

Senator Mike Lee
316 Hart Senate Office Building
Washington, D.C. 20510
Phone: 202-224-5444
Fax: 202-228-1168

To: Senator Mike Lee

September 22, 2011

Re: proof of how Google affects travel choices: Make competitors hard to find on maps.

Dear Senator Lee (or your staff assigned to the Google hearings)

One way Google "controls" the choices for travel is to alter common online maps by incorrectly labeling road names, by eliminating the existence of recreational waterways, and by diverting searchers to places of the same name in an entirely different local or state. California Delta businesses have been struggling with Google antics since 2005. I have been keeping "print screens" of the problems, and would welcome the opportunity to provide all data. In the meantime, I am providing herein links to proof of the below described incidents. In order for you to understand the issues with Google and the California Delta region, you will need to see a correct Delta map. Here's one:

<http://deltarevision.com/2011videos/wrongmaps/Plate%20%20Regional%20Map-usace.pdf>

SUMMARY: Since 2005 Google has been intentionally incorrectly labeling specific roads, land forms and waterways in the Delta region of Northern California. The result is that persons trying to drive to Delta area resorts or businesses often get lost and very frustrated. I started contacting Google about this issue in 2006, and have kept "print screens" of the incorrect data Google has been showing online. In addition, I noticed starting about 2008, as many area residents and even farm lands were sold in bankruptcy, that Google would not correctly display the location of the property for sale. Common sense says that if people can not find the property, they can not do their research to decide if they want to bid on the property. I believe the failure of Google to display the area roads, even within the Delta towns, is continuing to cause further devaluation the lands of the Delta.

Several years ago, when Google got the contracts for the National Atlas online, and for important government agencies like NOAA, the naming problems got even worse. As of 2011 Google has changed the names of Delta waterways, dropped the names of Delta islands, mislabeled Delta roadway names online, etc.

I created a webpage http://ryerisland.com/google_on_ryer.htm to track my complaints with Google mapping and search engine results regarding Ryer Island. I have also tracked the problems with the incorrect labeling of Snug Harbor Drive at <http://snugharbor.net/SnugHarborDrive.htm> and examples of incorrect Delta maps are gathered at <http://deltarevision.com/wrong-maps-of-the-delta.html>

ISSUE: GOOGLE DISPLAYS WRONG ROAD NAMES: 2007-2010: Repeated requests made to Google using the online procedure for road name corrections was ignored by Google. My business is on Snug Harbor Drive, a road that officially received that name per Solano County procedures in 1985. There are

29 residential parcels and a small marina/rv resort on Snug Harbor Drive. Mail is delivered to Snug Harbor Drive addresses and AP#s are Snug Harbor as well. My business advertising refers to Snug Harbor Drive. However, around 2005 Google decided to rename the private road as "Port Lane", so people using printed Google maps, or GPS using Google maps, could not find my business. Since Google ignored my requests for correction, Solano County mapping/resource department sent Google several requests as well. One contact: DWCLiche@SolanoCounty.com who worked with county personnel to get the correction to the road name eventually:

<http://mapinsight.teleatlas.com/mapfeedback/ReportStatus/d5b0f4b4-fb15-102b-b3a7-ded48e47bcd8/en> and <http://mapinsight.teleatlas.com/mapfeedback/ReportStatus/4b014c7b-07a2-102c-80cf-1270fa980963/en>

Only in August 2011 was the road name corrected on some (not all) of the Google mapping sections. More info at <http://snugharbor.net/images2010/maps/google5-8-2010shd.jpg> Here are just a few of the other negative effects of Google's incorrect naming of Snug Harbor Drive to Port Lane:

- (1) FEMA maps for this area were updated in the last 2 years. The FEMA map uses the wrong street name and may have based the revision on the OTHER Ryer Island, per Google maps. http://snugharbor.net/images2009/new_sh_mapix9.jpg http://ryerisland.com/images/gov-pdfs/floods/100_yr_flood.pdf http://ryerisland.com/no_ryer_flood.htm
- (2) US Census 2010 personell showed up onsite, looking for Port Lane. I explained the problem. I do not know if the census for this area uses Port Lane or Snug Harbor Drive as that information is not available to non-government types, or at least not easily accessible online. http://deltarevision.com/2011videos/wrongmaps/snugharbor_on_sevenmile_slough.jpg Note that Seven Mile Slough is NOT in Solano County. Snug Harbor IS in Solano County. So did the census count the residents of Snug Harbor Drive as in Solano or Sacramento County? <http://snugharbor.net/images2011/maps/uscensus-wrong1.jpg>
- (3) GPS services that contract with Google Maps, such as Verison phone maps, direct viewers to the wrong locations in the Delta, creating frustration and an overall negative impact for visitors to the area. http://ryerisland.com/images/maps/gm_wrong_ryer.jpg
- (4) 2005-2009: Local US Coast Guard training for hazmat response (false emergency to train new recruits) was conducted on Ryer Island/Steamboat Slough. The recruits at the Rio Vista office received the call for assistance and were given the name "Ryer Island". Recruits used Google, which sent them to an unoccupied island in the Suisun Bay also called Ryer, and did not give reference to the occupied Ryer. http://ryerisland.com/effects_on_residents.htm http://ryerisland.com/google_on_ryer.htm

ISSUE: GOOGLE DISPLAYS WRONG DELTA ISLAND NAMES AND/OR LOCATIONS: Delta-wide Google has created a TREMENDOUS problem not just for visitors, but for the state and federal agencies conducting studies of the Delta! 2005-2011 Google online maps kept revising the names of Delta Islands, causing further confusion for anyone utilizing Google mapping while traveling in the Delta. In addition, since Google is the primary "go to" online map service when one does a search, just at the same time as studies and reports were being done about the Delta, Google was often found to be

changing Delta island names. The result is that some very expensive reports, like DRMS Phase 1, Delta Flooded Islands Feasibility Studies, and Delta Vision, used incorrect Delta area location and/or island names. Examples:

- (1) Examples of searches for Ryer Island and other Delta Islands with incorrect Google results in the last few years, making it hard to find us: http://ryerisland.com/google_on_ryer.htm
<http://ryerisland.com/images/maps/google12-28-08ryer.jpg>
http://snugharbor.net/images2010/maps/google_map2-9-2010grand.jpg
http://snugharbor.net/images2010/maps/google_map5-8-2010ryer.jpg
http://snugharbor.net/Images2008/gm_wrong_ryer_tyler.jpg
<http://snugharbor.net/Images2008/google-ryer-wrong.jpg>
<http://ryerisland.com/images/maps/google-tylerIsland.jpg>

- (2) Examples of mistakes made in reports, showing use of incorrect Delta area/island names, which puts the accuracy and integrity of the report itself into question:
 - A. At least 10 mistakes are made regarding Delta area islands or locations in the study to determine possible pre-flooding of islands:
http://ryerisland.com/images/smalls/2004_flooded_islands-wrong_islands_map.jpg
 - B. Professor confuses island names:
http://ryerisland.com/images/maps/mount_wrong_ryer.jpg
 - C. Webpage dedicated to the wrong maps of the Delta: <http://deltarevision.com/wrong-maps-of-the-delta.html>
 - D. Delta Vision map incorrect:
http://deltarevision.com/2011videos/wrongmaps/2ryers_confuse_deltavision.jpg
http://deltarevision.com/2011videos/wrongmaps/delta_vision_cover_wong_island_name.pdf Sacriver.org gets a bit confused... http://deltarevision.com/2011videos/wrongmaps/sacramento_steamboat_switch2006.jpg
 - E. NOAA confuses Delta waterways:
http://deltarevision.com/2011videos/wrongmaps/noaa_sacramento_river_wrong.jpg

- (3) The following map may not have been generated using Google maps, but it does show the extent of confusion in California agencies, which has been using Google maps for the last 5 years or more. The "lake" in the official CalTrans map found online is Ryer Island...not a lake!
<http://snugharbor.net/images2011/maps/caltrans-ryer.JPG>

WHY WOULD GOOGLE PROVIDE WRONG DATA ONLINE?

One possible reason Google has been creating travel confusion in the Delta: *Google's charitable activities according to their online data promotes the growth of tules to "erase their carbon footprint"*. There is currently the BDCP for the Delta in the EIR/EIS phases which would convert many Delta farmlands to Tule forests. If less visitors come to the Delta, there will be less people to complain when the Delta farmlands are converted over the objection of Delta land owners. Coincidence?

http://static.googleusercontent.com/external_content/untrusted_dlcp/www.google.com/en/us/green/pdfs/google-carbon-offsets.pdf

Another possible reason Google has been incorrectly labeling roads of the Delta: *Get rid of the competition for buyers of Delta homes and farm lands.* In other words, if a potential buyer can not find a location for sale on a map, that buyer is less likely to take the time to do the research needed to do a wise purchase. One would have to review the completed sales in the Delta over the last 3 years to see who or what business has been doing the purchasing.

Interesting to note: local impact from the cooperation between Verizon Cell Phone Service and Google: For some unexplained reason, Verizon, which holds the contract with many state agency employees, does not offer good phone service in the Delta region, even within 20 miles of the California State capitol! Since Google and Verizon cooperate on advertising, mapping, phone searches, etc, one might want to ask why Verizon does not provide cell service in the Delta region.

Senator Lee, thank you for at least having the guts to challenge Google, which clearly is in a position to inform or influence voters towards someone to take your legislative seat. In my opinion, Google is helping to usher in the dawning of a new dark age, where facts or correct information will be obscured by the data Google wants the viewer to see.

If you need additional information, or if the links provided are not working, please email back or call my business at (916)775-1455.

Respectfully submitted,

Nicole S. Suard, Esq., Managing Member, Snug Harbor Resorts, LLC 3356 Snug Harbor Drive, Walnut Grove, CA 95690 916-775-1455 <http://snugharbor.net> email: sunshine "at" snugharbor.net

P.S. Who owns California media since the packaged bankruptcies of 2009 and 2010?

<http://snugharbor.net/images2010/media2010-players.JPG>