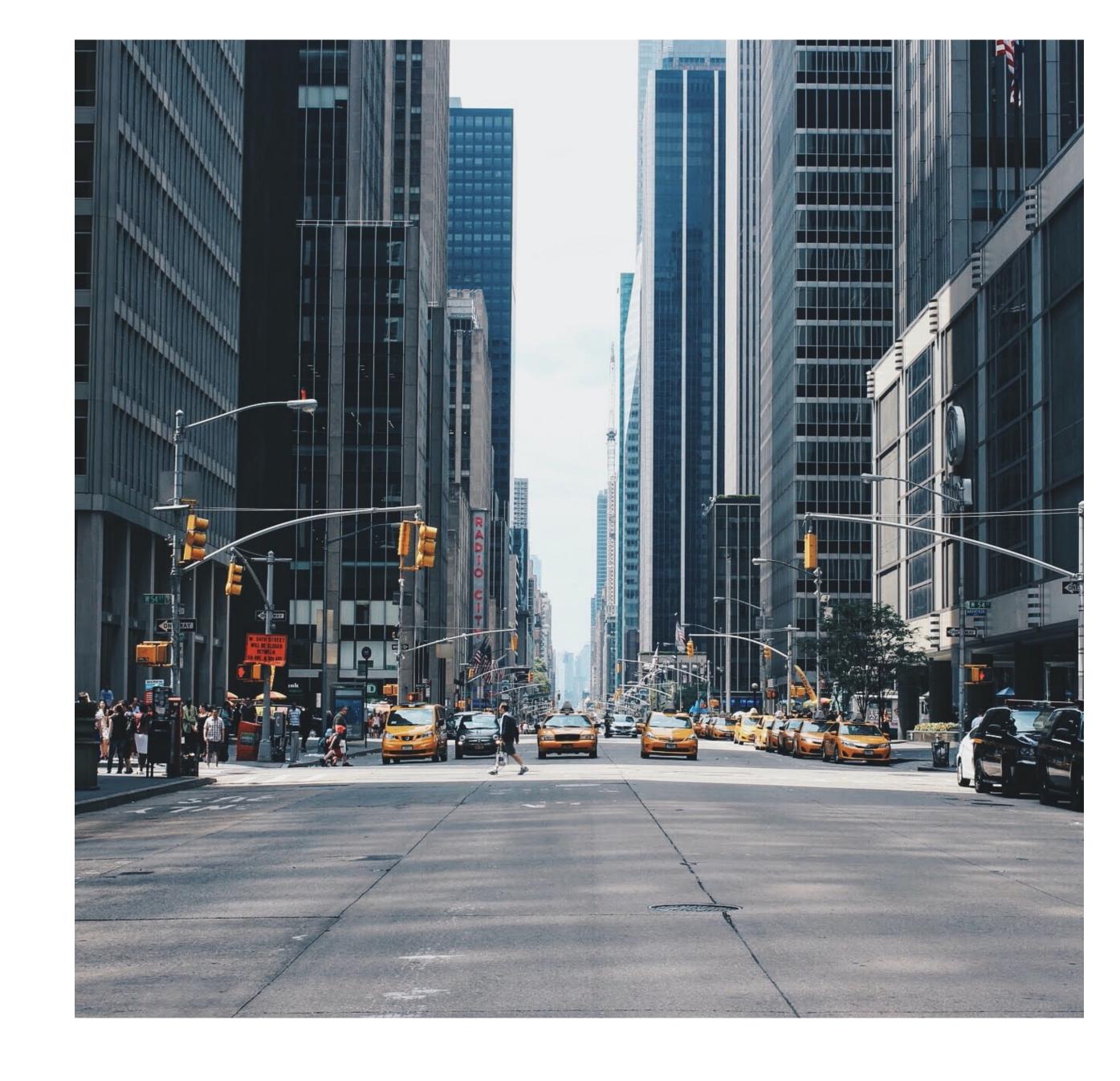


Foursquare Insights: Tracking Return To Office Trends

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Overview & Methodology

People are on the move. Yet, not necessarily heading back into the office. Will we see a return to normalcy in the work place next year?

We've examined foot traffic and self-reported survey data to understand why some people are reluctant to head back to the office, though life outside of the office has generally returned to normal.

In this report, we take a closer look at foot traffic patterns of in-office professionals vs. remote professionals in recent months (May - October 2021).

Foursquare analyzes consumer behavior based on foot traffic data from the 13M+ Americans that make up our always-on panel. All data is anonymized, aggregated and normalized against U.S. Census data to remove any age, gender or geographical bias.





Definitions

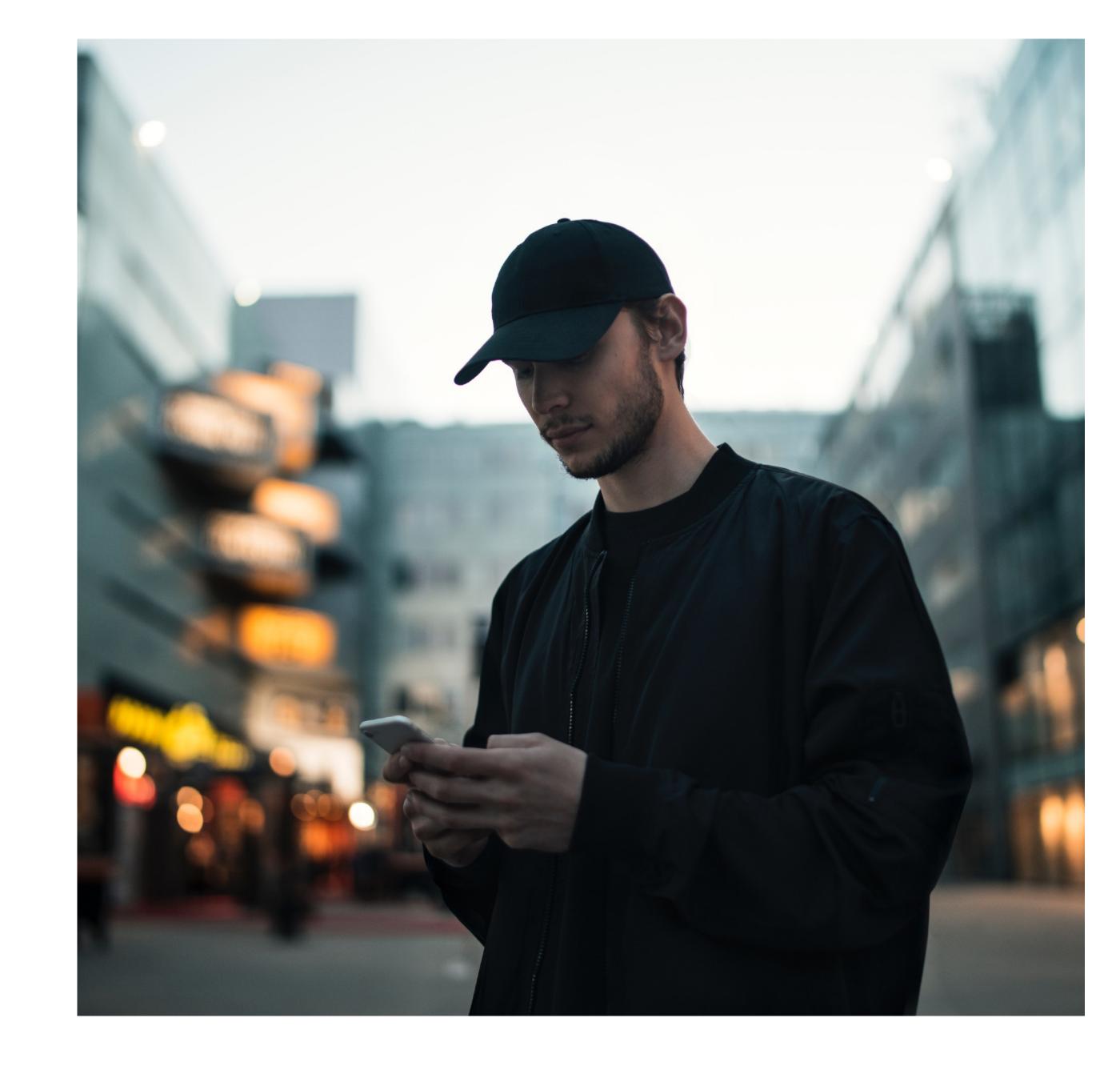
In-Office Professionals is defined as Americans who visited an office at least 3+ times within the analysis period (May - October 2021).

Remote Professionals is defined as Americans who visited an office at least 1+ time prior to the analysis period, but have not visited an office at all during the analysis period (May - October 2021).

Indexed Foot Traffic: We've examined foot traffic trends on a national level and use indexed foot traffic to demonstrate the relative growth or decline in visits to different types of places, where visits during the first month = 100.

Penetration is calculated as the percentage of Americans who visited a given category or chain at least one time during that analysis time frame (May - October 2021).

Indexed Affinities indicate the times (or percentage) more or less likely than the average U.S. consumer to visit a given category or chain, where 1 represents the average U.S. consumer's visit propensity.





Key Learnings & Trends



Professionals in the South are most likely to return to the office, while professionals in the Northeast are more likely to be working remotely.

Our data verifies that offices in the South are seeing roughly 1/3 of total office traffic in the U.S., while offices in the Northeast account for less than 20% of total office traffic in the country. If we take a closer look by sector, recruiting agencies and real estate offices are seeing roughly 1/2 of total visits in the South.



Millennials & Gen X professionals are mostly likely to return to the office.

Professionals ages 25-44 account for 1/2 of total office visits in recent months. In fact, this trend is even more pronounced for tech companies and real estate offices - both are seeing an even higher share of office traffic amongst employees ages 25-44 relative to other sectors.



Men may be more likely to return to the office than women.

Location data verifies that office traffic heavily skews male, while female professionals only account for 40% of office traffic in recent months. This trend is even more apparent in certain industries such as tech companies.

Amongst female professionals, those working law and non-profits are slightly more likely to return to the office vs. women in other sectors.



Professionals in urban areas are perhaps more likely to return to their place of work compared to other professionals.

Foot traffic to metro stations has continued to pick up amongst in-office professionals in recent months, while visits to gas stations remains relatively low amongst this audience, likely indicating that urban dwellers are relying on public transit to commute to work.

Key Learnings & Trends (cont.)



Remote professionals are almost just as likely to dine out, travel, visit a gym and attend live events as inoffice professionals, and in some cases are more likely.

In fact, most non-work places (including restaurants, bars, hotels & airports) are seeing an even higher share of traffic from remote professionals ages 18-24 than in-office professionals of the same ages group. This indicates that younger consumers aren't necessarily working remotely in an effort to avoid crowded / public places.



Many employers have adopted hybrid work schedules for in-office employees.

Location data verifies that some in-office professionals are still working from home on certain days of the week. In fact, offices are seeing a higher share of weekly traffic Tuesday - Thursday, but seeing slightly less visits on Monday and Friday. This could mean that some in-office professionals still prefer to start or end their work week from home.



Remote professionals are more likely to stay local.

Remote professionals are typically traveling less distance on average to visit the same types of non-work places that remote professionals are visiting -- such as restaurants, bars, grocery stores, gyms and liquor stores. This likely means that remote professionals are relying on local shops & services closer to home to run errands, dine out and exercise.



Warmer weather has a positive impact on remote & in-office professionals' propensity for non-work activities.

People are more active in the summer. In fact, most non-work places, including restaurants, bars and airports all saw a slight uptick in visits during the summer months (especially in July), indicating that all professionals (regardless of where they're working) are generally more 'out and about' as the weather improves.

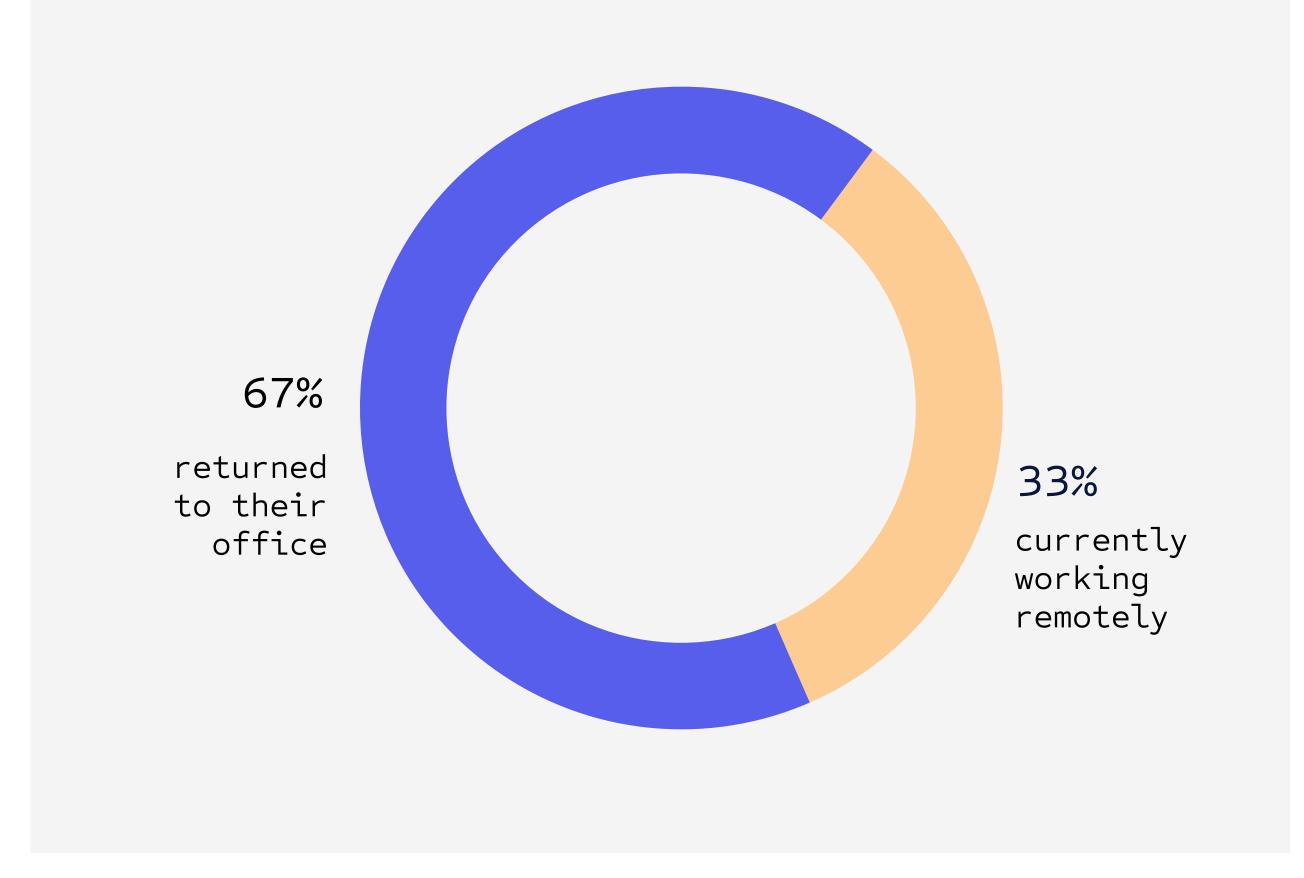
Let's take a closer look at the professional landscape in the United States.

Amongst Americans who are currently employed, roughly 2/3 have reportedly returned to their office

According to a survey of consumers in Foursquare's always-on panel in October 1 - December 2 2021:



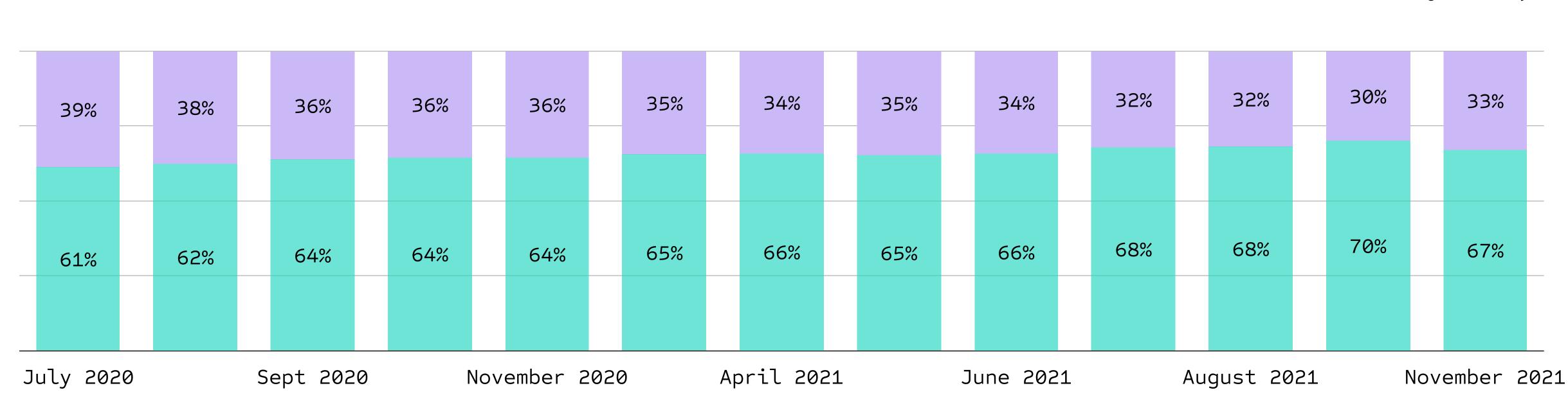
of survey respondents say they're currently working remotely



A majority of employed Americans have returned to their office in the past 12 months

67%

of survey respondents have reportedly returned to their office between October 1 - December 2 2021



Returned To Office



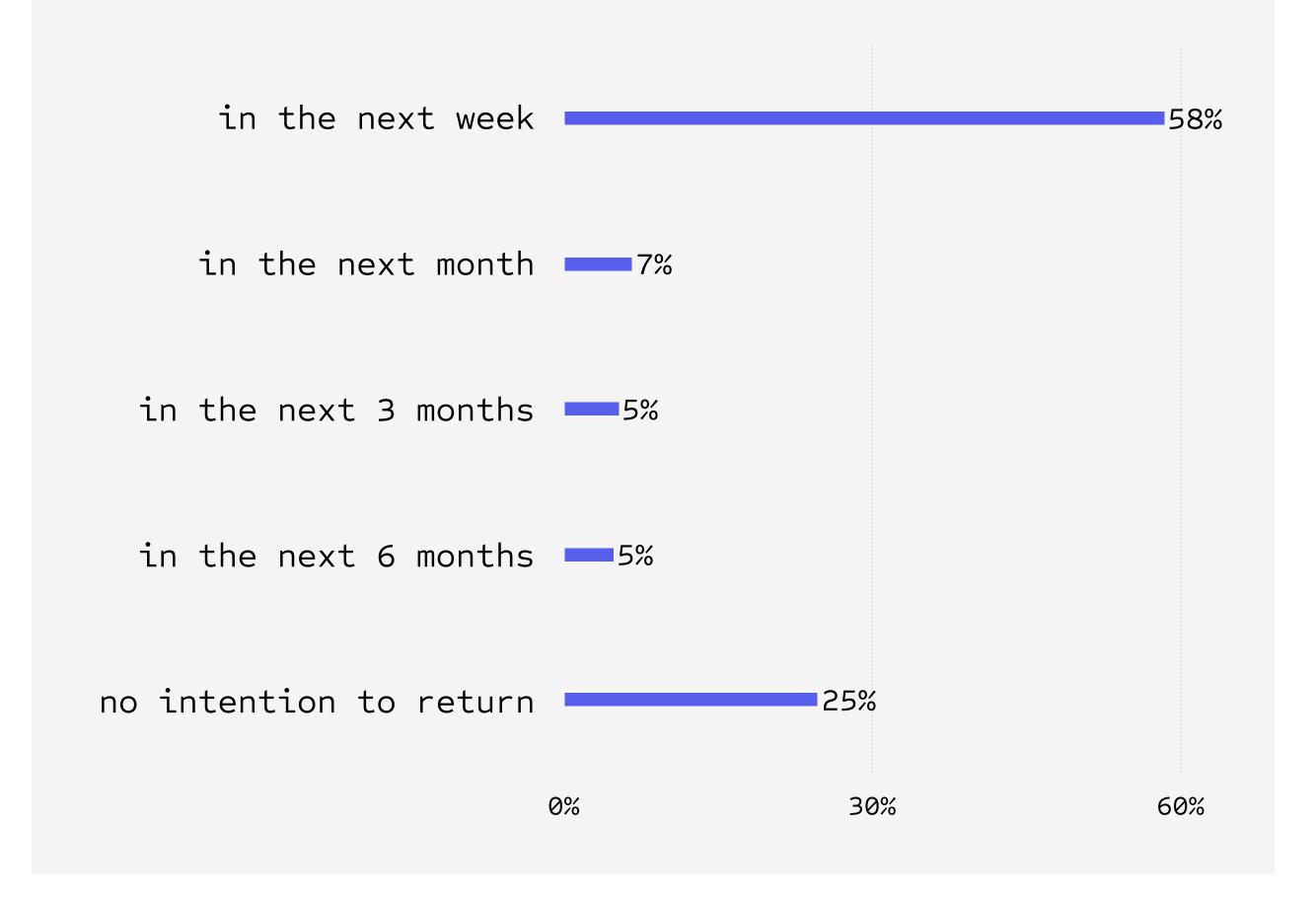
Working Remotely

In fact, roughly 2/3 of employed Americans intend to return to their office within the next month

According to a survey of consumers in Foursquare's always-on panel in October 1 - December 2 2021:



of survey respondents reportedly plan to return to their office within the next month



Let's take a closer look at the in-office professionals



Roughly 1/4 of Americans have returned to offices in recent months

Insight: While 67% of Americans report in survey data that they've returned to their office, location data reveals that only 23% of Americans visited an office 3+ times between May through October 2021, indicating that people may be overstating their office presence. This discrepancy highlights the importance of utilizing observed behavioral data in addition to (or instead of) reported behavioral data.





Foursquare data reveals that roughly 23% of Americans visited an office at least 3+ times between May - October 2021.

Offices in the **South** are seeing roughly 1/3 of total office visits in the U.S.

Insight: Offices in the Northeast are seeing the smallest share of total office traffic in the country (less than 20%), indicating that professionals in this region may be more likely to work remotely compared to professionals in other regions.



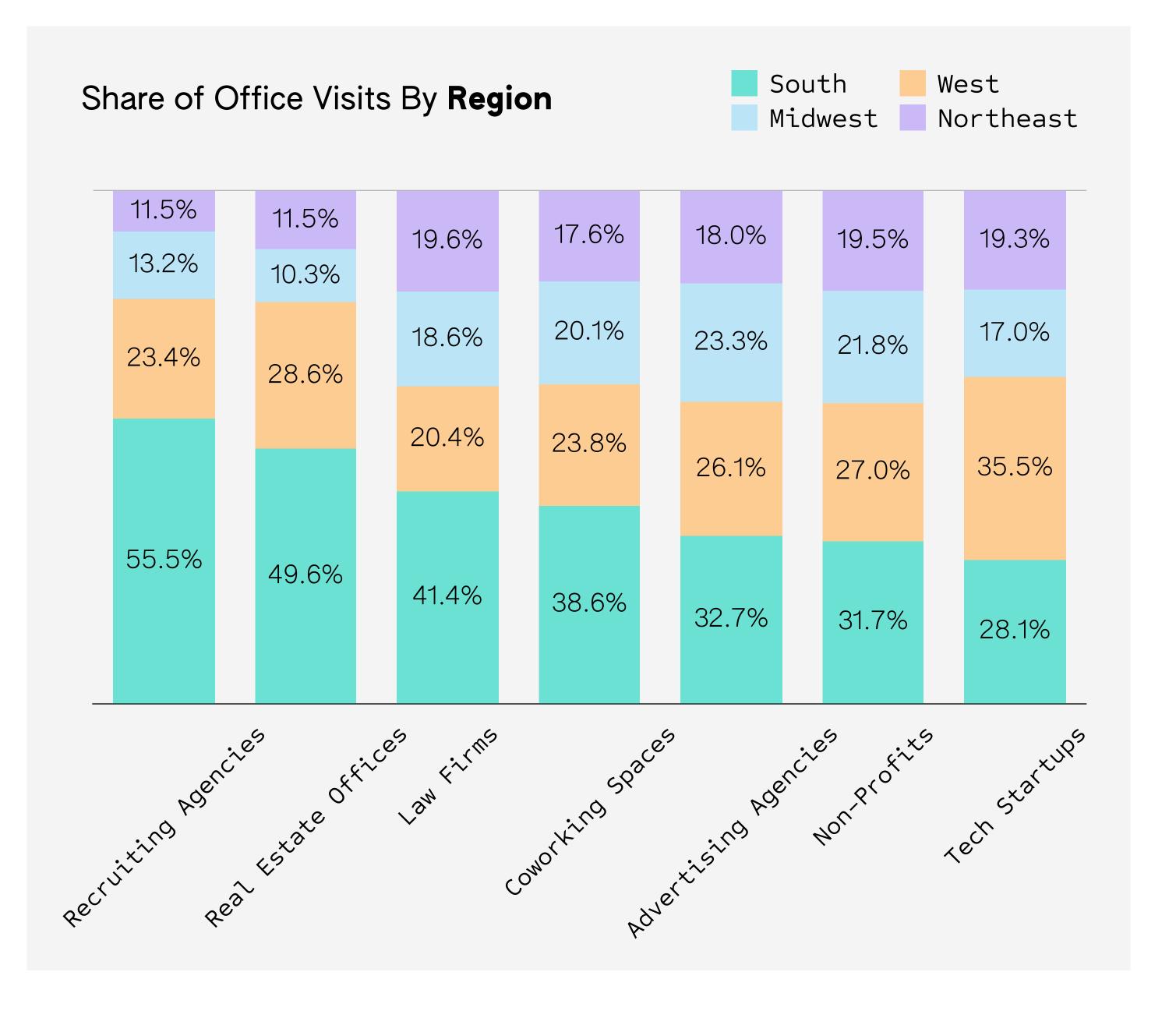
Share of Office Visits By Region:

37% 24% 21% 18% NORTHEAST

Offices across most sectors are seeing a relatively higher share of total traffic in the **South** compared to other regions

Insights:

- Recruiting agencies and real estate offices are seeing roughly 1/2 of total traffic in the South.
- Tech companies are unsurprisingly seeing roughly 1/3 of total traffic in the West.
- Offices across all sectors are seeing less than 10% of total traffic in the **Northeast**, perhaps indicating that many professionals in this region are working remotely.

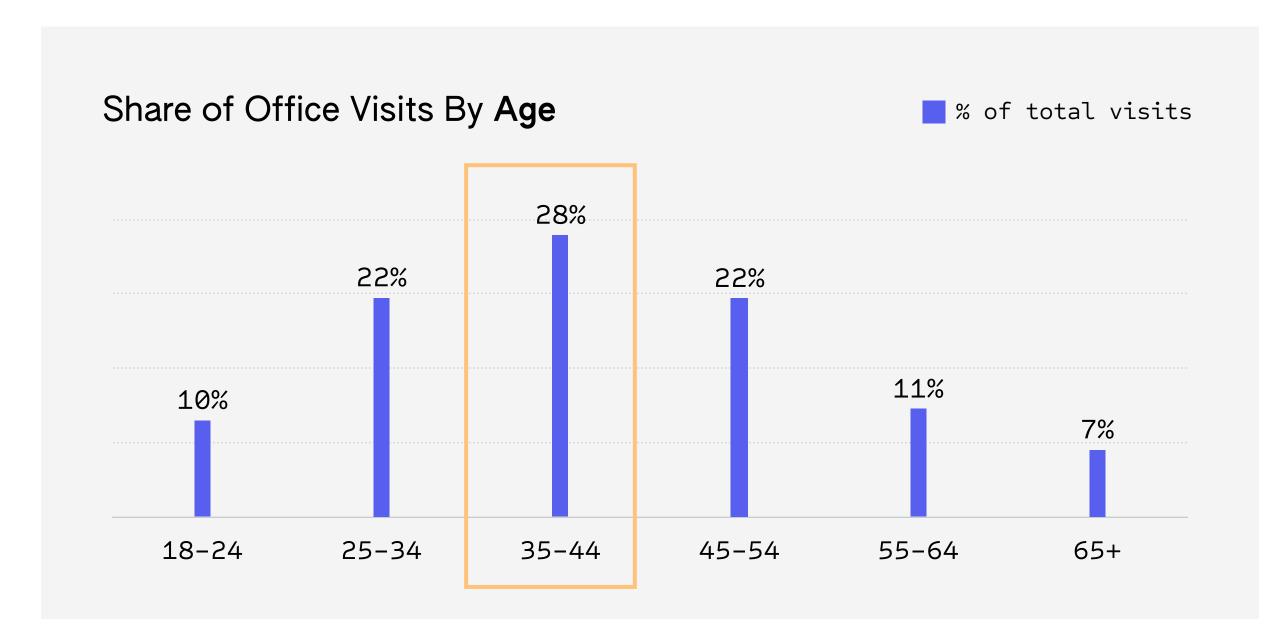


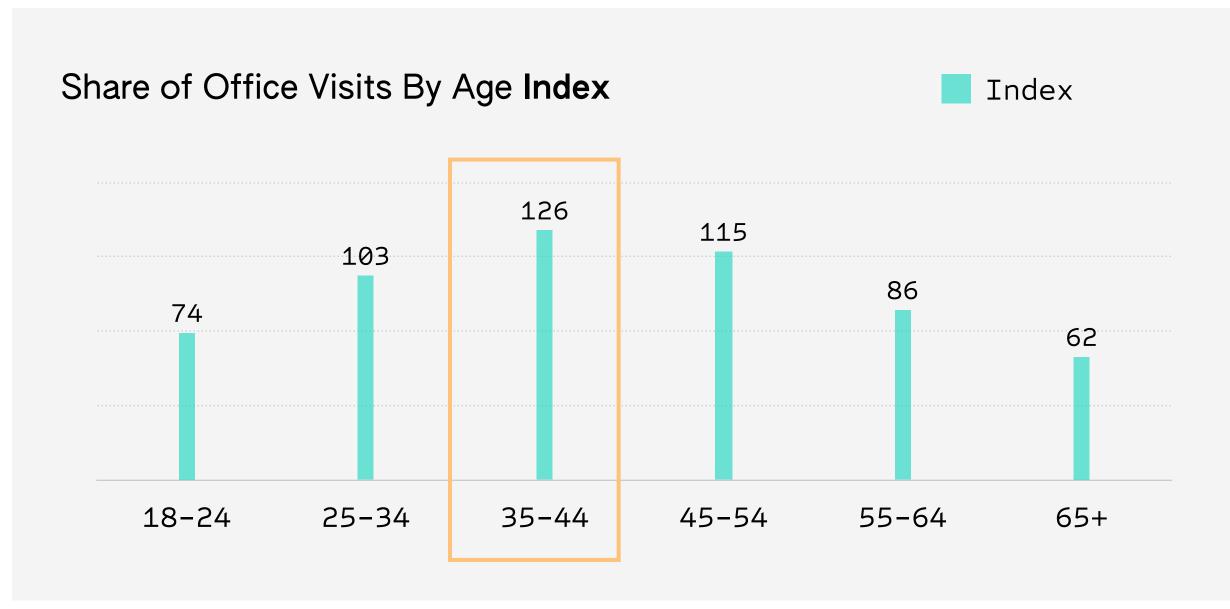


Offices are seeing the highest share of traffic from **professionals**, **ages 35-44**.

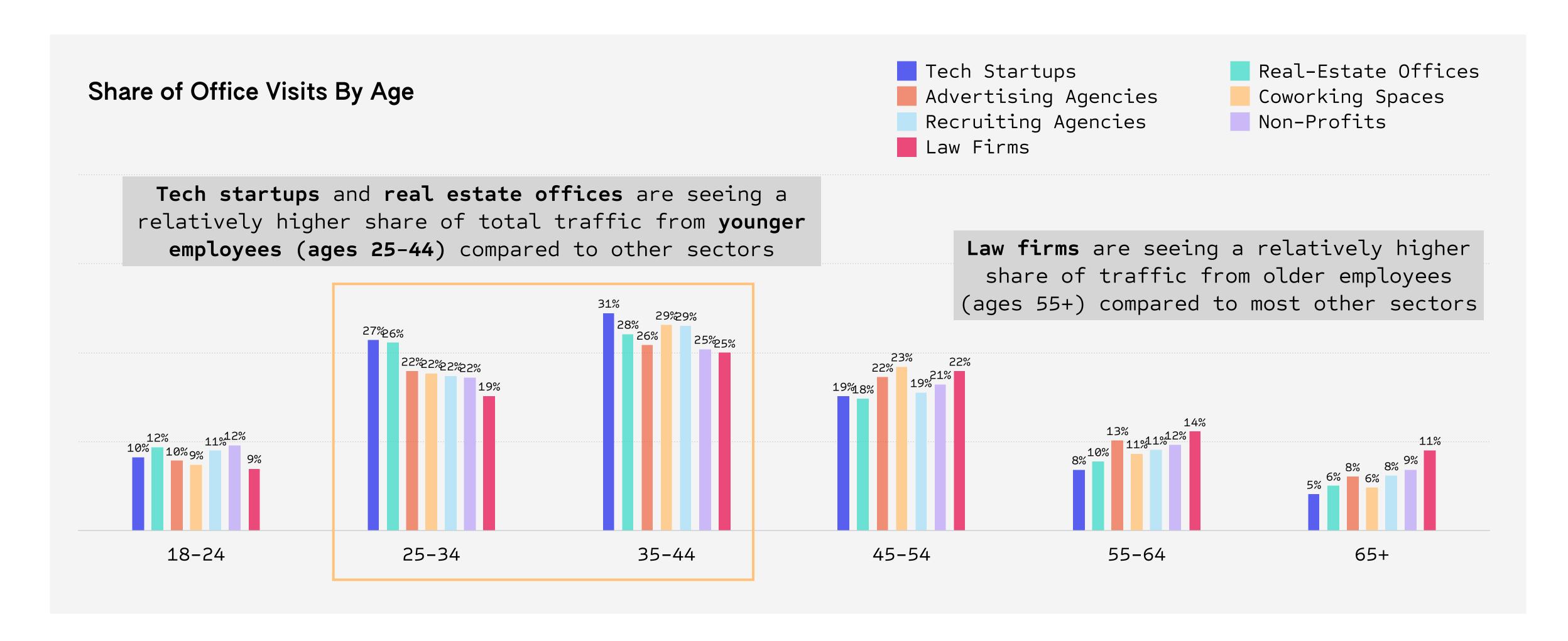
In fact, this age group over-indexes most vs. Foursquare's overall panel.

Insight: Millennials and Gen X professionals, ages 25-44 account from 1/2 of total office traffic in recent months.



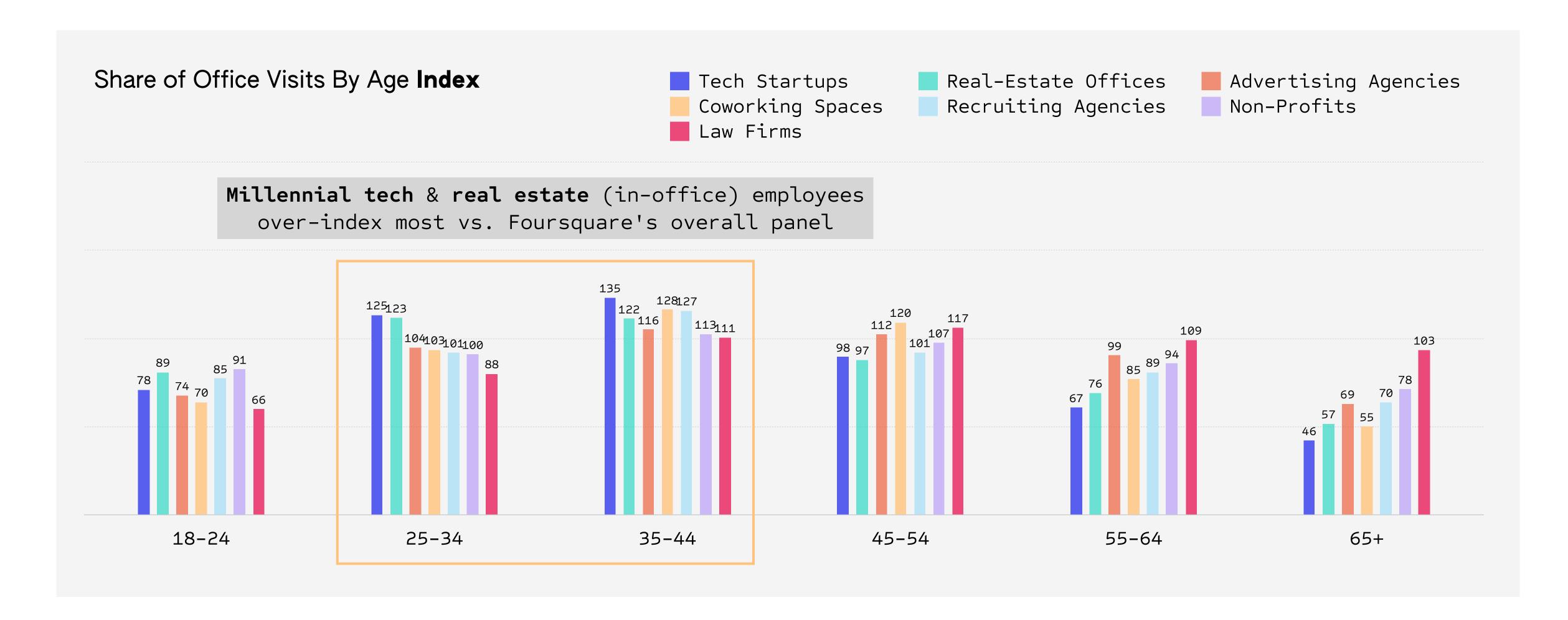


Millennials & Gen X in-office professionals (ages 25-44) are likely working in **technology** or **real estate**





In fact, Millennial tech & real estate professionals over-index most vs. Foursquare's overall panel

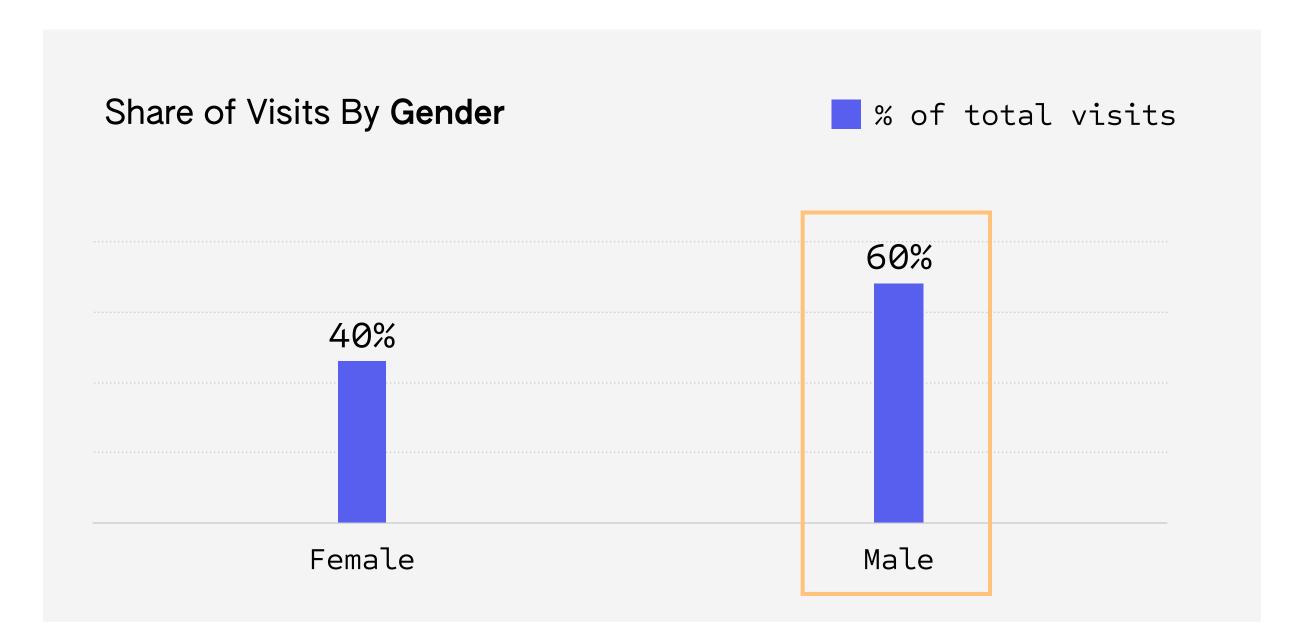


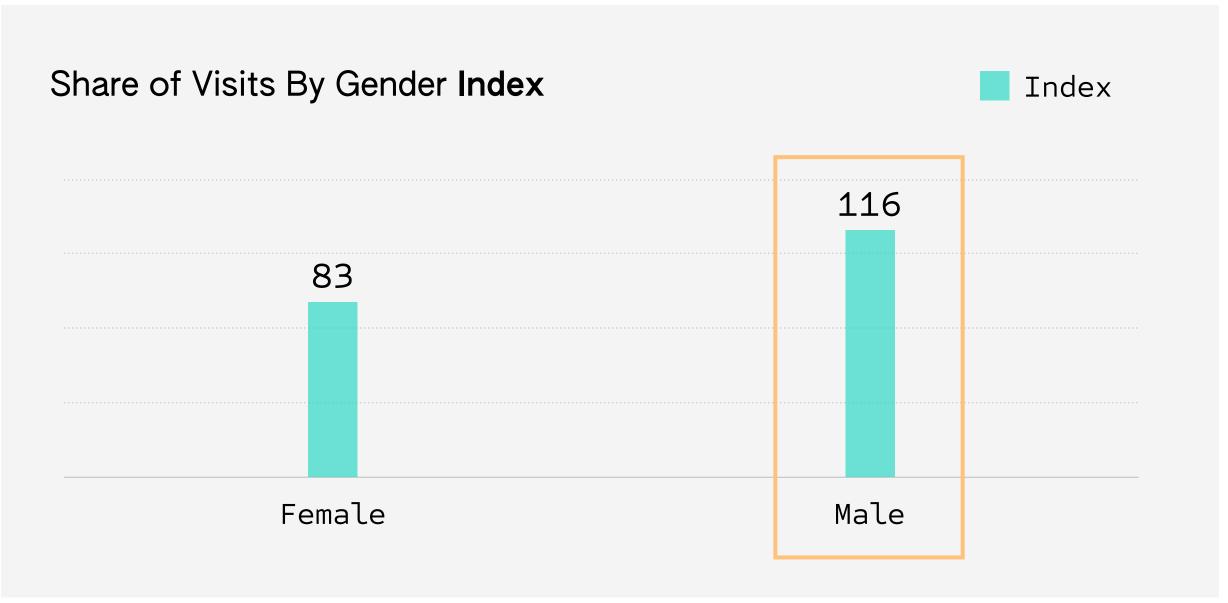


Offices are seeing the majority of traffic from male employees.

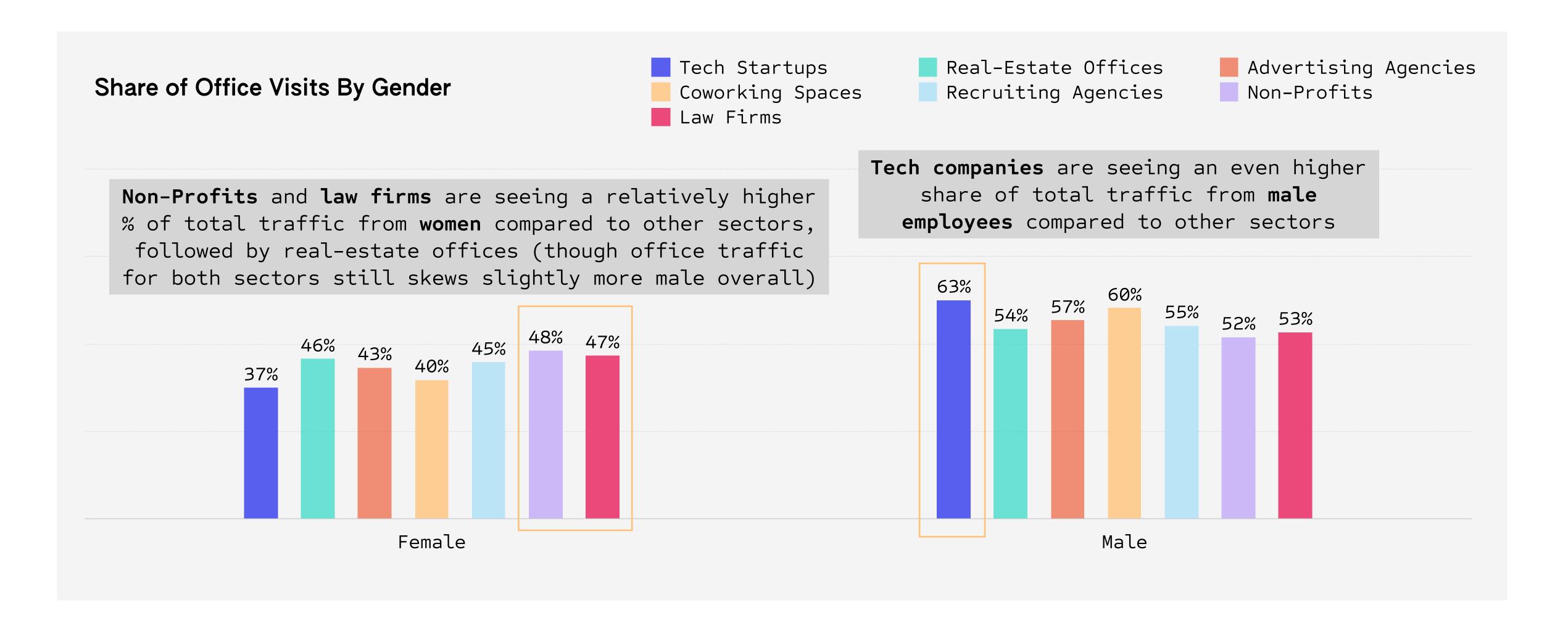
In fact, male in-office professionals over-index vs. Foursquare's overall panel

Insight: Male employees account for 60% of total office visits in recent months, indicating that men are perhaps more comfortable and/or willing to return to their place of work compared to women.

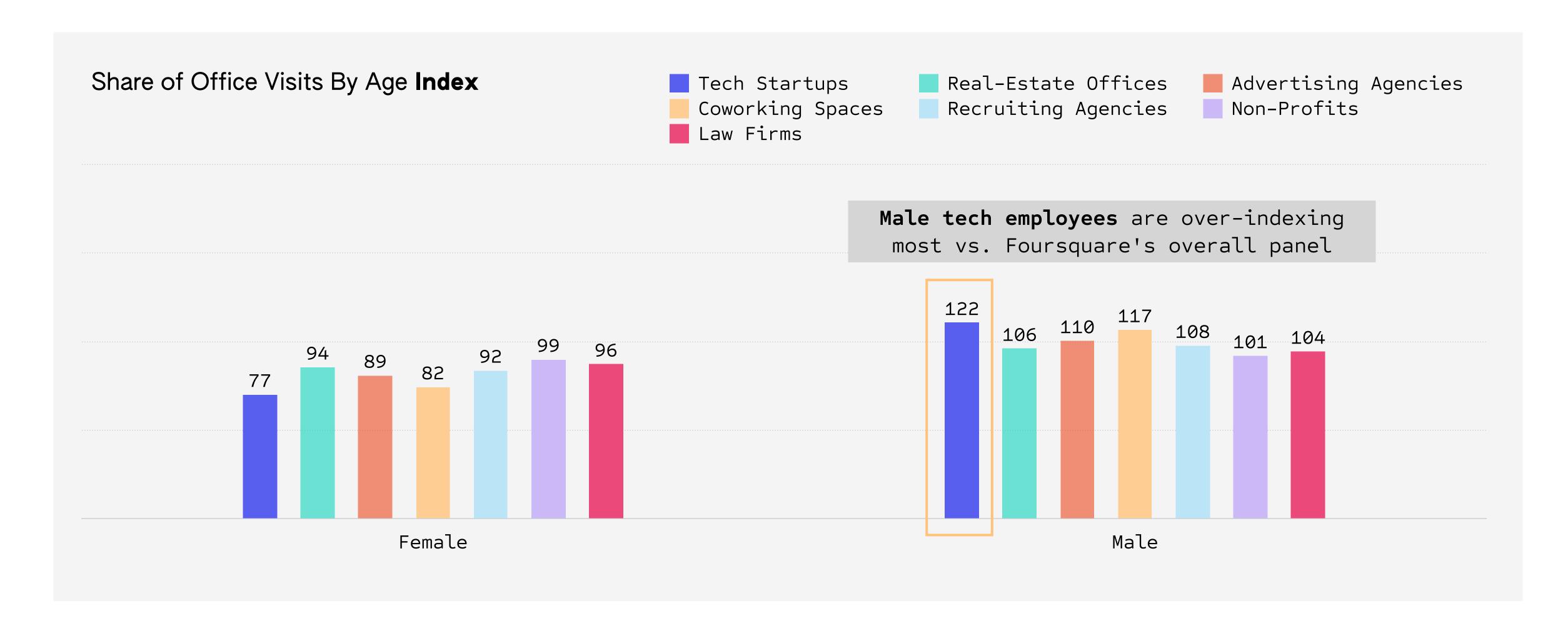




The majority of in-office professionals across all industries are male employees; In-office female employees likely work in law, not-for-profit or real estate



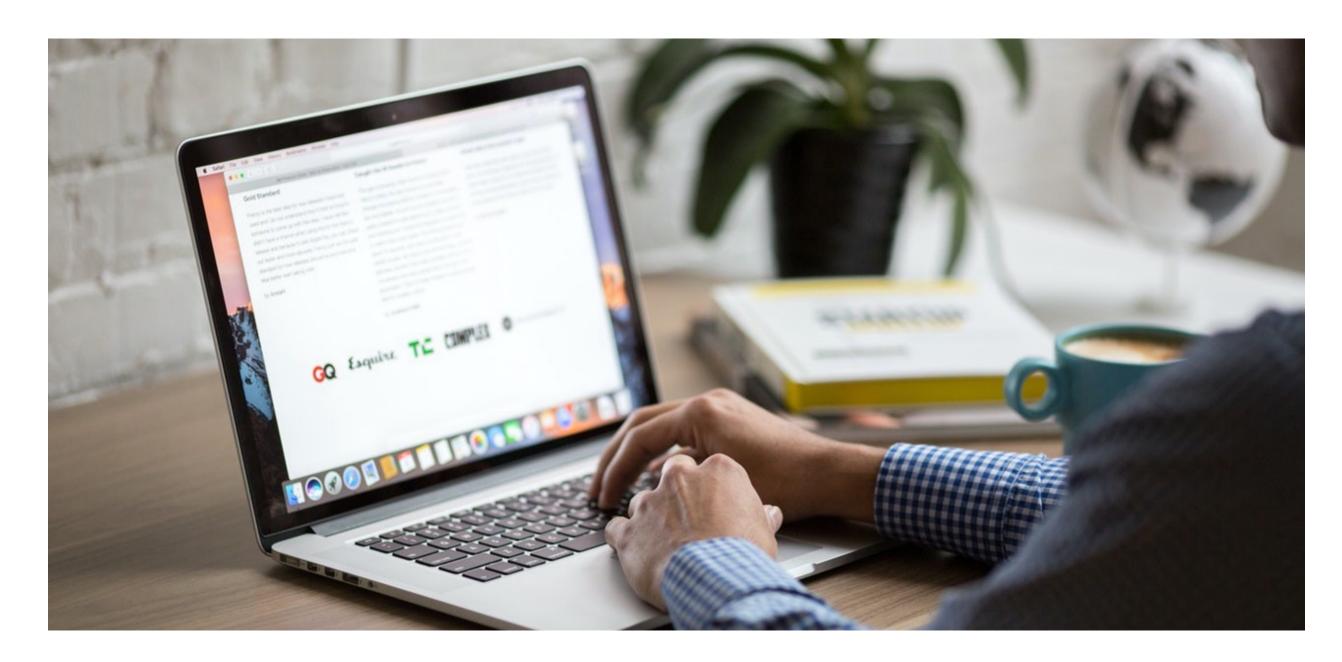
Across all sectors, male in-office employees over-index vs. Foursquare's overall panel; Male tech employees over-index most vs. Foursquare's overall panel

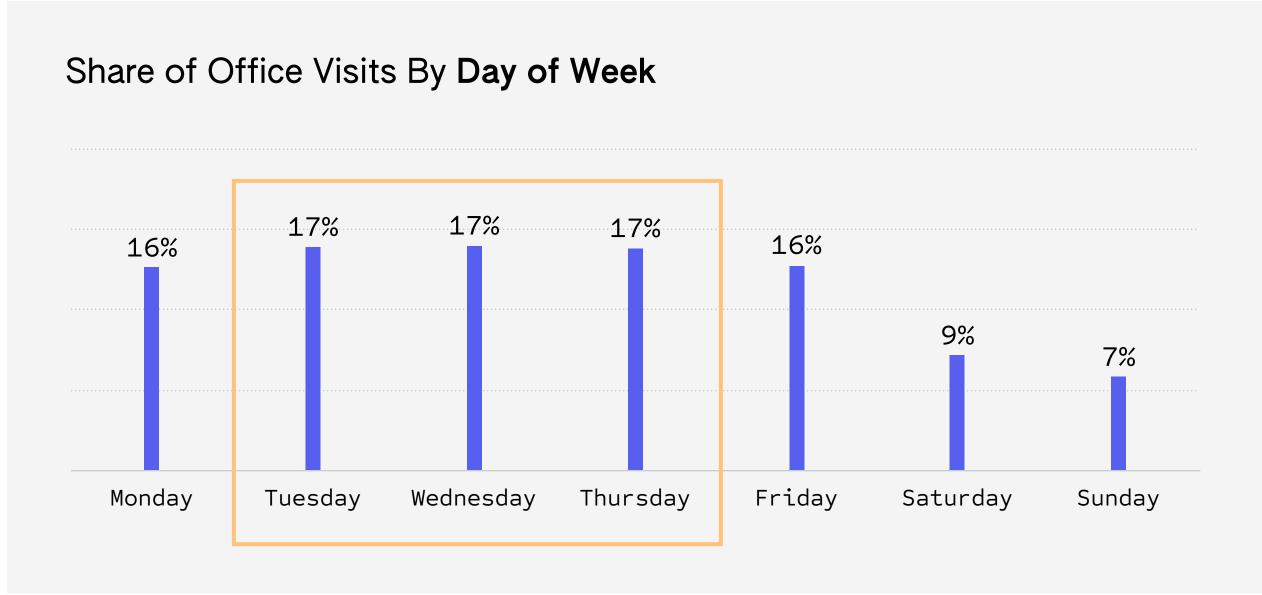


In-office professionals are likely still working from home on certain days of the week

Not all in-office workers are commuting to the office 5 days per week. In fact, offices are seeing a higher share of traffic **Tuesday through Thursday**, and less traffic on Monday and Friday, perhaps indicating that in-office professionals may be working on a hybrid schedule, and more likely to work remotely on Mondays and Fridays.

Offices are seeing some traffic on weekends, perhaps coming from real estate offices where people frequently work weekends.



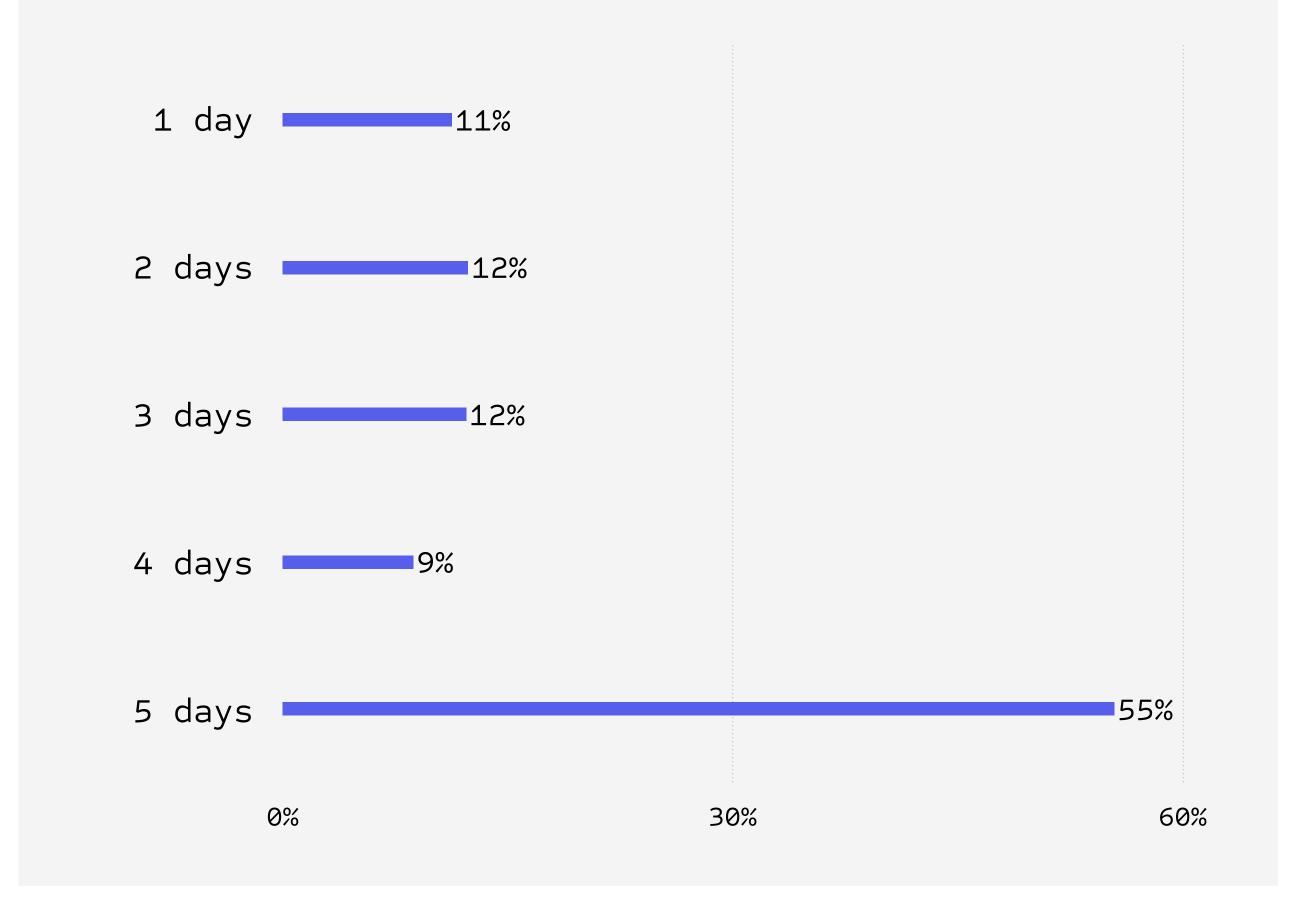


In fact, 44% of employed professionals are reportedly visiting the office between 1-4 days per week

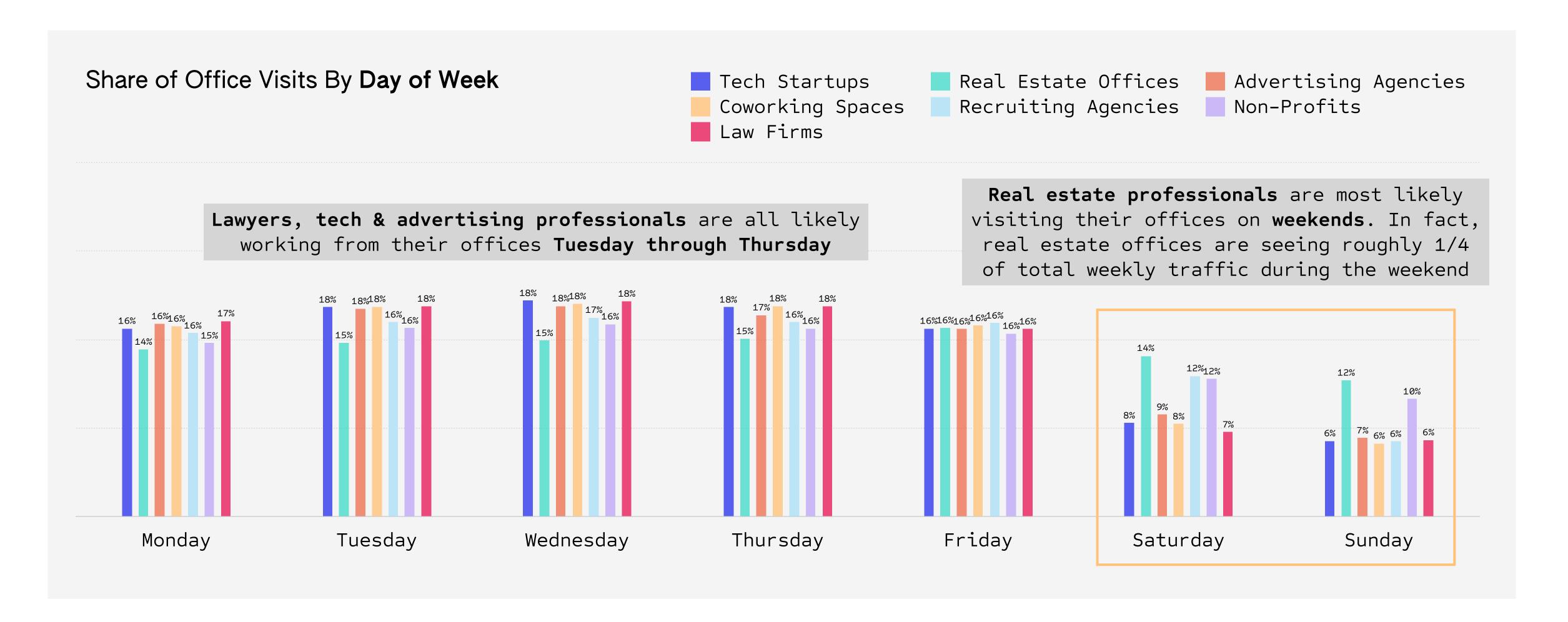
According to a survey of consumers in Foursquare's always-on panel in October 1 - December 2 2021:

55%

of survey respondents are reportedly visiting (or intend to visit) their place of work 5 days per week.

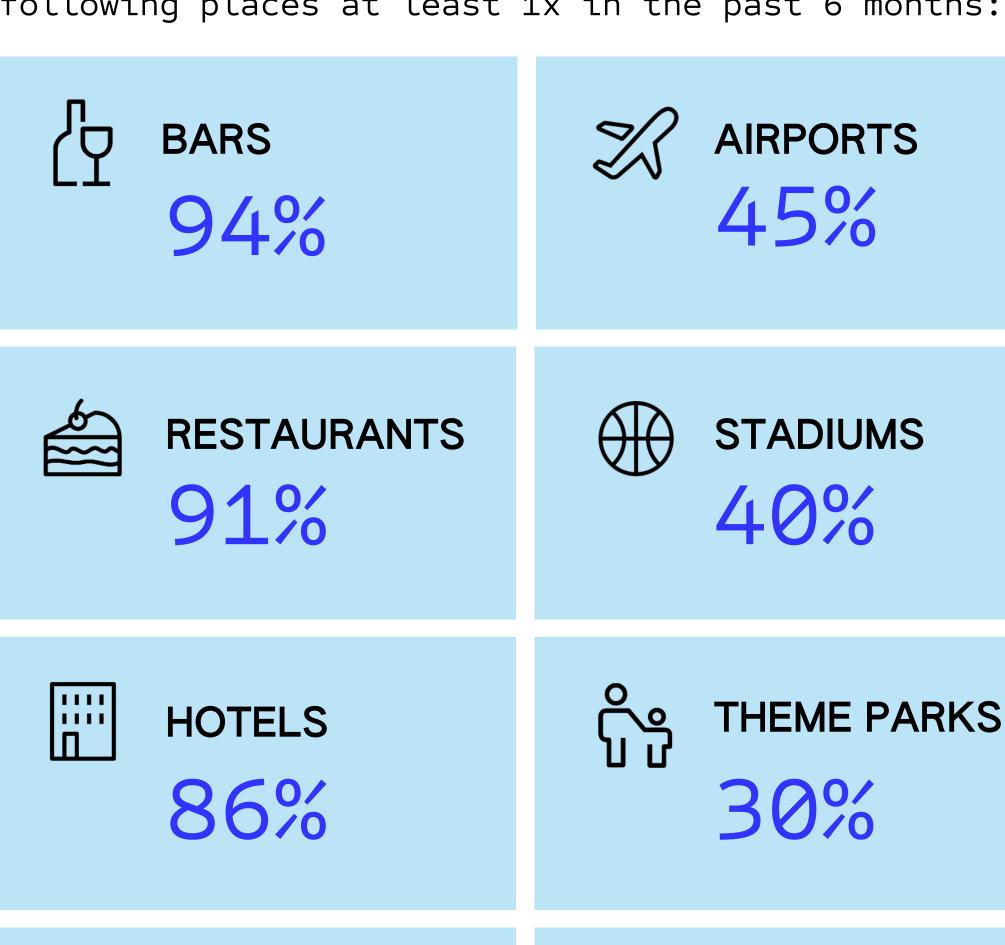


Professionals across most industries are likely only visiting the office on certain week days; Real estate professionals are visiting their offices on weekends.

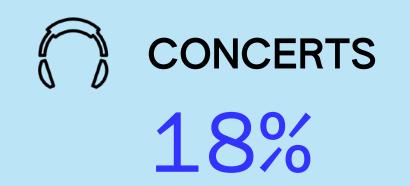


In-office professionals
have returned to their
usual non-work activities:
dining out, travel, fitness
& live events

% of returned-to-office Americans who visited the following places at least 1x in the past 6 months:

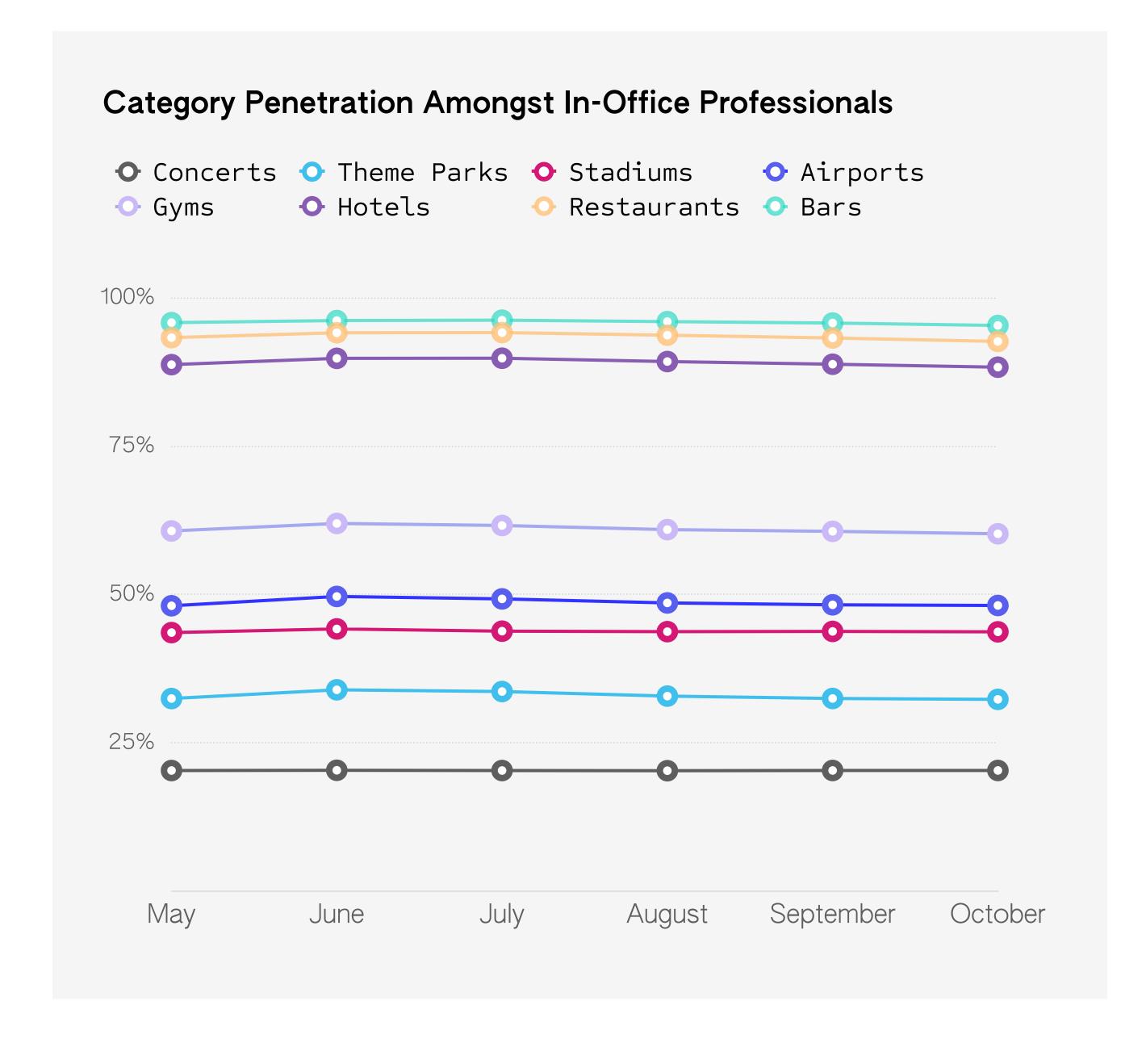






The large majority of in-office professionals are consistently dining out & traveling each month.

Insight: Between 88-96% of in-office professionals visited a bar, restaurant or hotel each month between May - October 2021.



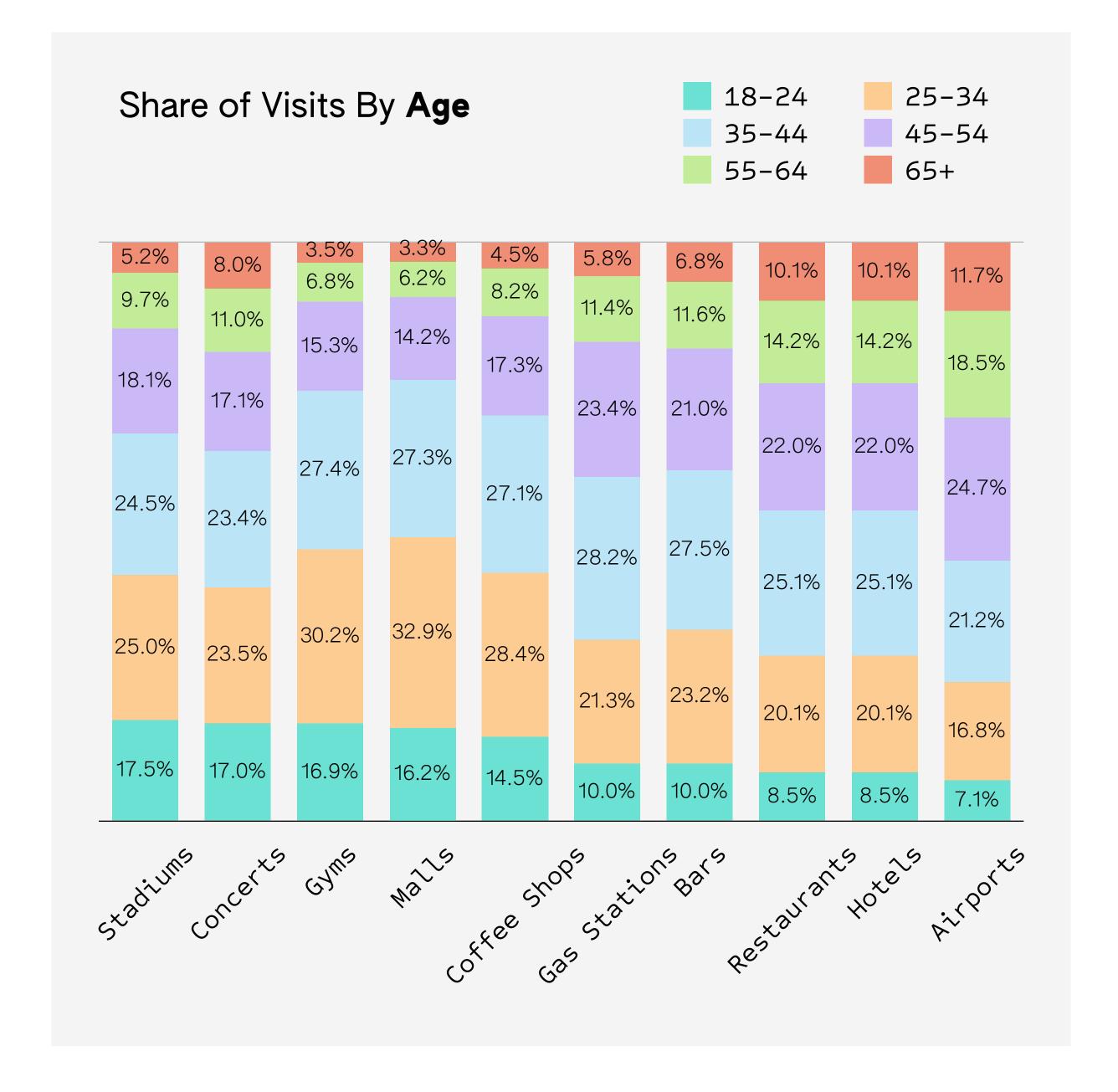
Older in-office professionals have a higher propensity to travel, while younger in-office professionals are more likely to shop & attend live events

Insights:

Older in-office professionals may have a higher propensity to travel (perhaps for business). Amongst in-office professionals, airports are seeing a relatively higher share of total traffic from people ages 55+ compared to younger audiences, ages 18-34.

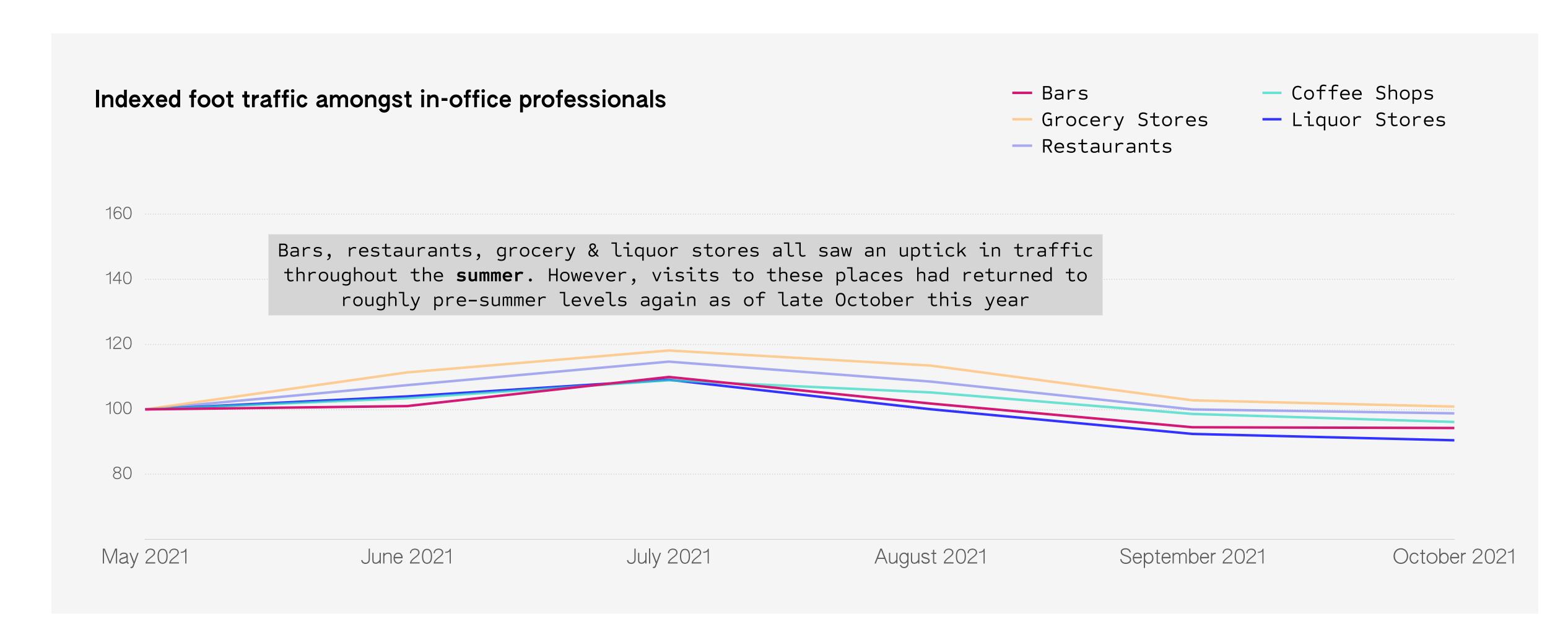
Gyms, stadiums and concert venues are all seeing a relatively higher share of total visits from younger in-office professionals, ages 18-34 compared to other age groups.

Bars and restaurants are seeing roughly 1/4 of total traffic from Gen X in-office professionals, ages 35-44.



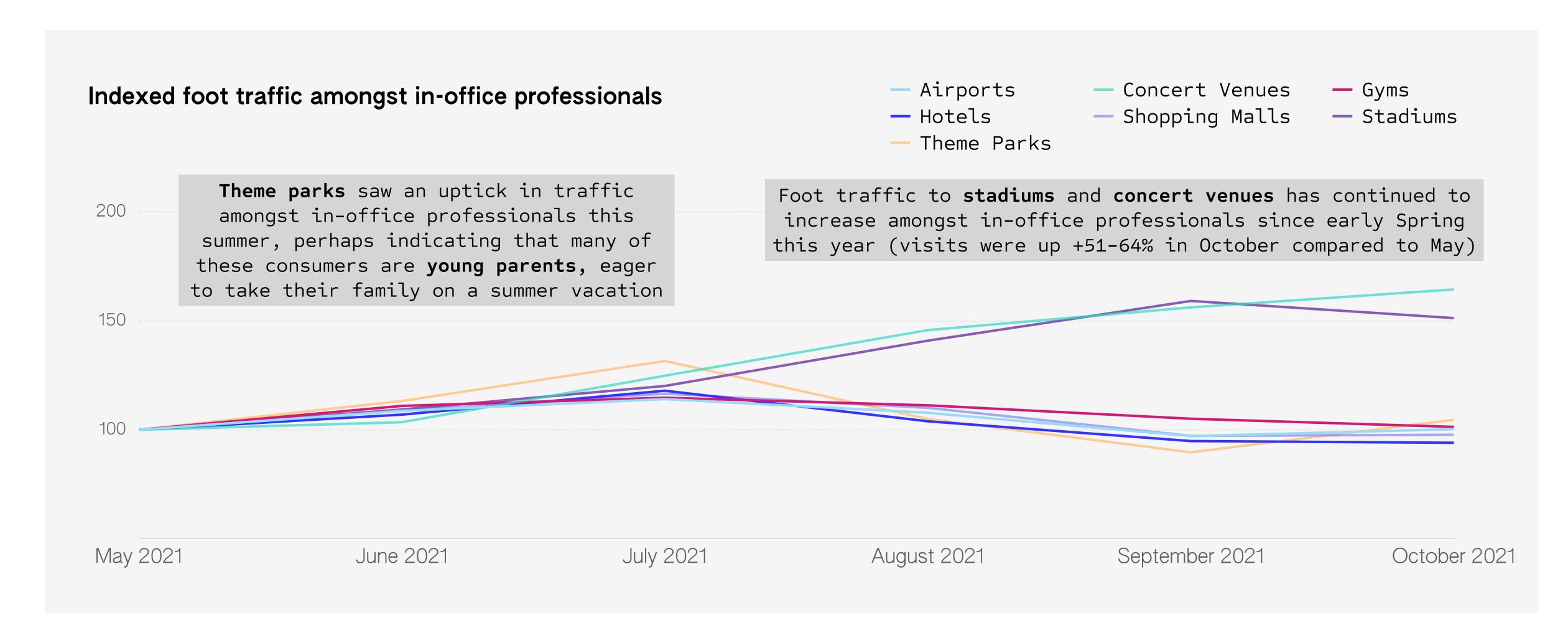


In-office professionals were dining out & attending happy hours even more than usual during the summer months



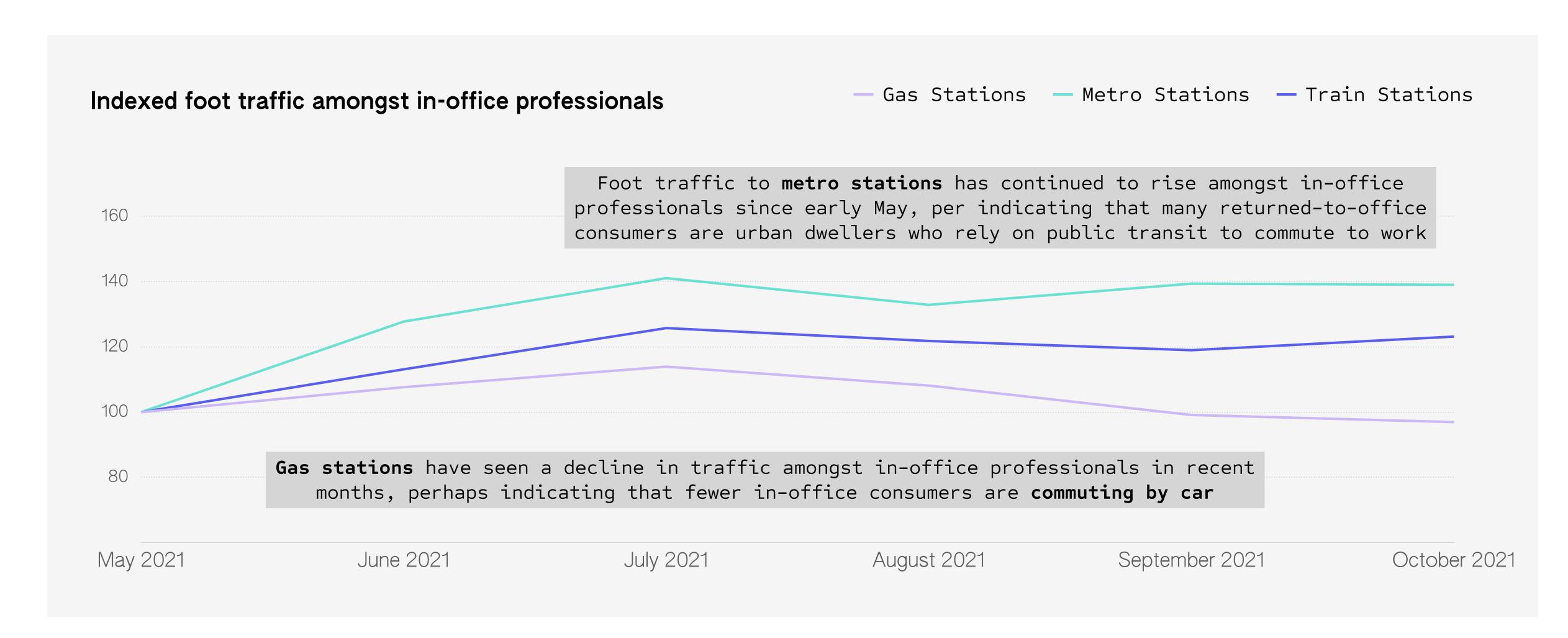


In-office professionals have been eager to return to live sporting events & concerts





In-office professionals are likely **urban dwellers**, relying on public transit to commute to their offices; Fewer in-office professionals are commuting by car in recent months

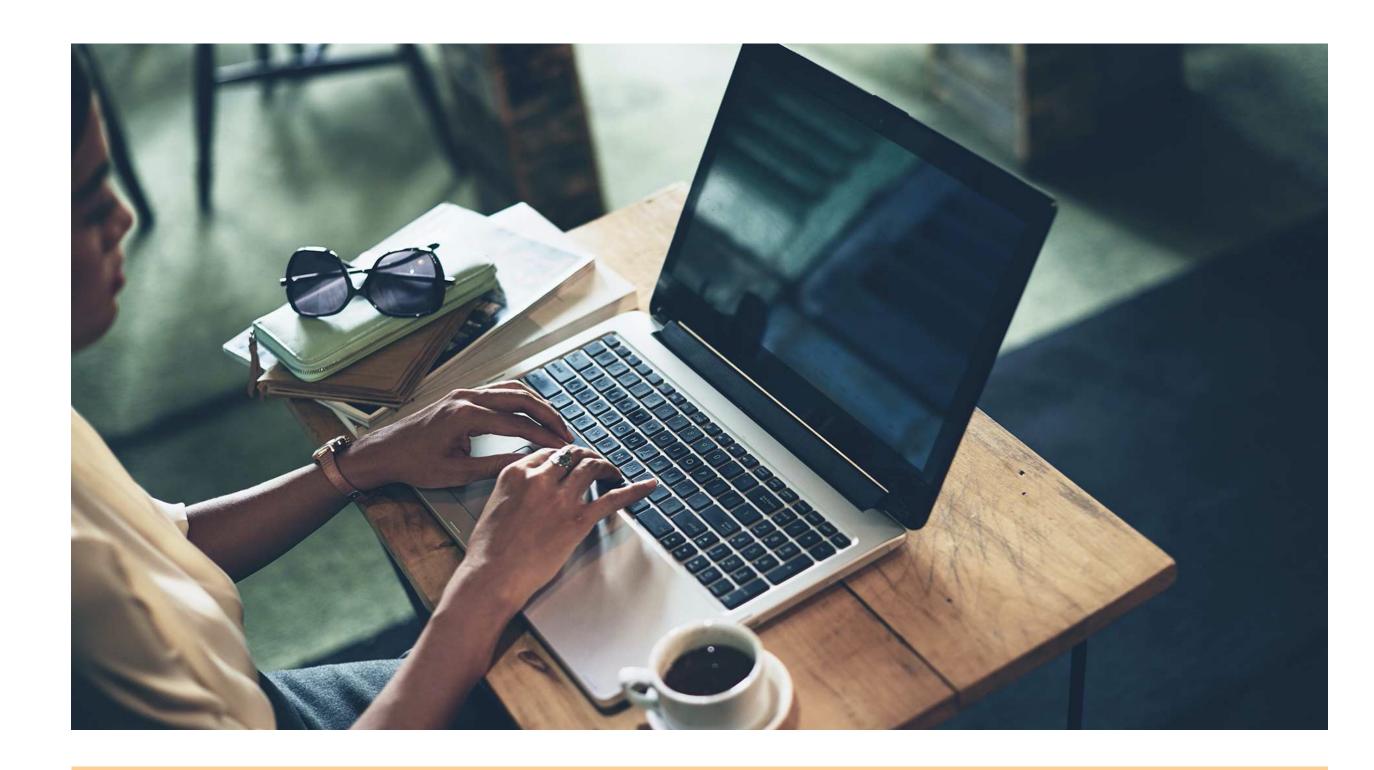




Let's take a closer look at remote professionals

Many remote professionals are likely working remotely by choice

According to a survey of consumers in Foursquare's always-on panel in October 1 - December 2 2021:

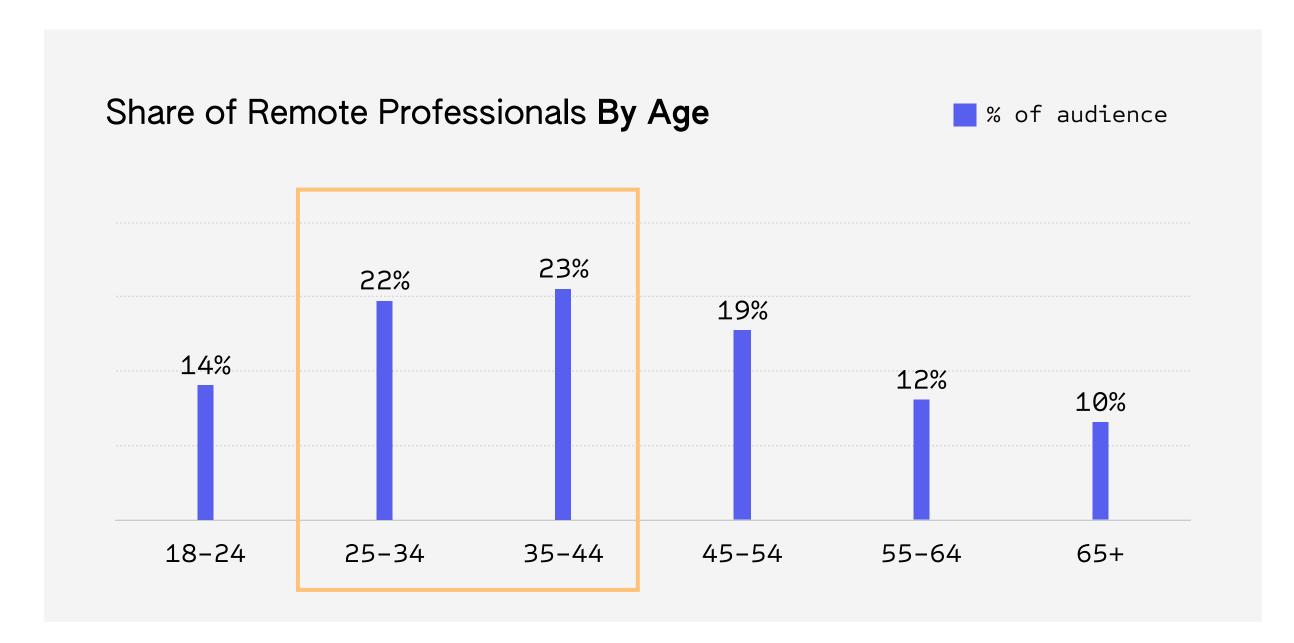


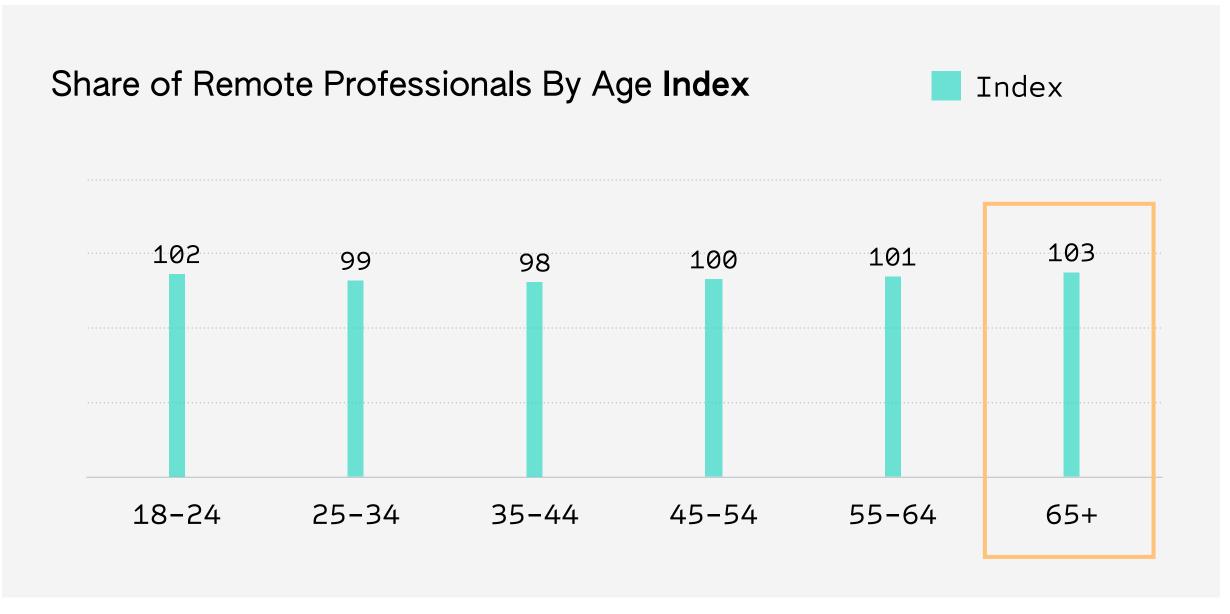
41%

of employed Americans who are currently working remotely are reportedly doing so by choice

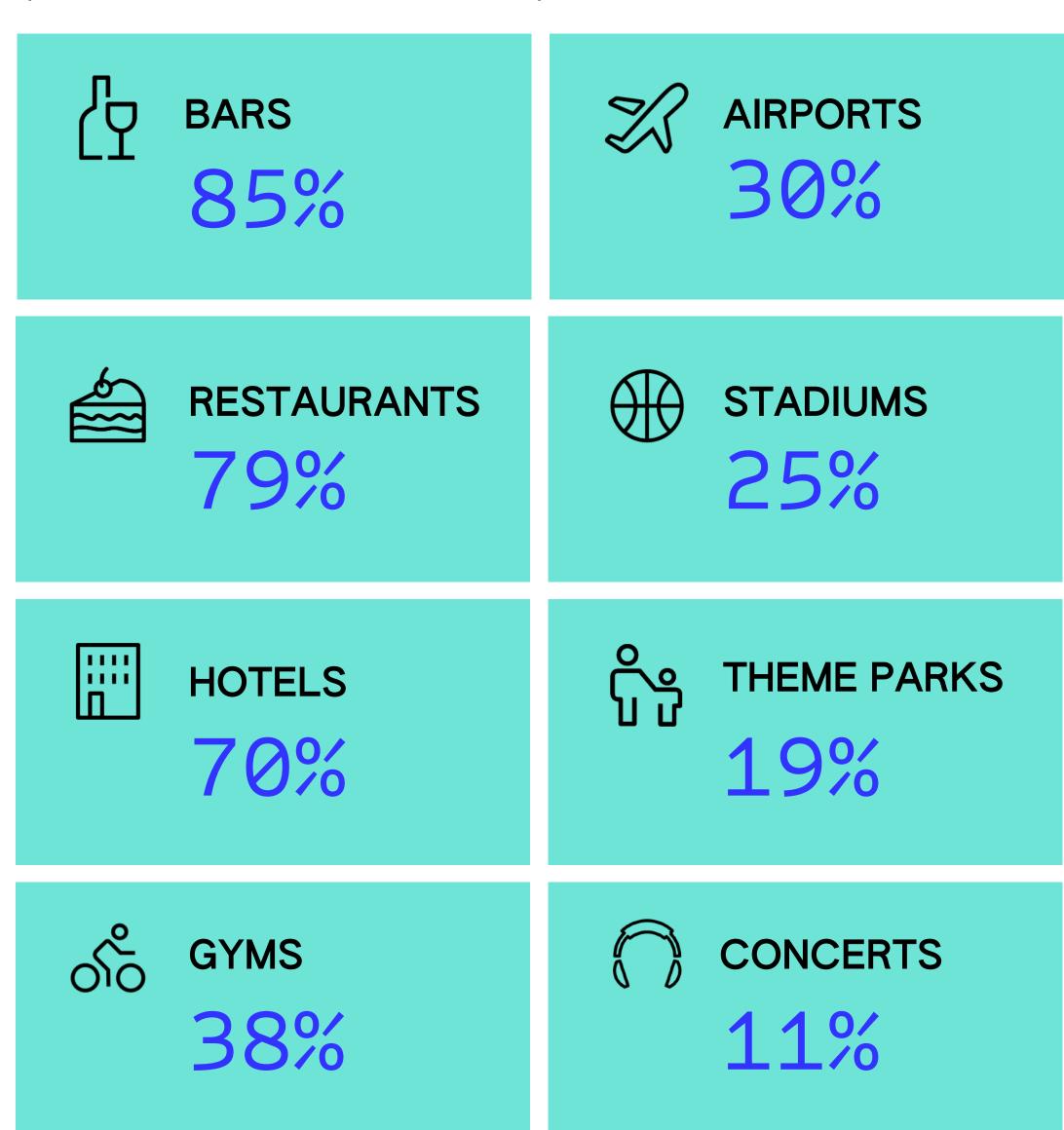
Roughly 1/2 of remote professionals are between ages 25-44. However, remote professionals ages 65+ over-index most vs. Foursquare's overall panel

Insight: Roughly 10% of remote professionals are ages 65+, however this audience overindexed most vs. Foursquare's overall panel.



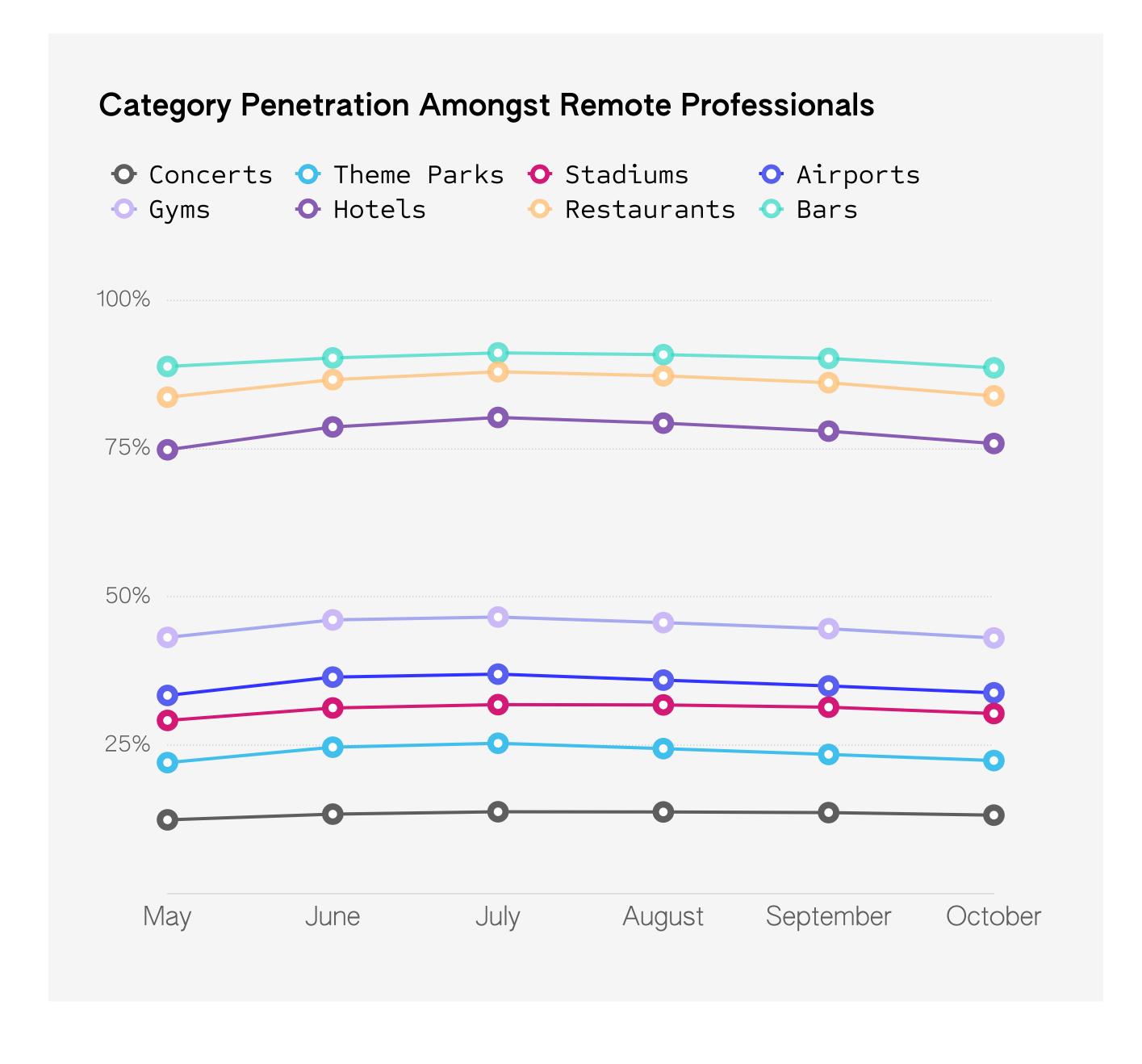


Remote professionals may be avoiding the office, but they're still dining out, traveling, hitting the gym and attending live events % of remote professionals who visited the following places at least 1x in the past 6 months:



Remote professionals were slightly more likely to be 'out and about' during the summer months this year

Insight: Similar to in-office professionals, remote professionals appeared to have a stronger propensity for being 'out and about' during the summer compared to more recent months. This uptick in penetration was most apparent for travel, dining and nightlife.



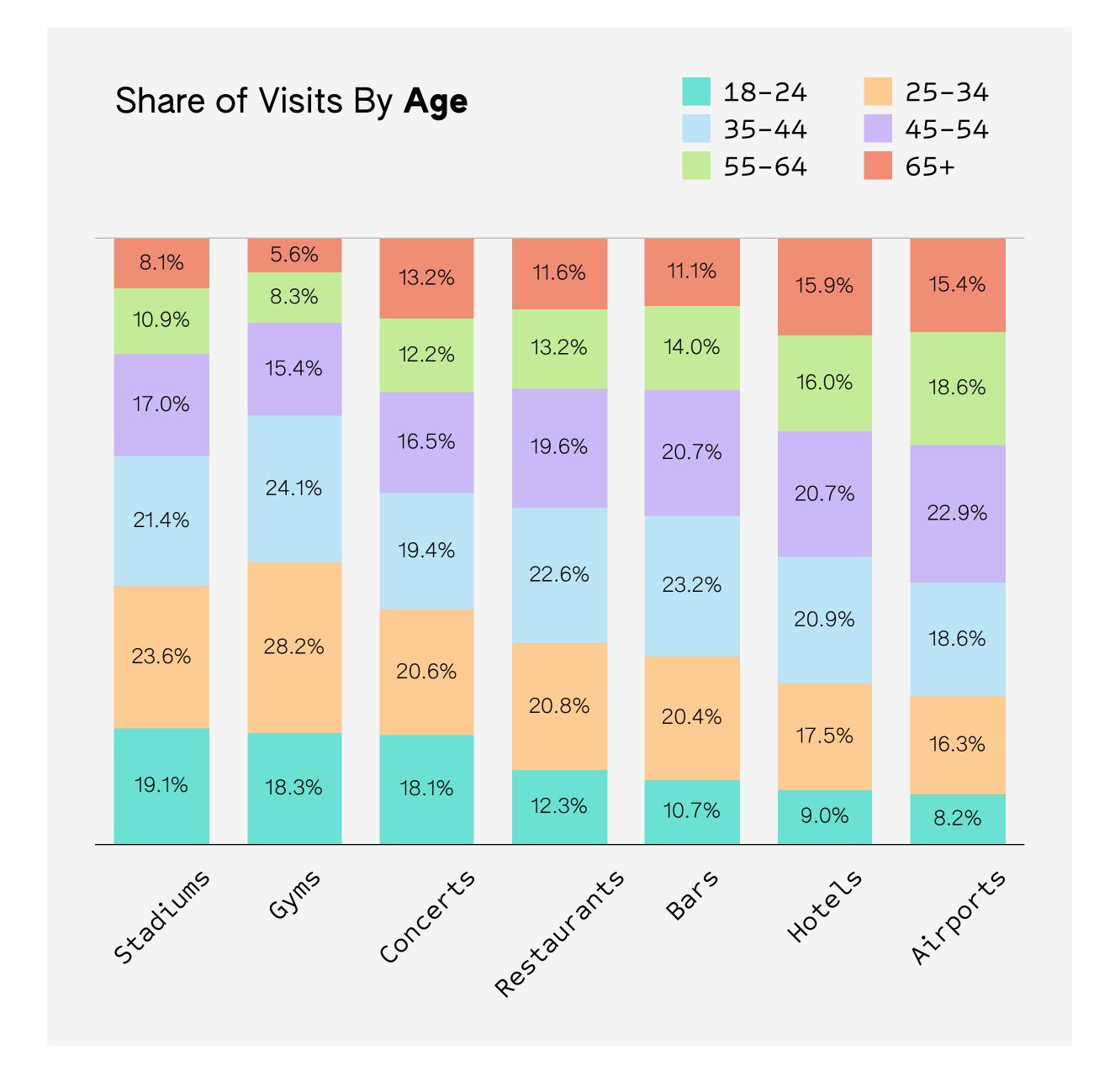
Older remote professionals have a higher propensity to travel, while younger remote professionals are more likely to exercise & attend live events

Insights:

Older remote professionals may have a higher propensity to travel. Amongst remote professionals, airports and hotels are seeing a relatively higher share of total traffic from people ages 55+ (32-34%) compared to younger audiences, ages 18-34 (16-24%).

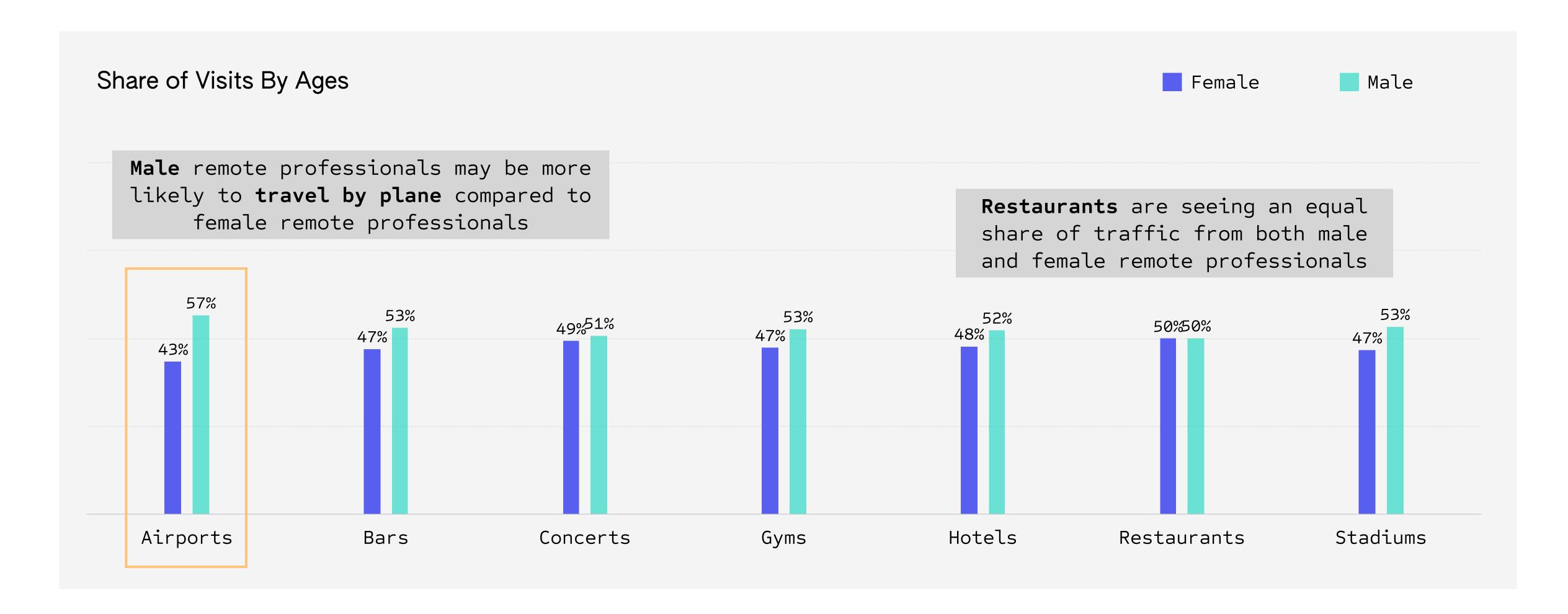
Gyms, stadiums and concert venues are all seeing a relatively higher share of total visits from younger remote professionals, ages 25-34 compared to other age groups.

Bars and restaurants are seeing roughly 1/4 of total traffic from Gen X professionals, ages 35-44.



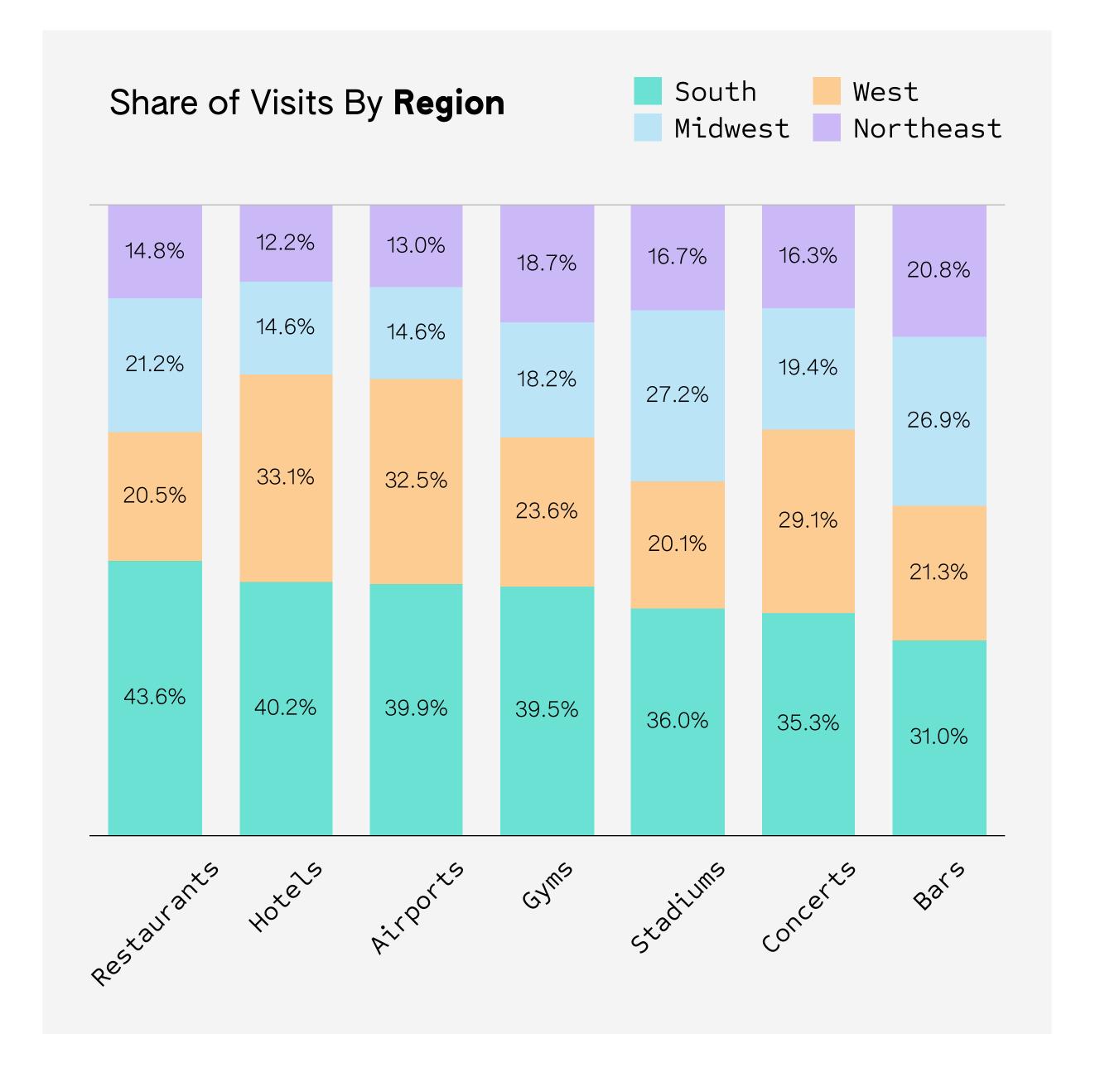


Amongst remote professionals, most non-work places are seeing a relatively higher share of traffic from male employees



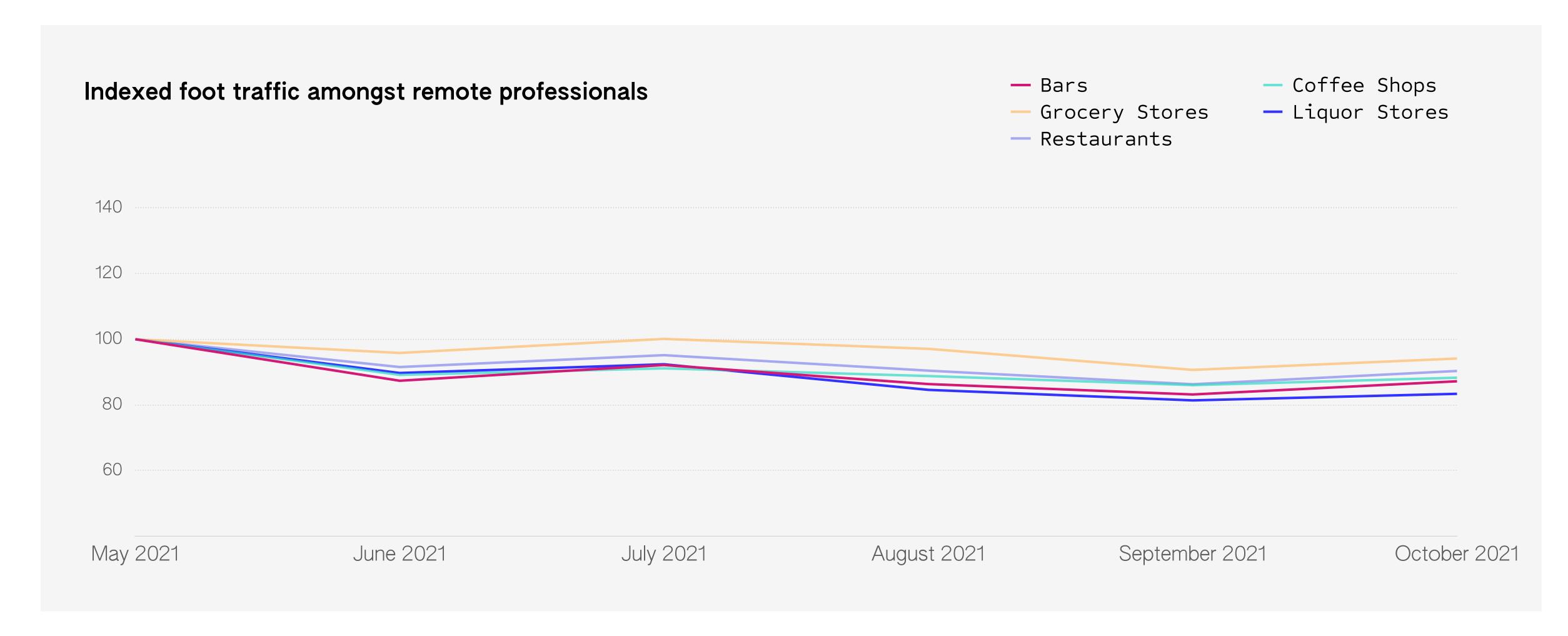
Remote professionals in the **South** have a relatively higher propensity to dine out, travel, visit the gym and attend live events than remote professionals in other regions

Insights: Amongst remote professionals, restaurants, hotels and airports are all seeing roughly 40-44% of total visits from consumers in the South.



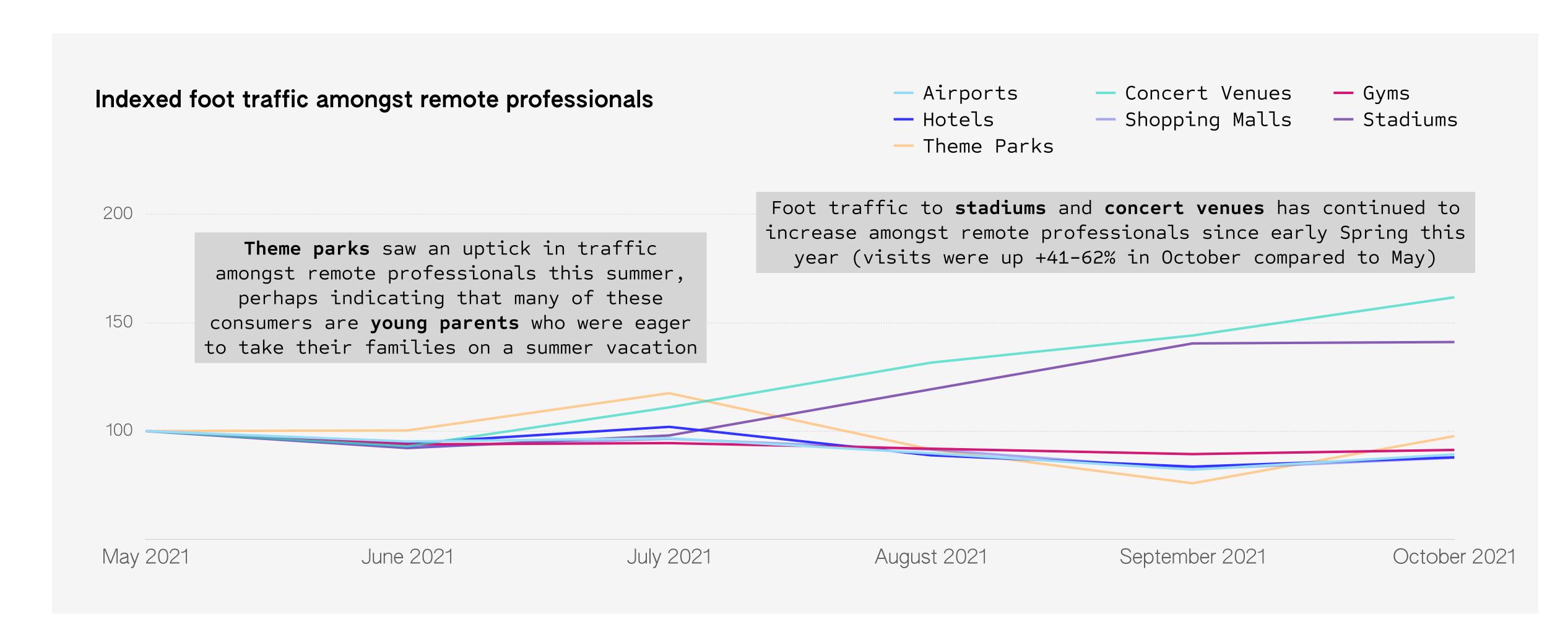
Remote professionals may prefer cooking at home over dining out

Insight: Foot traffic to grocery stores has continued to outpace visits to restaurants, coffee shops and bars amongst remote professionals in recent months.



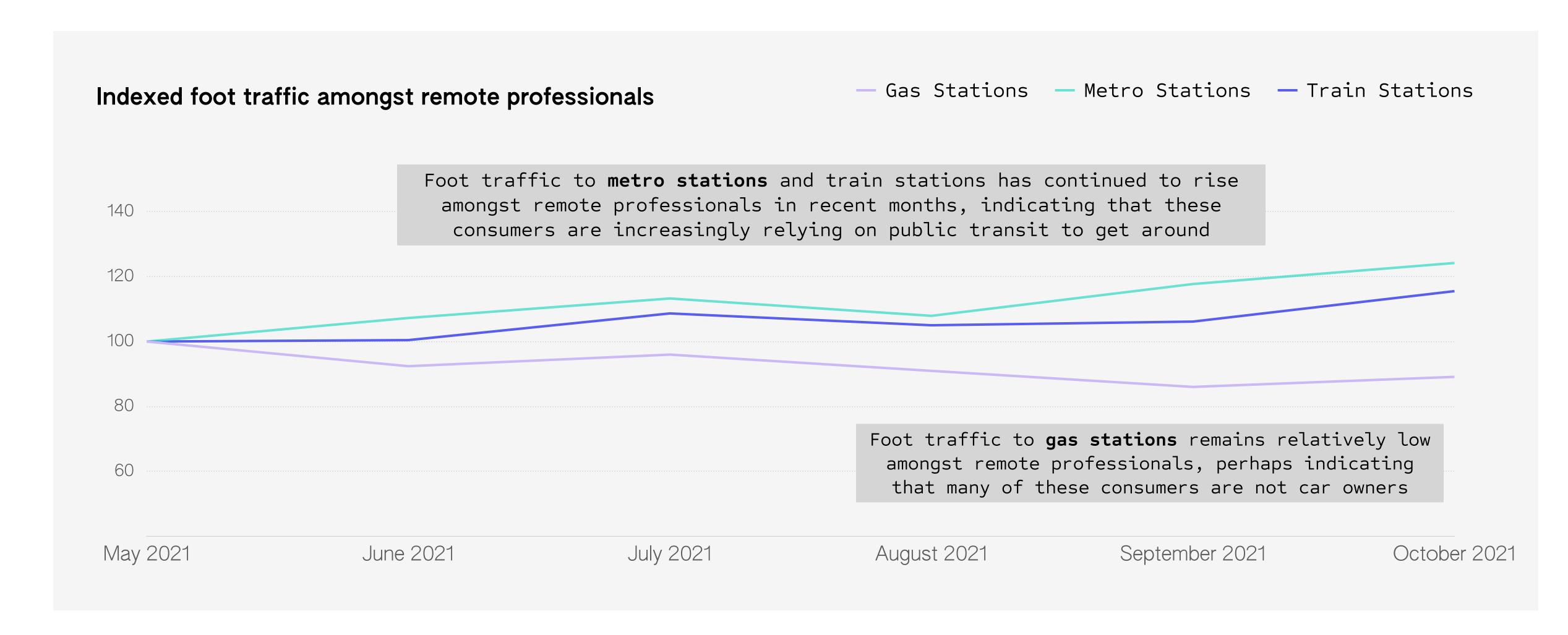


Remote professionals have been eager to return to live sporting events & concerts





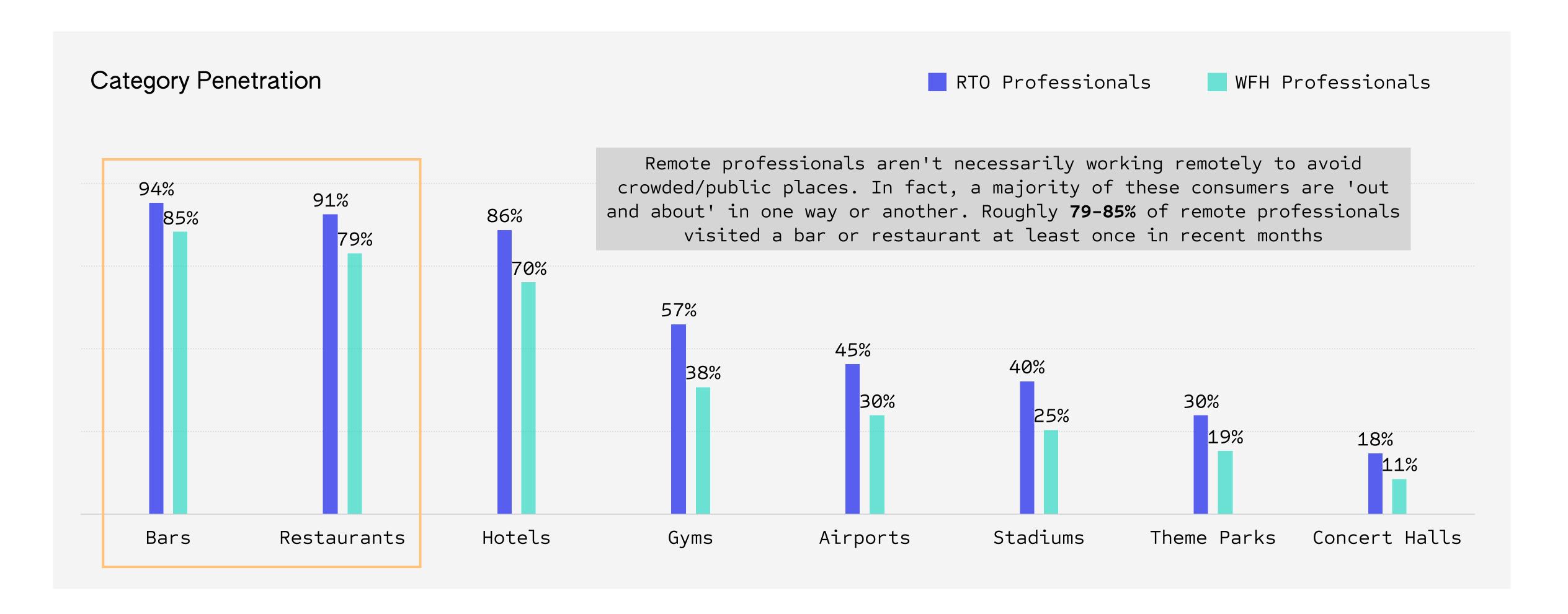
Remote professionals are likely **urban dwellers**, relying on public transit to run errands and quickly get around densely populated cities





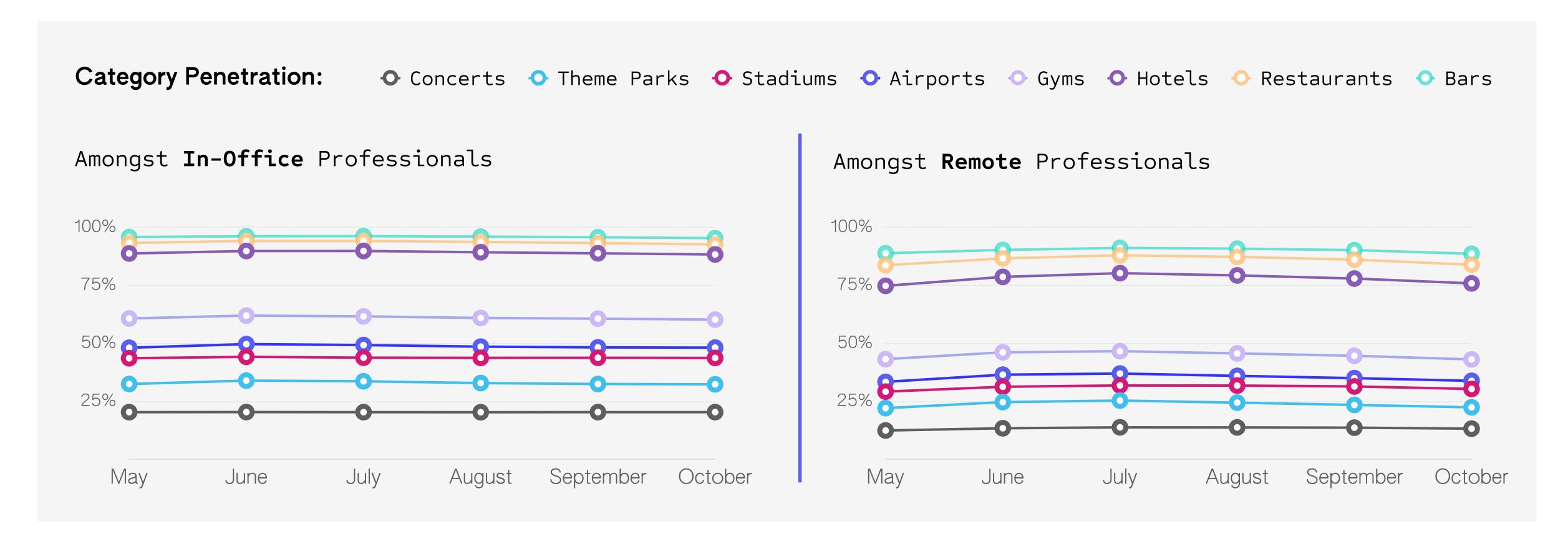
How does the behavior of remote vs. in-office professionals compare?

Remote professionals are almost just as likely to frequent bars & restaurants as in-office professionals



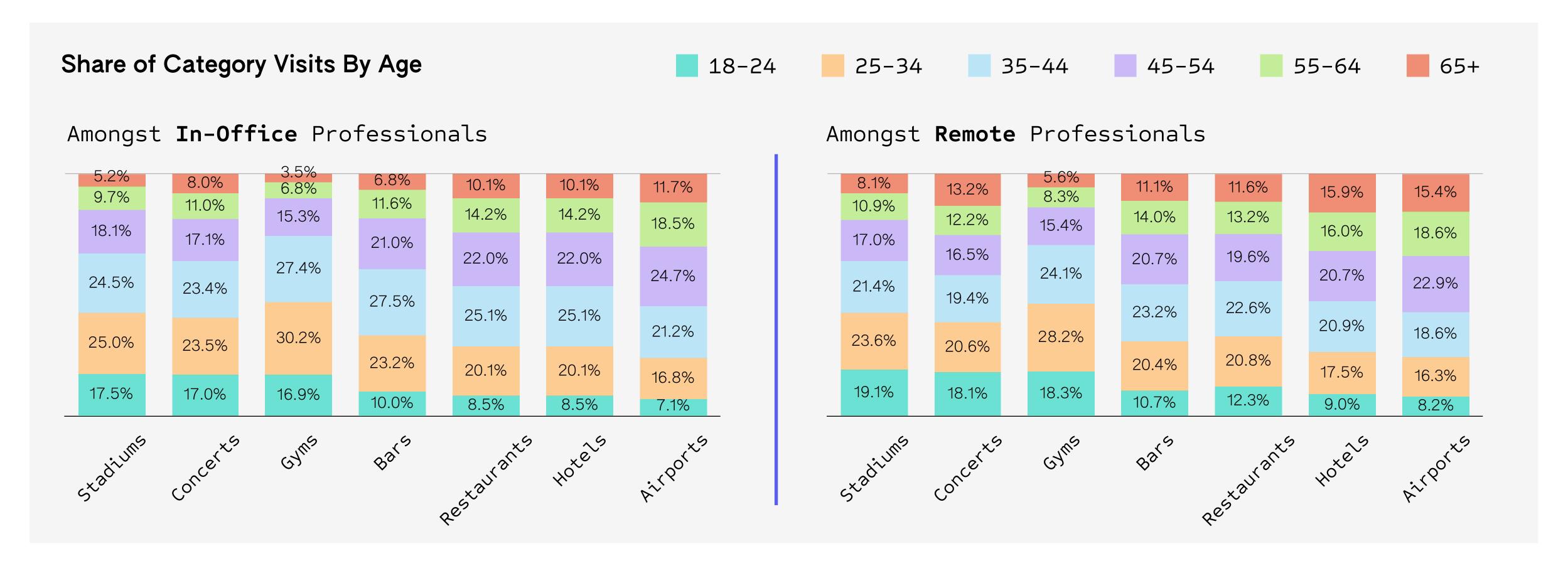


Visits to most non-work places remain relatively lower amongst remote professionals despite more pronounced summer upticks amongst this audience



Insights: Restaurants, bars, hotels, stadiums and various other places all saw a more notable uptick in visits amongst remote professionals over the summer. However, all of these categories have continued to see a relatively higher % of visits from in-office professionals over the past 6 months.

Gen Z remote professionals are even more likely to be 'out and about' than in-office professionals of the same age group



Insights: Young remote professionals are even more 'out and about' than young in-office professionals. Most non-work places (including stadiums, gyms, concerts, restaurants, bars, hotels & airports) are seeing a higher share of traffic from remote professionals **ages 18-24** than in-office professionals of the same ages group. **Older remote professionals** are even more likely to visit nightlife spots and travel than older in-office professionals. Bars, hotels and airports are seeing a relatively higher share of traffic from remote professionals **ages 55+** as compared to share of visits from in-office professionals ages 55+.

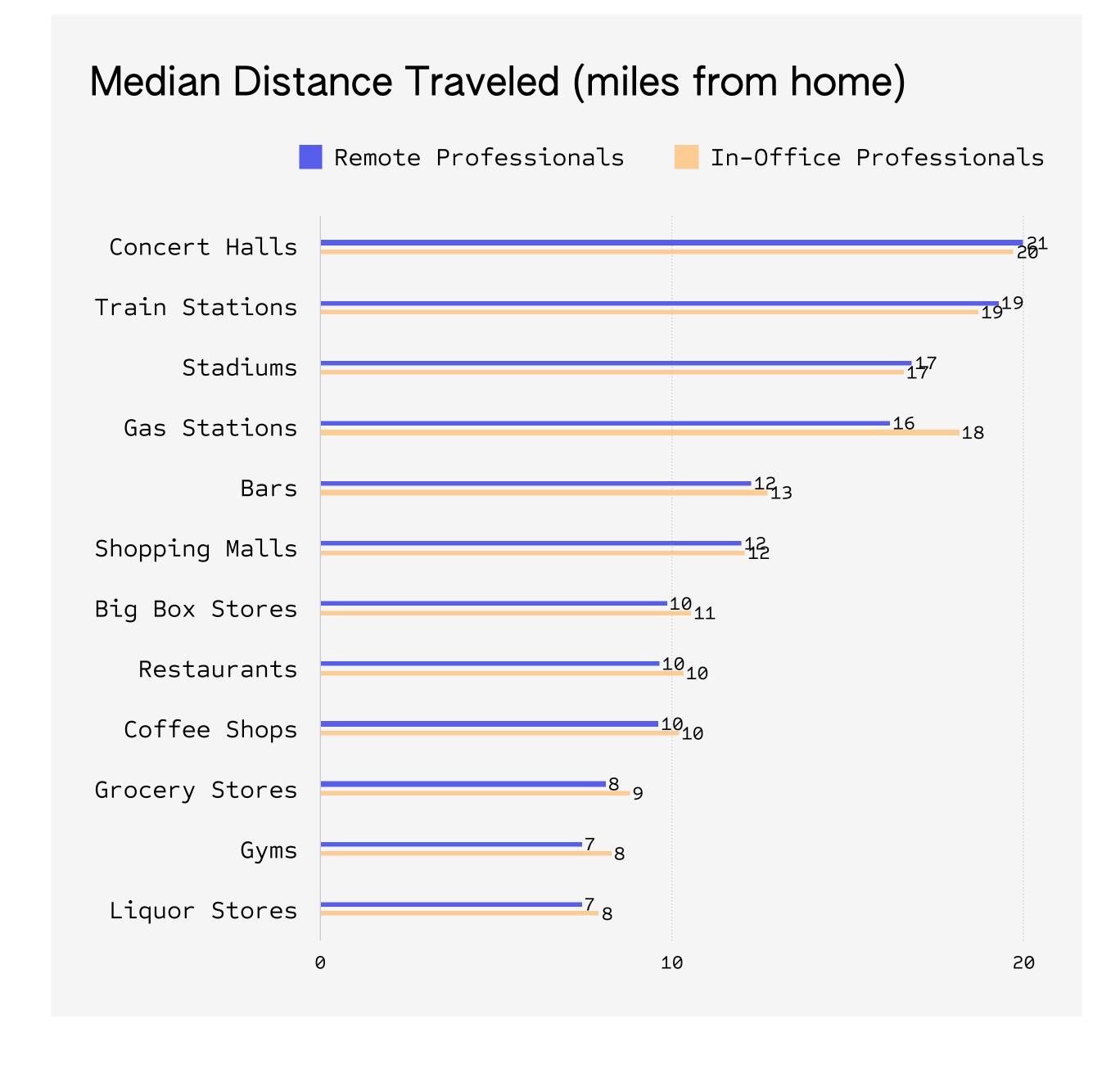


Remote professionals are typically traveling **less distance** on average to visit the same non-work places that remote professionals are visiting

Insights:

Compared to in-office professionals, remote professionals are traveling slightly further from home to attend concerts and sporting events, but traveling relatively less distance to visit restaurants, coffee shops, grocery stores, bars, gyms and liquor stores. This likely means that remote professionals are generally relying on local shops & services closer to home to run errands, dine out and exercise.

In-office professionals are driving notably further distance to reach gas stations, perhaps indicating that these professionals are commuting to the office by car.





How does foot traffic to non-work places amongst remote professionals compare with that of in-office professionals?



Travel

Airports and hotels saw a steady uptick in traffic amongst in-office professionals between May - July, while airport & hotel visits amongst remote professionals has declined since May.



Driving

Foot traffic to gas stations has continued to decline amongst remote professionals since May. Perhaps remote professionals are more likely to be urban dwellers, relying on public transit.



Coffee Runs

Foot traffic to coffee shops has remained relatively stable amongst in-office professionals in recent months, while visits have continued to gradually decline amongst remote professionals since May.



Dining Out

Restaurants saw a notable uptick in traffic amongst inoffice professionals throughout the summer, while restaurant visits amongst remote professionals has remained fairly stable since May this year.



Nightlife

Bars saw a relatively more notable uptick in traffic amongst in-office professionals in the summer months, perhaps indicating that people who returned to the office were more likely to attend afterwork happy hours.



Shopping

Foot traffic to malls & big box stores has remained relatively low amongst remote professionals. However, recent upticks may indicate that remote professionals are returning to stores for holiday shopping this year.



Exercise

Gyms saw significant growth in traffic amongst in-office professionals throughout the summer months, returning to pre-summer levels by October. Meanwhile, gym traffic amongst remote professionals to gradually declined since May.

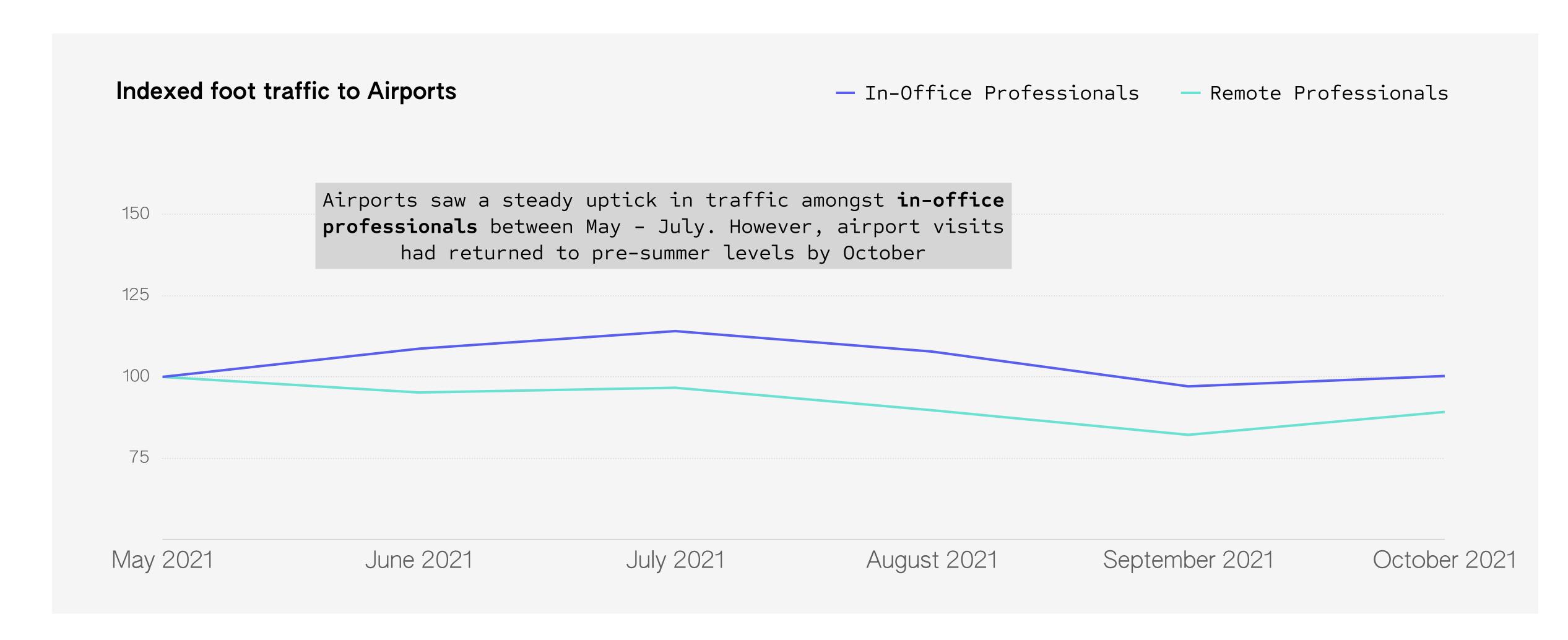


Sporting Events

All professionals, and especially those who have recently returned to the office, are eager to attend live sporting events in person again. Traffic has continued to rise since May, reaching peak growth in September.

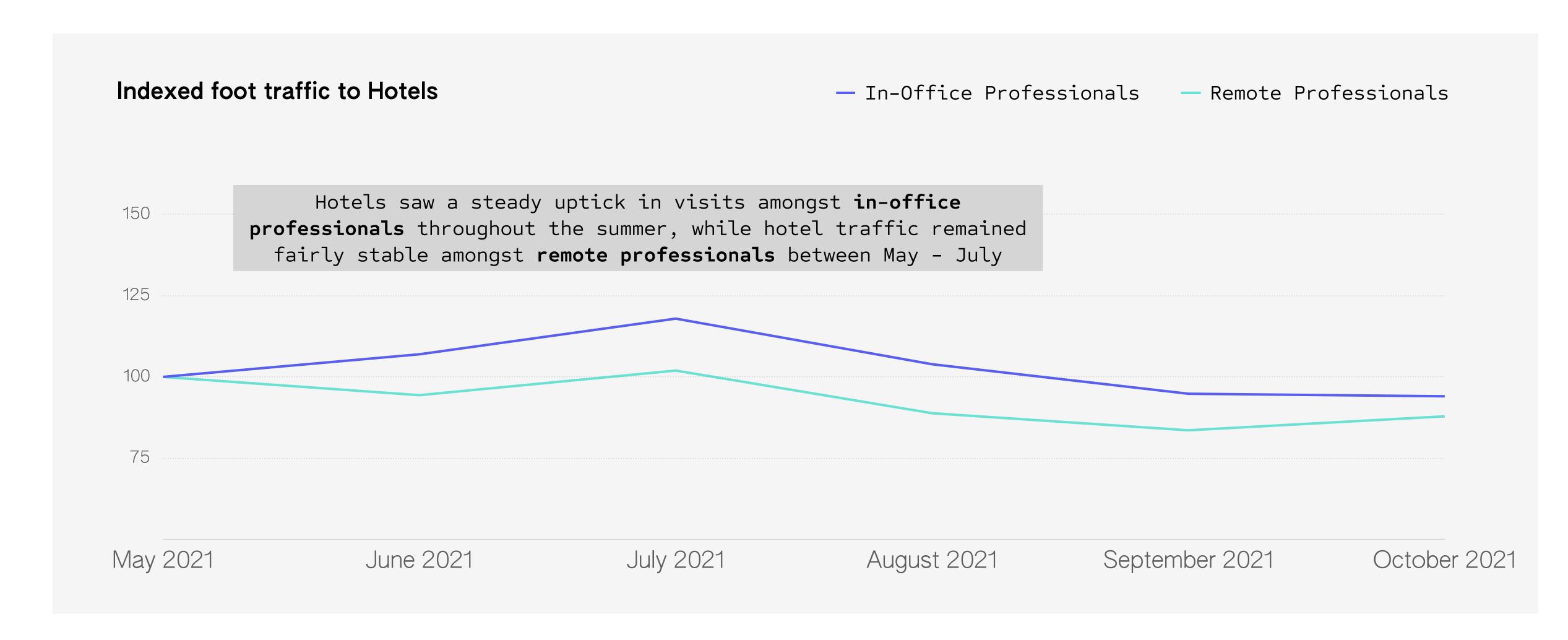


In-office professionals are more likely to travel by plane compared to remote professionals, especially throughout the summer months



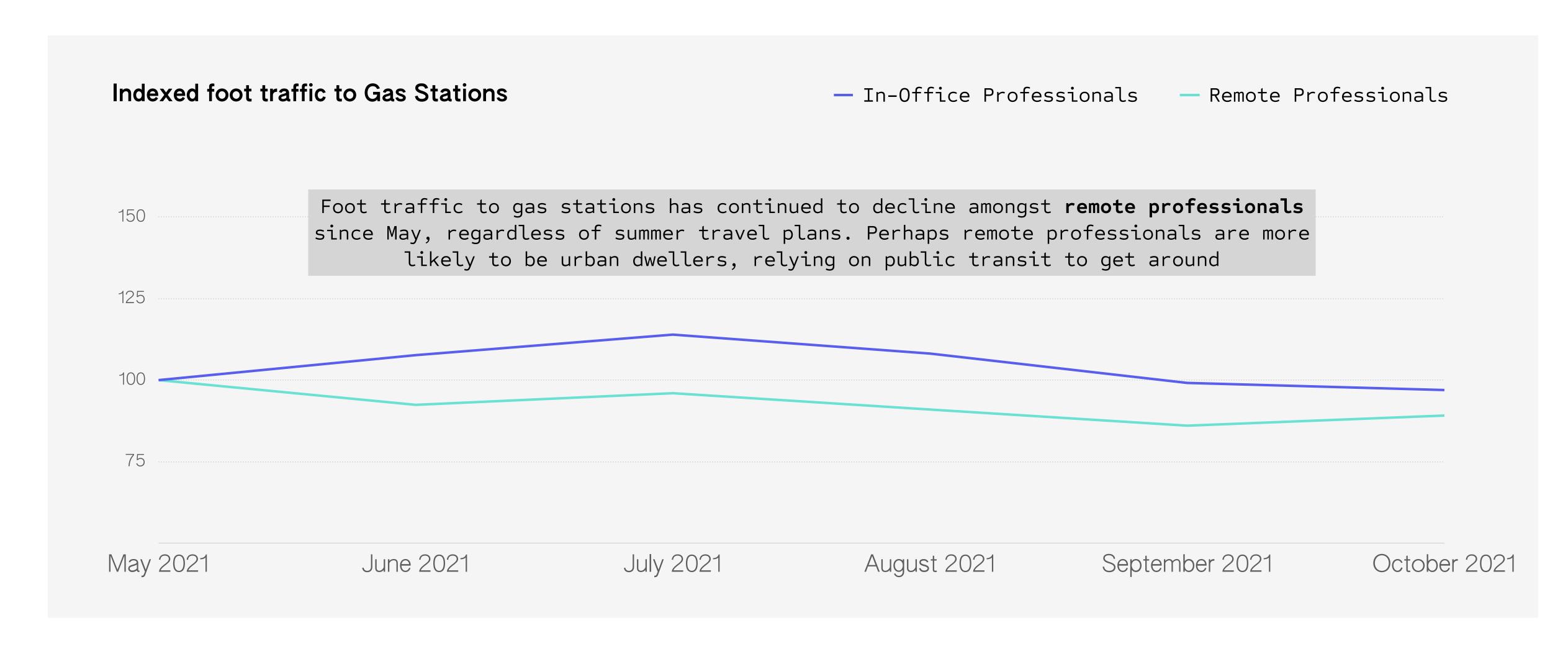


In-office professionals are more likely to visit hotels compared to remote professionals, especially throughout the summer months



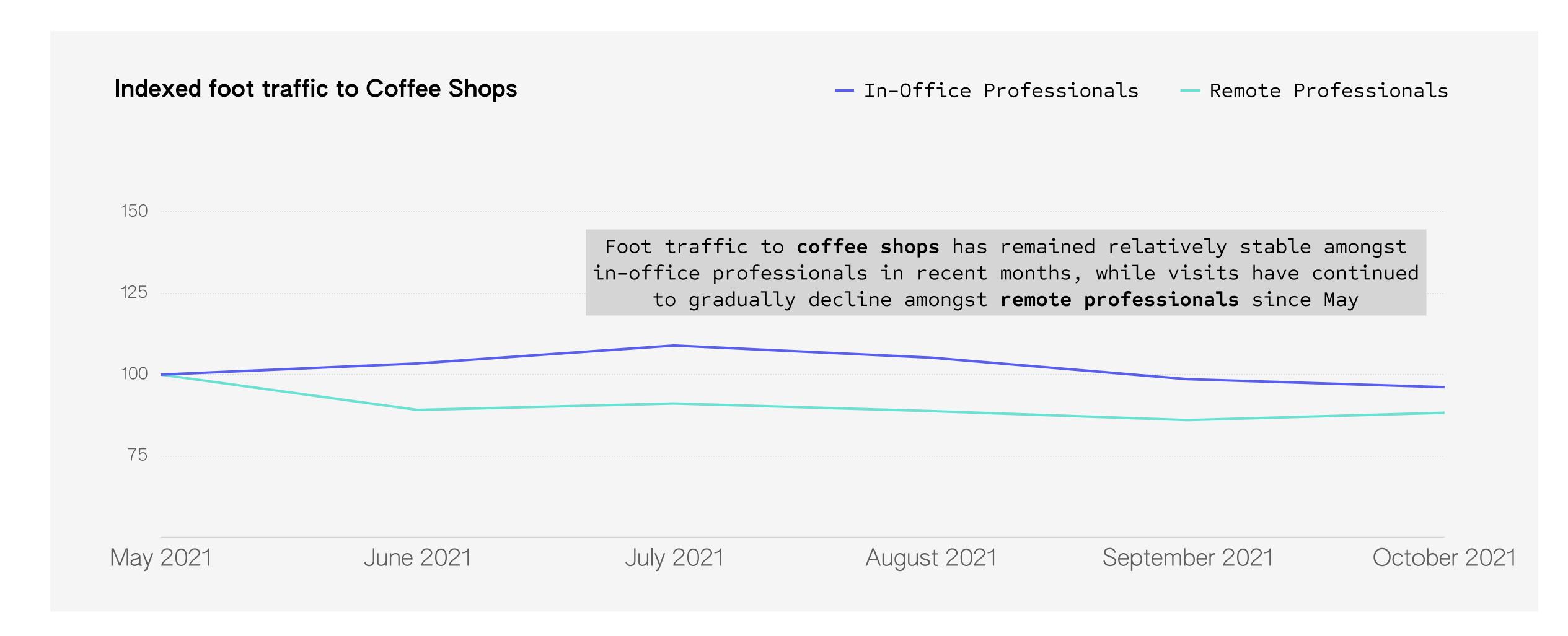


In-office professionals are more likely to commute by car; Foot traffic to gas stations has continued to decline amongst remote professionals in recent months



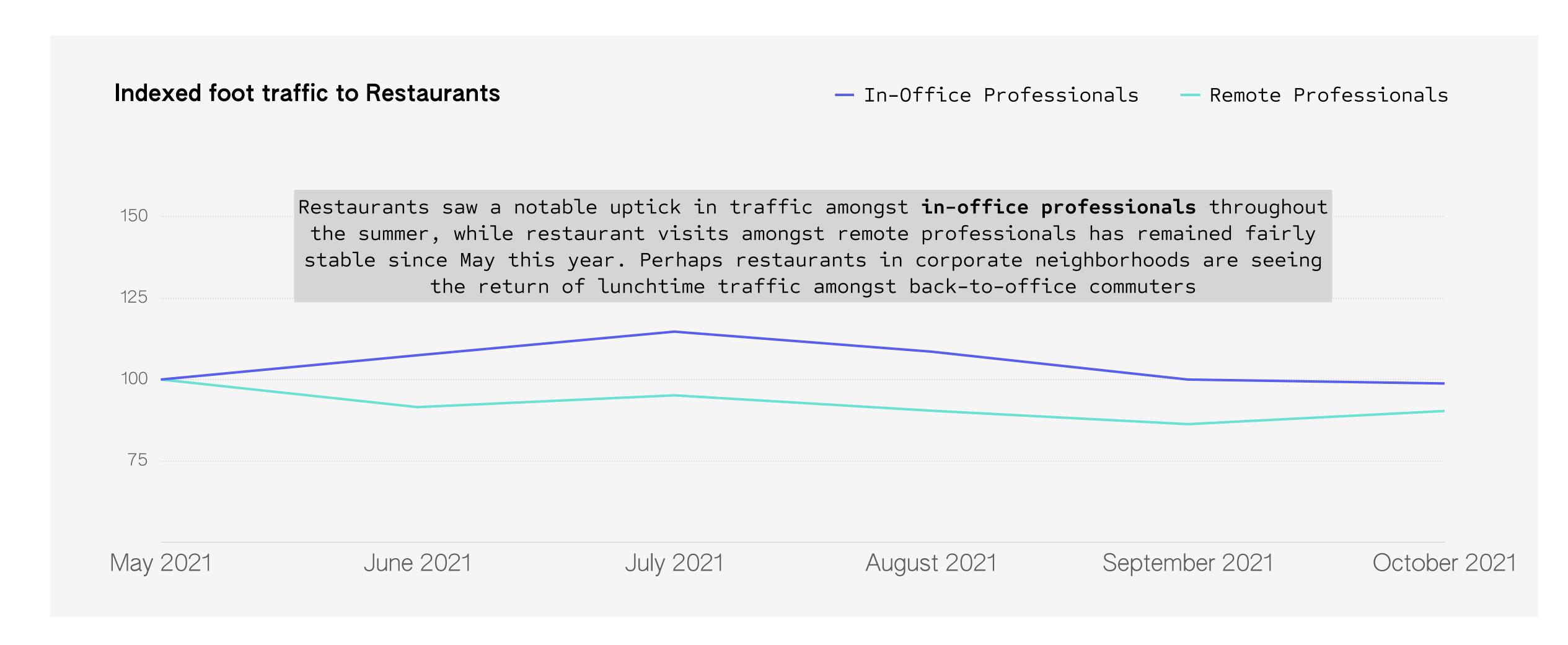


Coffee shops are relying most on traffic from in-office professionals, while remote professionals are perhaps more likely to brew their morning coffee at home



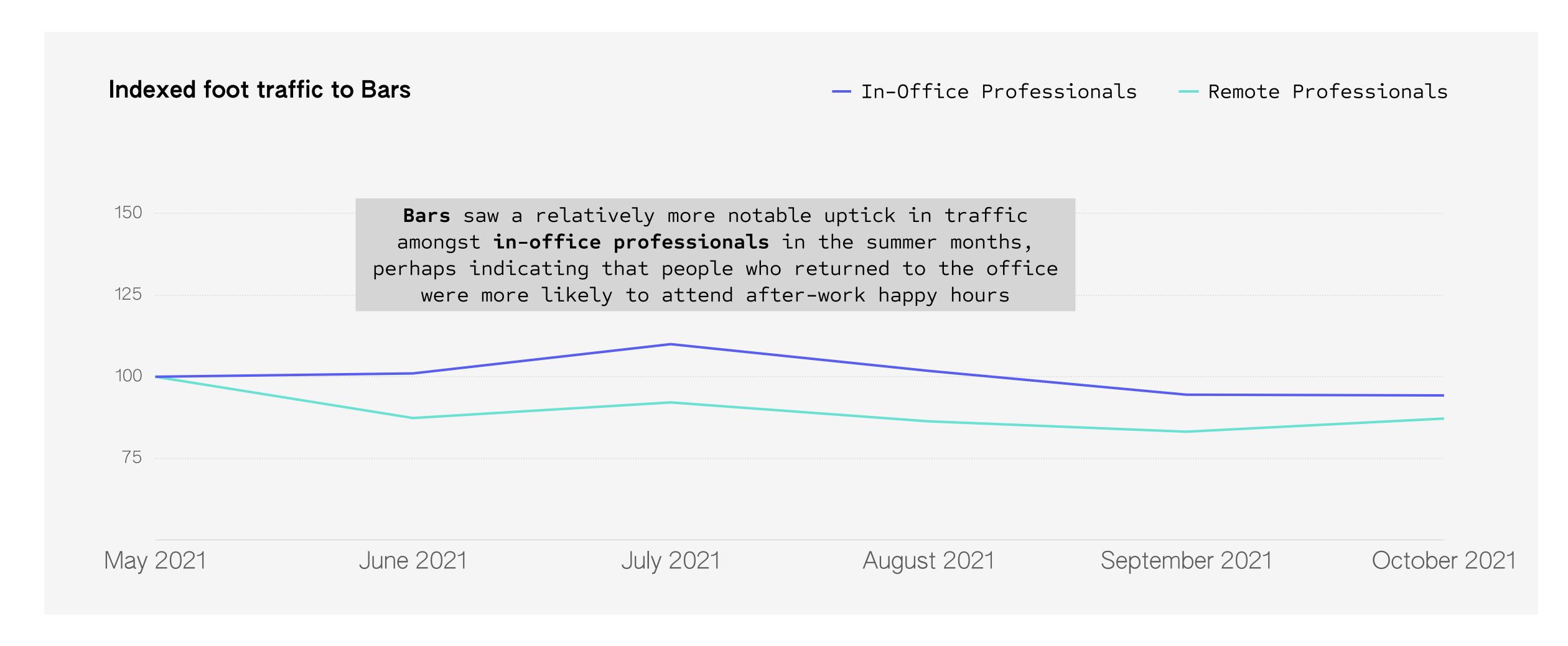


In-office professionals are more likely to dine out compared to remote professionals; **Restaurant** visits amongst remote professionals have gradually declined since May



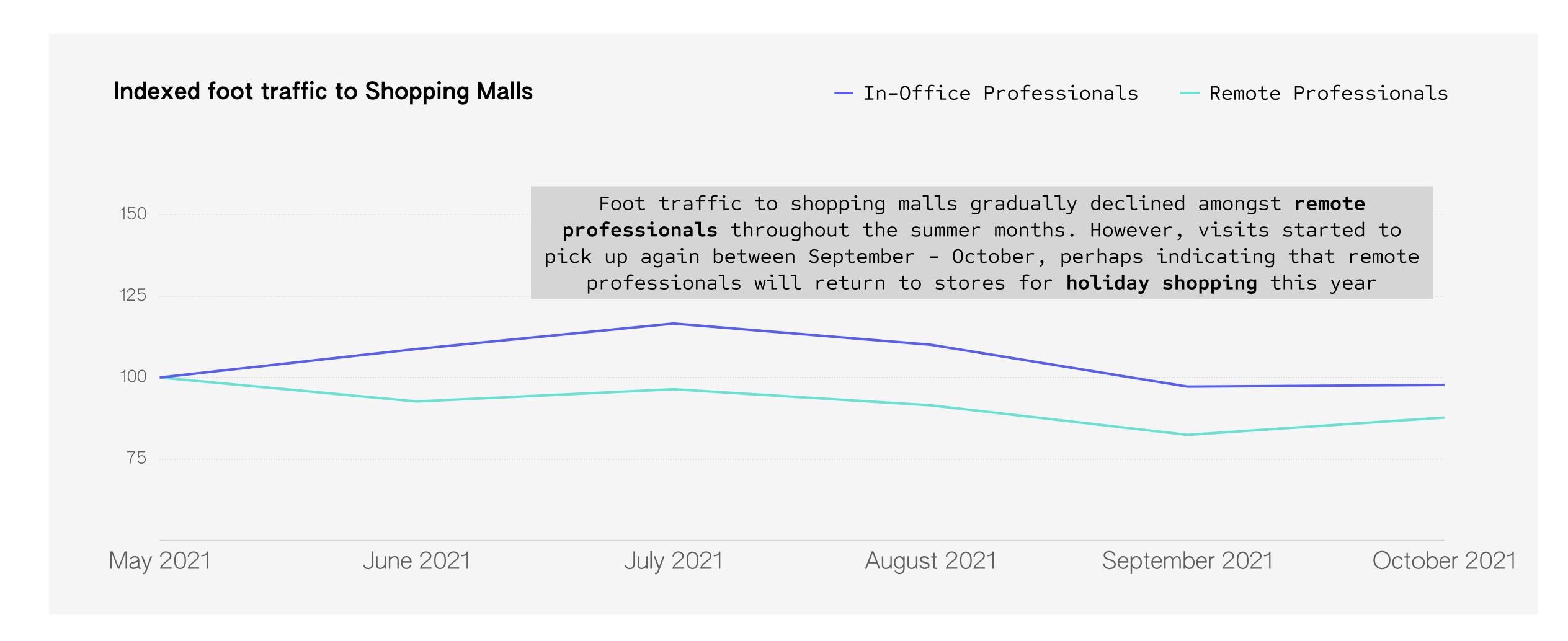


In-office professionals are more likely to visit **bars** compared to remote professionals, especially in the summer



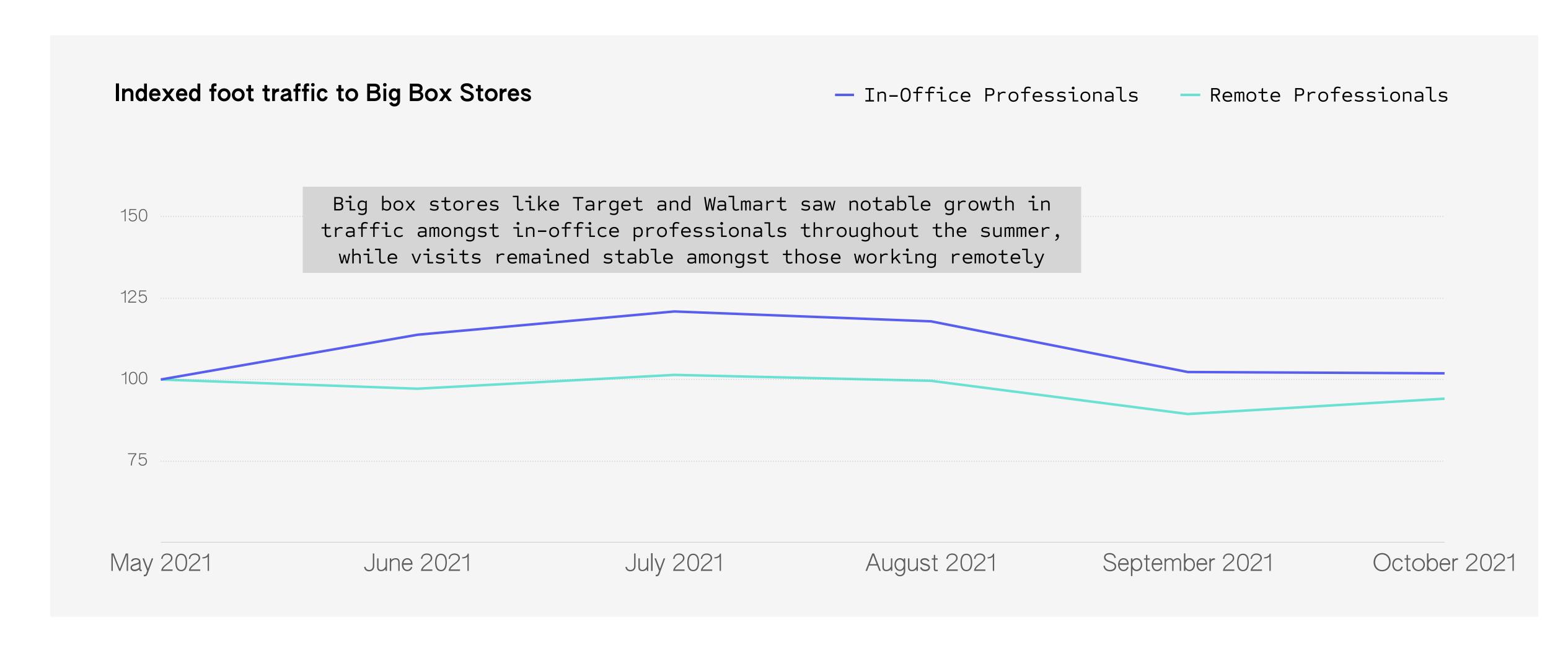


In-office professionals are more likely to **shop in-stores** compared to remote professionals; Traffic to shopping malls has gradually declined amongst remote professionals since May



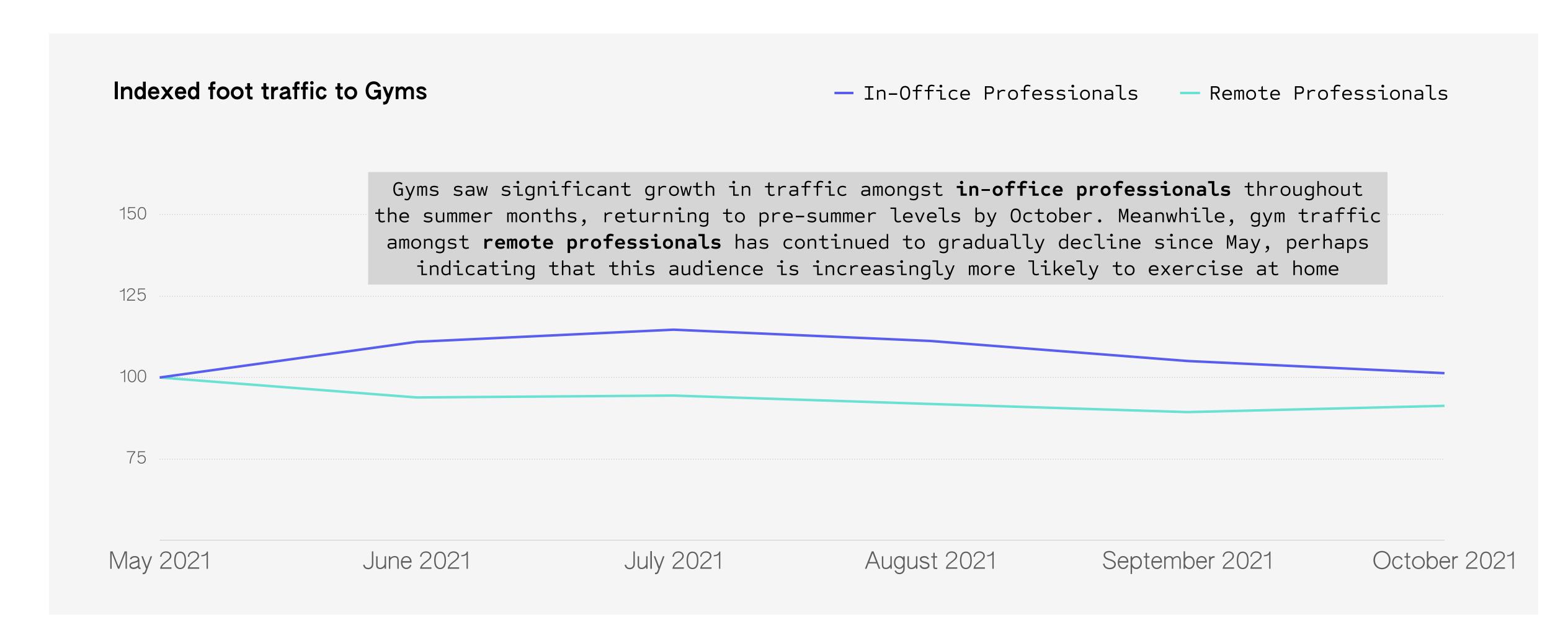


In-office professionals may be more likely to shop for **everyday essentials** in-person compared to remote professionals



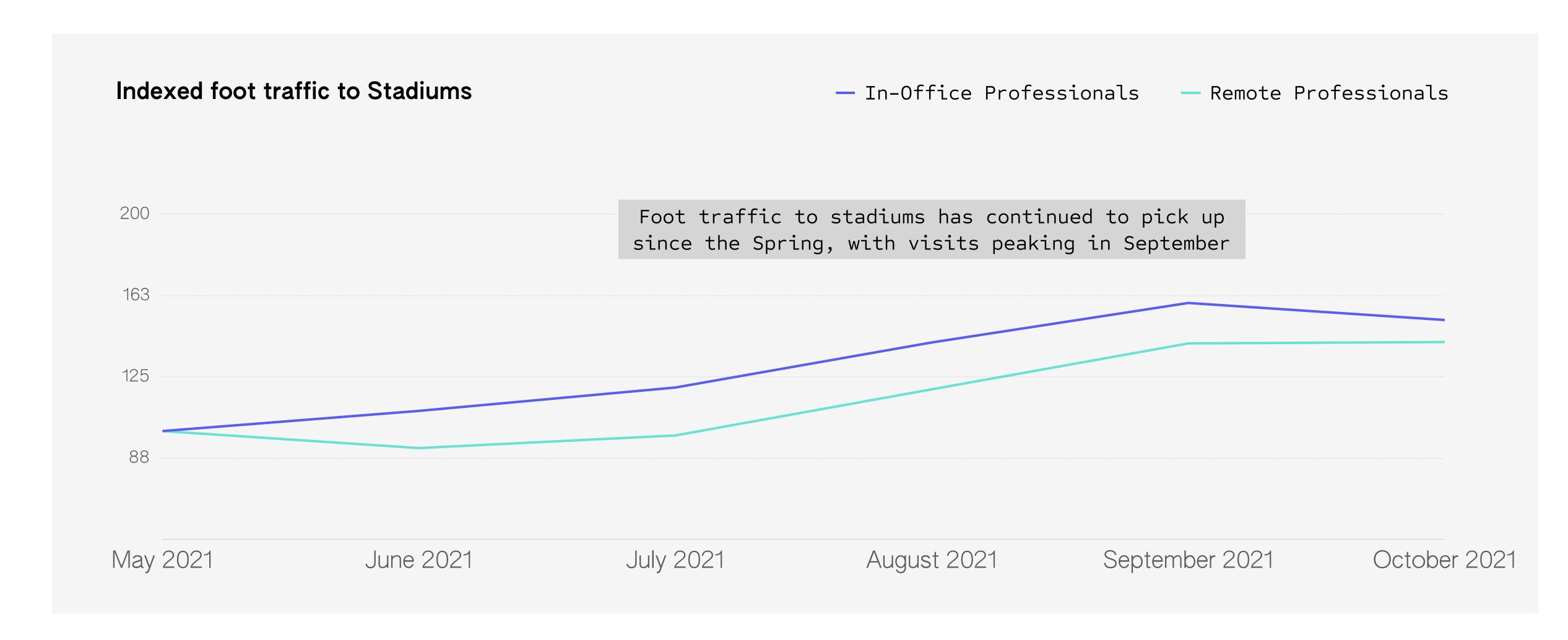


Gyms are mainly relying on traffic from in-office professionals, while remote professionals are perhaps more likely to exercise at home





All professionals, and especially those who have recently returned to the office, are eager to return to **live sporting events** in person





How to activate with Foursquare



How to activate with Foursquare.



Segment Audiences

Identify consumers in different life stages with changes in foot traffic patterns, visit frequency & brand affinities



Tap Into Trends

Use taste & trend data to identify consumer preferences, creating programs that drive mass personalization



Reach Consumers With Moment Based Messaging

Dynamically optimize messaging and creative to align with the appropriate moment



Influence Buyer Behavior

Reach key audiences on their path to purchase, intercepting and influencing their journeys



Conquest Competitors

Target consumers in and around competitor locations to change their behavior with conquesting messaging



Proximity Target

Identify consumers in & around store locations to drive them to purchase specific products



Leverage Insights

Use insights on lifestyles & brand preferences to influence future growth initiative



Measure Impact

Monitor how cross platform advertising is driving visits to store locations, optimizing performance in real-time



Reach new customers & align with the right moments with Foursquare's targeting solutions.

FOURSQUARE /audience

Build highly-customized, scalable audiences based on real-world consumer behavior.

Select from 1200+ ready-to-use audience available in our Audience Designer and all major DSPs, DMPs, or create highly-customized audiences in our self-serve UI.

FOURSQUARE /proximity

Build accurate, custom geofences to reach consumers in geo-contextual real-time moments.

Build accurate, custom geofences to reach consumers based on where they are in real-time and key moments of receptivity. Design your own custom segments in our selfserve UI, or let us create segments that meet your goals

Harness the power of location data with **Foursquare Visits** for brands & marketers

Your first party data is invaluable, but incomplete. Real-world visits inform how to keep your customers engaged and loyal.

With **Foursquare Visits**, you can incorporate the only MRC accredited visits solution, which is couples from our first party and our trusted third party partnerships.

ANALYZE



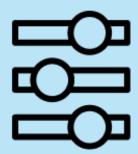
Our proprietary assets make sense of where people are moving to inform better business decisions through analytics, forecasting, and modeling.

ACTIVATE



Incorporate FSQ Visits into your own data to create custom targeting segments and activate them in your DSP or social network of choice.

MEASURE



Leverage FSQ visits as a conversion metric to gauge the effectiveness of your entire marketing and strategy plan to drive people to a store.



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MODEL & FORECAST

Identify and predict trends based on foot traffic in different regions, cities, and neighborhoods.



SELECT SITES

Determine where to place new locations or develop properties based on foot traffic (or lack thereof) in commercial districts.



DERIVE INSIGHTS

Enrich your CRM database with information about the places your customers are going, including whether or not they are going to the office again.



Harness the power of location data with Foursquare Places

The landscape is constantly changing: thousands of business open & close each year. Foursquare's POI data enables data providers to deliver accurate, fresh and contextual data.

With Foursquare Places, you can leverage 100+ million points of interest around the globe.



SELECT SITES

Determine where to place new locations or develop properties based on analysis of different commercial districts.

RECOMMEND NEARBY PLACES



Deliver geo-contextual experiences to users based on their real-time location, whether they need gas on their way to work or overnight shipping to their home.

POWER SEARCH RESULTS

Surface relevant places for your users, whether they're looking for lunch near the office or delivery to their home.



Thank You

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