

**ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS**

**General Information**

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b>  Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b>  06-42-B10508	<b>3. DUNS Number</b>  166382085
<b>4. Recipient Organization</b>  Mission Economic Development Agency 2301 Mission Street, Suite 301, San Francisco, CA 94110		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2010	<b>6. Is this the last Annual Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Richard Abisla	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  rabisla@medasf.org	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  02-08-2011	

**PROJECT INDICATORS**

**1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?**  
 New     Improved     Both

**2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).**

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	0	0
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	1	0	1
Other Community Support-Governmental (please specify): N/A	0	0	0
Other Community Support-Non-Governmental (please specify): IBM donation of two servers and licensing for its LotusLive software	0	0	0

**3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.**

**3.a. New PCCs**

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
2301 Mission Street, Suite 103, San Francisco, CA	40	52	4	1,544	249

    

**3.b. Improved PCCs**

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
<b>Prior to Improvement</b>					
N/A	0	0	0	0	0

    

**After Improvement**

N/A	0	0	0	0	0
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**4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)**

Open Lab Time     Other     Training

4.b. If "other," please specify the primary use of the PCCs:  
N/A

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past 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 (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
N/A	N/A	\$0	0	N/A
<b>Totals:</b>		0	0	

  

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	10,000	319	4,128
Multimedia	250	24	192
Office skills	1,500	224	2,976
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	1,500	20	960
Certified Training Programs	0	0	0
Other (please specify): N/A	0	0	0
<b>Total</b>	13,250	587	8,256

7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).

Our computer network promotes economic recovery in many ways. The PCC that was opened before the end of Quarter 4 was in San Francisco, an area that has been hard hit by the economic downturn. Many people who became unemployed during this downturn have turned to training to develop new skills or change fields. This has been apparent in the group of people that are served by our established PCC. Many of them are studying to re-skill and change careers, generally from a more manual-labor based job to one involving computer work or office administration. The open PCC has also hired students as instructors. In open lab times participants are able to search for jobs and use the scanners, printers, and other equipment to prepare for job interviews. It also serves a population of small business owners, who are able to develop their computer skills to make their businesses more efficient and profitable, thereby promoting economic recovery. These training services have also been cross-promoted with other activities, such as small business counseling, that promote economic recovery in the San Francisco Bay area.

8. To the extent that you have made any subcontracts or sub grants, please provided 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

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

One lesson learned would be to schedule all work and negotiations to be done well in advance of internal and external deadlines. In the case of the LMTN, negotiations with vendors of our end-user equipment lagged, which delayed the project, but resulted in getting a very good deal for our project. As well, there was a lesson learned in dealing with our Internet Service Provider, who has been unable to schedule T1 installations in a prompt way. A best practice would be to account for extra time for internet provisioning, and to be exceedingly clear—and firm-- with the ISP concerning scheduling.