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	25-43-B10582	958165953

4. Recipient Organization

BOSTON, CITY OF 1 CITY HALL PLAZA RM M4, BOSTON, MA 022011001

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
03-31-2011	◯ 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)
Bruce Havumaki	617-635-1300
	7d. Email Address
	Bruce.havumaki@cityofboston.gov

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	05-26-2011

Project Indicators (This Quarter)

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

Technology Goes Home (TGH): We now have 10 community sites up and running, with a total of 12 classes in the process of completing or completed (represents 168 participants). During the first quarter, TGH worked out an agreement with Comcast to provide Tech Goes Home participants with reduced rate Internet access. We worked out a process and have begun assisting families to sign up for the reduced rate service. TGH won a Public Technology Institute's Technology Solutions Award. We worked out a plan with Boston Public Schools to ensure that every school will be capable of having a wifi hot spot specifically for use by the Tech Goes Home participants and graduates. Finally, TGH launched and now maintains a Facebook page for the program.

Timothy Smith Network (TSN): One cycle of OLLR completed on 3/18; the second will complete on 4/14. The instructor of the second cycle underwent surgery and the Center postponed the start of OLLR. A Train-the Trainer session for OLLR instructors was held on February 22 and 24; 15 people participated in the training. Recruiting for OLLR cycles with starts dates in April, May, and June was undertaken with successful results. All scheduled classes are filled. TSN developed partnerships with Hope Found Boston and Career Collaborative.

Connected Living (CL): Two additional Community Program Managers were hired and all three were trained. During quarter 1, CL continued planning for the labs, raising awareness in the buildings and having residents sign up for the program. Awareness raising events included meetings with resident council and staff, resident sign ups for training, group and individual training classes.

All contracts with sub-recipients have been executed.

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**	10	During startup of this project we have experienced delays because of difficulties in putting contracts in place and in working out administrative processes between sub-recipients and the City's financial systems. This has taken longer than expected and delayed reimbursements, therefore keeping draw downs lower than expected. Additionally, Connected Living has experienced delays in start-up of their program since they need computer labs to begin. All of these issues have been or are being addressed. We are now starting a monthly process whereby each sub-recipient will submit documentation for reimbursement regularly.
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below
2.c.	**Awareness Campaigns**	-	Progress reported in Question 4 below
2.d.	**Outreach Activities**	-	Progress reported in Question 4 below
2.e.	**Training Programs**	-	Progress reported in Question 4 below
2.f.	**Other (please specify):**	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

TGH: Challenges faced this quarter include: (1) It took time to coordinate the support of the Boston Public School's wireless hot-spots for TGH schools, but this has now been resolved. (2) There were a few hardware delays. Specifically, Acer's new computer design did not support the required Intel NIC card. We therefore had to find vendors who could accomplish this task within our time period and while not exceeding our maximum cost.   Samsung was able to do so, so we switched to Samsung. (3) Participation during the months of January to March is always lower due to weather issues. This has been a particularly harsh winter with many snow storms following one after another.

TSN: The primary challenge was in determining how to approach recruiting. We found that outreach to churches and word-of-mouth

is particularly effective.

CL: Installation of the computer labs have been delayed but are now underway.

4a. In the chart below, please provide the requested information on your BTOP grant-funded SBA activities. Please also provide a short description of the activity (600 words or less). Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please ensure that the numbers of new household subscribers and business or community anchor institution (CAI) subscribers reflected in the "Total" row represent the unduplicated number of new subscribers that can be attributed to your SBA project as a whole.

Name of the SBA Activity	Location of SBA Activity	Description of Activity (600 words or less)	Size of Target Audience	Actual Number of Participants	New Subscribers: Households	New Subscribers: Businesses and/or CAIs
Run OLLR	1 cycle	12 week, 240 hour digital workforce skills training program	25	14	0	0
TGH @ Schools	58 classes	15 hours of training each	1,272	1,272	148	0
TGH in Community	4 classes	15 hours of training each	45	45	0	0
CL: Recruitment for broadband training program for low income seniors and people with disabilities	3 locations	Awareness raising events including meetings with resident council and staff, resident sign ups for training, group and individual training classes	396	120	0	0
Total:			**1,738**	**1,451**	**148**	**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).

TGH and OLLR: Baseline data on Internet subscripts at home and information about participant's current use of the Internet at home or elsewhere will be collected at the outset through surveying all participants of each program funded by this grant. No later than at the conclusion of each program cycle for TGH and OLLR, each participant will be given information about the options for home Internet service, how to purchase that service and assistance in actually completing that purchase process with the commercial vendors. Throughout the duration of the grant period, each program will follow up with graduates through emails or online questionnaires to determine if they have obtained broadband connections in their homes. Each program will attempt one last follow-up during the last month of the grant period.

CL: After completing training and before receiving a discounted computer and Internet Access, the trainees sign a document agreeing to inform the program's Community Program Managers of their use of Broadband. Because the Community Program Managers work in the same buildings these trainees reside, the trainees can be easily contacted.

4c. Please provide a narrative explanation if the total number of new subscribers is different from the targets provided in your baseline plan (600 words or less).

TGH and OLLR: We are currently determining the number of new subscribers for this quarter. Because so few classes started and ended in this quarter, it is not likely the numbers will be at our baseline. However, we have a much larger cohort of classes starting now and anticipate a larger number in the next quarter. We also anticipate more accurate data as we are nearing our 6 month check in with graduates from the fall.

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

Households: 0 | **Businesses and CAIs :** 0

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).
TGH: TGH is just starting up the spring cohort of school based classes, with 24 classes up and running (represents 816 participants). During this next quarter, we will hold our first follow up email/mail/phone effort (six month check in) to ensure folks have Internet access, to see how the netbooks are working, how they are using the technology, and ask about any concerns they may have. We will push to get more graduates signed up with the Comcast plan. We have been planning for our second pilot for students with significantly disabilities and expect it to begin in this next quarter.

TSN: The second OLLR will complete at United South End Settlements on 4/14. A recognition ceremony will be held on 4/26 for OLLR graduates from the first two cycles. We plan to start OLLR at 7 additional centers in this quarter; 5 will complete by 6/30; 2 will

complete in July. Although recruiting is still underway, we are aiming to sign up a target audience of 136-140 for these classes.

CL: The computer labs will be completed early in this quarter. Program launch events are planned for 4/15 at Amory Street, 4/19 at St. Botolph, and on 4/20 at Rockland Tower.

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**	20	The target for this milestone for the second quarter of 2011 is 23%. Start-up delays have taken longer than foreseen at the beginning. We have worked through a series of administrative challenges - creating and processing contracts, securing funding advances, and working through processes for reimbursements - and are now positioned to focus on the work of the grant. Additionally, Connected Living has faced delays but are now ready to hold launch events at the three BHA sites where their program will be based.
2.b.	**Equipment Purchases**	-	Milestone Data Not Required
2.c.	**Awareness Campaigns**	-	Milestone Data Not Required
2.d.	**Outreach Activities**	-	Milestone Data Not Required
2.e.	**Training Programs**	-	Milestone Data Not Required
2.f.	**Other (please specify):**	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

TGH: We are finding that anything mailed results in large numbers of returns. Not all emails are responded to and not all phone numbers remain the same. Some of the follow-up will be difficult. We hope to resolve this by doing the following: (1) Handing out follow-up information during the TGH Graduation on May 7; (2) Sending a follow up email; (3) Sending a follow up letter; and (4) Making phone calls in the language of the family.

TSN: Unforeseen technology glitches at TS Centers may cause delays in the schedule. These mostly pertain to the security and filters in place at some TS Centers which prevent students from accessing some of the sites that are part of OLLR. In particular, one center blocks Windows Live so that students cannot access the email addresses set up for them on live.com. Another blocks access to Facebook as part of their Internet security measures. We have gotten around the Windows Live issue by having email classes at another location. The site blocking Facebook agreed to open it up only when it is needed for OLLR classes. In the future, the technical specifications and requirements needed for OLLR will be specified in the MoAs between the TSN and each location and must be agreed to in writing before a cycle of OLLR starts.

CL: With the computer labs in place, CL will be able to launch the program. We plan to hold kick-off meetings at all three locations in April and to begin teaching classes shortly after.

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	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$1,339,200	$0	$1,339,200	$206,047	$0	$206,047	$412,095	$0	$412,095
e. Supplies	$0	$0	$0	$0	$0	$0	$0	$0	$0
f. Contractual	$0	$0	$0	$0	$0	$0	$0	$0	$0
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$4,457,536	$1,484,260	$2,973,276	$364,677	$215,255	$149,422	$746,006	$250,852	$495,154
i. Total Direct Charges (sum of a through h)	$5,796,736	$1,484,260	$4,312,476	$570,724	$215,255	$355,469	$1,158,101	$250,852	$907,249
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$5,796,736	$1,484,260	$4,312,476	$570,724	$215,255	$355,469	$1,158,101	$250,852	$907,249

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