QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	17-43-B10507	140652640

4. Recipient Organization

City of Chicago 50 W. Washington St., Suite 2700, Chicago, IL 60602

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
03-31-2012	◯ Yes ⦿ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Francesca Rodriquez	312-744-4081
	7d. Email Address
	Francesca.Rodriquez@cityofchicago.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	05-21-2012

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Awareness Campaign
- Smart Communities marketing campaign has run for about 7 months and is near the end of its cycle. However, signs and posters still remain on busses and bus shelters visible throughout the Smart Communities.
- Promoted YOUmedia and DYN programming on Smart Communities portals

Each of the Smart Communities portals has been active and increasing visibility in their respective communities and in recruiting and training new contributors. See community breakdown below:
 - www.humboldtparkportal.org – unique visitors 7,870/contributors 49
 - www.auburngreshamportal.org - unique visitors 3,265/ contributors 16
 - www.chicagolawnportal.org – unique visitors 2,539/contributors 11
 - www.englewoodportal.org – unique visitors 3,406/contributors 6
 - www.pilsenportal.org – unique visitors 11,131/contributors 21

Outreach
- Executed two YOUmedia events: 1) a Parent Day where students showcased their YOUmedia work and parents had the opportunity to speak with mentors and cyber navigators about the program, and 2) a field trip for 8th grade and high school students to the main YOUmedia downtown center in an effort to showcase the space to high school students and to help graduating 8th grade students transition and continue their learning with YOUmedia.

- Reached out to other organizations in the Smart Communities to collaborate around potential real world projects for YOUmedia students, and the chance to utilize their new media skills in a way that demonstrates the practicality of those skills and to apply learned skills within their communities.

Training Activities
- 2818 community residents participated in Everyday Digital, Digital 2.0 and Civic 2.0 trainings
- 171 community residents participated in earned computer training orientations to familiarize themselves with their new netbooks
- 8 businesses owners participated in earned computer orientations to familiarize themselves with their new desktops
- Extended YOUmedia programming to High School Students to ensure that utilization stays high. Originally, we offered programming only to middle school students. Due to the location of the YOUmedia sites, many middle school students children would have to travel across several neighborhoods to make it to the library that offered YOUmedia services. By expanding YOUmedia to high school students, we now offer more time for in-depth learning. Additionally, we encourage high school students to visit the YOUmedia center outside of their neighborhoods, which offers a different experience and encourages youth toward diversity.
- Completed third and fourth Digital Youth Network (DYN) program modules in Smart Communities schools and community sites
- DYN youth created digital artifacts such as podcasts, videos, logos, beats, and photography blogs
- Implemented DYN programming at nine sites across the city; delivered training to 200 youth
- Planned and formalized "Hanging out, Messing Around, Geeking Out" portion of the YOUmedia model. The digital media literacy model allows students to utilize and explore equipment and software more independently; media workshops are happening simultaneously. Planning included logistical strategies for space and time of this portion of programming as well as researching and drawing up a pricing list for the furniture and accessories that would furnish and accommodate learning in the YOUmedia spaces.

Business Resource Networks
- 57 businesses completed technology assessments
- 21 businesses completed technology action plans
- 44 businesses participated in technology related trainings
- BRN was selected to be featured in NTIA's BTOP In Action

Evaluation
- We now have amalgamated February 2012 data for all five Smart Communities on internet use and broadband subscriptions. About 50% of those surveyed in Smart Communities (N=348) are reporting that they have high-speed internet.

Other
- Chicago Community Foundation began researching sustainable options for program continuation
- 171 new at home broadband adopters and 9 business owners adopted broadband for their business
- YOUmedia staff participated in Chicago Public Library Security training to become familiar with and aware of all security processes and procedures under the protocols

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	54	Some city processes have delayed all payments against accrued funds. Total accruals for this quarter are 62%.
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below
2.c.	**Awareness Campaigns**	-	Progress reported in Question 4 below
2.d.	**Outreach Activities**	-	Progress reported in Question 4 below
2.e.	**Training Programs**	-	Progress reported in Question 4 below
2.f.	**Other (please specify):**	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

Smart Communities residents continue to anecdotally report that the cost of broadband services continues to be an obstacle.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Various: See attachment.	Various: See attachment.	See attachment for details.	4,532	3,991	61	94
	Total:		**4,532**	**3,991**	**61**	**94**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

FROM THE FEBRUARY 2012 TELEPHONE SURVEY
Respondents to the July-August 2011 Chicago random digit-dialed telephone survey who live within the Smart Communities boundaries were contacted again in February 2012, and asked a subset of the questions from the 2011 survey. The questions were about home broadband adoption, frequency of Internet use, internet use anywhere, activities online, and knowledge about the Internet, as well as some demographic information. Respondents were also asked whether they had attended any of the Smart Communities classes, and whether they recalled seeing ads from the Smart Communities campaign (those who did not take classes will serve as a control group for the program participants, who will be surveyed later).

The February 2012 survey was conducted by David Redlawsk at the Eagleton Poll at Rugters University (as was the 2011 survey). The random telephone survey was conducted in both English and Spanish. Efforts were made to re-interview everyone from the 2011 sample who lived within the Smart Communities areas, but only about 160 of the original panel of 460 could be reached. An additional random sample was drawn from the Smart Communities areas, and another 190 interviews were completed, for a total combined sample of 350 for the February 2012 Smart Communities survey.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

In the previous two quarters, training participants were eligible for earned computers as a result of completing training modules and

meeting eligibility criteria. As a result of completing training classes, we believe that more community residents and businesses will understand the benefits of broadband access and broadband subscribers may increase. However, cost of broadband continues to be an obstacle to community residents that are unemployed or underemployed.

4d. Please provide the number of households and the number of businesses and CAIs receiving discounted broadband service as result of BTOP funds.

Households: 0	**Businesses and CAIs :** 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Equipment/Supply Purchases
- Purchase furniture and accessories for the YOUmedia spaces in the three library branches to better promote the YOUmedia model.

Outreach Activities
- Continue recruiting FamilyNet Center and Business Resource Network participants
- Continue one-on-one meetings with community residents and leaders
- Implement a marketing and awareness plan for the remainder of the grant cycle to promote the program and recruit new students to YOUmedia

Training Programs
- Continue distributing Everyday Digital and Civic 2.0 certificates of completion and earned computers to eligible community residents
- Continue Everyday Digital and Civic 2.0 training classes
- Finalize on-line class customizing and launch the DYN on-line class

Earned Computers and Broadband Subscribers
- Distribute an additional 150 earned computers
- Document an additional 200 broadband subscribers from training and earned computer participants

Evaluation
- Evaluate February 2012 data on Smart Communities compared to other community areas with similar socioeconomic characteristics

Other
- Host staff development and team building activity to allow staff to bond and build with one another in a continuing effort to maintain a morale and good communication at YOUMedia sites

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
2.a.	**Overall Project**	72	N/A
2.b.	**Equipment Purchases**	-	Milestone Data Not Required
2.c.	**Awareness Campaigns**	-	Milestone Data Not Required
2.d.	**Outreach Activities**	-	Milestone Data Not Required
2.e.	**Training Programs**	-	Milestone Data Not Required
2.f.	**Other (please specify):**	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

Delays with FamilyNet Center renovations and late contract executions resulted in delayed program launches.

Sustainable Broadband Adoption Budget Execution Details

Activity Based Expenditures (Sustainable Broadband Adoption)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$92,396	$92,396	$0	$61,270	$61,280	$0	$0	$0	$0
b. Fringe Benefits	$30,665	$30,665	$0	$16,887	$16,887	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$0	$0	$0	$0	$0	$0	$0	$0	$0
f. Contractual	$0	$0	$0	$0	$0	$0	$0	$0	$0
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$8,720,374	$1,646,005	$7,074,369	$4,728,730	$789,952	$3,938,778	$6,373,548	$804,336	$5,569,212
i. Total Direct Charges (sum of a through h)	$8,843,435	$1,769,066	$7,074,369	$4,806,887	$868,119	$3,938,778	$6,373,548	$804,336	$5,569,212
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$8,843,435	$1,769,066	$7,074,369	$4,806,887	$868,119	$3,938,778	$6,373,548	$804,336	$5,569,212

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0