

CITY OF LOS ANGELES
CALIFORNIA



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August 12, 2025

Re: CF 22-1154-S1: Interactive Kiosks / Installation and Maintenance / Public Right-of-Way / Request for Proposal

To Whom It May Concern:

At a regular public meeting on **August 12, 2025**, 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-S1: Interactive Kiosks / Installation and Maintenance / Public Right-of-Way / Request for Proposal

In February 2023, DLANC submitted a [Community Impact Statement](#) on Council File 22-1154 and the proposed RFP with IKE Smart City, LLC. DLANC maintains its position that digital kiosks in urban environments like Downtown Los Angeles offer valuable opportunities to share critical information and connect Angelenos, tourists, and unhoused individuals with resources quickly and easily.

That said, DLANC emphasizes the need for a carefully planned rollout, with clear parameters outlined in the RFP for bidders to address. To ensure long-term success and avoid future challenges, it is essential that concerns regarding kiosk maintenance and resilience to vandalism be addressed early in the RFP process. Similar projects, such as LinkNYC, have faced significant issues related to loitering and urban blight—issues that must be proactively mitigated.

Therefore, DLANC recommends that relevant city agencies include the following stipulations in the upcoming RFP for digital kiosks in the public right-of-way:

1. **Integrate MyLA311 Reporting Capabilities:** Include MyLA311 reporting and sufficient seat licenses in the RFP proposal to allow the public to report damaged or vandalized units directly to the third-party maintainer for timely service response.
2. **Enforce Data and Privacy Protections:** Establish strict regulations to prevent data harvesting for the purpose of media targeting or ad generation, ensuring user data is not exploited.
3. **Require Cybersecurity Standards for Public Wi-Fi:** Include provisions for robust cybersecurity measures, such as strong encryption, firewalls, and content filters, to protect users accessing public broadband through the kiosks.
4. **Neighborhood/Community Services Liaison:** Include within the proposal for third-party's to designate a liaison to interface with Council Offices, Neighborhood Councils, Business Improvement Districts (BIDs), Chambers of Commerce, and community-based organizations (CBOs) to address day-to-day concerns related to kiosk operation.
5. **Implement a Limited Pilot Program:** Consider an initial pilot program in select, high-density urban neighborhoods, such as Downtown Los Angeles, and collaborate with CBOs, Neighborhood Councils, BIDs, and Council Offices to determine appropriate locations and placements.

Sincerely,

SUBJECT TO APPROVAL BY DLANC BOARD OF DIRECTORS ON AUGUST 12, 2025*

Jens Midthun
President,
DLANC

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)