Caltrans Sustainable Communities Grant to
Southern California Association of Governments
Stakeholder Survey Results
SCAG Region - Overview of Stakeholders

Total Respondents: 210

Role for Policy Decisions:
- Make policy decisions: 99
- Provide input to policy decisions: 111

Type of Organization Represented:
- Public Agency: 46.7%
- Private-Sector: 28.1%
- Education or Health: 19.5%
- Other: 5.7%

Number of Employees by Percentage:
- More than 100: 48.6%
- 11 - 50: 15.2%
- 51 - 100: 6.2%
- 1 - 10: 30.0%
Inland Empire - Overview of Stakeholders

Total Respondents

68

Role for Policy Decisions

- Make policy decisions: 34
- Provide input to policy decisions: 34

Type of Organization Represented

- Public Agency: 48.5%
- Education or Health: 23.5%
- Private-Sector: 20.6%
- Other: 7.4%

Number of Employees by Percentage

- 1 - 10: 27.9%
- 11 - 50: 8.8%
- 51 - 100: 5.9%
- More than 100: 57.4%
Work Location Preferences in Time Relative to Pandemic

Inland Empire

SCAG Region
Work Location Preferences Over Time - Pre-During-Post Pandemic

Inland Empire

SCAG Region
Percentage of Employees that Work Remotely at the Present Time

Inland Empire
- 80% to 100%: 14.7%
- 60% to 80%: 11.8%
- 20% - 40%: 11.8%
- Up to 20%: 20.6%
- Total: 41.2%

SCAG Region
- 80% to 100%: 17.6%
- 60% to 80%: 17.1%
- 20% - 40%: 15.2%
- Up to 20%: 19.5%
- Total: 30.5%
Optimal Mix of Telecommuting Days for Employers Allowing for “Hybrid” Working Arrangement

Inland Empire

<table>
<thead>
<tr>
<th>Telecommuting Days</th>
<th>Allow Flexibility</th>
<th>Hybrid Working Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day</td>
<td>2 (2.94%)</td>
<td>30 (44.12%)</td>
</tr>
<tr>
<td>2 days</td>
<td>7 (10.29%)</td>
<td></td>
</tr>
<tr>
<td>3 days</td>
<td>2 (2.94%)</td>
<td></td>
</tr>
<tr>
<td>4 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Answered: 68

SCAG Region

<table>
<thead>
<tr>
<th>Telecommuting Days</th>
<th>Allow Flexibility</th>
<th>Hybrid Working Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day</td>
<td>7 (3.33%)</td>
<td>64 (30.48%)</td>
</tr>
<tr>
<td>2 days</td>
<td>30 (14.29%)</td>
<td></td>
</tr>
<tr>
<td>3 days</td>
<td>15 (7.14%)</td>
<td></td>
</tr>
<tr>
<td>4 days</td>
<td>1 (0.48%)</td>
<td></td>
</tr>
<tr>
<td>5 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Answered: 210
Private-Sector Employer - Impact of Lack of High-Speed Internet

Inland Empire

Yes 42.1%
No 31.6%
Uncertain 26.3%

SCAG Region

Yes 40.6%
No 39.1%
Uncertain 20.3%

Note: For right-side question, 42.1% and 37.7% responded as "Not Applicable" for Inland Empire and SCAG region respectively.
Public Agency and Service Provider - Impact of Lack of High-Speed Internet

**Inland Empire**

Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of clients or customers who can receive your services online?

- **Yes**: 41.9%
- **No**: 41.9%
- **Uncertain**: 16.1%

How much does the lack of high-speed internet infrastructure limit the number of employees who can work remotely?

- **5**: 17.4%
- **4**: 26.1%
- **3**: 21.7%
- **2**: 21.7%

**SCAG Region**

Note: For right-side question, 25.8% and 24.1% responded as "Not Applicable" for Inland Empire and SCAG region respectively.

- **Yes**: 50.6%
- **No**: 28.7%
- **Uncertain**: 20.7%

How much does the lack of high-speed internet infrastructure limit the number of employees who can work remotely?

- **5**: 16.7%
- **4**: 27.3%
- **3**: 22.7%
- **2**: 22.7%
Education and Health Provider - Impact of Lack of High-Speed Internet

Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of [students] [members or patients] who can receive your services online?

Inland Empire
- Yes: 53.3%
- No: 20.0%
- Uncertain: 26.7%

SCAG Region
- Yes: 56.4%
- No: 28.2%
- Uncertain: 15.4%

How much does the lack of high-speed internet infrastructure limit the number of employees who can work remotely? (1 to 5 Scale)

Inland Empire
- 1: 18.2%
- 2: 36.4%
- 3: 27.3%
- 4: 18.2%
- 5: 26.7%

SCAG Region
- 1: 16.7%
- 2: 16.7%
- 3: 16.7%
- 4: 26.7%
- 5: 23.3%

Note: For right-side question, 26.7% and 23.1% responded as “Not Applicable” for Inland Empire and SCAG region respectively.
Private-Sector Employer - % Employees Could Work Remotely

What is the optimal percentage of your employees who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

Inland Empire

- 0%: 4 (21.05%)
- Up to 20%: 2 (10.53%)
- 20% - 40%: 1 (5.26%)
- 40% - 60%: 1 (5.26%)
- 60% - 80%: 3 (15.79%)
- 80% to 100%: 8 (42.11%)

Answered: 19

SCAG Region

- 0%: 9 (13.04%)
- Up to 20%: 11 (15.94%)
- 20% - 40%: 10 (14.49%)
- 40% - 60%: 11 (15.94%)
- 60% - 80%: 4 (5.80%)
- 80% to 100%: 24 (34.78%)

Answered: 69
What percentage of your clients or customers receive services online at the present time?

Inland Empire:
- 4% (12.90%)
- 3% (9.68%)
- 8% (25.81%)
- 2% (6.45%)
- 6% (19.35%)

SCAG Region:
- 6% (6.90%)
- 15% (17.24%)
- 18% (20.69%)
- 19% (21.84%)
- 13% (14.94%)
- 16% (18.39%)

Answered:
- Inland Empire: 31
- SCAG Region: 87
Public Agency and Service Provider - % Clients Could Receive Services Online
What is the optimal percentage of your clients or customers who could receive services online?

Inland Empire

- 3.23% of respondents indicated 0%
- 19.35% indicated 20% - 40%
- 32.26% indicated 40% - 60%
- 41.94% indicated 60% - 80%
- 13 respondents indicated 80% - 100%

SCAG Region

- 2.30% of respondents indicated 0%
- 9.20% indicated 20% - 40%
- 11.49% indicated 40% - 60%
- 19.54% indicated 60% - 80%
- 24.14% indicated 80% - 100%
- 33.33% indicated 80% - 100%

Answered: 31
Answered: 87
Public Agency and Service Provider – % Workers Could Work Remotely

What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

Inland Empire

- 0%: 1, 3.23%
- Up to 20%: 5, 16.13%
- 20% - 40%: 8, 25.81%
- 40% - 60%: 8, 25.81%
- 60% - 80%: 5, 16.13%
- 80% - 100%: 4, 12.90%

Answered: 31

SCAG Region

- 0%: 3, 3.45%
- Up to 20%: 18, 20.69%
- 20% - 40%: 21, 24.14%
- 40% - 60%: 19, 21.84%
- 60% - 80%: 13, 14.94%
- 80% - 100%: 13, 14.94%

Answered: 87
What percentage of your students attend classes or members and patients receive services online at the present time?

Inland Empire:
- 0%: 4 (26.67%)
- Up to 20%: 8 (53.33%)
- 20% - 40%: 1 (6.67%)
- 40% - 60%: 2 (13.33%)
- 60% - 80%: 2 (13.33%)
- 80% - 100%: 2 (13.33%)

SCAG Region:
- 0%: 5 (12.82%)
- Up to 20%: 17 (43.59%)
- 20% - 40%: 2 (5.13%)
- 40% - 60%: 2 (5.13%)
- 60% - 80%: 4 (10.26%)
- 80% - 100%: 9 (23.08%)
What is the optimal percentage of your students who could attend classes online or members and patients who could receive services online?

**Inland Empire**

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>4</td>
<td>26.67%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>3</td>
<td>20.00%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>4</td>
<td>26.67%</td>
</tr>
<tr>
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**SCAG Region**

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<td>7.69%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>7</td>
<td>17.95%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>6</td>
<td>15.38%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>4</td>
<td>10.26%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>13</td>
<td>33.33%</td>
</tr>
</tbody>
</table>
Education and Health Services - % Workers Who Could Be Remote

What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

Inland Empire

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<td></td>
<td></td>
</tr>
<tr>
<td>80% - 100%</td>
<td></td>
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</tr>
</tbody>
</table>

Answered: 15

SCAG Region

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Number</th>
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<td>Up to 20%</td>
<td>11</td>
<td>28.21%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>10</td>
<td>25.64%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>5</td>
<td>12.82%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>3</td>
<td>7.69%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>4</td>
<td>10.26%</td>
</tr>
</tbody>
</table>

Answered: 39
Private-Sector Employer – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees or vehicle trips related to other aspects of your business?

Inland Empire

<table>
<thead>
<tr>
<th>Strategy</th>
<th>SCAG Region</th>
<th>Inland Empire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Launch an awareness campaign to educate employers and employees about the environmental benefits of telecommuting to reducing vehicle trips.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide sample policies and employer training for implementing telecommuting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Inland Empire

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<tr>
<th>Strategy</th>
<th>SCAG Region</th>
<th>Inland Empire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Launch an awareness campaign to educate employers and employees about the environmental benefits of telecommuting to reducing vehicle trips.</td>
<td>12</td>
<td>2</td>
</tr>
<tr>
<td>Provide sample policies and employer training for implementing telecommuting.</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>16</td>
<td>2</td>
</tr>
</tbody>
</table>
Public Agency or Service Provider – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees and vehicle trips by your clients or customers?

Inland Empire

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
- Assist your clients or customers with securing affordable home Internet service and a computing device.
- Provide digital literacy training for your clients or customers.
- Improve availability and convenience of public transit.
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.

SCAG Region

- Assist your clients or customers with securing affordable home Internet service and a computing device.
- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
- Provide digital literacy training for your clients or customers.
- Improve availability and convenience of public transit.
- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
### Education and Health Services – Strategies to Reduce Vehicle Trips

How helpful would the following be to your organization in reducing vehicle trips by your employees and vehicle trips by your clients or customers?

#### Inland Empire

<table>
<thead>
<tr>
<th>Strategy</th>
<th>SCAG Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td><img src="chart" alt="Bar chart" /></td>
</tr>
<tr>
<td>Assist your [students] [members and patients] with securing affordable home Internet service and a computing device.</td>
<td><img src="chart" alt="Bar chart" /></td>
</tr>
<tr>
<td>Provide digital literacy training for your [students and parents] [members or patients].</td>
<td><img src="chart" alt="Bar chart" /></td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td><img src="chart" alt="Bar chart" /></td>
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<tr>
<td>Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.</td>
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</table>

#### SCAG Region

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<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
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</tr>
</tbody>
</table>
Top-Ranked Strategies by Stakeholder Group to Reduce Vehicle Trips

<table>
<thead>
<tr>
<th>Strategy to Reduce Vehicle Trip Generation (and Related VMT and GHG)</th>
<th>Stakeholder Group</th>
<th>Percent of Responders Rating Strategy 4 or 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>Private-Sector Employer Business</td>
<td>75%</td>
</tr>
<tr>
<td>Assist your clients or customers with securing affordable home Internet service and a computing device.</td>
<td>Public Agency Non-Profit Service Provider</td>
<td>83%</td>
</tr>
<tr>
<td>Assist your students or member and patients with securing affordable home Internet service and a computing device.</td>
<td>Education Organization Healthcare Provider</td>
<td>92%</td>
</tr>
</tbody>
</table>
Private-Sector Employer – Strategies to Reduce Vehicle Trips
Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers: 4.29
  - Policy Advisor: 3.75

- Provide sample policies and employer training for implementing telecommuting.
  - Policymakers: 3.36
  - Policy Advisor: 2.79

- Improve availability and convenience of public transit.
  - Policymakers: 3.16
  - Policy Advisor: 3.13

- Enact federal and state tax credits to employers for implementing telecommuting.
  - Policymakers: 3.80
  - Policy Advisor: 3.54

- Launch an awareness campaign to educate employers and employees about the environmental benefits of telecommuting to reducing vehicle trips.
  - Policymakers: 2.63
  - Policy Advisor: 3.56
Public Agency or Service Provider – Strategies to Reduce Vehicle Trips

Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers (Weighted Average Rating): 4.00
  - Policy Advisor (Weighted Average Rating): 4.18

- Assist your clients or customers with securing affordable home Internet service and a computing device.
  - Policymakers (Weighted Average Rating): 4.39
  - Policy Advisor (Weighted Average Rating): 4.31

- Provide digital literacy training for your clients or customers.
  - Policymakers (Weighted Average Rating): 4.06
  - Policy Advisor (Weighted Average Rating): 3.96

- Improve availability and convenience of public transit.
  - Policymakers (Weighted Average Rating): 3.31
  - Policy Advisor (Weighted Average Rating): 3.67

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - Policymakers (Weighted Average Rating): 3.42
  - Policy Advisor (Weighted Average Rating): 3.61
Education and Health Services – Strategies to Reduce Vehicle Trips
Policymakers Compared to Policy Advisors (Provides Input to Policy) – SCAG Region

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - Policymakers: 4.45, Policy Advisor: 4.50

- Assist your [students] [members and patients] with securing affordable home Internet service and a computing device.
  - Policymakers: 4.62, Policy Advisor: 4.69

- Provide digital literacy training for your [students and parents] [members or patients].
  - Policymakers: 4.15, Policy Advisor: 4.42

- Improve availability and convenience of public transit.
  - Policymakers: 3.85, Policy Advisor: 4.27

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - Policymakers: 4.00, Policy Advisor: 3.81
Caltrans Sustainable Communities Grant to Southern California Association of Governments
Stakeholder Survey Results