

ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

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 36-42-B10567	3. DUNS Number 884226288
4. Recipient Organization NEW YORK, CITY OF 75 PARK PL, NEW YORK, NY 10007-2549		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Anne Kathryn Hohman	7c. Telephone (area code, number and extension) 212-513-6484	
	7d. Email Address ahohman@doitt.nyc.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-28-2012	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> 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	2	0	2		
	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	0	0	0		
	Other Community Support-Governmental					
	(please specify): Parks Computer Resource Centers; DFTA/OATS Senior Centers	0	14	14		
	Other Community Support-Non-Governmental					
	(please specify): DFTA/OATS Senior Residences	0	1	1		
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
	Queens Borough Public Library; Cyber Center in Central Library; 89-11 Merrick Boulevard; Jamaica, NY 11432	72	53	15	100	303
	Brooklyn Public Library; Central Library; 10 Grand Army Plaza Brooklyn, NY 11238	50	56	12	155	5,440
		Add New PCC		Remove New PCC		
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
Prior to Improvement						
	Parks CRC; Al Oerter; 131-40 Fowler Avenue; Queens, NY 11355	21	16	0	0.77	155
	Parks CRC; Brownsville; 1555 Linden Blvd; Brooklyn, NY 11212	17	35	0	0.77	125
	Parks CRC; Chelsea;	16	35	0	0.77	125

Prior to Improvement					
430 West 25th Street; New York, NY 10001; Parks CRC; Greenbelt;					
501 Brielle Avenue; Staten Island, NY 10314	8	14	0	0.77	100
Parks CRC; Hamilton Fish; 128 Pitt Street, New York, NY 10002	28	0	0	0.77	0
Parks CRC; Hansborough; 35 West 134th Street; New York, NY 10037	15	35	0	0.77	110
Parks CRC; Jackie Robinson; 85 Bradhurst Ave.; New York, NY 10039	13	10	0	0.77	50
Parks CRC; Sorrentino; 18-48 Cornaga Ave.; Queens, NY 11691	10	28	7	0.77	124
Parks CRC; St. Johns; 1251 Prospect Place; Brooklyn, NY 11213	20	21	7	0.77	110
Parks CRC; St. Mary's; East 145th Street and St. Ann's Avenue; Bronx, NY 10455	20	35	0	0.77	200
Parks CRC; Sunset Park; 7th Avenue at 43rd Street; Brooklyn, NY 11232	17	0	0	0.77	0
DFTA/OATS; Corsi Senior Center; 307 East 116th Street, New York, NY 10029	3	15	0	7	45
DFTA/OATS; Frederick E. Samuel Senior Center; 2401 Adam Clayton Powell Blvd., New York, NY 10030	6	40	0	7	240
DFTA/OATS; PSS/ Andrew Jackson Senior Center; 325 East 156th St, Bronx, NY 10451	9	10	0	10	90
DFTA/OATS; RAIN Parkchester Senior Center; 1380 Metropolitan Avenue, Bronx, NY 10462	10	10	0	10	100
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
Parks CRC; Al Oerter; 131-40 Fowler Avenue; Queens, NY 11355	21	21	7	3.77	195

Parks CRC; Brownsville; 1555 Linden Blvd; Brooklyn, NY 11212	17	35	0	3.77	350
Parks CRC; Chelsea; 430 West 25th Street; New York, NY 10001	16	35	7	3.77	156
Parks CRC; Greenbelt; 501 Brielle Avenue; Staten Island, NY 10314	8	35	7	3.77	152
Parks CRC; Hamilton Fish; 128 Pitt Street, New York, NY 10002	28	35	3	3.77	87
Parks CRC; Hansborough; 35 West 134th Street; New York, NY 10037	15	42	7	3.77	349
Parks CRC; Jackie Robinson; 85 Bradhurst Ave.; New York, NY 10039	13	35	7	3.77	183
Parks CRC; Sorrentino; 18-48 Cornaga Ave.; Queens, NY 11691	10	28	7	3.77	196
Parks CRC; St. Johns; 1251 Prospect Place; Brooklyn, NY 11213	20	35	5	3.77	183
Parks CRC; St. Mary's; East 145th Street and St. Ann's Avenue; Bronx, NY 10455	20	42	6	3.77	235
Parks CRC; Sunset Park; 7th Avenue at 43rd Street; Brooklyn, NY 11232	17	42	0	3.77	215
DFTA/OATS; Corsi Senior Center; 307 East 116th Street, New York, NY 10029	12	15	0	7	45
DFTA/OATS; Frederick E. Samuel Senior Center; 2401 Adam Clayton Powell Blvd., New York, NY 10030	7	40	0	7	240
DFTA/OATS; PSS/ Andrew Jackson Senior Center; 325 East 156th St, Bronx, NY 10451	12	10	0	10	90
DFTA/OATS; RAIN Parkchester Senior Center; 1380 Metropolitan Avenue, Bronx, NY 10462	12	10	0	10	100

Add New PCC

Remove New PCC

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:
Please note: In the chart provided in Question 3b, above, DFTA/OATS centers were completed on 12/15/11, so measurement of change in average users per week has not yet been completed.

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
Dell	KACE1100	17,434	1	KACE K1100 appliance to be used to maintain network infrastructure.
Dell	KACE2100	8,820	1	KACE K2100 appliance to be used to maintain network infrastructure.
Totals:		26,254	2	

Add Equipment

Remove Equipment

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	44,616	0	0
Multimedia	41,772	241	4,093
Office skills	41,863	845	2,068
ESL	0	0	0
GED	0	6	72
College Preparatory Training	39	27	232
Basic Internet and Computer Use	44,880	2,919	9,571
Certified Training Programs	0	0	0
Other (please specify): Various program by all partners, including particularly Job Readiness and Employment Support programs. Please see individual 2011 Quarterly Performance Reports for detailed descriptions of all courses offered.	168,050	2,069	23,873
Total	341,220	6,107	39,909

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).

Please note: In responding to Question 6, above, Open Lab Access hours for centers operated by Department of Parks and Recreation (Parks) are not reflected, because attendance for this activity is not tracked by the partner. All training activities for Parks have, however, been included above. Parks will begin tracking Open Lab Access in March, 2012.

The City and its partners feel that the investments being made through the New York City (NYC) Connected Communities program make a strong and vital contribution to economic recovery in New York City, and particularly the low-income communities that need these supports most.

First, the program has resulted in numerous new staff positions for the Recipient, Subrecipients, and Vendors. In the City's third and fourth quarter, 2011 1512 reports, we reported 33.31 and 47.41 Recipient, Subrecipient, and Vendor Full Time Equivalent jobs had been created or retained with Federal dollars, respectively. A significant number of additional jobs were created or retained by partners paid in Match dollars.

Second, the program broadly targets the three highest-poverty "Public Use Microdata Areas" (a Census unit) in each of the City's five boroughs - a strategy intended to flood our highest-need communities with resources for computer access, digital literacy training, and

employment support services. Each program partner's individual project is then tailored to the unique needs of the facilities and/or populations served by their centers. In some cases, for example, a center requires an expansion of bandwidth in order to keep pace with increasing demand by Public Computer Center (PCC) users; in others, a center is in need of new employment search or job skills training to meet the needs of an increased number of recently unemployed patrons. Each of these investments make available critical resources for 21st century employment, and social and economic inclusion more broadly.

Our individual program partners have provided the following individual explanations of how their programs promote economic recovery in New York City:

Brooklyn Public Library: We have focused the vast majority of our programs and resources on helping our patrons prepare for the workplace and apply for jobs, including job training, job searching, certifications, etc. The Library plays a critical role in bridging the digital divide, and welcomes immigrants from around the world. In addition, many staff members providing services and training the public were hired for the project.

New York City Housing Authority's Community Center labs and Mobile Computer Lab will provide technology training as well as General Educational Development (GED) training so that participants can better meet the challenges of finding employment or pursuing higher education. By providing access to broadband technology, job seekers can will be able to apply for employment online, which for a growing number of employers, is the only way to apply for available positions within a company.

Parks Computer Resource Center (CRC) computer labs and training programs offer multiple resources to support economic recovery on the part of City residents. Digital literacy, technology and media skills training, and job readiness/workforce development programs offer residents of multiple age groups critical skills to compete in the 21st century economy.

New York Public Library's PCCs provide New Yorkers with regular access to quick, reliable broadband connection. Additionally, the Centers serve as training venues for residents who lack digital literacy skills or an understanding of connectivity's value. The PCCs will link residents to connection and provide assistance in using that connection to access employment services, social services, and computer skills training, to name a few services.

Queens Borough Public Library: Individual and group assistance with job readiness and computer training have been helping library patrons to apply for jobs, prepare for interviews and actually get jobs. One recent patron at Arverne Library, for example, worked with staff there to revise his resume and found two jobs including a full-time culinary job. Another patron at Arverne worked with staff to create a resume and apply for two jobs. He got interviews for both jobs and is waiting to hear back after the interviews. Finally, a regular patron at Central worked with staff on his resume and cover letter and interview preparation and has had three interviews since he started coming to the Job Information Center in November.

Department for the Aging/Older Adults Technology Services (OATS): The creation of 23 Public Computer Centers located in low-income or high-need areas of New York City will greatly increase older adults' access to broadband technology, thereby enabling them to take advantage of career guidance resources available through the Internet, seek employment through job search websites, and develop professional skills through online course offerings. The establishment and renovation of the computer centers is expected to serve over 10,000 New Yorkers annually. In addition, OATS provides technology trainings with curriculum specifically developed for older adults and taught by high-caliber professional trainers.

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).

Our program partners suggest the following best practices / lessons learned for other PCC BTOP recipients:

Brooklyn Public Library (BPL): We are proud of the fact that we were able to combine unanticipated savings from BTOP funding with BPL funding to create an important new service for the public at our Central Library. Through careful budget analysis we realized that some of our original estimated expenses turned out to cost less than anticipated, and we determined that using those savings for increased public service would be quite a propos to ARRA's purpose. We turned underutilized staff space into a new Public Computer Center with 50 public desktops.

Queens Borough Public Library: For computer classes, register up to double the amount of people you can fit and then call with reminders for the computer classes. Many people don't show up after signing up because they forget, so reminders fill up the class.