

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) 12-31-2013	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 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): 01-24-2014	

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	13	13
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- 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 addendum attached	0	0	0	0	0

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 addendum attached	0	0	0	0	0

After Improvement

Please see addendum attached	0	0	0	0	0
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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
N/A	0	0	0	N/A
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 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	1,206,696	889,958	0
Multimedia	0	0	0
Office skills	10,625	1,128	5,336
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	10,625	7,849	18,347
Certified Training Programs	0	0	0
Other (please specify): N/A	0	0	0
Total	1,227,946	898,935	23,683

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 promoted 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. Our project originally established six Public Computer Centers located at the Milwaukee Public Library branches, two PCC's at Housing Authority of Milwaukee locations and one PCC at the United Community Center, a nonprofit Organization that focuses on serving the elderly and Hispanic community. All six of the Milwaukee Public Library PCC's offered "Job Labs" for teens and adults that were directed by a Library Technology Specialist who taught 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 was also provided during these sessions. All 339 workstations that were 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 nine PCC sites offered open lab time as well as structured training programs that taught basic computer & internet search skills, both essential tools in a rapidly changing economic environment and 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. The programs created as a result of the BTOP grant have proved so successful that they have been integrated into future programming and will continue beyond grant closeout.

By the end of the project we were able to deploy laptop computers to all 13 Milwaukee Public Library branches as well as install multi-use Printer/Scanner/Fax machines in each branch that will allow individuals free access to these services and enable them to easily send documents to potential employers.

We are also extremely happy to report that the six full-time Library Technology Specialist positions that were created through the Broadband Technology Opportunities Program were written into the Milwaukee Public Library budget and were approved by the Mayor and Common Council to continue as permanent, full-time positions in 2014.

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 was one subcontract entered into 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 held regular Connecting Milwaukee Communities (CMC) "Team" meetings with our sub-recipients and vendors. These meetings were held quarterly and played a significant roll in the success of the project. At these meetings we shared individual program accomplishments, challenges and concerns within the group and were 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 met 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 was unique to that particular sub-recipient.

We found that the six full-time Library Technology Specialist positions and three part-time Neighborhood Network Aides were integral to the success of the project. The classroom training and one-on-one technology support provided by these individuals greatly enhanced digital literacy efforts throughout the city of Milwaukee. As a result of the LTS's proven success in the project, the Milwaukee Public Library included the positions in the annual City budget and those positions were approved by the Mayor and Common Council and will continue as full-time positions in 2014.

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.