QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	36-43-B10512	884226288

4. Recipient Organization

NYC Dept. of Information Technology & Telecommunication New York City , 75 Park Place, New York, NY 10007-2549

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
12-31-2012	○ Yes ⦿ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Leonie Gordon	
	7d. Email Address legordon@doitt.nyc.gov

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-21-2013

Project Indicators (This Quarter)

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

During the quarter, the New York City Department of Information Technology and Telecommunications:

• Continued to implement and refine administrative processes by providing programmatic oversight / support to the NYC Connected Learning program.

• Collaborated with the Department of Education (DOE) on the monitoring of programmatic goals and expenditures across partners.

•Worked with partners to assess the impact of Hurricane Sandy on program implementation efforts due to school closures, broadband service disruptions and overall delays to implementation service provisions.

•Engaged in open discussions with partners on sustainability planning post BTOP grant funding.

The Department of Education:

• Focused on executing Year Three program implementation and operations plans.

• Several Connected Learning (CL) Affinity Group Meetings were held with Principals and key staff.

• On December 11th, the CL team held a Celebration & School Expo to provide an update on the CL milestones to date and to acknowledge and share Promising Practices at CL schools. School representatives were invited to participate in an interactive "Learning Walk" where a diverse range of work/projects at CL schools were highlighted. They had the opportunity to collaborate and share ideas with fellow schools and respective Partners as well as determine the go forward action plan to implement Promising Practices at their respective schools.

Significant school service accomplishments this quarter includes:

• AUSSIE: 4 Schools presented student projects at the December 11th Connected Learning Expo. Monthly summaries on participating schools professional development plans and Instructional Technology Coaching (ITCs) schedules were shared with DOE. The number of professional development days was exceeded.

• Teaching Matters: During the reporting quarter, 272.5 days of professional development was provided to 371 unique teachers out of an overall total of 2,645 professional development sessions.

• CUNY: In November, CUNY conducted their first Intern Affinity Group Meeting at the CUNY Graduate Center. Check-in calls were conducted with schools regarding intern technical support specialist performance and summaries of calls were provided to the DOE. Also, CUNY met with the DOE to discuss various program challenges and review intern hours worked.

• CFY: Continued to train and hire new staff required for NYC Connected Learning program implementation. During the quarter, CFY's efforts resulting in the following: 1) A total of 3,203 students and their families across 27 schools participated in Family Learning Workshops, 2) Launching of a new broadband portal, and 3) Ongoing implementation of the Time Warner Cable and Cablevision discount programs which includes-- family outreach and enrollment via CFY's online family enrollment module-- broadband provider data access via the broadband portal, and phone outreach by CFY staff and volunteers to approved families.

•CFY: Approximately 208 teachers attended Teacher Learning Workshops and 330 new households enrolled in discounted broadband services during the quarter.

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	95	Expenditure exceeds projection in Baseline Plan by 3%(Baseline is 92%)
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below

	Milestone	Percent Complete	Narrative (describe reasons for any variance from baseline plan or any other relevant information)
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).

Although expenditures exceeded the baseline project by 2%, planned program accomplishments were hampered by delays (several months) caused by Super Storm Sandy.

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
Family Learning Workshop Training	New York City, NY (All Boroughs)	CFY's Family Learning Workshop is designed to inform and motivate families to use their Home Learning Centers and online educational software in order to help their children succeed academically. By tying broadband to their child's success in school, the workshop aims to make broadband highly relevant (a key adoption factor) in order to achieve sustained, long-term broadband adoption. CFY Family Trainers lead the hands-on workshop sessions, and CFY onsite Customer Service Representatives and Volunteers provide families with additional coaching and guidance. Family Learning Workshops are conducted in both English and Spanish. Specific topics include: • Introduction (computer set-up, Windows basics, CFY Help Desk) • Internet Guidance (Internet safety, digital citizenship) • Learning Together (parents' role in learning with their children) • Using your Home Learning Center (exploration of installed educational software, productivity software, and accessibility tools) • Using Broadband to Learn Online (exploration of hundreds of free educational software curated at MyHomeLearning.com and instructions for accessing free subscriptions of additional software titles) • Enrolling in Discounted Broadband Programs (information and application to enable families to enroll in Time Warner Cable and Cablevision discount programs)	57,310	49,004	9,313	0
School Outreach: Students	New York City, NY (All Boroughs)	CFY conducts multipronged outreach in order to orient educators, students and families to the program. • Kick-off meeting CFY holds a Kick-off meeting with the school's designated project implementation team covering: o Overview of project implementation plan o Overview of outreach plan o Schedule additional meetings & CFY outreach days • Outreach Tools CFY program team prepares outreach documents and project management web tool for outreach collaboration with school implementation team, including: o Invitation Packets (Bi-lingual, English & Spanish) o Reminder Notices (Bi-lingual, English & Spanish) o Web based project plan and timeline • Reaching Students and Families o In-class student training: CFY team meets with each 6th grade class at	26,213	24,903	0	0

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
		least twice prior to the Family Learning Workshop to train students about the program and encourage them to attend the Family Learning Workshops with their families. o Calling Families: CFY team trains a team of school staff to call each family to explain the opportunity and encourage attendance. In addition, CFY facilitates a volunteer staffed call-bank to provide additional support to the schools in calling families. o Targeted Outreach: CFY staff identifies students and families that have not responded or have not been reached in order to focus targeted outreach to these families. o Teacher Orientation: CFY staff leads a brief orientation with teachers to review the program and encourage teacher support in the outreach effort.				
School Outreach: Teachers	New York City, NY (All Boroughs)	CFY staff conducts an Introductory Teacher Workshop for all 6th grade teachers at our partner schools. This is a 1.5 hour hands-on workshop where teachers get in-depth training on CFY's online and offline resources, with guidance on using technology to connect school to home and motivate broadband use by families.	962	962	0	0
Total:			**84,485**	**74,869**	**9,313**	**0**

4b. Please describe your method for determining the number of households, businesses, and/or (CAIs) subscribing to broadband as a result of your SBA programs (600 words or less).

PLEASE NOTE: Per guidance from the Department of Commerce, the number of new household subscribers listed above in the first SBA activity represents the total number of new household subscribers garnered through all SBA activities together. Likewise, each subsequent SBA activity shows "0" new household subscribers *only to avoid counting the total number of new subscribers more than once.* Please additionally note, that, per guidance from the Department of Commerce, each activity listed in the SBA Activities chart above shows the unique number of individuals targeted and participating in that activity, such that an individual that is targeted by or participates in more than one SBA Activity is counted separately in each. This strategy means that the total amounts for these columns represent SBA Activity "touchpoints" rather than unique individuals.

Notes regarding the calculation used to determine "target audience" figures for the two CFY SBA Activities above:
FLWs Target Audience is determined by taking the number of Actual Participants divided by the percentage rate of families attended, based upon total 6th grade enrollment numbers as per central DOE data. (e.g. 6207 / 83% = 7478). In CFY's School Outreach figures, students represents the actual # of students that were provided outreach activities. This assumption is that 5% of students are absent on any given day and so this number is determined by taking 95% of 6th grade student enrollment across all the schools being served.

Our measurement methodology has not changed. It involves estimating both (A) "New Adoption" by families who had not adopted broadband upon program initiation and (B) "Net Adoption" by families who had broadband adoption upon program initiation and were retained on broadband as a result of the program.

CFY generates a unique CFY ID for every student served. This ID is used during the family registration process and is also permanently affixed to the Home Learning Center. The CFY ID is the critical data field to allow broadband research. At the Family Learning Workshop, CFY gathers basic information for every CFY ID, including technology adoption status and phone numbers. Every family is characterized into one of six groups based on their pre-workshop technology adoption status (groups 1-4 = not broadband adopters; group 5-6 = broadband adopters) which break down as follows:

Group 1 -- no computer / no broadband
Group 2 -- yes computer (but not educationally focused) / no broadband
Group 3 -- yes educationally focused computer / no broadband
Group 4 -- no computer / yes broadband
Group 5 -- yes computer (but not educationally focused) / yes broadband
Group 6 -- yes educationally focused computer / yes broadband

To estimate New Adoption, CFY conducts phone surveys (at least three months after the Family Learning Workshops) of families who were not broadband adopters at the time of the workshop, using staff and volunteers with different language skills to reach our multi-lingual families CFY aims for a sample size within each group that enables extrapolation by group with at least 90% confidence within at least 5% margin of error. The phone survey data is then extrapolated for each group in order to estimate the number of families who have become New Adopters.

To estimate Net Adoption, CFY conducts phone surveys (approximately one year after the Family Learning Workshops) of families who were broadband adopters at the time of the workshop. This data, compared to typical broadband retention rates of low-income

families, is used to determine the number of families who have become Net Adopters. The same sample size methodology (described for New Adoption estimate) will be used for measuring Net Adoption. CFY is investigating how we will measure the baseline for "Net Adoption" and is contacting people in research organizations that have done broadband surveys in the past to learn if we can find a baseline level of churn for low-income populations against which we can compare the results for our families.

In the case of both New and Net Adoption, the survey data reflects total adoption among the groups surveyed, including both market-rate and discount-rate adoption.

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).

Cumulatively, the City of New York estimates that 9,313 families have adopted broadband, compared to the target of 10,613 families provided in our baseline plan. 2,009 families have secured discounted broadband through our partnership with Time Warner Cable and Cablevision. During the quarter, 1,334 families adopted broadband and 330 enrolled in broadband discount programs.

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

Households: 2,009	**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).
In the next quarter, DoITT plans to:

• Continue to implement and refine administrative processes.

•Collaborate with DOE and program partners to review remaining program and expenditure forecast through end of grant/closeout.

•Launch the NYC TV program on NYC Connected Programs to publicly highlight the impact of broadband adoption on low-income sixth grade students and their families across the five boroughs.

• Finalize its sustainability plans with DOE and its partners.

• Work with DOE on finalizing NYC Connected Learning program evaluation.

In the next quarter, The DOE plans to:

• NYC-CL Program Managers will be holding sustainability meetings with each Connected Learning school throughout the month of January, in order to assess progress made towards Year Three goals and identify opportunities to further sustainable practices. To support CL schools beyond Year Three, school network teams will help to facilitate these discussions and ensure alignment with other DOE initiatives and external partnerships.

• CUNY: Intern Affinity Groups consisting of current and former interns, will share knowledge and Promising Practices in one-hour sessions to build an internal support network capacity at CL schools. Guests from DIIT and other organizations will provide additional training for interns.

• CFY: Will conduct 8 make-up/swap-out opportunities open to 6th through 8th grade students who have not received a Home Learning Center (HLC) at previously held Family Learning Workshops(FLW), or have a HLC in need of repair. In addition, 5 Family Learning Workshops will be conducted due to scheduling delays from Hurricane Sandy.

• AUSSIE and Teaching Matters: Will conduct parent engagement workshops at 29 Connected Learning program schools in partnership with Program Managers,provide 440 days of professional development days to meet the DOE goal, and develop NYC-CL "End of Program" website/event/celebration for all participating AUSSIE schools. In addition, emphasis will be placed on extending teachers' work into the home learning environment.

• Common Sense Media: Provide hands-on curriculum training opportunities in January.

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**	98	Expenditure meets projection in Baseline Plan
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).

DoITT has applied for a No Cost Extension through September 30, 2013 due to delays (several months) caused by Super Storm Sandy. As such, we anticipate that NYC Connected Learning program participants will need to redistribute programmatic resources for Sandy restoration.

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.

Cost Classification	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		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$161,412	$161,412	$0	$150,202	$138,604	$11,598	$153,824	$138,604	$15,220
b. Fringe Benefits	$82,320	$82,320	$0	$56,084	$50,749	$5,335	$60,050	$50,749	$9,301
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$0	$0	$0	$0	$0	$0	$0	$0	$0
f. Contractual	$285,120	$0	$285,120	$264,600	$0	$264,600	$274,600	$0	$274,600
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$27,498,339	$5,620,634	$21,877,705	$26,181,344	$5,675,013	$20,506,331	$27,253,597	$5,675,013	$21,578,584
i. Total Direct Charges (sum of a through h)	$28,027,191	$5,864,366	$22,162,825	$26,652,230	$5,864,366	$20,787,864	$27,742,071	$5,864,366	$21,877,705
j. Indirect Charges									
k. TOTALS (sum of i and j)	$28,027,191	$5,864,366	$22,162,825	$26,652,230	$5,864,366	$20,787,864	$27,742,071	$5,864,366	$21,877,705

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