

RECIPIENT NAME: BOSTON, CITY OF

AWARD NUMBER: 25-43-B10582

DATE: 08/26/2011

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

### QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

#### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> 25-43-B10582	<b>3. DUNS Number</b> 958165953
<b>4. Recipient Organization</b>  BOSTON, CITY OF 1 CITY HALL PLAZA RM M4, BOSTON, MA 022011001		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 06-30-2011	<b>6. Is this the last Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Bruce Havumaki	<b>7c. Telephone (area code, number and extension)</b>  617-635-1300	
	<b>7d. Email Address</b>  Bruce.havumaki@cityofboston.gov	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  08-26-2011	

**Project Indicators (This Quarter)**

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

Technology Goes Home (TGH) - During this quarter, TGH piloted several programs for students and adults with significant disabilities. Our efforts were largely successful and we are now preparing a modified curriculum that will include lessons learned in the pilots. One of the lessons we learned is that for this population, a "tablet" is a far better vehicle for consuming and creating information. We will run a larger number of classes for folks with significant disabilities in the fall.

In addition, during this quarter, several of our community partners have begun the preparation and training needed to run programs. This new push for community TGH sites follows the installation of equipment and the hiring of staff at these new sites.

Online Learning Readiness (OLLR) - On April 26, 2011, Mayor Thomas Menino presented certificates to the first 30 students who successfully completed OLLR. As of 6/30/2011, 141 students have registered for OLLR with 83 having successfully completed the program. One student has obtained full time employment as a result of completing OLLR.

There are other successful outcomes from the grant: continuing education (GED, matriculation at community or 4-year colleges) and taking advanced level technology classes. Several students have been motivated to continue working toward their GED; at least 1 is enrolled at Roxbury Community College, and over 25 have enrolled in the advanced technology classes offered by the TSN.

Connected Living (CL) - Ongoing weekly small group training sessions continue at all 3 BHA locations. Additionally, ongoing weekly large group discussions are held on various topics having to do with integrated technology. Usage statistics have been collected on a weekly basis. CL is working with translators and interpreters to bring the program to non-English speaking residents. Finally, CL is implementing adaptive technology to meet the needs of BHA residents. Each location has residents "graduating" from Connected Living University. A total of 86 students have completed a 12 hour course and have passed a "broadband assessment" which entitles them to a laptop and one year of broadband to their apartment for a \$50 co-pay.

Graduations are planned for:

- Amory St – 125 Amory St, Roxbury; Thursday, July 28th @ 2:00 PM.
- Rockland Towers - 5300 Washington Street, West Roxbury, Wednesday, August 10th @ 2:00 PM
- St Botolph - 70 St. Botolph Street, Back Bay; Tuesday, August 16th @ 10:30AM

**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	26	+3% above project baseline estimate
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 - Based on our pre-survey, the overall number of households without Internet access was 34%, far lower than our original or revised projections. However, in our 6 month follow up survey (data still being collected), we are finding adoption rates of 90%! Though the numbers of households adopting may not quite reach our goal for this fiscal year due to the fewer numbers without internet, we are pleased to see the adoption rates are so high six months after completing the program.

OLLR - (1) Students drop out of OLLR because they need employment.

As stated in question 1, of the 83 students who have completed OLLR, one has secured full time employment. Because most of the 83 who finished OLLR completed in June, it is too early to expect them to have had interviews AND get a job by the end of the quarter. There are, however, two factors preventing graduates from getting employed: 1) the economy about which we can do

nothing and 2) the fact that graduates of OLLR do not have experience.

To address the lack of experience we will be asking for permission to reallocate some of the money designated for placement to create paid internships for students. Microsoft and the City of Boston's Department of Innovation & Technology (DoIT) are both interested in working with us on this initiative. These internships will be highly competitive and will only be available to students who complete advanced level classes (the same audience for which the placement monies were intended) and demonstrate professionalism in their approach to participating in OLLR and the advanced level classes. This experience will hopefully make them more attractive to prospective employers.

(2) The amount of project administration needed to coordinate the efforts of multiple sites running OLLR concurrently was underestimated.

CL - The most significant challenge has been with a Comcast/BHA billing issue. This caused a disruption in the training as the computer lab Internet connections were temporarily suspended.

**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	73 classes	15 hours of training each	2,312	2,312	338	0
TGH in Community	23 classes	15 hours of training each	255	255	0	0
Run OLLR	8 cycles completed	12 week, 240 hour digital workforce skills training program	166	67	0	0
CL: 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	396	86	78	0
<b>Total:</b>			<b>3,129</b>	<b>2,720</b>	<b>416</b>	<b>0</b>

**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 emails or online questionnaires to determine if they have obtained broadband connections in their homes. Each program will attempt on last follow-up during the last month of the grant period.

CL - Connected Living: 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 1 year of Internet for those who do not already have Internet. Everyone who receives an Internet subscription is considered a new adopter.

**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 - TGH adoption numbers are below the target numbers due to the much larger number of broadband enabled households at the onset of the program. Based on our current six-month follow up data, we have a 90% adoption rate, resulting in an extrapolated total increase of 338 homes connected. In follow-up telephone surveys, an additional 22% of TGH graduates report that they signed up for Internet after participating in TGH. We anticipate that the number of new subscribers will be higher as we begin to do the follow up surveys with community PCCs as the pre-surveys indicated that the participants in the community programs have a lower rate of access initially.

OLLR: Because so few classes ended in this quarter, it is not likely the numbers will be at our baseline. However, we have a much larger cohort of classes starting now and anticipate a larger number in the next quarter. We also anticipate more accurate data as we are nearing our 6 month check with graduates. The first cycle of OLLR completed in March which means that the first 6-month follow-up will take place in September 2011.

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

<b>Households:</b> 0	<b>Businesses and CAIs :</b> 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 - Our curriculum for participants with significant special needs will be completed and ready to roll out when school opens in the fall. The curriculum for use with tablets for students without special needs will be reviewed, revised and prepared for a second pilot. In addition, we will begin to work on a support model to run TGH with students who have mild learning disabilities, taking advantage of the tool's ability to mitigate some of the difficulties students face when addressing typical classroom tasks.

OLLR - Significant accomplishments planned for the next quarter for include:  
 • A graduation for recent graduates is scheduled for August 24, 2011 with Mayor Menino again presenting certificates  
 • Advanced level classes will start in August; recruiting is underway.  
 • 7 cycles of OLLR will start; we anticipate 100+ graduates from these classes.  
 • Determine feasibility of alternative delivery scenarios for OLLR: longer days—shorter weeks, evenings, weekends, etc.—so that broader audience can participate especially those who are under-employed.

CL - Connected Living will continue to recruit trainees to the program. A second 12 hour course will start after Graduation for new students and existing students that have graduated can take a second 12 hour course at the next level.

**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	36	+4% above project baseline estimate
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 - Our biggest challenge, albeit a positive one, is reaching our target number of broadband adoptees since the starting numbers of subscribers was significantly higher than we imagined. In part, we theorize that the original survey did not take into account that a large proportion of our participants would be families with children in school, a self-selecting group that seems to have a higher adoption rate than the participants without school children in their homes.

OLLR - The Timothy Smith Network (TSN) is facing the same challenges for the upcoming quarter as we have had previously:  
 (1) Students drop out because they need employment.  
 (2) The amount of project administration needed to coordinate the efforts of multiple sites running OLLR concurrently was underestimated. Project administration will be a constant challenge for the duration of the grant period.

CL - No anticipated challenges.

**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	\$774,708	\$270,081	\$504,627	\$1,047,308	\$270,081	\$777,227
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	\$732,221	\$279,986	\$452,235	\$1,019,522	\$279,986	\$739,536
i. Total Direct Charges (sum of a through h)	\$5,796,736	\$1,484,260	\$4,312,476	\$1,506,929	\$550,067	\$956,862	\$2,066,830	\$550,067	\$1,516,763
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	\$1,506,929	\$550,067	\$956,862	\$2,066,830	\$550,067	\$1,516,763

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