Community Impact Report

2017

Google Fiber

Supporting our communities with Faster, Fairer, Kinder Internet

Each year, we at Google Fiber are humbled by the groundbreaking work of our community partners across the country. These partners roll up their sleeves, undaunted by challenges, and improve their neighbors' access to opportunities. They find creative ways to advance digital inclusion. They hustle to empower more students with STEM programs. They ignite innovation and entrepreneurship—especially in under-resourced schools and neighborhoods. In short, they make their cities a better place.

We are privileged to bring our Faster, Fairer, Kinder Internet to support their efforts. As a result of our work together, **2,600 families in affordable housing** can access the power of Fiber Internet in their homes at no cost via our Gigabit Communities program—**600 new families' homes** were connected in 2017 alone. Through our Community Connections program, we provided super fast Internet to **54 new public hubs** like libraries and nonprofits via our Community Connections program. Approximately **5,000 students and parents** engaged in our STEM programs last year, reaching new horizons through Made with Code, Create Your World, and Google Expeditions.

In the pages that follow, you'll see more about the great work our community partners are doing in Google Fiber cities. We love amplifying their work and can't wait to see what they do next.

Parisa Fatehi-Weeks
Head of Community Impact Strategy
Google Fiber

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2017 National Highlights

54 connections
to super fast Internet built at libraries, non-profits and community hubs for free through our Community Connections program
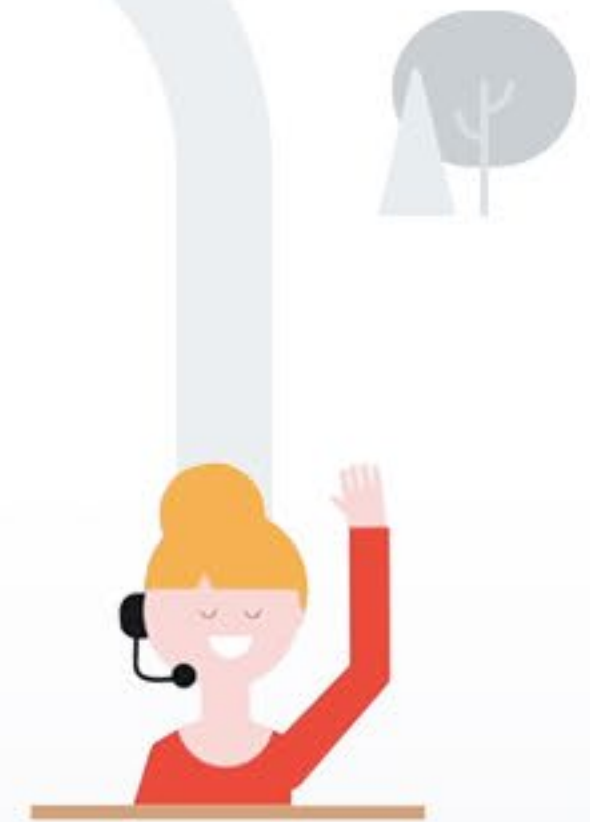
59,000+ hours
of training in digital literacy by Fiber-supported Digital Inclusion Fellows

2,600 families
in affordable housing have access to no-cost Fiber Internet in their homes through our Gigabit Communities program, with 600 units built in 2017

5,000 kids & parents
participated in STEM trainings

500 local organizations
that partnered with us to serve their communities

299,000 participants
reached through programming and events

143 people
found jobs, helped by our digital literacy training

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Local Highlights

Youth gain access to new Centers of Hope

We helped refurbish computer labs at Centers of Hope recreation centers across Atlanta. These centers provide new computers, printers, Google Cardboards and maker kits. We also underwrote after-school STEM programming, summer learning, and adult digital literacy opportunities at the sites. Although nearly 70 percent of teachers assign online homework, nearly one-third of families do not have Internet access at home. Centers of Hope computer labs help fill that critical gap.

Over 90% of Atlanta's youth live within 2.5 miles of a Center of Hope, bringing approximately 50,000 children closer to an enriching digital learning environment.

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Launching the largest Gigabit Community

Partnering with the Housing Authority of the City of Austin (HACA), we launched Booker T. Washington Terraces as Austin's latest Gigabit Community. All 216 families living there now have access to Google Fiber's super fast Internet in their homes at no cost. As part of HACA's Unlocking the Connection program, residents can also access digital literacy training and earn refurbished computers of their own. With this launch, Google Fiber became available for over 600 HACA residents.

"Google Fiber has been an amazing partner on so many levels. The key thing is their understanding of the power of connectivity, a device, and digital literacy."

Catherine Crago,
Housing Authority of the City of Austin

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Building 21st century technological skills

We partnered with Eliminate the Digital Divide—a nonprofit organization—to launch three Re-Image CLT Computer Labs in Charlotte-Mecklenburg high schools. These labs train and employ students to refurbish donated, decommissioned, corporate laptops, which are then distributed to low-income families in Charlotte. This extraordinary program helps high school students build new technology skills, keeping old laptops out of landfills, and ensuring that all public school families in Charlotte have access to an affordable computer.

"I wanted this job so that I could learn more about computers. When I finish school, my plan is to get into the technology field. E2D rocks!"

Kalijah J.

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Providing Fiber Internet to Harris Home for Children

We provided free super fast Internet at Harris Home for Children as part of our Community Connections program. The organization is home to youth in the foster care system and provides both residential services and support programs. Our Fiber Internet provided much needed bandwidth for students to complete their homework without buffering or other connection challenges. In addition to the connection, many residents received Chromebooks. While Huntsville City Schools provide laptops to students, there are many students at Harris Home (who are in GED programs and other alternative learning situations) where devices are not provided. Having Chromebooks at the residence has given these students more opportunities to continue their education.

We also provided free super fast Internet at Huntsville's Girls, Inc. and the Dr. Richard Showers Center, a public recreation facility.

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Free Fiber Internet brings opportunities

In 2017, we celebrated the first anniversary of our Gigabit Communities program and our partnership with ConnectHome. Since its launch, we have connected nearly 1,100 KCMO and KCK public housing units. And 86% of households across all eight Kansas City Gigabit Community properties have taken advantage of the no-cost Fiber Internet in just one year. With partnerships with Surplus Exchange and Connecting For Good, residents may also purchase electronic devices and participate in continuous skills training at the Google Fiber-installed Access Lounges.

We facilitated 175 hours of free digital literacy programming for public housing residents in Kansas City Gigabit Community Access Lounges in 2017.

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Launching Louisville's first Community Connection

On October 18th, we launched Google Fiber service in Louisville, connecting our first customer there to free super fast Internet. The Neighborhood House, a 122-year-old nonprofit dedicated to improving the quality of life for families in the Portland neighborhood, became the city's first Community Connection. Fiber Internet brought much-needed bandwidth to the organization, supporting the youth tech center, which houses after-school programs. Mayor Greg Fischer joined to underscore the importance of digital inclusion for all Louisvillians.

The Neighborhood House, now a Google Fiber Community Connection powered with super fast Internet, served 410 children and teens through their youth programs in 2017.

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Supporting students at the YMCA

We supported YMCA's Community Action Project (Y-CAP), which empowers students to believe in and achieve their potential. Through our collaboration, high school students in Y-CAP got the chance to engage in career-focused and skill-building workshops rooted in evidence-based STEM curriculum. We also supported minority juniors and seniors in the YMCA Black Achievers and Latino Achievers programs to introduce them to STEM educational opportunities and careers through an intensive summer day camp.

"Thanks to their success, the Y is encouraged to help even more students reach their full potential through STEM programs like these."

Julie Sistrunk, YMCA of Middle Tennessee

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Picking up STEAM with students

We established a lasting partnership with Irvine Public Schools Foundation (IPSF) and Girl Scouts of Orange County (GSOC) to create more STEAM opportunities for kids in Orange County. Most notably, we sponsored over 250 local Irvine students in STEAM-focused afterschool programming through Made with Code and Google Cardboard Expedition (virtual reality) classes.

"With the support of Google Fiber, IPSF has been able to provide after-school educational enrichment opportunities to students who would not otherwise be able to afford them."

Neda Eaton, Irvine Public Schools Foundation

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Advancing digital citizenship

We were a key sponsor for EPIK Deliberate Digital's 3rd annual Digital Citizenship Summit. The summit's attendees, who represented local and international communities, gathered to talk about how adults and young people can work together toward more deliberate and positive technology use. As part of the summit, we hosted a free community event on digital access. The events helped lift awareness and collaboration around digital inclusion strategies for all participants and partners.

"Their positive, collaborative approach is brilliant and groundbreaking. And I believe it is the key to bringing real social change."

Dina Alexander,
Nonprofit Leader and #UseTech4Good

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Video game design for positive social change

We proudly supported Spy Hop, an organization that mentors young people in the digital media arts to help them find their voice and affect positive change in their lives, their communities, and the world. A diverse team of Spy Hop student designers, programmers, and producers created a video game that identified bullying as a social issue affecting their community. Using storytelling, creation, coding skills, as well as advanced game design, the team unveiled their game to tackle this issue at a party hosted at the Google Fiber Space.

"My favorite part about Spy Hop is interacting with so many different people. Everyone has different kinds of personalities and how they view the world."

Brian Smith, participant

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STEM education for girls in public housing

We sponsored STEM education and digital literacy programming at several San Antonio Housing Authority communities. The programs were facilitated by Girls, Inc. of San Antonio and were an opportunity for girls to make new friends and have fun after a school day. The students learned about basic computer programming and terminology. The program made an impact on their understanding of technology, such as learning that the Internet, their smartphones and apps all depend on code.

"I loved how the girls would share their school day with me. It gave me a sense that aside from me teaching them something, they also trusted me."

Girls, Inc. mentor

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Supporting students and teachers at Maureen Joy Charter School

"As a new teacher, homework was always a necessary evil. I spent tons of time to prepare, distribute, collect, review, and discuss homework with students, and still struggled to give good feedback. Our partnership with Google Fiber changed everything. A few highlights: Internet safety training helped families put their Internet access to good use. Chromebooks ensured that lack of a device did not hold our students back from studying at home. Google for Education tools allowed us to provide feedback in real-time to both parents and students. My kids made a huge leap on our most recent round of assessment tests. Absolutely amazing."—Science teacher Mike Schollmeyer, Maureen Joy Charter School

More than 20,000 hours of STEM education programming were provided across the Triangle with support from Google Fiber.

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