

## Communication from Public

**Name:** Lucy Haro

**Date Submitted:** 06/10/2025 11:00 AM

**Council File No:** 25-0557

**Comments for Public Posting:** Dear Transportation Committee Members, As the owner of Qusqo, I am writing to express my opposition to the proposed motion to pilot exclusion zones around restaurants and local businesses. Exclusion zones would have significant negative impacts on local small businesses and our ability to serve customers across Los Angeles. Delivery platforms are a critical part of how we reach our customers, particularly in a city as large and diverse as Los Angeles. Many of us, especially independently owned and neighborhood-based establishments, depend on delivery as a vital revenue stream. Any disruption to the delivery process, such as limiting where drivers can pick up deliveries, has the potential to reduce order volume, delay service, and alienate customers who expect quick, reliable access to food, groceries, and other essentials. Moreover, exclusion zones may create logistical challenges that ripple throughout the delivery ecosystem. If drivers are prevented from picking up orders at locations closest to them, they may be forced to travel farther, increasing the time and cost associated with each order. This could drive up delivery prices for customers, and increase wait times, all of which threaten the sustainability of delivery services that our businesses rely on to survive. This is especially troubling at a time when small businesses across Los Angeles are still recovering from the economic challenges of recent years. Additional barriers, such as reduced delivery efficiency or decreased customer satisfaction, could make it harder for us to stay competitive, retain loyal customers, and continue supporting our workers. We are also concerned about the feasibility and precedent of implementing exclusion zones. To our knowledge, no other city has adopted a policy of this nature, and there is no proven model to suggest it would be effective or equitable. As a small business owner, I am already navigating complex economic pressures. The last thing I need is a policy that makes it harder to serve our customers and keep our doors open. I urge the committee to reconsider this motion and instead work collaboratively with all stakeholders—including restaurants, delivery platforms, and delivery drivers—to identify solutions that support small businesses, maintain reliable access to essential services, and help Los Angeles communities thrive. Sincerely, Lucy Haro at Qusqo

## Communication from Public

**Name:** Anne O'Malley

**Date Submitted:** 06/10/2025 11:01 AM

**Council File No:** 25-0557

**Comments for Public Posting:** Dear Transportation Committee Members, As the owner of Dune, I am writing to express my opposition to the proposed motion to pilot exclusion zones around restaurants and local businesses. Exclusion zones would have significant negative impacts on local small businesses and our ability to serve customers across Los Angeles. Delivery platforms are a critical part of how we reach our customers, particularly in a city as large and diverse as Los Angeles. Many of us, especially independently owned and neighborhood-based establishments, depend on delivery as a vital revenue stream. Any disruption to the delivery process, such as limiting where drivers can pick up deliveries, has the potential to reduce order volume, delay service, and alienate customers who expect quick, reliable access to food, groceries, and other essentials. Moreover, exclusion zones may create logistical challenges that ripple throughout the delivery ecosystem. If drivers are prevented from picking up orders at locations closest to them, they may be forced to travel farther, increasing the time and cost associated with each order. This could drive up delivery prices for customers, and increase wait times, all of which threaten the sustainability of delivery services that our businesses rely on to survive. This is especially troubling at a time when small businesses across Los Angeles are still recovering from the economic challenges of recent years. Additional barriers, such as reduced delivery efficiency or decreased customer satisfaction, could make it harder for us to stay competitive, retain loyal customers, and continue supporting our workers. We are also concerned about the feasibility and precedent of implementing exclusion zones. To our knowledge, no other city has adopted a policy of this nature, and there is no proven model to suggest it would be effective or equitable. As a small business owner, I am already navigating complex economic pressures. The last thing I need is a policy that makes it harder to serve our customers and keep our doors open. I urge the committee to reconsider this motion and instead work collaboratively with all stakeholders—including restaurants, delivery platforms, and delivery drivers—to identify solutions that support small businesses, maintain reliable access to essential services, and help Los Angeles communities thrive. Sincerely, Anne O'Malley at Dune