

Google fiber

Community Impact Report



When communities get connected, amazing things can happen

From the earliest days of Google Fiber through today, we've seen the transformational power of local partnerships and how access to super fast Internet - and all the tools that come with it - can drive progress in communities. Not just for tech hubs and entrepreneurs, but for low income families, whose access and training has allowed them to leap over the digital divide. This progress means more children using computers in after-school programs and STEM classes, more students going online to finish their homework, and more families learning basic computer skills to enhance their lives.

Impact like this is only possible with a wide range of partners, from community organizations and digital literacy resources to support programs that focus on technology and the Internet. Thanks to these relationships, we've experienced amazing progress toward digital equity across our Fiber Cities.

The National Results

Improving Access

The path to digital equity



In cities across the U.S., Google Fiber collaborates with local partners and nonprofits to ensure that more people - especially the most digitally divided - have access to the Internet and, as such, opportunities to thrive in an increasingly digital world.

In cities across the U.S., Google Fiber collaborates with local partners and nonprofits to ensure that more people - especially the most digitally divided - have access to the Internet and opportunities to thrive in an increasingly digital world. Through a number of different initiatives, and in collaboration with the national ConnectHome program and our amazing partners, we offer gigabit Internet service at no cost to residents living in public housing in a range of Fiber cities. This connection, while just one piece of the puzzle, is a huge step in the right direction toward narrowing the digital divide, and a great launchpad for future progress.

1,915

low income families

now have access to gigabit Internet at no cost AND have taken steps to become more digitally connected residents

The National Results

Community Programs

Supporting partners and programs that focus on community, technology and the Internet



In each of our Fiber cities, there are a wide range of organizations and initiatives working to make science, technology, engineering, and math more accessible and exciting for our communities. And we're proud to partner with them.

Many of these partnerships focus on building digital literacy and increasing the availability of affordable devices. One example of successful digital literacy work in action is the Digital Inclusion Fellowship program, operated in partnership with the Nonprofit Technology Network (NTEN). In the Fellowship's pilot year, 16 Fellows developed projects to significantly expand digital literacy in their communities.

Also, when possible, we open up our Fiber Spaces for community events - like Daddy Daughter Codeathons and Citywide Tech-A-Thons.

Programs:

- Accelerate with Google
- Create Your World
- CS First
- Made With Code

The National Results

National Numbers

The United States



115,000

Hours of digital literacy training

1,915

Families living in low income housing with access to no-cost Gigabit Internet

206,279

Children & families served

by STEM-focused programs supported by Google Fiber

310

Nonprofit partners and community organizations with free Gigabit Internet through our Community Connections program

1,005,019

People reached through the work of Digital Inclusion Fellows



GEORGIA

Local collaborations increase digital literacy in communities across Atlanta

More Atlantans are learning how to use the Internet than ever before. Working with NTEN, we funded and supported Digital Inclusion Fellows to expand local nonprofits' ability to help residents gain digital literacy. As a result of this collaborative effort, the Fellows at the city's Department of Parks & Recreation (which runs the Centers of Hope throughout the City), Literacy Action, and TechBridge trained an average of 94 people each month in digital skills. In addition, these groups trained nearly 50 volunteers to help continue this necessary work in the future.

POWER MY LEARNING

National nonprofit

The local Fiber team also works with [PowerMyLearning](#), an organization dedicated to bridging the digital divide by delivering Family Learning Workshops to parents and students of metro Atlanta schools. During these workshops, parents gain digital literacy skills and learn how to engage with their children's education through online resources. The organization also provides professional development training to teachers to help them learn how to integrate technology in the classroom.

Over the course of Google Fiber's engagement with PowerMyLearning, we've been able to reach more than 500 families with free digital literacy training, technology skills-building resources, and free refurbished devices.



ATLANTA NUMBERS

17,000

Digital literacy training hours provided by Google Fiber and partner organizations

2,890

Children and families served by STEM-focused programs supported by Google Fiber

150

Youth participants in Create Your World and Made With Code programming

948

People reached during outreach initiatives by Digital Inclusion Fellows

61,771

Unique participants or visitors reached by programs/events in partnership with Google Fiber



Partnerships with the Housing Authority of the City of Austin and digital literacy organizations help even more residents get online

Our ongoing partnership with the Housing Authority of the City of Austin (HACA) continues to make a big impact on the city's communities. In November 2016, HACA's Unlocking the Connection program celebrated its second year. In collaboration with HACA, Google Fiber has connected three properties, serving 337 households, to Internet access at no cost.

Because connections are only one piece of the puzzle, this relationship also includes supporting a public computer center neighboring the Meadowbrook apartments at the Flores Education and Training Center.

Fiber in Austin also supports Digital Inclusion Fellows, in partnership with NTEN, to help local nonprofits deliver digital literacy training. The Fellows at Austin Free-Net and Skillpoint Alliance train an average of 88 people monthly. As part of these efforts, Fellow Naymar Prodhiko developed a "Lab Apprenticeship Program" as a train-the-trainer program to help HACA expand its reach to even more housing authority residents. The HACA partnership has also been instrumental in providing devices for residents. Through local device donation and refurbishment partnerships, HACA has helped 530 residents earn a device.

CHRISTEEN WEIR

Resident of Austin



HACA resident Christeen Weir's story helps give perspective to all these numbers and programs. In 2016, she graduated valedictorian of her high school and is now pursuing a biomedical engineering degree at UT-Austin. She credits the HACA and a Google Fiber connection with helping her achieve her dream to become the first person in her family to attend a 4-year college. As she told to the Austin Chronicle, "HACA started to provide Google Fiber, and that helped me greatly with research projects for school and filling out applications for [college] scholarships."

AUSTIN NUMBERS

10,000

Digital literacy training hours provided by Google Fiber and partner organizations

11,476

Children and families served by STEM-focused programs supported by Google Fiber

462

Youth participants in Create Your World and Made With Code programming

426,276

People reached during awareness/outreach initiatives by Digital Inclusion Fellows

337

Gigabit Communities



Innovation, creativity, and family fun help bridge the digital divide in Charlotte

Hand in hand with local nonprofit and community groups, Charlotte’s Fiber team seeks creative ways to advance entrepreneurship, support STEM education and help residents bridge the digital divide. Over the course of 2016, Fiber hosted 12 community events in the Charlotte Google Fiber Space reaching 460 participants.

At the inaugural “Squeeze the Digital Divide Day,” more than 100 lemonade stands popped up across the city, raising awareness and funds for local nonprofit [E2D](#) (Eliminate the Digital Divide). An inspiring group of young volunteers turned out to ensure that more kids have access to the Internet, training and devices to expand educational opportunities and close the homework gap. Thanks to the success of Lemonade Day, E2D hosted its largest-ever device distribution event at [Imaginon](#) library, distributing 500 refurbished laptops to low-income high school students. Google Fiber and another key partner, [EveryoneOn](#), were on hand to help participating families discover if they had access to high-speed Internet at their home.

DADDY DAUGHTER CODE-IN

[DigiBridge](#)



And we can’t forget about our first-ever Daddy Daughter Code-In! Local partner [DigiBridge](#)’s twist on the Father/Daughter dance brought local dads and daughters together with the purpose of getting more girls involved in STEM. Hosted at the Charlotte Fiber Space, 30 father-daughter pairs built lego robots, made binary code necklaces, and learned about 3D printing. Due to the popularity of the event, Google Fiber hosted a follow-up Daddy Daughter Code-In, serving a total of 120 parents and children over the course of both events.

CHARLOTTE NUMBERS

1,600

Affordable or free devices acquired by people because of the partnership with Google Fiber

163,330

Children and families served by STEM-focused programs supported by Google Fiber

269,590

Unique participants reached by programs in partnership with Google Fiber

1,128

People reached during awareness/outreach initiatives by Digital Inclusion Fellows

225

People who became internet adopters due to the partnership with Google Fiber

Greetings from

KANSAS CITY

KANSAS / MISSOURI

Collaborations help Fiber's first cities become even more closely connected

Partnerships with the Housing Authority of Kansas City (MO) and the Kansas City Kansas Housing Authority help local communities connect like never before. Area K-12 families receive a variety of support, including free residential Internet service, wi-fi access through Google Fiber-installed computer labs, digital literacy training and low-cost refurbished computers.

As the first Internet Service Provider in the country to provide no cost Gigabit Internet service to residents of public housing communities through the ConnectHome Initiative, Fiber has brought our super-fast Internet service to eight properties, reaching 1,051 households. In the first year alone, more than 800 families were connected, many of whom were using the Internet for the first time. In partnership with the Housing Authority of Kansas City, six new public computer labs have also come online.

In addition to these efforts, a partnership with Surplus Exchange helped more than 100 residents purchase a low-cost refurbished device. The Housing Authority and nonprofit organizations, including Literacy KC and Connecting for Good, ensure that residents also learned the skills they needed to use these devices to their fullest.



WEST BLUFF

Tamara Butler, a West Bluff resident and mom, has made the most of her connection by going online to apply for - and get! - a job. She later purchased a car online to lessen her commute time. Shaunte Mack, another West Bluff resident, used her connection to explore educational opportunities from the comfort of home.

KANSAS CITY NUMBERS

36,000

Digital literacy training hours provided

160

Affordable or free devices acquired by people due to partnership with Google Fiber

281

Youth participants in Create Your World and Made With Code Programming

1,051

Public housing units with access to no-cost Gigabit Internet through our Gigabit Communities program

275

Public buildings (such as libraries and community centers) that have free Gigabit Internet through our Community Connections program

6%

Year-over-year increase in residential Internet usage from 2014-15 (American Community Survey, 2015)



Working with Music City's communities to support training, awareness, and connectivity

Nashvillians have joined forces with local Fiber team members to increase digital literacy and Internet access in Music City. Digital Inclusion Fellows at the Martha O'Bryan Center and Nashville Public Library train an average of 125 people monthly, and are active leaders in local ConnectHome efforts. One Fellow, Adam Strizich, led efforts to knock on 500 doors to promote ConnectHome, hosted a TechFair for residents, and developed a Community Ambassador program. Local partners distributed devices that residents earned after taking computer classes to 97 Edgehill Apartment residents, helping the Nashville ConnectHome initiative hit an important milestone. These residents were the first cohort to complete digital literacy training, earn a computer and activate free home Internet service.

In addition to these digital literacy efforts, and in partnership with Salama Urban Ministries, we hosted 34 outreach events to support 380 connected homes at Edgehill Apartments, our first Nashville Metropolitan Development & Housing Authority (MDHA) property.

OASIS VENTURE

Nashville



Google Fiber Nashville joined with the Oasis Center and the Unlikely Company to form Oasis Venture. This partnership was formed to create a program to give students from underserved communities the opportunity to build their entrepreneurship skills. Kicking off in 2016, this program will run through May of 2017. With scheduled entrepreneurship "power sessions," we're excited to see the students' thirst for innovation grow as they attend weekly and monthly classes in everything entrepreneurship.

NASHVILLE NUMBERS

5,000

Digital literacy participant training hours provided

3,125

Unique participants reached by programs in partnership with Google Fiber

226

People served by small business and entrepreneurial-focused programs led by Google

380

Families living in low income housing with access to no-cost Gigabit Internet through our Gigabit Communities program

167

Youth participants in Create Your World and Made With Code Programming

Greetings from

PROVO & SALT LAKE CITY

UTAH

Local teams helped make Utah households some of the most connected in the nation

Google Fiber Utah is proud to work with many local partners to help Utahns take meaningful strides toward bridging the digital divide. In fact, since 2015 the digital divide in Provo has reduced by nearly 50% (American Community Survey 2015). With more than 90% of Provo households connected to the Internet, the city is now one of the most connected in the country.

In addition to supporting STEM programs hosted by our partners, the local team in 2016 organized three dozen events reaching nearly 2,500 individuals. Within a five-day period, we hosted seven different code-related events, including two field trips to the SLC Google Fiber office and Fiber Space. The events featured hands-on STEM activities, three Made with Code parties, one adult coding class, and one Dash and Dot robotics class - totaling 145 overall participants. And we must call out an impressive result from a group of kids from the Dash and Dot robotics class: they were the only Utah group selected as finalists to the National Wonder League Robotics Competition!

STEM

Downtown Salt Lake City

As part of our ongoing dedication to bringing STEM learning to an even larger audience, Fiber in Utah sponsors the STEM building at Craft Lake City in downtown Salt Lake City. The STEM building features over 20 hands-on STEM-related booths and is visited by some 75% of the annual fair's 20,000 attendees. Fuze Interactive, Kristy Sevy's female-owned STEM business, attended the 2016 event and launched its product inside the Craft Lake City DIY Fest Google Fiber Building. Since that time, Sevy has received media attention, presented at Silicon Slopes, and used Fuze Interactive's product to teach children in classrooms across the state.



PROVO + SALT LAKE CITY NUMBERS

8,000

Digital literacy participant training hours provided

20,436

People served by nonprofit, schools, and library STEM-focused programs supported by Google Fiber

25

Public buildings and nonprofits (such as libraries and schools) that have free Gigabit Internet through our Community Connections program

147

Families living in low income housing with access to no-cost Gigabit Internet through our Gigabit Communities program

363

Youth participants in Create Your World and Made With Code Programming

Greetings from

SAN ANTONIO TEXAS

Residents and local teams work together to empower the city's first Digital Ambassadors

To make digital literacy training more available in San Antonio, Google Fiber supports a range of initiatives across the city, including Raspberry Pi workshops for affordable housing residents, a coding camp for young women, and a digital literacy instructor to work at two San Antonio Housing Authority (SAHA) properties. The instructor amplified her work with SAHA by creating the city's first Digital Ambassador program to help residents mentor and instruct fellow residents. In 2016, nine digital ambassadors were trained and will continue this important work.

In addition to digital literacy instruction, Google Fiber has provided funding for upgraded computers for community rooms within five properties and identified internal and external partners to secure 300+ free refurbished laptops for residents who complete free digital literacy programming.

TANAIRIE

SAHA Resident



Tanairie, a SAHA resident and mom to three young kids, became a Digital Ambassador and credits the work with changing her life. The experience gave her the confidence to apply for a technical support position with a local company and her qualifications got her the job before the interview had even ended. She's thrilled by the possibilities of her new job. "I have full time hours, I have benefits, it's a lot better and it's a blessing."

SAN ANTONIO NUMBERS

5,700

Digital literacy participant training hours provided

205

People who became Internet adopters due to the partnership with Google Fiber

104

Affordable or free devices acquired by people because of the partnership with Google Fiber

247

Children and families served by STEM-focused programs supported by Google Fiber

637

Unique participants or visitors reached by programs in partnership with Google Fiber

Greetings from

THE TRIANGLE

NORTH CAROLINA

Communities in the Triangle thrive by taking full advantage of programs to help residents get online

In partnership with the Nonprofit Technology Network (NTEN), we've funded and supported two Digital Inclusion Fellows - Mike Byrd with the [Kramden Institute](#) and James Butts with the [Triangle Literacy Council](#). These community leaders have expanded local nonprofit organizations' capacity to deliver digital literacy training, as well as train hundreds of residents throughout the Triangle.

Together with local nonprofit and public housing partners, the Digital Inclusion Fellows have organized and executed more than 60 outreach events in communities across the Triangle to help residents leap over the digital divide. Participants not only receive digital literacy training at these events, but also earn free refurbished computers to use at home. In the first year alone, Fellows at the Triangle Literacy Council and Kramden Institute trained an average of 24 residents each month.

JIMMY

Resident of North Carolina



One such resident is Jimmy, who, along with 12 other locals, participated in a month-long digital literacy and job readiness training. Many of the participants had never used a computer prior to this class and were eager to learn. Upon graduation, Jimmy and his neighbors each received refurbished computers, which Jimmy later used to land a job, after applying online for the first time, in the service industry.

THE TRIANGLE NUMBERS

28,000

Digital literacy training hours provided

9,000

Children and families served by STEM-focused programs supported by Google Fiber

202

Youth participants in Create Your World and Made With Code programming

366

People who became Internet adopters due to partnerships with Google Fiber

494,426

Unique participants or visitors reached by programs/events in partnership with Google Fiber

Google fiber

