

RECIPIENT NAME:City and County of San Francisco

AWARD NUMBER: 06-43-B10594

DATE: 05/14/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

QUARTERLY PERFORMANCE PROGRESS REPORT FOR SUSTAINABLE BROADBAND ADOPTION

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 06-43-B10594	3. DUNS Number 961752131
4. Recipient Organization City and County of San Francisco 1 S Van Ness Ave 2nd FL, San Francisco, CA 941031275		
5. Current Reporting Period End Date (MM/DD/YYYY) 03-31-2013	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Brian P Roberts	7c. Telephone (area code, number and extension) (415) 581-4061	
	7d. Email Address brian.roberts@sfgov.org	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 05-14-2013	

Project Indicators (This Quarter)

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

Program milestones for the San Francisco Community Broadband Opportunity Program in the most recent quarter include: conducting "teaching rounds" at two of our sites, the Bayview Hunter's Point Center for Arts and Technology (BAYCAT) and Oceanview, Merced Heights, Ingleside & Excelsior (OMIE) Beacon Center, which included Tech Coordinators from most of our sites and completing the deployment and opening of all computer centers for seniors and adults with disabilities. During the teaching rounds, each site's coordinator explained which projects they are currently working on and their goals for the end of the year. We then observed and participated in the programs at each of these sites which included video and music production. The purpose of these teaching rounds was to create familiarity among BTOP Tech Coordinators of how other programs work and to identify good practices. Many of our sites shared that they are working on projects for our upcoming Digital Media Showcase on May 7. This quarter, our program also completed deployment of all 54 computer centers with 241 computers for seniors and adults with disabilities. Each of these computers fully supports six languages (English, Chinese, Korean, Russian, Spanish and Vietnamese).

At our Bayview Beacon we have been focusing on our Spring Technology internship, Cyber High, and adult classes. Mission Beacon has been focusing on creative, larger production horror and dance videos that each incorporated over 20 youth and staff. ROCK has been teaching classes in office suite applications, typing, Internet research, and article writing and brochure production. BAYCAT has been producing and writing songs, original scores, music videos as well as producing documentaries on personal stories and community issues. They have also been working on motion graphics with After Effects and animation shorts with Adobe Flash. Richmond Beacon has been working on a HS Tech Club documentary including filming and editing as well as teaching Skype in the adult program. The North Beach-Chinatown Beacon has been working on their live cooking show on Ustream.tv called "Beacon Cooks" as well as a Computer Empowered class designed for students and adults with developmental disabilities.

At our seniors and adults with disabilities program, we have many regulars coming into the labs to check their email, watch videos and Skype. At our Mission Creek center, participants regularly read Chinese newspapers online. We began offering new classes at our Excelsior center and had ten attendees at the first class. We have had a steady increase in drop-in users at this site and have started opening the lab four days a week instead of two. We also began open lab hours at our Curry center in February and increased the number of lab hours at the Lady Shaw Senior Housing center in March after residents took the beginning class in Chinese and Self Help for the Elderly. We also recruited some new employees and volunteers at many of our sites.

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	70	Delays in procurement, hiring and required administrative approvals led to delays in starting the program.
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).

Several sites have experienced challenges in recruiting participants, especially for adult computer classes. The North Beach-Chinatown Beacon has had trouble with consistent attendance, making it difficult to complete long-term projects. Delays in installation of labs at two sites to digital media programs have reduced performance. At Streetside Stores they have had challenges getting acquainted with the new State Common Core standards in language arts and figuring out how to integrate digital media/ storytelling while complying with the standards. Among our seniors and adults with disabilities program, several sites experienced problems with Internet connectivity and lack of staff.

At our seniors and adults with disabilities program, we experienced some employee absences resulting in a lack of staff and volunteers. There were internet connectivity issues at a few of our sites which resulted in losing some clients at our Curry center. Managing data collection with staff at all sites was a challenge as well – we are developing a more unified system to address this issue.

Our match funding is currently 20.0% of our total expenditure, 1.4% below our commitment for the project. This discrepancy is due to lower than anticipated volunteer participation, we plan to accelerate match funded purchases and increase in-kind volunteer participation in order to reach the required amount of match funding.

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
Various	San Francisco	See Addendum 4a.	250,000	37,544	42,330	51
Total:			250,000	37,544	42,330	51

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).

As indicated in Application, Due Diligence, Baseline and previous PPR reports, we plan to use three approaches for determining the number of additional subscribers created as a result of our project: (1) pre, post and follow-up surveys of participants in program activities; (2) targeted surveys of public housing participants where BTOP funded programs are held and (3) our community wide "City Survey" of San Francisco residents. The City Survey was completed in the summer of 2011 and the results published in October 2011, we show this in the SBA activity column. We will be conducting another iteration of the City Survey in 2013.

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).

The total number of new subscribers revealed by the City Survey exceeds expectations. While we believe that some of the increase in subscribership is attributable to the BTOP program, this does not explain the entire increase. In the previous two year period between biennial surveys (2007 to 2009), internet subscribership increased by 2%. In the most recent two year period, broadband subscribership increased by 13%. A new iteration of the City Survey was just completed, we hope to analyze the results and report on them in next quarter's report.

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 : 51
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Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Next quarter, we are looking forward to our 2nd San Francisco Youth Digital Media Showcase event to display the work of our youth and outreach for the program. As the school year ends, our youth sites are gearing up for intensive summer technology programs and internships. Streetside Stories will be integrating new technology such as iPads into their instruction; they will also be working with more English Language Learner and Special Education students. Bayview plans to collaborate with teachers to produce a book and DVD on SF neighborhoods. Also, their Spring Tech interns will help teachers digitize classroom materials. At Mission Beacon, their new Mac lab should be installed by late April, which will allow them to host 20 youth at a time. They will be bringing in guest teachers and do more off-site visits as well. Sunset will be working on getting their digital news crew (7th & 8th graders) to become more of an investigative news unit. Richmond Beacon will train youth in their summer program on movie production and video game design, and teach adults more Web resources, MS office, and the basics of digital video production. North Beach-Chinatown Beacon will be focusing on their summer camp and getting students involved in the production side of their "Beacon Cooks" show. At our seniors and adults with disabilities program, we will be hiring new instructors, tutors and a social worker at many of our sites. We also plan to conduct outreach to gain more users. We will be adding two training coordinators at 5 locations. We anticipate the number of training hours to increase significantly over the coming months at Community Technology Network (CTN). Our trainers will be administering the User Survey at all of our locations to gauge the effectiveness of our program. We also plan to bring on 15 University of San Francisco service learning students who will help with outreach, collecting stories and tutoring clients at CTN.

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	85	Delays in procurement, hiring and required administrative approvals led to delays in starting the program.
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).

Staffing and recruitment of consistent volunteers at our senior and adults with disabilities sites are persistent challenges that are expected to continue next quarter. Among our youth programs, several sites have seen lower than expected participant numbers this quarter and will need to improve student outreach and retention efforts. Two subrecipients are hiring new staff for their summer programs, which may prove challenging as organizations in the past have experienced difficulty finding qualified candidates with adequate youth engagement and technology skillsets. Another subrecipient will be close to exhausting the remainder of their grant award next quarter and will need to figure out how to sustain the program without BTOP funding. Finally, there is still one subrecipient that needs to overcome administrative hurdles in working with the school district to install our last computer lab. Our match funding is currently 20.0% of our total expenditure, 1.4% below our commitment for the project. This discrepancy is due to lower than anticipated volunteer participation, we plan to accelerate match funded purchases and increase in-kind volunteer participation in order to reach the required amount of match funding.

