Caltrans Sustainable Communities Grant to SCAG
Overview of Focus Group Interviews of Low-Income Households
Summary 2 of Results

Regional Broadband Consortia	# of Interviews	Why don't you subscribe to an affordable home Internet service offer? (Less than 20% have heard of any affordable offer.)						What kind of support or assistance would make it easier for you to connect to the Internet? (Rated 1-5, with 5 being most helpful; no answers excluded.)					
		Don't Trust ISP	Did't Get ISP Help	Was Upsold	Too Costly	Unclear How To Sign Up	Need Help	Better Home Access	Afford-able Service	Afford-able Computer	Hotspot	Computer Training for Me	Training for Family
Southern Border **Imperial County**	**25**	**6**	**2**	**6**	**1**	**7**	**3**	**3.28**	**3.00**	**2.00**	**1.96**	**1.08**	**1.44**
Inland Empire	**24**	**1**	**0**	**1**	**0**	**0**	**0**	**2.96**	**3.23**	**0.29**	**0.00**	**0.21**	**0.00**
Riverside County	11	0	0	1	0	0	0	3.73	3.91	0.64	0.00	0.45	0.00
San Bernardino County	13	1	0	0	0	0	0	2.31	2.69	0.00	0.00	0.00	0.00
LA DEAL **Los Angeles County**	**22**	**0**	**1**	**0**	**0**	**2**	**1**	**4.49**	**4.27**	**3.64**	**3.54**	**2.38**	**3.39**
Focus Group A	12	0	0	0	0	1	1	4.17	3.83	4.17	4.08	3.75	3.67
Focus Group B	10	0	1	0	0	1	0	4.80	4.70	3.10	3.00	1.00	3.10
Pacific Coast **Ventura County**	**20**	**0**	**0**	**0**	**0**	**2**	**0**	**2.75**	**3.10**	**0.70**	**0.35**	**0.15**	**0.15**
Focus Group A	10	0	0	0	0	1	0	3.20	2.30	0.90	0.30	0.00	0.00
Focus Group B	10	0	0	0	0	1	0	2.30	3.90	0.50	0.40	0.30	0.30
SCAG Region	**91**	**7**	**3**	**7**	**1**	**11**	**4**	**3.35**	**3.38**	**1.67**	**1.48**	**0.99**	**1.25**
Percentage	100.0%	7.7%	3.3%	7.7%	1.1%	12.1%	4.4%						