

ConnectUp Mendocino FAQs

What is ConnectUp Mendocino?

ConnectUp Mendocino is a community campaign to help close the digital divide in Mendocino County. High-speed connectivity is no longer optional for our future. It is essential for us to have the ability to conduct all aspects of healthcare, education, commerce, safety, and government. It is up to us to break down cultural, financial, and geographic barriers to allow all residents internet access so that they can fully participate in economic and civic life beyond their geographic boundaries.

Who is behind ConnectUp Mendocino?

The County of Mendocino, West Business Development Center, Community Foundation of Mendocino County, and Broadband Alliance of Mendocino County.

Why are you doing a Speed Test?

Mendocino County has launched a crowd-sourced Speed Test initiative that will collect data about internet access in every part of the county. This data will provide a uniform statistical analysis of services within geographic areas and will help the county to pursue funding so that we can build the “Last Mile” of infrastructure and services in our historically unserved and underserved areas where internet service is poor or nonexistent.

Who is running the speed test?

The speed test has been set up by Ookla, which owns speedtest.net.

Will the county collect my private information from the speed test?

No. The only information collected is the location of the speed test to populate the map, the company or service providing internet access, number of subscribers who have taken the test, and the speed upload and download times.

Over what time period are you testing?

Now through December, 2021.

Can I run the speed test more than once?

Yes. You can run the speed test more than once from the same location. Or you can run it from different locations using different technology, such as a laptop, cell phone, or tablet.

I ran a speed test and it was much slower than my actual speed using another speed test service.

- Speedtest servers may perform differently. Generally, you will get faster speeds from servers closer to you.
- Devices (phones, tablets, PCs, etc...) can have very different Wi-Fi and cellular radio capabilities. This means you might get one Speedtest result on one device and a different result on another, even using the same provider. Some devices may not be able to measure the full speed of your internet service. It's also possible that your Wi-Fi router doesn't support the full speed of your service.
- Browsers (Chrome, Firefox, Edge, Safari, etc...) have different capabilities and may provide different results, particularly on high-speed connections.
- Mendocino County speed test uses MLab servers located in the San Francisco Bay Area.

I see different options for stating my location. Which one should I use?

If you have internet access at home or on your phone, use the “My GPS Location” option.

What if I don't have internet access at home?

If you have public access to a computer, you can go to the speed test page and put in your address and indicate that you have no service.

Why does the Speed Test map look different on Chrome and Safari?

The speed test is not optimized for viewing the geo-locations in Safari. We recommend using Chrome to view the map and do the speed test.

I have a security camera going 24/7 connected to the internet, hardwired. Should this be turned off during the test?

- If you are running a VPN (Virtual Private Network), we advise turning that off before running the speed test.
- A hardwired security camera will have negligible impact on your upload and download speeds.

What is a VPN?

VPN stands for Virtual Private Network.

What do “Middle Mile” and “Last Mile” mean for connectivity?

- Middle Mile: Middle mile is a term most often referring to the network connection between the last mile and greater Internet. For instance, in a rural area, the middle mile would likely connect the town's network to a larger metropolitan area where it interconnects with major carriers.
- Last Mile: Describes the final leg of a connection between a service provider and the customer. In DSL and cable systems, this is the most frequent bottleneck and the most expensive to resolve. The service provider may run a faster fiber-optic network into the neighborhood but deliver the last mile (which could be considerably less than a mile - "last" is the operative term) with phone lines that cannot sustain fast speeds.