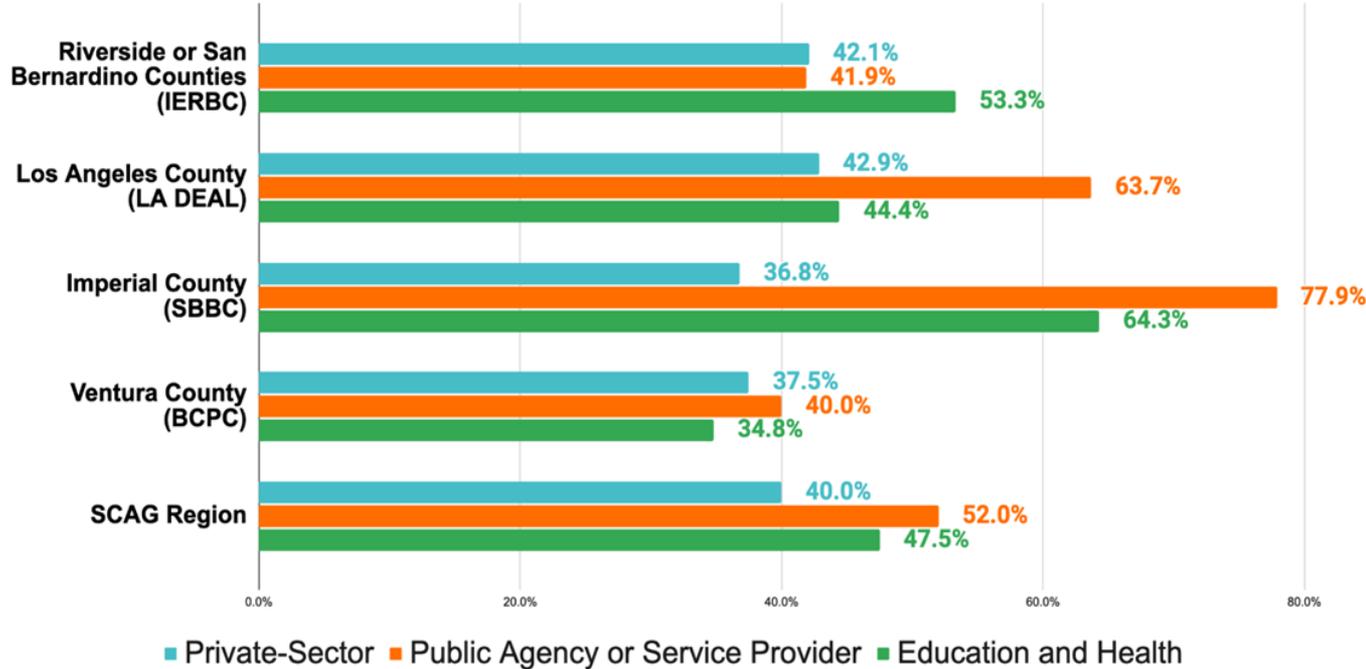# Caltrans Sustainable Communities Grant to Southern California Association of Governments
Stakeholder Survey Key Insights

Impact of Lack of High-Speed Internet

Percentage of Respondents Answering "Yes" to Lack of High-Speed Internet Impact

Riverside or San Bernardino Counties (IERBC)
- Private-Sector: 42.1%
- Public Agency or Service Provider: 41.9%
- Education and Health: 53.3%

Los Angeles County (LA DEAL)
- Private-Sector: 42.9%
- Public Agency or Service Provider: 63.7%
- Education and Health: 44.4%

Imperial County (SBBC)
- Private-Sector: 36.8%
- Public Agency or Service Provider: 77.9%
- Education and Health: 64.3%

Ventura County (BCPC)
- Private-Sector: 37.5%
- Public Agency or Service Provider: 40.0%
- Education and Health: 34.8%

SCAG Region
- Private-Sector: 40.0%
- Public Agency or Service Provider: 52.0%
- Education and Health: 47.5%

■ Private-Sector ■ Public Agency or Service Provider ■ Education and Health

Private-Sector Business:
Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely.
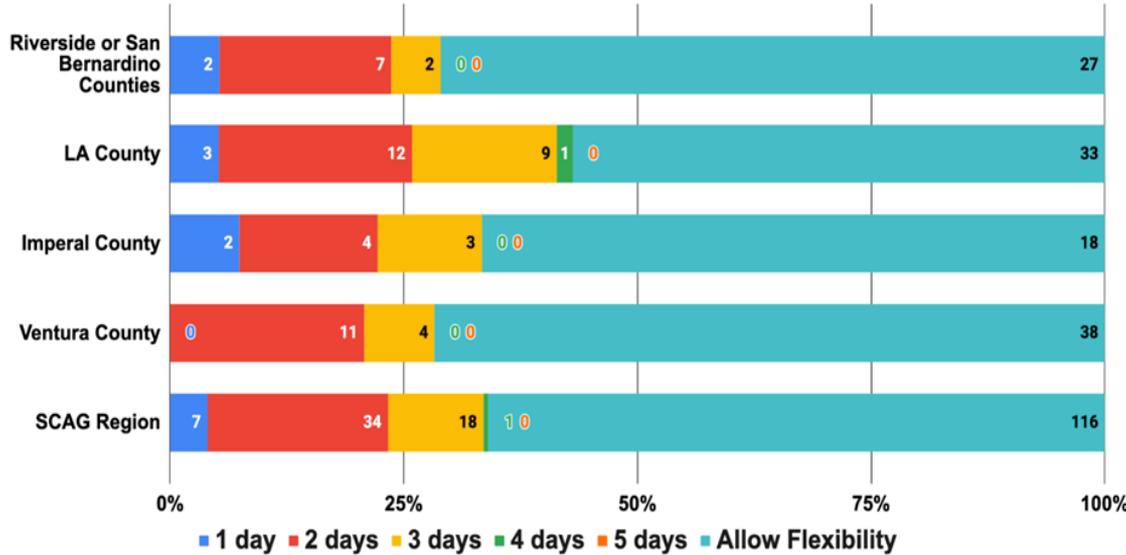
Public Agency or Service Provider:
Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of clients or customers who can receive your services online?

Education or Health Organization:
Does the lack of high-speed Internet infrastructure throughout your region limit the number of employees who can work remotely and the number of stuends or patients who can receive your services online?

Optimal Mix of Telecommuting

Optimal Mix of Telecommuting for Employers Allowing Hybrid Working Arrangement

Percentage of Respondents Where Hybrid Working Arrangement is "Not Applicable"
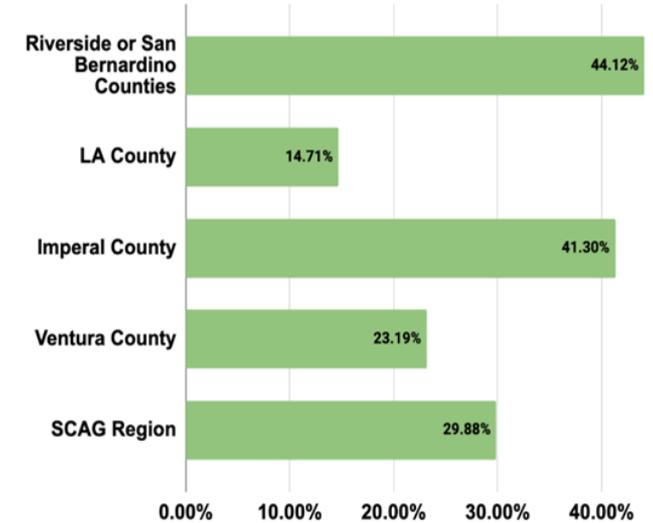
Private-Sector Business - Optimal Percent of Remote Employees

Percent of Responses Stating 60% or Greater

Legend: Riverside or San Bernardino Counties | Los Angeles County | Imperial County | Ventura County | SCAG Region

What percentage of your employees work remotely at the present time?
- 57.89%
- 72.73%
- 23.81%
- 23.53%
- 45.57%

What is the optimal percentage of your employees who could work remotely, taking into account all factors, including workforce productivity and employee satisfaction?
- 57.89%
- 42.86%
- 47.37%
- 18.75%
- 42.67%
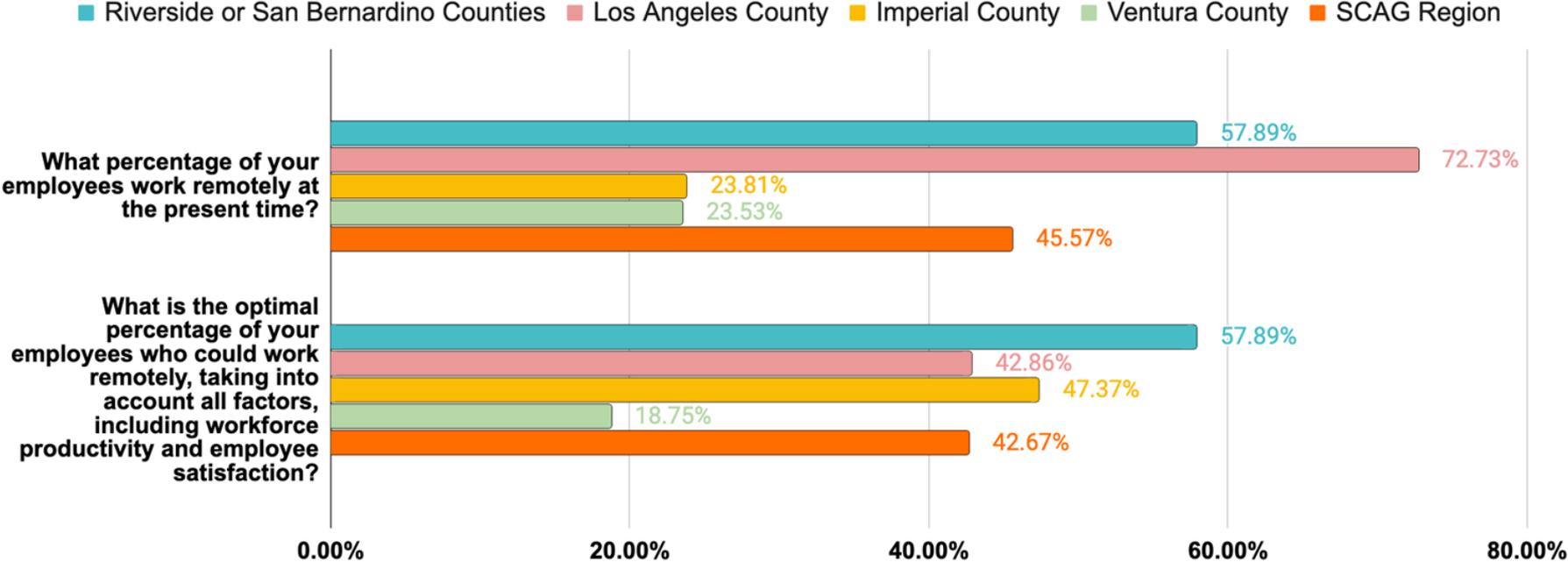
Public Agency or Service Provider - Optimal Percent of Remote Services

Percent of Responses Stating 60% or Greater

■ Riverside or San Bernardino Counties ■ Los Angeles County ■ Imperial County ■ Ventura County ■ SCAG Region

What percentage of your clients or customers receive your services online at the present time?
- 25.81%
- 54.55%
- 0.00%
- 36.00%
- 35.71%

What is the optimal percentage of your clients or customers who could receive services online?
- 74.19%
- 57.58%
- 0.00%
- 60.00%
- 58.16%

0.00%   20.00%   40.00%   60.00%
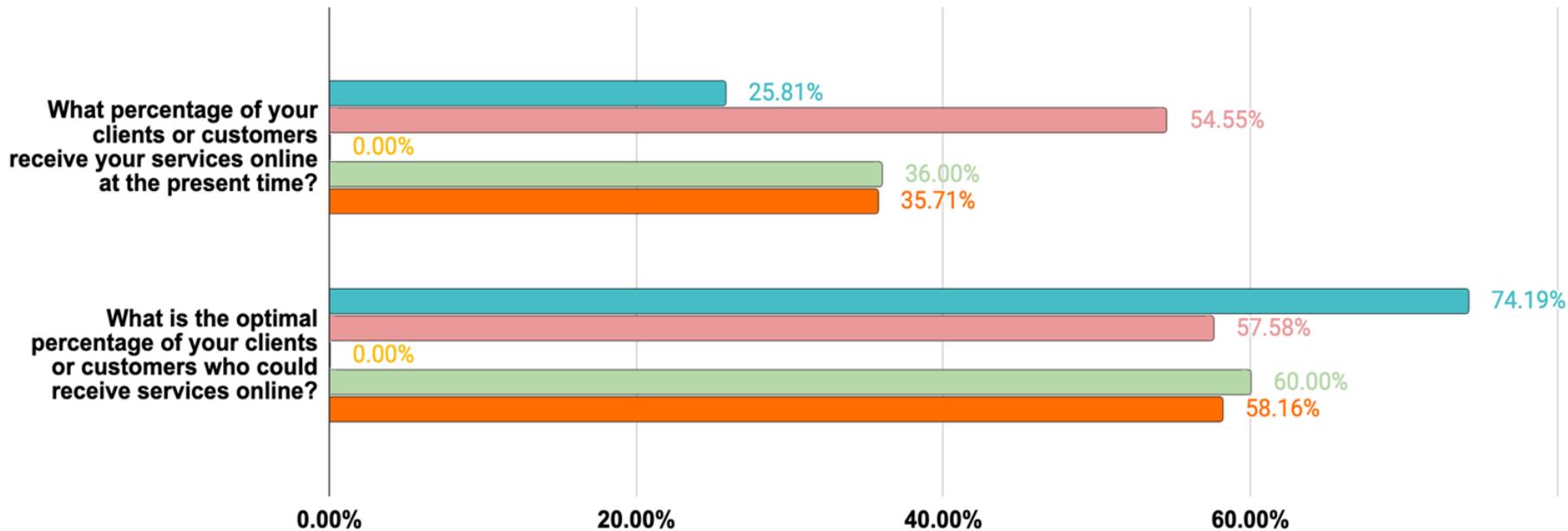
Education or Health - Optimal Percent of Remote Services

Top-Rated Strategies to Reduce Vehicle Trips by Stakeholders

Top-Rated Strategies by Stakeholder Group (Top-2 Weighted Average)

Legend: ■ Riverside or San Bernardino Counties ■ Los Angeles County ■ Imperial County ■ Ventura County ■ SCAG Region

Private-Sector: Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
- Riverside or San Bernardino Counties: 4.42
- Los Angeles County: 3.90
- Imperial County: 4.00
- Ventura County: 3.94
- SCAG Region: 4.07

Private-Sector: Enact federal and state tax credits to employers for implementing telecommuting.
- Riverside or San Bernardino Counties: 4.00
- Los Angeles County: 3.90
- Imperial County: 3.21
- Ventura County: 3.38
- SCAG Region: 3.64

Public Agency or Service Provider: Assist your clients or customers with securing affordable home Internet service and a computing device.
- Riverside or San Bernardino Counties: 4.29
- Los Angeles County: 4.45
- Imperial County: 4.89
- Ventura County: 4.24
- SCAG Region: 4.39

Public Agency or Service Provider: Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
- Riverside or San Bernardino Counties: 4.29
- Los Angeles County: 4.15
- Imperial County: 4.44
- Ventura County: 3.56
- SCAG Region: 4.07

Education and Health: Assist your students or members and patients with securing affordable home Internet service and a computing device.
- Riverside or San Bernardino Counties: 4.67
- Los Angeles County: 4.44
- Imperial County: 4.64
- Ventura County: 4.48
- SCAG Region: 4.56

Education and Health: Construct high-speed Internet infrastructure throughout the region so that all locations are connected.
- Riverside or San Bernardino Counties: 4.67
- Los Angeles County: 4.33
- Imperial County: 4.50
- Ventura County: 4.13
- SCAG Region: 4.38

Axis: 0.00 — 1.00 — 2.00 — 3.00 — 4.00 — 5.00

Top-Rated Strategies Comparing Policymakers and Policy Advisors

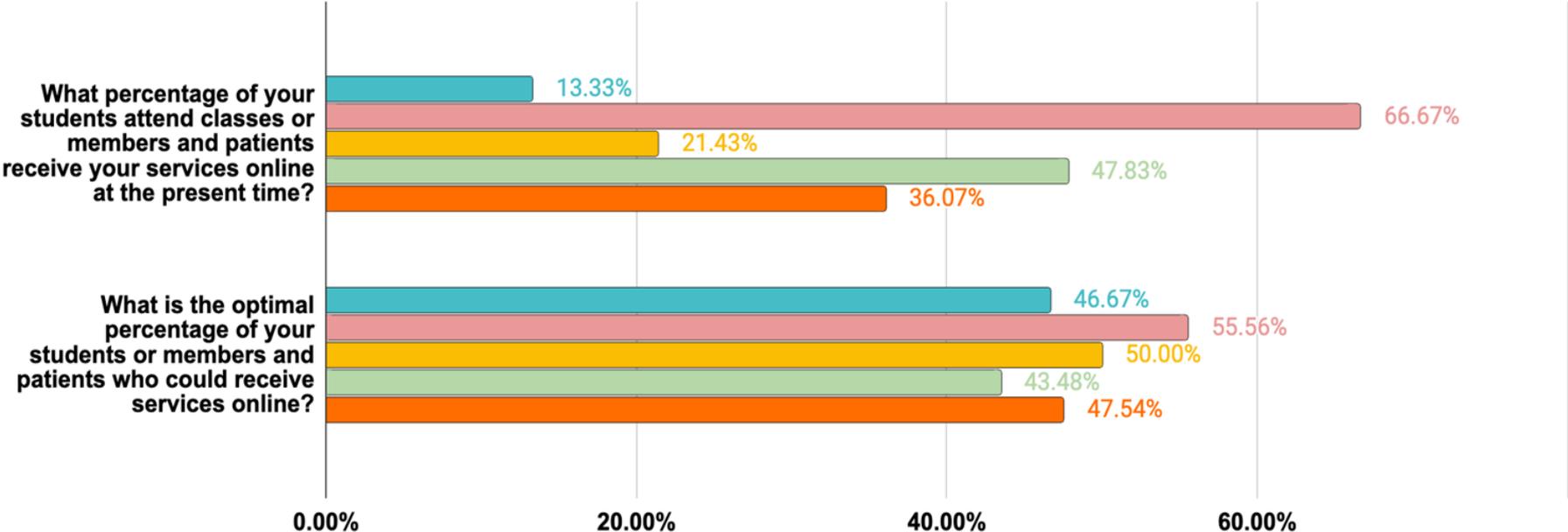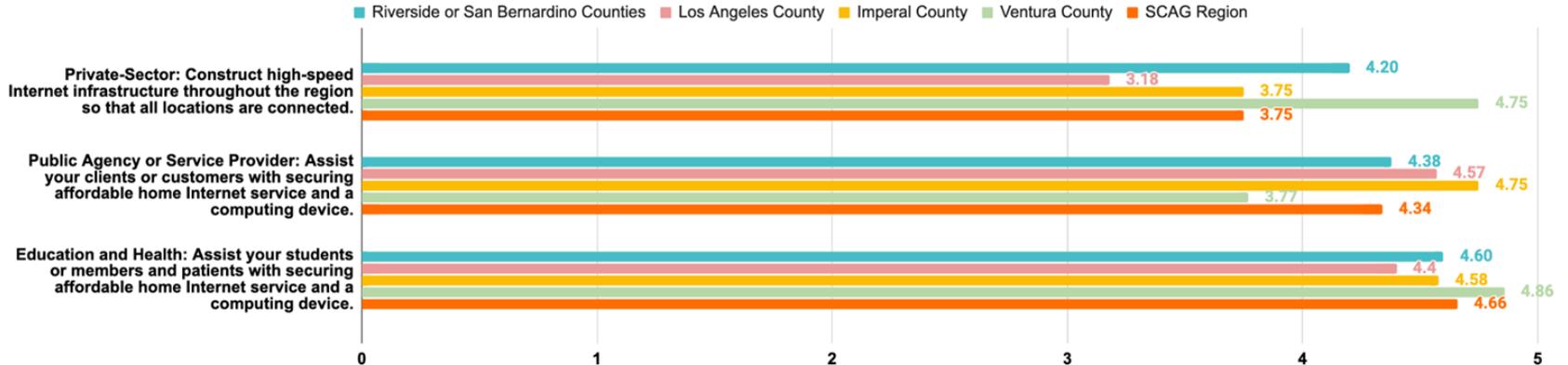## Top Strategy by Stakeholder Group for Policymakers (Weighted Average)

Legend: ■ Riverside or San Bernardino Counties ■ Los Angeles County ■ Imperial County ■ Ventura County ■ SCAG Region

Strategy	Riverside or San Bernardino Counties	Los Angeles County	Imperial County	Ventura County	SCAG Region
Private-Sector: Construct high-speed Internet infrastructure throughout the region so that all locations are connected.	4.50	4.70	4.07	3.67	4.22
Public Agency or Service Provider: Assist your clients or customers with securing affordable home Internet service and a computing device.	4.20	4.20	5.00	4.75	4.45
Education and Health: Assist your students or members and patients with securing affordable home Internet service and a computing device.	4.80	4.50	5.00	3.89	4.35

Top Strategy by Stakeholder Group for Policy Advisors (Weighted Average)

Legend: ■ Riverside or San Bernardino Counties ■ Los Angeles County ■ Imperial County ■ Ventura County ■ SCAG Region

Strategy	Riverside or San Bernardino Counties	Los Angeles County	Imperial County	Ventura County	SCAG Region
Private-Sector: Construct high-speed Internet infrastructure throughout the region so that all locations are connected.	4.20	3.18	3.75	4.75	3.75
Public Agency or Service Provider: Assist your clients or customers with securing affordable home Internet service and a computing device.	4.38	4.57	4.75	3.77	4.34
Education and Health: Assist your students or members and patients with securing affordable home Internet service and a computing device.	4.60	4.4	4.58	4.86	4.66

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