

14Q2_Supplemental Answers_Michigan

Connected Nation, Inc.

Grant Number 26-50-M09035

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.

A map showing the status of counties/communities that are engaged in the Connected community engagement program was updated. This map is included in the supporting document titled "14Q2_Project Attachment_Question 5_Michigan."

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.connectmi.org). There were a total 2,149 visits to the interactive map between April 1, 2014 and June 30, 2014.

During this quarter, the project received a total of 17 broadband inquiries. Additional information received through e-mail from consumers that was used for verification purposes totaled 6 for this quarter. Users can also request non-confidential mapping data produced for the SBI grant program; 3 such requests were received between April 1, 2014 and June 30, 2014.

For this reporting period, 354 field verification tests were conducted. From program initiation through this reporting period, field validation testing has been completed against 106 companies (out of 133 viable providers) totaling 79.70% within the state of Michigan.

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 the 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 most recent SBI datasets. The numbers indicated the following:

- 83.4% of Michigan households have access to fixed broadband at a minimum of 100 Mbps (megabytes per second) download/1.5 Mbps upload, a 60 percentage point increase in availability at this speed tier combination since October 2011.
- Since October 2013, broadband availability at 50 Mbps download/1.5 Mbps upload has increased 3 percentage points (excluding mobile wireless and satellite services).
- Since October 2011, broadband availability at 100 Mbps download/1.5 Mbps upload has increased 60 percentage points (excluding mobile wireless and satellite services).
- Since October 2011, broadband availability at 50 Mbps download/1.5 Mbps upload has increased 37 percentage points (excluding mobile wireless and satellite services).
- Since October 2011, broadband availability at 25 Mbps download/1.5 Mbps upload has increased 31 percentage points (excluding mobile wireless and satellite services).
- Since October 2011, fixed wireless broadband availability has increased 37 percentage points.

Program staff distributed and posted to the program website a press release to bring awareness to the state's gains in access to higher broadband speed tiers. Visit <http://www.connectmi.org/planning> to view the new access tables. Also, the press release about the availability numbers is included in the supporting document "14Q2_Project Attachment_Question 5_Michigan."

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.

Connect Michigan staff reached out to the Library of Michigan in an effort to capture more Community Anchor Institution (CAI) data, which it received, derived from e-rate documentation. Staff also reached out to healthcare providers across the state via telephone to request data.

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.

Broadband Capacity Building Year 5, Quarter 2 Milestones per approved Project Plan:

Milestone: Year 5, Quarter 2 Connect Michigan Office Administration and Task Force support

This milestone was met. Staff provided project oversight on a variety of tasks that involve administering the project plan, managing workflow, timeline, verifying work quality, gathering documentation in support of community projects, and preparing bi-weekly reports as required by the Michigan Public Service Commission (MPSC). In addition to the bi-weekly reporting, program staff also met with the MPSC on a twice-weekly basis to provide in-person updates on project issues. Outreach and awareness staff compiled and published monthly e-newsletters to stakeholders. The goal of these newsletters was to keep stakeholders apprised of developments, best practices, and success stories related to broadband in Michigan and across the country. Topics covered in the newsletters include announcements of the Broadband Summit that is scheduled for Q4 2014, Gaylord Regional Technology Workshop held in Otsego County as a result of community planning efforts, and Michigan broadband availability numbers following the April data updates. The Q2 2014 e-newsletters are included in the supporting document titled "14Q2_Project Attachment_Question 5_Michigan."

During Q2 2014, the team met with numerous private and public stakeholders in an effort to continue to build awareness of broadband and the Connect Michigan program and to identify resources for community projects including Michigan Economic Development Corporation; Prima Civitas Foundation; Michigan State University Center for Community and Economic Development; Library of Michigan; Mobile Technology Association of Michigan; Redevelopment Ready Communities Program; Michigan Department of Education; AARP; and the Michigan Department of Technology Management and Budget.

On April 17, 2014, the Connect Michigan Program Manager testified at a federal hearing titled, "Libraries and Broadband: Urgency and Impact" at the invitation of the Institute of Museum and Library Services in Washington, D.C., to examine the need for high-speed broadband in America's libraries. The hearing was well attended, and other participants included the Chair of the Federal Communications Commission, a representative of the White House Office of Science and Technology Policy, and a former FCC chair, among others. The Program Manager stressed that libraries play a critical role in broadband access and adoption in Michigan communities, not just for the digital literacy skills of individuals but for businesses that are making Michigan communities thrive in tough economic times. More information about the hearing can be found online at http://www.ims.gov/about/broadband_hearing.aspx. A press release about the testimony is included in the supporting document titled "14Q2_Project Attachment_Question 5_Michigan."

Milestone: Michigan Public Service Commission attendance at broadband collaboration conferences

This milestone was met. The Michigan Public Service Commission staff and leadership continue to fully support capacity building efforts through attendance of the State Broadband Initiative and Schools, Health, and Libraries Broadband Coalition (SHLB) in Washington, D.C. They continued to collaborate with other stakeholders and provide feedback and updates to the Michigan state program team and seek ways to sustain Connect Michigan activities beyond the grant period. MPSC staff also participated in Q2 2014 Michigan Collaborative Broadband Committee meeting.

Milestone: Conduct Year 5, Quarter 2 Task Force Meeting

This milestone was met. The 2014 Q2 meeting of the Collaborative Broadband Committee was held on June 19, 2014, with six members in attendance. During the meeting, attendees reviewed and discussed updates on program activities. Discussion items included changes in broadband availability, increases in provider participation, and validation activities. The committee also reviewed the 2014 research updates

that included the 2013 Residential Technology Assessment data published in April 2014 and the 2013 Business Technology Assessment, the results of which were just coming back from the field. The team also discussed feedback from the Michigan Broadband Conference, reiterated the importance of hosting another conference in 2014, and gathered ideas for said conference. The Committee also received an update on planning team efforts including communities that had completed the assessments and had received a community action plan.

During the meeting the United States Department of Agriculture (USDA) Rural Utilities Service provided an update to the group on various grant and loan programs available for the expansion of broadband across the state. Comcast representatives provided an update on the pending merger with Time Warner Cable and the divestiture of networks in Michigan. CenturyLink provided an update on their Internet Basics program for low-income households, and the Center for Community and Economic Development provided an update on their forthcoming Innovate Michigan Summit to be held in September.

Outstanding Capacity Building Milestone from previous quarters per approved Project Plan:

Year 5, Quarter 1 Milestone: Conduct Year 5, Quarter 1 Task Force Meeting

This milestone was met. Connect Michigan conducted a Collaborative Broadband Committee meeting during Q2 2014 where a report on research, broadband, and other technology updates were provided and stakeholders offered feedback as outlined above in the “Conduct Year 5, Quarter 1 Task Force Meeting” milestone. The project milestones and successes were shared with stakeholders including the number of communities engaged in 2013, ongoing planning activities, a discussion of the 2013 Broadband Conference successes, and review of the results of research and data updates.

Year 5, Quarter 2 Challenges and Mitigation:

No major challenges were encountered.

Capacity Building Planned Major Activities for Next Quarter (Q3 2014):

- Year 5, Quarter 3 Connect Michigan Office Administration and Task Force support
- Conduct Year 5, Quarter 3 Task Force Meeting

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 Year 5, Quarter 2 Milestones per approved Project Plan:

Milestone: Commence development of the 2014 residential survey script

This milestone was met. Program staff conducted meetings with state stakeholders to seek input regarding the design of the 2014 residential survey script and received no further recommendations for

edits or additions. Stakeholders were satisfied with the survey script as presented. The development of the survey instrument is currently underway.

Milestone: Analyze 2014 business survey research results

This milestone was partially met. Multiple analyses were conducted on the 2014 business survey by business type, size and sector, data files were generated with weighted results in terms of technology adoption and use, and initial analysis research results were provided to the peer reviewer. Staff expect to receive feedback from the peer review in Q3 2014. Upon receipt of that feedback, research staff will finalize the survey results and present them to state stakeholders as well as release them publicly via the program website.

Milestone: Initiate planning activities for the 2014 Connect Michigan Broadband Summit

This milestone was met. Staff continued planning for the 2014 Connect Michigan Broadband Conference (summit). The Conference date was confirmed for October 29 in Lansing, Michigan. The primary objectives are to provide a platform for Michigan stakeholders to share best practices for building adoption and use of broadband and technology at the community level, establish or strengthen relationships with key influencers/stakeholders that can impact sustainability plans, enlist attendees as participants in community broadband implementation, and educate community stakeholders on the importance of digital literacy and the role libraries can play in building a digitally literate workforce and its relationship to economic development. The summit planning team also reached out to Michigan stakeholders regarding sponsorship opportunities and to solicit input on additional discussion topics. The team also began drafting the conference agenda in Q2 2014.

Milestone: Peer review of 2014 business survey completed

This milestone was partially met. Research staff finished the initial analysis and provided these results along with the survey methodology document and survey script to the peer reviewer, Dr. Mark Wilson from Michigan State University. At this time, the peer review is still underway and expected to be finished in early Q3 2014.

Outstanding Technical Assistance Annual Milestone per approved Project Plan:

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

This milestone was met. Research staff identified a peer reviewer, completed the initial analysis, and sent initial results along with the survey script and methodology document to Dr. Mark Wilson from Michigan State University. At this time, the peer reviewing process is underway and expected to be finished in early Q3 2014.

Q2 2014 Challenges and Mitigation:

No major challenges were encountered.

Technical Assistance Major Activities for Next Quarter (Q3 2014):

- Finalize and distribute 2014 business survey research results
- Initiate 2014 residential survey research
- Finalize planning activities for the 2014 Connect Michigan Broadband Summit

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

Connect Michigan staff released new data showing that broadband adoption in Michigan surpassed the national average (70% according to Pew Research), with 79% of households subscribing to broadband service in 2013, up from 67% in 2010. According to Connect Michigan's 2013 Residential Technology Assessment, nearly two-thirds of adults age 65 or older (63%) have broadband at home, up 19% from 44% in 2012. This increase is significant compared to the statewide growth of 8%, 7% increase among African Americans, 6% increase among rural residents, and 13% increase among low-income households during the same period. Outreach and awareness staff issued a press release announcing the survey results, which is included in the supporting document "14Q2_Project Attachment_Question 5_Michigan."

14b_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 Teams Year 5, Quarter 2 Milestones per approved Project Plan:

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

This milestone was met. Regional technology consultants continued working with communities across the state helping to facilitate the expansion of broadband access, adoption, and use via the Connected community engagement program. At the end of Q2 2014, 9 communities have completed their assessment and Technology Action Plan and have achieved Connected certification status (Charlevoix, Antrim, St. Clair, Roscommon, Livingston, Clare, Otsego, Mecosta, and Ogemaw Counties); 13 communities have completed their Technology Action Plan and are working to attain certification (Marquette, Delta, Schoolcraft, Luce, Chippewa, Mackinac, Osceola, Barry, Oscoda, Ogemaw, Missaukee, and Wexford Counties, along with the Harbor Springs Area Broadband Team); 3 are working to finalize their Technology Action Plans (Berrien, Cass, and Van Buren Counties); and 9 communities are working to finish their assessment and draft Technology Action Plan, (Crawford, Alcona, Lake, Newaygo, Oceana, Gladwin, Genesee, and Washtenaw Counties, along with an engaged collection of townships surrounding Gull Lake in Kalamazoo County). Thirty additional communities are interested in participating in the Connected program or are working to form teams of local stakeholders.

All 34 actively engaged communities are working to implement projects and programs to expand broadband and technology access, adoption, and use. Continued support was provided to the communities involved in the Connected planning program to plan, schedule, and facilitate local and regional planning sessions by creating meeting agendas and documenting the work accomplished. The press release announcing one of the community meetings - the inaugural Lake County Community Planning Meeting - is included in the supporting document "14Q2_Project Attachment_Question 5_Michigan." Support was provided to train members of the Michigan communities to develop plans for broadband expansion to target areas in the state. The progress of each community involved in the

Connected program was tracked and monitored with program staff offering support where needed and reporting to stakeholders on the progress of each community.

Teams that have completed their planning continued to implement technology plans this quarter:

Otsego County, whose team facilitated the Gaylord Regional Technology Workshop to offer free educational information about networking and technology to local small business leaders. The event was designed to help businesses better understand technology topics like cloud services, disaster recovery, and bandwidth requirements. The event was sponsored by local organizations including CenturyLink, Charter, COMLINK, Frontier Communications, Lynx Network Group, SPI Innovations, TSS, Airiston, Gaslight Media, University Center Metropolitan Area Network, and Peninsula Fiber.

Additionally, in order to address the issue of low digital literacy for seniors, The Otsego County Commission on Aging (OCCOA) united with Michigan State University's School of Social Work at the Gaylord University Center to initiate the Technology on Aging (TAP) project for their older residents. Outreach and awareness staff drafted and published a blog about the project, which has been included in the supporting document "14Q2_Project Attachment_Question 5_Michigan."

Staff continued to provide support to Clare and Mecosta County Planning Teams in their implementation projects that included facilitating workshops to educate small local businesses on using the Internet to raise awareness of their businesses/services. In Clare County, Connect Michigan joined Michigan Works!, The Small Business and Technology Development Center (SBTDC), Harrison District Library and others for the *C3 Summit: Connect Clare County*. Attendees learned how broadband can improve a business' bottom line through local case studies and talks by specialists in business media strategy. A sales manager at JB Electronics LLC in Harrison, attended the workshop and saw first-hand how an online presence can change business. "We get more customers now from the Internet than we do by advertising through local papers, radio, and television." JB Electronics LLC started a Facebook page the day following C3. "The Facebook account put our businesses out to more people who were not aware of who we were and what we did. It has been very effective for business." In Mecosta County, the workshop was facilitated in partnership with the Mecosta County Area Chamber of Commerce (MCACC). A blog to highlight these implementation efforts was drafted and posted on the Michigan SBI program website. The blog is included in the supporting document "14Q2_Project Attachment_Question 5_Michigan."

Ogemaw County completed its Technology Action Plan and met the benchmarks required to achieve Connected certification. To obtain Connected certification, Ogemaw County had to meet certain benchmark scores based on the National Broadband Plan that demonstrate it is a technologically advanced community in broadband availability, adoption, and meaningful use. One of the outlined priority projects in the plan was to develop a program to address digital literacy issues in Ogemaw County. The West Branch District Library already has a robust digital literacy program with several classes that had 338 residents in attendance, but the staff decided they needed to develop a program that addressed the needs of those residents that did not fare well in a normal classroom setting. So the staff developed 'Tech Tuesdays' to address the needs of those residents. Starting in May, every Tuesday from 12 noon to 1 p.m. the library offers its patrons the options to learn about any technology subject with which they are having an issue. To date the library has given one-hour classes to 193 patrons with the subject matter running from basic computer skills, basic Internet use, using a mouse, defragging your hard drive, using an iPad or e-reader, and searching for your favorite recipes on the Internet. The

program has become very popular with the number of patrons who use the service increasing on a weekly basis. Other developments in Ogemaw County included:

- Charter Communications expanded services so that 62% of households in Ogemaw County have access to 100 Mbps download speeds
- Frontier Communications announced it was upgrading its network in Ogemaw County.
- MiSpot.Net launched its 4G LTE fixed wireless service in the West Branch and Skidway Lake area.
- Merit Network, Inc. completed their REACH3MC fiber network in Ogemaw County.
- Northern Transformation, a local 501(c)(3) organization is having regional conversations in Northeast Michigan on how to expand the distribution and sales of locally grown foods and investigating the need for food hub(s) in the region.
- West Branch Regional Medical Center (WBRMC) recently increased its bandwidth charter to 50 Mbps and as part of phase 2 of its 'Meaningful Use Program'; WBRMC will implement a patient portal, which will allow patients to securely access their medical records.
- The Ogemaw County Economic Development Corporation (EDC) received a USDA grant to update its website and recently successfully completed the project.
- On May 7, 2014, the Ogemaw County Technology Planning Team joined the Ogemaw County EDC, Michigan Works Region 7B, Northern Transformation, Connect Michigan, and the West Branch Chamber of Commerce to sponsor the Ogemaw Technology Summit. The summit featured speakers on subjects like: "Tech Devices for Your Business," "Using the Internet to Find New Leads," "Social Media and Web Tips for Success," and "Telemedicine."
- Ogemaw County residents can now pay their bills online at the county government's website.
- The West Branch Area Chamber of Commerce, the Ogemaw County EDC, Michigan Works, and Northern Transformation partnered to offer a monthly series on Constant Contact. Constant Contact is a social media program with a toolkit that helps businesses with marketing campaigns like email newsletters, surveys, events, Facebook promotions, online listings, and more.
- The Ogemaw County EDC has expanded its use of Facebook and has added a quarterly e-newsletter.

Q4 2013 Challenges and Mitigation:

No major challenges were encountered.

Planning Teams Major Activities for Next Quarter (Q3 2014):

- Assist in development and implementation of local regional technology growth strategies

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

Program staff worked with Alcona County stakeholders to hold a community forum to discuss broadband issues in the county. The event, organized by Access Alcona and Michigan Connect, was designed to help residents understand the value and barriers to broadband Internet access countywide. Seventy-five residents, including county commissioners, business owners, librarians and educators, filled the meeting room at Alcona Community Schools for two hours to learn more about high-speed Internet access. Also on hand were representatives of seven service providers, including big players like Charter Communications and Frontier Communications, and smaller local companies, such as Allband Communications Cooperative of Curran and MiSpot of Pigeon. A representative of Michigan State

University Extension, which was the catalyst for the event, said, “The Internet is important, because it allows people to connect with each other. It lets students do their homework, using online research aids. It allows rural business to compete in a larger marketplace and helps local economies grow.” Michigan Connect staff members provided an update of the program’s broadband surveys and maps. After a discussion on challenges facing the communities, the community agreed to conduct a local survey to determine community broadband needs and work with the providers to find a solution while working on their Technology Action Plan. The press release announcing the event and newspaper publications about the forum are included in the supporting document “14Q2_Project Attachment_Question 5_Michigan.”

The program partnered with Michigan State Senator Goeff Hansen to host a forum to help build momentum for local community broadband planning in Oceana, Muskegon, Newaygo, and Mason Counties. Invited stakeholders included local government officials; Internet service providers; health and public safety officials; representatives of area chambers of commerce, school districts and local libraries; and interested residents from the four counties. The Senator’s press release announcing the event is included in the supporting document “14Q2_Project Attachment_Question 5_Michigan.”