

14Q2_Supplemental Answers_Tennessee

Connected Tennessee

Grant Number 47-50-M09041

Reporting Period End Date 06-30-14

14a_Project Attachment_Data Collection

2. Describe any additional project milestones that have been accomplished over this reporting period (exp: updates to state broadband maps and websites, map outreach activities).

The following maps were updated using the most recent semi-annual State Broadband Initiative (SBI) broadband datasets:

- Broadband Availability at 768K (kilobyte)/200K
- Density of Unserved Households
- Broadband Availability at 3M (megabyte)/768K
- Maximum Advertised Download Speed
- Multi-Single Platform
- Provider Density
- Underserved Areas
- Broadband Growth
- Broadband Availability at 3M/768K by Congressional District

In addition, the interactive map was also updated with the datasets and analyzes listed above.

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.connectedtn.org). There were a total 904 visits to the interactive map between April 1, 2014 and June 30, 2014.

During this quarter, the project received a total of 20 broadband inquiries. Additional information received through e-mail from consumers that was also used for verification purposes totaled 4 for this quarter. Users can also request non-confidential mapping data produced for the SBI grant program; 8 such data requests were received between April 1, 2014 and June 30, 2014.

For this reporting period, 293 field verification tests were conducted. From program initiation through this reporting period, field validation testing has been completed against 76 companies (out of 86 viable providers) totaling 88.37% within the state of Tennessee.

Engineering and Technical Services (ETS) staff began the semi-annual data collection process, by soliciting data and providing pertinent deadlines to ensure the highest level of participation during the submission cycle. ETS staff also worked with providers to give them information regarding Federal Communications Commission (FCC) 477, in order to help providers become more familiar with the data collection process in the future and to help safeguard against issues that could arise between the SBI submission and the new FCC submission process.

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.

The list of providers by county, along with the maximum advertised download/upload speeds and websites, were updated and published online; the list is available in both PDF and spreadsheet formats.

Broadband availability numbers were calculated at various speed tiers and technology types based on the April 2014 semi-annual datasets.

Based on information released by the FCC, maps were created of price-cap carriers and eligible census blocks after review and comparison of the information.

Community Anchor Institution data collection included outreach to local government leaders to capture necessary broadband data for cities and counties. The content was collected at a convening of the municipal leaders across Tennessee.

14a_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 2 per approved project plan:

Milestone: Process collection of updated addresses and GPS data.

This milestone was met. Program staff continued with the maintenance and update of business park site information. This information is continuously maintained as a layer on the My ConnectView interactive mapping application. Twenty-six Select Tennessee Certified Sites "Shovel Ready" locations were announced by the Tennessee Department of Economic & Community Development (ECD) between June and December 2013 and were subsequently mapped, geocoded, and matched with broadband information by program staff. Economic Development projects have subsequently been announced for at least four of the Certified Sites and additional Certified Sites are anticipated to be announced in early Q3 2014 by the State of Tennessee.

Milestone: Provide other priority business sites and locations information to be posted on TVA website to be available to the public.

This milestone was met. Staff has continued to monitor the Tennessee Valley Authority (TVA) maintained business site location data and update as part of the interactive broadband mapping data layer. These sites, along with the priority Select Tennessee Certified Site locations, have been made publicly available for viewing and data request via My ConnectView, an interactive online broadband mapping application.

Q2 2014 Capacity Building Major Challenges and Mitigation:

No major challenges were encountered.

Capacity Building planned major activities for the next quarter:

- Continue the collection of updated addresses and GPS data.
- Incorporate all updated broadband information into industrial park, business park and other priority business sites and locations datasets.

14b_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 2 per approved project plan:

Milestone: Continue to provide support and guidance to local technology teams and local technical assistance projects in Year 5.

This milestone was met. Staff evaluated community technology and broadband information and provided support for local project teams in Q2 2014 by joining with the Tennessee Development District Association to coordinate technical support efforts targeted at known connectivity “problem spots” in an effort to address connectivity challenges in those areas. By partnering with Launch Tennessee, staff identified and raised awareness of Tennessee’s five communities with residential broadband availability of 1 Gbps (gigabit per second) or greater at the Southland Conference 2014.

On May 6, 2014, the Washington County Technology Assessment Team held their kick-off meeting at East Tennessee State University in Johnson City, Tennessee. There were nine attendees including representatives from the Johnson City Chamber of Commerce and the Johnson City Power Board. The team has engaged a group of Master of Business Administration (MBA) students at East Tennessee State University to assist with data gathering and project recommendations to improve the broadband landscape in Washington County. One of the project’s focuses is the benefits of Gig availability to residents. The next meeting is tentatively scheduled for August 2014.

Greene County continues to work on assembling their team and has recently hired a staff member to conduct the data gathering portion of the assessment process. Program staff has conducted multiple portal trainings with the new hire and they have started to amass information. To date the Greene County Partnership, the lead in the assessment process, has not scheduled another meeting but communicates progress with their team via e-mail.

The Union County project team has focused its efforts on a vertical assets inventory, which is one of the Tennessee SBI program’s Technical Assistance Projects. The project team is committed to putting together a robust and compelling case for mobile expansion in areas of Union County that are unserved and underserved by broadband. Specifically they are addressing issues of public safety on Norris Lake. Boaters, fisherman, and residents around the lake, have no or very limited mobile availability. Additionally, there is an elementary school that is situated in another mobile dead zone.

A kickoff meeting was held in Rutherford County at Eagleville City Hall. The group discussed Rutherford County Government's participation and assistance in the development of a grant application to the FCC for funds to support extension of broadband Internet to unserved and underserved areas of the county. It is the county's belief that extending robust and scalable broadband Internet will significantly enhance many residents' quality of life in regard to access to continuing education, telemedicine, employment, and many other capabilities needed in today's communities. Rutherford County has four census blocks in the Eagleville area that qualify for the FCC grant. The application would need to address four areas – education, economy, emergency services, and healthcare – that would benefit from the extension of affordable/reliable broadband Internet service. The community is making plans to start the Connected community engagement process in order to assess the county and to assist in the application development and submission. The group has put together a short questionnaire called "Community Broadband Initiative" to gather ideas as well as potential initiatives for improving the quality of life and services for the area. Representatives from Williamson and Bedford County were in attendance. A regional approach was discussed when applying for the funds, although each county will complete their own assessment.

The City of Martin and Madison County have new community champions due to staffing changes in their organizations. They are now in the process of training, becoming familiar with the portal and the information required in order to complete a technology assessment and identify action items to improve technology and broadband connectivity.

Milestone: Analyze 2014 statewide business survey research results.

This milestone was partially met. Upon completion of the data collection process, research staff analyzed the data, and presented the 2014 business survey questions, methodology, and presented the initial survey results to Dr. Mingjie Sun of Iowa State University for review. That peer review is still underway. Upon completion of Dr. Sun's peer review, expected in early Q3 2014, staff will present initial survey results to the National Telecommunications and Information Administration (NTIA), present results to state stakeholders and discuss the format of the final report and customizable analysis options for the survey data, and will release a report outlining the initial results of the 2014 statewide business survey to ECD and/or other stakeholders as appropriate.

Milestone: Commence development of the 2014 residential survey script.

This milestone was met. Conversations were held with state stakeholders inviting input on the 2014 residential survey, though no requests for changes were received. The survey script has been drafted and preparations are underway to undertake the data collection portion of the survey process, which is anticipated to begin in Q3 2014.

Outstanding Technical Assistance milestones:

Year 5, Quarter 1, Outstanding Milestone: Finalize and distribute 2013 non-adopter oversample survey results.

This milestone was met. During Q1 2014, this milestone was reported as partially met as research staff created a final spreadsheet, a two-page document, and a methodology document with results from the 2013 residential and non-adopter surveys. Presentations illustrating the initial results of these surveys were prepared and presented to state stakeholders. Stakeholder feedback was incorporated, and the final survey results were presented to ECD and key state contacts on March 28, 2014. The data release was announced via website update and presentation to state stakeholders. In April 2014, outreach and awareness staff released the newest data on barriers to home broadband adoption from the non-

adopter survey, in particular among school-age children in Tennessee, via a press release. The press release, issued during Q2 2014, completed this milestone and associated activities.

Year 5, Quarter 1, Outstanding Milestone: Finalize and distribute 2013 residential survey research results.

This milestone was met in Q2 2014. During Q1 2014, this milestone was reported as partially met as a final spreadsheet, a two-page document and a methodology document with results from the 2013 residential and non-adopter surveys were created. Presentations illustrating the initial results of these surveys were prepared, and presented to state stakeholders and to NTIA. Feedback was incorporated, and the final survey results were presented to ECD and key state contacts on March 28, 2014. The data release was announced via website update and via presentation to state stakeholders. In April 2014, outreach and awareness staff released the newest data on broadband adoption trends and the need to increase digital literacy skills training to the public via a press release. The press release, issued during Q2 2014, completed this milestone and associated activities.

Year 5, Quarter 1, Outstanding Milestone: Initiate 2014 business survey.

This milestone was met. Data collection for the 2014 business survey was completed in Q2 2014, and upon completion of the data collection process, research staff created a spreadsheet with census-defined weights and quotas, analyzed the data, and created a data file with weighted results that were subsequently sent to Dr. Mingjie Sun of Iowa State University for peer review.

Year 5, Quarter 1, Outstanding Milestone: Initiate 2014 business survey peer review.

This milestone was met. Research staff created a spreadsheet with census-defined weights and quotas, analyzed the data, and created a data file with weighted results that were subsequently sent to Dr. Mingjie Sun of Iowa State University for peer review. In addition, Dr. Sun received a copy of the survey methodology and the survey instrument, which includes the language used in the 2014 business survey questions. The peer review is currently underway and is expected to be finished in early Q3 2014.

Year 5, Quarter 1, Outstanding Milestone: Initiate Year 5 Technical Assistance Project Selection with the State of Tennessee.

This milestone was met. Program staff worked with the State of Tennessee to identify technical assistance priorities for the year. Identified Year 5 priorities include promotion of Tennessee's competitive advantage in residential Gigabit connectivity, alignment of Technical Assistance resources to address connectivity deserts through infrastructure grants, identification, and promotion of telework opportunities, and growth of the overall technology landscape through increased partnership and collaboration.

Q2 2014 Technical Assistance Major Challenges and Mitigation:

No major challenges were encountered.

Technical Assistance planned major activities for the next quarter:

- Perform 2014 analysis on targeted broadband growth areas.
- Continue to provide support and guidance to local technology teams and local technical assistance projects for in Year 5.
- Initiate 2014 residential survey.
- Finalize and distribute 2014 statewide business survey research results.

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

Connected Tennessee's 2013 residential survey shows that since the inception of the program, broadband adoption in the state has gone from trailing the national average to being slightly above the national average. Despite this growth, there are still several issues that need to be addressed regarding technology adoption in the state. More than 238,000 school-age children in Tennessee still do not have broadband access at home, and nearly 1.5 million working-age adults in Tennessee would need assistance with tasks that are often required by employers, such as creating a spreadsheet, going online from a mobile device, using a word processor, or sending an e-mail.