

# 2013 City of Austin Google Fiber Community Connections Program Application and Instructions

Google has announced plans to bring Google Fiber to Austin residents. The plan calls for building an ultra, high speed broadband network with Internet speeds of one gigabit per second, up to 100 times faster than normal to Austin's homes.

Google has agreed to provide up to 100 sites with broadband Internet services through its fiber network free of charge until April 8, 2023 in addition to City Hall and the new Central Library. These Community Connections will be to public or non-profit sites in the City of Austin that provide access and services directly to Austinites through what is being called the Community Connections program. Under the agreement with Google Fiber, the City of Austin will create the proposed list of sites for the program.

It is the City Council's goal to ensure an application and selection process that is transparent, available to all, and utilizes a clear set of [selection criteria](#) adopted by the City Council. Community Connections aims to provide fiber speed internet access directly to the public and will serve for innovation and digital inclusion, resulting in advancements unique to Austin's spirit.

Attached is the Community Connections Site Application, which is due by September 30, 2013.

Please direct questions to the City's Telecommunications & Regulatory Affairs Office at [digital.inclusion@austintexas.gov](mailto:digital.inclusion@austintexas.gov) or 512-974-2999.

For more information and application: [austintexas.gov/digitalinclusion](http://austintexas.gov/digitalinclusion)

Thank you for your consideration.



## Community Connections Site Selection Application Form

The City of Austin will propose **100** public or non-profit organizations to receive Google Fiber connections at their locations.

### Application Packet

In order to be considered for selection, please submit the following items:

- **General Application Form.** Complete this form (ensuring that it is signed and dated).
- **Criteria Form. Complete this form as fully as possible.** If the organization offers services at more than one location, the applicant should complete the Criteria Form for each location and prioritize the single location that will benefit the most from having a gigabit of service.

### Application Submission

All applications are due in the Office of Telecommunications & Regulatory Affairs (TARA) before **4:45 p.m. on Monday, September 30, 2013**. Late applications will not be considered.

Submissions may be submitted by email or snail mail to:

Email: [digital.inclusion@austintexas.gov](mailto:digital.inclusion@austintexas.gov)

Address: City of Austin - Municipal Building -124 W. 8<sup>th</sup> Street, Suite 210, Austin, Texas 78701

Phone: 512.974.2999

### Application Review Process

#### *Community Applications*

- August 26, 2013 - Community Site Applications Available
- September 30, 2013 - Deadline for Site Applications for Community Connections
- October 1-31, 2013 - Staff Review & Assessment

#### *Site List Adoption*

- November 6, 2013 – Community Tech & Telecommunications Commission - Discussion & Input
- November 13, 2013 – Emerging Technology & Telecommunications Council Committee - Discussion & Recommendation to Council
- November 21, 2013 - Council Discussion & Adoption of Community Connection Site List
- End of 2013 - Google Fiber requested deadline for Community Connection Site List from City

### Privacy Statement

This information is being collected and will be used to assist in determining your organization's eligibility and qualification for receiving a community connection on the City's proposed site list. This information provided may be published by the City. Any information collected, assembled, or maintained by or for a governmental body is subject to the Public Information Act.

# Community Connections General Application Form

*(Please complete this portion of application only once per organization if submitting for multiple sites)*

General Application Form

**Applicant Organization Name:** Austin Communities Organization

**Alias/DBA:**

**Program Name for Google Fiber Connection:** Sample Program

**Organization Mission and Purpose:**

The sample program at the Austin Valley Neighborhood Center serves the public by providing free computer training to students and surrounding residents by providing open lab times to the Austin Valley neighborhood.

**Organization Website:** www.acoexample.org

**Contact Name:** Elizabeth Moore

**City:** Austin

**State:** Texas

**Zip:** 70000

**Phone:** 512-555-1000

**Email:** emoore@aco.org

**Location(s) applying for site selection (including physical address of location) and how long your organization plans on being at each location:**

Austin Valley Neighborhood Center  
100 Main Street  
Austin, TX 70000

Austin Valley East Facility  
100 East Street  
Austin, TX 70001

ACO plans to remain at this location for at least the next 15-20 years.

**Type of Organization:**         Non-Profit

**Number of years in operation:**

5

**Number of employees at location:**

15

## Community Connections Criteria Form

*(Please complete this portion of application once for organization in an electronic document and please explain each response, 1000 words maximum per response, please)*

### Criteria Form

#### Organization

1. What is your agency's vision? *(response required for all agencies)*

Our vision is that all Austin residents have the resources to improve their lives.

2. What is your agency's mission and purpose? *(response required for all agencies)*

Our mission is to connect underserved Austin residents with resources and training that will help them improve their lives and communities. ACO acts as a catalyst for personal and community development in underserved areas. We believe that the improvement of these communities ultimately depend on the actions of their residents, and work to educate and empower those that want to change their communities.

3. Please list your organization's affiliations, community partnerships, certifications, and/or accreditations. *(response required for all agencies)*

The Collaborative Project, the Coordination Effort, the Innovative Ideas Group.

4. What is the total number of unduplicated clients served by your organization at this location last fiscal year? *(response required for non-profit agencies only)*

850 unduplicated clients for Austin Valley Neighborhood Center. 1,000 for Austin Valley East Facility.

5. Briefly provide an overview of your organization and the services it offers. *(response required for all agencies)*

Austin Community Organization is a non-profit community advocate dedicated to helping people in economically-depressed communities improve their quality of life and the condition of their neighborhoods.

We offer a GED/literacy program, as well as a digital literacy program that teaches participant basic computers skills, resume development, and digital production. We also help residents connect with community/social services, such as a SNAP, affordable housing, and Medicaid/Medicare.

6. Describe the community issues your organization is attempting to address. Include a description of the population most at risk of experiencing the issues described. *(response required for non-profit agencies only)*

High drop-out rates, adult illiteracy, high crime rates, and high unemployment rates.

The people we serve live below the poverty line, and have very few opportunities for advancement. Sixteen percent have obtained post-secondary degrees, while fifty-eight percent have high school diplomas. The median income for a family of four is \$27,000 per annum. The remaining twenty-six percent have not completed high school, and of these, forty-two percent are illiterate. Crime is exceptionally high, and rates are more than double than the average for Austin, the state, and the nation.

7. Describe the demographics (e.g. ethnicity, gender, age, and income levels) and geographic characteristics of the community members your organization serves. *(response required for non-profit agencies only)*

Residents of the Austin Valley Neighborhood (including East Facility) who utilize the services provided by ACO (both facilities).

8. Describe your organization's accessibility (e.g. accessible main entrance, within blocks of a public bus stop, etc.). *(response required for non-profit agencies only)*

There are two Capitol Metro buses that stop directly in front of both buildings every 30-40 minutes.

9. If selected, how will your organization incorporate Google Fiber into the services it offers? *(response required for all agencies)* .

We have three computer labs (and have plans to build a fourth) available to our clients and the general public, who use it for job searches and resume development. Having a Google Fiber connection would allow them to perform these tasks at a more efficient rate, also we plan to secure grant funding to host a remote trainer to help with computer trainings.

10. The City of Austin requires an annual report explaining how selected organizations and the community they serve benefit from Google Fiber.

If selected, how will your organization measure the impact Google Fiber has on those served by your organization? Describe evaluation methods, goals, and objectives. *(response required for all agencies)*

#### Example Program Outputs

- **OUTPUT #1:** Provide 60,000 open public access hours
- **OUTPUT # 2:** Provide 15,000 hours of training or one to one coaching
- **OUTPUT # 3:** Provide 150 volunteer hours to support digital literacy and technology support

#### Example Program Outcomes:

- **OUTPUT #1:** Number of public access lab users increasing basic digital skills, including how to use the Internet productively and safely.
- **OUTPUT #2:** Number of public access lab users increasing educational opportunities and career preparation for all ages.
- **OUTPUT #3:** Number of public access lab users increasing people's social connections and expanding their personal networks.

**Please include location if applying for more than one location (include priority rank if submitting for more than one location):**

Priority #1: Austin Valley Neighborhood Facility

**Community**

*(responses required for all agencies)*

1. Briefly describe how Google Fiber will enhance public participation in your organization's service.

Google Fiber will increase our capacity to interact with and engage the public through our website and social media accounts.

2. Briefly describe how your organization promotes digital inclusion.

ACO clients receive classroom and lab instruction on using computers, the Internet, and social media. We also have extensive open lab hours to facilitate increased exposure and learning.

3. Will bringing Google Fiber to your organization help the underserved? Please explain.

Google Fiber will help us reach more residents in our community via increased social media visibility and online outreach and higher capacity to provide greater services to the Austin Valley neighborhood.

4. How much of your community will benefit from the Google Fiber connection?

The community surrounding ACO is an opportunity neighborhood in Austin with an economic situation requiring attention, higher than average high-school drop-out, crime rates raising the attention of the Police Department's Community policing strategy, so all residents can benefit from the Google Fiber connection

5. Briefly describe how your organization will offer a new community service as a result of the Google Fiber connection.

Google Fiber would allow us to bring more people from the community into our labs to utilize Internet access, or to learn how to use computers.

### **Innovation**

*(responses required for all agencies)*

1. Please describe the potential innovative applications that could be developed with a gigabit connection.

We are in the process of developing an application that aggregates job search websites into one search engine. Having a gigabit connection would facilitate greater access to the application, as our current Internet service provider has limited speeds and often suffers connectivity issues.

2. Does your organization have or foresee high bandwidth applications?

We do not have any high bandwidth applications at present, but as mentioned in the above response, are developing a job search application that would reach optimal performance with a gigabit connection.

3. Briefly describe how your organization is interested in advancing your technology.

ACO would like to develop a TV/film production program with the help of Austin Filmgoers Non-Profit, and is in the process of obtaining the necessary equipment to start the program. The aim of the program is to teach interested clients a new skill, and hopefully inspire interest in TV/film production as a career.

4. Does your organization have the capacity and resources to advance your technologies? Please explain.

We have allocated some of our development funds to purchase equipment and technology beyond what we currently have. We are seeking GTOPs funding to leverage the opportunity for additional technology program activities managed and by utilizing volunteers to maximize the impact of advancing technology.

**Practical Pragmatic**

*(responses required for all agencies)*

1. Will the connection help your organization financially? How?

ACO can redirect funds it currently uses to pay for internet access (\$75 a month) to other program areas, allowing ACO to increase the impact and reach more people.

2. Will this be the organization's primary or secondary connection?

Primary

3. Does your organization have (or will it have) equipment necessary to connect?

We have wireless routers for each area of the building, and have the ability to purchase more equipment as necessary. Additionally, our building has been rewired to facilitate better connection speeds, and we have installed more wall jacks to provide more access.

4. Does your organization currently have access to a high bandwidth connection?

We currently use ABC Communications Services.

**Please include location if applying for more than one location (include priority rank if submitting for more than one location):**

Priority #2: Austin Valley East Facility

**Community**

*(responses required for all agencies)*

6. Briefly describe how Google Fiber will enhance public participation in your organization's service.

Google Fiber will increase our capacity to interact with and engage the public through our website and social media accounts.

7. Briefly describe how your organization promotes digital inclusion.

ACO clients receive classroom and lab instruction on using computers, the Internet, and social media. We also have extensive open lab hours to facilitate increased exposure and learning.

8. Will bringing Google Fiber to your organization help the underserved? Please explain.

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8. Does your organization currently have access to a high bandwidth connection?

We currently use ABC Communications Services.

**Applicant's Statement**

I certify that answers given herein are true and complete to the best of my knowledge. I understand that false or misleading information given in my application will result in disqualification. I understand and agree that I am required to abide by City of Austin ordinances, policies and rules.

I understand if selected to receive a Google Fiber connection that the organization I represent may be required to:

submit an annual report to the TARA Office explaining how the organization has benefited from the free service.

Jane Signature

\_\_\_\_\_  
Signature

9/23/2013

\_\_\_\_\_  
Date

Program Assistant

\_\_\_\_\_  
Title

**Please submit this form to TARA by 4:45 p.m. on Monday, September 30, 2013.**

Email: [digital.inclusion@austintexas.gov](mailto:digital.inclusion@austintexas.gov)

Address: City of Austin – TARA - Municipal Building  
124 W. 8<sup>th</sup> Street, Suite 210  
Austin, Texas 78701

