

OPEN WORKS



General Manager's Report

4th Quarter 2016



“You have built here a house of dreams; a house of hope.”

- U.S. Representative Elijah Cummings, September 26th, 2016 -



Letter from the GM

2016 was a big year.

Open Works finally opened its doors after three years of raising money, building coalitions, learning from pioneers, and constructing the facility. Creating Open Works was a lively, iterative process that became an exploration of *making* itself, full of discovery and lessons learned.

We now inhabit the 6th-largest makerspace in the United States by footprint, and one of the only professionally-designed, independently-operated makerspaces in the *world*. There is a tremendous amount to be proud of in just getting to opening day.

Special thanks is due to the leadership of our development team at BARCO; our underwriting support at the Robert W. Deutsch Foundation; our design team at Cho Benn Holback and Associates; our fundraising team led by OW Board Chair Neil Didriksen; and our construction team at Southway Builders.

The development marathon ended on September 28th, 2016, with our grand opening. That event was a huge success, pulling in thousands



of Baltimoreans for food, music, Power Wheels racing, vendors, demos, and tours.

But the finish line of that race was just the start line of another. Now the real work has begun – filling our facility with a vibrant community of makers. That process started with our team with support from BARCO, and it's an honor to work alongside such a dedicated crew.

So what's next?

We've set some audacious goals for 2017. We are moving aggressively to expand our membership, with a goal of doubling our membership by the end of the first quarter.

In response to demonstrated community need, we are growing our slate of educational programming to include after-school options.

For adult programming, we are expanding our class offerings to build a clear hierarchy of skill development, grow membership,

and create a spirit of discovery for beginners and experienced makers alike. This month, we kick off a semester-long pilot hosting CCBC's DigiFab degree program here as part of our commitment to grow a workforce for next-generation jobs in Baltimore City.

Our tech team is continuing to build out more micro-studios, install shop equipment, upgrade furniture, help members, and do contract work. In 2017, they'll be documenting some of their projects on YouTube and Instructables to share our growing body of practice.

My New Year's resolution is simple: growth, on all fronts. But I can't do it alone – I need your help to make sure Open Works grows in a sustainable way that is consistent with our values, ethics, and standing commitments. In a changed political climate, our work is more important now than ever.

Will Holman
January 16th, 2017

Staff

One of our biggest accomplishments in 2016 was building a staff. We have created 6 full-time and 22 part-time, living-wage positions, and are a host site for two AmeriCorps VISTA volunteers. 4 of our staff members are from Greenmount West or Barclay, and 60% of our staff are people of color.

6 full-time staff

- + General manager
- + Membership manager
- + Digital operations manager
- + Manual operations manager
- + Education manager
- + Open Works Mobile manager

2 AmeriCorps VISTA volunteers

- + Maryland Out of School Time Network (MOST)
 - community outreach and youth education
- + MICA Community Artist in Residence
 - delivering after-school programming

4 membership service associates

- + 1-2 on duty at any one time
- + Responsible for:
 - manning the front desk
 - data entry
 - tours and event management
 - membership onboarding

18 technicians

- + 3 on duty at any one time
- + Responsible for:
 - maintaining shops
 - building furniture and fixtures
 - helping members with technical questions
 - executing contract work

Events

53

Public events

3,300

Attendees

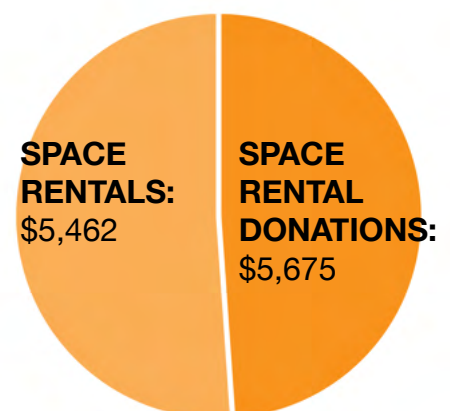
62

Average attendance

Event type



Event Revenue



Membership

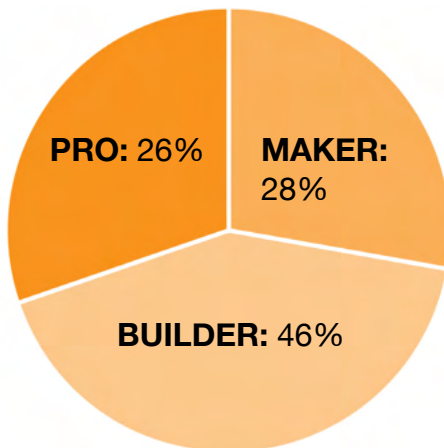
112

Total members

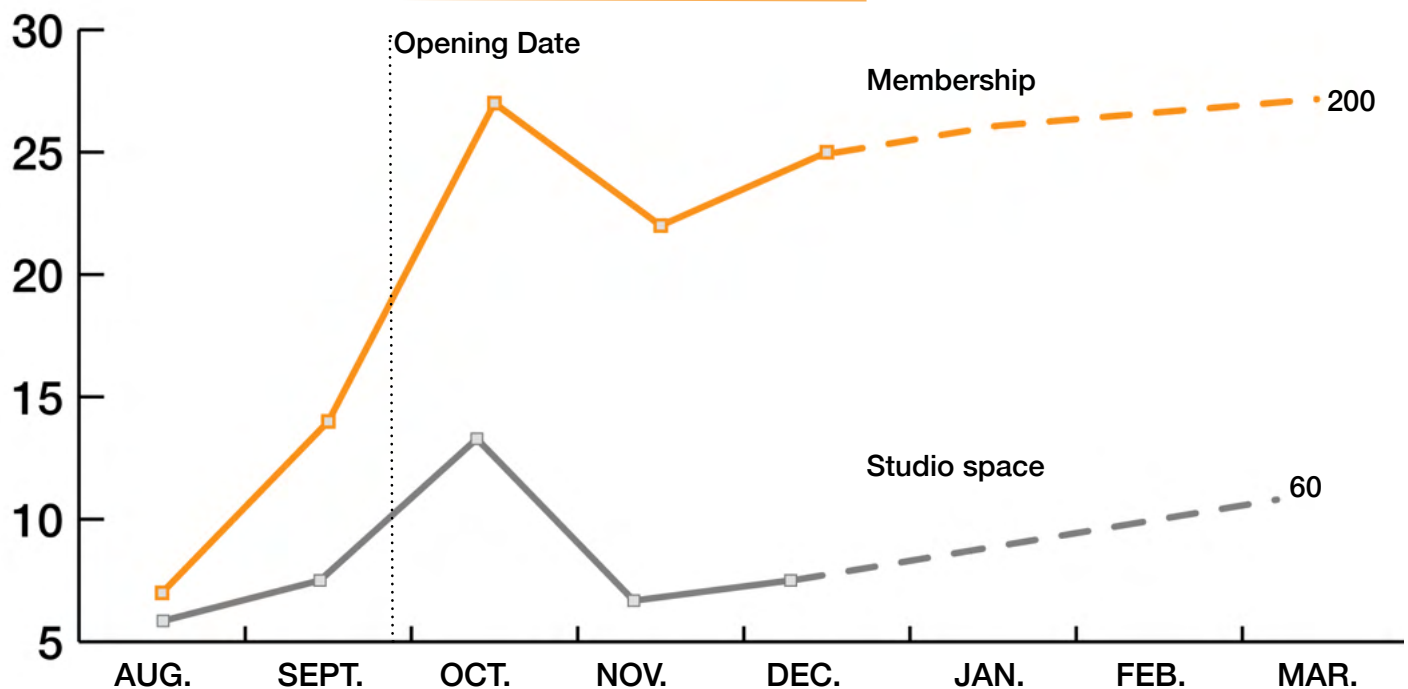
29

Micro-studio licenses

Membership distribution



Membership growth per month



Education: *Youth and Family*

135

Family Open Shop attendance

11

Family Open Shop workshops

170

School field trip attendees

1,722

OW Mobile participants

15

OW Mobile site visits



Winter/Spring 2017 Schedule

<i>Category</i>	<i>Description</i>	<i>Cost</i>	<i>Winter/Spring Session</i>
Family Maker Shop	3-hour Saturday morning workshop; months themed by fabrication technique or skill	Free	18
Teen Maker Shop	3-hour, twice-per-week after-school in partnership with Baltimore Design School	\$25/month teen membership	16
Open Works Mobile	Developing SABES-aligned curriculum; launching 2 recurrent site visits per week in April	Free	12

Education: *Adult*

165

Safety orientation participants

32

Safety orientations

14

Elective classes planned

Adult education programming for 2016 was full of both successes and lessons. We put an astounding 165 folks through our safety courses, including 3 group trainings. We planned 14 elective classes, but ran only 2 due to price sensitivity and lack of marketing runway.

For winter session (January-March), we have expanded our offerings to include more light-touch classes to familiarize folks with Open Works; recruited techs to teach; and have 31 courses on the books with 300 potential seats to fill. Our course structure, outlined below, is creating a clear ladder of skill development and engagement for our growing community of makers.

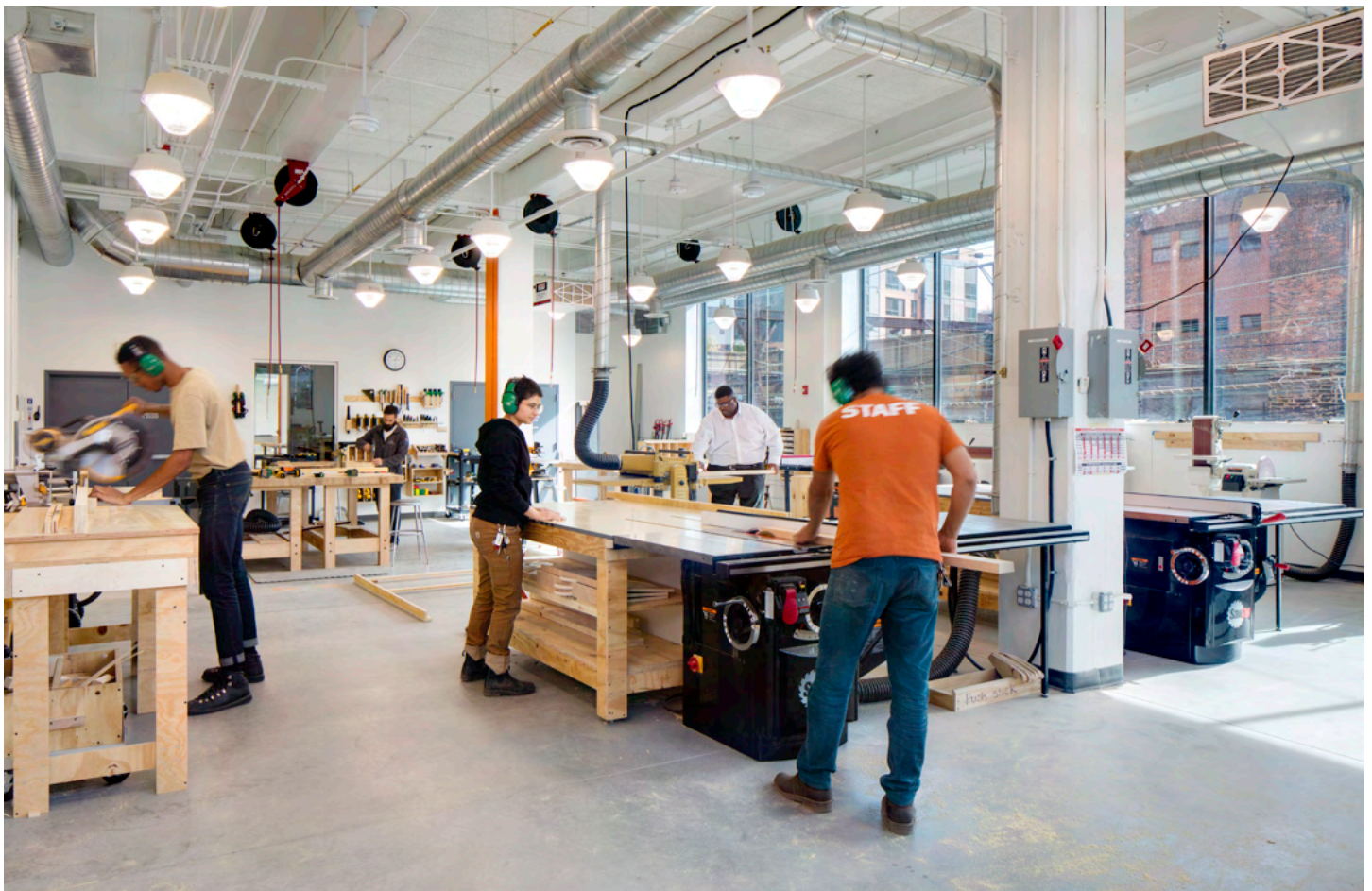
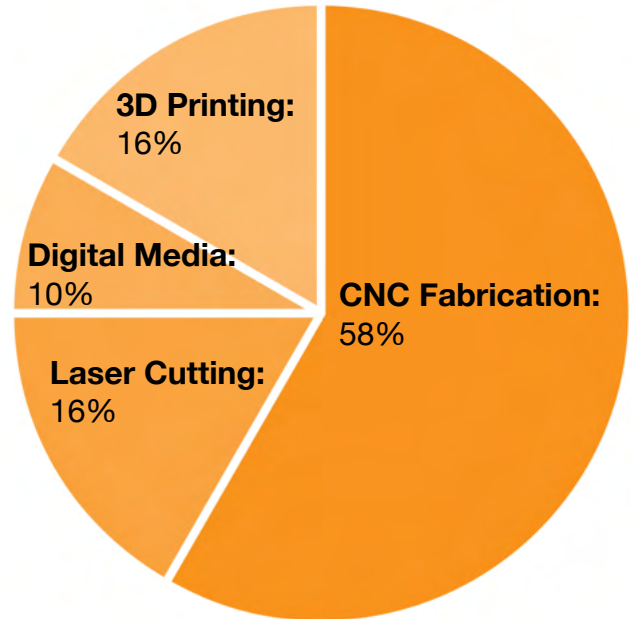
Winter 2017 Schedule

<i>Category</i>	<i>Description</i>	<i>Cost</i>	<i>Winter Session</i>
Show Me How	1-2 hour “light touch” workshop to introduce novices to fabrication techniques	\$20-30	7
Safety Certification	3-hour required safety class for textiles, wood, metal, CNC, and laser cutting	\$65 \$75 (CNC)	31
Crash Courses	3-hour “101-level” instruction in software, tools, and specific techniques	\$50-85	20
Make Your Own	3 to 12-hour project-based classes where participant leaves with a finished product	\$115-250	3
Makerspaces Unite!	6-hour project-based classes in partnership with other makerspaces around Baltimore	\$230	1

Fabrication



Contract work break down



Partnerships

Open Works has worked hard to build partnerships with a wide variety of institutions across Baltimore. We believe that opening our doors and sharing resources with other organizations is important to both our success and the success of our city.

In 2017, these partnerships will bring new audiences and programming to Open Works. Alongside these important relationships, we are working on partnerships that can offer further small-business support services and educational opportunities.



MOUs Complete

<i>Name</i>	<i>Areas of Cooperation</i>	<i>Type</i>
Station North Tool Library	+ Providing educational programming in the wood and metal shops through 2017 + Recruiting and train instructors	Neighborhood institution
Fusiform	+ Installing their prototype cloud-based 3D printing technology on our botfarm, will offer remote printing as a member service	Startup company
Coppin State University	+ Will house the Center of Strategic Ingepreneurship here to study business creation + Will place several interns here	University
CCBC Catonsville	+ Acting as a satellite campus for DigiFab degree in 2017 + Providing laser and CNC safety orientations	Community college
Baltimore City Public Schools	+ We will create membership program and professional development classes for teachers + Host pre-engineering students for projects	Government agency
MICA	+ Hosting an MFA in Community Arts VISTA + MICA taking memberships for students + Cooperating on NSF research grant	University

Goals for Q1 2017



General

- + Build on our foundation as a neighborhood anchor institution by providing safe space, affordable programming, and jobs
- + Open Greenmount Coffee Lab to the public

Membership

- + Roll out new membership programs for households, teens, and teachers
- + Grow to 200 members, including 60 resident members

Education

- + Hit 80% enrollment for winter quarter
- + Train more tech staff to teach or implement class ideas
- + Launch after-school and OWM curriculums

Fabrication

- + Roll contract services out of beta in February
- + Continue to cross-train all tech staff in every shop
- + Share our body of practice through online communities

Partnerships

- + Engage with other universities in Baltimore metro area
- + Cooperate with MICA, JHU, CCBC, and the Foundry on NSF grant to pilot new educational credentialing models

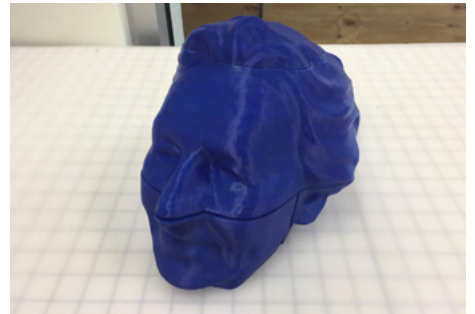
Community Development

- + Donate build services to New Greenmount West Community Association Center
- + Develop pilot job training program in cut-and-sew skills

#madeatopenworks



Projects made at Open Works have appeared everywhere from local development projects to the White House.



Thank You

Open Works Staff

- + April Lewis
- + Ben Fann
- + C. Harvey
- + Catie Buhler
- + Cooper Wright
- + Deb Jansen
- + Faran Masood
- + Gerald Leavel
- + Hannah Wides
- + Harrison Tyler
- + Jeanel Miller
- + Kayleigh Carswell
- + Kirk Higgins
- + Kisha Webster
- + Laura Cohen
- + Marco Duenas
- + Maya Ragazzo
- + Melvin Thomas
- + Michael Rawlings
- + Miki Flores-Amper
- + Muhammad Najee-Ullah
- + Paige Espenshade
- + Peter Ebeid-Attalla
- + Ryan Hammond
- + Sharmane Herron
- + Tiersa Sullivan
- + Victoria Pena
- + Whitney Scott Young
- + Will Holman

Open Works Board

- + Amy Bonitz
- + Jeff Fuchs
- + Neil Didriksen
- + Tanya Terrell
- + Terrell Williams

BARCO Staff

- + Amy Bonitz
- + Cindy Paradies
- + Rob Goldrick
- + Ruth Crane
- + Theo George

RWD Foundation Staff

- + Billy McCarthy
- + Cara Ober
- + Jane Brown
- + Leslie King-Hammond
- + Neil Didriksen

Younts Design

- + Alison Grissinger
- + Ronnie Younts

Southway Builders

- + Bill Hubble
- + John Diehl
- + Justin Wenger
- + Tim Cober

Kaliber Construction

- + Dave Huber

Cho Benn Holback & Associates

- + Diane Cho
- + Ethan Marchant

Community Partners

- + Central Baltimore Partnership
- + Jubilee Baltimore, Inc.
- + New Greenmount West Community Association
- + ReBuild Johnston Square Community Association
- + Station North Arts and Entertainment, Inc.
- + Strong City Baltimore

Capital Funders

+ The Abell Foundation	+ Robert W. Deutsch Foundation
+ Baltimore Development Corporation	+ State of Maryland
+ Stanley Black and Decker	+ T. Rowe Price Foundation
+ M&T Bank	+ Telesis CDE Corporation
+ Maryland Department of Commerce	+ PNC Financial Services Group
+ Maryland Department of Housing and Community Development	+ The Reinvestment Fund