

13Q4_Supplemental Answers_Michigan

Connected Nation, Inc.

Grant Number 26-50-M09035

Reporting Period End Date 12-31-13

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).

Geographic Information Systems (GIS) staff updated the following maps based on the newest semi-annual data submission to the National Telecommunications and Information Administration (NTIA):

- a) Broadband Availability Maps
- b) Unserved Density Maps
- c) Broadband Availability at 3M/768K Maps
- d) Maximum Advertised Download Speed Maps
- e) Underserved Area Maps
- f) Multi-Single Platform Maps
- g) Provider Density Maps
- h) My ConnectView Interactive Map
- i) Broadband Growth Maps
- j) Congressional District Maps

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 website www.connectmi.org. There were a total 2,304 visits to the interactive map between October 1, 2013 and December 31, 2013.

During this quarter, the project received a total of 24 broadband inquiries. Additional information received through e-mail from consumers that was also used for verification purposes totaled 8 for this quarter. Users can also request non-confidential mapping data produced for the SBI grant program. Five such requests were received between October 1, 2013 and December 31, 2013.

For this reporting period, 622 field verification tests were conducted. From program initiation through this reporting period, field validation testing has been completed against 111 companies (out of 137 viable providers) totaling 81.02 percent within the state of Michigan.

Program staff began outreach to the provider community regarding the April 2014 semi-annual data submission, both soliciting the data from providers for the upcoming submission, as well as outlining pertinent dates.

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.

In October, program staff reviewed provider challenges to the price-cap carrier filings to provide confirmation of the provider service area offering 3 megabytes per second (Mbps) download/768 kilobytes per second (Kbps) upload broadband within the challenged census blocks, or indicated the alternate situation as necessary. A copy of the filing can be found at the following link: http://www.connectednation.org/sites/default/files/connected_nations_reply_comments_caf_phase_1_challenge_process.pdf. For convenience, the filing has also been included within the “13Q4_Project Attachment_Question 5_Michigan” response.

In December, program staff created a statewide map of Connect America Fund authorization areas at the census block level; this was based on a Federal Communications Commission (FCC) dataset released on December 5, 2013, on the total number of locations authorized for funding and the total funding authorized based on location type. This map can be found at the following link: <http://www.connectednation.org/fcc-maps> and has been included within the “13Q4_Project Attachment_Question 5_Michigan” enclosure.

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 4, Quarter 4 Milestones per approved Project Plan:

Milestone: Year 4, Quarter 4 Connect Michigan Office Administration and Task Force support

This milestone was met. Staff provided administrative 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 bi-weekly reports, program staff also met with the MPSC representatives on a twice-weekly basis to provide in-person updates on project issues. compiled and submitted monthly newsletters to stakeholders. The goal of the newsletters was to keep stakeholders apprised of developments, best practices, and success stories related to broadband in Michigan and across the country.

During Q4 2013, the team met with numerous private and public stakeholders in an effort to continue to build awareness of broadband and the Michigan State Broadband Initiative (SBI) program as well as to identify resources for community projects.

Program representatives met with the Office of the Governor to provide information and resources (broadband maps, research, and data on community planning efforts) to support a number of their ongoing efforts related to broadband. The meeting was a great success, and increased participation and support from the Governor’s office is consequently expected.

Connect Michigan testified in front of the Michigan House Energy and Technology Committee and the Agriculture Committee. The committees wanted an overview of Michigan’s SBI efforts and further

insight into issues related to broadband expansion access, adoption, and use. The committees were presented with broadband maps, research, and information on community planning efforts. Committee members were eager to examine broadband availability in their own districts, learn about residential and business adoption and use of broadband, and hear stories from Michigan's Connected communities. This resulted in a scheduled follow-up meeting facilitated with various members of the respective committees.

Other organizations engaged during this reporting period include Michigan Economic Development Corporation; Library of Michigan; Michigan Economic Developers Association; Small Business Association of Michigan; Charter Communications; Michigan Department of Technology, Management, and Budget; Economic Development Administration; state and regional directors of broadband providers; Mobile Technology Association of Michigan; Redevelopment Ready Communities Program; various state and federal legislative offices; Michigan Department of Education; and the Michigan Department of Technology Management and Budget.

Milestone: Michigan Public Service Commission attendance at broadband collaboration conferences

This milestone was met. The Michigan Public Service Commission (MPSC) staff and leadership continue to fully support the Connect Michigan capacity building efforts through attendance at the Q4 2013 Michigan Collaborative Broadband Committee meeting, as well as providing full support and volunteer staffing at the 2013 Michigan Broadband Conference (summit). MPSC staffs continue to collaborate with other stakeholders and provide feedback and updates to the program team.

Milestone: Conduct Year 4, Quarter 4 Task Force Meeting

This milestone was met. Program staff facilitated the Q4 2013 meeting of the Collaborative Broadband Committee on December 12, 2013, with five 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 2013 research updates that included the 2012 Residential Technology Assessment data published in March 2013, the white paper that examined the household impact of adoption, the 2013 Business Technology Assessment results released in November and an accompanying white paper entitled, "Technology Use among Home-Based Businesses: Michigan Entrepreneurs Use Technology to Thrive," released in December 2013. Broadband conference (summit) feedback was provided and committee members reiterated the importance of hosting a conference in 2014. Program staff also provided the Committee an update on Planning Team efforts that included communities who had completed their technology assessments and community Technology Action Plan.

During the meeting, the Mobile Technology Association of Michigan provided an update to the group on various happenings related to the full spectrum of mobile wireless activities in the state from providers to application development and the various ways the organization is working to promote wireless technology in Michigan. The Department of Technology, Management, and Budget provided the group with an update on FirstNet and the state's first steps toward implementation of their recent grant award. Agri-Valley Communications provided an overview of fixed wireless broadband for those in the group unfamiliar with the technology.

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

Year 4, Quarter 3 Milestone: Conduct Year 4, Quarter 3 Task Force Meeting

This milestone was met. Due to scheduling conflicts in Q3 2013 the Collaborative Broadband Committee was unable to meet as intended. Program staff conducted the Year 4, Quarter 4 Collaborative Broadband Committee meeting where research, broadband, other technology updates were provided and stakeholders provided their feedback as outlined above. This meeting incorporated any updates that would have been presented at the regularly scheduled Q3 2013 meeting. Furthermore, the Collaborative Broadband Committee had an opportunity to meet during Q4 2013 while attending the Broadband Conference (summit).

Capacity Building Year 4 annual outcomes:

Milestone: The program coordinator will continue to support the Task Force by scheduling, planning, and facilitating Task Force meeting at the MPSC Office or via webinar.

This milestone was met. The program manager prepared meeting invitations, agendas, and information packets for the Collaborative Broadband Committee members, provided quarterly reports at meetings, compiled meeting notes, and documented recommendations and action items for the program and other broadband initiatives in Michigan.

Staff also provided the Collaborative Broadband Committee with an annual update with documented program success. One program success presented was the 2013 Michigan Broadband Conference which brought together over 450 community leaders from education, libraries, economic development and local government, healthcare, and technology sectors to share and learn cross-collaborative best practices for expanding broadband and technology access, adoption, and use and move Michigan to the forefront of the digital economy. Additionally successes included the release of two white papers, "Broadband's Economic Impact in Michigan," and "Technology Use Among Home-Based Businesses: Michigan Entrepreneurs Use Technology to Thrive." Moreover, a residential technology assessment and a business technology assessment were released. Furthermore, Connect Michigan released its new broadband availability data which showed that the broadband availability gap in Michigan is closing, with 98.37% of Michigan residents now having access to broadband speeds of at least 10 Mbps download/1.5 Mbps upload (including mobile wireless, but excluding satellite services), compared to 95.89% last April. Another noted program success was the formation of 28 community teams with 20 teams having completed their local technology assessments and receiving Technology Action Plans. Eight of the communities would receive recognition as certified Connected communities because of the availability of broadband and resources to help broadband adoption and use.

Milestone: In order to increase interaction, exchange of ideas and cooperation with other broadband technology stakeholders across the country, Public Service Commission staff will participate in broadband collaboration conferences across the country annually. Information gathered at conferences will be shared with Task Force via reports.

This milestone was met. Two Michigan Public Service Commission staff members (Director, Telecommunications Division and Senior Analyst) attended the National Association of Regulatory Utility Commissioner's Winter Committee Meetings (NARUC) and the FCC 2013 Broadband Summit in Washington, DC. NARUC was held February 1-6, 2013 and the FCC Summit followed immediately on February 7, 2013. The two programs provided valuable information related to national broadband policy and best practices for encouraging broadband adoption that were subsequently shared with Connect Michigan.

MPSC staff also met with Michigan SBI program staff along with staff from several other Connected Nation administered SBI states to share their perspective, successes, and experiences. MPSC staff

provided input on how programs can continue to succeed, including understanding the state issues, sharing the story, and producing good data.

MPSC staff also provided support for the Michigan Collaborative Broadband Committee meetings and sent representatives to the 2013 Michigan Broadband Conference. Furthermore, the Right of Way/Broadband Specialist at MPSC attended the State Broadband Initiative workshop in Washington, DC on May 1-3, 2013 to further support Michigan's capacity building mission and provide other SBI program representatives with stories and best practices for capacity building and local/regional technology planning. The Director of Statewide Services with the Library of Michigan, and program staff, attended the Schools, Health, and Libraries Broadband (SHLB) Coalition Conference on May 3, 2013, in Washington, DC and presented a workshop on the process for working with local communities to develop a community broadband plan. The presentations focused on the collaborative work completed by the Michigan SBI team and members of both the Michigan Public Service Commission and local libraries on the Connected program working with communities to achieve certified Connected status.

Milestone: The Task Force will continue to meet quarterly to review program progress and offer recommendation for the program and other related programs. Task Force recommendations will be communicated with stakeholders via stakeholder meetings, Connect Michigan website updates, blogs, press releases, reports or as required by Task Force.

This milestone was met. The Connect Michigan team facilitated Collaborative Broadband Committee meetings during 2 quarters of 2013; the Collaborative Committee meeting was postponed from Q1 to Q2 so that it would coincide with major milestones in the second quarter including the release of the statewide technology assessments and the April semi-annual data submission to NTIA. Thus, the Q2 2013 meeting of the Collaborative Broadband Committee was held on June 27, 2013, with ten members in attendance. During the meeting, attendees heard an update on various program activities including the results of the semi-annual data submission and research, the planned Connect Michigan Broadband Conference scheduled for Q4 2013, and the Connected community engagement program. The Library of Michigan also provided an update on the EveryoneOn Digital Literacy campaign. A representative of the Community Economic Development Association of Michigan presented information and updates on the Small Business Technology Taskforce project. Members of the committee provided feedback on the direction and specific subject matter to be measured on the next iteration of the Business Technology Assessment to be conducted in 2014.

The Committee meeting was not conducted in Q3 due to conflicting schedules and events, including several community meetings to deliver local Technology Action Plans. However, the Q3 2013 progress report was incorporated into the Q4 2013 meeting and the Michigan Broadband Conference allowed another opportunity for the committee to interface. Connect Michigan facilitated the 2013 Q4 meeting of the Collaborative Broadband Committee on December 12, 2013, with five 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 2013 research updates that included the 2012 Residential Technology Assessment data published in March 2013, the white paper that examined the household impact of adoption, the 2013 Business Technology Assessment results released in November and an accompanying white paper entitled, "Technology Use among Home-Based Businesses: Michigan Entrepreneurs Use Technology to Thrive," released in December 2013. Broadband conference (summit) feedback was provided and committee members reiterated the importance of hosting a conference in

2014. Program staff also provided the Committee an update on Planning Team efforts that included communities who had completed their technology assessments and community Technology Action Plan.

During the meeting, the Mobile Technology Association of Michigan provided an update to the group on various happenings related to the full spectrum of mobile wireless activities in the state from providers to application development and the various ways the organization is working to promote wireless technology in Michigan. The Department of Technology, Management, and Budget provided the group with an update on FirstNet and the state's first steps toward implementation of their recent grant award. Agri-Valley Communications provided an overview of fixed wireless broadband for those in the group unfamiliar with the technology.

Q4 2013 Challenges and Mitigation:

No major challenges were encountered.

Capacity Building Planned Major Activities for Next Quarter (Q1 2014):

**Year 5, Quarter 1 Connect Michigan Office Administration and Task Force support
Conduct Year 5, Quarter 1 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 4, Quarter 3 Milestones per approved Project Plan:

Milestone: Analyze 2013 residential survey research results

This milestone was partially met. Survey data collection was delayed due to a minor shift in scheduling. This adjustment pushed receipt of the data back too close to quarter end, thus not allowing enough time for the analysis to occur. At this time, data collection is now complete, and the results are being prepared for weighting. The initial data analysis is anticipated to be completed in Q1 2014.

Milestone: Finalize 2013 residential survey research results

This milestone was not met this quarter. Data from survey respondents was received late in Q4 2013 thus not allowing enough time for the analysis to occur. The initial research results are anticipated to be delivered to the peer reviewer in Q1 2014. Finalization of survey research results is not expected to be complete until recommendations have been received from the peer reviewer. At that time, program research staff will be able to present the finalized initial results to state stakeholders and NTIA.

Milestone: Commence development of the 2014 business survey script

This milestone was met. State stakeholders were given the opportunity to provide input or make requests related to the 2014 business survey subsequently creation of the survey instrument began. Feedback from state stakeholders indicated an interest in following up on the results of the previous business survey by examining broadband adoption and use among small businesses (less than 100 employees) given the key role that they play in the state's economy.

Milestone: Peer review of 2013 residential survey research completed

This milestone was not met. Data collection for the survey took longer than expected leaving very little time for any data analysis to occur, thus making the data unavailable for peer review. Data analysis is a prerequisite for the peer review process, so the peer review was not initiated. At this time, the survey data is being prepared for its initial analysis using a rim weighting process. The initial results are expected to be provided to the peer reviewer in Q1 2014 which will initiate the peer review process. This milestone is expected to be completed in Q1 2014.

*Outstanding Technical Assistance Milestones:***Year 4, Quarter 3 Milestone: Distribute 2013 business survey research results**

This milestone was met. In Q3 2013, program staff finalized the initial results of the 2013 business survey incorporating some recommendations from the peer reviewer, Dr. Mark Wilson from Michigan State University, then distributed these results to the NTIA and state stakeholders. In Q4 2013, the program publicly announced these results via press release and website update as well as during meetings with various state partners. The survey revealed that Michigan businesses earn an estimated \$28 billion annually from online sales. This means that broadband is a vital economic engine for small businesses as well as the rest of the state, allowing businesses, industry sectors, and communities to thrive. Moreover, the survey showed that nearly one-half of small businesses in Michigan rely on broadband to advertise their goods and services to customers around the globe. However, the survey also showed that 25 percent of businesses across the state still do not utilize broadband technology. The study is based on a telephone survey of 800 business establishments across the state.

Milestone: Initiate 2013 residential survey peer review

This milestone was met. Program staff searched for, identified, and subsequently contracted with a peer reviewer for the purpose of peer reviewing the 2013 residential survey. While survey data collection is completed at this time, staff is still preparing the data files to be presented to the peer reviewer. The peer reviewer is expected to complete reviews and provide feedback in Q1 2014.

*Technical Assistance 2013 annual outcomes:***Milestone: Finalize and distribute 2013/2012 statewide business survey research results.**

This milestone was met. In Q3 2013, following the initial results of the 2013 business survey, research staff incorporated recommendations from the peer reviewer, Dr. Mark Wilson from Michigan State University, then distributed final results to NTIA and state stakeholders. In Q4 2013, the results were publicly announced via press release and website update, as well as through meetings with state partners. The survey revealed that approximately 74,000 businesses in Michigan advertise current job positions or accept job applications online and approximately 144,000 businesses in Michigan interact with customers or provide customer service online.

Milestone: Initiate the 2013 residential survey research and the 2013 business surveys by creating spreadsheets with census-defined quotas and weights for 2013 and collect respondent data.

These milestones were met. Research staff initiated the 2013 residential survey by creating spreadsheets with census-defined quotas in Q4 2013. The weighting process is underway for the 2013 residential survey. The 2013 business survey commenced in Q1 2013 once the business survey script was finalized and included feedback from state stakeholders. The 2013 business survey analyzed technology adoption as well as economic impact of broadband among Michigan businesses.

Milestone: After analysis and the review process that includes collaborating with the Michigan Public Service Commission, the 2013 residential survey will be delivered in-person to the Task Force, Michigan Public Service Commission, and other stakeholders. Also survey results will be announced via press release, website update, and meetings with stakeholders.

The milestone was not met. Data from survey respondents was received late in Q4 2013 thus not allowing enough time for the analysis to occur. At this time, data collection is complete, and the results are being prepared for the weighting. Data analysis and the presentation of the initial results to the peer reviewer, state stakeholders, and NTIA are anticipated to occur early in Year 5.

Milestone: Facilitate Year 4 peer review of survey results and resulting analysis for peer review. Review peer recommendation and update program as required.

This milestone was partially met. Dr. Mark Wilson from Michigan State University peer reviewed the 2012 residential survey in Q1 2013 and the 2013 business survey in Q3 2013. Dr. Wilson verified that the research results were correct, the methodology was solid and reliable, and the survey questions were well designed regarding the issues in term of technology adoption and use in the state. However, peer review of the 2013 residential survey is anticipated to complete in Q1 2014 due to the delay in data collection.

Milestone: After analysis and the review process that includes collaborating with the Michigan Public Service Commission, the 2012 residential survey will be delivered in-person to the Task Force, Michigan Public Service Commission, and other stakeholders. Also survey results will be announced via press release, website update, and meetings with stakeholders.

This milestone was moved from Year 3 through an amended Project Plan. Ultimately, the milestone was met this year. The 2012 residential survey was delivered to NITA and state stakeholders in Q1 2013, and these results were publicly announced in the same quarter via press release and website update. Highlights of this study include the fact that broadband adoption has increased 61 percent in 2011 to 71 percent in 2012. Mobile usage is also soaring in Michigan with nearly one-half of Michigan adults (47%) using mobile broadband service, up from 36% just a year ago. Also, nearly four out of ten Internet users (or approximately 2.5 million Michigan residents) take classes online or use the Internet for schoolwork. Furthermore, the results revealed that broadband empowers Michigan workers to search for jobs or find better jobs. Statewide, 40% of Michigan Internet users search for jobs online, including 55% of low-income Internet users. Mobile broadband is growing in popularity across Michigan – nearly one-half of Michigan adults (47%) use mobile broadband service, up from 36% just a year ago.

Outstanding Technical Assistance Annual Milestone per approved Project Plan:

Year 3 Milestone: Initiate the 2012 statewide residential survey research and the 2012 statewide business surveys by creating spreadsheets with census-defined quotas and weights for 2012 and collect respondent data.

This milestone was partially met in Year 3 when the 2012 residential survey commenced. However, the 2012 business survey was delayed pending NTIA approval of the revised research schedule, developed in conjunction with state stakeholders, and presented via an amended Project Plan. NTIA approved the amended Project Plan in Year 4, Quarter 1 at which time the survey was initiated. This milestone was therefore met in Year 4 when spreadsheets with census-defined quotas and weights were created, respondent data collected, and a data file with weighted results prepared.

Milestone: Facilitate Year 3 peer review of survey results and resulting analysis. Review peer recommendation and update program as required.

This milestone was partially met in Year 3 when Dr. Mark Wilson from Michigan State University peer reviewed the 2011 business and residential surveys. In Q1 2013, Dr. Wilson verified that the 2012 residential survey research results were correct, the methodology was solid and reliable, and the survey questions were well designed regarding the issues in terms of technology adoption and use in the state. As a result of these activities, this milestone has been met.

Q4 2013 Challenges and Mitigation:

No major challenges were encountered.

Technical Assistance Major Activities for Next Quarter:

Distribute 2013 residential survey research results

Initiate 2014 business survey peer review

Initiate 2014 business survey research

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

On October 24, 2013, in partnership with the Library of Michigan and the United States Department of Agriculture, program staff hosted the inaugural Michigan Broadband Conference (summit). The conference was held at the Kellogg Center on the campus of Michigan State University in East Lansing. Three hundred on-the-ground attendees were welcomed to the conference with an additional 155 attendees participating online via video streaming technology. The conference featured ten breakout sessions to provide attendees with a wide array of information and best practices for expanding broadband access, adoption, and use across the state. Topics included community-enabled broadband expansion, digital job creation, gigabit libraries, technology for rural healthcare, and increasing technology adoption among small businesses, among others. Keynote speakers and panelists included Michigan's Lieutenant Governor, as well as a representative from the Aspen Institute, the president of the Michigan Economic Development Corporation, and a world-renowned technology author. One-third (33%) of attendees were from local organizations, 36% were from state or national organizations, and 31% represented broadband or technology providers. The conference was a significant milestone for the Michigan SBI program and the effort to expand broadband in Michigan with much positive feedback from attendees, sponsors, and speakers. Given the success of the 2013 conference, and the interest expressed by state stakeholders, a Michigan Broadband Conference is being planned for the fall of 2014. Program staff will begin discussions with previous partners and potential new partners in Q1 2014. Program staff will also submit a revised amended Project Plan to NTIA during Q1 2014 that will incorporate this milestone.

Program research staff developed and released a report entitled "Technology Use Among Home-Based Businesses: Michigan Entrepreneurs Use Technology to Thrive." The report highlighted the results of the 2013 Business Technology Assessment. The report indicated that 74% of Michigan home-based businesses use broadband, a 15 percentage point increase since 2011. This rate of broadband usage is comparable to other businesses in the state. Michigan home-based businesses are able to obtain important resources and seek business opportunities online. In fact, more than three out of four Internet-connected Michigan home-based businesses (76%) research online how to make their operations more efficient, and 62% of these businesses conduct business with local, state, or federal government offices via the Internet. These are activities reported by a larger share of Michigan home-based businesses as compared to other businesses in the state. Broadband also enables Michigan home-

based businesses to purchase and sell their products online. Nearly nine out of ten home-based businesses that use the Internet (87%) buy goods or services online, and \$2 billion in annual revenues were generated as a result of online sales in 2013. This report, in its entirety, has been included in the "13Q4_Project Attachment_Question 5_Michigan" enclosure.

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 4, Quarter 4 Milestones per approved Project Plan:

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

This milestone was met. Community Tech Team Specialists 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 Q4 2013, 8 communities have completed their assessment and accompanying Technology Action Plan and have achieved Connected certification status (Charlevoix, Antrim, St. Clair, Roscommon, Livingston, Clare, Otsego, and Mecosta Counties); 12 communities have completed their Technology Action Plan and are working to attain certification (Marquette, Delta, Schoolcraft, Luce, Chippewa, Mackinac, Osceola, Barry, Oscoda, Ogemaw, and Missaukee Counties, along with the Harbor Springs Area Broadband Team); 1 is working to finalize its Technology Action Plan (Wexford County); and 7 communities are working to finish their assessment and draft Technology Action Plan (Berrien, Cass, and Van Buren Counties, along with an engaged collection of townships [3] surrounding Gull Lake in Kalamazoo County).

Thirty additional communities are interested to participate in the Connected planning program or are working to form teams of local stakeholders. All 28 actively engaged communities are working to implement projects and programs in an effort to expand broadband and technology access, adoption, and use. A Community Engagement map that displays the status of each community participating in the Connected process was maintained. The most current version of the Connect Michigan Community Engagement map has been provided as an attachment via the "13Q4_Project Attachment_Question 5" document.

Continued support was provided to the communities involved in the Connected program as program staff assisted in planning, scheduling, and facilitating local and regional planning sessions through activities like creating meeting agendas and documenting the work accomplished. Support was provided to train members of the Michigan communities to develop plans for broadband expansion to the target areas in the state. The progress of each community involved in the Connected program was tracked and monitored to provide support where needed and to report to state stakeholders on the progress of each. Below are some examples of projects taking place in Connected communities.

A new school initiative was launched in Charlevoix County, the first Michigan community to complete the Connected community engagement program. The Boyne City Public Schools launched iSchool, an initiative that allows learners in grades 6-12 to learn in an online community that fosters independence,

critical thinking, creativity, and problem-solving skills. This learning environment provides high-quality, standards-driven curriculum that will allow the students to learn anytime and anywhere via the broadband infrastructure of Charlevoix County. Boyne City Public Schools has created flexible options for the independent learner with its iSchool program – whether they are a homeschool student, teen parent, or high school dropout. If the student does not have the proper access to the necessary technology, Boyne City will loan the equipment and Internet access to complete the course work.

The Missaukee County technology planning team presented the results of their broadband survey to the public and local service providers in Lake City. Results were discussed with officials from CenturyLink and Boardman River Communication and a number of other meetings with providers, such as Verizon and miSpot were scheduled. In addition, a Missaukee County Commissioner gave an update on the county's Technology Action Plan. He highlighted that the online survey revealed the need for broadband services on the western side of the county, near La Chance Road and Cadillac Road. He also reiterated his desire to learn more about the problem and discuss solutions with potential broadband providers.

In Q4 the results from a community technology assessment undertaken by Clare County, along with strategies for broadband expansion, were released by the Clare County Broadband Group in partnership with Connect Michigan. Recognized as the first community in Michigan to join the Connected Program back in 2011, the Clare County Broadband Group has conducted ongoing local efforts to accelerate local broadband access, adoption, and use, resulting in Connected certification. With the release of the action plan, they are laying out a strategy for sustained, community-led technology utilization.

Clare County's top goals from the new plan are to create local jobs via teleworking opportunities, develop a broadband awareness program focused on agricultural businesses, develop or identify broadband training and awareness programs for small and medium businesses, facilitate a technology summit, and pursue next generation 911 upgrades. The new plan gives the community step-by-step action items to make sure that the goals are met. The plan will also support future broadband expansion and programs that will ensure the community maintains widespread Internet access, adoption, and use.

To obtain Connected certification, Clare County had to meet certain benchmark scores based on the National Broadband Plan that demonstrate it is a technologically advanced community.

In response to Clare County facilitating a technology summit, a neighboring county facilitated a similar summit. The Gladwin County Economic Development Corporation hosted a "Connect Gladwin County Summit" in the City of Gladwin. The event was organized to provide information in regard to the current state of broadband connectivity in Gladwin County, creating and enhancing a website, and the use of social media as a means to promote a business. Program staff provided detailed information regarding broadband coverage in Gladwin County and throughout the state. Several program identified statistics were cited emphasizing the need for improved high-speed connectivity and for businesses to utilize a website in today's economic culture.

Otsego County also released its Technology Plan in Q4 via a public event held at the University Center in Gaylord, Michigan. The new plan gives the community step-by-step action items to make sure that their goals are met. The plan will also support future broadband expansion and programs that will ensure the community maintains widespread Internet access, adoption, and use.

During the Q4 2013, Frontier Communications announced that they made advanced broadband technology available to several hundred additional households in the Mack Lake area, located in Oscoda

County, a community that is currently participating in the Connected community engagement program. Frontier Communications said the service expansion was made possible through subsidies from the Connect America Fund.

One certified community, St. Clair County, launched the Blueways of St. Clair County website <http://www.bluewaysofstclair.org>. This website brings awareness to one of the newest national Water Trails recognized by the National Park Service. The Island Loop Route, the most popular water trail in St. Clair County Michigan, provides a unique recreational experience for residents and visitors of all abilities as they navigate the trail, which includes part of Lake Huron, a canal, and two rivers. Boaters and paddlers pass Michigan's oldest lighthouse, drift over rare sturgeon spawning habitat, and glide under the Blue Water Bridge that connects to Ontario, Canada.

Connected Nation facilitated a Community of Communities webinar for local teams participating in local planning process to award them an opportunity to share on broadband and technology initiatives being implemented in other communities. The Clare County Director for Middle Michigan Development Corporation and Director of Business and Economic Services for Clare County provided some information on their local summit to educate businesses on how to use social media for business purposes. The Executive Director of the Mecosta County Area Chamber of Commerce discussed how the Mecosta County Area Chamber of Commerce hosted a "Social Media Setup and Spirits" sessions for small businesses.

Planning Teams 2013 annual outcomes:

Milestone: The regional technology consultants will schedule meetings, set agendas, take meeting notes, and work with local regional teams to identify target sectors and regional and local subject matters for the train-the-trainer sessions.

This milestone was met. Two Community Tech Team Specialists scheduled meetings, set agendas, and took meeting notes in 100 community planning meetings. These meetings were designed to help identify stakeholders and bring awareness to opportunities to work with the Michigan SBI program on community technology planning. Additionally, staff helped communities launch project teams and perform technology assessments using online tools, research data, and best practices. By the end of the year there were 28 communities engaged in local planning with 20 communities in receipt of Technology Action Plans and 8 having received Connected certification (Charlevoix, Antrim, St. Clair, Roscommon, Livingston, Clare, Otsego, and Mecosta Counties) and recognition for conducting ongoing local efforts to accelerate local broadband access, adoption, and use.

With 498 planning team members active in the Connected community engagement program through the end of the fourth quarter, staff is well on its way of engaging all 83 counties in the state at some level.

Multi-sector technology planning teams participating in the Connect Michigan Connected Community Engagement Program have identified the following technology assets within their own communities:

Public computer centers: 164

Digital literacy programs: 143

Broadband awareness programs: 89

Broadband programs focused on vulnerable populations: 149

These assets are inventoried during each community's assessment of local broadband access, adoption, and use and can be leveraged to develop locally relevant digital inclusion strategies during the community team's action planning process.

Milestone: Assist in development and implementation of local regional technology growth strategies by helping to track local Broadband projects, add to regional database, and bring awareness to projects through Connect Michigan website, blog, press releases, reports, or as required by local regional team and providing technical assistance (research data) and mapping tools to assist teams in implementation of local initiatives. Document meetings with teams.

With over 25 communities actively engaged in some level of local planning or working to implement projects, program staff continued to support these efforts and bring awareness to projects through the program website, blog posts, press releases, e-newsletters, and reports. Copies of these various forms of outreach and education have been included in the "13Q4_Project Attachment_Question 5_Michigan" response.

Some examples of projects underway include Ogemaw County's effort to address the issue of digital literacy. The West Branch District Library already has a robust digital literacy program with several classes that had 338 residents in attendance, but staff decided they needed to develop a program that addressed the needs of those residents that did not fare well in a normal class setting. So the staff developed "Tech Tuesdays" with the purpose of addressing the needs of those residents that were not comfortable learning in a normal classroom setting. Starting in May 2013, 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 issues. To date the library has given 31 one-hour classes to 52 patrons with the subject matter including 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 and the number of patrons using the service increases on a weekly basis.

Livingston County has recently hired a new Chief Information Officer (CIO) to manage its Information Technology needs and plans. With a high priority on continuing to enhance the county's broadband capabilities, the new CIO has recognized the value of the Connected community engagement program and asked program representatives to meet with him to familiarize him with details of the program and collaborate going forward on technology-related planning for the county. Additionally, Livingston County has been sponsoring a ten-week session called Venture Plan, to help entrepreneurs and business owners plan for and manage their businesses. The county's libraries were spotlighted during a Venture Plan session held this quarter for the resources they provide to small businesses and residents.

Northstar Reach, an outdoor camp for children with severe medical issues and part of the Serious Fun Children's Network founded by Paul Newman, is beginning construction of a new camp outside of Pinckney, in Livingston County. This non-profit organization offers camp facilities and programs at no-charge to eligible children and will be equipped with state-of-the-art medical facilities requiring high-speed broadband infrastructure. Program representatives and the Livingston County Information Technology Department is teaming up to help with the planning and sourcing of broadband services in support of the camp, which is scheduled to open in 2015.

The Oscoda County technology planning team issued a broadband survey in order to create a business case for expansion of broadband service, and the results were released to the local providers. Two of those providers, M-33 Access and miSpot.net, are reacting to the results in a positive manner and are currently expanding services and installing equipment in the Mio and Cummins area of Oscoda County.

Frontier Communications has also filed for Connect America Funding for census blocks in both the Mio and Cummins area. Another priority project for the Oscoda County team is to expand service along the M-33 business corridor between Mio and Cummins. The team facilitated a meeting with M-33 Access and local business leaders which resulted in local business leaders funding a fiber build-out project along the M-33 corridor with M-33 Access thereby providing fiber-to-the-door broadband service to all the businesses along the corridor. Construction for the fiber build-out began August 2013.

Q4 2013 Challenges and Mitigation:

No major challenges were encountered.

Planning Teams Major Activities for Next Quarter:

Assist in development and implementation of local regional technology growth strategies