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

Total Respondents

251

Role for Policy Decisions

- Make policy decisions: 118
- Provide input to policy decisions: 133

Type of Organization Represented

- Public Agency: 42.6%
- Private-Sector: 25.5%
- Education or Health: 25.9%
- Other: 6.0%

Number of Employees by Percentage

- More than 100: 49.8%
- 11 - 50: 15.5%
- 51 - 100: 6.8%
- 1 - 10: 27.9%
Los Angeles - Overview of Stakeholders

Total Respondents

68

Type of Organization Represented

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

Role for Policy Decisions

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

Number of Employees by Percentage

- 1 - 10: 25.0%
- 11 - 50: 16.2%
- 51 - 100: 7.4%
- More than 100: 51.5%
Work Location Preferences in Time Relative to Pandemic

Los Angeles

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

Los Angeles

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

Los Angeles

SCAG Region

- 80% to 100%
  - Los Angeles: 27.9%
  - SCAG Region: 0%

- 60% to 80%
  - Los Angeles: 29.4%
  - SCAG Region: 31.1%

- 20% - 40%
  - Los Angeles: 16.2%
  - SCAG Region: 19.9%

- Up to 20%
  - Los Angeles: 17.5%
  - SCAG Region: 17.1%
Optimal Mix of Telecommuting Days for Employers Allowing for “Hybrid” Working Arrangement

Los Angeles

<table>
<thead>
<tr>
<th>Days</th>
<th>Allow Flexibility</th>
<th>Hybrid Working Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>14.71%</td>
</tr>
<tr>
<td>3</td>
<td>9</td>
<td>13.24%</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1.47%</td>
</tr>
<tr>
<td>5</td>
<td>45</td>
<td>48.53%</td>
</tr>
</tbody>
</table>

Answered: 68

SCAG Region

<table>
<thead>
<tr>
<th>Days</th>
<th>Allow Flexibility</th>
<th>Hybrid Working Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7</td>
<td>14.29%</td>
</tr>
<tr>
<td>2</td>
<td>30</td>
<td>14.29%</td>
</tr>
<tr>
<td>3</td>
<td>22</td>
<td>13.24%</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1.47%</td>
</tr>
<tr>
<td>5</td>
<td>11</td>
<td>48.53%</td>
</tr>
</tbody>
</table>

Answered: 210
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?

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

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

- 1: 25.0%
- 2: 37.5%
- 3: 17.0%
- 4: 12.5%
- 5: 12.5%

Note: For right-side question, 23.8% and 37.3% responded as "Not Applicable" for Inland Empire and SCAG region respectively.
Public Agency and Service 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 clients or customers who can receive your services online?

**Los Angeles**

- Yes: 65.6%
- No: 18.8%
- Uncertain: 15.6%

**SCAG Region**

- Yes: 52.0%
- No: 26.5%
- Uncertain: 21.4%

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**

- 1: 22.7%
- 2: 18.2%
- 3: 27.3%
- 4: 9.1%
- 5: 22.7%

**SCAG Region**

- 1: 26.0%
- 2: 20.5%
- 3: 27.4%
- 4: 5.5%
- 5: 20.5%

Note: For right-side question, 33.3% and 25.5% responded as “Not Applicable” for Inland Empire and SCAG region respectively.
Education and Health Provider - Impact of Lack of High-Speed Internet

<table>
<thead>
<tr>
<th>Los Angeles</th>
<th>SCAG Region</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>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?</strong></td>
<td><strong>How much does the lack of high-speed Internet infrastructure limit the number of employees who can work remotely?</strong> (1 to 5 Scale)</td>
</tr>
<tr>
<td><img src="image" alt="Los Angeles Diagram" /></td>
<td><img src="image" alt="SCAG Region Diagram" /></td>
</tr>
</tbody>
</table>

Note: For right-side question, 33.3% and 24.6% responded as “Not Applicable” for Inland Empire and SCAG region respectively.
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%: 1 (4.76%)
- Up to 20%: 1 (4.76%)
- 20% - 40%: 5 (23.81%)
- 40% - 60%: 5 (23.81%)
- 60% - 80%: 9 (42.86%)
- 80% to 100%: 9 (42.86%)

**SCAG Region**

- 0%: 10 (13.33%)
- Up to 20%: 11 (14.67%)
- 20% - 40%: 10 (13.33%)
- 40% - 60%: 12 (16.00%)
- 60% - 80%: 4 (5.33%)
- 80% to 100%: 28 (37.33%)
What percentage of your clients or customers receive services online at the present time?

**Los Angeles**

- 0%: 1 (3.03%)
- Up to 20%: 5 (15.15%)
- 20% - 40%: 4 (12.12%)
- 40% - 60%: 5 (15.15%)
- 60% - 80%: 9 (27.27%)
- 80% - 100%: 9 (27.27%)

**SCAG Region**

- 0%: 9 (6.12%)
- Up to 20%: 18 (18.37%)
- 20% - 40%: 19 (19.39%)
- 40% - 60%: 20 (20.41%)
- 60% - 80%: 14 (14.29%)
- 80% - 100%: 21 (21.43%)
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?

Los Angeles

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>5</td>
<td>15.15%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>6</td>
<td>18.18%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>3</td>
<td>9.09%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>7</td>
<td>21.21%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>12</td>
<td>36.36%</td>
</tr>
</tbody>
</table>

Answered: 33

SCAG Region

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 20%</td>
<td>9</td>
<td>3.06%</td>
</tr>
<tr>
<td>20% - 40%</td>
<td>11</td>
<td>11.22%</td>
</tr>
<tr>
<td>40% - 60%</td>
<td>18</td>
<td>18.37%</td>
</tr>
<tr>
<td>60% - 80%</td>
<td>24</td>
<td>24.49%</td>
</tr>
<tr>
<td>80% - 100%</td>
<td>33</td>
<td>33.67%</td>
</tr>
</tbody>
</table>

Answered: 98
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**

- 0%: 1 (3.03%)
- Up to 20%: 7 (21.21%)
- 20% - 40%: 7 (21.21%)
- 40% - 60%: 6 (18.18%)
- 60% - 80%: 4 (12.12%)
- 80% - 100%: 8 (24.24%)

**SCAG Region**

- 0%: 3 (3.06%)
- Up to 20%: 22 (22.45%)
- 20% - 40%: 22 (22.45%)
- 40% - 60%: 21 (21.43%)
- 60% - 80%: 16 (16.33%)
- 80% - 100%: 14 (14.29%)

Answered: 33

Answered: 98
What percentage of your students attend classes or members and patients receive services online at the present time?

Los Angeles:
- 11.11% up to 20%
- 11.11% 20% - 40%
- 11.11% 40% - 60%
- 11.11% 60% - 80%
- 55.56% 80% - 100%

SCAG Region:
- 13.11% up to 20%
- 36.07% 20% - 40%
- 8.20% 40% - 60%
- 8.20% 60% - 80%
- 27.87% 80% - 100%
Education and Health Services - % Who Could Receive Services Online

What is the optimal percentage of your students who could attend classes online or members and patients who could receive services online?

Los Angeles

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

SCAG Region

- 80% - 100%: 18 (29.51%)
- 60% - 80%: 11 (18.03%)
- 40% - 60%: 8 (13.11%)
- 20% - 40%: 7 (11.48%)
- Up to 20%: 11 (18.03%)
- 0%: 6 (9.84%)

Answered: 9 for Los Angeles, 61 for SCAG Region.
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

Answered: 9

- 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

Answered: 61

- 0%: 10 (16.39%)
- Up to 20%: 20 (32.79%)
- 20% - 40%: 13 (21.31%)
- 40% - 60%: 8 (13.11%)
- 60% - 80%: 5 (8.20%)
- 80% - 100%: 5 (8.20%)
## 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>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>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>4</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>4</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>1</td>
<td>0</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>5</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Provide sample policies and employer training for implementing telecommuting.</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

### SCAG Region

<table>
<thead>
<tr>
<th>Strategy</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>9</td>
<td>2</td>
<td>9</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Enact federal and state tax credits to employers for implementing telecommuting.</td>
<td>11</td>
<td>7</td>
<td>12</td>
<td>13</td>
<td>9</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>15</td>
<td>10</td>
<td>18</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td>Provide sample policies and employer training for implementing telecommuting.</td>
<td>15</td>
<td>15</td>
<td>13</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>20</td>
<td>6</td>
<td>17</td>
<td>14</td>
<td>18</td>
</tr>
</tbody>
</table>

![Graph showing survey results for Los Angeles and SCAG Region]
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>23</td>
<td>65</td>
</tr>
<tr>
<td>Provide digital literacy training for your clients or customers.</td>
<td>20</td>
<td>54</td>
</tr>
<tr>
<td>Construct high-speed internet infrastructure throughout the region so that all locations are connected.</td>
<td>19</td>
<td>50</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>13</td>
<td>33</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>

Note: The numbers 1 to 5 represent the degree of helpfulness from 1 (not helpful) to 5 (very helpful).
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 SCAG Region

- Assist your [students] [members and patients] 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 [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.

### SCAG Region

- Assist your [students] [members and patients] 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 [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.
<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: 4.22
  - Policy Advisor: 3.75

- **Provide sample policies and employer training for implementing telecommuting.**
  - Policymakers: 3.20
  - Policy Advisor: 2.79

- **Improve availability and convenience of public transit.**
  - Policymakers: 3.13
  - Policy Advisor: 3.02

- **Enact federal and state tax credits to employers for implementing telecommuting.**
  - Policymakers: 3.69
  - 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: 3.39
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: 4.05
  - Policy Advisor: 4.09

- Assist your clients or customers with securing affordable home Internet service and a computing device.
  - Policymakers: 4.45
  - Policy Advisor: 4.34

- Provide digital literacy training for your clients or customers.
  - Policymakers: 4.12
  - Policy Advisor: 4.02

- Improve availability and convenience of public transit.
  - Policymakers: 3.38
  - Policy Advisor: 3.66

- Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.
  - Policymakers: 3.24
  - Policy Advisor: 3.59
# Education and Health Services – Strategies to Reduce Vehicle Trips

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

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Policymakers (Weighted Average Rating)</th>
<th>Policy Advisor (Weighted Average Rating)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construct high-speed Internet infrastructure throughout the region so that all locations are connected.</td>
<td>4.15</td>
<td>4.49</td>
</tr>
<tr>
<td>Assist your [students] [members and patients] with securing affordable home Internet service and a computing device.</td>
<td>4.35</td>
<td>4.66</td>
</tr>
<tr>
<td>Provide digital literacy training for your [students and parents] [members or patients].</td>
<td>3.90</td>
<td>4.41</td>
</tr>
<tr>
<td>Improve availability and convenience of public transit.</td>
<td>3.85</td>
<td>4.12</td>
</tr>
<tr>
<td>Launch an awareness campaign to educate the public about environmental benefits of reducing vehicle trips.</td>
<td>3.80</td>
<td>3.83</td>
</tr>
</tbody>
</table>
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