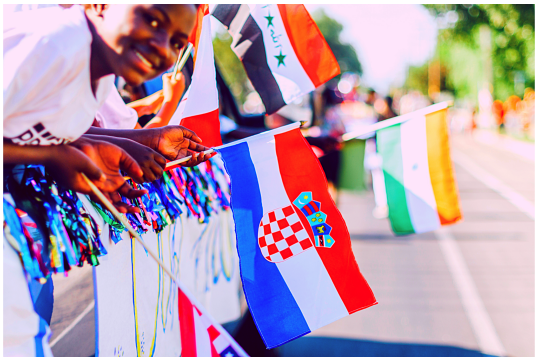

Millcreek & South Salt Lake Digital Mobility Report

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Executive Summary

Vision	Millcreek and South Salt Lake community members, especially those a part of historically marginalized communities, are equitably empowered by technology's opportunities to live, learn, work, and prosper.

Key Barriers	**Affordability** of market-rate internet plans, devices that need to be replaced every so often, and relevant softwares and apps	**Availability** of higher speeds and low-cost & ACP-eligible internet plans, especially in apartments w/ exclusivity & bulk agreements	**Trust** and privacy concerns with tech companies and government that limit participation online (ie. telehealth, banking)	**Relevance**- Need for culturally relevant and language accessible outreach, training, and technical support

Affected Communities	Aging Adults	Immigrants & Refugees	K-12 Youth & Families	Small Businesses	Unhoused Individuals	Incarcerated Individuals

Goals	**Connectivity** Ensure sufficient and affordable options for Internet connectivity	**Devices & Technical Support** Ensure sufficient and affordable devices and technical support	**Digital Skills Training** Provide opportunities to gain digital skills, knowledge, and tools needed to participate in a digital society	**Capacity** Have staff and sustainable funding to mobilize partners and address digital equity needs

Key Strategies	a. Innovative Ways to Increase Internet Options in Apartments b. Public Wi-Fi in Community- Identified Locations & Areas	a. Device Donation & Refurbishment Program with Redistribution Locations at Partner Sites b. Incorporation of Technical Support into Existing Programming	a. Culturally Relevant Outreach & Digital Skills Training for Target Communities b. Integration of Digital Equity Work into Existing Programs	a. Digital Equity Collective Impact Effort b. Sustainable, Ongoing Funding for Digital Equity Work

Impact	Millcreek Promises 1. Health & Safety 2. Economic Well-Being 3. Education	South Salt Lake Promises 1. Health 2. Housing 3. Education

Source: Hughes General Contractor, General Contractor for Library Construction

Introduction

With heat, electricity, water, and phones, in-home broadband access has become universally recognized as an essential utility and part of basic infrastructure. Internet at home has become essential to enable students to learn and thrive, businesses to remain nimble and competitive, seniors to take advantage of telehealth options, and everyone to connect with others and participate in a digital society.

Study Purpose

I. Identify Gaps in Services and Coordination

The emergence of the COVID-19 pandemic placed a spotlight on existing gaps related to access to the internet, devices, digital skills training, technical support, and accessible online content and applications. As schools closed for in-person instruction and businesses moved employees to work-at-home models in March 2020, the awareness and consequences of the digital divide became more evident and life-threatening as they collided with the economy, education, healthcare, government services, and civic participation.

Disparities related to digital infrastructure, internet affordability, and device access were disproportionately revealed. Whereas other gaps in digital inclusion, including accessible digital content, digital literacy training, and technical support, were not adequately recognized as part of the solution. Digital equity ensures all aspects needed for meaningful digital participation are addressed, including supporting groups with unique barriers, including the senior, unhoused, refugee, immigrant, small business, K-12, and disability community.

II. Determining Public & Private Sector Roles

In 2020, South Salt Lake and Millcreek began participating in meetings to identify digital equity challenges and opportunities more closely. The need for additional partners became evident as the physical library and school locations were closed. Some residents were left without adequate access to the internet, devices, and technical support.

This study seeks to understand how South Salt Lake and Millcreek can develop partnerships with other private and public sector organizations to leverage existing assets and commit to more clearly defined roles. Additionally, both cities have recognized that identifying the right point of contact that can effectively bring change has been difficult. This study seeks to provide a community asset map and identify employees from key public and private sector organizations that can participate in long-term collaboration and collective impact efforts.

III. Identify and Commit to Actionable Strategies and Sustainable Efforts

Promise South Salt Lake identified digital equity as one of its top three priorities for its residents. Promise Millcreek identified digital equity as a priority to become embedded within its four committees addressing health, education, economic wellbeing, and safety. This study aims to prepare for utilizing federal funds and developing a financially sustainable effort beyond the lifespan of one-time funds.

This study includes assessments and an action plan, providing an initial strategy and set of recommendations to address the digital equity needs of residents. Because technological innovation will continue and digital divides will evolve, this resource will provide a program infrastructure that can be built upon by the collective impact pandemic and provide a long-term system to address current and future digital disparities.

Why Digital Equity Matters?

Language literacy and numeracy are prerequisites for digital literacy.
Digital inclusion is part of the solution to addressing key racial and socioeconomic inequalities.
Digital equity is a necessary input to achieve success in other areas of life.

Type of Literacy	Definition	Outcomes
Language Literacy & Numeracy	*Ability to understand, evaluate, use and engage with written text and numerical concepts to participate in society*	+ ***Communication with Family, Friends, and Others***
Digital Literacy	*Ability to use technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.*	+ ***Education Equity*** *(Flexible Options for Learning & Parent Engagement)* + ***Economic Mobility*** *(Job Placement, Career Advancement, Business Growth)* + ***Government & Business Cost Savings*** *(digitization / automation of services and communication)* + ***Transportation*** *(Ride sharing apps, public transit schedules, smart car features, etc.)*
Information & Media Literacy	*Ability to recognize when information is needed and to locate, evaluate, and use effectively the needed information, including media*	+ ***Civic Participation*** *(Reading trusted news sources, Voting, Attending Public Meetings, etc.)* + ***Housing Stability*** *(apartment searching, home buying, etc.)*
Financial Literacy	*Ability to make informed and effective decisions with all of their financial resources*	+ ***Personal Cost Savings*** *(Online Banking, Billpay, Shopping, Budgeting, Investing, etc.)*
Health Literacy	*Ability to obtain, process, and understand basic health information needed to make appropriate health decisions*	+ ***Telehealth*** *(Virtual Visits, Patient Management System Participation)* + ***Healthcare Access*** *(Enrollment, Options for Uninsured)*

Methodology

Three methodologies were utilized for the Digital Mobility Study. The Digital Divide Index framework, developed by the Purdue Regional Development Center, was used to understand better the digital infrastructure and adoption needs at a census tract level (Gallardo, 2020). The *Digital Inclusion Ecosystem* framework, developed by the National Digital Inclusion Alliance, provides a community-wide assessment of all the necessary inputs for a digitally inclusive society (NDIA, 2021). Asset-Based Community Development focuses on mapping existing capacities and assets and then mobilizing those assets toward a community-driven vision and plan (McKnight & Kretzmann, 1996).

These three methodologies informed the following analysis:

1. **Developed an asset map** of local and regional organizations that serve or can potentially serve communities affected by the digital divide. Those communities were determined in consultation with the Promise Digital Equity Committee.
2. **Overlaid the asset map on top of a digital divide index map**, developed by Salt Lake County Regional Development, to identify the proximity of assets to distressed communities.
3. **Surveyed key communities** at local in-person events (World Refugee Day, Granite Library Grand Opening, Night Out Against Crime) about digital inclusion opportunities and needs
4. **Emailed and met with local and regional organizations** to invite them to participate in the Promise Digital Equity Committee and identify parts of the digital inclusion ecosystem they can support

Digital Divide Index

This index uses the 5-year American Community Survey (ACS) and FCC Form 477. The first component of the index is the infrastructure/adoption (INFA) score which includes:

- Percent of the 2019 population without access to 100/20 fixed broadband (NBBND)
- Median maximum advertised download (DNS) and upload (UPS) speeds
- Percent of homes without internet access or not subscribing (NIA)
- Percent of homes with no computing devices (NCD)

The second component of the index is the socioeconomic (SE) score which includes:

- Percentage 25 and over with less than a high school degree (LTHS)
- Individual poverty rate (POV)
- Percent of the noninstitutionalized civilian population with any disability (DIS)
- Digital inequality or internet income ratio measure (IIR). This measure is the ratio between the share of homes making less than $35,000 per year without internet and the share of homes making $75,000 or more per year without internet access. A higher ratio indicates greater internet access inequality between wealthier and lower-income homes.

The Digital Divide Index's limitations must be understood to interpret and analyze the results. These socioeconomic variables indirectly measure adoption for the SE component since they can be considered potential predictors of lagging technology adoption or inequities. However, these aren't direct measurements of digital literacy and participation levels, as such measures do not exist nationally or in any state. For the INFA component, one limitation of the index is that the median maximum download and upload speeds are advertised speeds and not actual speeds. These median speeds are also for an entire census tract and may not adequately represent the wide range of speeds within a tract. Additionally, these speeds are self-reported by providers and not validated by consumers or third-party entities.

Access to cellular wireless is omitted as a variable because creators of the index believe the benefits of mobile data plans are undermined by smaller device screens and limited data plans (i.e. the challenges of completing homework or government application on a smartphone and limited data plan).

Ultimately, this analysis was an important tool that supported stakeholder and community engagements to develop data-driven recommendations.

Table: Key Inputs for Broadband Adoption and the Socioeconomic Index Score

Digital Divide Index Factor	Salt Lake County	Millcreek	South Salt Lake
Education (High school graduate or higher)	91.50%	94.90%	84.20%
Age (65+ years or older)	10.90%	15.00%	6.80%
Income (Below poverty level)	8.60%	9.40%	17.50%
Disability (Total civilian noninstitutionalized population)	9.40%	11.30%	11.90%

Asset-Based Community Development

Asset-Based Community Development (ABCD) is a framework for sustainable community development work. ABCD builds upon the premise that there are assets, including individuals, associations, institutions, connections, and physical assets within a community, that must be identified and mobilized towards a common goal (Kretzmann & McKnight, 1996). This study utilizes the ABCD framework to develop an asset map and table that identifies key individuals, institutions, and physical assets that can serve target communities affected by the digital divide.

As part of the study, all representatives of these assets were contacted and invited to participate in a one-on-one call and/or attend the Digital Inclusion Committee. This outreach was focused on mobilizing assets to support and engage in the Promise Digital Equity Initiative. Additionally, identifying these assets represents an opportunity to improve outreach through already trusted institutions and connect with historically difficult-to-reach or serve populations.

Digital Inclusion Ecosystem

The Digital Inclusion Ecosystem framework is a tool to determine the presence of necessary programs and policies that meet a community's unique and diverse needs.

Indicators of a Strong Digital Inclusion Ecosystem includes:

A. Existence of programs and policies addressing all aspects of the digital divide:

- Affordable and subsidized broadband service options that meet the community's needs
- Affordable and subsidized device ownership programs that meet the community's needs
- Multilingual digital literacy and digital skill training that meet the community's needs
- Hardware and software technical support such as a support line or drop-in hours
- Digital navigation services, which include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support

B. Collaboration: Entities providing local digital inclusion services, policymakers, advocates, social service providers, and community leaders co-create solutions in partnership with the community.

Outreach

Millcreek into the Numbers

Households: 23,959
Estimated Individuals: 63,380

1 in 10 households do not have an Internet subscription (10.7%) and rely on a cellular data plan with no other type of Internet subscription (9.5%).

14.5% of households do not have a working desktop or laptop computer, which is necessary for many essential online tasks.

28.1% of households making less than $20,000 do not have an Internet subscription (Utah: 31.80%; Salt Lake County: 30.60%)

77% of residents ages 65+ over have both an internet subscription and computing device compared to 94% of residents ages 18-64.

85% of Hispanic/Latino households have both an internet subscription and computing device compared to 93% of White households that have both.

South Salt Lake into the Numbers

Households: 9,210
Estimated Individuals: 26,777

1 in 5 do not have an Internet subscription (20.0%), and 14.7% of households rely on a cellular data plan with no other type of Internet subscription.

22.3% of households do not have a working desktop or laptop computer, which is necessary for many essential online tasks.

43.3% of households making less than $20,000 do not have an Internet subscription (Utah: 31.80%; Salt Lake County: 30.60%)

67% of residents ages 65+ over have both an internet subscription and computing device compared to 84% of residents ages 18-64.

63% of Black and 80% of Asian households have both an internet subscription and computing device compared to 84% of White households that have both.

Source: American Community Survey 2020, Five Year Estimates

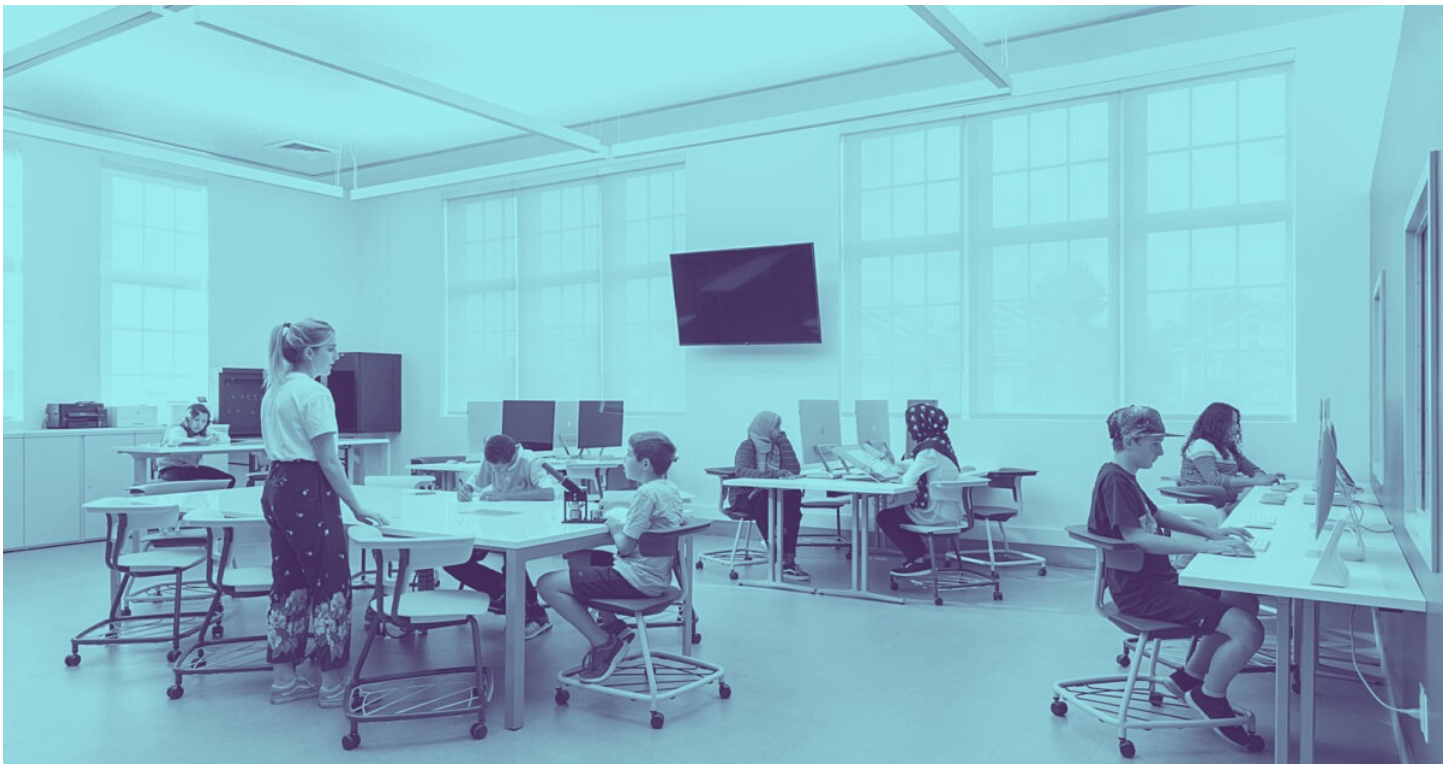
Source: International Rescue Committee in Salt Lake City

Vision Statement

Millcreek and South Salt Lake community members, especially those a part of historically marginalized communities, are equitably empowered by technology's opportunities to live, learn, work, and prosper.

Goals & Strategies

Connectivity	Devices & Technical Support	Digital Skills Training	Capacity
Goal #1: Ensure sufficient and affordable options for Internet connectivity	**Goal #2:** Ensure sufficient and affordable devices and technical support	**Goal #3:** Provide accessible opportunities to gain digital skills, knowledge, and tools needed to participate in a digital society and economy	**Goal #4:** Have dedicated staff and sustainable funding sources to mobilize partners and address current and emerging digital equity needs
Key Strategies: *a. Innovative Ways to Increase Internet Options in Apartments* *b. Public Wi-Fi in Community- Identified Locations & Areas*	Key Strategies *a. Device Donation & Refurbishment Program with Redistribution Locations at Partner Sites* *b. Incorporation of Technical Support into Existing Programming*	Key Strategies *a. Culturally Relevant Outreach & Digital Skills Training for Target Communities* *b. Integration of Digital Equity Work into Existing Programs*	Key Strategies *a. Digital Equity Collective Impact Effort* *b. Sustainable, Ongoing Funding for Digital Equity Work*
Partners may include: - Granite School District - United Way of Salt Lake - Apartment Complexes - Salt Lake County Library - Home Internet, Mobile & Hotspot Service Providers	Partners may include: - Spy Hop - Tech Charities - Utah Recycling Alliance - Clever Octopus - Salt Lake County Library - Salt Lake Community College	Partners may include: - Millcreek and South Salt Lake (Granite) Libraries & Senior Centers - SLCo Jail Release Program - Men's Homeless Resource Center - Granite School District - Food & Resource Pantries - Circles Salt Lake	Partners may include: - Banks / CRA - Internet Service Providers - Utah Broadband Center - Utah Communities Connect



Connectivity

In-home broadband internet service is generally available to all South Salt Lake and Millcreek residents. Two providers, Xfinity and CenturyLink, have historically held most of the city's residential broadband market. The expansion of Google Fiber adds a second or third primary high-speed option for neighborhoods across both cities.

Affordability

Affordability and the value of existing options remain a prevalent issue for many residents. Prices for Xfinity, Centurylink, and other competitors vary based on a range of factors, including the presence of competitors, promotions, and bundled offerings, which means broadband affordability can vary from one neighborhood or apartment complex to another. If there are multiple quality internet options that a resident can choose from, residents have greater power as a consumer to seek a better price from the provider if they are aware and have the skills to negotiate effectively.

Apartments & Condominiums

Residents of most multi-tenant environments (MTEs) such as apartments and condominiums don't have the benefit of competitive options since their buildings are often subject to bulk or exclusivity agreements enacted by the property owner. These agreements limit their ability to choose an alternate provider, negotiate price, or apply for the Affordable Connectivity Program or sometimes other low-cost offerings such as Comcast Internet Essentials. This can result in higher internet prices for renters compared to single-family homeowners, even as renters usually have a more limited budget.

Mobile Internet Service

Mobile data and hotspot plans, which allow people to use their cell phones to make an internet connection on a computer, have made the internet more accessible and affordable, including when residents live in apartment complexes with limited fixed options. Market data plans become more affordable when entering group/family plans that can significantly reduce costs. Additionally, major cellular providers and nonprofits such as Human-IT and PCs for People have agreements to provide low-cost internet hotspot service, utilizing existing mobile networks. However, residents with only mobile data plans (not including hotspot data) can be at a disadvantage because their internet only works on their smartphones and not on devices with larger screens, which can better support participation in distance learning, remote work, civic engagement, and other online activities.

Discounted Home Internet Offerings

These low-cost offerings and federal subsidy programs make home broadband attainable for many households that otherwise could not afford it. However, they are underutilized due to bulk and exclusivity agreements in MTES and a combination of onerous eligibility and verification process, low levels of awareness and enrollment support for those who would benefit, and trust concerns of sharing personal information with large companies and the federal government. This table doesn't include different market cellphone plans that include cellular and/or hotspot data at affordable prices.

Offering	Price	Speed	Qualifications
Lower Market Rate Offerings	Ranging from $30 - $50	Varies	Availability based on provider and home address
Comcast Internet Essentials & Internet Essentials Plus	$9.95 (IE) $29.95 (IE+)	50 Mbps (IE) 100 Mbps (IE+)	Qualify based on participation in government assistance programs
Google Fiber Neighborhood 100	$20	100 Mbps	Qualify based on income and neighborhood connectivity levels
Lifeline Program (Subsidizes Basic Smartphone and Monthly Plan)	Free or up to $9.25 off Cell Phone Bill	Varies	- Income is 135% or less than the Federal Poverty Guidelines OR - Participation in government assistance program. such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit
Affordable Connectivity Program	Up to $30 off Internet Bill Per Month	Varies	Discount can be applied to internet bill of participating providers if: - Income is 200% or less than the Federal Poverty Guidelines OR - Participate in Lifeline qualifying programs or in Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Free and Reduced-Price School Lunch Program, Federal Pell Grant in the current award year

Connectivity Barriers

Type	Barriers
Individual	○ Distrust of government and large companies affects enrollment in ACP, Lifeline, and low-cost offerings ○ Ability to afford sufficient internet service (home access and mobile data plans) ○ Non-users of home internet cite that their smartphone does everything they need as a reason they do not have a home internet connection ○ Relevance of internet because of lack of digital skills and/or socio-cultural factors
Organizational	○ Limited funding for multilingual outreach to improve awareness and neutral enrollment support ○ Bulk agreements with ISPs and MTEs prevent eligible residents to enroll in fixed broadband ACP options
Structural	○ Housing developments that do not include up-to-date wiring for high-speed broadband ○ Exclusivity agreements with ISPs and MTEs prevent additional competition ○ Limited Wi-Fi access in public spaces

Connectivity Goal & Strategies

Goal #1: Ensure sufficient and affordable options for Internet connectivity for all community members, especially historically marginalized communities

Priority	Early Wins (0-1 years)	Long-term Plays (1-5 years)	Metrics
Identify Innovative Ways to Increase Internet Options in Apartments	• Affordable Connectivity Program/Hotspot Outreach and Enrollment Events at Partner and Multi-Dwelling Unit Sites	• Develop Policies and Incentives for Landlords to Increase Internet Options in Multi-Dwelling Units (ie. transitioning away from bulk and exclusive agreements, retrofitting wiring, etc.)	*# of house-holds/persons enrolled in free/low cost internet*
Expand Public Wi-Fi for Community Members in Community-Identified Places	• Work with IT and Facilities Staff to determine a safe way to offer public WiFi network to the public inside city-owned buildings	• Utilize CDBG and other funding to extend Wi-Fi access beyond city-owned buildings and provide public Wi-Fi access in community identified parks and apartment complexes in high-need areas	*# of unique visitors / devices accessing public WiFi*

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Devices & Technical Support

There are robust options available for residents to obtain computing devices, including laptops, desktops, tablets, and smartphones. Because the average lifespan of computer devices is between 3-5 years, there is an ongoing challenge of being able to purchase, maintain, repair, and re-purchase devices. While devices are available at public and community points that serve residents, the primary goal for all residents must be device ownership.

Equitable access to technical support is an essential input to maximize the utility and longevity of devices. Currently, most individuals seeking technical support utilize a patchwork of options. Informal, free options include getting help from family and friends or employees from K-12 schools, libraries, community organizations, or device retailers. However, not every method carries the same effectiveness. While some residents have sufficient digital skills to troubleshoot the problems on their own or can afford to pay for a professional service, some lack skills or financial resources to get help, resulting in additional barriers to meaningful digital participation.

School Districts

Granite School District and its schools have played a vital role in providing devices and technical support for every student and their families. Through the Emergency Connectivity Fund, in addition to other funding sources, they currently have funding to provide devices for any student that has need. Their experience and assets, supporting many students in both cities, are invaluable resources that can be leveraged to support parents, caretakers, and other communities affected by the digital divide.

Federal Device Subsidies

Currently, two subsidies are available to increase the affordability of devices for residents. The Lifeline program subsidizes a basic mobile plan through several mobile service providers and provides basic smartphones for free. The Affordable Connectivity Program (ACP) also includes a device benefit of $100 for devices up to $150. While most ACP providers offer tablets, several national mobile hotspot providers such as Human-IT or PCs for People have free and subsidized device options, including Chromebooks and tablets.

Affordable Market Offerings

In the open marketplace, new basic laptops can be purchased for around $200 or less, and new basic smartphones can be bought for around $100 or less at many retailers. Additionally, the lifecycle of a new device will be longer than a refurbished device.

Device Refurbishers

A sustainable, low-cost way of providing computers to households in need are refurbished devices. Currently, two nonprofits in Salt Lake County provide refurbished devices for low-income households. Governments and companies must collaborate with these refurbishers to adopt electronic waste, surplus, and other policies to support further and scale refurbished device efforts.

Tech Charities

TechCharities was established in 2013 and has provided hundreds of refurbished devices annually at a nominal cost-Chromebooks for $30, desktops with monitors for $40, and laptops for $50-$75. They have an ongoing supply of devices through their national network and local relationships with universities, faith-based organizations, companies, and the greater community. They have a physical storefront that is open to the public from 10 am-12 pm on Mondays or by appointment. Their volunteer-run model with financial and in-kind support keeps the costs affordable and remains effective as they leverage community partners to distribute a majority of their device supply.

Spy Hop

SpyHop began its Tech Liberation Project in 2020, an effort aligned with the Spy Hop Youth Prevention Coalition to address the device needs of students and families in need. This project utilizes high school youth who receive CTE credits for refurbishing devices while gaining STEM exposure, hands-on experience, and training. Organizations can apply for refurbished devices distributed to individuals in need for free.

Photo: Hoang Ha, IT director of Spy Hop, moderating a panel of students from Salt Lake City School District sharing their .experience refurbishing devices that were donated to community organizations.

Devices & Technical Support Barriers

Type	Barriers
Individual	○ No access to technology or limited use due to old or malfunctioning devices ○ Homebound individuals lack the mobility or transportation to access public computer labs ○ Device theft is prevalent, especially among unhoused individuals ○ Ability to afford for a household to purchase one or more devices every few years ○ Lack of knowledge or tools to prevent viruses and other threats to computer function
Organizational	○ Electronic waste, surplus, and other policies and security concerns that make it difficult to donate old devices to nonprofit refurbishers ○ Inconsistently qualified staff to ensure ongoing technical support at libraries, senior centers, and community centers ○ Lack of funding or volunteers to operate computer labs and help desks for community organizations
Structural	○ Lack of availability related to repair-related information, parts, tools, and accommodations to repair within the design. This diminishes device longevity and results in more costs for consumers and more expensive technical support.

Device and Technical Support Goal & Strategies

Goal #2: Ensure sufficient and affordable devices and technical support

Priority	Early Wins (0-1 years)	Long-term Plays (1-5 years)	Metrics
Create Device Donation & Redistribution Locations in Partnership with Device Refurbishing Programs	• Create an device donation program (smartphones, desktops, laptops, and tablets) for existing local refurbishers through new and used donations from public and private partners and residents	• Redistribute refurbished devices that can be purchased or obtained through completing skills training by partner organizations	*# of households / persons receiving a refurbished / new device*
Incorporate Technical Support into Existing Programming	• Develop a training curriculum and program model for a fix-it clinic pilot with partner organizations	• Pilot and secure funding to manage ongoing technical support program in coordination with Granite & Millcreek Library	*# of households / persons receiving technical support* *# of devices or other equip-ment were repaired or fixed*

Multilingual Digital Skills Training

Digital skills empower individuals to thrive in a digital economy and society. Digital skills vary across residents' diverse abilities, needs, identities, languages, disabilities, life stages, and experiences (Salt Lake City Digital Equity Policy, 2020). While digital skill levels are generally increasing as society becomes more technology-dependent, there is a need to ensure no individual is left behind as the consequence of not having digital skills has become more pronounced.

Providers of Digital Skills Training

Digital skills training most commonly occurs through family members and friends. Additionally, public and private organizations, including libraries, senior and community centers, nonprofits, education institutions, workforce services, and companies, provide varying levels and types of digital skills training.

Models for Training

The wide array of barriers for different learners reinforces why only providing digital skill classes or one-time workshops is insufficient. South Salt Lake and Millcreek residents need various options, including one-on-one training and peer-to-peer learning. Additionally, effective training prioritizing flexibility by providing variety between asynchronous and live courses and in-person and virtual options.

Digital skills training is becoming increasingly embedded and intertwined with other curricula related to numeracy, language, health, financial, and job and life skills. All these changes have made digital skills training more accessible and supportive of residents' diverse abilities and needs.

Multilingual Digital Skills Training Barriers

Type	Barriers
Individual	○ Fear of failure, feeling inadequate for lack of knowledge ○ Low levels of numeracy and language literacy, which are prerequisites for digital skills ○ Limitations in vision and motor skills and cognitive and memory conditions that limit opportunities to retain information and participate ○ Need to be able to the pathway, and select from a range of training from beginner job skills to advanced technical skills (STEM, coding, computer science)
Organizational	○ Lack of sustainable funding results in high staff turnover, which also reduces instructional program delivery and limits partnership development and volunteer management ○ No shared and translated curriculum to use among community centers and libraries or with community-based organizations
Structural	○ No central place for listing, finding information, and enrolling in trainings and programs

Multilingual Digital Skills Training Goal & Strategies

Goal #3: Provide accessible opportunities for all community members, especially historically marginalized communities, to gain the technology skills and tools needed for employment, entrepreneurship, lifelong learning, family and civic engagement, and use of essential online services.

Priority	Early Wins (0-1 years)	Long-term Plays (1-5 years)	Metrics
Provide Culturally Relevant Outreach & Digital Skills Training for Target Communities	• Recruit Volunteer & Paid Multilingual Digital Navigators who Address the Whole Digital Inclusion Process — Home Connectivity, Devices, and Digital Skills — with Community Members Through Repeated Interactions	• Develop Apprenticeships to Support City Needs and Cultivate STEM Talent in Historically Marginalized Communities	*# of apprenticeships* *# of digital navigators trained* *# of persons receiving digital navigation services or digital skills training*
Prepare Staff & Volunteers to Support the Integration Digital Equity Work into Existing Programs	• Develop and Maintain a Multilingual Digital Skills Curriculum and Resources for Trainers, Staff, and the Public	• Cross-train Staff & Volunteers to Support the Integration Digital Equity Work into Existing Programs and Provide Culturally Relevant Outreach (ie. Jail Release Program, Men's Resource Center, Granite School District, Resource Pantry)	*# of digital navigators cross-trained* *# of persons receiving digital navigation services or digital skills training*

Capacity

During the COVID-19 pandemic in 2020, South Salt Lake and Millcreek began citywide efforts to understand and address digital equity needs for historically marginalized communities. South Salt Lake invited Millcreek to join their Digital Inclusion Committee, which is housed within the South Salt Lake Promise Equity Council. Both cities jointly applied for Wasatch Front Regional Council TLP Grant to develop a multi-city digital mobility plan. Over the past two years, the South Salt Lake and Millcreek Digital Inclusion Committee has shared resources, provided updates, gathered stakeholder and community input, and contributed to developing the digital mobility plan.

Collective Impact Framework

The end product of the study includes creating and implementing the Promise Digital Equity Action Plan. Both cities will carry out this plan jointly through a collective impact model. The collective impact model brings organizations together from different sectors to work towards developing and maintaining a digital equity ecosystem in South Salt Lake and Millcreek City. South Salt Lake and Millcreek City are following this collective impact model due to its high accountability of partners and alignment of resources and investments. A successful collective impact initiative has five conditions that together lead to positive results:

1. COMMON AGENDA: Collective impact initiatives require participants to share a vision for change that includes a common understanding of the issue and a cooperative approach to solving it through agreed-upon action strategies.

2. SHARED MEASUREMENT SYSTEMS: Consistently collecting data and measuring results based on shared indicators ensures all efforts stay on track and keeps all participants accountable. These shared indicators should be collected and reported annually first to the Promise Digital Equity Committee and then to the public.

3. COORDINATED EFFORTS: To ensure success, each participating organization should focus on its area of specialization and coordinate its activities with other stakeholder efforts. Additionally, the backbone organization should evaluate with other promise committees and councils every tto identify mutually-aligned outcomes.

4. CONTINUOUS COMMUNICATION: Developing trust among stakeholders takes time; participants need to meet regularly over several years to build rapport and learn how to best work together.

5. BACKBONE SUPPORT ORGANIZATIONS: As coordination takes time, it is crucial for specific organizations with dedicated staff to serve as the backbone for the entire initiative. For the Promise Digital Equity Initiative, South Salt Lake and Millcreek Promise Staff are well-positioned and funded to play the role of the backbone organization to convene partners, align stakeholders, and work through partnerships to achieve its shared vision.

Guiding Principles for Collective Impact

Principle	Alignment to Digital Equity Work
Collaboration	*Work together in partnership with government, cultural and community organizations, libraries, schools (Pre-K-12 and higher education), and businesses to build resources, maximize investments, and employ best practices in digital inclusion.*
Equity	*Plan technology infrastructure and services in coordination with community development to maximize public access, broadband capacity, digital education, and innovation opportunities in historically underrepresented neighborhoods and for vulnerable residents.*
Alignment & Integration	*Link digital equity work to strategic areas, including education, jobs, economic development, health, and human services, justice, safety, race and social justice, and civic engagement.*
Sustainability	*Build the long-term capacity of digital equity program providers to deliver quality services sustainably, implement best practices, and adapt to emerging technologies.*
Outreach & Accessibility	*Make it easy for all residents and communities to know about, find, understand, and use appropriate services and information. Recognize specific needs of our historically underserved residents, including those with disabilities, low literacy, and limited English skills*

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Capacity

Goal #4: South Salt Lake and Millcreek has dedicated staff and sustainable funding sources to mobilize partners and address current and emerging digital equity needs.

Priority	Early Wins (0-1 years)	Long-term Plays (1-5 years)	Metrics
Create a Digital Equity Collective Impact Effort	• Develop a joint committee of partners and community members • Develop a memorandum of understanding between South Salt Lake and Millcreek for a Joint Promise Digital Equity Initiative that outlines shared administrative responsibilities		
Secure a Sustainable, Ongoing Funding Source for the Collective Impact Effort		• Enact a resolution/ policy to allocate quarterly/ annual franchise & license fees from internet and telecommunications providers for Digital Equity Initiatives	

Acknowledgments

Influencing Frameworks and Plans

Seattle Digital Equity Initiative Action Plan | This Action Plan was instrumental in providing an initial framework for the study around connectivity, devices & technical support, and digital skills training. Additionally this plan followed its approach in providing background information and research, barriers, and goals with timelines. The plan also utilized language from its collective impact section and its barrier sections that aligned with the current situation in South Salt Lake and Millcreek.

Philadelphia Digital Equity Plan | This plan provided an additional goal around creating an ecosystem that South Salt Lake and Millcreek plan build off of by including a pillar around capacity- and having dedicated staff and ongoing funding for digital equity work. This plan's framework was used for having four concise goals and corresponding key strategies.

Franklin County Digital Equity Coalition Framework | This regional framework provided language and ideas related to background research and context for the sections on connectivity and devices and technical support.

National Digital Inclusion Alliance's 18 Month Strategic Plan | The NDIA mission was incorporated into the final vision that the South Salt Lake and Millcreek Digital Inclusion Committee agreed upon.

Appendix A: Definitions

Internet

Download Speed
The speed at which an internet connection can retrieve data from the internet. The unit of measure is megabits per second (Mbps).

Upload Speed
The speed that an internet connection can allow data to be sent from a device to the internet. The unit of measure is megabits per second (Mbps).

Fiber-optic
Transmits data by converting electrical signals to light and sending it through transparent glass fibers offer speeds significantly faster, usually up to 1,000 Mbps (BroadbandNow).

Hardware & Software

Hardware
The physical components required for a computing device to function. Examples include Central Processing Unit (CPU), keyboard, and mouse.

Hard Drive
The hardware component stores all of your digital content. Your documents, pictures, music, videos, programs, application preferences, and operating system represent digital content stored on a hard drive.

Software
The software includes the programs, procedures, and routines associated with the operation of a computer system. Examples include operating systems, web browsers, and word processors.

User Experience (UX)
The experience of a user and how they interact with software, including websites, apps, or services. It includes a person's perceptions of utility, ease of use, efficiency, and accessibility.

Digital Participation

Digital Equity
Digital Equity is a condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy. Digital Equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services (National Digital Inclusion Alliance - NDIA).

Digital Inclusion
Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration (NDIA).

Digital Literacy
Digital Literacy is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills (American Library Association).

Digital Navigators
Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support (NDIA).

Web Accessibility
Web accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them. More specifically, people can: a) perceive, understand, navigate, and interact with the Web b) contribute to the Web (World Wide Web Consortium - W3C).

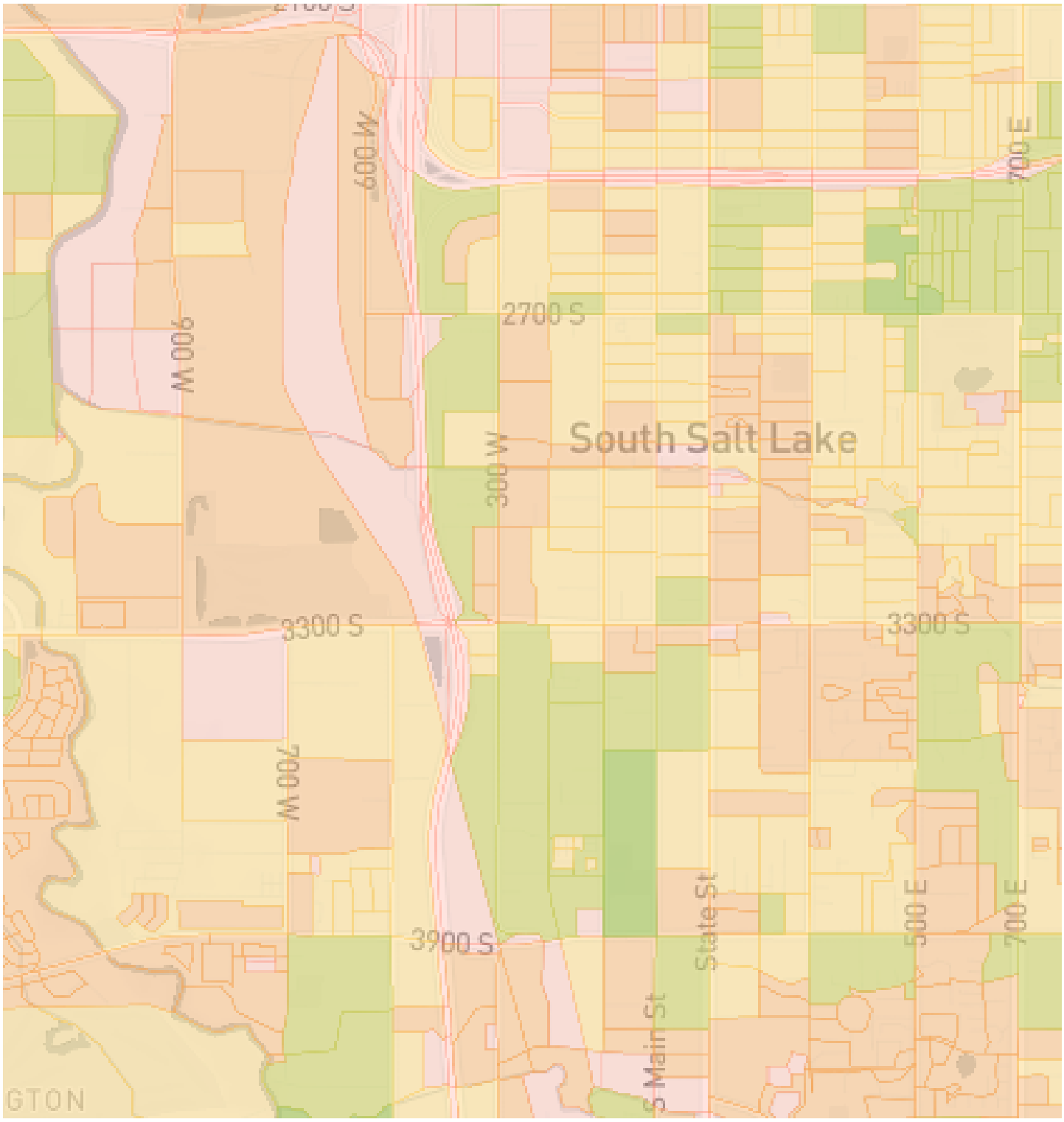
Appendix B: Reasons Individuals Don't Have/Subscribe for Home Internet (Horrigan, 2020)

Survey	National Tele-communications & Information Administration (2015)	Pew Research Center (2019)	California Emerging Technology Fund (2019)
Primary Reason	Don’t need/Not interest (55%)	Cost – either service is too expensive (50%)	Cost – too expensive, no computer or smartphone (51%)
Secondary Reason	Too expensive (24%)	Smartphone does everything they need (45%)	Can connect from another place (31%)
Tertiary Reason	No or inadequate computer (7%)	Other access options outside the home (43%)	Internet is not available where I live (21%)
Fourth Reason		Cost of computer is too expensive (45%)	Not comfortable with a computer or going online (24%)

Appendix C: Languages Spoken Students in Granite School District, 2021-22

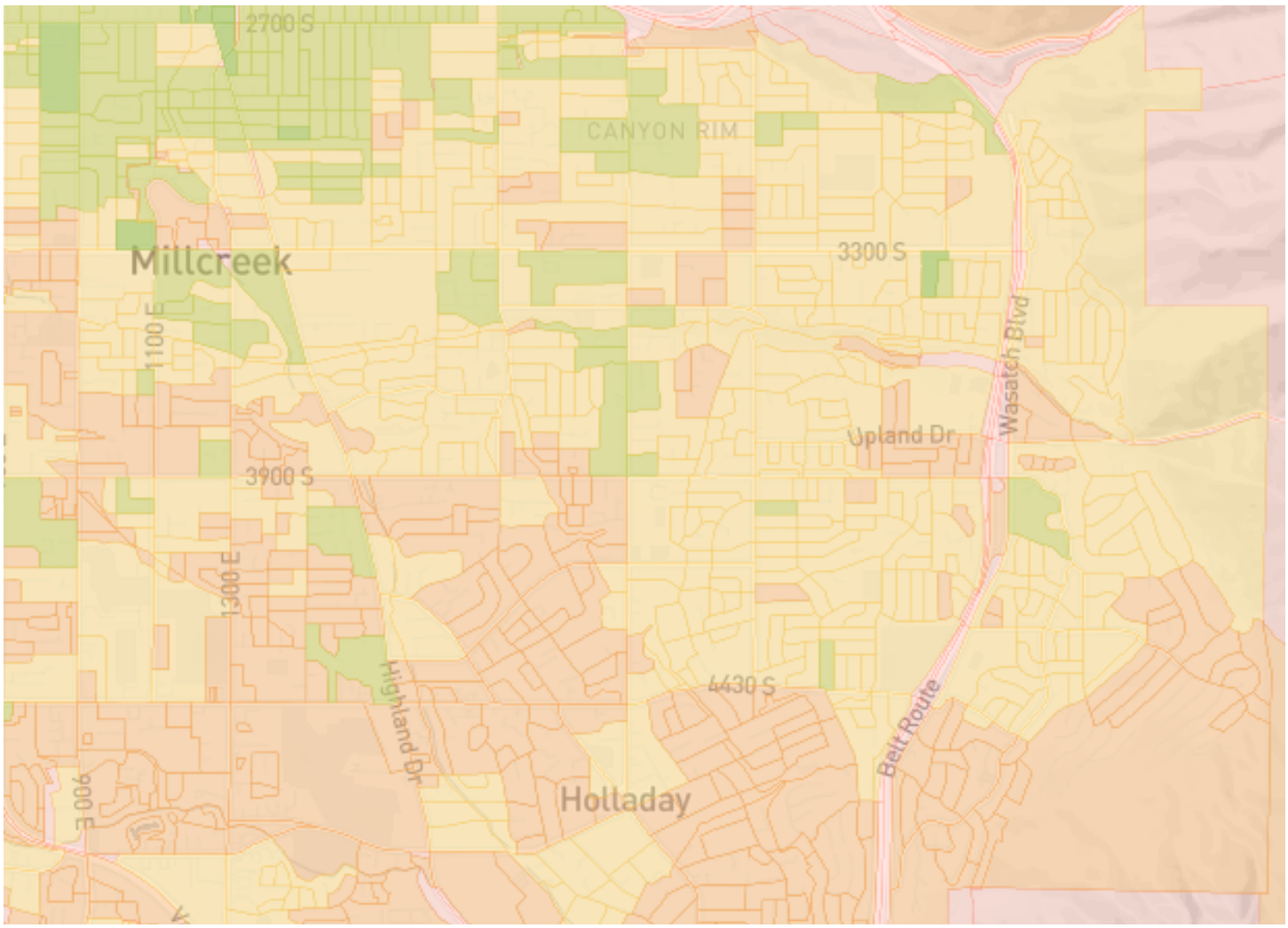
Appendix D: Map of Cable and Fiber Broadband Providers (BroadbandNow)

South Salt Lake & West Millcreek



0 Providers	1 Provider	2 Providers	3 Providers	4 Providers

Millcreek, East Millcreek, & Olympus Cove



0 Providers	1 Provider	2 Providers	3 Providers	4 Providers

Appendix E: Digital Inclusion Alignment with Millcreek Promise Program

Goal	Outcomes	Potential Digital Equity Outcomes
Education All Millcreek youth have the support to maximize academic success on their path to high school graduation and post-secondary education.	1. Increase number of youth who are performing at grade level by participating in school day-interventions (check on wording) 2. Increase number of youth who are performing at grade level through family engagement 3. Increase number of youth who are performing at grade level through afterschool Interventions	- Increased Parent Digital Literacy Skills to Support Children's Education - Improved attitudes toward STEM fields and careers
Health All Millcreek residents have access to health services and resources.	1. Increase mental wellbeing in Millcreek 2. Increase COVID-19 preventative measures 3. Increase access to health insurance and primary care	- Increased knowledge to use telehealth and patient management tools - Increased knowledge of digital communication & transportation tools to reduce isolation
Economic Well-Being All Millcreek residents have opportunities to provide a high quality of life for themselves and their families	1. All Millcreek residents desiring employment will be employed 2. All Millcreek residents will have economic equity and inclusion 3. All Millcreek residents will be financially empowered	- Increased digital marketing skills for small businesses / entrepreneurs - Increased information literacy skills to increase personal / business cost savings
Safety All Millcreek residents have access to safety services and resources.	1. Increase program options for youth and families who live at Holladay Hills apartments 2. Building relationships with the community and UDP 3. Reduce suicide (in collaboration with health committee)	- Increasing Digital Accessibility of Police Services for Historically Marginalized Communities - Increasing knowledge of digital safety and citizenship and resources

Appendix F: Public WiFi Strategy

Guiding Principles:

Safety: Develop safeguards including advanced encryption and data filtering standards
Privacy: Educate residents on privacy and security limitations and how they can protect themselves
Equity: Focus on westside areas where there is disproportionately less public wi-fi access
Collaboration: Identify public/private partners with relevant expertise
Measured: Cost-effective, phased approach, providing chances to evaluate the efficacy, challenges, and potential pivots

Priorities:

1. Public Wi-Fi Access at all City-Owned Buildings
   - Millcreek: City Hall
   - South Salt Lake: City Hall, Columbus Community Center, Historic Scott School, Central Park Community Center

2. Additional Locations for Public Wi-Fi Access could include, after receiving feedback from stakeholders and community members:
   - South Salt Lake: General Holm Park, Harmony Park, Granite Library, Lincoln Park, Fitts Park
   - Millcreek: Sunnyvale Park, Sunnyvale Neighborhood Center, Meadowbrook Trax Station
   - Apartments: Around Buildings with No/Limited Low-Cost Options
   - Public Safety Buildings: South Salt Lake Police, Unified Police Department: Millcreek Precinct
   - Extended Areas Around City-Owned Buildings (ie. Parking Lots)

Funding Mechanisms

i. Community Development Block Grant (Ongoing)
ii. Franchise & License Fee Revenue (Ongoing)
iii. Bipartisan Infrastructure Law Grant Programs (One-time, 2024-2028)
iv. Private Sector Donations & Partnerships (Ongoing)

Appendix G: Digital Inclusion Checklist For Community Organizations

	True (4 points)	Somewhat True (2 points)	False (0 points)
Planning			
Organization regularly plans and evaluates digital inclusion needs and opportunities in the community.			
Partners & Outreach			
Our organization regularly invites local partners to provide digital inclusion outreach, including enrollment support, hardware distribution, and digital skills training.			
Our staff is aware of, provides information, and makes referrals to free and low-cost internet and device offerings and digital skills training resources.			
Programming			
Our organization provides publicly available desktop or laptop computers and/or access to open Wi-Fi.			
Staff or volunteers deliver or connect clients/community members to 1:1 technology support clients to address ongoing/Covid-19 needs (i.e. digital communication tools, telehealth, online public services, small business tools, etc.)			
Volunteers & Partners			
Staff and volunteers are trained on the three elements of digital inclusion (devices, internet, and digital skills training).			
Our organization has intentional strategies to recruit diverse staff, interns, and volunteers to increase culturally relevant and language-specific digital skills training and support.			

Digital Inclusion Goals

Planning

Score _____ / 4

Goal:

_____
_____
__

Partners & Outreach

Score _____ / 8

Goal:

_____
_____
__

Programming

Score _____ / 8

Goal:

_____
_____
__

Policies & Procedures

Score _____ / 8

Goal:

_____
_____
__

Overall Score:

_____ / 28

Getting Started	On Your Way	Advanced

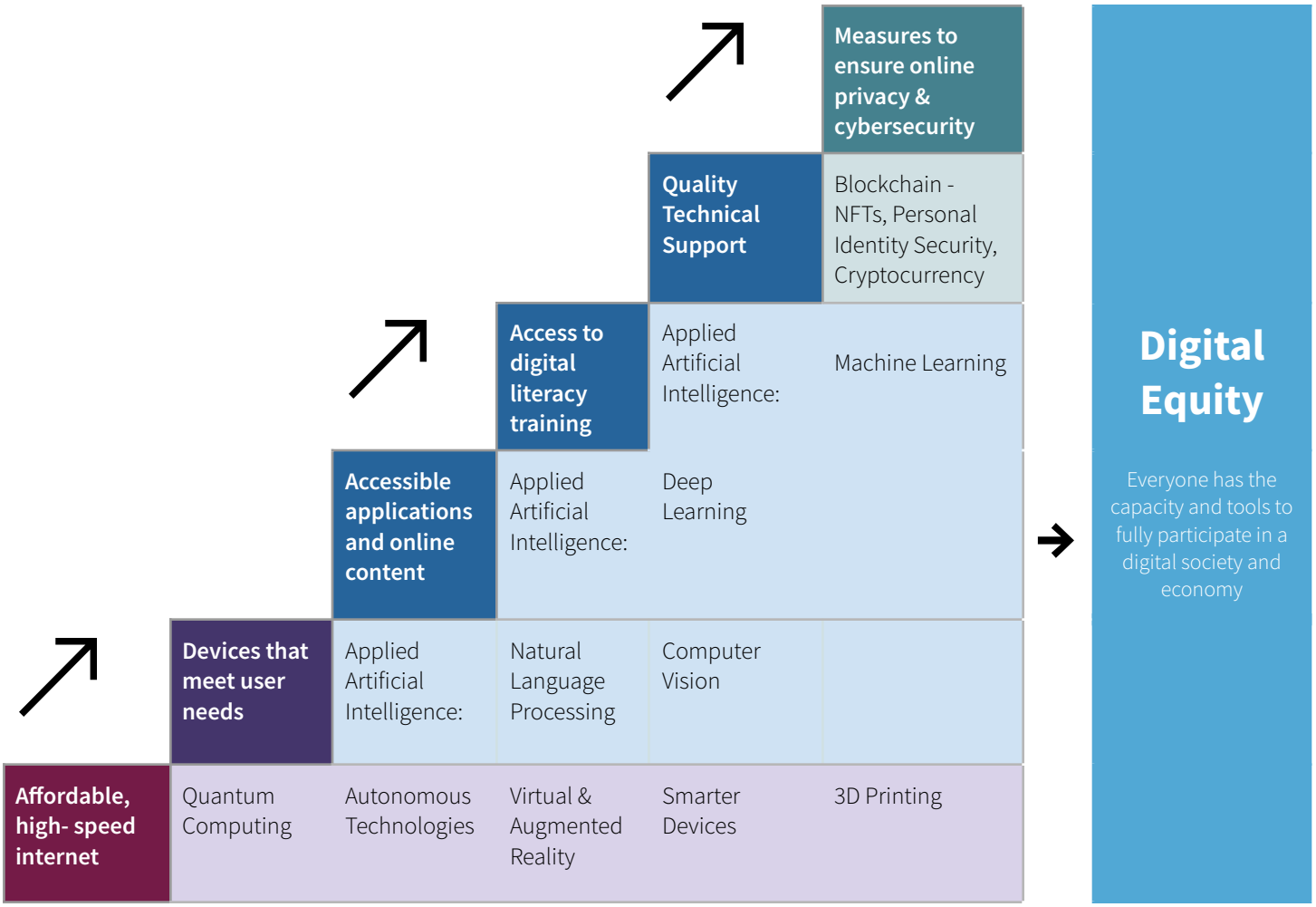
0 - 9	10 - 20	21+

Appendix H: Relevant Emerging Technology Trends for Digital Equity

1. ***Acknowledge that digital divides overlap*** *and that as one digital divide closes, other digital divides remain, so as long as technological innovation and socioeconomic gaps continue.*

2. ***Integrate exposure opportunities*** *for historically marginalized communities to learn about and use emerging technologies into existing digital skills and education programming*

3. ***Evaluate digital equity plan annually*** *to reassess needs and strategies based on the adoption of emerging technologies within the community*



5G Wireless Technology	6G Wireless Technology	Low-Earth-Orbit Satellite Constellations	Low-Power, Wide Area Networks	WiFi 6 / Industrial WiFi	Web3

Source: McKinsey Technology Trends Outlook 2022 and Internet for All Webinar Series: Digital Equity Act Programs

Appendix I: American Community Survey 2020, 5 Year Estimates

ACS 2020 Data: Presence and Types of Devices & Internet Subscriptions in Household (%)

TYPES OF COMPUTER	United States	Utah	Salt Lake County	Millcreek	South Salt Lake
Has one or more types of computing devices:	91.90%	96.10%	96.30%	95.10%	93.80%
Desktop or laptop	78.30%	87.50%	87.10%	85.50%	77.70%
Desktop or laptop with no other type of computing device	4.90%	3.60%	3.70%	4.80%	4.60%
Smartphone	83.70%	89.90%	89.90%	86.90%	87.40%
Smartphone with no other type of computing device	8.30%	4.90%	5.30%	5.40%	12.20%
Tablet or other portable wireless computer	61.90%	71.50%	69.40%	67.70%	48.00%
Tablet or other portable wireless computer with no other type of computing device	0.90%	0.60%	0.60%	1.00%	0.10%
Other computer	2.70%	2.70%	2.70%	2.90%	1.30%
Other computer with no other type of computing device	0.00%	0.00%	0.00%	0.00%	0.00%
No computer	8.10%	3.90%	3.70%	4.90%	6.20%

TYPE OF INTERNET SUBSCRIPTIONS	United States	Utah	Salt Lake County	Millcreek	South Salt Lake
With an Internet subscription:	85.50%	89.60%	90.50%	89.30%	80.00%
Dial-up with no other type of Internet subscription	0.30%	0.30%	0.30%	0.30%	0.20%
Broadband of any type	85.20%	89.30%	90.20%	88.90%	79.80%
Cellular data plan	75.60%	80.50%	82.10%	81.30%	69.20%
Cellular data plan with no other type of Internet subscription	11.10%	8.80%	9.50%	9.50%	14.70%
Broadband such as cable, fiber optic or DSL	70.30%	75.20%	77.10%	77.30%	63.00%
Satellite Internet service	6.70%	9.50%	7.80%	5.90%	5.20%
Without an Internet subscription	14.50%	10.40%	9.50%	10.70%	20.00%

HOUSEHOLD INCOME IN THE PAST 12 MONTHS (IN 2020 INFLATION-ADJUSTED DOLLARS)	United States	Utah	Salt Lake County	Millcreek	South Salt Lake
Less than $20,000:	(X)	(X)	(X)	(X)	(X)
With dial-up Internet subscription alone	0.40%	0.60%	0.70%	0.20%	1.10%

With a broadband Internet subscription	62.20%	67.60%	68.80%	71.70%	55.60%
Without an Internet subscription	37.40%	31.80%	30.60%	28.10%	43.30%
$20,000 to $74,999:	(X)	(X)	(X)	(X)	(X)
With dial-up Internet subscription alone	0.40%	0.40%	0.40%	0.80%	0.00%
With a broadband Internet subscription	82.60%	86.50%	87.60%	84.40%	82.00%
Without an Internet subscription	17.00%	13.10%	12.00%	14.80%	18.00%
$75,000 or more:	(X)	(X)	(X)	(X)	(X)
With dial-up Internet subscription alone	0.10%	0.10%	0.10%	0.00%	0.00%
With a broadband Internet subscription	95.20%	95.70%	95.90%	96.40%	88.70%
Without an Internet subscription	4.70%	4.20%	4.00%	3.60%	11.30%

ACS 2020 Data: Presence and Types of Devices & Internet Subscriptions in Household (#)

TYPES OF COMPUTER	Utah	Salt Lake County	South Salt Lake	Millcreek
Has one or more types of computing devices:	368,994	368,994	8,635 ±576	22,777 ±664
Desktop or laptop	333,823	333,823	7,157 ±597	20,489 ±665
Desktop or laptop with no other type of computing device	14,178	14,178	422 ±167	1,154 ±289
Smartphone	344,678	344,678	8,047 ±565	20,826 ±652
Smartphone with no other type of computing device	20,430	20,430	1,124 ±244	1,300 ±274
Tablet or other portable wireless computer	265,962	265,962	4,422 ±480	16,217 ±582
Tablet or other portable wireless computer with no other type of computing device	2,386	2,386	11 ±18	251 ±87
Other computer	10,538	10,538	123 ±74	693 ±141
Other computer with no other type of computing device	46	46	0 ±22	0 ±28
No computer	14,330	14,330	575 ±211	1,182 ±245
TYPE OF INTERNET SUBSCRIPTIONS				
With an Internet subscription:	346,755	346,755	7,365 ±519	21,385 ±659
Dial-up with no other type of Internet subscription	984	984	15 ±25	81 ±48
Broadband of any type	345,771	345,771	7,350 ±519	21,304 ±659
Cellular data plan	314,787	314,787	6,371 ±520	19,478 ±733
Cellular data plan with no other type of Internet subscription	36,309	36,309	1,356 ±332	2,287 ±338
Broadband such as cable, fiber optic or DSL	295,595	295,595	5,801 ±517	18,525 ±749
Satellite Internet service	29,951	29,951	477 ±160	1,408 ±243
Without an Internet subscription	36,569	36,569	1,845 ±359	2,574 ±355
HOUSEHOLD INCOME IN THE PAST 12 MONTHS (IN 2020				

INFLATION-ADJUSTED DOLLARS)				
Less than $20,000:	34,494	34,494	1,404 ±341	2,759 ±389
With dial-up Internet subscription alone	226	226	15 ±25	6 ±10
With a broadband Internet subscription	23,715	23,715	781 ±228	1,977 ±392
Without an Internet subscription	10,553	10,553	608 ±230	776 ±223
$20,000 to $74,999:	151,074	151,074	5,262 ±484	9,301 ±763
With dial-up Internet subscription alone	565	565	0 ±22	75 ±47
With a broadband Internet subscription	132,310	132,310	4,313 ±410	7,854 ±727
Without an Internet subscription	18,199	18,199	949 ±253	1,372 ±304
$75,000 or more:	197,756	197,756	2,544 ±387	11,899 ±615
With dial-up Internet subscription alone	193	193	0 ±22	0 ±28
With a broadband Internet subscription	189,746	189,746	2,256 ±354	11,473 ±593
Without an Internet subscription	7,817	7,817	288 ±145	426 ±162

ACS 2020 Data: Race and Ethnicity (%)

Race	Millcreek		South Salt Lake	
White alone	51,432	85.8%	14,393	60.4%
Black or African American alone	1,109	1.9%	1,746	7.3%
American Indian and Alaska Native alone	389	0.6%	467	2.0%
Asian alone	2,265	3.8%	2,521	10.6%
Native Hawaiian and Other Pacific Islander alone	458	0.8%	623	2.6%
Some other race alone	1,917	3.2%	2,628	11.0%
Two or more races	2,349	3.9%	1,438	6.0%
Hispanic or Latino origin (of any race)	5,738	9.6%	5,887	24.7%
White alone, not Hispanic or Latino	48,191	80.4%	11,895	49.9%

ACS 2020 Data: Devices & Internet Subscriptions by Selected Demographics

Demographic	Millcreek			South Salt Lake		
	With a Computer		No Computer	With a Computer		No Computer
	With Broadband Internet Subscription	No Internet Subscription		With Broadband Internet Subscription	No Internet Subscription	
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Total population in households	92.60%	4.70%	2.60%	83.50%	10.40%	6.00%
AGE						
Under 18 years	96.30%	3.50%	0.30%	84.10%	8.30%	7.60%
18 to 64 years	94.60%	4.30%	1.00%	84.90%	10.20%	4.90%
65 years and over	77.80%	8.80%	12.90%	67.20%	20.40%	11.40%
RACE AND HISPANIC OR LATINO ORIGIN						
White alone	92.80%	4.20%	2.90%	82.90%	12.90%	4.10%
Black or African American alone	100.00%	0.00%	0.00%	63.00%	8.20%	28.80%
American Indian and Alaska Native alone	82.30%	17.70%	0.00%	100.00%	0.00%	0.00%
Asian alone	94.90%	4.10%	1.10%	80.40%	7.50%	12.10%
Native Hawaiian and Other Pacific Islander alone	100.00%	0.00%	0.00%	93.90%	6.10%	0.00%
Some other race alone	78.20%	20.70%	1.10%	98.30%	1.10%	0.60%
Two or more races	94.50%	5.50%	0.00%	83.50%	15.90%	0.60%
Hispanic or Latino origin (of any race)	85.80%	10.40%	3.80%	86.20%	8.30%	5.60%
White alone, not Hispanic or Latino	93.00%	4.10%	2.70%	84.20%	13.20%	2.40%
EDUCATIONAL ATTAINMENT						
Less than high school graduate or equivalency	85.60%	10.00%	4.40%	77.10%	10.00%	12.90%
High school graduate (includes equivalency), some college or associate's degree	86.60%	6.70%	6.50%	83.00%	11.60%	5.20%
Bachelor's degree or higher	95.60%	3.10%	1.10%	83.20%	13.60%	3.20%
EMPLOYMENT STATUS						
In labor force	94.70%	4.40%	0.90%	86.40%	9.90%	3.70%

Employed	94.80%	4.30%	0.90%	86.50%	9.50%	4.00%
Unemployed	91.80%	7.60%	0.50%	84.70%	15.30%	0.00%
Not in labor force	84.30%	6.90%	8.30%	74.90%	13.20%	11.50%

Appendix J: Utah Internet Speed Test Map - Millcreek

9/26/22, 8:42 AM report

Millcreek

Households	26,203
Population	62,139
Test locations	128
Total Tests	236
Percent participation	0.49%
Participation goal (10%)	2,620

Download

• No Service	1	0.8%
•0-10 Mbps	11	8.6%
•10-25 Mbps	19	14.8%
•25-150 Mbps	49	38.3%
•150+ Mbps	48	37.5%

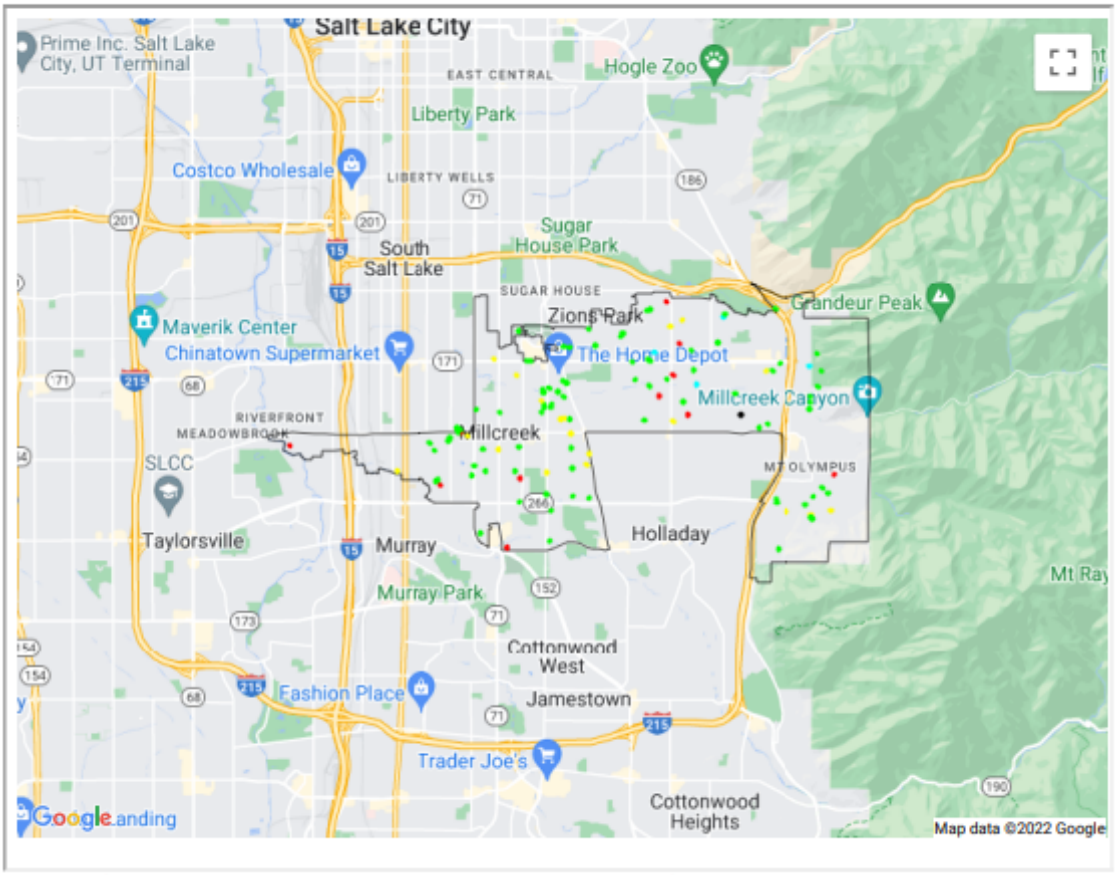
Upload

No Service	1	0.8%
<3 Mbps	7	5.5%
3-10 Mbps	30	23.4%
10-25 Mbps	42	32.8%
25-150 Mbps	36	28.1%
> 150 Mbps	12	9.4%

	Min	Max	Med Mbps
Download	1.05	693.94	95.69
Upload	0.08	821.83	17.36

No service reasons: may total>100%

Too Expensive	100.00%
No Computer	100.00%



Fixed 124 locations

Download			Upload		
No Service	1	0.8%	No Service	1	0.8%
0-10 Mbps	10	8.1%	<3 Mbps	6	4.8%
10-25 Mbps	17	13.7%	3-10 Mbps	29	23.4%
25-150 Mbps	48	38.7%	10-25 Mbps	42	33.9%
150+ Mbps	48	38.7%	25-150 Mbps	34	27.4%
			> 150 Mbps	12	9.7%

Cellular 4 locations

Download			Upload		
0-10 Mbps	1	25.0%	<3 Mbps	1	25.0%
10-25 Mbps	2	50.0%	3-10 Mbps	1	25.0%
25-150 Mbps	1	25.0%	10-25 Mbps	0	0.0%
150+ Mbps	0	0.0%	25-150 Mbps	2	50.0%
			> 150 Mbps	0	0.0%

Appendix J: Utah Internet Speed Test Map - South Salt Lake

9/26/22, 8:40 AM report

South Salt Lake

Households	9,160
Population	23,617
Test locations	66
Total Tests	74
Percent participation	0.72%
Participation goal (10%)	916

Download

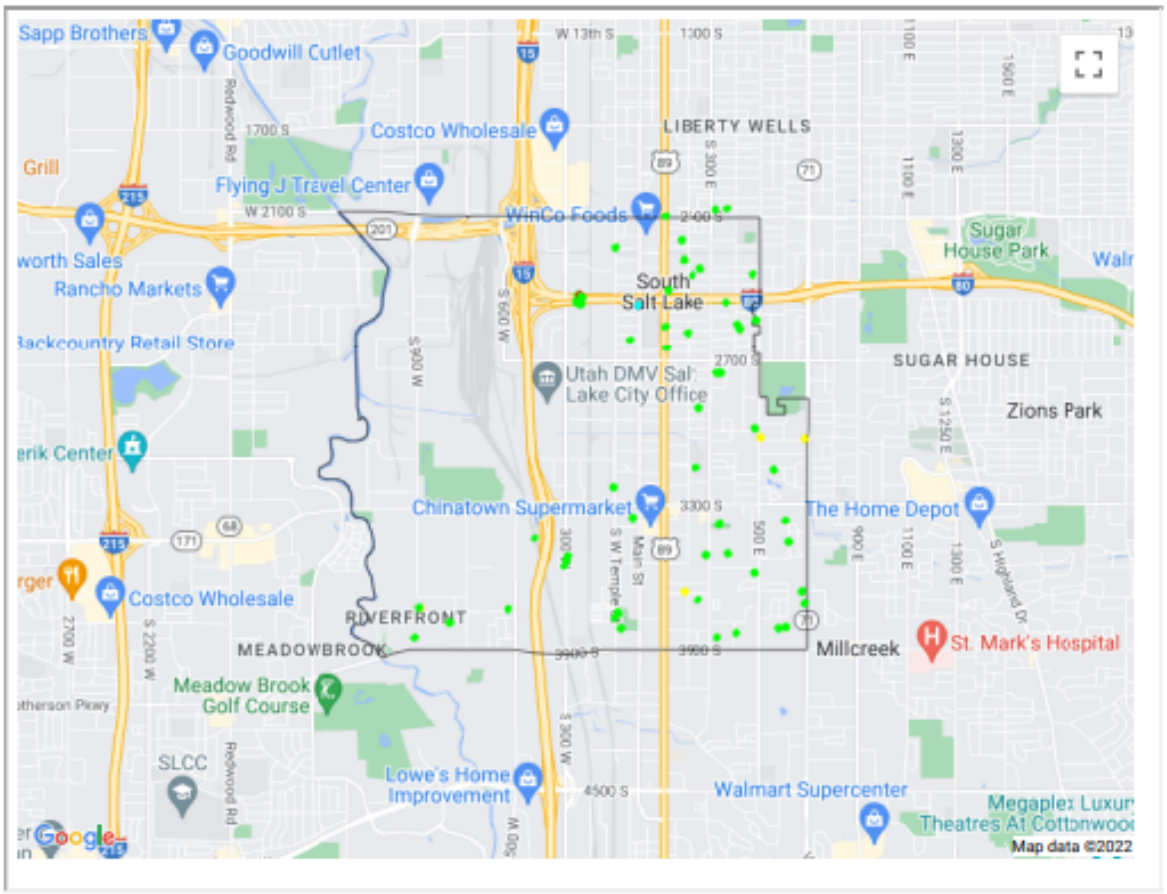
• No Service	0	0.0%
•0-10 Mbps	1	1.5%
•10-25 Mbps	4	6.1%
•25-150 Mbps	34	51.5%
•150+ Mbps	27	40.9%

Upload

No Service	0	0.0%
<3 Mbps	4	6.1%
3-10 Mbps	15	22.7%
10-25 Mbps	11	16.7%
25-150 Mbps	22	33.3%
> 150 Mbps	14	21.2%

	Min	Max	Med Mbps
Download	4.42	574.09	121.22
Upload	0.90	421.58	35.58

No service reasons: may total>100%



Fixed 63 locations

Download			Upload		
No Service	0	0.0%	No Service	0	0.0%
0-10 Mbps	0	0.0%	<3 Mbps	3	4.8%
10-25 Mbps	4	6.3%	3-10 Mbps	14	22.2%
25-150 Mbps	33	52.4%	10-25 Mbps	10	15.9%
150+ Mbps	26	41.3%	25-150 Mbps	22	34.9%
			> 150 Mbps	14	22.2%

Cellular 3 locations

Download			Upload		
0-10 Mbps	1	33.3%	<3 Mbps	1	33.3%
10-25 Mbps	0	0.0%	3-10 Mbps	1	33.3%
25-150 Mbps	1	33.3%	10-25 Mbps	1	33.3%
150+ Mbps	1	33.3%	25-150 Mbps	0	0.0%
			> 150 Mbps	0	0.0%