

RECIPIENT NAME: BOSTON, CITY OF

AWARD NUMBER: 25-43-B10582

DATE: 08/27/2012

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 25-43-B10582	3. DUNS Number 958165953
4. Recipient Organization BOSTON, CITY OF 1 CITY HALL PLAZA RM M4, BOSTON, MA 022011001		
5. Current Reporting Period End Date (MM/DD/YYYY) 06-30-2012	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Bruce Havumaki	7c. Telephone (area code, number and extension) 617-635-1300	
	7d. Email Address Bruce.havumaki@cityofboston.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 08-27-2012	

Project Indicators (This Quarter)

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

Tech Goes Home (TGH):

- TGH held its annual graduation ceremony with over 600 people in attendance. Here is a link to the video of the ceremony:
<http://www.techgoeshome.org/2012graduation>
- Classes have slowed down for the summer, but we have supported 6,647 people in 3,992 homes since the start of the grant.
- A new video has been developed to help share the good news about TGH:
<http://www.techgoeshome.org/overview>
- TGH received a grant of \$25,000 per year for four years to help support sustainability
- TGH is working with several vendors to explore the possibility of providing low cost 3G/4G access on mobile devices so we can support iPad implementations for our most severely disabled participants and for our pilot classes using Android mobile devices.

Online Learning Readiness (OLLR); 539 students have participated in OLLR (67.38% of target) with 287 completions (51.25% of target). The pilot for offering OLLR in the evenings began at Roxbury Community College.

The Internship program has started. Six Timothy Smith Centers agreed to host interns and 16 graduates of OLLR applied for these slots. It is becoming quite clear why many students within OLLR have trouble getting jobs. While they are qualified and have the skills, they have difficulties in following the directions specified by employers for applying for positions. Of everything learned so far, this may be the most significant insight as to why graduates of OLLR are having trouble finding employment. Those who apply for internships receive one-on-one coaching through this process.

Connected Living (CL): 60% of residents living in the 3 BHA properties that CL is supporting have been online at least 1 time since program inception. 61% of program participants are completing the program, passing their skills assessments, and graduating with Certification of Independent Broadband User Designation. Over 80% of those that have completed training have purchased a laptop for their own use.

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	66	n/a
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).

TGH - Nothing to report for the past quarter.

OLLR - Our experience with the Internship program has caused us to reconsider some of the workforce readiness skills that we need to instill in our students (following directions, taking responsibility for learnings, punctuality and preparedness for interviews) and determine how to incorporate these skills into the fabric of OLLR. If OLLR students cannot demonstrate these traits we will not meet the target placement goals.

To this end we will conduct a mandatory Train-the-Trainer for all existing and prospective instructors which will emphasize these skills in instructors and which will provide classroom management tips, tricks, and tools which will reinforce these skills throughout the 12 weeks of OLLR no matter what subject is being addressed.

Instructors who do not themselves demonstrate these traits will not be certified to teach OLLR.

CL - The first challenge is that the program is experiencing repercussions from early delays with the Comcast broadband installations. Even though it has improved recently many residents are still hesitant to participate. The second challenge was the turnover of Community Program Managers.

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
TGH @ Schools	184 classes	15 hours of training each	5,415	5,415	552	0
TGH in Community	130 classes	15 hours of training each	1,232	1,232	436	0
Run OLLR	28 cycles completed	12 week, 240 hour digital workforce skills training program	539	287	8	0
CL: Recruitment for broadband training program for low income seniors and people with disabilities.	3 locations	Awareness raising events including meetings with resident council and staff, resident sign-ups for training, group and individual training classes.	367	221	61	0
Total:			7,553	7,155	1,057	0

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).

TGH and OLLR: Baseline data on Internet subscriptions at home and information about participant's current use of the Internet at home or elsewhere will be collected at the outset through surveying all participants of each program funded by this grant. No later than at the conclusion of each program cycle for TGH and OLLR, each participant will be given information about the options for home Internet service, how to purchase that service and assistance in actually completing that purchase process with the commercial vendors. Throughout the duration of the grant period, each program will follow up with graduates through telephone to determine if they have obtained broadband connections in their homes. Each program will attempt final follow-up during the last month of the grant period.

CL: After 12 hours of Internet/broadband training, the resident is given a "broadband assessment" to determine "adoption" of broadband. Upon passing broadband assessment and the receipt of a \$50 copay from resident to BHA, the resident is given a voucher to redeem for one laptop for use in their apartment and free internet provided by Comcast in their apartment through August of 2012. Those residents who already have Comcast internet do not qualify for free internet. Everyone who receives an Internet subscription is considered a new subscriber.

Please note that modification to our total # of broadband participants has been changed to correctly state YTD totals, the previous #'s were total # of graduates vs. total #'s of broadband participants.

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).

TGH: Adoption numbers are just slightly below the target. Based on our current six-month and one year follow up data, we have a 91% adoption rate, resulting in an extrapolated total increase of 921 homes connected. TGH is also working with Comcast and Boston Public Schools (BPS) to assist in the roll out of the Comcast Internet Essential program to their non-TGH families.

OLLR: Despite repeatedly sending out the follow-up survey, we have not received significant responses. Our only recourse is to call each student which we are gradually doing. To emphasize the importance of procuring Broadband in their homes, we ask students to complete a Comcast Eligibility Survey three times during the course of the 12 weeks that they are in OLLR

CL: We continue to encourage BHA residents to adopt broadband at the completion of their training and we will continue to introduce the benefits of broadband to them.

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
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Project Indicators (Next Quarter)

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

TGH: We plan to revise, revamp, and reorganize our curriculum during this summer. Because the numbers of classes running (schools are out of session), we have the time and manpower to accomplish the task.

OLLR:

- Conduct a mandatory Train-the-Trainer for all existing and prospective instructors emphasizing the specific workforce readiness skills mentioned above together with classroom management tips, tricks, and tools which will reinforce these skills throughout the 12 weeks of OLLR no matter what subject is being addressed.
- Start second round of internships in August with new sites and new OLLR graduates.
- Start up to 7 cycles of OLLR (assuming instructors are certified) by September 30th.
- Conduct graduation for students completing OLLR through August 2012.

CL: We plan to focus on meeting our targeted broadband goals by the end of the last quarter.

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	75	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).

TGH: As mentioned earlier, TGH slows down significantly in the summer as the school classes are not running. Our numbers for school participants will be much lower.

OLLR: The need for extensive program coordination continues despite Centers having run OLLR previously.

CL: No specific challenges are anticipated.

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.

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		
Cost Classification	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
b. Fringe Benefits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
c. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
d. Equipment	\$1,339,200	\$0	\$1,339,200	\$1,165,252	\$0	\$1,165,252	\$1,434,752	\$0	\$1,434,752
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	\$4,457,536	\$1,484,260	\$2,973,276	\$2,676,482	\$1,073,769	\$1,602,713	\$2,908,482	\$1,175,769	\$1,732,713
i. Total Direct Charges (sum of a through h)	\$5,796,736	\$1,484,260	\$4,312,476	\$3,841,734	\$1,073,769	\$2,767,965	\$4,343,234	\$1,175,769	\$3,167,465
j. Indirect Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
k. TOTALS (sum of i and j)	\$5,796,736	\$1,484,260	\$4,312,476	\$3,841,734	\$1,073,769	\$2,767,965	\$4,343,234	\$1,175,769	\$3,167,465

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