

## **14Q3\_Supplemental Answers\_Nevada**

**Connected Nation, Inc.**

**Grant Number 32-50-M09056**

**Reporting Period End Date 09-30-14**

### **14 a\_Project Attachment\_Data Collection**

#### **2. Describe any additional project milestones that have been accomplished over this reporting period (Ex. Updates to state broadband maps and websites, map outreach activities).**

The interactive mapping web application, called My ConnectView continues to be maintained. The application is housed in a highly available, monitored, and managed environment. My ConnectView is publicly available on the program website ([www.connectnv.org](http://www.connectnv.org)). There were a total of 52 visits to the interactive map between July 1 and September 30, 2014.

One e-mail requesting additional information was received from a consumer, which was used for verification purposes.

For this reporting period, 14 field verification tests were conducted. From program initiation through this reporting period, field validation testing has been completed against 50 companies (out of 58 viable providers) totaling 86.21% within the state of Nevada. The number of companies validated (50) actually dropped from last quarter due to the fact that two of the previously validated companies are now considered "non-viable" as a result of a merger/acquisition.

Geographic Information Systems (GIS) staff assisted providers with the development of deployment files for the Federal Communications Commission (FCC) Form 477 filing. Also, GIS staff created maps of eligible areas for Rural Broadband Experiments based on data released by the FCC.

The final data update submission under the State Broadband Initiatives (SBI) program included datasets for 100% of the Nevada provider community, or 58 total providers. Of the 58 participating providers, 16 supplied an update to their network or coverage area(s), while 38 reported no change. The remaining 4 represent providers who previously supplied data but were non-responsive in the final update effort; therefore, their previous dataset was put forward as part of this compilation.

This final submission also included business/commercial providers; of the 61 residential datasets represented in this submission, including providers that offer multiple technology types, 29 were broadband datasets that do not distinguish between serving primarily residential or primarily non-residential users (end user category 5). There were 11 business-only broadband datasets (end user category 2) also included in this final submission.

In addition to the facilities-based and middle-mile broadband providers tracked above, this submission contained datasets for one reseller that was able to provide sufficient information on their service area(s) to be included in the data transfer model.

**4. Provide any other information or statistics that you think would be useful to NTIA as it assesses your broadband data collection, validation, and publication activities.**

Geographic Information Systems (GIS) staff updated the Nevada statewide telemedicine map.

Efforts to collect and review Community Anchor Institution (CAI) data continued. Many follow-up emails were sent based on original requests. This follow-up resulted in some data, but reiterated that those receptive in the beginning were most likely to provide data.

**14 b\_Project Attachment\_Capacity Building**

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

**Capacity Building milestones for Year 5, Quarter 3 per approved Project Plan:**

**Milestone: State broadband program office administration complete**

This milestone was met. Program staff maintained office space at the Nevada State Library and Archives in Carson City. The program manager oversaw meeting deliverables including managing progress toward implementation of local projects, educating local/state leaders about federal grant initiatives, and participating in and attending various state departmental meetings to assess needs. Program representatives supported the logistical and administrative needs of the Nevada Broadband Task Force (Task Force) including scheduling presentations, drafting agendas, coordinating locations and IT support for videoconferencing, and adhering to Nevada's Open Meeting Law. Additionally, the program supported efforts of the Governor's Telemedicine Working Group and the Nevada 1:1 implementation team, with maps and broadband expertise. Lastly, the outreach and awareness team drafted and distributed monthly newsletters during the quarter. These newsletters have been included within the "14Q3\_Project Attachment\_Question 5\_Nevada" response.

**Milestone: Meeting of the Year 5 Quarter 3 Nevada Broadband Task Force complete**

This milestone was met. The Connect Nevada program is a standing agenda item whereas project status updates were presented at the Task Force meetings listed below:

The July 31, 2014 meeting of the Task Force included information about the FCC rural broadband experiments, e-Rate reform, and the upcoming Nevada Broadband workshops. The meeting also included details about the upcoming telemedicine summit, updates from Arizona Nevada Tower Corp, and the Nevada Hospital Association Update.

The August 25, 2014 meeting of the Task Force included updates regarding the statewide broadband plan progress as well as details of the upcoming 2014 Nevada Broadband Workshops (September 15 and September 17). The regional workshops facilitated discussion about state and sector-specific efforts to improve broadband access, adoption, and use statewide.

**Capacity Building Planned Major Activities Next Quarter (Q4 2014)**

- State broadband program office administration complete
- Meeting of the Year 5 Quarter 4 Nevada Broadband Task Force complete

**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

Program Staff continue to support partner associations, organizations, and events statewide. Such activity included regional meetings with the Stronger Economies Together team and infrastructure committee and additional work with the Governor's Nevada Telemedicine Group. These meetings dealt with infrastructure challenges to the expansion of broadband access, adoption, and use, and policy changes and planning for the Nevada Telemedicine Summit. The Nevada Telemedicine Summit was held on September 23-24, 2014, and its purpose was to examine state of the art rural and mobile telemedicine; establish federal, state, and industry partnerships; and begin the development of Nevada as a Telemedicine Center of Excellence in a template that can be applied universally. Program staff also hosted various meetings to facilitate discussion regarding the FCC Rural Broadband Experiments initiative.

A delegation of Malaysian government officials, visiting the United States for the Fourth Annual Global Science and Innovation Advisory Council meeting in New York, travelled to Louisville, Kentucky to meet with representatives of Connected Nation's eight SBI programs. Meetings, which took place at various sites across Kentucky and Ohio, provided a forum for Malaysian representative to orient Connected Nation leadership to their benchmark based goals for increasing access, adoption and use of broadband. Connected Nation program representatives shared information about broadband mapping best practices, community engagement for technology planning, and capacity building for technology growth at the community level. The comparison and contrast of national practices with regard to technology planning and expansion provided an opportunity to showcase Connected Nation programs locally. Local media where Connected Nation has programs took note of the Malaysian guests and inquirers. This media coverage brought favorable attention to Connected Nation programs and increased awareness to our stakeholders.

**14 b\_Project Attachment\_Technical Assistance**

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

**Technical Assistance milestones for Year 5, Quarter 3 per approved Project Plan**

**Milestone: 2014 business survey research results released publicly**

This milestone was met. After having the results of the 2014 business survey peer reviewed and finalized, staff released these results publicly through a press release, website updates, and social media distribution.

Publications related to the 2014 Nevada business survey, including an infographic and the aforementioned press release, have been included in the "14Q3\_Project Attachment\_Question 5\_Nevada" portion of this report.

Key findings from the 2014 Nevada business survey include:

- 32,000 Internet-connected Nevada businesses don't have redundant or backup Internet service. This means that if anything were to happen to their Internet service, they would be unable to

connect to the Internet. This lack of backup service could cost these businesses — and the state — significant revenue.

- 10,000 Internet-connected businesses want more bandwidth; of those, three out of ten (30%) report that they can't get faster service where they are located.
- Three out of ten Internet-connected Nevada businesses (30%) now rely on cloud computing services for their operations. The most popular uses of cloud computing are data storage and back-up, file sharing, and online banking or financial transactions
- More than one in eight businesses say it is important for new employees to be able to create or edit a mobile app; similarly, one in eight also says it is important for new employees to know at least one programming language.
- Nearly half of Nevada businesses (49%) say they spend their own time and resources training new employees on the software that their business uses.
- Online sales represent more than \$15.6 billion in revenues for Nevada businesses each year.

#### **Milestone: Initiate 2014 residential survey research**

This milestone was met. Research staff offered state stakeholders the opportunity to offer recommendations on the survey and finalized the 2014 residential survey script. Taking those recommendations into consideration, the survey instrument for data collection was subsequently created. The state stakeholders approved the survey script and were supportive of its content. The survey is currently in the field for data collection, and the process is anticipated to be finished early in Q4 2014.

#### **Outstanding (not met or partially met) Technical Assistance Milestones from previous quarters**

##### **Year 5, Quarter 2 Milestone: Develop 2014 residential survey script**

This milestone was met. After a process of collecting feedback from state stakeholders, which included conducting literature reviews and incorporating technology issues that need to be addressed as suggested by the previous residential surveys, research staff developed a survey script and provided it to the survey contractor for data collection.

##### **Year 5, Quarter 2 Milestone: Finalize and distribute 2014 business survey research results**

This milestone was met. Based on the state interest and the peer reviewer's (Dr. Mingjie Sun, from Iowa State University) suggestions, staff finalized 2014 business survey research results and its methodology document, summarized research findings with various formats such as Excel spreadsheet, PDF infographic, and an interactive online tool. The team distributed the finalized results to the National Telecommunications and Information Administration (NTIA) and state stakeholders, before making them public through a press release and website update.

#### **Technical Assistance Planned Major Activities Next Quarter (Q4 2014)**

- Finalize, distribute, and release publicly 2014 residential survey research results
- Analyze 2014 residential survey research results
- Peer review of 2014 residential survey research completed
- Initiate closure activities
- Successful completion of community broadband summit 4

As explained below, the Q4 2014 milestone, "Successful completion of community broadband summit 4" was completed ahead of schedule - in Q3 2014.

**3. If the project team anticipates any requesting changes to the approved project plan in the next quarter, describe these below. Note that any substantive changes to the project plan must be approved by the Department of Commerce before implementation.**

The project team does not anticipate submitting a revision to the currently approved Project Plan; however, originally listed as a milestone to be completed during Q4 2014, the successful completion of community broadband summit 4 took place during Q3 2014. Instead of one large summit event, two smaller workshop sessions were conducted to draw a more focused audience concerned with the expansion of broadband access, adoption, and use within the state. The events were held in two areas of the state – Las Vegas on September 15, 2014 and Reno on September 17, 2014. More than 70 people from the public and private sectors participated. Stakeholders discussed sector and geographic issues and challenges preventing broadband availability, adoption, and use. After discussing these topics, attendees participated in brainstorming sessions and discussed ways to overcome the obstacles identified to encourage increasing broadband expansion in areas of access, adoption, and use. Discussions ranged from implementing computer programming efforts in middle schools thus encouraging digital literacy and developing technology-centered higher education curriculum to support technology in all sectors, to changing the mindset of broadband from a luxury and to an essential infrastructure for improved quality of life, economic development, and cost savings. Additional discussion focused on public safety, economic development, education, healthcare, and local government. Takeaway discussion items from both events will be incorporated into a statewide broadband plan designed to educate and motivate broadband policy planning in communities, regions, and the state.

**4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.**

While each summit and workshop format offers its own unique and distinct benefits, the 2014 Nevada Broadband Workshops provided the quintessential format for idea exchange and feedback regarding sector issues impacting broadband access, adoption, and use. Sector groups also suggested goals and action items to be included in the statewide broadband plan.

**14 b\_Project Attachment\_Planning Teams**

**2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.**

**Planning milestones for Year 5, Quarter 3 per approved Project Plan**

**Milestone: Assist in development and implementation of local technology growth strategies**

This milestone was met. At the end of Q3 2014, fourteen project teams continue to work toward implementation, with eight actively pursuing projects. There were two additional local team meetings, seven state specific meetings, and one regional broadband meeting. The result of these meetings was to continue discussion of items pertinent to supporting the expansion of broadband access, adoption, and use in communities and the state.

Program staff hosted more than 70 stakeholders during the previously mentioned Nevada Broadband Workshops, and participated in various state meetings to inform, educate, and solicit information for improvement of broadband initiatives across the state.

**Planning Planned Major Activities Next Quarter (Q4 2014)**

Wrap up local technology growth and development implementation activities.