

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 55-42-B10549	3. DUNS Number 006434211
4. Recipient Organization MILWAUKEE, CITY OF 200 E WELLS STREET, MILWAUKEE, WI 532023515		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	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 Stephanie Saniter Project Coordinator	7c. Telephone (area code, number and extension) 414-286-8874	
	7d. Email Address Stephanie.saniter@milwaukee.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-25-2013	

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	7	7
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): Housing Authority of the City of Milwaukee	0	2	2
Other Community Support-Non-Governmental			
(please specify): United Community Center- Olga Village Senior Center- Nonprofit Organization	1	0	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
Please see attached addendum	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					
Please see attached addendum	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

Please see attached addendum	0	0	0	0	0
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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:

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
Laptops Anytime	Laptop Dispenser	36,750	4	There were four laptop dispensers purchased at the end of 2012 that will be deployed to BTOP funded PCC library branches early in 2013. These dispensers hold 18 laptops and are self-service devices that will allow patrons to "check-out" laptops independent of Library staff.
Totals:		36,750	4	

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	912,600	490,428	0
Multimedia	0	0	0
Office skills	5,367	457	3,518
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	10,735	4,628	11,363
Certified Training Programs	0	0	0
Other (please specify): N/A	0	0	0
Total	928,702	495,513	14,881

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).

The Connecting Milwaukee Communities Public Computer Center (PCC) program promotes economic recovery in the Milwaukee area by providing greater access to the internet and computer skills training to low-income individuals living in neighborhoods with limited computer and internet availability. All six Public Computer Centers located at the Milwaukee Public Library branches offer "Job Labs" for teens and adults that are directed by a Library Technology Specialist who teaches individuals the computer skills needed to create a resume, to apply for a job online, to set-up and access an e-mail account and to navigate basic computer programs. Some soft-skills training is also provided during these sessions. All 260 workstations that have been deployed as a result of BTOP funds offer high-speed internet access to the public. Thus, allowing individuals the opportunity to perform job searches, fill out online applications and to correspond with employers via e-mail on their own accord, or with one-on-one assistance from a trained Technology Specialist. All eight PCC sites offer open lab time as well as structured training programs that teach basic computer & internet search skills, both essential tools in a rapidly changing economic environment, one that relies heavily on computer comprehension. As a result of the BTOP-funded Connecting Milwaukee Communities program, more computers, quality high-speed internet service and trained technology staff have presented new and improved avenues to employment for individuals who previously had no computer access or training at all.

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).

There has been one subcontract with a socially and economically disadvantaged small business. This contract was established between the Wireless Installation vendor and the Housing Authority of the City of Milwaukee, that vendor's name is Trinidad Group, LLC.

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

As the prime recipient of the grant, we have held regular Connecting Milwaukee Communities (CMC) "Team" meetings with our sub-recipients and vendors. These meetings are held quarterly and have continued to play a significant roll in the success of the project. At these meetings we share individual program accomplishments, challenges and concerns within the group and are able to collectively work on solutions to ensure the completion of all milestones set forth by the grant. The Bridging the Information Gap Coordinator also meets with the Sub-recipients individually on a regular basis to discuss their portions of the project in more detail and to allow for conversation to focus on activity that is unique to that particular sub-recipient.

We have found that the six full-time Library Technology Specialist positions and three part-time Neighborhood Network Aides have been integral to the success of the project. The classroom training and one-on-one technology support provided by these individuals has greatly enhanced digital literacy efforts throughout the city of Milwaukee.

A lesson learned after hiring the four part-time Neighborhood Network Aides in the beginning of the project was that the Aides often moved onto full-time work when the opportunity came about, creating regular staff turnover. In order to lend long-term stability to the program it was decided that the positions would be consolidated into three part-time positions, offering the Aides more hours and a pay increase. Since this change was made the positions have remained occupied and all aspects of programming have been consistent.

A solid marketing strategy early on proved very helpful in promoting and igniting interest in the project within the community. Advertising in various community newspapers, on billboards and on bus shelters near the PCC locations was effective in reaching out to the individuals who live in the neighborhoods where the PCC's are located.

The City's rigorous hiring process caused a delay early in the project, which would have been even more significant had we not been allowed to exempt the Bridging the Information Gap Coordinator and Library Technology Specialist positions. Both a best practice and lesson learned was that exempting positions at the city government level can be beneficial in speeding up the initial hiring process.