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** 12-43-B10554	**3. DUNS Number** 025637356

4. Recipient Organization

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

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	**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 Rosa Hill Grants Coordinator	**7c. Telephone (area code, number and extension)** 813-299-6284 Xcell
	7d. Email Address rosah@thafl.com
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-28-2013

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).

N/A

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
N/A	0	0	0	N/A
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).**

-Tampa Housing Authority implemented a Pilot Program Initiative where computers were installed as appliances in 197 households within two (2) self-sufficiency communities within public housing, Sanctuary at Shimberg Estates (78 units) and Arbors at Padget Estates (119 units). The implementation of the Pilot Program provides residents access to comprehensive computer training, digital literacy training, employment, education, job training, and health care initiatives. The 3554 successful modem installations completed by the contracted provider, Bright House Networks in year two (2), quarter one (1), include the 197 kiosk units installed.

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 cumulatively 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 completed the course.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Training Hours Offered
Open Lab Access	0	0	0
Multimedia	0	0	0
Office Skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	1,295	731	2,708
Certified Training Programs	150	28	504
Other (please specify):	0	0	0
Total	1,445	759	3,212

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).

During BTOP Year 2012, Tampa Housing Authority has achieved the following:

- Tampa Housing Authority's (THA) request for a budget modification was approved, allowing THA to utilize funds not being used under the "modem" line item in the budget, to now cover tuition costs for additional basic and advanced computer training services.
- Hillsborough County School Adult Technical Center (HCSATC), through the budget modification, was able to provide additional training to residents, including Computer Essential classes and Computer Skills for the Workplace at the school site and on different public housing sites.
- In the second quarter of year 3, THA secured partnership with STC Partners, LLC who provided basic computer training and quality, affordable, refurbished computers to Tampa Housing Authority residents. STC Partners, LLC took the place of Computer Mentors

whose contract was terminated during the 4th quarter of 2011 due to unsatisfactory services provided to residents.
-731 residents have completed basic computer training and 28 residents have completed A+ Certification classes throughout the entirety of the grant. Residents have purchased 221 refurbished computers thus far.
-The first round of MOB (Maintenance of Broadband) Squad, comprised of THA residents, completed their span of employment successfully. One of the residents was successful in obtaining permanent, full-time employment with a company providing Customer Service/Customer Support to end users. MOB Squad is continually active, efficiently resolving computer related issues reported by residents.
-Computer training was offered and is continuously being offered at multiple public housing sites, minimizing transportation issues and increasing resident participation. Training was presented in both English and Spanish at various days and times, including weekends and evenings to accommodate as many schedules as possible.
-The BTOP Team, comprised of "in house" Tampa Housing Authority staff, continued surveying residents to determine their interest in taking computer training and/or purchasing a computer.
-The BTOP team also executed multiple flyer distribution in English and Spanish throughout the year on all 23 communities to advertise basic computer classes and computer sale events.
- After STC Partners, LLC came on board, THA hosted at least two computer sale events per month. Residents were given the opportunity to use their $50.00 voucher, earned after completing a computer class, to purchase affordable, refurbished computers, allowing their out of pocket expense to be as low as $75.00 plus tax with their voucher.

The project is successful thus far because BTOP has given many residents, especially the seniors, the opportunity to experience technological advancement for the first time in their life. It has opened doors of independence and windows of prospects, increasing the probability of self-sufficiency. Residents of Tampa Housing are provided access to free basic internet services within their individual homes and have the opportunity to receive basic and advanced computer training within their community with the option of purchasing a refurbished computer at a discount rate. This BTOP initiative has afforded residents the opportunities to gain computer skills in our fast growing technological environment, thus being an asset to the workforce and society on a whole.

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).
100	**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.** **Tampa Housing Authority's adoption level is 100% complete due to the fact this Broadband initiative targets only 23 public housing communities.**

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)?

The most common barrier to broadband adoption experienced this year is as follows:

-STC Partners, LLC is providing modern, quality, refurbished computers, but due to the economic downturn, computer sales have been low. Residents are also choosing to purchase a low cost, brand new computer in the department stores versus a refurbished computer being that the rates are almost equivalent.

-To increase interest in purchasing a refurbished computer, STC Partners,LLC will be bringing in more modern devices such as tablets which are more portable than laptops, and offer a more hands on approach, touchscreen. These devices weigh less than a pound, and are able to store music, photos, videos, and even allow residents to read books on the built-in eReaders.
- Also, if another BTOP opportunity becomes available, Tampa Housing Authority may increase the voucher amount in order for more residents to be able to afford a newer, more portable computer device.

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)

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

A best practice that can be shared with similar BTOP projects is Tampa Housing Authority's Maintenance of Broadband (MOB) Squad. The MOB Squad was developed through resident initiatives and operate under the Director of IT. Comprised of Tampa Housing Authority residents, residents are able to go out on their own and conduct repairs after training and support are provided. The MOB

Squad are on property 2 (two) days a week and are employed a total of 10 hours per week earning an hourly rate. As of December 2012, MOB Squad has completed maintenance on one hundred and fifty-two units in repairs, and reporting malfunctioning and damaged system and equipment. Seven (7) Tampa Housing Authority Residents have benefited from the MOB Squad by receiving on the job training, thus, preparing them for the workforce and ultimately, self-sufficiency.