

RECIPIENT NAME:NEW YORK, CITY OF

AWARD NUMBER: 36-42-B10567

DATE: 02/15/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12-31-2013

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) 12-31-2012	6. Is this the last Annual Report of the Award Period? <input checked="" type="radio"/> Yes <input 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 Susmitha Kapoor	7c. Telephone (area code, number and extension)	
	7d. Email Address skapoor@doitt.nyc.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-15-2013	

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	1	18	19		
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): NYCHA Community Centers; Parks Computer Resource Centers; DFTA/OATS Senior Centers	8	31	39		
Other Community Support-Non-Governmental					
(please specify): DFTA/OATS Senior Centers	1	2	3		
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
Submitted via attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="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					
Submitted via attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
Submitted via attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.) <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> 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
Nissan	Vehicle	21,732	1	DFTA/OATS BTOP Mobile Exploration Van - Quarter 3
Hewlett Packard	Desktops	631	68	NYCHA Desktop computers for BTOP Sites - Quarters 2 & 3
Datamation	Laptop Carts	1,277	6	QBPL Laptop carts for BTOP Sites - Quarter 3
Hewlett Packard	Printers	523	46	QBPL Printers for BTOP Sites - Quarter 3
Dell	Desktops	819	123	QBPL desktopscomputers for BTOP Sites. - Quarter 3
Dell	Laptops	963	107	QBPL Laptops for BTOP Sites - Quarter 3
Hewlett Packard	Laptops	1,387	400	NYPL laptops for BTOP Sites - Quarter 2
Hewlett Packard	Laptop Batteries	46	982	NYPL laptop batteriesfor BTOP Sites - Quarter 2
Dell	Desktops	890	34	NYCHA destop computers for BTOP Sites - Quarter 1
Learning Express	Computer Training Add-on	57,377	1	QBPL Add-on training software for Microsoft Office, Adobe etc. - Quarter 1
Dell	Desktops	932	91	QBPL desktop computers for BTOP Sites - Quarter 1
Dell	Laptops	905	144	QBPL laptops for BTOP Sites - Quarter 1
Cavalier Technical Services	Laptop carts	1,415	9	QBPL laptop carts for BTOP Sites - Quarter 1
NY Wired	Metrix Learning Software	40,000	1	QBPL Job Readiness and Computer Training - Quarter 1
Learning Express	Workforce Development Add-on	64,500	1	QBPL E-books for practice tests on career certification - Quarter 1
Learning Express	Job & Career Accelerator	25,000	1	QBPL online tools in resume building, interview prep and other job search materials - Quarter 1
Totals:		218,397	2,015	

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	43,855	172,932	0
Multimedia	876	1,525	29,066
Office skills	3,075	5,396	37,405
ESL	170	30	300
GED	500	349	5,358
College Preparatory Training	214	1,096	2,749
Basic Internet and Computer Use	12,974	12,806	65,244
Certified Training Programs	100	915	11,637

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Other (please specify): Various program by all partners, including particularly Job Readiness, Employment Support programs, Small Business Training and Social Media. Please see individual 2012 Quarterly Performance Reports for detailed descriptions of all courses offered.	4,501	18,560	93,333
Total	66,265	213,609	245,092

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, there has been a significant increase in numbers from 2011. Currently all partners are fully operational and tracking Open Lab Access as well as training classes. Previously open lab access was not being tracked by all the partners.

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 NYC, and particularly the low-income communities that need these supports the most.

The program has resulted in numerous new staff positions for the Recipient, Sub-recipients, and Vendors. In the City's third quarter, 2012 1512 reports, we reported 65.53 Full Time Equivalent (FTE) jobs created or retained with Federal dollars. In quarter 4 we reported 69.17 FTE jobs created or retained with Federal dollars. A significant number of additional jobs were created or retained by partners paid in Match dollars. The program also 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.

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

Brooklyn Public Library (BPL): BPL has focused the vast majority of their programs and resources on helping patrons prepare for the workplace and apply for jobs. BPL specifically:

- Helps bridge the digital divide.
- Hires staff members to provide services and training.
- Launched the Information Commons, housed within the Central Library equipped with new desktops, meeting rooms and offers the public various training classes and resources.

New York City Housing Authority (NYCHA): The Community Center labs and Mobile Computer Lab continued to provide technology training as well as General Educational Development (GED) training to all (PUMA) NYCHA housing within the BTOP footprint. NYCHA specifically:

- Employed 12 unemployed/underemployed public housing residents for the BTOP program.
- Connected several residents to instructor positions with the City College of New York.

Parks Computer Resource Center (CRC): Computer labs and training programs continue to 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 (NYPL): NYPL's PCCs provide New Yorkers with regular access to quick, reliable broadband connection. NYPL PCCs specifically:

- Serve as training venues for residents who lack digital literacy skills or an understanding of connectivity's value.
- Link residents to broadband connections.
- Provide residents assistance in accessing employment services, social services, and computer skills training.

Queens Borough Public Library (QBPL): Training in job readiness and computer training has been helping library patrons to apply for jobs, prepare for interviews and acquire jobs. QBPL is also a partner of the New York City Supported Training and Employment Preparation Services (STEPS) program. The program provides web-based training in workplace and computer skills to help survivors of domestic violence gain entry-level jobs in the technology industry.

Department for the Aging (DFTA)/Older Adults Technology Services (OATS): The creation of 24 Public Computer Centers located in low-income or high-need areas of New York City greatly increased older adults' access to broadband technology. DFTA/OATS specifically:

- Enabled seniors to take advantage of career guidance resources.

- Expects to serve over 10,000 New Yorkers annually.
- Launched the Senior Exploration Center in December which is housed with new equipment and offers various training classes.
- Offered trainings and resources in computer use, workforce development, accessing healthcare information, online banking and online bullying.

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): Drop-in computer labs in both the branches and the Central Library provide some of the best training opportunities for the public, because this is where they receive individualized training on their specific issues and challenges. Additionally, based on usage patterns we have altered the types of programs provided and changed branch hours to better serve the public.

Parks: For BTOP staff placed at PCCs, Parks has tried to make sure coordinators are connected to the communities they are serving, have training materials at hand via an online learning management system, and have the ability to collaborate with their peers in other parts of the city. Coordinators have been provided online access to training materials to maintain their own professional credentials in support of constituents, and are challenged to share their student's successes as deliverables. The homepage of each CRC workstation is on the CRC website, which allows members to locate classes at other centers and contact coordinators or central CRC with questions or requests for additional class offerings. Coordinators report weekly attendance, student registrations, and course tracking summaries via an online survey and use standard postings and collateral citywide.