

Conclusions

1. The purpose of this exercise was to assess the likely traffic implications of telework within Wellington employers.
2. Between 68 and 73 employees within the four enterprises who responded work from home or a telecentre in an average week – approximately 8% of the total staff within these four companies.
3. Between 104 and 112 return trips are saved each week at an average of 1.42 to 1.68 per person, 5024 kilometres are saved each week at an average of 68.8 to 73.9 per person, and 103.5 to 118.5 hours are saved each week at an average of 1.42 to 1.74 per person. (The totals for the two Auckland companies, and for all six enterprises combined are provided in Appendix B.)
4. If 20% of the 870 staff within these four enterprises teleworked on the same basis as they do at present, between 247 and 292 return trips would be saved each week, between 11,971 and 12,858 kilometres would be saved, and between 247 and 303 hours would be saved.
5. In the first phase of the WRC's investigation into telework (The Employers Survey) 77% of respondents said that they had an interest in seeing telework expand further within their enterprise. The total number of employees covered by these respondents was 17,489. If 20% of these employees (3498) teleworked on the same basis as those of the four Wellington enterprises, between 4967 and 5877 return trips would be saved each week, between 240,662 and 298,502 kilometres would be saved, and between 4967 and 6086 hours would be saved.
6. The total number of employees of respondents to the Employers Survey was 30,541. If 20% of these employees (6108) could be persuaded to telework on the same basis, between 8673 and 10,261 return trips could be saved each week, between 420,230 and 451,381 kilometres would be saved and between 8673 and 10,628 hours would be saved.
7. If these 6108 employees were to telework on the same basis as those of the two Auckland companies (i.e. based on formal, supported programmes), 14,506 return trips would be saved each week, 389,385 kilometres would be saved, and 19,729 hours would be saved.
8. With each employee accounting for five return trips (without telework), telework saves:
28.4% to 33.6% of commuting trips for those teleworking now
2.4% to 2.6% of the total commuting of the four enterprises who responded
5.7% to 6.7% of total commuting if 20% of all CBD staff teleworked on the same (informal) basis as the four enterprises who responded
9.5% of total commuting if 20% of all CBD staff teleworked on the same basis as the two Auckland enterprises
9. (It is not possible to provide a percentage figure for kilometres or hours saved as this exercise did not go into as much detail as the Auckland case study approach. However, the percentages are likely to be fairly similar across all three headings, trips, kilometres and hours, based on the Auckland results.)
10. A variety of responses were provided with respect to the financial costs and benefits experienced by responding enterprises. As most of the companies did not have formal programmes in place they have not gathered consistent information in this field. Unlike the Auckland case studies, there was no external investment in consulting support to set up and monitor the telework programmes.
11. For one company, there were no direct costs and no attempt has been made to calculate any benefits.
12. For the remaining three companies, the direct financial costs to the company averaged between \$2215 and \$2383 per teleworker.

13. Two companies reported direct financial benefits. This averaged between \$791 and \$851 for these two companies.
14. Two companies also reported indirect financial benefits. Including these in the calculation, financial benefits averaged between \$5476 and \$7187 per teleworker.
15. It is arguable that setting up formal telework programmes (at a cost of around \$833 per teleworker) will boost trip reduction by at least 2.8%. It cost the ARC \$833 per teleworker to start teleworking within the two trial companies. However, such formal programmes will also boost both direct and indirect financial benefits.
16. Based on this limited analysis, both the WRC and the companies involved benefit from telework in terms of trip reduction and dollars respectively. These benefits can be expected to grow significantly if formal programmes are encouraged, promoted and supported.