

RECIPIENT NAME: BOSTON, CITY OF

AWARD NUMBER: 25-43-B10582

DATE: 11/16/2011

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> 09-30-2011	<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>  11-16-2011	

**Project Indicators (This Quarter)**

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

Online Learning Readiness (OLLR) - To date 270 students have participated in OLLR (33.75% of target). A graduation for 73 students completing OLLR was held on August 24, 2011 with Mayor Menino handing out certificates. Seven cycles of OLLR are currently running with 116 enrolled students. Three cycles of Essential Credentials 101 were run in August and early September. During EC 101 students prepare individual learning plans for classes they need to take for the certification tracks of their choice. 34 students participated in these classes.

Technology Goes Home (TGH) - As of this quarter, TGH has cumulatively taught 5026 persons which include parents, students, and community members. 2312 families and 402 individuals have now been trained and taken home netbooks. Translations continue to be developed. A new and updated curriculum was completed over the summer months. In addition, a complete manual for trainers was created, revised, and adopted. The manual was used during this September's train the trainer sessions. During these sessions, we trained all school-based trainers (130 trainers in 65 Boston Public Schools).

Connected Living (CL) - CL is conducting ongoing weekly small group sessions as well as continued weekly large group discussion on various subjects pertaining to integrated technology in three BHA locations. CL is working with translators and interpreters to bring programs to non-English speaking residents. 'Broadband Independence' graduations were held at all three communities with a total of 78 graduates. Graduates received computers and are awaiting access to free Comcast broadband in their apartments through August of 2012.

Two new programs are currently being introduced to the CL communities. Skype "Affinity" clubs have been introduced in 2 locations. Resident can meet and share ideas and learning with residents in different BHA buildings and in cities across the United States. Also, a 12-week Wellness & Nutrition Computer Learning program is being developed with the Boston Housing Authority and Connected Living to teach residents about resources online so they are self-empowered to take control of their wellness – part of the path to independence.

**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	37	
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).**

OLLR - Technology labs at two centers were not ready at the time OLLR was scheduled to start. This problem has been fixed and OLLR is currently running at these locations. Staff illness and family issues prevented 2 centers from starting OLLR as scheduled.

TGH - During the summer months, our numbers are always lower. This is due to the fact that school is not in session and we are not running our typical school based program. We did run a community based Somali program that proved very popular, requiring us to split up the class so we could accommodate all the interested parties. We are still working hard to get 6 month and now 1-year data back. The process is tedious (we send an email with link to the survey, send a postcard with survey info to those who don't respond, then, if we still do not get a response, we call the participants) and time consuming. During the summer we had an intern completing the task. We have just hired two part time interns who will be making the calls this fall (one in Spanish, one in English.)

CL - BHA is still in negotiations with Comcast. This has resulted in a delay to bringing broadband to the apartments of residents who graduated from the CL Program. This is potentially affecting our recruitment and adoption to the second round of computer learning

Classes.

We are working with the city of Boston and the Boston Housing Authority to resolve this challenge. We do not request any assistance from the BTOP program.

**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
Run OLLR	9 cycles completed	12 week, 240 hour digital workforce skills training program	270	179	0	0
TGH @ Schools	73 classes	15 hours of training each	2,312	2,312	338	0
TGH in Community	35 Classes	15 hours of training each	402	402	141	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	396	121	78	0
<b>Total:</b>			<b>3,380</b>	<b>3,014</b>	<b>557</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 free internet 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.

**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).**

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. The responses to the 6-month questionnaire have only started to trickle in. We have made completing the Comcast eligibility survey a prerequisite for completing OLLR.

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. This data has not changed since the last quarter since school was not in session and thus TGH was not running its school based program. TGH is working with Boston Public Schools (BPS) to assist in the roll out of the Comcast program to their families. Measuring the impact of these efforts is difficult; however, TGH is investigating ways to increase their connections and influence with the BPS program.

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. Based on our initial information, it looks like our number of adopters in the community will be approximately 141.

CL - At this time, we are on target to meet our baseline plan despite the delay in providing broadband to resident graduates in their apartments.

**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).**

OLLR - Complete 7 cycles of OLLR

- Complete 2 cycles of Essential Credentials
- Plan for, develop and implement an internship program for graduates of OLLR in order to provide them with real-work experiences. Pilot an internship at one site.

TGH: During this quarter, TGH plans to complete the 6-month follow up for the community based TGH program participants. In addition, we plan to begin our 1-year follow up for those school-based participants who started last fall.

CL: The second round of Connected Living Broadband Graduations will take place in December of 2011. We continue to raise awareness and gain new participants in round two with social events and special Workshops. We are planning to start the Wellness & Nutrition computer learning course as well. We will also continue to run the Skype clubs in two buildings.

**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	46	
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).**

OLLR - Recruiting the "right students": students with the motivation to go on for advanced training and employment.

- OLLR fatigue: everyone knows about OLLR and it is no longer a "fresh" program in which to participate. The effort to retain students is significant.

TGH - We have two dilemmas.

First, we are finding that the numbers of participants who already have Internet access is again higher than we anticipated. Last year, we found that approximately two thirds of participants had some form of access. This year, though we are very early in the process of collecting data in schools, we are finding the number of participants already connected to be even higher. This is despite the requirement that all applications be screened and prioritized to serve those without access. Further, we prioritized school sites by their free and reduced lunch numbers, their location within Boston's "Circle of Promise", and their ability to support second language learners and/or students with special needs.

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Second, we have wait lists at almost every TGH school site and we have full classes at all our community sites (with wait lists into April.) As soon as training information is posted, it fills. We could easily double our numbers served if we had sufficient funding. We are fielding calls daily from frustrated folks who have been wait listed. Our goal is to seek additional funding in order to be able to meet the demand.

CL - We are hoping that the issue with the broadband contract will be resolved.

**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	\$1,047,309	\$270,081	\$777,228	\$1,461,709	\$270,081	\$1,191,628
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	\$1,115,191	\$318,957	\$796,234	\$1,303,072	\$358,124	\$944,948
i. Total Direct Charges (sum of a through h)	\$5,796,736	\$1,484,260	\$4,312,476	\$2,162,500	\$589,038	\$1,573,462	\$2,764,781	\$628,205	\$2,136,576
j. Indirect Charges									
k. TOTALS (sum of i and j)	\$5,796,736	\$1,484,260	\$4,312,476	\$2,162,500	\$589,038	\$1,573,462	\$2,764,781	\$628,205	\$2,136,576

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