



October 18, 2011

Mayor Antonio Villaraigosa
City Hall
200 North Main Street
Los Angeles, CA
90012

Dear Mayor Villaraigosa,

We ask that the City of Los Angeles fully disclose immediately the extent to which Google has failed to comply with its contractual obligations to implement Google Apps for Government, a so-called cloud computing system, which was to have provided the City of Los Angeles with its email system.

As the attached letter from the City's Chief Technology Officer to CSC indicates, Google is in breach of the \$7.25 million contract and has repeatedly failed to meet deadlines and live up to its promises. CSC is installing the Google system and is technically the prime contractor on the project. While the City has kept Google's breaches of its contract quiet, the Internet giant has held Los Angeles out as a model for securing municipal, state and governmental agencies based on the false promise that it could satisfy the needs of the second largest city in America. On its website promoting Google Apps, it actually lists the failed Los Angeles effort as a success. (<http://googleenterprise.blogspot.com/2009/12/why-city-of-los-angeles-chose-google.html>)

In fact, almost two years after the plan was unveiled, Google is unable to meet the security requirements of the City and the Los Angeles Police Department that are required by the U.S. Department of Justice Criminal Justice Information Systems. The contract to put about 30,000 city employees on the Google system was signed on Nov. 19, 2009. On Aug. 10, 2010 the contract was amended and Google said all security requirements would be met and that Google would pay the City for the costs of operating the GroupWise System that the police department would continue to use through June 30, 2011. However, in May Google said it would be unable to complete the transition and comply with the city's security requirements.

If Google is unable to satisfy the security needs of the LAPD two years after it promised to do so, the company is likely not able to meet the needs of the federal government or other governmental agencies regarding security. These agencies deserve to know the details, given Google's practice of holding Los Angeles out as a model for other governmental cloud computing contracts.

Instead of a the promised transition, a mere 17,000 city employees use the Google system while 13,000 LAPD and other employees involved in law enforcement cannot make the move.

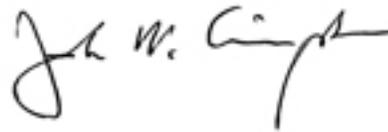
Google's record with the city is nothing but broken promises and missed deadlines. The Internet giant simply has not done what it said it would do and has tried to buy its way out of the mess it has made by covering the unbudgeted costs of the LAPD's GroupWise System that the department has been forced to continue using.

The situation is troubling enough for the City, but has serious implications far beyond Los Angeles. America deserves to know how Google has failed Los Angeles. We call upon you to be transparent and immediately to disclose the documentation of Google's failures in Los Angeles. In addition, we suggest the City of Los Angeles recover the liquidated damages Consumer Watchdog recommended for the contract and cut its ties with Google.

Sincerely,



Jamie Court
President



John M. Simpson
Privacy Project Director

CC: Wendy Greuel, Los Angeles Comptroller