



Work-From-Home Survey Summary

February 1, 2021

A Billings Chamber of Commerce Initiative

Last fall (2020), when Yellowstone County was one of the largest areas of positive COVID-19 cases in the country, the Billings Chamber of Commerce asked businesses/organizations to consider taking a voluntary pledge for employees to work from home to slow workplace spread. Forty-five business took the pledge. In late January 2021 business were asked to provide an update on their status. Below is a summary along with verbatim responses from each business.

Key Takeaway: Most continue to work remotely with hybrid structure. Most *anticipate* a return to the office between early summer and fall (June-September), but is dependent on wide spread availability of vaccine.

1. 24 organizations responded to the survey
2. Current structure: 21 stated staff are following a hybrid model of working in the office and remotely based on industry, job duties. Two organizations are working 100% remotely, have terminated their office lease, and plan to make this permanent. One (retailer) is 100% back in the "office."
3. Anticipated date to fully return to the office: 8 stated "unsure." 8 stated "June." 2 said "July." 1 said "Fall." 1 said "August." Five organizations clearly stated they will return once the vaccine is widely available, although many others insinuated that would be one of the driving factors.

Employees in Billings	Current WFH Structure *	% Working From Home	Anticipated date to fully return to office	Comments
2	c.	95%	July	Until we can safely host fundraising and membership growth events, we will continue in the current WFH plan.
3	b.	90%	Fall 2021	
14	b./c.	70%	June/unknown	

9	a	100%	Unsure	We terminated the lease for our office in anticipation of continuing to all work from home for the immediate future. Clients appreciate that we do our work in a contactless manner over Zoom.
230	b	90%	June/until Vaccination is wide-spread	
23	d.	1%	Already back	Not impacted by a loss of sales (retail). We have been strict about requiring masks for our customers and so far we haven't had any staff member test positive for the virus.
17	c.	65%	June	Developed 3 groups since adopting our remote work policy on March 9, 2020. Group 1 has continued to work in the office. Group 2 have worked remotely since March. Group 3 work a hybrid plan, working 1 – 2 days per week in the office and the remaining days remotely. We alternate our time in the office, never being there at the same time during working hours. We have met on weekends at the office but not during working hours. We have discussed a few scenarios such as rotating employees so they can adjust their schedules before a mandatory return date is defined. But this would not begin until we are satisfied the level of risk/safety would not be affected. Though we are communicating better and most employees have performed better in this environment, a few have really struggled in their duties once isolated. We will probably have a permanent remote work plan for certain functions and/or employees after the pandemic.
7.5	a.	90%		Will not return to an office. Permanent office closure except the warehouse.
8	b./c.	100%	Unsure	Staff has adapted well to working from home and most are in favor of keeping that flexibility beyond the pandemic. They continue to meet or exceed their productivity goals, so the opportunity to work from home for at least a portion of their hours could become a standard part of our overall policy.
28	c.	25%	June	
8	a./c.	37%	2 will return this week	
100	b.	75%	unsure	We are currently allowing any employees that wish to work from home to do so. We are also allowing employees to utilize the office as needed. Safety Procedures and Hygiene Stations have been placed throughout the office for employee use, social distancing protocols have been established for all in person meetings.
1	c.	95%	June	
8	c.	60%	6 months (August)	The current hybrid model allows staff plenty of flexibility for families/work life balance and has been accepted in a positive way.
563	c.	>10%		Essential employees returned to work when stay-at-home order was lifted.

1	c.	95%	July/after vaccination	
17	b./c.	35%	Unsure. Depends on vaccination availability	Hybrid best describes our arrangement--each employee can choose. When someone showed up with gift cards at the office everyone was so excited. Receiving a reward for doing the right thing is highly unusual. I have a diverse group of folks who were all willing to learn new things to make it work. Hiring in the pandemic has become challenging.
700	b./c.	70%	June-Aug (when vaccine available)	
120	b.	75%	unsure	We implemented our own phases that brings back colleagues in percentages. We don't anticipate all colleagues being back in office for quite some time. We're evaluating everything related to how to safely return to work including the sticky subject of whether to mandate vaccines to come back into the office, otherwise, we'll facilitate working from home until certain vaccination numbers are reached.
31	c.	70%	Unsure	
10	c.	alternate for all	Unsure	We're working in office as needed. Business manager and property manager are back 90% and the rest of the staff are in office as work dictates. No specific date for full return.
15	c.	93%	At least June	We chose a hybrid situation to bring back our collaborative nature and to aid in better communication and training with a few newer employees but with respect to those who are concerned about social interaction. We ask that each employee is in the office at least two days a week, but they can choose those two days depending on how they feel about the amount of others that will be in the office at the same time, the beginning of the week tends to be busier than the end of the week etc.
3	c.	Alternate for all	Unsure	We are largely using Zoom to have meetings with customers and offer a secure portal for clients to upload needed documents. We will accommodate face to face meetings, but try to schedule one customer face to face meeting in the office at a time.
58	c.	60%	June/July	We have gone to shift-type work for many of the employees who need to be in the office to limit overlap and exposure. We've also reorganized much of our building to create better social distancing for those coming into the building.
*STRUCTURE: a) entirely working from home; b) some staff are working from home; c) we have a hybrid where each employee is both working from home and in the office at times d) entirely back in the office				