

CULVER CITY POLICE

TRAINING INFORMATION

DATE: August 25, 2026

NO: 2026-08

Downtown Culver City IKE Smart City Kiosk : Emergency Call Button & Public Use

Purpose:

The City has installed IKE Smart City interactive kiosks at pedestrian locations throughout Downtown Culver City, including the unit at Main Street and Culver Boulevard shown below. This bulletin familiarizes officers with the kiosk's features, particularly its 911 emergency call button so that activations are handled consistently and the public facing functions are understood.

The Kiosk:

Each IKE kiosk is a large-format, double-sided touchscreen unit operated by IKE Smart City (Orange Barrel Media) under agreement with the City. It provides free way-finding, transit information, local business listings, civic and social-service resources, and free public Wi-Fi.

Emergency Call Button

A dedicated "EMERGENCY" button is mounted on the side panel of the kiosk (see photo, right-hand column). Key points for officers:

- Pressing the button opens a live two-way audio connection routed to 911 dispatch; it does NOT dial the non-emergency line.
- The call is handled the same as any other 911 call; treat kiosk-originated calls with the same priority and verification steps as a call from a fixed public phone.
- The kiosk's GPS-fixed location is transmitted with the call.
- The button is intended for genuine emergencies. Repeated or suspected nuisance activations at a specific kiosk should be documented and referred to the Watch Commander.
- The kiosk does not retain audio or video from an emergency call.

Public-Facing Features (For Officer Awareness)

- Touch-screen way-finding, transit schedules, and local business/event listings.
- Free public Wi-Fi hotspot, usable by anyone in range.
- Multilingual civic and social-service information (shelters, food assistance, job listings).
- Space reserved for City and public-safety messaging, including emergency alerts (severe weather, AMBER Alerts)

Officer Response Guidance

- Treat an incoming kiosk emergency call like any 911 call, dispatch first, then respond and assess on scene.
- On arrival, identify the reporting party if present; the caller may not be able to remain at the kiosk after placing the call.
- If the button appears damaged, vandalized, or malfunctioning (e.g., false activations), note the kiosk's exact location and generate a maintenance referral through the Watch Commander.

Locations:

Intersection	Street Address	ECB Phone Number
Culver Boulevard and Lafayette Place	9770 Culver Blvd	424-549-3562
Washington Boulevard and Comey Avenue	5879 Washington Blvd	424-587-9297
Washington Boulevard & S Robertson Boulevard	3750 Robertson Blvd	424-549-3552
Culver Boulevard and Cardiff Avenue	9516 Culver Blvd	424-587-9295
Jefferson Boulevard and Hetzler Road	6300 Hetzler Rd	424-549-3828
Culver Boulevard and Main Street	TBD	TBD
Washington Boulevard and Culver Boulevard	TBD	TBD
Washington Boulevard and Del Rey Avenue	TBD	TBD

IMAGE:



Thank you,

A handwritten signature in black ink, appearing to read "Troy Dunlap", is written over a horizontal line.

Troy Dunlap

Assistant Chief of Police