

CITY OF LOS ANGELES
CALIFORNIA



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WWW.DLANC.COM

EMAIL: DLANC@EMPOWERLA.ORG

February 13, 2023

Re: CF 22-1154: IKE Smart City LLC / Installation and Maintenance / Interactive Kiosks

To Whom It May Concern:

At a special public meeting on February 13, 2023, the Board of Directors of the Downtown Los Angeles Neighborhood Council ("DLANC") voted to provide the following comments below:

The Downtown Los Angeles Neighborhood Council submits this Community Impact Statement **in support if amended** of CF 22-1154: IKE Smart City LLC / Installation and Maintenance / Interactive Kiosks.

Digital kiosks in an urban environment such as Downtown Los Angeles provide invaluable opportunities for displaying critical information and connecting Angelenos, tourists, and the unhoused with resources in an easy and immediate manner. Aside from their uses to display emergency messaging/calling capabilities to immediate transit information, these devices can help create a diverse street furniture program to generate additional revenue streams to fund public improvements within our communities.

Although the benefits of digital kiosks are substantial in a neighborhood like Downtown, it is essential that the rollout of such devices be carefully planned and thought out to avoid challenges in the future. Specifically, DLANC has serious concerns regarding how these devices would be maintained in addition to how resilient these devices are to vandalism. Devices such as LinkNYC have faced significant controversy as it relates to these sites becoming points for loitering and blight.

Therefore, DLANC recommends relevant city agencies consider the following stipulations when implementing the IKE Smart City Digital Kiosks on the Public Right-of-Way:

1. MyLA311 reporting capabilities should be created with any rollout of these devices to allow the public to report damaged or vandalized units to the 3rd-party maintainer to respond to requests for service.
2. Create data and privacy protections to prevent 'data-harvesting' for purposes of media and ad generation.
3. Create cyber-security provisions for public wifi integrations such as strict encryption protection and appropriate firewalls and filters for public broadband use.

4. Mandate the operator maintains a Neighborhood Services Liaison to interface with Council Offices, Neighborhood Councils, Business Improvements Districts (BID), Chambers, and other CBO's to address any day-to-day concerns pertaining to the operation of digital kiosk units.
5. Create a limited pilot program at select locations in dense urban neighborhoods such as Downtown Los Angeles, and work with CBOs, Neighborhood Councils, BIDs, and Council Offices on their placement and location.

*** SUBJECT TO APPROVAL BY DLANC BOARD OF DIRECTORS ON FEBRUARY 13, 2023 ***

Sincerely,

Claudia Oliveira
President,
DLANC

Debby Zhou
Chair,
DLANC Livability Committee

Cc:

Council District 1 (via email)
Council District 9 (via email)
Council District 14 (via email)
Bureau of Street Services (via email)
City Tourism Department (via email)