



**Broadband Non-Infrastructure Application
Submission to NTIA – Public Computer Centers**

Submitted Date: 3/15/2010 3:23:57 PM	Easygrants ID: 4634
Funding Opportunity: Public Computer Centers	Applicant Organization: WINSTONNET INC
Task: Submit Application - Public Computer Centers	Applicant Name: Johannes Max Boehme

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A. General Application Information

Applicant Information	
Name and Federal ID for Applicant	
DUNS Number	784345717
CCR # (CAGE)	5JKG4
Legal Business Name	WINSTONNET INC
Point of Contact (POC)	JOHN BOEHME 3367165053 Ext. jboehme@wfubmc.edu
Alternate POC	DENNIS NEWMAN 3367477001 Ext. dennisn@cityofws.org
Electronic Business POC	JOHN BOEHME 3367165053 Ext. jboehme@wfubmc.edu
Alternate Electronic Business POC	DENNIS NEWMAN 3367477001 Ext. dennisn@cityofws.org

Name and Contact Information of Person to be Contacted on Matters Involving this Application:	
Prefix	
First Name	Johannes
Middle Name	Max
Last Name	Boehme



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Suffix	
Telephone Number	336-716-5053
Fax Number	
Email	jboehme@wfubmc.edu
Title	President

Additional Contact Information of Person to be Contacted on Matters Involving this Application:

Project Role	Name	Phone	Email
Secondary Point of Contact	Dennis , Newman	3367477001	dennis.newman@cityofws.org

Other Required Identification Numbers

Easygrants ID	4634
Funding Opportunity Number	500000
Catalog of Federal Domestic Assistance Number	BTOP CFDA Number: 11.557 BTOP CFDA Title: Broadband Technology Opportunities Program

Organization Classification

Type of Organization	Non-profit Corporation
Is the organization a small business?	No
Does the organization meet the definition of a socially and economically disadvantaged small business concern?	No

Authorized Organizational Representative



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AOR	BOEHME, JOHN
Result	Notify

Project Title and Project Description

Project Title: WinstonNet Enhanced Community Computer Centers for Forsyth County

Project Description: WinstonNet operates over 40 public computer labs integrated with a nationally recognized training program located in mostly underserved areas. The purpose of this project is to provide new equipment for existing labs, better serve the large Hispanic population in our area, open new labs in low-income areas, and to expand computer training, job training, and educational resources.

Other Applications

Is this application being submitted in coordination with any other application being submitted during this round of funding?

- No

Easygrants ID	Project Title

If YES, please explain any synergies and/or dependencies between this project and any other applications.

Is the Applicant exempt from the Department of Commerce requirements regarding individual background screening in connection with any award resulting from this Application?

- Yes, Applicant is exempt because it is a unit of a state or local government

If the answer to the above question is "No," please identify each key individual associated with the Applicant who would be required to complete Form CD-346, "Applicant for Funding Assistance," in connection with any award resulting from this Application:

Name	Title	Employer



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B. Executive Summary, Project Purpose and Benefits

Essay Question

Executive Summary of the proposed project:

The application addresses a need to update, enhance and expand public computer center (“PCC”) facilities and services in Winston-Salem and Forsyth County (“Forsyth” or “County”) North Carolina to better reach lower income, certain ethnic and disadvantaged populations with broadband access and train and educate them in its use. To address these needs, the application supports the acquisition of updated computer equipment, additional personnel for expanded training and new PCC locations.

Currently over 40 free public access computer labs operate throughout Winston-Salem and Forsyth which have a combined population of 307,511 including locations in census tracts that contain more than 60% of the County’s population with median annual household income under \$40,000. The labs have operated since 2003 using an innovative support model that relies on strong partnerships between local government, educational institutions, and community non-profit organizations.

Specifically, the labs are supported through WinstonNet, a non-profit organization comprised of City and County governments, four universities, a community college, the public school system, and the Winston-Salem Chamber of Commerce. A portion of WinstonNet’s membership fees pay for maintenance of the labs, while administrative oversight is through a part-time administrative director and volunteers. A majority of the labs are located in city recreation centers and public libraries. Partnerships with other non-profit organizations such as the YMCA, YWCA, churches, and organizations that serve special populations have enabled further expansion of the labs. Collectively, the labs provide computer access to hundreds of residents of the served areas every day.



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Although public use remains substantial, the goal of providing continued and enhanced computer access to the underserved is at risk and needs to be expanded. This is in part due to reliance on donated desktop computers with an average age exceeding 9 years . The computers operate as thin-client terminals connected to servers over broadband connections. Although sufficient when deployed, computers now struggle with serving multimedia and Web 2.0 Internet services. In the past, donations from WinstonNet members allowed replacement replaced on a three year refresh cycle, but the equipment now must be kept longer due to challenging economic times and are less likely to have much functional value when finally replaced.

The grant will be used to provide new equipment, expand the partnership with Forsyth Technical Community College (“FTCC”), better serve Winston-Salem and the County’s large Hispanic population, establish a relationship with the federally funded Housing Authority of Winston-Salem, and open six new labs in low-income areas. Funding will also help us create one new full-time position, four new part-time positions, and preserve two full-time positions. This would allow us to serve approximately 1,500 new lab users weekly and provide Spanish speaking computer training classes to approximately 160 new participants each month.

More specifically, it is proposed to provide all the labs with a combination of new thin-client terminals specially designed for remote desktop services over the Internet and new desktop computers. The proposed enhanced technology architecture is very similar to the current delivery model, offering similar features for reducing management overhead and enforcing a standard operating environment, and operating on existing servers and the existing network infrastructure. In addition, FTCC proposes to provide six new publicly-accessible labs with new desktop PC’s and new printers. A group of mobile devices will be used to bring computer access to public facilities in rural areas on a rotating basis.

In addition, the grant will be used to expand a computer training program started in 2006 when WinstonNet partnered with the County to obtain a grant from the State of North Carolina to develop such a program in public libraries. Since then the “Computer Training Bridge” has become a permanent program funded by the County that provides free computer training throughout the WinstonNet labs. Courses are taught by trained volunteers, focusing on computer literacy, work skills, and use of the Internet for personal needs. Students include, but are not limited to, children, the unemployed, the elderly, and the disabled. In the past 12 month



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period, 891 separate courses were taught to 4,464 attendees. All computer labs provide handicapped access and a few labs have special hardware and software for the blind. Grant funds will be used to expand the availability of special equipment and software for the physically disadvantaged, including support for a new lab within a non-profit organization focused on this special population. The computer training curriculum at six of the labs will be expanded to include courses in Spanish taught by a full-time instructor.

The enhanced WinstonNet program will establish a close partnership with the Housing Authority of Winston-Salem. Because WinstonNet labs are located in disadvantaged areas, they are also located in proximity to low-income housing and near Housing Authority communities. Computer training programs targeted to the Housing Authority residents will be established.

WinstonNet has successfully provided equipment and broadband Internet access to an entire community with focus on the underserved and disadvantaged populations. It has relied on a combination of volunteers, donated equipment, and cash contributions for maintenance and broadband services. This has proven to be a sustainable and successful model for over six years, and continues to operate even through difficult financial times. Grant funding will extend access into FTCC, add new computer labs into underserved areas, provide a focused program for residents of subsidized low income housing, and provide an extensive amount of focused training for Winston-Salem's growing Hispanic community. WinstonNet is asking for a total of \$926,537 for equipment and personnel. WinstonNet will contribute \$532,711 in cash during the project period and in-kind contributions totaling \$163,500 in volunteer trainer and administrator time, lab site supervisors time, administrative overhead, and software licensing.

Project purpose:

The purpose of the project is to provide new equipment for aging public computer facilities, add new public computer centers in partnership with Forsyth Technical Community College, better serve Winston-Salem's large Hispanic community, open new labs in low-income areas, and expand computer training, job training, and educational resources in our community. Six new centers will be provided through the community college and will be in underserved communities. This will allow WinstonNet and Forsyth Tech to increase broadband education and to provide access to underserved populations, particularly in the areas of youth education and job resources for adults. A staff position to provide Spanish language computer training will be added, as well as four new part-time positions. This would allow us to serve approximately 1,500 new



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participants weekly and provide Spanish-led computer training and new ESL classes for Spanish-speakers for approximately 160 new participants each month.

Approximately 10.9% (2008 U. S. Census Bureau Quick Facts) of Winston-Salem’s population is Hispanic compared to 7.4% for the state of North Carolina. The language barrier continues to be an impediment to meeting the needs of this special population. Existing computer training programs at all levels offer minimal instructional courses in Spanish. Grant funding will be used to hire a full-time person to offer a computer training curriculum in Spanish throughout the WinstonNet labs and to lease Mango Languages software and database for three years. The Mango Languages software offers 22 guided foreign language learning experiences and ESL courses in 14 different languages. All WinstonNet labs will have access to the Mango Languages software to facilitate both independent and instructor led language acquisition. Promotional materials and user support is also included in the purchase of this software.

WinstonNet has been offering community access and computer training classes in approximately 40 computer labs since 2003. WinstonNet is a non-profit technology-focused consortium consisting of representatives of community organizations committed to providing access and education initiatives with the goal of "bridging the digital divide". Today, WinstonNet provides a range of network infrastructure services to local and regional educational institutions, as well as operating public access computer labs. WinstonNet operates mostly through volunteer support and strives for a sustainable support model in all of its operations. Our model has been sustainable by providing public access through our various partners to computers in libraries, community centers, and churches and preparing the workforce for the next generation of networked, computer-based technologies.

WinstonNet has invested in two programs specifically intended to enhance the education of the underserved populations and to provide needed resources for health care and for children. The Computer Training Bridge program provides free computer and Internet training and the Beehive provides a bilingual web portal on basic life needs. Both of these programs were established in order to further leverage WinstonNet’s public computer labs.

There is a partnership between WinstonNet and Forsyth County Libraries to provide free computer training. The program was established through a grant from the NC State Library Services and Technology Act (LSTA) (\$200,000) to hire a coordinator to run the Computer Training Bridge program. The goal of the Computer Training Bridge is to expand and multiply



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educational opportunities for those in our community who need basic, high-quality computer and computer literacy training, specifically the un-served and underserved citizens. The program has made great strides since January 2007; developed a volunteer base of 40+ trainers, created a standard curriculum of basic and intermediate computer courses, offers a certification program and offers on-line class registration available to everyone in the community. These free classes cover MS Office basics/intermediate skills, tutoring for students taking the NC State Computer Competency Exam, after-school homework help, resume building techniques, Internet job search, using email, web browsing, health seminars and much more. Many of these classes are taught in Spanish at community centers with large Hispanic populations.

For the 2008/2009 fiscal year, the Computer Training Bridge, provided 891 free classes with a total attendance of 4,464. Volunteer trainers provided 1,633 hours of service for 1,994 participants. This represents a 14.55% increase in total attendance, a 24.7% increase in volunteer hours, and a 25.14% increase in number of classes offered since 2006.

In 2005, WinstonNet partnered with One Economy, a national non-profit organization, using a grant from Cisco (\$30,000) to build a local community resource web portal. The Winston-Salem/Forsyth County Beehive web portal was launched in November 2006. The portal is bilingual and written at a 5th grade reading level, filled with important on-line information and an easy way for our citizens to access information that matters in their lives: money, health, jobs, family, immigration, filing taxes, government services, computer training/support and more.

Currently, there are 7,294 e-mail accounts in WinstonNet with 1,800 individuals who participated in training programs and 75,000 end-user sessions recorded for general public access use. Computer labs are housed in public access facilities centered primarily in low-income areas, but also distributed in other areas throughout the City. (Please see attached map.) They are located in 17 City of Winston-Salem recreation centers, 10 Forsyth County libraries, six churches, YMCAs and YWCAs, and many special-interest non-profit organizations. Special-interest organizations include those focused on populations with disabilities.

Wi

Recovery Act and Other Governmental Collaboration:



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WinstonNet will be collaborating with the Housing Authority of Winston-Salem (HAWS), which creates and maintains affordable residential communities through partnerships in order to benefit its residents. HAWS is funded through Housing and Urban Development (HUD) and coordinated through the City of Winston-Salem. There are over 1,500 residents in Section 3 and Section 8 housing that are financially disadvantaged and are significantly underserved as relates to broadband services.

WinstonNet labs are located within walking distance to HAWS communities and provide an important resource for computer and Internet access. For many of the residents, any sort of commercial travel is not an option. Enhancing the WinstonNet labs, plus the addition of new labs in close proximity to the HAWS residents would substantially improve the experience of this underserved population. HAWS has requested that WinstonNet expand the partnership through the grant to include a marketing program to their residents and a customized training curriculum. WinstonNet administrative staff will form a partnership with HAWS staff to expand participation in the computer labs.

Technology Strategy:

There are well-know hardware and software configuration issues related to the support of public access computers. These issues include securing the devices from viruses, avoiding changes to configuration files, controlling access, theft, and durability of hardware. As part of the initial development of the WinstonNet computer labs in 2003, innovative technology hardware and software architecture was chosen to address these issues. Many lessons have been learned since then and incorporated into the support model. WinstonNet is now ready to advance its hardware and software architecture into an improved model that can serve as an example for other organizations.

The initial WinstonNet computer lab's architecture utilized older desktop computers to serve as remote terminals through a Citrix server. Citrix services were distributed over the Internet utilizing cable modem and DSL leased lines. All users of WinstonNet computers had to go through a basic computer training class and obtain a WinstonNet account. This included a personal email account hosted on a WinsonNet server accessible from anywhere on the Internet. The Citrix solution provided a standard desktop for all workstations and eliminated any configuration issues. This architecture has sustained itself for six years, during which the servers, network equipment, and many desktops have been upgraded or replaced. During this period, used desktop computers have been donated by local companies and a local computer



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servicing company has provided hardware support, server management, and a 'Help Desk'. The Help Desk is responsible for setting up all WinstonNet accounts, email accounts, and providing user support. Computer lab staff can call the servicing company's Help Desk for hardware support. Attached is a diagram of the overall technology architecture.

This model enabled WinstonNet, a volunteer organization with one part-time paid staff person, to sustain the public computer lab's operations. Continued growth in the number of labs, new and innovative training classes, aged equipment, and demand for new technologies are now pressing for the technology and support model to adapt. The new model will continue to use the distributed client over the Internet, but utilize hardware specially designed as thin client workstations and convert locally managed email to a 'cloud' email solution (ex: Gmail). The server architecture, network design, and local support model will all stay the same.

New thin client workstations do not have local operating systems and therefore eliminate the possibility of viruses. They are of little value outside of the labs and therefore reduce the likelihood of theft. The network communications technology is very efficient and therefore increases performance. All software upgrades occur at the central servers, reducing management overhead. The thin clients will connect directly into existing Ethernet networks within the labs and operate over the same network routers and Internet connections.

Plans are to maintain the WinstonNet email address, but shift email support to Google under their free non-profit program. This program allows for the continued use of personal email addresses such as 'winstonnet.org' to be transparently rerouted through Google. Part of the basic computer training for all users will be the email setup using Google's self-service tools. Transfer of email to Google will significantly reduce the account maintenance overhead and provide enhanced capabilities such as calendaring and spam management.

Forsyth Tech will install the College computer image on the desktop machines which currently consists of Windows XP and Microsoft Office 2007 along with the additional software noted in the spreadsheet. This software is geared towards employability, GED, and ESL skill building. A printer will be located in each classroom for student convenience. During public computing hours, a Forsyth Tech lab assistant or instructor will be on-hand to register users and assist them with any computing needs they may have. Upon request, users may ask to engage in free, employability skills-building opportunities.



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The labs sponsored through Forsyth Tech will be maintained and serviced by Forsyth Tech's Information Systems Department with the latest patches and anti-virus software updates to ensure a safe, reliable computing experience.

Public Availability:

All WinstonNet computer labs are free and open to the public. Some labs are in government owned centers such as city recreation centers or public libraries. Other labs are at locations managed by non-profit organizations such as churches, shelters, or facilities for a disadvantaged population. Regardless of the organization's mission, agreements are signed with all lab sponsors requiring free access to the public. Further, all training programs offered at WinstonNet labs are also free and open to the public.

Restrictions on Center Use:

- Labs are available for general computer use unless training classes or other scheduled activities restrict access at certain times.

Involvement of Community College:

WinstonNet has partnered with Forsyth Technical Community College to add four new computer labs located throughout the city and county and to replace two of its existing labs. Forsyth Tech will offer a portion of each lab's time to public computer use with the remainder of the time used to re-train the workforce and provide job-readiness skills training through their course offerings.

Most public computer users will be eligible to receive free employability skills training through the centers. The International Center of Forsyth Tech at the Fifth Street Library serves a high number of non-English speakers. It represents a partnership of organizations dedicated to enhancing adult literacy skills in the community by offering English as a Second Language (ESL) and Adult Basic Education classes. All labs will offer Human Resource Development skills training as well as Employability skills training.

In addition to providing basic power and internet access to the public computer centers, Forsyth Tech will staff the labs with qualified lab attendants and/or instructors resulting in the creation of 4 part-time positions and retaining two full time positions. In addition, the community college is willing to be a custodial sub-grantee of the salary portion for a ESL/Spanish computer instructor. This would allow us to offer eight classes per new site serving 160 students per additional site.



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Is the applicant is seeking a waiver of the Buy American provision pursuant to section x.Q of the NOFA?

- No

Is the applicant delinquent on any federal debt?

- No
- If Yes, justification for delinquency:

Are you seeking a waiver of any requirement set forth in the NOFA that is not mandated by statute or applicable law?

- No

C. Partners

Are you partnering with any other key institutions, organizations, or other entities for this project?

- Yes

If YES, key partners are listed below:

Project Role: Contractor
Name: Desmarais, Rachel
Email: rdesmarais@forsythtech.edu
Address 1: 2100 Silas Creek Parkway
Address 2:
Address 3:
City: Winston-Salem
State: North Carolina
Zip Code: 27103
Organization: Forsyth Technical Community Role
Organization Type: State or State Agency
Small business: No
Socially and economically disadvantaged small business concern: No

Description of the involvement of the partners listed above in the project.

The partners involved with this project provide the following in-kind support:



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- City of Winston-Salem: Administrative time, facilities, and staffing of facilities.
- Forsyth County Manager’s Office: Administrative time, facilities and staffing of facilities.
- Wake Forest University Health Sciences: Administrative time.
- Forsyth Technical Community College: Administrative, facilities, and staffing of facilities.
- Winston-Salem/Forsyth County Schools: Marketing and information, targeting free lunch program kids in low income neighborhoods
- Computer Training Bridge: Free computer classes.
- Winston-Salem State University: Coordination of Community Knowledge Centers, facilities, and staffing of facilities.
- The Adaptables: Resources for persons with disabilities.

These partners, plus the CIO’s from the local universities, provide financial support in the form of membership dues to WinstonNet and are able to involve community organizations from throughout Forsyth County in hosting lab sites or making labs available to the public for educational, job training, and other purposes.

D. Congressional Districts

Applicant Headquarters

- North Carolina

Project Service States

North Carolina

Project Service Areas

North Carolina - 5

North Carolina - 12



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Will any portion of your proposed project serve federally recognized tribal entities?

- No

Indicate each federally recognized tribal entity your proposed project will serve.

Have you consulted with each of the federally recognized tribal entities identified above?

- No

E. Demographics

Demographics

Will your proposed project be specifically directed to serve vulnerable population groups?

- Yes

If "Yes" which vulnerable population groups will your proposed project serve? Check as many as apply:

Hispanic

Black/African-American

Asian

Native American or Native Alaskan

Native Hawaiian or Pacific Islander

English as Second Language (ESL)

Disabled

Low Income

Unemployed



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Senior Citizen (55 and over)

Youth

Other:

Vulnerable Populations

The WinstonNet public computer labs serve Hispanic, African American, English as a Second Language, Asian, disabled, low income, unemployed, adults, youth, seniors and other minority populations through our forty plus labs. We will be able to serve a greater number of these vulnerable populations with the addition of four new labs, two replacement labs through our partnership with Forsyth Tech, and a targeted program for residents of federally subsidized low income housing.

Accessibility

Several WinstonNet labs located in public libraries offer persons with visual, hearing, and other physical disabilities free access to computers and adaptive software. Special software programs for blind and visually challenged persons and work stations that can accommodate wheelchairs are designed to help eliminate the barriers that often limit access to technology. Assistive Technology workstations feature fully adjustable desks and chairs, room to maneuver a wheelchair, and a separate adjustable keyboard tray. The mouse and keyboard are designed to accommodate most needs. Video relay equipment is also available to assist customers who are deaf or hard of hearing.

These same locations provide technology assistance for the blind. Available software includes Kurzweil for scanning written material and reading to users, and JAWS which magnifies and/or reads what's on the screen. For persons with low-vision, Zoom Text is available to magnify text and pictures on the computer screen, and Magnifier which magnifies printed text from books, magazines, and letters and displays on a monitor positioned at eye level.

Workstations configured for disability access are not currently in classroom settings and therefore are not included in training programs. To provide an adequate training facility, special



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equipment will be purchased to properly configure a WinstonNet lab at The Adaptables Independent Living Center. The Adaptables is a nonprofit organization that helps individuals with disabilities to become more fully integrated into society. The lab will be physically accessible for people with disabilities and include the use of adaptive equipment including ZoomText software for people with low-vision, JAWS software for people who are blind, trackball mice and keyboards to assist people with Cerebral Palsy and dystrophies, and workspace designed for people using wheelchairs or devices. The Adaptables currently partners with the Computer Training Bridge to teach classes; but lacks appropriate hardware, software, and furnishings.

Other Languages

Spanish computer classes are currently being taught through the Training Bridge Program and will be expanded with a full time Spanish instructor. This grant proposes to purchase the Mango Software/Database which offers 22 guided foreign language learning experiences and ESL courses in 14 different languages. All WinstonNet labs will have access to this software to facilitate both independent and instructor led language acquisition. Based on the demand for classes in Spanish, the size of the Spanish speaking population and the expressed needs from advocates, we project that this new software would serve between 250 – 350 participants each month. In addition, with Forsyth Tech bringing on four new computer labs and replacing two existing labs, we estimate we can reach approximately 160 new participants per month.

Outreach

Public Computing Centers Outreach

WinstonNet labs are associated with government and private organizations that have a core mission to reach out and provide services to underserved portions of the community. These include city recreation centers, county libraries, minority churches, YMCAs, YWCAs, and services for the disabled. These institutions use a variety of methods to distribute information including posters, flyers, and on-line postings.

WinstonNet utilizes its members to promote and market the public computer labs. Media events have been held to announce major accomplishments that included presentations by elected officials including Mayors, and Congressmen. Large media events with local and regional press



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coverage were held to announce receipt of a license grant from Microsoft, a cash grant from Cisco, completion of the One Economy Beehive, and a promotion through the public schools to bring attention to the availability of the labs. It is anticipated that receipt of a BTOP grant to upgrade the facilities would be followed by a highly visible marketing event.

Usage of the labs and demand for training classes are an indication of the success of outreach programs. Training classes are consistently filled with waiting lists, and despite the poor performance of computer equipment due to their age, most computer labs are heavily utilized. We estimate, that with the funding provided by a BTOP grant, we would be able to serve between 75 and 100 new participants per week at each lab.

How many total users do you expect to generate through the use of BTOP funds at your public computer center(s)?

➤ 59000

Training and Education

Peripherals and equipment

Each workstation will consist minimally of a thin client processor (369 to be purchased), 19" LCD display, mouse and keyboard. All workstations are configured with headphone and microphone connections, and will support any peripheral USB device. The new labs through Forsyth Technical Community College will consist of desktop PC's (111 to be purchased) and printers at each lab (4 to be purchased). Some workstations will be used for training on multimedia with video cameras, special joysticks for the disabled, and other varying peripherals as needed. The thin clients are designed as a distributed network architecture which are served through the Internet by servers located in a Class A hosted facility. Internet connections vary depending on locations ranging from 100 meg fiber to cable modems with speeds of 1.5 meg downstream and 256 meg upstream.

Workstations will be wired to a network switch that interfaces with the cable modem or other type of routing device. Many facilities connect wireless access points to the network switch in order to provide free wireless access to laptops that may be brought to the lab.



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Workstation software

Microsoft Windows and Microsoft Office are licensed in all WinstonNet labs through a grant from Microsoft. Standard software includes a web browser, Adobe reader, Windows Media Player, and Microsoft Word, Excel and PowerPoint. A limited number of software licenses are available for special needs such as Kurzweil for scanning written material and reading to users, and JAWS which magnifies and/or reads what's on the screen. Through Forsyth Tech, job seekers and other lab participants have access to a number of different software packages including AZTEC, A+ Anywhere, Mavis Beacon, Winway Resume Writing, Word Fast Translating, and the Microsoft Office Suite.

Users are expected to exercise appropriate discretion in viewing materials that may be offensive to others, especially children and minimum filtering is deployed to restrict access to pornographic and other inappropriate sights as defined within the law (NCGS 14-190.1) prohibiting Internet users from sending, displaying, receiving or printing materials defined by law as obscene or pornographic. Since public access lab sites are readily used by both minors and adults, users may not view, peruse or review any material that is harmful to minors. (NCGS 14-190.13)

Training and education programs

The Computer Training Bridge offers 45 training and education programs to approximately 2,000 people that meet the needs of all age groups from school age children, to persons with a disability, to older adults. A sampling of courses currently offered include:

- Basics for People with a Disability Before the Basics
- Computer Competency Test Prep (for 8th grade students who must pass a computer skills test in order to graduate from high school)
- Drop-In Job Seekers Lab Internet Basics with Email
- Microsoft Word, Excel, PowerPoint, Publisher
- Health Information on the Internet
- JAWS – Computer Skills for People Who Are Blind
- Open Computer Help Lab
- Survive and Thrive—Job Seeker's Series at Your Library

The Computer Training Bridge program's Computer Coach instructor base is comprised of retired IT executives, professionals who are currently employed as well as job seeking



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professionals, teachers, college students and Forsyth County Public Library staff who have a desire to help in the digital literacy effort. Coaches receive 1.5 hours of formal training through a Computer Coach orientation and then serve as an Assistant in classes until asked by the Coordinator to lead a class. Certificates of Completion are offered to all participants following course completion. Currently, the Computer Training Bridge has 84 active volunteers that serve in some capacity including: Computer Coach Instructor, Assistant to a class, Computer Help Lab volunteer, Drop-In Job Seeking Coach, or Workshop specific class (generally lead by library staff.) Courses are anywhere from an hour long to three hours long.

The Computer Training Bridge Coordinator is a full-time County employee, has a BSW (social work), and has completed 12 hours towards a MSW and serves primarily as a volunteer coordinator and marketer for the program. The Computer Training Bridge bases its curricula off of www.gcflearnfree.org supported through North East NC's Goodwill Foundation. Classes emphasize empowering newer users to feel comfortable and confident in using a computer and navigating the web. Hands-on instruction, patient instructors and consistent teaching material reinforce this goal from class to class.

The program evolves by adding additional classes based on the requests of both participants and volunteers. (Alternately, classes have been discontinued that did not have the interest anticipated: Shopping Online, for example.) At the end of each class, participants submit an anonymous evaluation and are encouraged to leave comments. Their input strongly influences composition of training programs, and has led to several new courses. Health Information on the Internet and Genealogy are two examples of programs that have evolved from need. Computer Coaches also provide input into evaluations of the program that have resulted in new courses: Before the Basics, Web Coding and Getting Familiar with your Laptop are examples. In addition, the Computer Training Bridge has received numerous awards and recognition from state and national library organizations including, the "Innovative Program Award" by the American Library Association in 2008.

Currently 10.9% of Forsyth County inhabitants speak Spanish as their primary language. This population is currently very limited on free accessible resources for both computer training and ESL coursework. Current computer literacy classes are offered on an infrequent basis, generally through local volunteer efforts that only reach 18 people per month. ESL classes are taught for free by Forsyth Tech, and, with the addition of a new instructor, will allow for the addition of more free ESL courses. Classes can be perceived as intimidating for an often reticent



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population. This position will provide an instructor who will offer on-going training in Spanish and Spanish/English at WinstonNet lab sites as a comfortable community level. Several computer labs have historically been identified as being in great need of courses in Spanish and are embedded within nearby Spanish-speaking communities, including Sprague Street Recreation Center, St. Benedict the Moor Catholic Church, and Southside Branch Library. The person in this position will also be responsible for researching new sites to expand as need demands.

This bilingual instructor will teach a curriculum in Spanish and tailor it to meet local needs. As with our courses in English, the emphasis will be to teach beginner to intermediate skills needed for today's job market. The instructor will also market these classes through community involvement and in partnership with the local community college and public library outreach program.

Lastly, the instructor will lead and market ESL courses available through Mango Languages. Mango Languages is a remote access learning database which is ideal for pre-employment and ESL courses. It offers 22 guided foreign language learning experiences and ESL courses in 14 different languages. All WinstonNet labs will have access to Mango to facilitate both independent and instructor led language acquisition. Promotional materials and user support is also included in the purchase of this software.

Based on the demand for classes in Spanish, the size of the Spanish speaking population and expressed needs from advocates, we project that this position would serve between 250-350 participants each month through on-going class and lab offerings at our current sites and 160 new participants at the new Forsyth Tech lab sites.

If you are providing educational or training programs, how many people in total will these programs reach on an annual basis?

- 3500

How many hours of training will be provided to each participant?

- 3

How many Full Time Employee (FTE) instructors or facilitators will you employ for these courses?



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➤ 7

F. Project Budget

Project Budget	
Federal Grant Request	\$926,537
Total Match Amount	\$696,211
Total Budget	\$1,622,748
Match Percent	42.9%

Projects Outside Recommended Funding Range:

➤

Sustainability:

The WinstonNet computer labs have been in operation since 2003 utilizing an innovative support model that relies on strong partnerships between local government, educational institutions, and community non-profit organizations. WinstonNet’s Board of Directors includes the ten chief technology officers from county and city government, four universities, a community college, the public school system, and the Chamber of Commerce. A portion of WinstonNet’s membership fees pay for maintenance of the computer labs, and administrative oversight is through volunteer time and a part-time Administrative Director.

The initial WinstonNet computer lab’s architecture utilized older desktop computers to serve as remote terminals through a Citrix server. Citrix services were distributed over the Internet utilizing cable modem and DSL leased lines. This model has sustained itself for six years. The new model will continue to use the distributed client over the Internet, but utilize hardware specially designed as thin client workstations and convert locally managed e-mail to a ‘cloud’ e-mail solution. The server architecture, network design, and local support model will stay the same ensuring the continuing sustainability of the program.



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Matching Funds	
Applicant is providing matching funds of at least 20% towards the total eligible project costs?	Yes
Describe the matching contributions	<p>Cash matches are as follows:</p> <ul style="list-style-type: none"> • Lab Instructors: Forsyth Tech will pay part-time lab instructors at the Woodruff Center \$20,862 per year or \$62,586 for three years. This is based on \$11.80 an hour for 34 hours per week of work. • Lab Instructors: Forsyth Tech will pay part-time lab instructors at the JobLink Center \$42,900 per year or \$128,700 for three years. This is based on \$15 an hour for 55 hours per week of work. • Lab Proctors: Forsyth Tech will pay part-time lab proctors at two new centers \$11,045 per year or \$33,135 for three years (\$66,270 for two labs). This is based on \$11.80 per hour for 18 hours of work per week. • Lab Proctors: Forsyth Tech will pay part-time lab proctors at one new center \$14,113 per year or \$42,339 per year. This is based on \$11.80 per hour for 23 hours per week. • Lab Proctors: Forsyth Tech will pay part-time lab proctors at one new center \$12, 272 per year or \$36,816 for three year. This is based on \$11.80 per hour for 20 hours per week of work. • Administrative Director: WinstonNet will pay the Administrative Director \$30,00 a year or \$90,000 for three years. • Bald Eagle Technologies: WinstonNet will pay Bald Eagle Technologies \$20,000 per year for technical support and maintenance. This totals \$60,000 for three years. • Internet Connection: WinstonNet participants will pay \$15,333 per year for Internet connections to all the public computer center labs. This totals \$46,000 for three year. <p>The total cash match is \$532,711.00</p> <p>In-kind matches are as follows:</p> <ul style="list-style-type: none"> • Volunteers – Teaching classes and training administration:



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	<p>\$10 an hr. x 100 hrs. per month x 12 months x 3 years = \$36,000.</p> <ul style="list-style-type: none"> • Administrative Costs: \$50 an hr. x 10 hrs. per month x 12 months x 3 years = \$18,000. • Lab Site Supervisors: \$10 an hour x 200 hrs. per month x 12 months x 3 years = \$72,000. • Software Licensing: 500 licenses x \$75 per license = \$37,500. <p>The total in-kind match is \$163,500.</p>
Unjust enrichment	WinstonNet has not received nor has it applied for federal support in the same proposed funded service area as its proposed BTOP project.
Disclosure of federal and/or state funding sources	N/A

Budget Narrative	
Budget narrative	<p>The WinstonNet labs funding model has been self-sustaining since 2003, with the exception of capital expenditures. Donations and grants have provided most of the capital, but now are not satisfying demands due to extended computer refresh cycles within supporting organizations, economic pressures, and the extent of equipment and furnishings needing replacement.</p> <p>Funding requests in this grant application will be used to purchase computer equipment, tables and chairs, specialized software, a bilingual instructor and instructional equipment. All expenses associated with operating the computer labs will continue to be paid by WinstonNet partners. The requested grant amount is \$926,537 to be spent over three years, with the bulk of the project finished in 24 months. During this time WinstonNet will spend \$532,711 of member's money towards support services and broadband and provide in-kind support at \$163,500, or the equivalent of a 42.9% match of Federal funds.</p> <p>Budgetary costs for capital equipment based upon vendor quotes are:</p> <ul style="list-style-type: none"> • 369 thin client computers, monitors, server, and licensing



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	<p>costs: \$645 per unit for a total cost of \$238,005</p> <ul style="list-style-type: none"> • 111 desktop PC's: \$1,300 per unit for a total cost of \$144,300 • 20 laptops: \$2,000 per laptop for a total cost of \$40,000 • 4 printers: \$2,828 per printer for a total cost of \$11,312 • 1 server at a cost of \$10,000 • 8 LCD projectors: \$3,125 per projector for a total cost of \$25,000 • 3 whiteboard projectors: \$2,000 per projector for a total cost of \$6,000 • 1 storage array at a cost of \$47,000 • 325 chairs and equivalent computer tables: \$560 per unit for a total of \$182,000 • 215 tables for Forsyth Tech labs: \$40 per table for a total cost of \$8,600 • 175 chairs for Forsyth Tech labs: \$80 per chair for a total cost of \$14,000 • 1 Vision Impaired Software at a cost of \$6,000 • 1 Aztec Software at a total cost of \$8,500 • 1 Mango Software/Database at a total cost of \$33,000 • 90 Mavis Beacon Software: \$20 per package for a total cost of \$1,800 • 20 Winway Resume Writing Software: \$45 per package for a total cost of \$900 • 1 WordFast Translation Software at a cost of \$1,000 • 1 Sybase for Peak Practice Software at a cost of \$3,200 <p>Total capital costs: \$780,617</p> <p>WinstonNet members pay annual fees that fund the Internet broadband services, computer servers that support the labs, maintenance and support costs for computers in the labs, and administrative overhead.</p> <p>It is anticipated to take 24 months to plan, purchase and fully deploy all the equipment and furnishings within the labs. Installation of equipment and furnishings in the labs will occur at the rate of 1 lab per week, or approximately 12 months. The project and reporting will be</p>
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	<p>completed in March, 2013 (based on receiving the grant in September 2010). Over 75% of the funds will be spent within 24 months of receipt of funds, with all the grant money spent within 36 months of award.</p>
Budget reasonableness	<p>Grant funding is being requested to pay for capital equipment and personnel. Operational costs are paid through WinstonNet’s well-documented and sustainable model. Grant funds will be used to pay for commodity items. In particular, the thin-client model is a cost efficient way to provide computer services compared to dedicated, full-function desktop computers. Based upon a total of 369 thin-client devices, monitors, plus server and licensing costs, the cost per seat is \$645. Forsyth Technical Community College will use desktop PC’s at a cost of \$1,300 per seat.</p> <p>Computer tables and chairs will be purchased at competitive rates with consideration for volume discounts. All other items will be purchased in a similar fashion. The project team members comprised of Chief Information Officers of large organizations with extensive experience in computer purchasing will provide oversight to ensure good procurement practices.</p>
Demonstration of need	<p>WinstonNet’s annual revenues come from fees paid by its Board Members and are sufficient to pay for network infrastructure costs and administrative overhead. Infrastructure costs include provision of high speed Internet services to its members, computer servers for the public computer labs, and technical support. In addition to annual revenues, WinstonNet members donate equipment and staff time in support of community projects.</p> <p>Tables, chairs, and minimal instructional materials in the computer labs have been provided by the hosting facility. They are mostly a mix of items that are not ergonomically designed for a computer lab and are in poor condition. All computers in the public labs were at least three years old when donated by member institutions and today average over 9.3 years with a mix of operating systems. The computer environment badly needs improved furnishings and upgraded</p>



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	<p>computers. Frustrations as a result of system failures and functional limitations will eventually drive away participants, and technology limitations due to the age of the computers, already limit the experience and the training potential.</p> <p>Organizations were previously replacing business computers every three years but are now keeping computers longer. The effect is that donations of computers worthy of placement in the labs are no longer available. Whether this is temporary due to the economic downturn or a permanent change is yet to be determined, but WinstonNet’s public computer labs will not be able to continue operation without an equipment refresh in the next two years. The model has been sustainable to date based upon donations. Economic conditions have broken this model and a new approach is needed in order to continue providing free services.</p> <p>WinstonNet has been unsuccessful in obtaining other grantee agencies to provide funding for new computer equipment. Dell Computers had a major assembly plant in Winston-Salem, but denied requests for equipment. Based upon WinstonNet member’s relationships, Cisco has responded to requests for network and server assistance only. Requests to Microsoft resulted in free licenses, but no equipment. Other local grantee agencies have denied requests based on budget setbacks.</p> <p>Over 40 free public access computer labs are providing opportunities to disadvantaged citizens on a daily basis allowing community members to search for work, access health and government information and interact with the technology based world in which we now live. The labs operate based upon a sustainable model that includes oversight by a well-established organization, facilities and broadband provided by very stable institutions, and training by a government funded professional organization. Due to the severe economic conditions, donations of computers have stopped. Without BTOP funds, the continued operation of all the computer labs are at</p>
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	risk, and we will not be able to open any new labs.
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Funds to States/Territories

States	Amount of Federal Grant Request
North Carolina	926,537

Funds to States/Territories Total: \$926,537

G. Historical Financials

Matching Funds			
	2007	2008	2009
Revenue	173,500	239,118	359,418
Expenditures	118,954	251,418	444,955
Net Assets	217,488	365,974	280,437
Change in Net Assets from Prior Year	62,223	148,485	85,537
Bond Rating (if applicable)			

H. Public Computer Center Summary

Jobs	
How many direct jobs-years will be created from this project?	3
How many indirect jobs will be created from this project?	6
How many jobs will be induced from this project?	1

Methodology used to estimate jobs:



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One new job - Bilingual Instructor- will be asked for from the federal government. Four new lab proctor positions will be created and will be in-kind from Forsyth Tech. Two lab instructor positions will be in-kind from Forsyth Tech as well.

Proposed # of Public Computer Centers	
Schools (k-12)	1
Libraries	10
Medical and Healthcare Providers	0
Public Safety Entities	0
Community Colleges	6
Public Housing	3
Other Institutions of Higher Education	0
Other Community Support Organization	28
Other Government Facilities	48

Total Proposed Public Computer Centers 96

Current Total Persons in Service Area 307511

Minority Serving Institutions	
Historically Black Colleges and Universities	1
Tribal Colleges and Universities	0
Alaska Native Serving Institutions	0
Hispanic Serving Institutions	1



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Native Hawaiian Serving Institutions	0
TOTAL MINORITY SERVING INSTITUTIONS	2

Weekly Usage Summary	
Total Current # of Persons Served per 120-hour Business Week	8390
Total Proposed # of Persons Served per 120-hour Business Week	10429
Total Current # of Persons Served per 48-hour Weekend	1583
Total Proposed # of Persons Served per 48-hour Weekend	1970

Broadband Workstation Summary	
Number of Current Workstations proposed to be upgraded	356
Total Current # of Broadband Workstations	356
Total Proposed # of Broadband Workstations	410
Average Current Facility Broadband Connection Speed	1.50 Mbps
Average Proposed Facility Broadband Connection Speed	1.50 Mbps



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I. Project Readiness

Licenses and Regulatory Approvals

N/A

Organizational Readiness

WinstonNet has been successfully managing technology projects since being incorporated in 2001. WinstonNet's Board of Directors includes the Chief Information Officers of the ten member organizations. The organizations are: Forsyth County Government, Forsyth Technical Community College, Piedmont Triad Research Park, Wake Forest University, Wake Forest University Health Sciences, Winston-Salem Chamber of Commerce, Winston-Salem/Forsyth County Schools, Winston-Salem City Government, Winston-Salem State University, Salem College/Academy and North Carolina School of the Arts. The combined knowledge and influence of these directors puts WinstonNet in a unique position to understand the needs of the community and operate within the political climate to implement innovative technology programs. WinstonNet is a leader in the community and able to collaborate with business, education, government and social organizations. Its success is measured by the programs it has implemented and their impact on the community.

In addition to the computer labs, Computer Training Bridge, and Beehive Community Web Portal, other successful projects completed by WinstonNet, include a 1) Regional High Speed Networking Hub (GigaPoP) which provides bandwidth in excess of 1 Gig to the Internet through North Carolina's Research and Education Network (NCREN), 2) Connectivity to 10 surrounding local education authorities (K-12 schools) in counties with high rates of unserved areas, and 3) Supercomputing initiatives designed to eventually provide computational support to emerging businesses requiring high performance computing.

In 2008, WinstonNet facilitated a community application that led Winston-Salem, NC to be named to the 2008 Top Seven Intelligent Communities of the Year by the Intelligent Community Forum (ICF). Winston-Salem joined two other US cities marking the very first time American communities have been recognized for this prestigious international award. This award signifies WinstonNet's ability to bring together government, business, and academic collaboration for the good of the entire community.

Project Timeline and Challenges



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WinstonNet is prepared to start the project immediately upon notice of funding. The management structure is already in place, a delivery strategy is defined, and the partnering resources are prepared to begin. Most of the capital spending will occur within twelve months of starting the project, and upgrades to the computer labs will begin within three months of notice, and all labs will be completed within 24 months of notice. The entire project will be completed in 36 months.

The Project Manager will work with representatives of the existing computer labs to develop a final list of equipment and furnishings for each lab. This information will guide development of a detailed project plan. The plan will include the implementation schedule for converting the labs with consideration of individual needs and issues. Equipment will be ordered with staggered delivery dates to match the implementation schedule. Each lab will need the new equipment installed and the new furniture set up, but there will be no construction costs. All sites have either voluntary or paid staff already in place to provide oversight of the labs. For new labs, paid staff will be employed, as well as volunteers, to get these labs up and running on the same timeframe as the older labs.

A contracted technology services company familiar with the WinstonNet environment has agreed to complete the work based on a schedule of approximately 1 lab per week. They will configure and install the equipment, while simultaneously maintaining the old environment for the remaining, unconverted labs. The old environment will be removed once all the labs have been upgraded.

An updated training curriculum will be developed during the equipment ordering phase. New classes will be deployed parallel with the upgrades. Instructors will receive training on the updated curriculum and training on the new equipment. Data will then be collected over the next six months to determine the impact on overall lab usage, usage by people with disabilities, and effectiveness of training classes. A final report on the findings will be completed at the end of the project. (see attached timeline)

SPIN Number

WinstonNet, Inc.
143031498



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J. Environmental Questionnaire

Does this PCC application have construction or ground disturbing activities?

No

If no, please answer the questions below. If yes, please do not answer the questions below and instead proceed to the next page to answer the expanded environmental questionnaire.

Does the proposed action involve the procurement of materials? If so, will the materials be installed, stored or operated in an existing building or structure? If yes, please click "Add" to include the list of equipment and peripherals to be procured.

No

Does the proposed action involve procurement of electronic equipment? If yes, will the equipment be disposed of in an environmentally sound manner at the end of its useful life?

Yes

Does the proposed action involve construction, remodeling, or renovation? If so, will these activities be limited to only minor interior renovations to a structure, facility, or installation? If yes, click "Add" to include a description of the proposed renovations with your project summary.

No

Does the proposed action involve the production and/or distribution of informational materials, brochures, or newsletter?

No

Does the proposed action involve training, teaching, or meeting facilitation at an existing facility or structure? If yes, click "Add" to explain.



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Yes

Public computer center participants are eligible for free training classes offered at the Central Downtown Library and in the other public computer labs throughout the year. Volunteer trainers teach at the different labs on a monthly basis.

Does the proposed action involve ground or surface disturbance to accommodate new fiber optic cable? If yes, please click "Add" to include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required.

No

Does the proposed action involve an upgrade of broadband service to an existing facility or structure? If yes, please include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required?

No

K. Environmental Questionnaire – Part 2

Project Description

Property Changes

Buildings

Wetlands



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Critical Habitats

Floodplain

Protected Land

Coastal Area

Brownfield



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Uploads

The following pages contain the following uploads provided by the applicant:

Upload Name	File Name	Uploaded By	Uploaded Date
Management Team Resumes and Organization Chart	Bios.DOC	Boehme, Johannes	03/15/2010
Government and Key Partnerships	Partners.doc	Boehme, Johannes	03/15/2010
Historical Financial Statements	Financial Statements.xls	Boehme, Johannes	03/15/2010
Public Center Detail	PCC App - PCC Details Attachment.xls	Boehme, Johannes	03/15/2010
Detailed Budget	Detailed Budget.xls	Boehme, Johannes	03/15/2010
BTOP Certifications	AuthenticationBtop.pdf	Boehme, Johannes	03/15/2010
SF424 Budget (A or C)	pgUploadSrcReader.pdf	Boehme, Johannes	03/15/2010
SF424 B and D Assurances	AssurancesBtop.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	Bald Eagle Support Letter.pdf	Boehme, Johannes	03/15/2010



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Supplemental Information	Adaptables Support Letter[1].pdf	Boehme, Johannes	03/15/2010
Supplemental Information	BTOP ltr.docx	Boehme, Johannes	03/15/2010
Supplemental Information	Forsyth County Letter of Support.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	Grant Support Letter.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	Library Support Letter.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	School Letter.doc	Boehme, Johannes	03/15/2010
Supplemental Information	WS City Letter of Support.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	WSSU Letter of Support.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	Letter of Support BTOP 3 10 2010.doc	Boehme, Johannes	03/15/2010
Supplemental Information	Grant Support Letter.pdf	Boehme, Johannes	03/15/2010
Supplemental Information	Winston Net Support Letter 20001.pdf	Boehme, Johannes	03/15/2010



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Supplemental Information	Medical Center Letter.PDF	Boehme, Johannes	03/15/2010