

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Allegra Jacchia and I live in Hollywood in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because

- Coco provides a more affordable delivery option for local businesses dealing with the impact of the COVID pandemic
- Coco is more sustainable than car-based delivery. There is no need for the added pollution and traffic generated by short distance car delivery.
- Coco provides a convenient and affordable way for residents to support businesses in their neighborhoods

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Allegra Jacchia  
748 Wilcox Avenue, Los Angeles, CA 90038  
allegrajac@gmail.com

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

Re: Item 5 - Personal Delivery Devices | Council File: 20-1328

Dear Councilmembers,

My name is Alana Weinroth and I live in West Hollywood in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because Coco provides a more affordable delivery option for local businesses dealing with the impact of the COVID pandemic.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible without the restrictive vehicle caps or fees proposed. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Alana Weinroth  
937 ½ N Vista St  
Los Angeles, CA  
90046  
Alana.weinroth@gmail.com

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee  
2735 Bottlebrush Dr, Los Angeles, CA 90077

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Council members,

My name is Arianna Jacchia and I live in Bel Air in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because

- Coco provides a more affordable delivery option for local businesses dealing with the impact of the COVID pandemic
- Coco is more sustainable than car-based delivery. There is no need for the added pollution and traffic generated by short distance car delivery.
- Coco provides a convenient and affordable way for residents to support businesses in their neighborhoods

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Arianna Jacchia, 2735 Bottlebrush Dr, Los Angeles, CA 90077,  
[jacchiaarianna@gmail.com](mailto:jacchiaarianna@gmail.com)

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Brian Sullivan and I live in Pacific Palisades in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because Coco is more sustainable than car-based delivery. There is no need for the added pollutant traffic generated by short distance car delivery.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Brian Sullivan

bconnected@aol.com

June 1, 2021

VIA

E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

Cinque Terre WEST Osteria has operated in Los Angeles for two years. Cinque Terre WEST Osteria is a family owned and operated business in Pacific Palisades.

COVID-19 pandemic has created a tremendous burden on my business and I need creative solutions to allow us to stay open, keep my employees in their jobs, and serve our customers safely.

Coco's remotely-piloted delivery robots provide a clear public benefit to my business and to the City of Los Angeles.

- **Coco is an eco-friendly option.**

Zero emission remotely-piloted delivery robots replace cars, reducing CO2 emissions and decreasing traffic and cars double-parked in bike lanes.

- **Coco supports local jobs.**

Vehicles are always operated by real people and Coco hires local field operations team members.

- **COVID-safe, affordable delivery for Angelenos.**

Coco is offering free delivery to both seniors and healthcare professionals during COVID-19 and the delivery cost is a fraction of the Car-based delivery companies; saving local businesses money.

**Please do not put burdensome fees or overly restrictive**

**vehicle caps on personal delivery devices.**

Our city should support good partners like Coco and work with them to build a national model for personal delivery devices that can keep my business open and my employees safe and employed. Any regulatory program we adopt should encourage the use of this more affordable and sustainable service over car-based delivery options.

Thank you,

Marlo Vinzoni - Co-owner

CinqueTerre WEST Osteria  
[info@cinqueterrewest.com](mailto:info@cinqueterrewest.com)  
970 Monument St. Suite 110  
Pacific Palisades, CA 90272  
(310) 454-0709  
[www.cinqueterrewest.com](http://www.cinqueterrewest.com)

June 1, 2021  
VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

Cravings grill has operated in Los Angeles, Westwood Area for 5 YEARS. We are a Mediterranean and Persian Cafe located at 10850 Wilshire Blvd. # 102 LA CA 90024.

COVID-19 pandemic has created a tremendous burden on my business and I need creative solutions to allow us to stay open, keep my employees in their jobs, and serve our customers safely. Our delivery customers, prefer touchless and contactless delivery after pandemic to reduce the spread of covid.

Also our restaurant is located in a high rise building coridor and it is great for us to deliver via robot. Not only it will not travel far, but also it is so safe to operate.

Coco's remotely-piloted delivery robots provide a clear public benefit to my business and to the City of Los Angeles.

- Coco is an eco-friendly option. Zero emission remotely-piloted delivery robots replace cars, reducing CO2 emissions and decreasing traffic and cars double-parked in bike lanes.
- Coco supports local jobs. Vehicles are always operated by real people and Coco hires local field operations team members.
- COVID-safe, affordable delivery for Angelenos. Coco is offering free delivery to both seniors and healthcare professionals during COVID-19 and the delivery cost is a fraction of the Car-based delivery companies; saving local businesses money.

Please do not put burdensome fees or overly restrictive vehicle caps on personal delivery devices.

Our city should support good partners like Coco and work with them to build a national model for personal delivery devices that can keep my business open and my employees safe and employed. Any regulatory program we adopt should encourage the use of this more affordable and sustainable service over car-based delivery options.

Thank you,

Shane Mahdavi  
Cravings Grill

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee  
748 Wilcox Ave.  
Los Angeles Ca. 90038

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Dr. Khizer Khaderi and I live in Venice Beach in Los Angeles. I moved from the Bay area for all the great offerings of Southern California, especially the community. Even though I work at Stanford University, the inconvenience of travel up north is outweighed by the love and support I get from my neighborhood.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because

- Coco provides a convenient and affordable way for residents to support businesses in their neighborhoods

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Dr. Khizer Khaderi kkhaderi@stanford.edu

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee  
2735 Bottlebrush Dr, Los Angeles, CA 90077

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

Jinya Ramen has operated in Los Angeles for 6 years. We are a fast casual Japanese ramen and tapas restaurant that has been on the forefront of making this traditional Japanese dining experience accessible and more appealing for everyone, as well as bringing it right to people's homes. We have done so by partnering with companies such as coco for deliveries, which has brought an ease and convenience to us and customers.

COVID-19 pandemic has created a tremendous burden on my business and I need creative solutions to allow us to stay open, keep my employees in their jobs, and serve our customers safely.

Coco's remotely-piloted delivery robots provide a clear public benefit to my business and to the City of Los Angeles.

Coco is an eco-friendly option. Zero emission remotely-piloted delivery robots replace cars, reducing CO2 emissions and decreasing traffic and cars double-parked in bike lanes.

Coco supports local jobs. Vehicles are always operated by real people and Coco hires local field operations team members.

COVID-safe, affordable delivery for Angelenos. Coco is offering free delivery to both seniors and healthcare professionals during COVID-19 and the delivery cost is a fraction of the Car-based delivery companies; saving local businesses money.

Please do not put burdensome fees or overly restrictive vehicle caps on personal delivery devices.

Our city should support good partners like Coco and work with them to build a national model for personal delivery devices that can keep my business open and my employees safe and employed. Any regulatory program we adopt should encourage the use of this more affordable and sustainable service over car-based delivery options.

Thank you,

Geoffrey Witt, General Manager  
Jinya Ramen Bar

Geoff, GM Jinya Ramen Bar, Santa Monica  
Cell: (260)710-5743  
Email: [geoffreywitt@icloud.com](mailto:geoffreywitt@icloud.com)

June 1, 2021

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Grace Fisher and I live in Palms neighborhood in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because I am nervous about strangers and their vehicles constantly accessing my street. As a young female, it is difficult to feel comfortable walking my dog or even just walking from my car and drivered delivery platforms only exacerbate the amount of traffic.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Grace Fisher  
Los Angeles CA

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is James Jerlecki and I live in Venice in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because it lowered the cost of deliveries in my area and was an unbelievably convenient and contactless way of getting food and supplies during covid. I've loved using this service and am a huge fan of its cute robots. I'd be happy to talk at length to any council member about my experience with the service.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

James Jerlecki  
[jerlecki@gmail.com](mailto:jerlecki@gmail.com)  
5745965024

June 1, 2021  
VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

Re: Item 5 - Personal Delivery Devices | Council File: 20-1328

Dear Councilmembers,

I've been owner of San Pedro Brewing Company since 1999. We introduced Coco delivery earlier this year. We really like the whole concept behind Coco- much lower fees than Grubhub, DoorDash, etc.; ease of use; climate friendly; and this program creates jobs while also keeping manufacturing in Los Angeles.

I'm also a proud UCLA alumnus. Zach, the co-founder, is a recent UCLA grad. Good to see our alums keeping business local.

Let's keep Coco roving the sidewalks and serving our communities!!

Cheers,

James Brown  
Owner  
San Pedro Brewing Co.

Partner  
Port Town Brewing Co.

June 1, 2021

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Members of the Council,

Thank you very much for the opportunity to write.

My name is Jill Galbraith and I live in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco for a myriad of reasons. Among them, because Coco provides a more affordable delivery option for local businesses dealing with the impact of the pandemic, Coco is more sustainable than car-based delivery, and Coco provides a convenient and affordable way for residents to support businesses in their neighborhoods. To me, Coco is the future of local delivery, and I want to see this technology revolutionize industries while conserving resources and bringing communities closer together.

Thank you very much for your time,

Jill

June 1, 2021

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

We have multiple restaurants in Los Angeles including SocialEats Hollywood and the soon to open SocialEats Mid-Wilshire. We have operated in Los Angeles since 2019. Our concept is a mini food hall where multiple brands live and can be experienced at the same time. Prior to Covid our business model was focused on taking advantage of heavy delivery demand. Now more than ever, we are going to be reliant on that delivery demand keeping our businesses in operation. COVID-19 pandemic has created a tremendous burden on my business and I need creative solutions to allow us to stay open, keep my employees in their jobs, and serve our customers safely. Coco's remotely-piloted delivery robots provide a clear public benefit to my business and to the City of Los Angeles.

- **Coco is an eco-friendly option.**

Zero emission remotely-piloted delivery robots replace cars, reducing CO2 emissions and decreasing traffic and cars double-parked in bike lanes.

- **Coco supports local jobs.**

Vehicles are always operated by real people and Coco hires local field operations team members.

- **COVID-safe, affordable delivery for Angelenos.**

Coco is offering free delivery to both seniors and healthcare professionals during COVID-19 and the delivery cost is a fraction of the Car-based delivery companies; saving local businesses money.

**Please do not put burdensome fees or overly restrictive vehicle caps on personal delivery devices.**

Our city should support good partners like Coco and work with them to build a national model for personal delivery devices that can keep my business open and my employees safe and employed. Any regulatory program we adopt should encourage the use of this more affordable and sustainable service over car-based delivery options.

Thank you,

john

SocialEats Hollywood  
1542 N Cahuenga Blvd, Los Angeles, 90028

SocialEats Mid-Wilshire  
5670 Wilshire Blvd, Ste 160, Los Angeles, CA 90036

**JOHN KOLASKI**  
FOUNDER + CEO | Curator  
**K2 RESTAURANTS**  
e. [jk@k2restaurants.com](mailto:jk@k2restaurants.com)  
[www.k2restaurants.com](http://www.k2restaurants.com)

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee  
11 Mast St. Marina Del Rey, CA, 90292

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Josh Dubin and I live in Marina Del Rey in Los Angeles.

After the COVID lockdown ravaged small businesses, particularly restaurants, we saw restaurants struggle to stay afloat. One aspect that kept restaurants alive was the ability to deliver while they couldn't have customers inside the restaurant. Now it has become clear, that the economics of current delivery options make a service that restaurants relied upon, unaffordable.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because it is far more affordable for local restaurants and businesses that struggle with current delivery options, especially during the COVID pandemic. Particularly in cities like Los Angeles with a lot of short distance deliveries, it is also far more sustainable to have a service like Coco rather than having car-based delivery.

These services provide an incredible business alternative for restaurants to grow their brand and thrive within Los Angeles. Reducing any barriers that restaurants face to sustaining and growing both from a logistical and an economic standpoint should be our primary objective now as these businesses have struggled significantly under the COVID lockdown.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Josh Dubin

11 Mast St.

Marina Del Rey, CA, 90292  
josh.e.dubin@gmail.com

June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Katyna Mercenari and I live in Hancock Park in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because Coco provides a convenient and affordable way for residents to support businesses in their neighborhoods

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible without the restrictive vehicle caps or fees proposed. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Katyna Mercenari [katynajac@gmail.com](mailto:katynajac@gmail.com)



June 1, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

Santa Monica's Main Street Merchants Association has been thrilled to have Coco providing low cost, zero emission delivery in our district since last year. This service has been especially helpful to local restaurants and markets hit hard by the impact of the pandemic. The current paradigm of 3rd party food delivery is crushing restaurants and retailers, and robot delivery like COCO promises a better solution: cheaper, faster, greener.

Santa Monica's program in the downtown and Main Street area was so successful that City Council voted to expand the program to serve restaurants anywhere in the city. Santa Monica has approached this service as a sustainable replacement for short distance deliveries by cars, and has not put a cap on the number of vehicles or required any permit fees. We would encourage the City of Los Angeles to do the same. Excessive fees or limits on the number of vehicles, will make this a less useful and less viable option for local businesses.

Thank you,

Hunter G. Hall

*Hunter G. Hall*

Executive Director  
314.323.4663  
hunter@mainstreetsm.com

June 1, 2021

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee  
**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Marc Reid and I live in Pacific Palisades in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because it would help support our local businesses in a cost effective and an environmentally responsible way.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Marc Reid  
1147 Embury St  
Pacific Palisades, CA 90272  
[marcdanielreid@yahoo.com](mailto:marcdanielreid@yahoo.com)

June 1, 2021

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Susan Sarullo and I live in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because we need more innovative delivery solutions that are emissions free and that will reduce traffic in busy LA pockets.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible **without the restrictive vehicle caps or fees proposed**. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,

Susan Sarullo  
[suesarullo@gmail.com](mailto:suesarullo@gmail.com)  
588 Rosecrans  
Manhattan Beach, CA 90266

June 1, 2021  
VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012  
Los Angeles City Council - Transportation Committee

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Councilmembers,

My name is Eli Sones and I live in Marina Del Rey in Los Angeles.

I would love for restaurants and markets in Los Angeles to have access to delivery services like Coco because Coco provides a more affordable delivery option for local businesses dealing with the impact of the COVID pandemic.

Coco's remotely-piloted delivery robots provide contact-free delivery at a fraction of the cost of car-based delivery alternatives. We ask that the City of Los Angeles allow Coco's robots to operate in our community as soon as possible without the restrictive vehicle caps or fees proposed. We should incentivize new technologies that get cars off our streets and make delivery more affordable for local businesses.

Thank you,  
Eli Sones  
4055 Redwood Avenue, LA, CA 90066  
[elisones@gmail.com](mailto:elisones@gmail.com)



June 8, 2021

VIA E-MAIL

Los Angeles City Hall  
200 N. Spring St.  
Los Angeles, CA 90012

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear Chair Blumenfield and Councilmembers,

On behalf of Coco, I want to express our gratitude to you and to the LADOT team for your thoughtful consideration of regulations for personal delivery devices. Coco is thrilled to have worked closely with community members, local businesses, BIDs, chambers of commerce, the LADOT team, Council Offices, and Councilmembers in piloting our service in San Pedro and Venice. The pandemic has created a huge burden on local restaurants and has forced them to increasingly rely on car-based delivery to reach their customers. These services are often incredibly expensive for both restaurants and customers alike, which the Council addressed through the delivery fee cap adopted last year. These services also pollute our air and generate additional traffic. This is where Coco comes in. We've partnered with businesses like San Pedro Brewing Company and Wirin Thai in Venice to carry their local deliveries at about half the cost of car-based delivery services, reducing CO2 emissions, as well as removing cars from our already crowded streets.

Overall, we think the proposed regulations as amended are well constructed and will provide a good framework for the operation of personal delivery devices in our community. We support the amendments suggested by the Transportation Committee on June 1st, as they address two of our three main concerns with the original proposal.

**1) Vehicle caps are unnecessary for this service**

We support the Transportation Committee's amendments on fleet caps. While we would prefer no caps, we understand this is a pilot and we look forward to working with LADOT and the City Council.

As stated in our letter to the Transportation Committee, setting a cap citywide, would severely limit the potential of this service to support businesses across

the city and to get cars off of our roads. Unlike shared e-scooters, our vehicles are much more expensive and we have no incentive to flood the market with devices to attract riders. Each one of our vehicles is attached to a restaurant or market's actual delivery needs and represents cars taken off our streets, pollution out of our air, and additional dollars left in the pockets of local businesses and customers.

**2) Annual fees would make this service more expensive**

We discourage you from applying fees to sustainable and affordable delivery alternatives, particularly when similar fees are not charged to the less sustainable car-based delivery services we can replace. If cost recovery is deemed necessary, we would recommend a fee charged to car-based delivery on short distance trips. This would support, rather than unfairly burden, more sustainable options and help the city achieve its emission reduction goals. At the very least, no fee should be considered while restaurants are still recovering from the COVID pandemic.

**3) Ensure continuity of service for existing restaurant and market partners**

We support the Transportation Committee's amendment to allow currently operating companies to continue their existing operation in San Pedro and Venice without interruption during the transition into the new pilot program.

We want to ensure that we are able to continue serving our existing partners in the period leading up to our receipt of a permit, and that there not be a period between when the regulations are adopted and when a permit is available in which we are unable to support our partners.

With the above changes made, we believe this can be an incredibly beneficial program to the City of Los Angeles, particularly as our local economy recovers from the impacts of the pandemic.

**Coco Background**

Five years ago, Brad Squicciarini and I partnered with UCLA professor Rajit Gadh to found and lead UCLA's Connected Autonomous Electric Vehicles (CAEV) Lab. After graduating, Brad and I used that experience to create Coco, a West Los Angeles-based company with the mission to make last-mile food and grocery delivery both sustainable and affordable for residents and local businesses.

One of the key lessons we took away from our work with CAEV was that while autonomous vehicles offer much promise, the technology wasn't ready to go live yet. That's why Coco's vehicles always have a pilot in control. Below is a summary of the unique benefits of Coco's service:

- **Our low-speed vehicles are as safe as adding another pedestrian to the sidewalk**

Unlike truly autonomous vehicles, our vehicles are remotely piloted 100% of the time. Pilots are trained to move vehicles out of the way of pedestrians and those with disabilities. The vehicles travel at walking speed, and have a bright flag with a flashing light rising above them, reflectors, backlights and headlights to make them clearly visible. Pilots are able to view their surroundings from six different camera angles, and new vehicles are equipped with microphones and speakers, to allow clear communication between pilots and others on the sidewalk.

- **Unlike scooter services, our vehicles never sit out of operation in the middle of the sidewalk**

Parking management is one of the biggest challenges with scooter operations. Misparked scooters or groups of fallen over scooters can block pedestrians and those with disabilities. Our vehicles only enter the pedestrian zone when in the control of a trained operator. On the off chance that a vehicle has an issue, the pilot would be immediately aware and would send a team member to collect the vehicle.

- **Unlike scooter services, we require only a small number of vehicles to service the community**

In the City of Santa Monica, for example, where we are permitted to operate throughout the city without a cap, the new city pilot shared mobility pilot permits over 2000 shared mobility devices. We can service the whole city with significantly fewer vehicles. The appearance of our devices may raise questions, as any new technology will, but there will never be so many that the community feels overwhelmed.

- **Unlike scooter services, our vehicles are only operated by trained pilots**

When scooters were first introduced, almost every user was a new operator, which led to dangerous behavior for both the rider and those around them. This is never the case with our vehicles, as each operator is trained to safely operate the vehicles and to yield to pedestrians.

- **Coco provides significant public benefits**

- **COVID-safe, affordable delivery for Angelenos**

Most Angelenos are trying hard to avoid the risk of COVID exposure, and shopping can present exposure risk to those who have yet to be vaccinated.

Coco is offering free delivery to both seniors and healthcare professionals during COVID-19, to help support those who need the service the most.

COVID-19 has also been hard on local families, who are often juggling working

from home while watching their children, who are also stuck at home. Affordable delivery services like Coco, allow time-short parents the ability to grab a quick dinner or restock groceries easily without having to drive to the store.

- **We are an eco-friendly option**

There is no need for a two-ton, fossil fuel burning car to deliver a burrito one mile away, when a light weight, electric powered personal delivery device can make the same trip. The more restaurants and markets that shift their local deliveries from cars to Coco, the better for removing pollution from air, reducing CO2 emissions, and decreasing traffic and cars double-parked in bike lanes.

- **Coco supports local restaurants and retailers**

Covid-19 has had a tremendous impact on local restaurants and retailers. Now more than ever, they need convenient and affordable new options to safely reach their customers. Car-based delivery companies often take a 30% cut, which is unsustainable, but without other options, they have no choice but to use them. Because of the efficiencies of our delivery technology, Coco charges half this rate. The affordability and reliability of our service has been greatly appreciated by our current partners in San Pedro and Venice, and as you would expect, we're starting to hear from restaurants all over Los Angeles who are interested in replacing their local delivery trips with our service.

- **Coco supports local jobs**

Our vehicles are always operated by real people. These are non-technical jobs that only require a computer and an internet connection, making it COVID-safe, and a more accessible job to those with disabilities than typical delivery services. Unlike many jobs with other delivery companies, our pilots are employees and not contract (gig) workers. Coco also hires local field operations team members. Currently the majority of our pilots and field operators are based in the Los Angeles area. Our service further supports jobs in the local economy by helping local restaurants and markets increase their sales and decrease the costs associated with traditional delivery services.

- **Coco can help the city track sidewalk quality and repair needs**

Our devices can provide updates to the city about sidewalk conditions and provide alerts when a section of sidewalk may be impassable or in need of repair.

- **Coco is community-first focused**

Establishing strong relationships with city representatives, residents, and local businesses is at the core of our mission. We hope to grow our business here in Los Angeles in close collaboration with each of these groups. We would be

thrilled to meet with any community groups you recommend and explore further ways that we can be helpful during these difficult times. We commend the City for the leadership it has shown in bringing innovative solutions to our current challenges, like the LA Al Fresco program, and we believe we can play a similar role.

Given the reasons listed above, we support the proposed regulations, as amended by the Transportation Committee. We are excited to continue to work with the City to support local residents, restaurants, and markets with our safe, affordable, and sustainable last-mile delivery service. We want to extend a grateful thank you to the Councilmembers, Councilmember Office staff, and to LADOT for working with Coco. We look forward to continuing to work together to craft a national model for personal delivery devices.

Sincerely,

A handwritten signature in black ink, appearing to read 'Zach Rash', with a stylized, cursive script.

Zach Rash  
CEO and Co-Founder  
Coco



June 01, 2021

Los Angeles City Council  
200 No. Spring Street  
Los Angeles, CA 90012

**Re: Item 5 - Personal Delivery Devices | Council File: 20-1328**

Dear City Councilmembers,

The Venice Chamber of Commerce supports innovative solutions to the challenges facing our businesses today. COVID 19 has had a tremendous impact on our local restaurants and now, more than ever, they need affordable ways to expand their customer reach.

We've been grateful for the outdoor dining programs, and we believe that personal delivery devices like Coco can help further connect our local residents with the restaurants and markets here in Venice. All of Coco's vehicles are operated by remote pilots trained to yield to pedestrians and those with disabilities. Coco's pilots never park vehicles in the middle of the sidewalk, and they operate at much lower speeds (walking speed) than e-scooters. Their service also takes cars off our roads and emissions out of the air.

Other delivery platforms charge excessive fees that are incredibly difficult for our businesses to handle. We support embracing new models that address this challenge.

We respectfully ask that you do not place burdensome fees or fleet caps on this service. We want to see more innovative, sustainable and affordable technologies in Venice.

Sincerely,

A handwritten signature in black ink, appearing to read "Donna Lasman".

Donna Lasman  
CEO

## Communication from Public

**Name:** Elise Swanson

**Date Submitted:** 06/03/2021 10:05 AM

**Council File No:** 20-1328

**Comments for Public Posting:** The San Pedro Chamber of Commerce supports the development of new technologies and services to improve the ability of our members to do business in a cost effective and efficient manner. We have been early supporters of the Coco pilot with Councilmember Buscaino and many of our restaurant members. We appreciate the fact that the Council is creating a regulatory framework for personal delivery devices that operate in the City's right-of-way. Most of the proposed regulations seem reasonable, but we worry that without a few changes, the regulations could make it impossible for this service to be useful and affordable to local businesses and could threaten the ability for Coco to expand their pilot operations in San Pedro. We have members who appreciate Coco because it has substantially reduced their delivery costs and their customers enjoy getting deliveries from vehicles piloted by employees hired locally. The initial pilot has gone so well, that we are looking to bring Coco to other parts of San Pedro. Please consider the following:

- Please remove the vehicle caps: The proposed 100 vehicle cap would severely limit the ability for this technology to support Los Angeles businesses. If Coco had reached 100 vehicles and a new business in San Pedro wanted to partner with them, would we want to tell them no? Is it better for those deliveries to be done by car?
- Please remove the fees: We should not be burdening new sustainable and lower cost delivery services with fees, especially when our restaurants are desperately needing affordable options. The proposed fees amount to \$200 per vehicle annually. This is more than many people pay in car registration.
- Please ensure continuity of operation: We do not want San Pedro restaurants and markets that use Coco to lose service in the period between when the regulations are adopted, and permits are issued. With these changes, we believe Los Angeles' personal delivery device program can be a world leader, showing we prioritize sustainable and affordable services that support our local businesses.

Sincerely, Elise Swanson  
President/CEO San Pedro Chamber of Commerce



June 1, 2021

Council President Nury Martinez  
Los Angeles City Councilmembers  
City of Los Angeles  
200 N Spring Street  
Los Angeles, California 90012

Dear Councilmembers,

The San Pedro Chamber of Commerce supports the development of new technologies and services to improve the ability of our members to do business in a cost effective and efficient manner. We have been early supporters of the Coco pilot with Councilmember Buscaino and many of our restaurant members.

We appreciate the fact that the Council is creating a regulatory framework for personal delivery devices that operate in the City's right-of-way. Most of the proposed regulations seem reasonable, but we worry that without a few changes, the regulations could make it impossible for this service to be useful and affordable to local businesses and could threaten the ability for Coco to expand their pilot operations in San Pedro.

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With these changes, we believe Los Angeles' personal delivery device program can be a world leader, showing we prioritize sustainable and affordable services that support our local businesses.

Sincerely,

A handwritten signature in black ink, appearing to read "Elise Swanson". The signature is written in a cursive style and is positioned to the left of a vertical line.

Elise Swanson  
President/CEO  
San Pedro Chamber of Commerce