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** 06-42-B10009	**3. DUNS Number** 002942464

4. Recipient Organization

City of Los Angeles 200 N. Main, Suite 1400, Los Angeles, CA 90012

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 Kev Kazandjian	**7c. Telephone (area code, number and extension)** 213-978-8765
	7d. Email Address kev.kazandjian@lacity.org
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	72	72
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	48	48
Other Community Support-*Governmental* **(please specify):** Recreation & Parks	67	0	67
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
See Attached Spreadsheet	0	0	0	0	0

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					
See Attached Spreadsheet	0	0	0	0	0

Add New PCC   Remove New PCC

After Improvement					
See Attached Spreadsheet	0	0	0	0	0

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:

None

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
0	0	0	0	None
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	1,490,423	1,490,423	159,728
Multimedia	0	0	0
Office skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	6,864	6,864	20,592
Certified Training Programs	0	0	0
Other (please specify):	0	0	0
Total	1,497,287	1,497,287	180,320

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).

Los Angeles Public Library (LAPL): Our PCCs and staff promote economic recovery by providing access to job search guides, job bulletins, career exam tests, resume and word processing software, and numerous databases covering education, jobs, starting a business, etc. We also offer professional staff who teach classes on searching these databases, using computers and accessing information on careers of interest to any individual. We also offer these classes in multiply languages at all 73 locations around the city of Los Angeles.

Community Development Department (CDD):access to job searches, online course offerings, certifications and the like

Recreation and Parks Department (RAP):As of today, we have had more than 100,000 visits at the 67 centers and 9,223 graduates from our popular Instructor-Led Computer Training Program which offers the computer literacy classes as well as MS Word 2010 and MS Excel 2010. The statistic figures show a great need and interest from the public in taking advantage of these centers in improving their job search skills, computer skills, educational skills, communication skills and knowledge in various areas which will certainly promote the economic recovery and improve quality of life.

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).

LAPL:No subcontracts or subgrants.
CDD: N/A
RAP:N/A

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

LAPL:A clear implementation plan and ensuring technicians are trained in advance are critical to meeting or beating deadlines. An already-established public training curriculum enabled the library to "hit the ground running" as new computers were installed.

CDD: Our part of the project was specifically focused on the replacement of over 800 computers throughout the City of Los Angeles at more than 40 locations. The first lesson was to keep open lines of communication operations, fiscal, and technical on such a large order. Timing was always an issues causing delays between different approval cycles. Open communication allowed for swift

resolution as issues came about. When applying for a grant always take into consideration that the environmental variables will change between the time you apply and the time you receive an award. You must be flexible

RAP:Training and Curriculum:

During our training classes we have found that most students have little to no basic computer skills. This is an important factor to consider when creating your curriculum and training. It is imperative to create a curriculum that is very flexible; using a building block approach. Starting off with very basic skills and progressing to more advanced skills. This approach allows for the instructors to adapt to their students skill level. Also, in addition to technology classes, there are also great needs for classes such as how to prepare resume, interview techniques, as well as having these classes in Spanish, Chinese and Korean.