

RECIPIENT NAME:City of Boston

AWARD NUMBER: 25-42-B10006

DATE: 02/28/2014

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 6/30/2015

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) 12-31-2013	6. Is this the last Annual Report of the Award Period? <input checked="" type="radio"/> Yes <input type="radio"/> No	
7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.		
7a. Typed or Printed Name and Title of Certifying Official 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): 02-28-2014	

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

New Improved Both

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	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 Families	17	10	27
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
BCYF Curley Community Center 1163 Columbia Rd South Boston, MA 02127	10	40	8	100	122

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	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

0	0	0	0	0	0
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Add New PCC

Remove New PCC

4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)

Open Lab Time Other Training

4.b. If "other," please specify the primary use of the PCCs:

n/a

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
n/a	n/a	0	0	n/a
Totals:		0	0	

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

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	0	1,939,257	0
Multimedia	1,587	1,410	1,829
Office skills	2,720	1,695	4,481
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	12,076	10,090	16,948
Certified Training Programs	40	40	75
Other (please specify): Adult Education- ESL, GED, & College Prep; Tech Goes Home; Enrichment; After School/ Out of School Programs; Various Other	39,875	36,421	55,702
Total	56,298	1,988,913	79,035

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).

The core team spent time talking about what we learned over the course of almost 4 years. Below are highlights by topic.

Hiring:

- Boston's timeline to bring an employee on can be lengthy. Every position must be okayed twice by a personnel committee - once for the position itself and a second time to approve of the negotiated salary. This committee meets once a month. We learned how important it is to understand the process itself from the beginning and stay on top of the meeting schedule.
- Because of delays in creating jobs, it would have been wise to informally recruit staff in parallel.
- Continuity of PCC staff is very important. The experience is valuable as well as building relationships with clients.

Software/ Training:

- In creating 54 public computing centers we were under pressure to set them up quickly. We identified a package of software that was purchased for each PC at BCYF and BHA (366 PCs). Some of the software choices were right on the money. Others had more limited success. Doing it over again, we would install core software from the beginning, do more limited piloting of some software, and phase in purchases over time.
- Offering Tech Goes Home through PCCs was a great success across the board for all sites that participated.

Administering the Grant:

- We depended on people in positions of full-time responsibility with little time to give to the grant. Lots of things that people thought would be easy turned out to be very complicated (hiring, procurement, etc.). The consensus was that planning for similar, future grants should plan for dedicated grant administration and project management.
- There was a difficult learning curve for all to learn Boston's financial reporting requirements. All involved were new to this process. Best practice would have been to prepare materials and train all who would be involved in procurement and financial reporting from the start.
- There were some unplanned successes, for example, BCYF's use of unspent funds for IT Support Specialists on summer interns to assist with summer camp. The surplus was available because the hiring process for the original positions took unexpectedly long. The suggested best practice, in this case, was to maintain the ability to reshape/respond to new realities.

Metrics:

- We began collecting data with spreadsheets to be filled out daily at each center. These were collected weekly, monthly, or quarterly (worst case). An obvious problem is that if numbers are not being captured daily, the longer the gaps, the less accurate are the records. This method also requires work in compiling at the computer center, the agency, and the grant levels.
- We switched to Google Docs in year 2 at BPL and BHA. The benefits were immediate. Using a form with dropdown selections assured standard entries and allowed easy monitoring on a daily basis if desired. Reports – standard and ad hoc - could be created easily and quickly.
- At BHA, there was an unexpected benefit in allowing PCC staff to see all entries; they could see what other centers were doing and to share information, ideas, or just how the day was going.
- We saw that best practice with use of metrics is to use results on an ongoing basis (making adjustment in real time) rather than just for retrospective reporting.
- One other change that we made was to create reporting categories for quarterly training that matched the annual report categories. We learned the importance of this after our first year annual reporting. As a result, compiling cumulative numbers in the remaining years was much easier.

Other:

- BHA saw unexpected benefits as a result of establishing public computing centers in their public housing sites.
- An example, an unemployed resident found that at his site PCC enabled him to work on applications for as long as he needed instead of going to the library and having to work in 1 hour stints.
- In general BHA saw that becoming active in the local computer lab made people more active in their residential community.