

Investing in the Illinois economy, helping create economic growth and jobs

2+ decades

in Illinois: Google has proudly called Illinois home for more than two decades with an office in Chicago.

\$35.9B

of economic activity: In 2024, Google helped provide \$35.9 billion of economic activity for tens of thousands of Illinois businesses, nonprofits, publishers, creators, and developers.

744,000+

Illinois businesses: More than 744,000 Illinois businesses used Google's tools at no cost to receive phone calls, bookings, reviews, requests for directions, or other direct connections to their customers.

9,000+

small businesses trained by an Illinois Coach: Grow with Google Coaches are local experts who help small businesses grow. Our Illinois Coach offers live training and hands-on coaching – at no cost – to small businesses.



TackleAI, Schaumburg, Illinois.

"The speed we've achieved is because of the hardware access we have and things like Gemini being more efficient ... it's not just made me money, it's made me faster."

-Sergio Suarez, Jr., CEO

Products:

Google Cloud, Google Workspace, Gemini, Google for Startups, Google Ads, Google Analytics

Improving the lives of Illinoisans by investing in their citizens and communities

350,000+ Google Career Certificate graduates in the U.S. Google Career Certificates help people develop skills for new jobs in fields like cybersecurity, data analytics, project management, and more in just three to six months. After completing the program, graduates are able to connect with 150+ top employers. 70%+ of graduates report a positive career impact within six months. Google has also collaborated with 25 Illinois educational institutions like City Colleges of Chicago and William Rainey Harper College to make Google Career Certificates available to students and to increase employment opportunities.

666,000+ Illinoisans trained: Grow with Google has partnered with over 380 organizations in the state to train more than 666,000 Illinoisans on digital skills, including organizations such as public libraries, chambers of commerce, community colleges, and more.



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I knew everything about fashion retail...but working in the tech industry? That's a whole different world. At first I was just kind of unsure of where I was skill-wise. The certificate was the only thing I had, so I started out not really feeling as confident in myself. The accessibility design info included in the certificate led to me landing the job.

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Devyn B.

Google UX Design Certificate graduate
Product Designer at Ceridian
Chicago, IL

Helping Illinoisans when they need it most

\$76M+ in philanthropic giving: Since 2005, Google and Googlers have given more than \$76 million in philanthropic giving (cash grants, employee donations, and gift match) to organizations and nonprofits in Illinois.

\$269M+ in Ad Grants and Google Workspace to 2,590 Illinois nonprofits: Since 2006, Google.org provided \$265 million worth of donated search ads to Illinois nonprofits through the Google Ad Grants program and more than \$4 million worth of Google Workspace licenses for Nonprofits.

72,000+ volunteer hours: Since 2011, through Google.org, Google employees volunteered more than 72,000 hours with nonprofits and schools.

Google.org pro bono support: As part of a Google.org Fellowship, a team of Google employees (software engineers, product managers, UXers, & more) worked full-time for six months with Rewiring America to build and launch the Incentive Calculator that enables residents in Illinois to input a few household details and see the home electrification rebates and tax credits available to them, reducing emissions and empowering communities to adopt clean energy.

\$32M+ of Ad Grants to nonprofits: In 2024 alone, Google.org provided more than \$32 million worth of donated search ads to Illinois nonprofits through the Google Ad Grants program.

Partnering with local governments and academic institutions to help Illinoisans

16% Improvement in Conversation Completion

& 5 Key Languages Supported: Dialogflow CX, a conversational AI platform, powers the "Chat with CTA" chatbot for the Chicago Transit Authority, resulting in a 16% improvement in conversation completion and providing real-time updates and issue reporting in English, Spanish, Polish, Simplified Chinese, and Filipino/Tagalog, enhancing customer service, communication, and accessibility for a diverse rider base. The Chat with CTA chatbot has grown CTA's customer service reach by over 63%, and by automating responses to frequent inquiries, has enabled CTA to streamline their customer support, improve efficiency and free up staff to focus on more strategic and complex work.

\$183 Million Saved & 300,000 Live Projects

Viewable: ChiStreetWork, an interactive map built on the Google Maps Platform by CDOT and SADA, enabled the City of Chicago to save \$183 million in its first year of operation and allows Chicago residents to view 300,000 live construction and utility projects, improving transparency, reducing traffic disruptions, and decreasing call volume.

24/7 Multilingual Virtual Agent Handling 140,000+ Daily Inquiries, 40,000 After-Hours Calls, and

Faster Claim Filing: Contact Center AI (CCAI), a conversational AI platform, powers a 24/7 virtual agent on the IDES Illinois website and phone lines, providing multilingual assistance for frequently asked questions about unemployment benefits and self-help options. Virtual agents handle more than 140,000 phone and web inquiries per day, with the phone virtual agent answering 40,000 after-hours calls per night, enabling Illinois residents to get help to file their unemployment claims faster, and mitigating an overwhelmed contact center during the COVID-19 pandemic.

Personalized COVID-19 Support: "Chi COVID Coach," a mobile app built on Google Cloud by the Chicago Department of Public Health with MTX, provides personalized responses and daily check-ins via text, tailored to the symptoms of each user during the pandemic, keeping data private and aiding public health efforts.

Thousands of Families Accessing Behavioral Healthcare, 70% Case Clearance Rate, 6 Agencies

Unified in 7 Months: Google Public Sector built the BEACON Children's Behavioral Health Portal for **Illinois**, launching it statewide in August 2024 after just seven months of development. This transformative initiative unifies services from six different agencies into a single system, providing thousands of Illinois families with increased access to behavioral healthcare in its first month. In the first quarter of implementation, BEACON handled over 400 families' cases and successfully cleared 70% of them.

5 Million+ Drivers Notified to "Move Over": The **Illinois State Police (ISP)** partnered with Google Public Sector to implement a real time, GPS- based alert system, being one of the first law enforcement agencies to provide move-over crash notifications in Waze and Google Maps, notifying over 5 million drivers to "Move Over and Slow Down," increasing awareness and safety and leading the nation in move-over crash safety.