QUARTERLY 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	17-42-B10553	140652640

4. Recipient Organization

CHICAGO, CITY OF 50 WEST WASHINGTON STE 2700, CHICAGO, IL 606027300

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
12-31-2011	◯ 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)
Francesca Rodriquez	312.744.4081
	7d. Email Address Francesca.Rodriquez@cityofchicago.org

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	02-29-2012

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Equipment/Supply Purchases
- Ordered and received 170 LCD monitors for American Disabilities Act (ADA) compliant workstations at library locations
- Ordered 69 laptop safes for library branches
- Ordered 100 projectors for library branches
- Ordered 344 laptops for library branches
- Purchased and received computers for all Chicago Housing Authority (CHA) PCCs
- Ordered furniture for CHA Dearborn PCC

Public Computer Centers Established
- Solicited construction specifications at CHA Lake Parc site
- Completed the construction renovation at CHA Dearborn site
- Finalized the requirements and purchase of internet and cable services at CHA sites

Public Computer Centers Improved
- Completed network upgrades from 3MBPS to 10Mbps at eight library branches
- Replaced 98 CRT monitors with LCD monitors at five library branches
- Installed 142 single user ADA tables; 127 two-user tables; 376 chairs at 75 city-wide library branches
- Completed construction site surveys for 2 Community Service Center sites and one Senior Center

New Workstations Installed
- Installed 40 new workstations at library branches

Outreach
- Held one informational session regarding training programs and employment opportunities at CHA PCCs
- Selected vendor, MK Communications, for the Get Smart Chicago! campaign

Training Programs
- Served 215 residents with instructor-led courses and access to self-paced online computer courses at Altgeld-CHA PCC
- Began discovery process and training inventory for the Digital Skills Initiative
- Provided technology training to public housing residents at existing CHA labs and individuals at senior centers

Other
- Hired five training coordinators and one technical support personnel for CHA PCCs
- Fully executed sub-recipient award agreement with TEC Services for CHA training and jobs program
- On-boarded and trained the City project manager

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.	**Overall Project**	21	- Some construction work has caused delays for a community center and senior center sites. Administrative delays related to distribution of computers to delegate agencies has been resolved.
2.b.	**Equipment / Supply Purchases**	-	Progress reported in Question 4 below
2.c.	**Public Computer Centers Established**	-	Progress reported in Question 4 below
2.d.	**Public Computer Centers Improved**	-	Progress reported in Question 4 below
2.e.	**New Workstations Installed**	-	Progress reported in Question 4 below
2.f.	**Existing Workstations Upgraded**	-	Progress reported in Question 4 below

2.g.	**Outreach Activities**	-	Progress reported in Question 4 below
2.h.	**Training Programs**	-	Progress reported in Question 4 below
2.i.	**Other (please specify):**	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

CHA had challenges related to the development and advertisement of remaining four computer lab construction specifications. Each CHA PCC site presented unique hurdles that had to be overcome (e.g., waiting for site to be vacated by prior tenants).

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	**Total**	**Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)**
4.a.	**New workstations installed and available to the public**	969	Construction has caused delays for 2 Community Center sites and one Senior Center. CPL installed 40 new stations however, ADA furniture and equipment need to be installed.
4.b.	**Average users per week (NOT cumulative)**	49,825	PCC upgrades at City Colleges have not begun. PCC improvements and additions are in progress for the Family Support Services sites.
4.c.	**Number of PCCs with upgraded broadband connectivity**	18	N/A
4.d.	**Number of PCCs with new broadband wireless connectivity**	4	N/A
4.e.	**Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds**	192	Since the BTOP application period, public library hours have been significantly reduced from 60 hours a week to 48 hours a week. Overall, this reduction has decreased the total number of patrons served at CPL PCCs.

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	**Length of Program (per hour basis)**	**Number of Participants per Program**	**Number of Training Hours per Program**
A+ Essentials 2009: Security and Network Fundamentals (IPv6 update)	20	1	20
Adding Graphics to Presentations in PowerPoint 2007	4	6	24
Adding Multimedia and Animations to Presentations in PowerPoint 2007	4	5	20
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	4	1	4
Adding Visuals, Themes, and Styles to Excel 2010 Workbooks	4	2	8
Advanced Customization in Excel 2007	4	1	4

Advanced Data Management in Access 2007	4	1	4
Advanced Data Management in Excel 2007	4	1	4
Advanced Data Manipulation Features in Word 2007	4	1	4
Advanced Document Features in Word 2007	4	1	4
Advanced Document Navigation and Document Reviews in Word 2007	4	2	8
Advanced Formatting in Excel 2007	4	1	4
Advanced Formatting in Word 2007	4	2	8
Analyzing Data in Excel 2007	4	1	4
Analyzing Data with What-if Analysis in Excel 2010	4	1	4
Applying Basic Data Formatting in Excel 2010	4	1	4
Automating Excel 2010 Tasks Using Macros	4	1	4
Basic Access 2007 Forms	4	4	16
Business Contact Manager with Outlook 2007	4	1	4
Collaborative Features in Word 2007	4	1	4
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	4	3	12
Computer Basics	8	169	1,352
Computer Security and Privacy	8	45	360
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007	4	1	4
Creating and Formatting Tables in Word 2010	4	1	4

Creating Custom Slide Shows in PowerPoint 2007	4	1	4
Customizing Outlook 2007 and Using the Journal	4	1	4
Customizing the Behavior and Appearance of Word 2010	4	1	4
Customizing Visual Elements in Excel 2010	4	1	4
Data Security, Archiving, and Working Offline in Outlook 2007	4	2	8
Database Administration in Access 2007	8	2	16
Digital Lifestyles	8	42	336
Distributing Presentations in PowerPoint 2007	4	1	4
Drawing and Inserting Graphics in Word 2010	4	1	4
Embedding Charts and Tables into Word 2010	4	1	4
Excel 2007 Charts, Pictures, Themes, and Styles	4	8	32
Excel 2007 Formulas and Functions	4	6	24
Exchanging Data with Excel 2007	4	2	8
Formatting and Managing E-mail in Outlook 2007	4	5	20
Formatting and Working with Text in Word 2010	4	2	8
Forms, Fields, and Mail Merge in Word 2010	4	1	4
Getting Started with Access 2007	4	3	12
Getting Started with Excel 2007	4	14	56
Getting Started with Excel 2010	4	1	4

Getting Started with Outlook 2007	4	5	20
Getting Started with PowerPoint 2007	4	6	24
Getting Started with Word 2007	4	31	124
Getting Started with Word 2010	4	3	12
Importing and Exporting Data and Data Presentation in Access 2007	4	1	4
Inserting Basic Charts in Excel 2010	4	2	8
Instant, Text, and Unified Messaging in Outlook 2007	4	1	4
Internet and World Wide Web	8	66	528
Managing, Inspecting, and Recovering Word 2010 Documents	4	1	4
Manipulating and Formatting Data and Worksheets in Excel 2007	4	13	52
Manipulating Tables in Word 2010	4	1	4
Mentoring 220-701 A+ Essentials	8	1	8
Mentoring Using Access 2007	4	1	4
Mentoring Using Excel 2007	4	4	16
Mentoring Using Outlook 2007	4	1	4
Mentoring Using Word 2007	4	8	32
Moving and Getting Around in Excel 2010	4	1	4
Moving Around in Word 2010	4	1	4
Moving Data and Modifying Worksheets in Excel 2010	4	1	4
Organizing and Arranging Text in Word 2010	4	1	4

Organizing Data and Objects in Excel 2010	4	1	4
PivotTable Filters, Calculations, and PowerPivot	4	1	4
PivotTables and PivotCharts in Excel 2010	4	1	4
Printing, Help, and Automated Formatting in Word 2007	4	16	64
Productivity Programs	8	61	488
Programmability and Administration in Access 2007	8	2	16
Protecting and Sharing Excel 2007 Workbooks	4	1	4
Queries and Reports in Access 2007	4	2	8
Reviewing and Printing in Excel 2007	4	5	20
Reviewing and Protecting Content in Excel 2010	4	2	8
Reviewing Documents in Word 2010	4	1	4
Saving, Sending, and Printing Excel 2010 Workbooks	4	1	4
Saving, Sharing, and Printing in Word 2010	4	1	4
Sharing Excel 2010 Workbooks Online and on a Network	4	1	4
Structuring Word 2010 Documents	4	1	4
Structuring, Editing, Saving, and Opening Documents in Word 2007	4	21	84
Using Basic Formulas in Excel 2010	4	2	8
Using Basic Functions with Excel 2010	4	2	8

Using Conditional Formatting, Tables, and Sparklines in Excel 2010	4	2	8
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007	4	6	24
Using Excel 2010 to Collaborate Online and with Other Office Applications	4	1	4
Using Lookup, Reference, Math, and Text Functions in Excel 2010	4	1	4
Using Tables, Charts, and Graphics in Word 2007	4	2	8
Using the Calendar in Outlook 2007	4	5	20
Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	4	1	4
Verifying Excel 2010 Data and Formulas	4	1	4
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	4	1	4
Working with Documents in Word 2007	4	14	56
Working with SharePoint, Calendars, and Forms in Outlook 2007	4	1	4
Working with Text and Paragraphs in Word 2007	4	25	100
Introduction to Computers	8	50	400
Basics of Internet/PC Skills	4	50	200
Digital Camera	4	30	120
Microsoft Office	8	50	400

Add Training Program	Remove Training Program

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Equipment Purchases
- Place furniture order for City College sites

Public Computer Centers Established
- Complete construction at two Community Service Centers
- Finalize CHA Bridgeport architectural design work
- Conduct the grand opening/ribbon cutting ceremony at CHA Dearborn
- Receive and select construction company to perform renovations at CHA Lake Parc designated lab space
- Solicit CHA Lawndale and CHA Wentworth Gardens construction specifications
- Approve architect drawings for CHA Trumbull Homes and begin design work

Public Computer Centers Improved
- Finalize ADA hardware and software configuration and begin rollout of PCs and monitors at library branches
- Continue upgrading of broadband connectivity of the remaining 18 existing library branch PCCs
- Complete system configuration and install new computers at CHA Altgeld, add wireless capabilities
- Conduct soft reopening at CHA Altgeld site

New Workstations Installed
- Install 50 new work stations at City Colleges

Existing Workstations Upgraded
- Rollout 344 laptops and 100 projectors at library branches

Outreach
- Launch the Smart Chicago Collaborative web site
- Begin research and discovery phase for the Get Smart Chicago Campaign!
- Execute agreement with the Get Smart Chicago! campaign vendor
- Issue RFP for Tech Locator as part of Get Smart Chicago! campaign

Training
- Continue site visits and program planning (identifying best practices) for the Digital Skills Initiative

Other
- Assign newly hired residents to the CHA Dearborn Computer lab
- Execute agreement with the Get Smart Chicago Campaign! vendor

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	**Overall Project**	30	N/A
2.b.	**Equipment / Supply Purchases**	-	Milestone Data Not Required
2.c.	**Public Computer Centers Established**	-	Milestone Data Not Required
2.d.	**Public Computer Centers Improved**	-	Milestone Data Not Required
2.e.	**New Workstations Installed**	-	Milestone Data Not Required
2.f.	**Existing Workstations Upgraded**	-	Milestone Data Not Required
2.g.	**Outreach Activities**	-	Milestone Data Not Required
2.h.	**Training Programs**	-	Milestone Data Not Required

2.i.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

CHA could face challenges due to delays in construction for Lake Parc Place CHA, solicitation for a vendor for Wentworth, and vendor selection for Lawndale CHA.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$340,365	$128,133	$212,232	$46,637	$46,637	$0	$53,494	$0	$53,494
b. Fringe Benefits	$110,558	$40,076	$70,482	$17,777	$17,777	$0	$20,054	$17,777	$2,277
c. Travel	$1,740	$1,740	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$3,941,787	$1,348,672	$2,593,115	$2,054,405	$868,876	$1,185,529	$2,366,366	$868,876	$1,497,490
e. Supplies	$0	$0	$0	$0	$0	$0	$0	$0	$0
f. Contractual	$44,500	$0	$44,500	$10,320	$0	$10,320	$10,320	$0	$10,320
g. Construction	$598,750	$598,750	$0	$0	$0	$0	$599,550	$599,550	$0
h. Other	$6,892,624	$1,733,444	$5,159,180	$581,852	$581,852	$0	$787,527	$742,967	$44,560
i. Total Direct Charges (sum of a through h)	$11,930,324	$3,850,815	$8,079,509	$2,710,991	$1,515,142	$1,195,849	$3,837,311	$2,229,170	$1,608,141
j. Indirect Charges	$894,774	$0	$894,774	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$12,825,098	$3,850,815	$8,974,283	$2,710,991	$1,515,142	$1,195,849	$3,837,311	$2,229,170	$1,608,141

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0