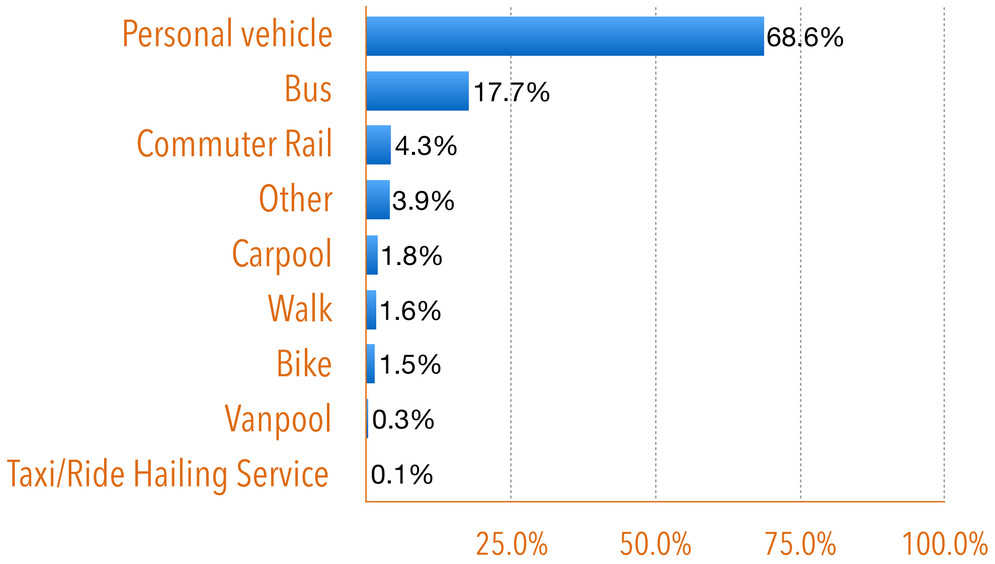
Respondents who commuted via bus (47.8%) prior to the COVID-19 pandemic intend to continue working from home until they feel it is safe to return to the workplace most frequently. The highest frequency of respondents who intend to work part-time from home and go to the workplace less often were recorded for those who commuted via bike (47.2%) or carpool (40.8%) and the highest frequency of those who intend to return to the office were recorded for those who vanpool (26.9%), use a personal vehicle (25.0%) or a bike (25.0%).

	Mode Used Pre-COVID-19									
Intention	Personal Vehicle	Carpool	Vanpool	Bus	Commuter Rail	Bike	Walk	Taxi/Ride Hailing Service	Telecommute	Other
Continue working from home until I feel it's safe to return to the workplace	33.4%	32.4%	38.5%	47.8%	37.0%	27.8%	36.2%	0.0%	40.0%	36.7%
Work part-time from home and go to the workplace less often	35.3%	40.8%	23.1%	28.9%	32.1%	47.2%	29.8%	20.0%	30.0%	30.0%
Return to the workplace full-time	25.0%	22.5%	26.9%	18.3%	26.1%	25.0%	23.4%	40.0%	15.0%	16.7%
Other	5.2%	4.2%	11.5%	4.4%	4.3%	0.0%	10.6%	0.0%	15.0%	13.3%
Leave my job	1.1%	0.0%	0.0%	0.6%	0.5%	0.0%	0.0%	40.0%	0.0%	3.3%

Modal Split when Returning to Workplace

Survey participants intend to utilize personal vehicles (68.6%) most frequently when returning to their workplace, followed by the bus (17.7%) and the commuter rail (4.3%). Of note, there were significant differences in commuting modes between gender, specifically with men indicating they intend to utilize the commuter rail more than women (5.3% and 3.8%, respectively).

Q When you plan to return to work either full time or part time what will be your primary mode of commuting for those days?



Mode of Transportation	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Personal vehicle	68.2%	69.2%	64.5%	70.9%	76.3%	69.8%	63.2%	65.3%
Bus	16.9%	18.0%	21.1%	14.9%	11.7%	18.2%	21.9%	18.3%
Commuter Rail	5.3%	3.8%	5.3%	4.4%	2.9%	4.6%	4.8%	6.4%
Other	3.3%	4.0%	0.0%	0.9%	2.7%	3.5%	6.2%	5.9%
Carpool	1.9%	1.9%	2.6%	2.9%	2.1%	1.5%	1.6%	1.0%
Walk	1.3%	1.9%	3.9%	3.6%	2.4%	0.6%	0.5%	1.5%
Bike	2.9%	0.7%	2.6%	2.2%	1.6%	1.4%	1.3%	1.0%
Vanpool	0.1%	0.5%	0.0%	0.0%	0.2%	0.4%	0.6%	0.5%
Taxi/Ride Hailing Service	0.2%	0.1%	0.0%	0.2%	0.2%	0.1%	0.0%	0.0%

Modal Split when Returning to Workplace, continued

Income continues to be a significant factor in relation to using a personal vehicle to return to the workplace, with 35.3% of those earning under $25,000 intending to use this method in comparison to 78.2% of those earning $200,000 or more.

Mode of Transportation	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Personal vehicle	35.3%	62.6%	68.6%	70.4%	78.2%
Bus	45.1%	21.1%	17.1%	16.3%	11.4%
Commuter Rail	3.9%	6.1%	4.0%	4.5%	5.3%
Other	9.8%	1.4%	3.7%	3.5%	1.5%
Carpool	2.0%	2.0%	1.6%	1.8%	1.5%
Walk	2.0%	4.1%	2.3%	1.4%	0.5%
Bike	2.0%	2.0%	2.2%	1.5%	1.5%
Vanpool	0.0%	0.0%	0.6%	0.4%	0.0%
Taxi/Ride Hailing Service	0.0%	0.7%	0.0%	0.1%	0.0%

Of note, returning to the workplace via bus was significantly higher among those whose workplace is in Hartford county (24.6%) and commuter rail use was highest among those working in New Haven county (12.4%).

Mode of Transportation	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Personal vehicle	81.3%	65.0%	88.9%	88.1%	60.4%	91.8%	85.7%	100.0%
Bus	2.7%	24.6%	2.8%	0.0%	11.5%	2.0%	11.4%	0.0%
Commuter Rail	8.8%	1.5%	2.8%	3.4%	12.4%	2.0%	0.0%	0.0%
Other	3.3%	4.4%	0.0%	1.7%	4.0%	0.0%	0.0%	0.0%
Carpool	1.4%	1.9%	0.0%	0.0%	2.2%	2.0%	2.9%	0.0%
Walk	1.0%	1.1%	5.6%	5.1%	4.0%	0.0%	0.0%	0.0%
Bike	1.2%	1.1%	0.0%	1.7%	4.0%	2.0%	0.0%	0.0%
Vanpool	0.0%	0.3%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%
Taxi/Ride Hailing Service	0.2%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%

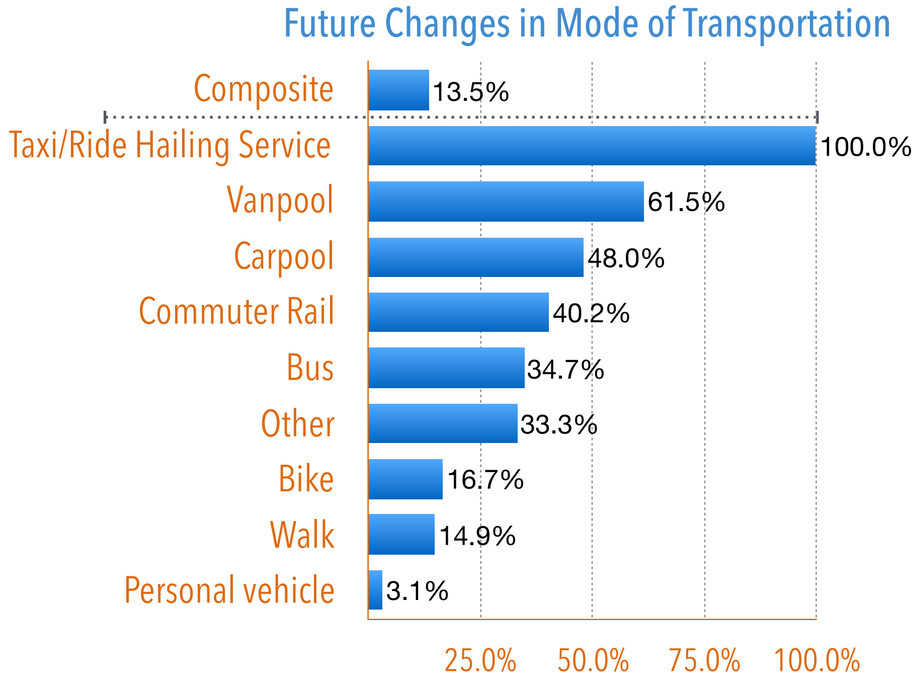
Modal Split when Returning to Workplace, continued

Commute via personal vehicle for the return to work is highest among those who work in “manufacturing” (88.0%) or “healthcare/social services” (84.8%), while future commute via bus was highest among those who worked in “retail” (38.7%) and “insurance” (35.3%). Commuter rail was highest among those who worked in “marketing/advertising/public relations” (9.7%) and “finance/banking” (8.0%).

Mode of Transportation	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufacturing	Marketing/ Advertising/PR	Healthcare/Social Services	Retail	Other
Personal vehicle	71.3%	83.1%	71.6%	79.1%	52.9%	60.4%	88.0%	77.4%	84.8%	51.6%	74.3%
Bus	9.4%	3.9%	14.8%	9.3%	35.3%	26.0%	8.0%	6.5%	5.6%	38.7%	8.7%
Commuter Rail	6.9%	3.9%	8.0%	3.1%	1.6%	4.5%	0.0%	9.7%	2.5%	3.2%	7.5%
Other	2.0%	2.6%	2.8%	3.6%	5.9%	4.5%	4.0%	1.6%	3.0%	0.0%	4.0%
Carpool	1.8%	2.6%	2.3%	1.6%	2.5%	1.2%	0.0%	0.0%	0.5%	0.0%	2.3%
Walk	3.8%	1.3%	0.0%	1.3%	0.5%	1.8%	0.0%	3.2%	2.0%	6.5%	1.7%
Bike	4.7%	2.6%	0.6%	0.9%	0.8%	1.2%	0.0%	1.6%	0.5%	0.0%	1.4%
Taxi/Ride Hailing Service	0.2%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Vanpool	0.0%	0.0%	0.0%	0.9%	0.4%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%

Modal Shifts when Returning to Workplace

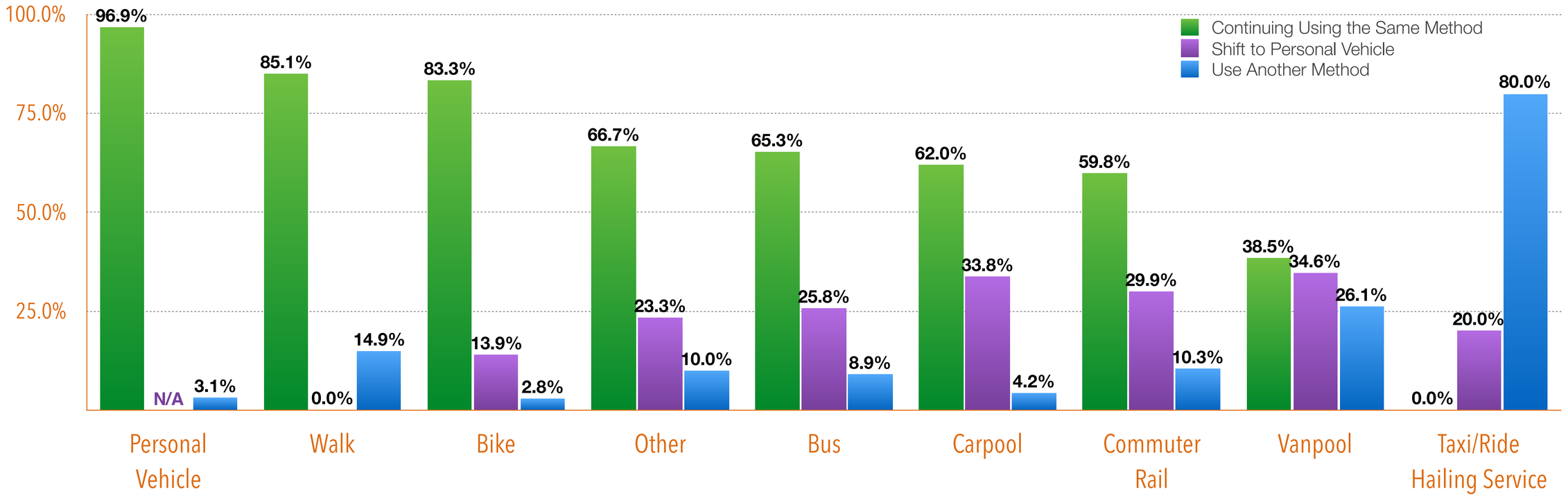
13.5% of survey participants who had not returned to their workplace during July indicated a future modal shift when they are able to return to their workplace, with the highest percentage among those who used taxi/ride hailing services and vanpools prior to the pandemic. Among transit users, more commuter rail users (40.2%) than bus users (34.7%) will seek alternative modes when returning to work.



Mode of Transportation in July	Personal Vehicle	Carpool	Vanpool	Bus	Commuter Rail	Bike	Walk	Taxi/Ride Hailing Service	Other
Personal vehicle	96.9%	33.8%	34.6%	25.8%	29.9%	13.9%	0.0%	20.0%	23.3%
Carpool	0.1%	62.0%	3.8%	0.6%	1.1%	0.0%	0.0%	20.0%	0.0%
Vanpool	0.0%	0.0%	38.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Bus	0.7%	1.4%	0.0%	65.3%	0.5%	0.0%	10.6%	0.0%	0.0%
Commuter Rail	0.4%	1.4%	7.7%	0.8%	59.8%	0.0%	2.1%	0.0%	0.0%
Bike	0.2%	0.0%	0.0%	0.9%	0.5%	83.3%	2.1%	40.0%	3.3%
Walk	0.1%	0.0%	0.0%	0.1%	1.1%	2.8%	85.1%	0.0%	6.7%
Taxi/Ride Hailing Service	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	1.5%	1.4%	15.4%	6.4%	7.1%	0.0%	0.0%	20.0%	66.7%

Modal Shifts when Returning to Workplace, continued

Respondents who had not returned to their workplace in July who previously commuted via a personal vehicle (96.9%) were most likely to continue using this method, followed by those who walked (85.1%) or biked (83.3%). More previous bus users (65.3%) than commuter rail users (59.8%) will return to their former commuting mode. The majority of those who will not use their former mode will shift to a personal vehicle.



Modal Shifts when Returning to Workplace, continued

Future modal shifts were correlated to respondents gender, with men (15.5%) intending to change their mode of transportation more than women (11.9%). Respondents working in New Haven (14.7%) or Hartford (14.5%) counties most frequently intended to change their method of commute, as did those who work in “engineering/construction (20.8%) or “insurance” (18.4%).

Response	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Intend to change mode of transportation	15.5%	11.9%	20.5%	12.5%	11.0%	13.6%	14.9%	13.9%	12.0%	7.6%	11.7%	14.2%	12.9%
Do not intend to change mode of transportation	82.0%	84.6%	79.5%	86.6%	86.6%	84.0%	80.1%	80.6%	86.0%	92.4%	84.7%	82.9%	85.8%

Response	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Intend to change mode of transportation	11.2%	14.5%	8.3%	3.4%	14.7%	12.5%	2.9%	0.0%
Do not intend to change mode of transportation	87.1%	81.7%	91.7%	94.9%	81.9%	87.5%	97.1%	100.0%

Response	Education/ Academic	Engineering/ Construction	Finance/ Banking	Government/ Civil Services	Insurance	IT/Tech/ Software	Manufact-uring	Marketing/ Advertising/PR	Healthcare/ Social Services	Retail	Other
Intend to change mode of transportation	9.6%	20.8%	17.1%	9.5%	18.4%	17.0%	13.0%	14.5%	6.2%	6.5%	11.8%
Do not intend to change mode of transportation	87.7%	77.9%	81.7%	87.6%	76.1%	80.0%	82.6%	85.5%	91.8%	93.5%	86.1%

Reasons for Intended Modal Shift

Among respondents who indicated they intend to change their method of commuting to work, the most frequent reasons why included “concern about sharing spaces with others” (50.9%), “concern that others will not be wearing masks” (49.3%) and “concern about the ability to clean/sanitize/disinfect the mode appropriately” (44.1%). Of note, 47.3% of those who commuted via the commuter rail prior to the pandemic reported “concern about crowds” as a reason for their modal switch.

Why will you use a different mode to commute?	Total	Personal vehicle	Carpool	Vanpool	Bus	Commuter Rail	Bike	Walk	Taxi/Ride Hailing Service
Concern about sharing spaces with others	50.9%	15.1%	19.2%	43.8%	63.1%	52.7%	16.7%	0.0%	40.0%
Concern that others will not be wearing masks	49.3%	18.9%	7.7%	18.8%	62.7%	51.4%	16.7%	14.3%	20.0%
Concern about the ability to clean/sanitize/disinfect the mode appropriately	44.1%	15.1%	15.4%	18.8%	58.3%	36.5%	0.0%	0.0%	40.0%
Concern about crowds	33.4%	9.4%	11.5%	6.3%	39.1%	47.3%	16.7%	28.6%	0.0%
I or someone in my household is in a high-risk category	22.5%	3.8%	26.9%	25.0%	25.5%	28.4%	0.0%	0.0%	0.0%
Concern about being in a vehicle with anyone else	19.0%	5.7%	19.2%	56.3%	22.1%	12.2%	16.7%	0.0%	0.0%
Other	14.4%	47.2%	19.2%	12.5%	8.1%	10.8%	16.7%	42.9%	0.0%
The reduced public transit schedule does not fit my needs	9.0%	9.4%	0.0%	6.3%	5.9%	23.0%	0.0%	14.3%	20.0%
Former option is not available	6.6%	22.6%	26.9%	6.3%	0.7%	2.7%	33.3%	57.1%	0.0%
My employer requires me to work from home	5.0%	18.9%	15.4%	6.3%	2.2%	1.4%	16.7%	0.0%	0.0%
I am working at a new location	4.1%	18.9%	7.7%	0.0%	1.1%	2.7%	16.7%	14.3%	0.0%
My vanpool is suspended during COVID-19	3.1%	1.9%	3.8%	62.5%	0.0%	0.0%	0.0%	14.3%	20.0%
My vanpool has been disbanded	1.7%	1.9%	3.8%	25.0%	0.0%	0.0%	16.7%	14.3%	0.0%

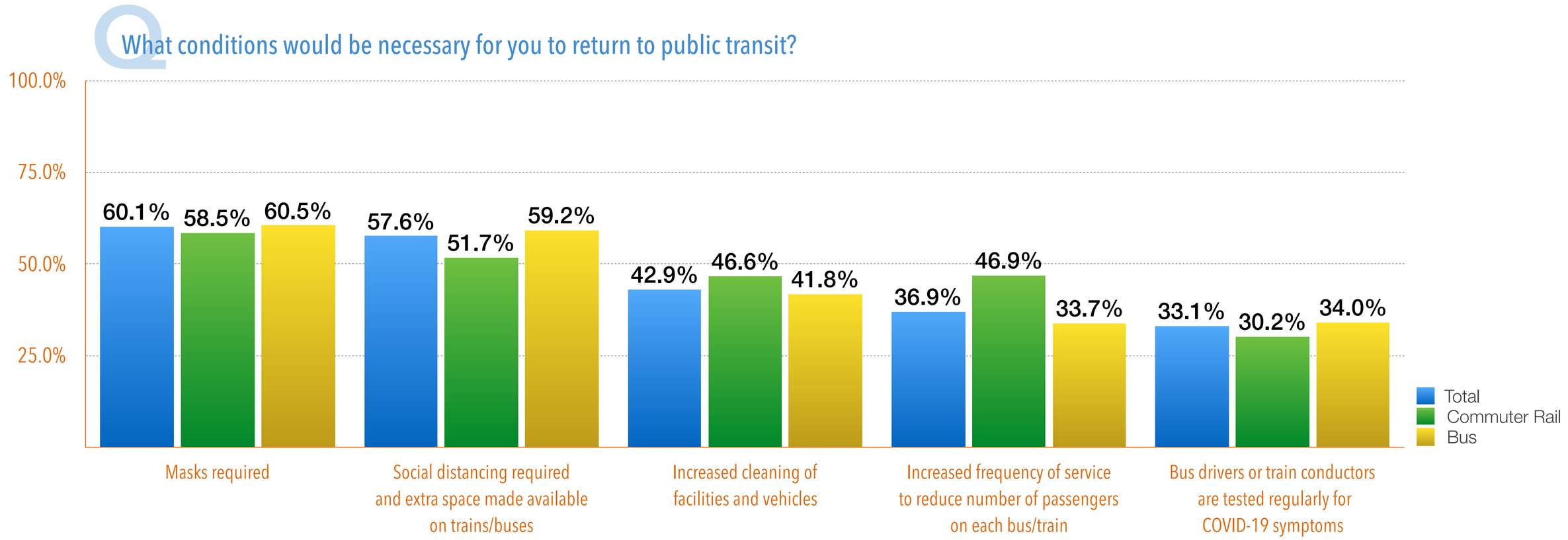
Reasons for Intended Modal Shift, continued

Overall, reasons for an intended change in commuting method varied among demographic segments. A higher percentage of women (52.8%) than men (44.8%) indicated concern with others not wearing masks as a top reason to shift modes. Women, those age 65 or older (40.0%), and those earning $200,000 or more (21.2%) indicated that being in a high-risk category or having a high-risk individual in the household was of higher concern than for others in shifting modes."

Why will you use a different mode to commute?	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Concern about sharing spaces with others	51.2%	51.2%	35.7%	43.1%	55.1%	52.4%	52.6%	48.6%	0.0%	30.0%	50.9%	51.9%	48.1%
Concern that others will not be wearing masks	44.8%	52.8%	35.7%	50.0%	53.8%	53.3%	46.2%	57.1%	40.0%	30.0%	45.7%	52.5%	50.0%
Concern about the ability to clean/sanitize/ disinfect the mode appropriately	44.2%	43.3%	42.9%	41.4%	33.3%	50.5%	48.7%	31.4%	0.0%	40.0%	41.4%	42.5%	42.3%
Concern about crowds	32.0%	35.4%	28.6%	37.9%	42.3%	28.6%	34.6%	20.0%	20.0%	10.0%	37.1%	35.0%	28.8%
I or someone in my household is in a high-risk category	15.7%	26.0%	14.3%	8.6%	9.0%	26.7%	27.6%	40.0%	0.0%	10.0%	20.7%	19.4%	21.2%
Concern about being in a vehicle with anyone else	19.2%	18.9%	21.4%	19.0%	17.9%	20.0%	16.0%	31.4%	0.0%	10.0%	19.0%	17.5%	26.9%
Other	14.0%	15.0%	0.0%	8.6%	19.2%	12.4%	14.7%	17.1%	0.0%	10.0%	12.9%	18.8%	13.5%
The reduced public transit schedule does not fit my needs	9.9%	7.5%	21.4%	10.3%	11.5%	10.5%	5.8%	2.9%	20.0%	20.0%	9.5%	9.4%	0.0%
Former option is not available	5.8%	6.7%	7.1%	8.6%	3.8%	5.7%	9.0%	2.9%	20.0%	10.0%	10.3%	4.4%	9.6%
My employer requires me to work from home	7.6%	3.9%	7.1%	8.6%	2.6%	6.7%	4.5%	2.9%	0.0%	20.0%	3.4%	5.0%	7.7%
I am working at a new location	4.1%	4.3%	7.1%	8.6%	6.4%	1.9%	2.6%	2.9%	0.0%	10.0%	6.9%	1.9%	5.8%
My vanpool is suspended during COVID-19	2.9%	3.5%	7.1%	3.4%	2.6%	2.9%	2.6%	5.7%	20.0%	10.0%	3.4%	3.8%	1.9%
My vanpool has been disbanded	2.3%	1.6%	14.3%	1.7%	0.0%	0.0%	2.6%	2.9%	20.0%	10.0%	2.6%	1.3%	1.9%

Conditions to Return to Public Transit

Respondents who previously commuted via public transit and plan to change methods ranked the requirement of masks (60.1%) as the top condition to return (ranked either first or second), followed by social distancing required and extra space made available on trains/buses (57.6%). Ranking of each condition was consistent among those who previously utilized the train and bus, with the exception of increased frequency of service to reduce the number of passengers on each bus/train, which was ranked a top-two condition at a 46.9% frequency among commuter rail riders.



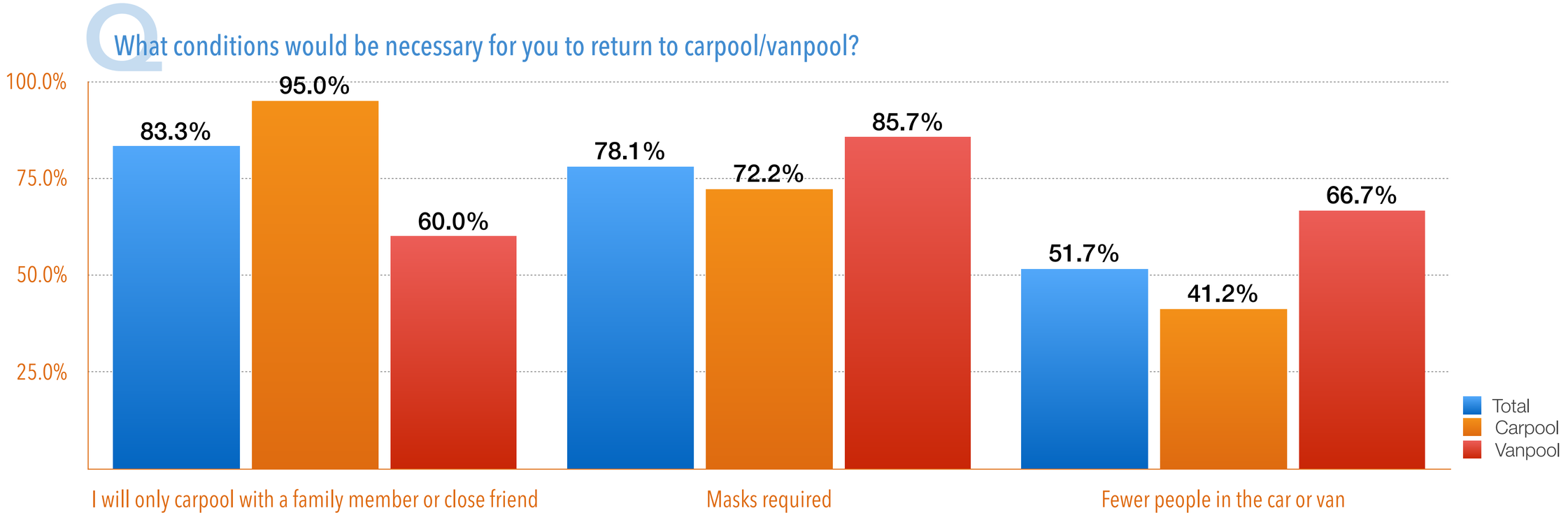
Conditions to Return to Public Transit, continued

Top ranked conditions to return to public transit varied among demographic segments. The frequency of top-2 ranking for masks required varied significantly among gender (64.2% women and 52.9% men). Also of note, increased frequency of service to reduce the number of passengers on each bus/train saw an increased ranking score among those ages 18 to 24 (55.6%).

Condition	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Masks required	52.9%	64.2%	50.0%	66.7%	50.0%	54.4%	63.5%	66.7%	— -	75.0%	67.9%	54.6%	50.0%
Social distancing required and extra space made available on trains/buses	59.3%	56.2%	50.0%	61.8%	58.7%	55.0%	57.5%	52.2%	0.0%	50.0%	61.7%	56.9%	53.3%
Increased cleaning of facilities and vehicles	37.7%	47.1%	37.5%	46.7%	48.9%	37.5%	42.4%	44.0%	100.0%	60.0%	43.6%	39.8%	62.1%
Increased frequency of service to reduce number of passengers on each bus/train	33.0%	37.9%	55.6%	29.4%	34.0%	45.2%	35.4%	26.1%	— -	25.0%	41.0%	39.6%	19.4%
Bus drivers or train conductors are tested regularly for COVID-19 symptoms are tested regularly for COVID-19 symptoms	36.9%	30.0%	25.0%	33.3%	36.2%	43.8%	26.5%	26.1%	100.0%	0.0%	27.9%	36.6%	36.7%

Conditions to go back to Carpool

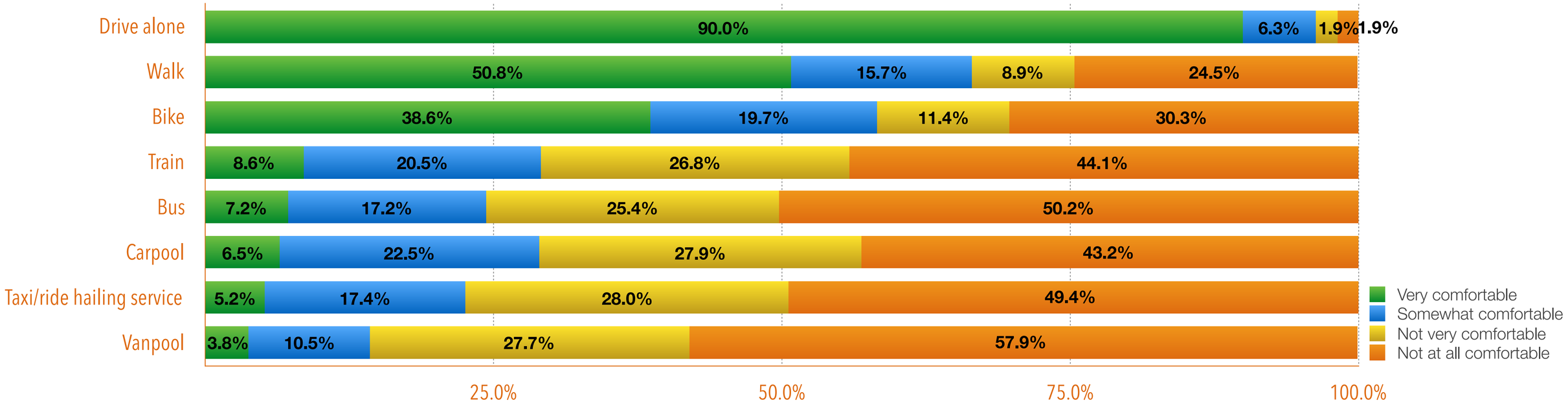
83.3% of respondents previously utilized a carpool or vanpool and do not plan using this method ranked “I will only carpool with a family member or close friend” as either the first or second condition necessary to return to these methods of commute (95.0% among those who previously utilized a carpool and 60.0% among those who previously utilized a vanpool). The requirement of masks was ranked first or second by 78.1% of respondents (72.2% carpool and 85.7% vanpool), followed by fewer people in the car or van at 51.7% (41.2% carpool and 66.7% vanpool).



Comfortability with Modes of Transportation

All respondents were asked to indicate how comfortable they would be using a number of different modes of transportation to commute to work over the next 2-3 months. The strong majority of survey respondents, 96.3%, indicated they would be either “very comfortable” (90.0%) or “somewhat comfortable” (6.3%) if they were to drive alone on their commute to work. Other methods of commute that respondents felt comfortable (either “very comfortable” or “somewhat comfortable”) using over the next 2-3 months include walk (66.5%) and bike (58.3%).

Q Over the next 2-3 months, how comfortable would you be using each of the following modes of transportation to commute to work?



Comfortability with Modes of Transportation, continued

With the exception of drive alone (96.4% women, 96.2% men), men indicated being more comfortable than women to use each transportation method over the next 2-3 months. Younger respondents, such as those ages 18-24, reported increased levels of comfortability to use each transportation method as compared to older respondents over the age of 65. Additionally, respondents with lower household incomes of "$25,000 or less" were more comfortable using each transportation method over the next 2-3 months compared to respondents with household income levels of "$200,000 or more."

Mode of Transportation	Men	Women	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	Under $25,000	$25,000 - $49,999	$50,000 - $99,999	$100,000 - $199,999	$200,000 or more
Drive alone	96.2%	96.4%	97.9%	96.2%	97.0%	96.4%	96.0%	94.2%	94.1%	97.2%	96.4%	95.8%	97.6%
Walk	69.7%	64.1%	74.8%	69.1%	69.2%	64.2%	63.4%	60.7%	76.3%	65.6%	61.8%	67.7%	72.0%
Bike	65.9%	53.4%	69.7%	65.8%	62.3%	51.7%	54.1%	52.8%	68.1%	57.9%	55.5%	59.7%	65.6%
Train	33.8%	26.5%	40.2%	30.9%	24.2%	29.7%	29.7%	28.9%	53.9%	39.4%	26.6%	27.6%	25.4%
Carpool	29.8%	28.8%	45.5%	34.1%	27.7%	27.7%	28.1%	14.9%	50.8%	34.9%	28.7%	26.7%	24.9%
Bus	26.7%	23.2%	37.8%	22.8%	19.6%	25.4%	26.2%	21.4%	59.0%	38.4%	22.0%	18.2%	20.0%
Taxi/ride hailing service	24.7%	21.6%	37.0%	27.3%	24.6%	21.0%	18.1%	17.8%	58.4%	35.7%	21.3%	17.8%	21.1%
Vanpool	15.2%	14.2%	26.0%	14.5%	13.5%	13.4%	15.3%	8.9%	37.0%	23.6%	14.5%	11.8%	10.0%

Comfortability with Modes of Transportation, continued

Across all occupations and job roles, respondents indicated being most comfortable driving alone to commute to work over the next 2-3 months. Survey respondents that work in “manufacturing / warehouse” or “retail” indicated higher levels of comfortability than other occupations for using shared methods of transportation over the next 2-3 months, such as carpool, train, bus, taxi/ride hailing service or vanpool.

Mode of Transportation	Education / Academic	Engineering / Construction	Finance / Banking	Government / Civil Services	Insurance	IT / Technology / Software	Manufacturing / Warehouse	Marketing / Advertising / PR	Medical / Healthcare / Social	Retail	Other
Drive alone	97.7%	95.0%	96.7%	96.6%	92.9%	96.4%	97.1%	100.0%	98.3%	95.1%	96.8%
Walk	74.4%	58.9%	70.0%	63.0%	59.7%	59.0%	53.6%	78.1%	64.2%	73.4%	71.6%
Bike	63.2%	66.2%	55.6%	50.6%	50.5%	61.8%	54.9%	74.3%	55.7%	65.9%	63.8%
Train	30.4%	36.7%	26.0%	28.9%	18.1%	26.2%	28.3%	33.3%	25.2%	54.8%	34.7%
Carpool	28.2%	30.3%	26.6%	27.6%	28.6%	22.9%	33.3%	23.0%	28.8%	47.5%	31.5%
Bus	20.0%	24.7%	21.0%	25.9%	19.9%	16.6%	33.3%	30.9%	23.5%	52.2%	30.0%
Taxi/ride hailing service	21.9%	21.2%	21.7%	20.9%	14.4%	17.5%	36.4%	29.6%	21.3%	53.8%	27.8%
Vanpool	13.3%	12.0%	12.5%	14.3%	9.3%	11.7%	21.0%	14.0%	13.1%	33.3%	20.1%

Comfortability with Modes of Transportation, continued

Regardless of the duration of their commute prior to the COVID-19 pandemic, respondents would feel most comfortable over the next 2-3 months if they were to drive alone on their commute to work. It should be noted that respondents with longer commutes of greater than 80 minutes reported increased levels of comfortability using the train over the next 2-3 months.

Mode of Transportation	0 to 10 minutes	11 to 20 minutes	21 to 30 minutes	31 to 40 minutes	41 to 50 minutes	51 to 60 minutes	61 to 70 minutes	71 to 80 minutes	81 to 90 minutes	91 or more minutes
Drive alone	97.7%	98.3%	97.0%	97.9%	94.3%	92.0%	86.7%	93.8%	83.3%	81.8%
Walk	72.1%	62.0%	62.3%	57.9%	60.9%	76.6%	100.0%	50.0%	60.0%	85.7%
Bike	62.9%	57.6%	53.2%	52.6%	55.6%	64.5%	20.0%	75.0%	50.0%	57.2%
Train	27.8%	32.0%	41.9%	39.4%	48.0%	46.5%	72.8%	42.9%	66.6%	80.0%
Carpool	34.6%	32.4%	32.8%	30.3%	41.3%	38.8%	36.4%	30.8%	33.3%	15.4%
Bus	26.4%	29.6%	38.5%	36.4%	47.1%	42.8%	46.2%	40.0%	66.6%	46.6%
Taxi/ride hailing service	31.9%	29.7%	27.4%	31.0%	34.6%	29.4%	30.8%	54.6%	40.0%	26.7%
Vanpool	21.7%	16.9%	22.7%	19.5%	18.2%	24.4%	20.0%	33.4%	14.3%	18.2%

Comfortability with Modes of Transportation, continued

Regardless of the Connecticut county they work in, survey respondents would feel most comfortable over the next 2-3 months if they were to drive alone on their commute to work.

Mode of Transportation	Fairfield	Hartford	Litchfield	Middlesex	New Haven	New London	Tolland	Windham
Drive alone	97.7%	96.0%	98.7%	93.6%	95.1%	97.5%	98.3%	100.0%
Walk	71.7%	62.4%	59.5%	73.8%	71.6%	65.3%	69.7%	60.0%
Bike	61.1%	54.6%	68.9%	69.7%	61.2%	64.8%	67.5%	60.0%
Train	29.9%	23.7%	38.7%	32.1%	38.8%	40.0%	28.2%	7.1%
Carpool	25.4%	27.3%	35.3%	33.8%	31.5%	47.8%	51.9%	36.4%
Bus	20.1%	24.1%	38.4%	31.5%	26.3%	33.3%	28.3%	12.6%
Taxi/ride hailing service	24.0%	20.4%	25.0%	31.0%	26.1%	31.4%	20.0%	9.0%
Vanpool	12.2%	13.1%	21.6%	18.0%	17.2%	30.5%	16.3%	16.7%

Comfortability with Modes of Transportation, continued

Regardless of a respondent's working intentions once their employer allows them to physically return to work, all respondents indicated feeling most comfortable driving alone for their commute to work over the next 2-3 months.

Mode of Transportation	Return to the workplace full time	Continue working from home until I feel it's safe to return to the workplace	Work part time from home and go to the workplace less often	Leave my job	Other	Work from home full time
Drive alone	95.9%	95.2%	97.5%	88.4%	95.0%	91.3%
Walk	69.7%	67.3%	66.6%	75.0%	62.3%	60.0%
Bike	58.1%	59.6%	57.1%	53.0%	50.9%	44.4%
Train	38.6%	14.6%	27.0%	38.9%	38.6%	28.5%
Carpool	33.7%	20.0%	27.9%	31.6%	25.3%	31.6%
Bus	32.7%	11.1%	22.5%	22.7%	29.2%	10.5%
Taxi/ride hailing service	28.8%	12.4%	19.1%	37.5%	16.3%	28.5%
Vanpool	19.3%	5.7%	12.2%	15.0%	11.2%	18.8%