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%
- Education or Health: 19.5%
- Private-Sector: 28.1%
- Other: 5.7%

Number of Employees by Percentage

- 1 - 10: 30.0%
- More than 100: 48.6%
- 11 - 50: 15.2%
- 51 - 100: 6.2%
Los Angeles - Overview of Stakeholders

Total Respondents

68

Role for Policy Decisions

- Provide input to policy decisions: 42
- Make policy decisions: 26

Type of Organization Represented

- Public Agency: 52.9%
- Education or Health: 14.7%
- Private-Sector: 25.0%
- Other: 7.4%

Number of Employees by Percentage

- 1 - 10: 25.0%
- More than 100: 51.5%
- 11 - 50: 16.2%
- 51 - 100: 7.4%
Percentage of Employees that Work Remotely at the Present Time

Los Angeles

- 80% to 100%: 27.9%
- 60% to 80%: 29.4%
- 20% - 40%: 16.2%
- Up to 20%: 14.7%

SCAG Region

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

Los Angeles

Answered: 68

<table>
<thead>
<tr>
<th>Days</th>
<th>Allow Flexibility</th>
<th>Hybrid Working Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day</td>
<td>3 (4.41%)</td>
<td>10 (14.71%)</td>
</tr>
<tr>
<td>2 days</td>
<td>12 (17.65%)</td>
<td></td>
</tr>
<tr>
<td>3 days</td>
<td>9 (13.24%)</td>
<td></td>
</tr>
<tr>
<td>4 days</td>
<td>1 (1.47%)</td>
<td></td>
</tr>
<tr>
<td>5 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SCAG Region

Answered: 210

<table>
<thead>
<tr>
<th>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>30 (14.29%)</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>

Allow Flexibility: 48.53% (Los Angeles) 44.29% (SCAG Region)

Hybrid Working Not Allowed: 14.71% (Los Angeles) 30.48% (SCAG Region)
Private-Sector Employer - 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?**

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

### Los Angeles

- **Yes:** 42.9%
- **No:** 47.6%
- **Uncertain:** 9.5%

### SCAG Region

- **Yes:** 40.6%
- **No:** 39.1%
- **Uncertain:** 20.3%

**Note:** For right-side question, 23.8% 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

<table>
<thead>
<tr>
<th>Region</th>
<th>Question</th>
<th>Uncertain</th>
<th>Yes</th>
<th>No</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles</td>
<td>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?</td>
<td>16.1%</td>
<td>64.5%</td>
<td>19.4%</td>
<td>19.0%</td>
<td>9.5%</td>
<td>28.6%</td>
<td>19.0%</td>
<td>23.8%</td>
<td>100%</td>
</tr>
<tr>
<td>SCAG Region</td>
<td>How much does the lack of high-speed Internet infrastructure limit the number of employees who can work remotely? (1 to 5 Scale)</td>
<td>16.1%</td>
<td>50.6%</td>
<td>28.7%</td>
<td>27.3%</td>
<td>22.7%</td>
<td>27.3%</td>
<td>22.7%</td>
<td>27.3%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Note: For right-side question, 32.3% and 24.1% responded as "Not Applicable" for Inland Empire and SCAG region respectively.
Education and Health Provider - Impact of Lack of High-Speed Internet

**Los Angeles**

- **Question:** 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?
- **Yes:** 44.4%
- **No:** 55.6%

**SCAG Region**

- **Uncertain:** 15.4%
- **Yes:** 56.4%
- **No:** 28.2%

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

- **1:** 50.0%
- **2:** 26.7%
- **3:** 16.7%
- **4:** 16.7%
- **5:** 16.7%

Note: For right-side question, 33.3% 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?

Los Angeles

- 0%: 4.76%
- Up to 20%: 4.76%
- 20% - 40%: 23.81%
- 40% - 60%: 23.81%
- 60% - 80%: 9
- 80% to 100%: 42.86%

Answered: 21

SCAG Region

- 0%: 13.04%
- Up to 20%: 15.94%
- 20% - 40%: 14.49%
- 40% - 60%: 15.94%
- 60% - 80%: 5.80%
- 80% to 100%: 34.78%

Answered: 69
Public Agency and Service Provider - % Clients Receiving Services Online

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

Los Angeles

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>1</td>
<td>3.23%</td>
</tr>
<tr>
<td>Up to 20%</td>
<td>4</td>
<td>12.90%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>4</td>
<td>12.90%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>5</td>
<td>16.13%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>8</td>
<td>25.81%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>9</td>
<td>29.03%</td>
</tr>
</tbody>
</table>

Answered: 31

SCAG Region

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>6</td>
<td>6.90%</td>
</tr>
<tr>
<td>Up to 20%</td>
<td>15</td>
<td>17.24%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>18</td>
<td>20.69%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>19</td>
<td>21.84%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>13</td>
<td>14.94%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>16</td>
<td>18.39%</td>
</tr>
</tbody>
</table>

Answered: 87
What is the optimal percentage of your clients or customers who could receive services online?

**Los Angeles**

- 0%: 4 (12.90%)
- Up to 20%: 6 (19.35%)
- 20% - 40%: 3 (9.68%)
- 40% - 60%: 7 (22.58%)
- 60% - 80%: 11 (35.48%)
- 80% - 100%: 0 (0%)

**SCAG Region**

- 0%: 2 (2.30%)
- Up to 20%: 8 (9.20%)
- 20% - 40%: 10 (11.49%)
- 40% - 60%: 17 (19.54%)
- 60% - 80%: 21 (24.14%)
- 80% - 100%: 29 (33.33%)

Answered: 31

Answered: 87
What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

**Los Angeles**

- Up to 20%: 6 (19.35%)
- 20% - 40%: 7 (22.58%)
- 40% - 60%: 6 (19.35%)
- 60% - 80%: 4 (12.90%)
- 80% - 100%: 7 (22.58%)

**SCAG Region**

- 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: 31 for Los Angeles and 87 for SCAG Region.
What percentage of your students attend classes or members and patients receive services online at the present time?

**Los Angeles**

- 0%: 1 (11.11%)
- Up to 20%: 1 (11.11%)
- 20% - 40%: 1 (11.11%)
- 40% - 60%: 1 (11.11%)
- 60% - 80%: 1 (11.11%)
- 80% - 100%: 5 (55.56%)

**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?

### Los Angeles

- 0%: 1 (11.11%)
- Up to 20%: 1 (11.11%)
- 20% - 40%: 1 (11.11%)
- 40% - 60%: 1 (11.11%)
- 60% - 80%: 1 (11.11%)
- 80% - 100%: 4 (44.44%)

### SCAG Region

- 0%: 3 (7.69%)
- Up to 20%: 7 (17.95%)
- 20% - 40%: 6 (15.38%)
- 40% - 60%: 4 (10.26%)
- 60% - 80%: 6 (15.38%)
- 80% - 100%: 13 (33.33%)
What is the optimal percentage of your workers who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?

Los Angeles

- Up to 20%: 2 (22.22%)
- 20% - 40%: 2 (22.22%)
- 40% - 60%: 2 (22.22%)
- 60% - 80%: 3 (33.33%)
- 80% - 100%: 2 (22.22%)

SCAG Region

- Up to 20%: 6 (15.38%)
- 20% - 40%: 11 (28.21%)
- 40% - 60%: 10 (25.64%)
- 60% - 80%: 5 (12.82%)
- 80% - 100%: 4 (10.26%)

Answered: 9
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?

### Los Angeles

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Helpful 1</th>
<th>Helpful 2</th>
<th>Helpful 3</th>
<th>Helpful 4</th>
<th>Helpful 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>1</td>
<td>8</td>
<td>6</td>
<td>8</td>
<td>6</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>2</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Provide sample policies and employer training for implementing telecommuting.</td>
<td>2</td>
<td>8</td>
<td>4</td>
<td>2</td>
<td>5</td>
</tr>
</tbody>
</table>

### SCAG Region

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Helpful 1</th>
<th>Helpful 2</th>
<th>Helpful 3</th>
<th>Helpful 4</th>
<th>Helpful 5</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>
<td>7</td>
<td>10</td>
<td>42</td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td>8</td>
<td>7</td>
<td>12</td>
<td>12</td>
<td>42</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>11</td>
<td>16</td>
<td>6</td>
<td>16</td>
<td>17</td>
</tr>
</tbody>
</table>

### SCAG Region

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Helpful 1</th>
<th>Helpful 2</th>
<th>Helpful 3</th>
<th>Helpful 4</th>
<th>Helpful 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
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<td>2</td>
<td>7</td>
<td>10</td>
<td>42</td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td>8</td>
<td>7</td>
<td>12</td>
<td>12</td>
<td>30</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>11</td>
<td>16</td>
<td>6</td>
<td>16</td>
<td>17</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?

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Los Angeles</th>
<th>SCAG Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist your clients or customers with securing affordable home Internet service and a computing device.</td>
<td>22</td>
<td>56</td>
</tr>
<tr>
<td>Provide digital literacy training for your clients or customers.</td>
<td>19</td>
<td>47</td>
</tr>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>18</td>
<td>43</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>12</td>
<td>31</td>
</tr>
<tr>
<td>Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.</td>
<td>11</td>
<td>30</td>
</tr>
</tbody>
</table>
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?

Los Angeles

- Assist your [students] [members and patients] with securing affordable home internet service and a computing device.
  - 0
  - 1
  - 1
  - 3
  - 7

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - 1
  - 0
  - 0
  - 2
  - 6

- Provide digital literacy training for your [students and parents] [members or patients].
  - 0
  - 0
  - 2
  - 2
  - 5

- Improve availability and convenience of public transit.
  - 1
  - 0
  - 0
  - 3
  - 5

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - 1
  - 0
  - 2
  - 3
  - 3

SCAG Region

- Assist your [students] [members and patients] with securing affordable home internet service and a computing device.
  - 1
  - 1
  - 2
  - 2
  - 33

- Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
  - 3
  - 0
  - 2
  - 4
  - 30

- Provide digital literacy training for your [students and parents] [members or patients].
  - 1
  - 0
  - 0
  - 8
  - 6

- Improve availability and convenience of public transit.
  - 3
  - 2
  - 3
  - 10
  - 21

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - 3
  - 1
  - 11
  - 7
  - 17
<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>Improve availability and convenience of public transit.</td>
<td>Private-Sector Employer Business</td>
<td>67%</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>87%</td>
</tr>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>Education Organization Healthcare Provider</td>
<td>89%</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td></td>
<td></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: 2.79
  - Policy Advisor: 3.36

- 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): 4.31
  - Policy Advisor (Weighted Average Rating): 4.39

- 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.

Assist your [students] [members and patients] with securing affordable home Internet service and a computing device.

Provide digital literacy training for your [students and parents] [members or patients].

Improve availability and convenience of public transit.

Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
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