

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 12-43-B10554	3. DUNS Number 025637356
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4. Recipient Organization

 TAMPA HOUSING AUTHORITY 1529 W MAIN ST, TAMPA, FL 336074415

5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2011	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No
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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 Rosa Hill Grants Coordinator	7c. Telephone (area code, number and extension) 813-253-0551 X132
	7d. Email Address rosah@thaf1.com

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 11-28-2011
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Project Indicators (This Quarter)

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

During this 3rd quarter 2011, Tampa Housing Authority focused on training residents with the intention of ensuring their familiarity with the basics on how to use a computer and also the promotion of purchasing a refurbished computer through the computer incentive program at a reduced rate.

Tampa Housing Authority held a meeting to coordinate administrative services and computer training schedules with community partner agencies named in the grant who committed to providing matching funds (in-kind contributions). The purpose of this meeting was to ensure that comprehensive awareness and computer training will be provided to residents living within the public housing community.

Tampa Housing has sold 36 refurbished computers to individual families including residents living within our senior developments who have completed a minimum of six (6) hours of basic computer training. To date, this grant initiative has allotted for a total of 233 families (197 installed as amenities and 36 purchased) to have access to individual computers placed in their homes.

Equipment:

- Tampa Housing Authority reported the successful installation of 197 wood framed kiosk units and the installation of 3554 individual modems in individual family units was successfully completed by the contracted provider, BrightHouse Networks in year two (2), quarter one (1).

Outreach Activities:

- Tampa Housing Authority continues to conduct monthly meetings within the public housing communities.
- Door to Door flyer distributions containing information on training opportunities and the low cost computer purchase information.

Training Programs:

- Hands on computer training classes are held at multiple locations on a continuum schedule of weekdays and weekends to give all families an opportunity to participate.
- Training programs are provided in both English and Spanish.

Job Creation:

- Three (3) Computer Technician Interns received employment through this grant initiative.

Other:

- Tampa Housing Authority continues to host team meetings with community partners and key programmatic staff to assure the division of responsibility and program implementation time lines are met on a regular basis.

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	36	The project start date was August 19th, 2010, Tampa Housing Authority started this Broadband Technology Opportunities Program (BTOP) approximately two (2) quarters in the negative causing the difference in the percentage completed. During quarter 2, 2011 Tampa Housing Authority was challenged with the withdrawal of two (2) partner agency named in the original grant application of their commitment to provide services under the Job Creation Initiative and also the lack of response from partner agencies named in the grant to provide computer training classes.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Awareness Campaigns	-	Progress reported in Question 4 below

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

During this 3rd quarter 2011, Tampa Housing Authority has been challenged with the sale of the refurbished computers offered to residents living within our public housing communities. Although computers are being offered at a reduced rate and Tampa Housing has put in place a discounted voucher incentive, there is still a lack of resident participation.

Tampa Housing Authority has also been challenged with the lack of resident participation in the computer training classes.

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
Computer Training Classes	Tampa Housing Authority's Neighborhood Network Center	Hands on computer training to include Web 101, Basic Computing and Internet Safety	639	93	0	0
Computer Training Classes	Computer Mentors Group	Hands on computer training to include Web 101, Basic Computing and Internet Safety	380	51	0	0
Modem Installations	Tampa Housing Authority Communities	Modems were installed in individual households within 23 Tampa Housing Authority Communities	3,554	3,554	0	0
Total:			4,573	3,698	0	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).

The Tampa Housing Authority, along with 15 partner organizations, and support from Senator Bill Nelson, Congresswoman Kathy Castor and Tampa's former Mayor Pam Iorio, created AccessALL Tampa. AccessALL Tampa is a project that creates technologically smart communities within 23 public housing communities (3430 housing units/more than 7000 residents) while creating a minimum of 12 direct jobs and increasing the employability skills of hundreds of residents. A total of 3554 modem installations were completed by contracted provider, Bright House Networks, which represents 124 more modems (household served) than the 3430 indicated in the grant application.

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).

There was no increase in that number for the 3rd quarter of 2011.

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

Households: 3,554

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).

During this 4th Quarter 2011 Broadband Technology Opportunities Program (BTOP) Tampa Housing plans to complete the following

Items:

Overall Project:

- Request budget modification to provide additional dollars for computer training services.
- Submit contract amendment with computer training partner agency, Computer Mentors Group to increase job creation agreement from two (2) computer technician interns to six (6) computer technician interns, therefore, meeting the job creation requirement as written in the original grant agreement.
- Create job description for Tampa Housing Authority's Maintenance Of Broadband (MOB) Squad. The MOB squad is a job creation initiative funded through Tampa Housing Authority's matching funds which will create nine (9) on the job training opportunities for residents living in the public housing community who have successfully completed the A+ Certification class to advance their computer repairs skills.

Equipment:

- The purchase of additional equipment is not anticipated.

Awareness Campaign:

- Advertise for four (4) computer technician internship positions to be employed through the community partner, Computer Mentors.
- Advertise for nine (9) computer technician administrative support positions, created through Tampa Housing Authority's matching fund contribution (MOB Squad).

Outreach Activities:

- Continue to have community meetings and door to door flyer distributions notifying residents of training classes and employment opportunities.
- Continue to host Broadband Partners meetings to assure in-kind contributions are been met as stated in the grant application.
- Create in house newsletter containing the most up-to-date computer training schedules, transportation assistance schedules, highlights, computer purchase information and grant initiative time lines to be made available to residents at the end of each quarter.
- Host computer fairs to increase sales of refurbished computers, offer residents an opportunity to sign up for basic computer training and promote the discounted voucher incentive towards a computer purchase.

Training Programs:

- Increase number of computer training offered at various locations.
- Schedule training sessions to teach residents how to utilize the Tampa Housing Authority's resident Web Portal.

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	42	The project start date was August 19th, 2010, Tampa Housing Authority started this Broadband Technology Opportunities Program (BTOP) approximately two (2) quarters in the negative causing the difference in the percentage completed.
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).

Challenges include lack of resident participation in the purchase of the low cost refurbished computers and lack of participation in basic computer training. In order to increase knowledge of free computer training and computers available for sale, THA plans to have BTOP Computer Fairs throughout the entirety of the remaining time left of the grant. There will be a Computer Fair Kick-Off next month, the theme being "Bringing Residents into the 21st Century." The 23 Tampa Housing Authority Communities, installed with modems, will be invited via mass door to door flyer distribution. Computer Mentors will be on hand with refurbished computers to sell

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to the residents on site. There will also be sign-up sheets for residents interested in signing up for basic computer training. THA Staff will be on hand to assist residents in signing up for classes and promote the \$50.00 voucher incentive to purchase a computer once training is completed.

