# ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

## General Information

| 1. Federal Agency and Organizational Element to Which Report is Submitted | 2. Award Identification Number | 3. DUNS Number |
|---|---|---|
| Department of Commerce, National Telecommunications and Information Administration | 47-41-B10527 | 155946874 |

**4. Recipient Organization**

STATE LIBRARY & ARCHIVES, TENNESSEE 312 8TH AVE N FL 7, NASHVILLE, TN 37243-0001

| 5. Current Reporting Period End Date (MM/DD/YYYY) | 6. Is this the last Annual Report of the Award Period? |
|---|---|
| 12-31-2013 | ⊙ 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 | 7c. Telephone (area code, number and extension) |
|---|---|
| Ashley Bowers | 615-532-4628 |
|  | **7d. Email Address** |
|  | Ashley.Bowers@tn.gov |

| 7b. Signature of Certifying Official | 7e. Date Report Submitted (MM/DD/YYYY): |
|---|---|
| Submitted Electronically | 09-30-2013 |

## 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 | 15 | 15 |
| **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):** | 0 | 0 | 0 |
| **Other Community Support-*Non-Governmental* (please specify):** | 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 |
|---|---|---|---|---|---|
| None | 0 | 0 | 0 | 0 | 0 |

[ 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** | | | | | |
| BLOUNT | 7 | 44 | 9 | 3.61 | 1,200 |
| CHATTANOOGA | 30 | 44 | 9 | 3.61 | 1,900 |
| CLEVELAND | 7 | 44 | 9 | 3.61 | 500 |
| JOHNSON CITY | 21 | 44 | 9 | 3.61 | 2,450 |
| KINGSPORT | 14 | 44 | 9 | 3.61 | 550 |
| LEBANON | 7 | 44 | 9 | 3.61 | 780 |
| MEMPHIS | 45 | 44 | 9 | 3.61 | 4,378 |
| MORRISTOWN | 11 | 44 | 9 | 3.61 | 500 |
| MT. JULIET | 7 | 44 | 9 | 3.61 | 670 |
| PUTNAM | 15 | 44 | 9 | 3.61 | 650 |
| SULLIVAN - SULLIVAN GARDENS | 7 | 44 | 9 | 3.61 | 75 |
| SULLIVAN - COLONIAL HEIGHTS | 5 | 44 | 9 | 3.61 | 75 |

**Prior to Improvement**

| | | | | | |
|---|---|---|---|---|---|
| SULLIVAN - BLOOMINGDALE | 3 | 44 | 9 | 3.61 | 75 |
| WASHINGTON - GRAY | 20 | 44 | 9 | 3.61 | 0 |
| WASHINGTON - JONESBOUROUGH | 18 | 44 | 9 | 3.61 | 0 |

| Add New PCC | Remove New PCC |
|---|---|

**After Improvement**

| | | | | | |
|---|---|---|---|---|---|
| BLOUNT | 28 | 57 | 13 | 20 | 1,600 |
| CHATTANOOGA | 94 | 55 | 9 | 1,024 | 7,000 |
| CLEVELAND | 13 | 57 | 13 | 100 | 1,644 |
| JOHNSON CITY | 52 | 53 | 14 | 30 | 151 |
| KINGSPORT | 50 | 50 | 12 | 1.5 | 850 |
| LEBANON | 55 | 49 | 9 | 20 | 745 |
| MEMPHIS | 306 | 47 | 11 | 21.88 | 17,000 |
| MORRISTOWN | 61 | 48 | 9 | 5 | 475 |
| MT. JULIET | 37 | 52 | 9 | 20 | 600 |
| PUTNAM | 20 | 52 | 7 | 30 | 1,000 |
| SULLIVAN - SULLIVAN GARDENS | 10 | 40 | 8 | 1.5 | 30 |
| SULLIVAN - COLONIAL HEIGHTS | 9 | 40 | 8 | 1.5 | 36 |
| SULLIVAN - BLOOMINGDALE | 6 | 40 | 8 | 1.5 | 31 |
| WASHINGTON - GRAY | 32 | 41 | 3 | 1.5 | 108 |
| WASHINGTON - JONESBOUROUGH | 30 | 49 | 5 | 1.5 | 248 |

| 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:**

None

**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 |
|---|---|---|---|---|
| None | 0 | 0 | 0 | No broadband equipment and/or supplies was purchased in 2013 |
| **Totals:** | | 0 | 0 | |

| Add Equipment | Remove Equipment |
|---|---|

**6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> 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 |
|---|---|---|---|

| Types of Access or Training | Number of People Targeted | Number of People Participating | Total Hours of Training Offered |
|---|---|---|---|
| **Open Lab Access** | 11,000 | 3,632 | 396 |
| **Multimedia** | 11,000 | 1,611 | 6,217 |
| **Office skills** | 11,000 | 2,006 | 9,014 |
| **ESL** | 0 | 0 | 0 |
| **GED** | 0 | 1 | 1 |
| **College Preparatory Training** | 0 | 12 | 12 |
| **Basic Internet and Computer Use** | 11,000 | 2,177 | 6,076 |
| **Certified Training Programs** | 0 | 0 | 0 |
| **Other (please specify):** | 0 | 105 | 150 |
| **Total** | 44,000 | 9,544 | 21,866 |

**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 PCC's promote economic recovery in our area by offering training in basic job skills, such as use of MS Office and basic computing skills.  We also offer resume-building courses and assist patrons in use of the computer to job search and seek out employment opportunities.

**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).**

I think its important for the Program Manager to conduct site visits to sub-recipient institutions early on in the process.  I found this to be extremely helpful not just for monitoring for compliance, but establishing a connection with the sub-recipient.  After they were able to put a face with a name, I've been getting a better response rate with submission of reports and data.  I also think its helpful to have a Program Manager from the inception of the grant to the end.  Unfortunately, that didn't work out in our case.  Our Program Manager left after the first year of the grant.  Having to jump in mid stream has been somewhat challenging.  I've learned a great deal about grant program management and monitoring from the BTOP experience - of which I am eternally grateful.