ANNUAL 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 53-43-B10005	3. DUNS Number 133872619

4. Recipient Organization

TINCAN 1317 West Second Ave., Spokane, WA 99201

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? ◯ 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 Karen Michaelson Executive Director	7c. Telephone (area code, number and extension) 509-744-0972
	7d. Email Address kmichaelson@asisna.com
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-25-2012

PROJECT INDICATORS

1. Does your Sustainable Broadband Adoption (SBA) project foster a particular broadband technology or technologies? If so, please describe this technology (or technologies) (600 words or less).

We do not foster a particular technology.

2a. Please list all of the broadband equipment and/or supplies you have purchased during the most recent calendar year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (100 words or less).

Manufacturer	Item	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
none	none	0	0	none
Totals		0	0	

Add Equipment	Remove Equipment

2b. To the extent you distribute equipment/supplies to beneficiaries of your project, please describe the equipment/supplies you distribute, the quantities distributed, and the specific populations to whom the equipment/supplies are distributed **(600 words or less).**

n/a

3. For SBA access and training provided with BTOP grant funds, please provide the information below. Unless otherwise indicated in the instructions, figures should be reported <u>cumulatively</u> from award inception to the end of the most recent calendar year. For each type of training (other than open access), please count only the participants who <u>completed</u> the course.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
Open Lab Access	188,721	236,125	0
Multimedia	188,721	2,620	9,649
Office Skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	188,721	1,488	2,169
Certified Training Programs	0	0	0
Other (please specify): 0	0	0	0
Total	566,163	240,233	11,818

4. Please describe key economic and social successes of your project during the past year, and why you believe the project is successful thus far (600 words or less).

Our business development series has expanded to five courses that range from basic computers in business to social media. We have changed our training format to focus on shorter sequences and workshops. We have had several small businesses launch their first web site or Facebook presence. A number of agencies serving the unemployed and home less population have begun sending clients to us. We have assisted dozens of people in learning online job searching filling out applications for employment online, and filling out FAFSA forms so they can attend community college training programs. Many low income people do not realize that even entry level jobs at a neighborhood gas station require an online application, and they are seriously handicapped in applying for jobs if they are unfamiliar with the online environment.

5. Please estimate the level of broadband adoption in the community(ies) and/or area(s) your project serves, explain your methodology for estimating the level of broadband adoption, and explain changes in the broadband adoption level, if any, since the project began.

5a. Adoption Level (%):	Narrative description of level, methodology, and change from the level at project inception (600 words or less).
0	There is currently no concrete data on adoption levels in the Spokane area, now are ISP's willing to provide information about annual adoption levels. We did not propose to track this in our proposal. We proposed to track actual subscribers that we can document rather than estimating a broad percentage that we cannot verify.

6. Please describe the two most common barriers to broadband adoption that you have experienced this year in connection with your project. What steps did you take to address them (600 words or less)?

1. The primary barrier to broadband adoption remain cost. Solution. We have established a link to Comcast's low cost subscriber program, and are working on a relationship with CenturyLink. The limitation of these programs is that participation is based on having a child in school on the free lunch program, leaving young parents, the elderly, and large numbers of the low income population without low cost access. We are working with the providers to broaden participation requirements. 2. The second reason is lack of experience with the value of broadband. Solution: Our training programs, especially job hunting, are introducing the target audience to the value of broadband.

7. To the extent that you have made any subcontracts or sub grants, please provide the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities. (150 words or less)
n/a

8. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).

It is valuable to make training available at times and places that are most accessible to people, and to analyze which workshops are popular. The paperwork burden for the grant is large and thus it is important to collect data monthly instead of waiting until the reports are due.