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** 25-42-B10006	**3. DUNS Number** 958165953

4. Recipient Organization

City of Boston One City Hall Plaza, Room M4, Boston, MA 02201

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Annual Report of the Award Period?** ◯ **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 Bruce Havumaki	**7c. Telephone (area code, number and extension)** 617-635-1300
	7d. Email Address Bruce.havumaki@cityofboston.gov
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-28-2012

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	27	27
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 & Centers for Youth and Family	16	10	26
Other Community Support-*Non-Governmental* **(please specify):**	0	0	0

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
BHA, Alice H. Taylor 290 Ruggles Street, Roxbury	10	20	0	12	36
BHA, Cathedral 1472 Washington St. Boston	10	20	0	12	22
BHA, Charlestown 76 Monument St. 2nd Fl., Charlestown, 02129	10	20	0	12	53
BHA, Commonwealth 35 Fidelis Way, Brighton, 02135	10	20	0	12	146
BHA, Franklin Field 70 Ames St.,- Rear Dorchester, MA 02124	10	20	0	12	78
BHA, Lenox/Camden 575 Shawmut Avenue Roxbury	10	20	0	12	58
BHA, Mary Ellen McCormack 7 Sterling Square South Boston	10	20	0	12	78
BHA, Old Colony 290 Old Colony Ave. South Boston - Usage numbers combined with Washington Village (BPL) - single location	10	40	0	12	191

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
BHA, Project NewLife at Bromley-Heath 964 Parker Street Jamaica Plain	4	20	0	12	16
BHA, South Street 15 St. Rose Street Jamaica Plain	10	20	0	12	56
BHA, West Broadway 81 Orton Marotta Way South Boston 02127	10	20	0	12	30
BCYF, Cleveland 11 Charles Street, Dorchester 02122	10	14	0	100	65
BCYF, Hennigan 200 Heath Street, Jamaica Plain 02130	12	20	0	100	16
BCYF, Holland 85 Olney Street, Dorchester 02121	10	21	0	100	50
BCYF, Leahy-Holloran 1 Worrell Street, Dorchester 02122	10	20	0	100	7
BCYF, Paris 112 Paris Street, East Boston 02128	20	20	0	100	19

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					
BPL, Central Library, Copley Sq, 700 Boylston Street, Boston 02116	103	56	12	200	3,539
BPL, Adams Street, 690 Adams Street, Dorchester 02122	13	40	8	5	239
BPL, Brighton, 40 Academy Hill Road, Brighton 02135	21	40	8	5	217
BPL, Charlestown, 179 Main Street, Charlestown 02129	13	40	5	5	204
BPL, Codman Square, 690 Washington Street, Dorchester 02124	26	40	8	5	416
BPL, Connolly, 433 Centre Street, Jamaica Plain 02130	11	40	5	5	151
BPL, Dudley, 65 Warren Street, Roxbury 02119	8	40	8	5	338
BPL, East Boston, 276 Meridian Street, East Boston 02128	11	40	5	5	310

Prior to Improvement					
BPL, Egleston Square, 2044 Columbus Avenue, Roxbury 02119	12	40	5	5	265
BPL, Faneuil, 419 Faneuil Street, Brighton 02135	12	40	5	5	271
BPL, Fields Corner, 1520 Dorchester Ave., Dorchester 02122	14	40	5	5	415
BPL, Grove Hall, 41 Geneva Avenue, Dorchester 02124	30	40	5	5	587
BPL, Honan-Allston, 300 North Harvard Street, Allston 02134	20	40	8	5	212
BPL, Hyde Park, 35 Harvard Avenue, Hyde Park 02136	17	40	8	5	430
BPL, Jamaica Plain, 12 Sedgwick Street, Jamaica Plain 02130	12	40	5	5	241
BPL, Lower Mills, 27 Richmond Street, Dorchester 02124	13	40	5	5	248
BPL, Mattapan, 1350 Blue Hill Avenue, Mattapan 02126	28	40	8	5	668
BPL, North End, 25 Parmenter Street, Boston 02113	8	40	5	5	215
BPL, Orient Heights, 18 Barnes Avenue, East Boston 02128	7	40	5	5	173
BPL, Parker Hill, 1497 Tremont Street, Roxbury 02120	10	40	5	5	257
BPL, Roslindale, 4246 Washington Street, Roslindale 02131	14	40	5	5	173
BPL, South Boston, 646 East Broadway, South Boston 02127	12	40	8	5	268
BPL, South End, 685 Tremont Street, Boston 02118	14	40	5	5	10
BPL, Uphams Corner, 500 Columbia Road, Dorchester 02125	12	40	5	5	253
BPL, Washington Village, 1226 Columbia Road, South Boston 02127	8	40	0	5	166
BPL, West End, BPL, 151 Cambridge Street, Boston 02114	10	40	5	5	422
BPL, West Roxbury, 1961 Centre Street, West Roxbury 02132	14	40	8	5	214

BCYF, Archdale 125 Brookway Road, Roslindale 02131	12	35	0	6	82
BCYF, Blackstone 50 West Brookline St, Boston 02118	17	25	0	6	80
BCYF, Charlestown 255 Medford Street, Charlestown 02129	4	18	0	1.5	18
BCYF, Condon 200 "D" Street, South Boston 02127	20	30	0	6	121
BCYF, Curtis 20 South Street, Jamaica Plain 02130 999 = no numbers reported	20	35	7	6	69
BCYF, Gallivan 61 Woodruff Way, Mattapan 02126	20	35	0	6	159
BCYF, Jackson Mann 500 Cambridge Street, Allston 02134	14	15	3	1.5	90
BCYF, Mildred 1-5 Mildred Avenue, Mattapan 02126	18	25	0	1.5	85
BCYF, Ohrenberger 175 West Boundary Road, West Roxbury 02132	10	26	3	1.5	89
BCYF, Perkins 155 Talbot Avenue,, Dorchester 02124	14	12	0	1.5	60
Add New PCC Remove New PCC					
After Improvement					
BPL Central Library, Copley Sq, 700 Boylston Street, Boston 02116	113	56	12	200	6,603
BPL Adams Street, 690 Adams Street, Dorchester 02122	21	40	8	10	214
BPL Brighton, 40 Academy Hill Road, Brighton 02135	31	40	8	10	240
BPL Charlestown, 179 Main Street, Charlestown 02129	19	40	5	10	212
BPL Codman Square, 690 Washington Street, Dorchester 02124	30	40	8	10	706
BPL Connolly, 433 Centre Street, Jamaica Plain 02130	22	40	5	10	212
BPL Dudley, 65 Warren Street, Roxbury 02119	24	40	8	10	378
BPL East Boston, 276 Meridian Street, East Boston 02128	18	40	5	10	372

BPL Egleston Square, 2044 Columbus Ave., Roxbury 02119	18	40	5	10	242
BPL Faneuil, 419 Faneuil Street, Brighton 02135	22	40	5	10	188
BPL Fields Corner, 1520 Dorchester Ave, Dorchester 02122	23	40	5	10	477
BPL Grove Hall, 41 Geneva Avenue, Dorchester 02124	40	40	5	10	730
BPL Honan-Allston, 300 North Harvard St., Allston 02134	25	40	8	10	282
BPL Hyde Park, 35 Harvard Avenue, Hyde Park 02136	26	40	8	10	562
BPL Jamaica Plain, 12 Sedgwick Street, Jamaica Plain 02130	18	40	5	10	220
BPL Lower Mills, 27 Richmond Street, Dorchester 02124	18	40	5	10	245
BPL Mattapan, 1350 Blue Hill Avenue, Mattapan 02126	43	40	8	10	1,042
BPL North End, 25 Parmenter Street, Boston 02113	18	40	5	10	266
BPL Orient Heights, 18 Barnes Avenue, East Boston 02128	16	40	5	10	182
BPL Parker Hill, 1497 Tremont Street, Roxbury 02120	17	40	5	10	189
BPL Roslindale, 4246 Washington St., Roslindale 02131	17	40	5	10	295
BPL South Boston, 646 East Broadway, South Boston 02127	19	40	8	10	260
BPL South End, 685 Tremont Street, Boston 02118	26	40	5	10	383
BPL Uphams Corner, 500 Columbia Road, Dorchester 02125	19	40	5	10	251
BPL Washington Village, 1226 Columbia Road, South Boston 02127	15	40	0	10	191
BPL West End, 151 Cambridge Street, Boston 02114	19	40	5	10	506
BPL West Roxbury, 1961 Centre Street, West Roxbury 02132	22	40	8	100	246
BCYF, Archdale 125 Brookway Road, Roslindale, MA 02131	12	30	0	100	108

BCYF, Blackstone 50 West Brookline Street, Boston 02118	20	10	0	100	14
BCYF, Charlestown 255 Medford Street, Charlestown 02129	12	31	4	100	64
BCYF, Condon 200 "D" Street, South Boston 02127	20	35	0	100	50
BCYF, Curtis 20 South Street, Jamaica Plain 02130 *** no numbers reported ***	20	0	0	100	0
BCYF, Gallivan 61 Woodruff Way, Mattapan 02126	20	14	0	100	63
BCYF, Jackson Mann 500 Cambridge Street, Allston 02134	10	35	0	100	7
BCYF, Mildred 1-5 Mildred Avenue, Mattapan 02126	15	25	0	100	70
BCYF, Ohrenberger 175 West Boundary Road, West Roxbury 02132	20	21	0	100	70
BCYF, Perkins 155 Talbot Avenue,, Dorchester 02124	20	20	0	100	10

<div style="text-align:center">[Add New PCC] [Remove New PCC]</div>

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	N/A	0	0	N/a
Totals:		0	0	

<div style="text-align:center">[Add Equipment] [Remove Equipment]</div>

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	965,328	459,035	0
Multimedia	331	263	517
Office skills	1,478	895	3,571

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
ESL	122	97	236
GED	312	248	380
College Preparatory Training	96	76	134
Basic Internet and Computer Use	4,030	2,859	5,885
Certified Training Programs	4	3	8
Other (please specify):	6,080	4,026	12,142
Total	977,781	467,502	22,873

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).

Boston Public Library (BPL): BPL is promoting economic recovery through providing computer training to increase people's access to employment opportunities and increase their computer skills so they can apply for a wider range of jobs and be qualified to excel with a wider range of technical skills. We have offered classes in Spanish and facilitated classes in Vietnamese. The computers in our branches are used on a daily basis to facilitate job searches, online applications, resume building, and professional communications.

Boston Housing Authority (BHA): All sites offer job readiness training which includes help with preparation of resumes, cover letters, job leads identification and research in advance of job interviews. Because the centers are very near where residents live, they can come in around their work and child care schedules. At some of the centers, students are using the computers to help them prepare to pass the GED, do homework for their college or after-school programming.

Boston Centers for Youth & Families (BCYF) - BCYF's public computing centers provide a number of programming opportunities to youth and families. Namely, we have a number of after school computer programs that offer homework assistance combined with enrichment. In addition, we offer both senior and adult basic computer skills that will provide them with basic computer skills (MS Office, basic internet navigation) that will be needed in the workforce.

8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

N/A

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

Lessons learned:

Applicable to all grant partners:
- Hiring challenges - since our initiative is a partnership around several agencies, it might have been helpful to engage all agencies in identifying qualified candidate; we also could have benefited from more clarity over who the ultimate hiring agency would be. I think building in a flexible approach to staffing up is key.
- Project management challenge - one lesson learned here is that each partner really should have one staff person who has both the time and expertise to handle this aspect of the grant rather than having it be an additional responsibility for existing staff.
Change in original personnel was unexpected and we should plan for such occurrences in the future.

BPL: The Boston Public Library has a theft recovery system in place that enables remote monitoring of a computer in the event that it is stolen. When we first deployed the computers we believed an additional helpful security measure would be to lock them down so that they could not access the internet accept through the library's network. This policy however made it so the monitoring system is ineffective once they leave the library network as well. We have since reconfigured the computers so they can access other networks to increase the potential recovery if they go missing. Another challenge we've faced is finding curriculum that can be delivered in one hour blocks. The vast majority of curriculum we found has been designed for longer sessions which we can not support. We've been able to adapt many courses and make them available on our web site for anyone's benefit. The main lesson we've learned is that coordination and support across our large system - for example, raising the skills of lots of our librarians and setting new expectations for service that are requiring additional support to help be realized - is very labor intensive and we really could use more paid help to improve the breadth and depth of our work.

Best Practices:

Training and usage metrics - We have been making changes to our processes for categorizing and collecting training and usage metrics. (1) Categorizing class offerings - We have aligned the way that we categorize classes with the categories used in the annual report. Besides the obvious benefit of simplifying this aspect of reporting, it also helps to assess our training offerings at a high level across the three City organizations that are implementing this grant. A separate initiative to create a common course catalog will provide more depth that will be required for real collaboration. (2) Using Google Docs to collect class and open lab data on a daily basis from individual PCCs - We see the promise of providing metrics that are much more immediate and can help to tune performance at the local level and to identify and address problems proactively.