



D.I.Y. GREAT STREETS

A COMMUNITY GUIDE
TO CREATING GREAT STREETS
IN THE CITY OF LOS ANGELES



JUNE 2017





THE VALLEY

HOLLYWOOD

DOWNTOWN

WATTS

LAX AIRPORT

GREAT STREETS FOR LOS ANGELES



Dear Fellow Angelenos,

Welcome to the DIY Great Streets Manual! I am pleased to invite you to use this guide to reimagine your neighborhood streets as vibrant public spaces. From potholes to parklets, this Manual will introduce you to the dozens of existing City programs that serve residents, business owners, and community members who want to take the lead in improving their streets. Think of this as a “yellow pages” for making your street great!

I launched the Great Streets Initiative as my Executive Directive No. 1 on October 10, 2013 to target City resources in neighborhoods to help communities strengthen the corridors that are the backbone of Los Angeles.

This Manual will help you assess the different opportunities for improving your street, give you a detailed summary of the City services that will help you capitalize on those opportunities, and refer you to the right City department to get started on your projects.

Two guiding principles of Great Streets are community engagement and neighborhood character. We want neighbors like you to use the DIY Great Streets Manual to enhance both of these in your community.

I hope to see many more communities use this guide to learn how to paint a mural, stripe a crosswalk, plant a tree, install sidewalk dining, or host a block party to celebrate their achievements.

Thank you for joining me and all of us at the City of Los Angeles in fostering Great Streets across Los Angeles.

Warm regards,

A handwritten signature in black ink that reads "Eric Garcetti". The signature is stylized and includes a small "H" at the end.

Mayor
City of Los Angeles
June 2017

**Eric
Garcetti**
#Iamayor

A stylized map of Los Angeles in shades of blue and white. A black location pin is placed over the downtown area, with the text "PORT OF LA" written above it in a curved path.

PORT OF LA

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WHAT IS THIS DIY MANUAL?

This Do It Yourself (DIY) Manual helps reimagine streets by empowering you, the community member, to be an agent of change in Los Angeles and your neighborhood.

We want to empower you to make your street the centerpiece of your community. We want to connect residents, businesses, and organizations to each other and to the tools that the City provides, from infrastructure to public art, and everything in between. The Manual provides transparency into the many services the City provides and allows community members to accomplish the changes they want to see.

The DIY Manual expands the reach of the Great Streets Initiative. Rather than waiting for a Great Streets Challenge or to be designated a Great Street, you can create your vision now. Have an idea? Let us know at <http://lagreatstreets.org>. Available in Spanish at lagreatstreets.org/DIYManual.



PHOTO CREDIT: OFFICE OF LOSANGELES MAYOR ERIC GARCETTI

WHAT IS THE PURPOSE OF THIS MANUAL?

The DIY Manual is a guide to dozens of City services that can improve the attractiveness, safety and connectivity of our streets.

Because Los Angeles is so large, City services are operated by many different departments and information is located across many different City websites. It can be difficult to learn about the services available and navigate the process of implementing improvements.

With the DIY Manual, you will be able to select a service, understand how to use a service, what the process is for implementing the service, and how long it might take to see change. You'll also find links to online resources, applications and individual contact information.

The DIY Manual covers the physical areas of the street, including the sidewalk and roadway, and addresses elements such as medians, street trees, landscaping, bike racks, crosswalks, and much more. Some services in this manual are simple maintenance/repair requests, some services are better suited for experienced community organizations, and some services will need community engagement.

The services are organized into five categories that correspond with the Great Streets goals and are an organizing tool so that if you have a specific focus, you can easily flip to that section in the Manual. The five categories include:

- Connectivity
- Art and Character
- Community Gathering
- Maintenance and Repair
- Safety

Bringing the big ideas and multiple improvements together is how we can create the most livable and inclusive streets. No two streets in Los Angeles are identical. Some neighborhoods may want to enhance sidewalks and lighting, while other neighborhoods may focus on installing street trees. Other neighborhoods may want to throw a block party or businesses may want to form a business improvement district. The DIY Manual brings the how-to of each of these services together so that these City services are at your fingertips. Any individual or organization can pursue just one or a combination of any of the City services included in the DIY Manual. There is no limit. When several improvements are implemented together, they can physically transform and improve your local street to help achieve the goals of the Great Streets Initiative.

The Great Streets Initiative was started as a community-based process because the City of Los Angeles believes that residents, businesses, and community organizations know their streets and their neighborhoods best. This DIY Manual carries that idea forward and presents these City services as a way for the community to more easily work with the City—simply create your vision of your own Great Street and get to work!



Connectivity



Art and Character



Community Gathering



Maintenance and Repair



Safety



STREETS AS PUBLIC SPACES

We need your help to reimagine and revitalize streets as public spaces. Streets are the most underutilized public assets in the City of Los Angeles because we usually think of streets as a place for cars.

The Great Streets Initiative rethinks streets as places where children walk to school and play, where teenagers meet and mingle, where people bike and catch transit for work and play, where businesses sell neighborhood-supporting goods and services and where everyone can celebrate being a part of their community. The Great Streets Initiative aims for safe, accessible, diverse, economically thriving and attractive streets for people.

Today, Los Angeles is the second largest city in the United States. Los Angeles is home to nearly four million people with an area of 470 square miles, encompassing 7,500 centerline miles of streets. A big challenge for a city the size of Los Angeles is

having enough eyes and ears on the ground to keep our streets in good condition. The City's 311 mobile application and interactive website (myLA311.lacity.org) make City services more available and accessible, with the community helping to identify needed maintenance such as sidewalk repairs, street light outages, and graffiti tagging, to name a few. City departments respond quickly to known community requests; these requests often come from a Neighborhood Council or Council Office (you can find more information about these at neighborhoodinfo.lacity.org). However, the City could mobilize even faster, and with more accurate information, by partnering with you directly.

WHAT IS THE GREAT STREETS INITIATIVE?

The City of Los Angeles and Mayor Eric Garcetti launched the Great Streets Initiative in 2013 to help reimagine neighborhood centers, one main street at a time. Our streets are the lifeblood of our neighborhoods—the places where we live, work, learn, and recreate on a daily basis.

All of our great neighborhoods deserve Great Streets that are livable, accessible, and engaging public spaces for people. The first step of the Great Streets Initiative is to focus on individual corridors to prioritize resources, coordinate interdepartmental improvements, and empower community members in Great Streets neighborhoods to create their vision for the corridor's future. Three main components of a Great Street include:

- 1) **Align and identify resources**, including capital improvements and economic development support, for infrastructure, businesses, residents, institutions and public space along Great Street Corridors;
- 2) **Streamline City department work plans** to make the most efficient and effective use of public improvements;
- 3) **Provide opportunities for community members** to improve their Great Streets, including our Great Streets Challenge and Arts Activation Fund.



PHOTO CREDIT: LADOT
HOLLYWOOD BLVD PEDESTRIAN SCRAMBLE

GREAT STREETS GOALS

Los Angeles must carefully leverage and invest our limited resources and strategically coordinate our investments in a way that has the most meaningful benefit for Angelenos.

An underlying philosophy of the Great Streets Initiative is that our streets can do more than just get us from point A to point B. By making neighborhoods safer, more prosperous, and more inviting, streets have the potential to improve health, too. The conditions in our local neighborhoods and streets influence individual

behaviors and opportunities to be healthy on a daily basis. The six goals below can help our City achieve Great Streets and have an ultimate end goal of improved public health. Think about how you could improve the six goal areas in your neighborhood as you move forward through the DIY Manual.

IMPROVE ACCESS & MOBILITY

Access the destinations that matter most to us in a safe and convenient manner.

ENHANCE NEIGHBORHOOD CHARACTER

Contribute to the unique identities that define our neighborhoods and make them great places to live and work.

INCREASE ECONOMIC ACTIVITY

Grow our local economies in beneficial ways that allow all Angelenos to prosper.

ACHIEVE GREATER COMMUNITY ENGAGEMENT

Make sure that all Angelenos feel that they have a say in how our city grows and that they are able to participate in decision-making.

IMPROVE ENVIRONMENTAL RESILIENCE

Foster a healthy environment for all, one with the ability to sustain itself and the capacity to adapt to changes.

ENSURE SAFER & MORE SECURE COMMUNITIES

Transform communities into places where people from all backgrounds feel comfortable participating in civic life.





PHOTO CREDIT: LADOT
HOPE ST PARKLET

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MAKING STREETS WORK FOR YOU

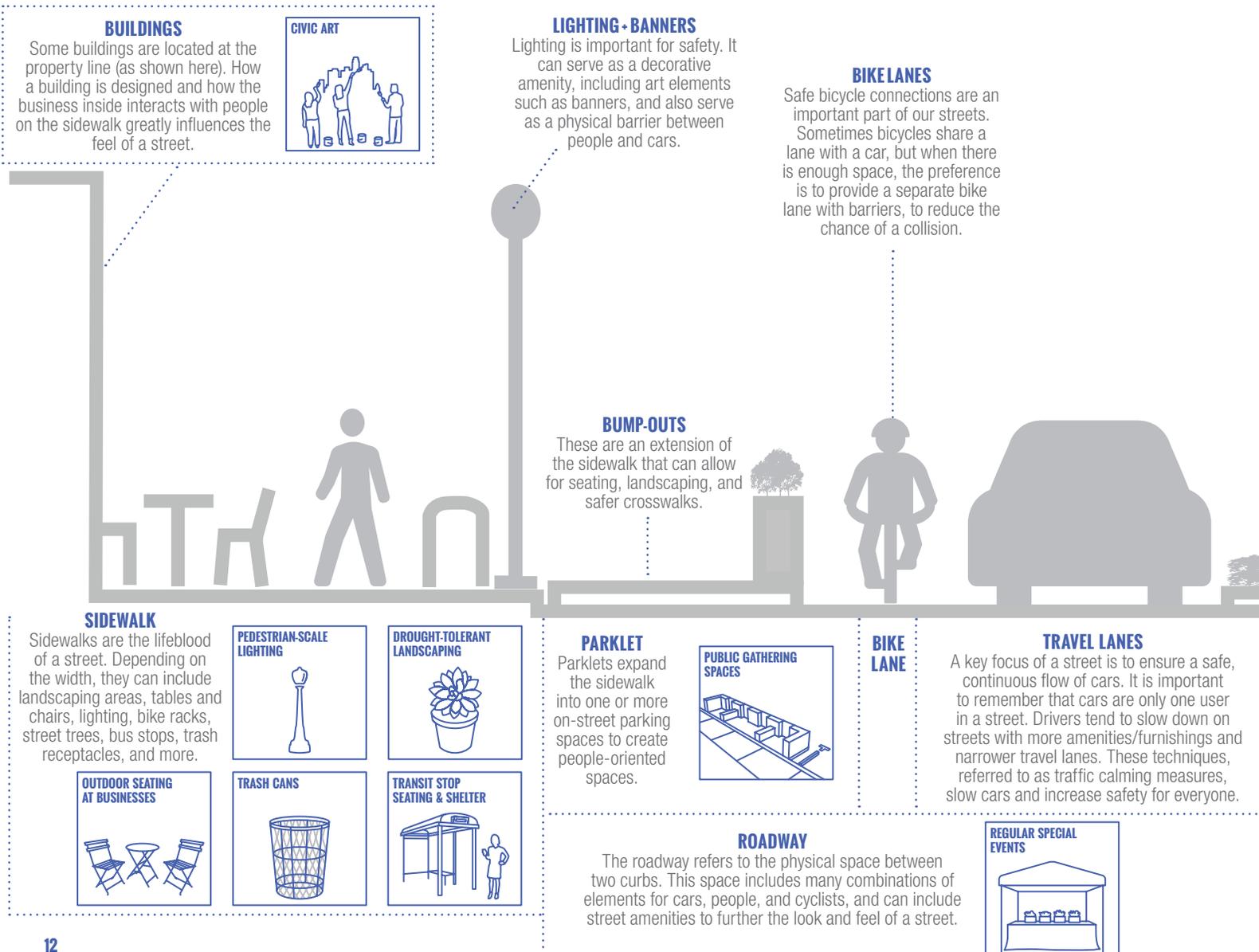
Streets are made up of different spaces that we all share. Streets need to accommodate the different ways that people move—pedestrians, bicyclists, transit-users and drivers—as well as the different ways people use the street—commuting to a job or school, holding a business meeting, exercising or walking a pet, dining outdoors, window shopping, waiting for a bus, or playing dominoes with friends. The physical space of the street, often referred to as public right-of-way or public realm, offers the greatest opportunity for neighborhoods and communities to showcase their diversity and highlight their unique identity. How buildings interact with the street, how wide the sidewalk is, how long it takes to cross a street, access to parking, how clean the street is, whether there’s shade, if there are public seating areas—these factors have a big impact on how a street looks and feels to residents, businesses and the neighborhood. In addition to what you can see, the street also includes utilities and stormwater systems. Although these are not always visible, utilities supply our homes and businesses with power, water, and support. The stormwater system captures water that hits the street, sidewalks, and roadway surface, and provides a drainage system to the ocean. However, modern street designs can intercept stormwater flows, and infiltrate it in ways that increase our groundwater supply and achieve wildlife habitat benefits.

This section highlights how a street works and how the services included in this DIY Manual can help you achieve your goals for your street.

WHAT ARE THE DIFFERENT PARTS OF A STREET?

The physical space of a street is made up of different parts. The space between two buildings, or more specifically two private property lines, is referred to as the public realm. Great Streets have a strong relationship between the public realm where people move on the street and private property (buildings, front patios, open courtyards, parkways, and even transparent storefront windows) along the street.

The different parts of a street can be combined in many different ways. The illustration below highlights the most typical parts of a street: sidewalk, bike lanes, travel lanes and on-street parking. There are also many physical elements that can be added to a street to reflect the history, culture and art of a neighborhood. These physical elements are often referred to as street amenities and include civic art, pedestrian-scale lighting, public seating, street trees, landscaping, and much more. The amenities and how the different physical parts interact with each other determine how we feel about a street—how safe we feel, whether it's pleasant to walk, whether we feel comfortable to stop and shop or talk, and whether we might want to sit outside on a chair and have a meal or coffee.



PROPERTY LINE

Property lines define the edge of a street. Buildings can be placed on the property line (see left side), but buildings can also be set back away from the property line. In this instance, a street may feel less defined and driveways often interrupt the sidewalk.

STREET TREES

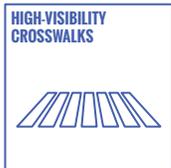
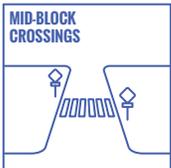
Trees are usually located next to the curb in landscaping areas or in wells with a decorative metal grate. Street trees serve as wildlife habitat and reduce the urban heat island effect, provide shade, clean the air we breathe, provide a physical barrier between people and cars, and greatly enhance the character of a street. Street trees should be native and drought-tolerant.



MEDIANS

Medians separate cars traveling in different directions. They can be striped or made of concrete, and they can incorporate public art, special paving, landscaping and street trees and serve as habitat corridors, stormwater capture and infiltration devices and carbon sinks

PUBLIC RIGHT-OF-WAY
PRIVATE PROPERTY

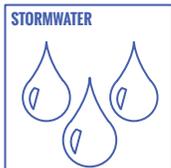
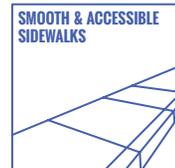


BIKE LANE

ON-STREET PARKING
Parking is an important component of safety and economic activity for businesses.



SIDEWALK
Sidewalks must be a minimum of 5-feet in width. Wider sidewalks invite business activity, allow for amenities/furnishings, and provide space for socializing and gathering.

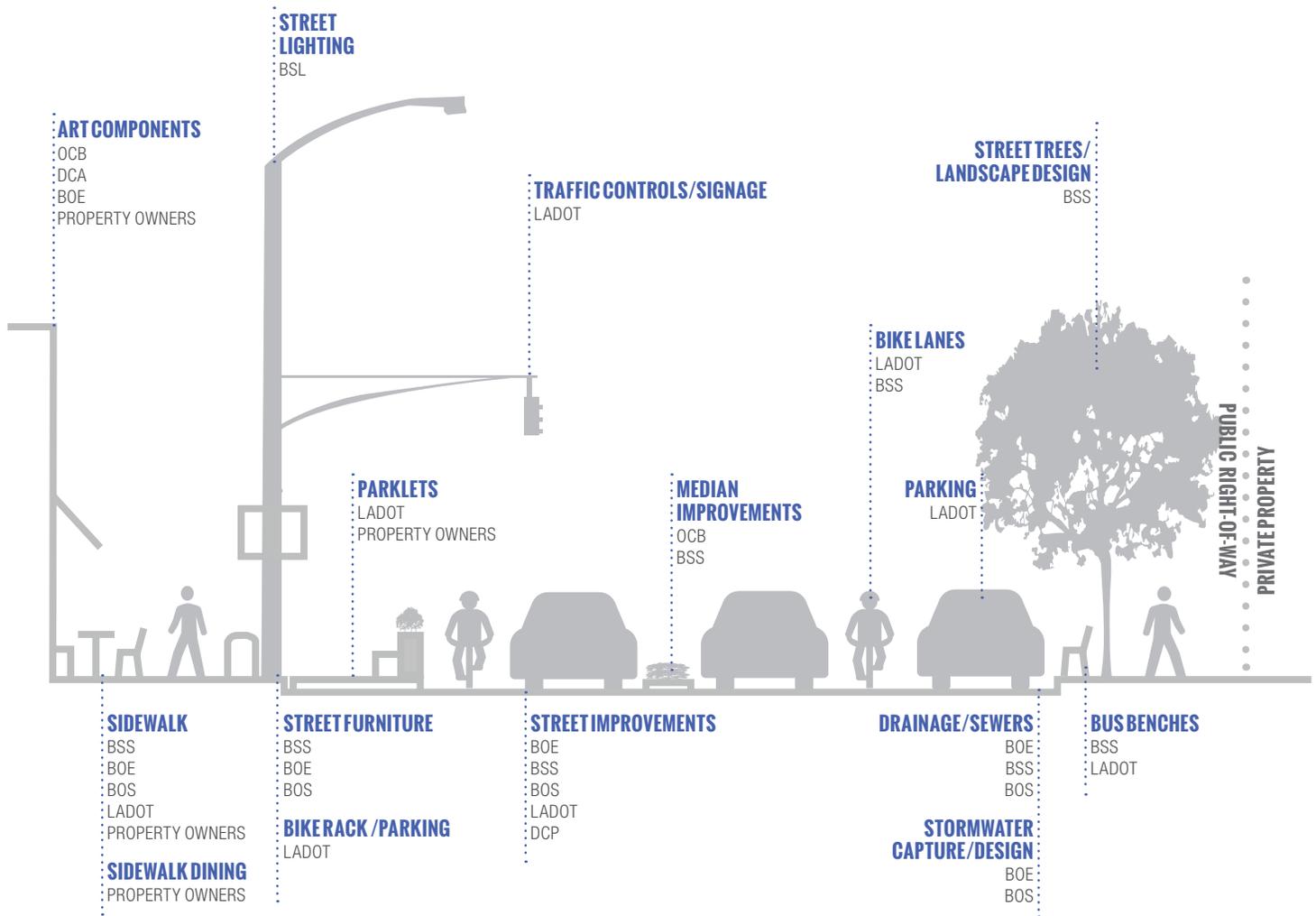


STORMWATER TREATMENT

This system captures water that reaches the street, sidewalks, and roadway surface, and provides a system to drain the water and allow it to infiltrate into the ground.

WHO CONSTRUCTS STREETS?

Well-functioning streets require the cooperation of many different City departments and agencies. The illustration below highlights which department is responsible for the construction or installation of each aspect of the street. While not all services are covered in this DIY Manual, it is important to understand that the City provides and supports Great Streets in many ways.



BCA (Bureau of Contract Administration) of the Department of Public Works inspects construction within the public right-of-way.

BOE (Bureau of Engineering) of the Department of Public Works designs, constructs, operates, and repairs public structures.

BSL (Bureau of Street Lighting) of the Department of Public Works designs, constructs, operates, maintains, and repairs street lighting.

BSS (Bureau of Street Services) of the Department of Public Works designs, constructs, and maintains

street infrastructure and utilities as well as planting and maintaining street trees.

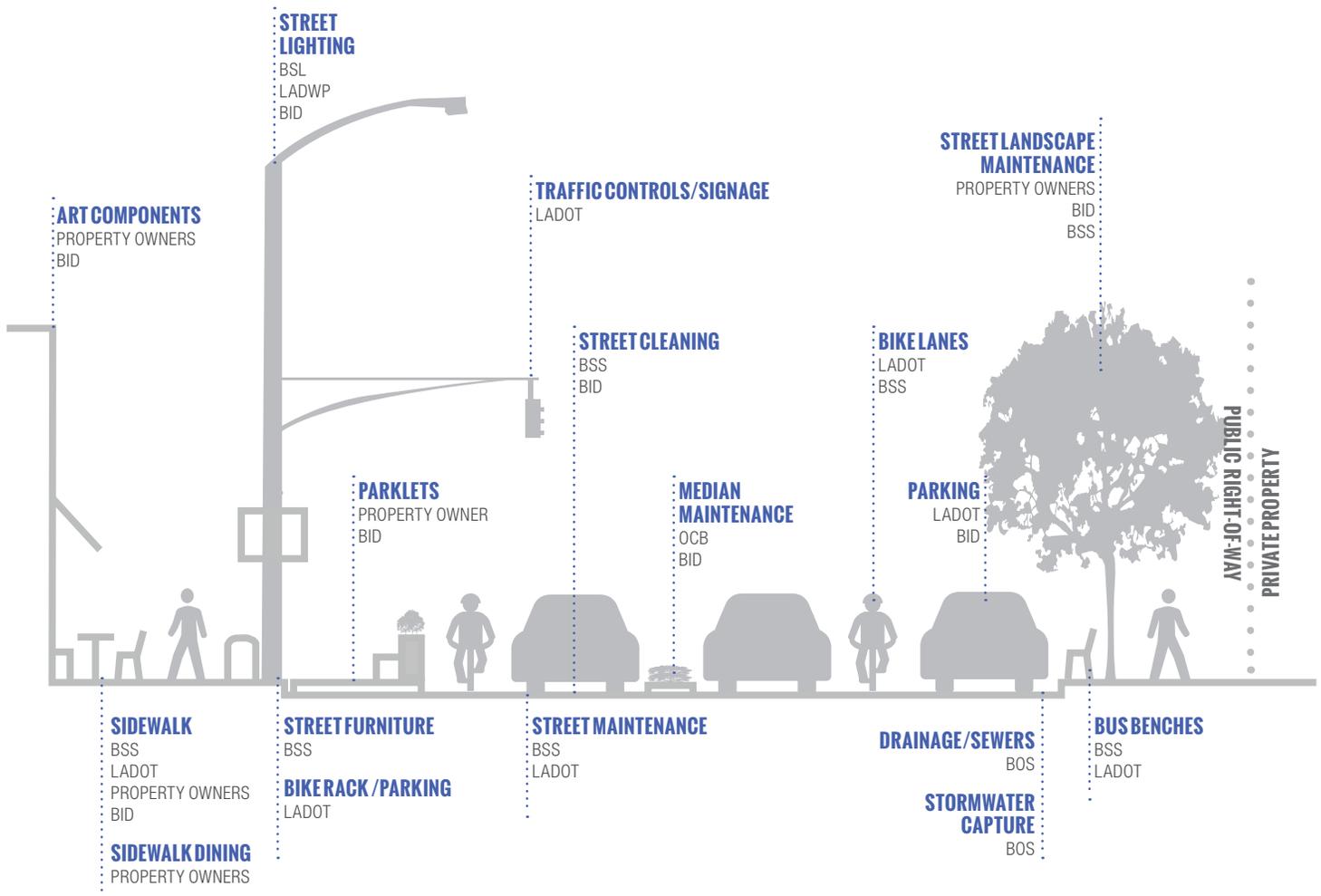
BOS (Bureau of Sanitation) of the Department of Public Works oversees and maintains infrastructure for flood control, stormwater, and wastewater systems. BOS also collects, cleans and recycles solid and liquid waste generated by residential, commercial, and industrial users.

DCA (Department of Cultural Affairs) promotes arts and culture in the street. DCA reviews community art projects.

DOD (Department on Disability) oversees our sidewalks, roadways, and transportation to ensure universal and ADA access.

WHO MAINTAINS STREETS?

Maintenance is an important part of the life of a street. Trash on the sidewalk and broken benches can change the character and feel of a neighborhood quickly. Street maintenance is a shared responsibility between the city and community. Residents, communities, Business Improvement Districts (BID - see pages 38-39), and property owners also play a part in maintenance by either alerting the City of changing street conditions or performing the maintenance.



LADWP (LA Department of Water and Power) delivers water, electricity, and power through utilities on and in the street.

LADOT (Department of Transportation) oversees transportation planning, street design, construction, maintenance, and operations of streets. Two programs that specifically support innovation in the public realm include the LADOT Bike Program which implements complete streets solutions for LA and LADOT's People St Program, which transforms underused areas of LA's 7,500 miles of streets to improve quality of life.

OCB (Office of Community Beautification) of the Board of Public Works encourages beautification efforts by volunteers, residents, community based organizations, and non-profit agencies.

DCP (Department of City Planning) oversees land use, mobility, and public space planning in streets.



PHOTO CREDIT: MIG
LANKERSHIM BLVD BIKE LANE DEMONSTRATION

3

HOW TO DO IT YOURSELF

Each service in the manual is on a two-page spread like the one shown on the next page. Each has specific information that you should consider before seeking to implement any service.

The information on these spreads is meant to give you a snapshot of what is required. Contact the City department responsible or visit its website for additional information or to submit questions about specific services.

Before starting the application or request process for any of these services it is important to know some critical information. Be aware of what Council District you are in as well as which local Neighborhood Council pertains to you. You can find this information as well as the contact information for your representatives at this website: <http://neighborhoodinfo.lacity.org>

UNDERSTAND A CITY SERVICE

These two pages show a sample layout of a City service and identify its different components. Each City service includes fourteen components with a diagram that highlights the individual implementation step-by-step process for each service.

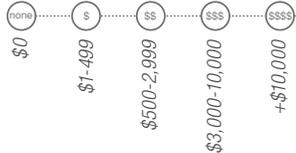
1. This component identifies where a service is located in the public right-of-way.
The 3 street areas are as follows:
Building | Sidewalk | Roadway

2. City service title

3. This area identifies eligible applicants.

4. This area identifies if community engagement is required.

5. This component identifies cost to the applicant -
The range of fees are shown below:



6. This area includes approximate time required from initial application to installation of the service

7. The level of difficulty is a scale that indicates a level of effort, follow up, and resources required on the part of an applicant.

8. The level of City review is determined by whether the review requires a one person approval or whether discretion by a department is needed.

9. How to apply and application fees, if required

SIDWALK AND ROADWAY

SAMPLE CITY SERVICE

Property owners and individuals/groups with property owner approval can apply for a permit to plant trees in their public parkway between the sidewalk and street. The Bureau of Street Services also works in collaboration with CityPlants (<http://www.cityplants.org/>) providing assistance in individual and community tree planting. Street trees may also be planted in medians (permit required). See Median Island Maintenance (p. 86) for more information.

BASIC INFORMATION

ELIGIBILITY

- Property Owner
- Nonprofit and Community-Based Organizations
- Community Member, with Property Owner Approval

COMMUNITY ENGAGEMENT PROCESS

No

COST TO APPLICANT (FOR EACH STREET TREE)

Installation: none \$ \$\$ \$\$\$ \$\$\$\$

Maintenance: none \$ \$\$ \$\$\$ \$\$\$\$

IMPLEMENTATION TIMEFRAME

3-6 weeks

LEVEL OF DIFFICULTY 1 2 3 4 5

LEVEL OF CITY REVIEW 1 2 3 4 5

APPLICATION TYPE AND FEES

Free request online, by mobile application, or by phone.

MyLA 311 Service Request Website
<http://myla311.lacity.org/>

Bureau of Street Services Service Request Center
 ☎ (800) 996-2489

CITY CONTACT

Department of Public Works, Bureau of Street Services, Urban Forestry Division
 1149 South Broadway Street, 4th Floor
 Los Angeles, CA 90015
 Ph. (213) 847-3077
<http://bss.lacity.org/UrbanForestry/index.htm>

“ The best friend on earth of man is the tree. When we use the tree respectfully and economically, we have one of the greatest resources on earth.
 -Frank Lloyd Wright, architect

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10. This area includes the City contact information.

11. The implementation diagram shows the steps required to prepare for, apply, and implement the service.

HOW-TO



READINESS CHECKLIST

- Do you have eligibility?
- Is there space for tree and pedestrian flow?
 - Minimum 4' x 4' tree well
 - Minimum 5' clear path of travel
- Are you willing to purchase and maintain the tree?

2. INSPECTION

City arborist inspects site; determines species and location of tree(s); and issues permit.

Apply for a Tree Planting Permit online or by phone.
<http://myla311.lacity.org/>
 (800) 996-2489

1. SUBMITTAL

3. INSTALLATION

Select nursery and have tree delivered.

Plant tree at marked location.

- Prior to digging, contact DigAlert (800) 227-2600.
- Follow planting specifications given at permit issuance.

4. CARE AND MAINTENANCE

Water and care for tree during initial growth period.

City arborist re-inspects and signs off final approval.

Applicant contacts City arborist no more than five days after planting.

Follow the newly planted tree guidelines: http://bss.lacity.org/UrbanForestry/index_yourtree.htm

FOOTNOTES

i. To plant trees as a neighborhood/community group, see Community Planting Packet on Urban Forestry Department website: http://bss.lacity.org/UrbanForestry/index_compacket.htm.

ii. As an alternative to waiting for a street tree (City-owned) to be planted, trimmed or pruned by City contractors, property owners may plant or prune the tree at their own expense by obtaining a No-Fee Permit from the Urban Forestry Division. No-fee Permits may be obtained by calling (800) 996-2489 or visiting <http://bsspermits.lacity.org/>. Private trees do not require a permit for trimming or planting, but do require a permit for removal if the tree species is a "protected tree".

12. Any additional information about the "How To" process

13. This icon highlights the category-based grouping for each service. Look for the changing icons from this group:



Connectivity



Art and Character



Community Gathering



Maintenance and Repair



Safety



STREET TREES

14. The color bar corresponds to the category based grouping. The title of the service is repeated here for easy reference.



PHOTO CREDIT: LADOT
BIKE CORRAL ON GLENDALE BLVD

4

DO IT YOURSELF SERVICES

You, as a resident, business, community member, or community organization, can initiate any of the services on the following pages.

The services are organized by five categories and the corresponding Great Streets goal is listed below:



Connectivity
Goal: Improve Access & Mobility



Art and Character
Goal: Enhance Neighborhood Character



Community Gathering
Goal: Achieve Greater Community Engagement



Maintenance and Repair
Goal: Improve Environmental Resilience



Safety
Goal: Ensure Safer & More Secure Communities

Look for the category-based icons. The services are organized this way for easy reference and to highlight a specific set of services to achieve specific goals.

Each service is a little bit different and can vary in cost, length of time to see results, the complexity of your involvement, and the City's process. For each service, you can find more details by contacting the City agency or department responsible for the service.

SERVICES INCLUDED IN THE MANUAL

There are many different City departments and agencies responsible for City services. Here's a brief overview of all the potential DIY improvements you can consider for your street. You'll see the category based on grouping (Connectivity, Art and Character, Community Gathering, Maintenance and Repair, and Safety) first and a more detailed list of services. The categories correspond to the Great Streets goals (see page 9 for more information).



CONNECTIVITY

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ART AND CHARACTER

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• Mental Health Hotline	
• National Youth Runaway Hotline	
• Family and General Services	

ROADWAY

BICYCLE CORRALS

A Bicycle corral is an on-street bicycle parking facility that can accommodate many more bicycles than a typical sidewalk rack. Bicycle corrals can replace one auto parking space to accommodate 14-20 bicycles. Eligible applicants can apply for a corral to be installed in the vehicular right-of-way along the curb of a street.

BASIC INFORMATION

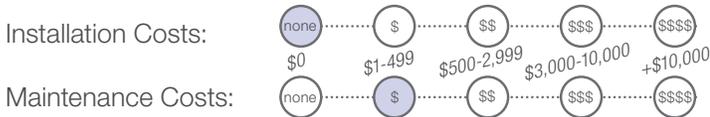
ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Fronting property owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Other Community Partners considered on case-by-case basis

COMMUNITY ENGAGEMENT PROCESS

- ☑ Provide proof of outreach to neighboring/directly affected businesses with letters of support

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

2-3 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Download free request materials at:

🔗 <http://peoplest.lacity.org/bicycle-corrals/>

Submit via email to:

🔗 bike.program@lacity.org

CITY CONTACT

LADOT Bike Program
 Active Transportation Division
bike.program@lacity.org
<http://bike.lacity.org/>



Photo credit: LADOT Bike Blog



“ Bicycle corrals also have the added benefit of providing a constant buffer between the sidewalk and on-street traffic, while simultaneously improving sight lines for drivers, and creating greater visibility for local businesses within their vicinity.”

-LADOT Bike Blog



HOW-TO



I WANT A BIKE CORRAL

READINESS CHECKLIST

Are you eligible?

Does the proposed site meet the criteria?

<http://peoplest.lacity.org/wp-content/uploads/2016/10/2016-CorralAppManual-2016.pdf>

1. SUBMIT REQUEST

Submit initial request online.

Did you conduct public outreach?

2. APPROVAL PROCESS

City conducts request review.

City sends official determination regarding initial request.

City issues Maintenance Agreement to applicant.

3. INSTALLATION

4. CARE AND MAINTENANCE

Applicant maintains corral as specified in request.

City installs bike corral.

City develops schematic design for bike corral.

SIDEWALK

BICYCLE RACKS

LADOT leads the Sidewalk Bike Parking Program. Through this program, the City installs bike racks in the public right-of-way to provide secure and convenient, short-term bicycle parking. Business owners and community members can submit requests for one or more bike racks at office buildings, businesses, or stores located along public sidewalks.

BASIC INFORMATION

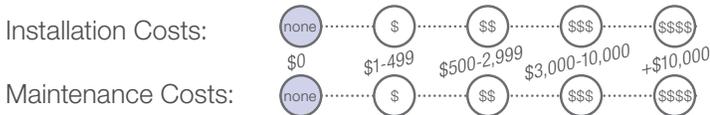
ELIGIBILITY

- ◆ Property Owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Community Member, with Property Owner Approval

COMMUNITY ENGAGEMENT PROCESS

None Required

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

1-2 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free online request.

LA City Website

<http://bike.lacity.org/what-we-do/bicycle-parking/request-a-bike-rack/>

CITY CONTACT

LADOT Bike Program
 Los Angeles Department of Transportation
 Active Transportation Division
 bike.program@lacity.org
<http://bike.lacity.org/>



Photo credit: LADOT Bike Blog



“ Few articles ever used by man have created so great a revolution in social conditions as the bicycle.”

-US Census Report, 1900



HOW-TO



I WANT A BIKE RACK

READINESS CHECKLIST

Are you eligible?

Does your request meet location criteria?

<http://bike.lacity.org/what-we-do/bicycle-parking/sidewalk-parking-program/>

1.

SUBMIT REQUEST

Submit form online.

Website:
<http://bike.lacity.org/what-we-do/bicycle-parking/request-a-bike-rack/>

2.

APPROVAL PROCESS

City staff evaluates feasibility of installing racks at requested sites.

If location is unsuitable, City staff emails notification to applicant.

Request approved-City staff marks future rack location with survey paint.

City submits request to monthly contractor's queue.

3.

INSTALLATION

City's contractor installs bike rack geographically, by Council District.*

4.

CARE AND MAINTENANCE

City maintains the bike rack.

FOOTNOTES

i. *In order to install racks efficiently, new rack locations are typically marked and installed geographically, rather than in the exact order they are requested. Rack installation times can vary depending on the contractor's workload.

SIDEWALK

BUS BENCHES

Bus benches and shelters provide a way for transit users to comfortably wait for transit. Benches are installed Citywide to try to achieve an even distribution across Council Districts. Individuals and community groups can request additional bus benches in their neighborhoods through the City’s Bus Bench Program. See the website for the current provider.

BASIC INFORMATION

ELIGIBILITY

- ◆ Anybody

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:



Maintenance Costs:



IMPLEMENTATION TIMEFRAME

1-2 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

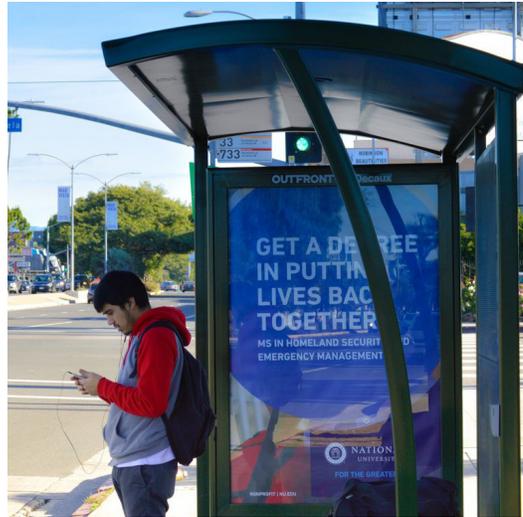
Free email or phone request.

Bureau of Street Services Service Request Center
☎ (800) 996-2489

Email to:
✉ bss.boss@lacity.org

CITY CONTACT

City of Los Angeles Department of Public Works
Bureau of Street Services
bss.boss@lacity.org
http://bss.lacity.org/Engineering/index_busbench.htm



“ More benches mean better service for transit patrons, and are intended to encourage more people to use transit to further ease traffic congestion and reduce automotive emissions.”

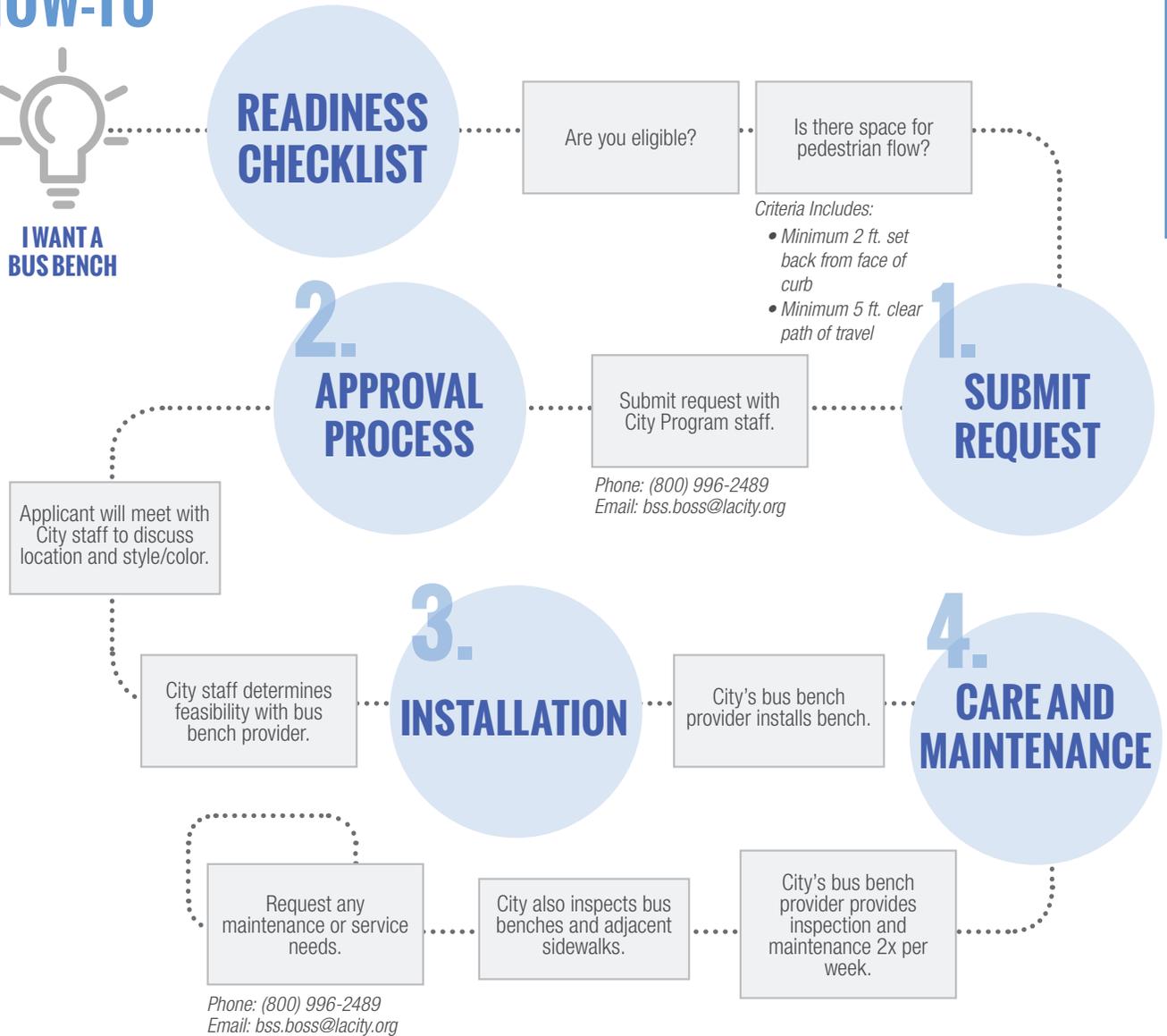
-Bus Bench Program Fact Sheet



HOW-TO



I WANT A BUS BENCH



FOOTNOTES

i. A community group may request to place event announcements and/or other information regarding their group on available panels on the bus benches. Groups are required to pay for printing, but materials are displayed for free.

ROADWAY

PUBLIC EASEMENT AND STREET VACATION

A physical space of a street can be removed from the public right-of-way at the community’s request. Adjacent property owners may formally request the removal of the right-of-way easement for a street or alley. This type of request must go through the City ordinance process and is called a Street Vacation. Private owners can apply for a Street Vacation in person at the Bureau of Engineering Land Development Group public counter and pay a fee deposit to investigate the feasibility of the street vacation.

BASIC INFORMATION

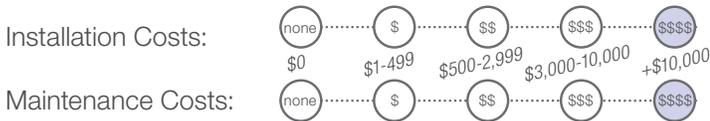
ELIGIBILITY

- ♦ Adjacent Property Owners

COMMUNITY ENGAGEMENT PROCESS

- Requires City Council approval

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

12+ months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Must apply in person at public counter and pay fee deposit for investigation of feasibility at:

Bureau of Engineering Land Development Group
201 N. Figueroa St. 2nd Fl.
Los Angeles, CA 90012

CITY CONTACT

Bureau of Engineering Land Development Group
201 N. Figueroa St. 2nd Fl.
Los Angeles, CA 90012
Ph. (213) 202-3480
<http://eng.lacity.org/>





HOW-TO



I WANT
A STREET
VACATED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

Applicant submits
request and fee deposit
to Public Counter.

Applicant highlights
on district map: public
right-of-way to be
vacated, properties
owned by applicant,
and any other owners
whose properties adjoin
the area proposed to be
vacated.

2. APPROVAL PROCESS

City conducts
investigations, referrals,
recommendations and
report.

City conducts
environmental
determination.

City Council either
accepts or denies
vacation request based
on recommendation
of its Public Works
Committee.

*Public notice will be given to
property owners within 300 ft.
of proposed street vacation.*

3. APPROVED

City makes final
determination and a
Resolution to Vacate
will be submitted along
with the City Engineer's
report.

City conducts public
hearing to hear
testimony on vacation
request from interested
persons.

Applicant will be
responsible for costs
of constructing any
required street, or
infrastructure.

Resolution to Vacate
will be delivered
to the office of the
Los Angeles County
Recorder.

Vacation proceedings
are complete and
applicant and adjoining
owners are mailed a
copy of the Resolution.

ROADWAY

ADOPT A MEDIAN

Medians are an important part of the roadway; however, the City is limited in how many medians it can maintain. An individual or group can participate in the program for purposes of planting and beautifying their street. If an individual or group agrees to maintain the landscaping area and improvements indefinitely, the OCB coordinates the appropriate City departments' approvals and will waive all fees associated with an A-Permit and a Revocable Permit.

BASIC INFORMATION

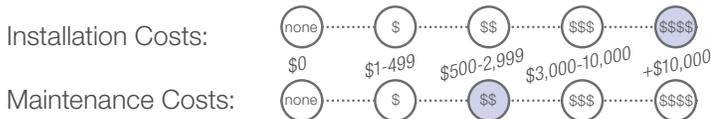
ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Nonprofit and Community-Based Organizations

COMMUNITY ENGAGEMENT PROCESS

None Required

COSTS TO APPLICANT



*See page 70 for City sponsored maintenance.

IMPLEMENTATION TIMEFRAME

3-6 Months (can be less with Pre-Approved Plans)



LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Mail 3 sets of request packets to Department of Public Works.

Office of Community Beautification:

200 North Spring Street, Room 356, Los Angeles, CA 90012

CITY CONTACT

City of Los Angeles Board of Public Works

Office of Community Beautification

(213) 978-0228

<http://bpw.lacity.org/ocb/>



HOW-TO



I WANT TO
ADOPT A
MEDIAN

READINESS CHECKLIST

Are you eligible?

Have you completed the "Adopt-a-Median Neighborhood Beautification Partnership" agreement?

Have you completed the Maintenance Agreement?

Have you taken current photographs of the project site from multiple angles?

Have you gotten a letter of support from your Neighborhood Council?

Letter must be on Neighborhood Council letterhead.

Have you gotten a letter of support from your Council Member(i.)?

Have you completed a Waiver and Release of Claims form?

1. SUBMIT REQUEST

Applicant submits three sets of the request packet with a cost listing of the materials that will be used, and a set of scaled project plans.

2. APPROVAL PROCESS

Bureau of Contract Administration conducts inspection prior to construction.

OCB staff obtains R-permit and A-permit on applicant's behalf with all fees waived.

In the event that a B-permit is required, applicant must apply and pay all fees.

The Board of Public Works, Office of Community Beautification (OCB) reviews request.

3. INSTALLATION

Applicant is responsible for construction of permitted median improvements.

4. CARE AND MAINTENANCE

Applicant maintains installations as specified in Maintenance Agreement.

• Prior to digging, contact DigAlert (800) 227-2600.



ADOPT A MEDIAN

FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

B-PERMIT CASE MANAGEMENT

The B-Permit Case Management Process is needed to design shared streets and alleys, green alleys, pedestrian walkways, historic industrial streets, and other street improvements with special features. A B-Permit case management process allows innovative street improvements. The process includes preliminary plan review for nonstandard features in the public right-of-way.

BASIC INFORMATION

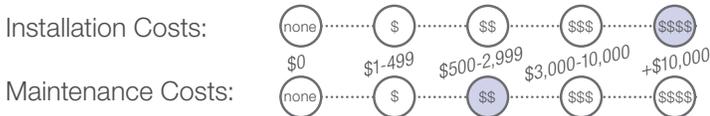
ELIGIBILITY

- ◆ Property Owner(s)
- ◆ Developer with Necessary Control of Site Access

COMMUNITY ENGAGEMENT PROCESS

- Approval of affected property owners required

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

Months to Years

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

In-person request with initial deposit of \$2,500 at submittal - B Permit and R Permits filed in the BOE's district office where the project is located.

Plan review and inspection fee deposits are based on the construction cost of the improvements. B-Permit fees are considered "actual cost" based on staff time spent to review and inspect the improvements. Funds remaining in the B-Permit are returned to the applicant.

<http://eng.lacity.org/permits/>

CITY CONTACT

Contact your Bureau of Engineering (BOE) district office:
<http://eng.lacity.org/aboutus/locations/>



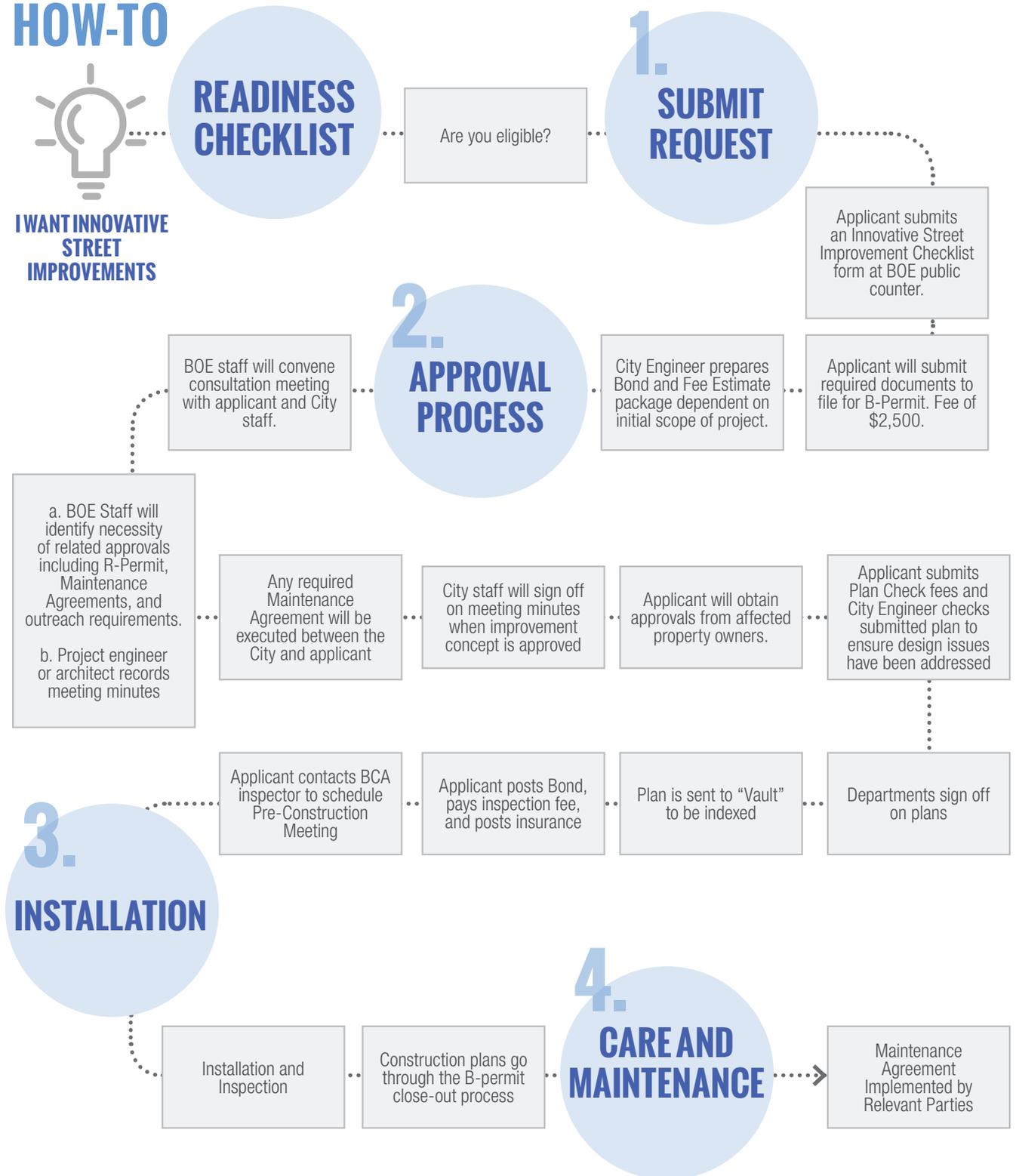
“This process was created to give property owners who would like to make more innovative improvements in the public right-of-way more confidence to work with the City and bring more innovative design variety to our streets that are more responsive to contextual needs.”

-BOE

HOW-TO



I WANT INNOVATIVE STREET IMPROVEMENTS



B-PERMIT CASE MANAGEMENT PROCESS

FOOTNOTES

i. The Innovative Street Improvement Permit Processing may likely also require the issuance of a Revocable Permit (R-Permit). An R-Permit is to grant conditional encroachment of the public right-of-way by private parties not authorized to occupy the right-of-way. The R-Permit review process ensures that encroachments are checked for compliance with the City's specifications for design, use, material, and inspection. R-Permit process is shown on page 53.

BUSINESS IMPROVEMENT DISTRICT

A Business Improvement District (BID) is a “self-help” tool that can promote the economic revitalization and physical maintenance of business districts in order to create jobs and attract new businesses. Some of the things a BID can do are clean sidewalks, install pedestrian scale lighting, install benches and other amenities, promote tourism, and host special events. These enhanced features are paid for via assessments collected from stakeholders within the district. BIDS can be formed based on either property ownership or by business participation.

BASIC INFORMATION

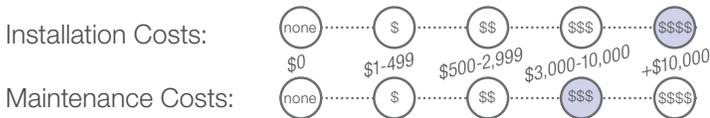
ELIGIBILITY

- ◆ Ground-Floor Business Owner; or Property Owners
- ◆ Nonprofit and Community-Based Organizations

COMMUNITY ENGAGEMENT PROCESS

Proponents must garner support from other businesses and/or property owners in area to form BID

COSTS TO APPLICANT



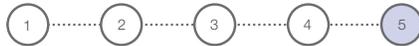
*Total cost to establish BID is \$80,000. Proponents pay \$40,000.

IMPLEMENTATION TIMEFRAME

18-24 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

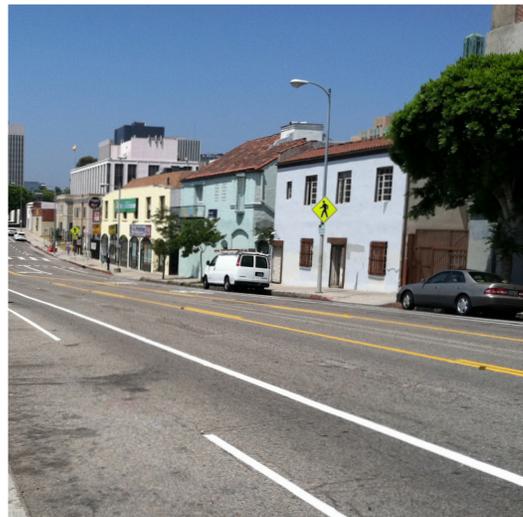
Meetings with BID proponents, no request required. Need sufficient property owner or business owner interest.

CITY CONTACT

Neighborhood and Business Improvement District Division
 City of Los Angeles Office of the City Clerk
 Administrative Services Division
<http://clerk.lacity.org/businessimprovementdistricts/index.htm>



Photo credit: LA Bike Blog



“ Because of its flexibility, the BID concept has proven interesting to a very wide variety of business interests throughout the City. The LA BID Program, for your community, could quite possibly mean Being In the Driver’s seat.”

-LA BID FAQ

HOW-TO



I WANT TO FORM A BID

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

Applicant contacts City Clerk to express desire to form a BID.

City contacts group and meets with it to assess whether BID should be pursued.

Applicant provides \$40,000 matching fund for BID establishment.

Applicant determines what finances they have available and determines if hiring a consultant is feasible.

No Consultant Hired
Applicant performs: focus group interviews, surveys, prioritizing of BID projects, cost estimates, RFP process, database development, and budget construction.

City Clerk releases RFP after receipt of \$40,000 from proponents.

BID proponents build basic consensus and support for the new BID.

Consultant submits a preliminary package to the City Clerk's Office.

Work program, Schedule of activities, Ratio of expenses to service activities, and Budget

2. APPROVAL PROCESS

City Clerk reviews package and assessment methodology.

Consultant petitions the community to gain support from at least 15% of business owners, or 50% of property owners.

City Clerk verifies signatures after requisite petition level achieved.

City Clerk prepares report to introduce BID to City Council.

City Clerk schedules and initiates public hearing process.

City Clerk conducts 45 day public hearing.

Ballot is distributed and property owners return ballots to vote.

3. INSTALLATION

City Council establishes the BID and BID operating entity enters into an agreement.

Owner's association requests funds from City and implements services.

4. CARE AND MAINTENANCE

City Clerk releases assessments funds periodically to support operations.



BUSINESS IMPROVEMENT DISTRICT

FOOTNOTES

i. Under current law, BIDs are for commercial areas only. Only mixed-use areas (like condo buildings near commercial areas) might have residential properties in a BID.

SIDEWALK

LIGHTING - ART DISPLAYS

Art on light poles is a unique means of identification for a community. Art displays add color and enliven the daily experience for residents and the neighborhood. These permanent displays have increased in popularity and help establish character of places throughout Los Angeles.

BASIC INFORMATION

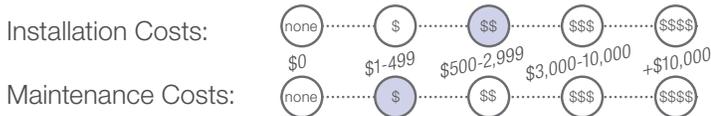
ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Nonprofit and Community-Based Organizations

COMMUNITY ENGAGEMENT PROCESS

None Required - Recommend engaging Council District & Neighborhood, requires City Council approval.

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

4-8 weeks

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Mail application with \$350 fee at time of submittal.

Bureau of Street Lighting

1149 S. Broadway, Los Angeles, CA 90015

CITY CONTACT

Bureau of Street Lighting

Department of Public Works

Ph. (213) 847-1451 | Fax (213) 847-1851

bsl.streetlighting@lacity.org

<http://bsl.lacity.org/>



Gaffey Street, San Pedro



Little Tokyo, Los Angeles
Photo credit: Sonia Romero

HOW-TO



I WANT LIGHT
POLEART

READINESS CHECKLIST

Are you eligible?

Do you have a letter
of support from your
Council Office(i.)?

Do you have a
rendering of the
proposed art?

Applicant provides
sample art display with
brackets.

Applicant submits first
request by mail with
\$350 fee.

Request located at:
www.bsl.lacity.org/

1. SUBMIT REQUEST

Applicant procures
shop drawings of
proposed art display.

Applicant provides
proof of liability from
the maintenance group.

Applicant submits final
request.

2. APPROVAL PROCESS

3. INSTALLATION

Bureau approves
request and permits
installation.

Bureau will review
request for maximum of
30 days.

4. CARE AND MAINTENANCE

Applicant installs art
display as permitted.

Applicant maintains
installations
as specified in
maintenance
agreement.



ART DISPLAYS

FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

LIGHTING - BANNERS

Light Pole Banners provide limited availability for charitable and non profit entities to advertise their events, to identify a community or district, or for public service announcements utilizing street lighting poles.

BASIC INFORMATION

ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Nonprofit and Community-Based Organizations

COMMUNITY ENGAGEMENT PROCESS

None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$	\$	\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$	\$	\$

IMPLEMENTATION TIMEFRAME

2-6 weeks

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

A City approved authorized pole banner vendor must apply on behalf of the applicant. Check <http://bsl.lacity.org/> for full list of approved vendors.

CITY CONTACT

Bureau of Street Lighting
 Department of Public Works
 Ph. (213) 847-1451 | Fax (213) 847-1851
bsl.streetlighting@lacity.org
<http://bsl.lacity.org/>



Venice Blvd, Los Angeles

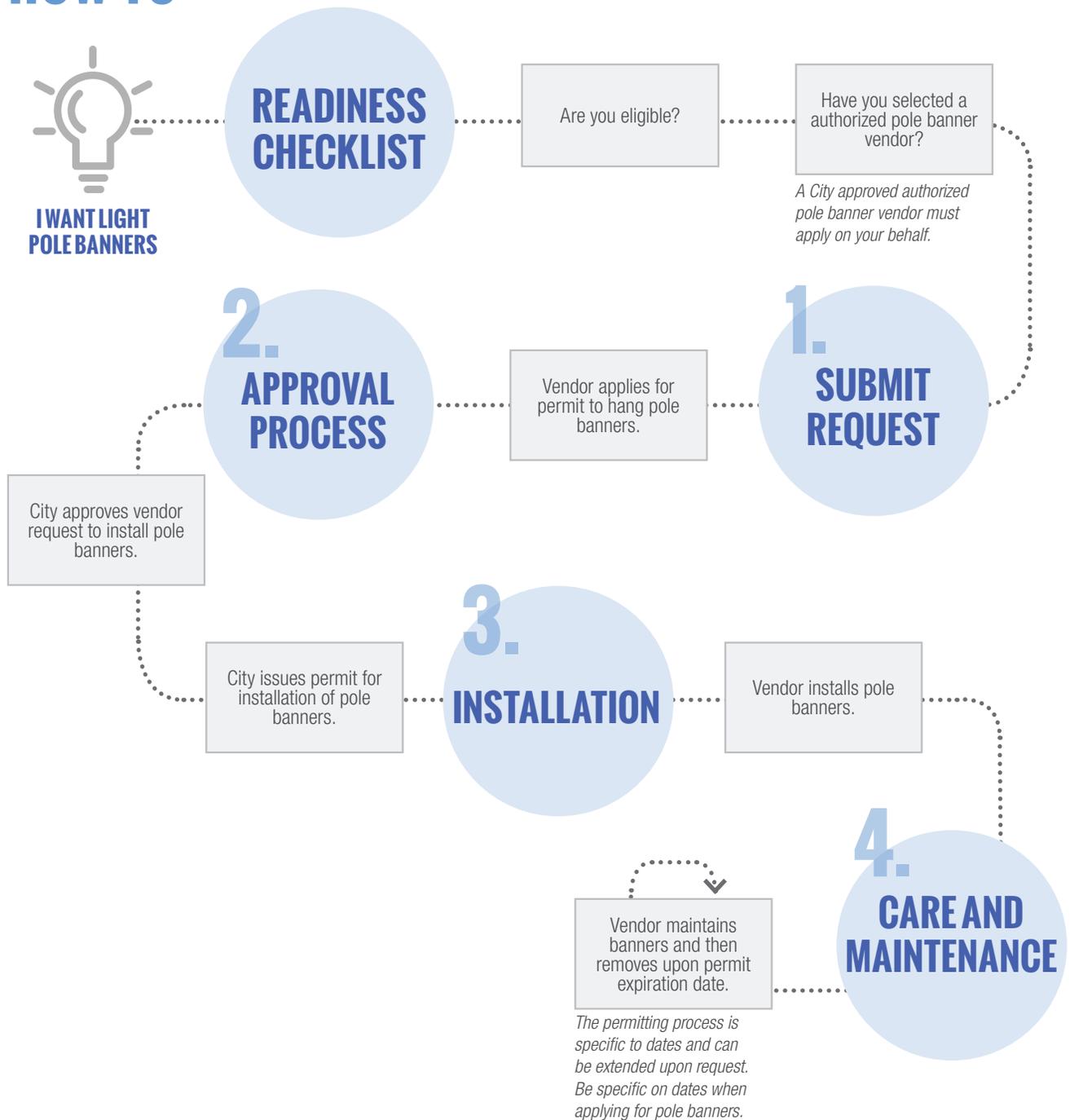


Hollywood, Los Angeles

HOW-TO



I WANT LIGHT
POLE BANNERS



FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

SIDEWALK

LIGHTING - SEASONAL

Christmas lights or twinkle lights are commonly seen during the holidays. The City offers seasonal lighting opportunities to enhance streets. This service is usually pursued for commercial streets.

BASIC INFORMATION

ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce

COMMUNITY ENGAGEMENT PROCESS

Approval from affected/adjacent property owners is required.

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

4-6 weeks

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Mail request with \$350 fee at time of submittal.

Bureau of Street Lighting

1149 S. Broadway, Los Angeles, CA 90015

CITY CONTACT

Bureau of Street Lighting

Department of Public Works

Ph. (213) 847-1451 | Fax (213) 847-1851

bsl.streetlighting@lacity.org

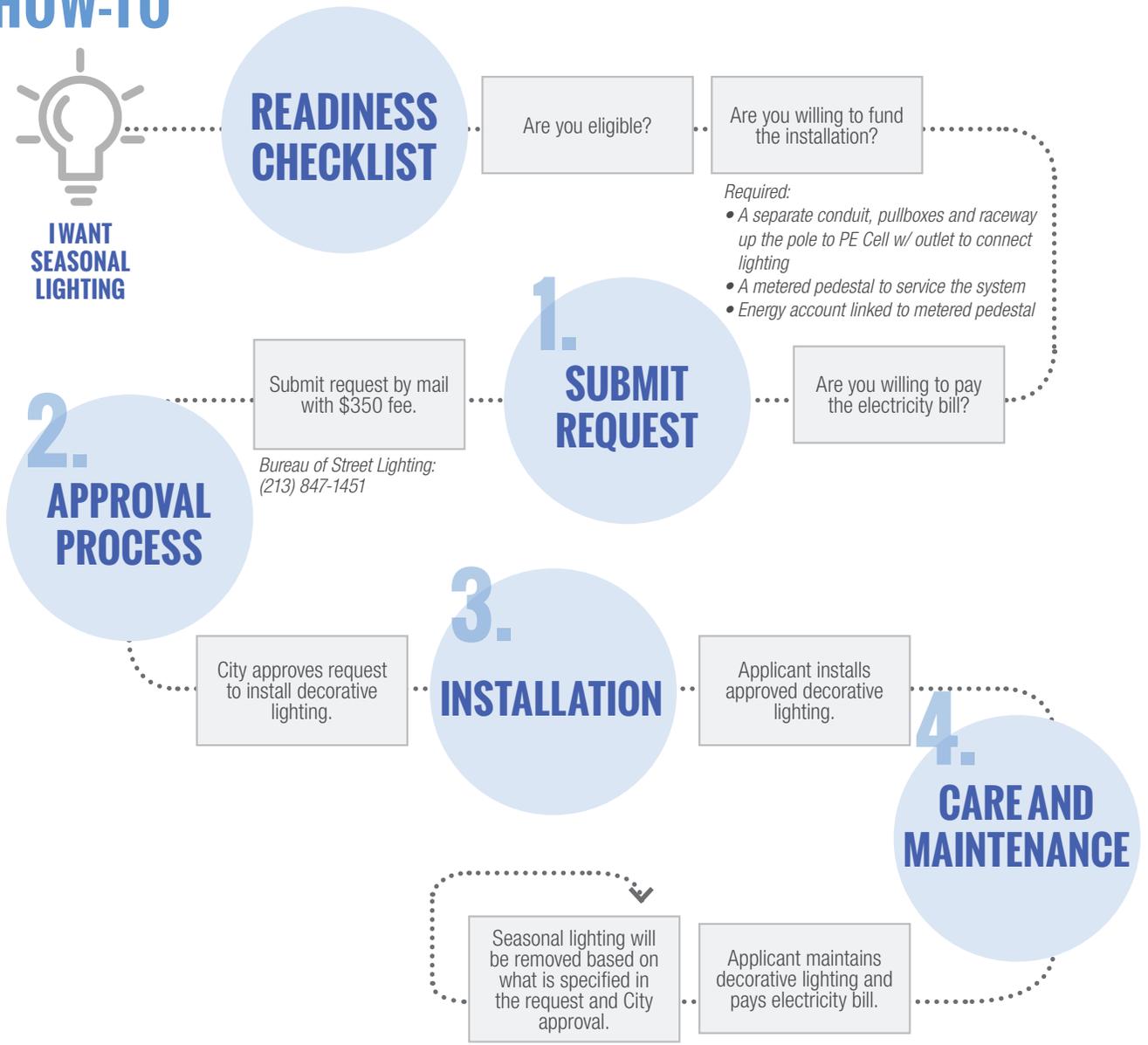
<http://bsl.lacity.org/>



HOW-TO



I WANT
SEASONAL
LIGHTING



SEASONAL

FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

LIGHTING - FORM A STREET LIGHTING DISTRICT

A property owner can petition the City to initiate an assessment process to install lighting on the street adjacent to their property. This type of installation is for a complete lighting system on the street. Property owners are responsible for the costs of installation and maintenance.

BASIC INFORMATION

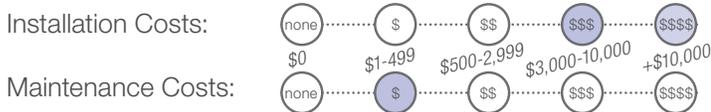
ELIGIBILITY

- ◆ Property Owner

COMMUNITY ENGAGEMENT PROCESS

- Must determine proposed lighting district boundaries and gain support of at least 70% of property owners within the district.

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

1-3 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Mail request and Annual Assessment fees will be charged and will vary by project.

Bureau of Street Lighting

✉ 1149 S. Broadway, Los Angeles, CA 90015

CITY CONTACT

Bureau of Street Lighting

Department of Public Works

Ph. (213) 847-1451 | Fax (213) 847-1851

bsl.streetlighting@lacity.org

<http://bsl.lacity.org/>



“ Street lighting plays a major role in our everyday lives. It is woven into our streetscapes and provides safety, security and visibility for motorists and pedestrians.”

-Ed Ebrahiman, Director of Bureau of Street Lighting

HOW-TO



I WANT STREET LIGHTS

READINESS CHECKLIST

Are you eligible?

Is there space for light poles and pedestrian flow?

- Minimum 5 ft. clear path of travel

Have you talked to adjacent property owners?

Determine proposed lighting district boundaries and gain support of at least 70% of property owners within district.

1. SUBMITTAL

Fill out request form available online and mail in with signatures of support.

Website:
<http://bsl.lacity.org/how-to-get-a-streetlight.html>

Are you and adjacent property owners willing to pay for both installation and maintenance?

Those within the lighting district must be willing to pay the City for installation and an annual maintenance fee.

2. APPROVAL PROCESS

City sends questionnaire to property owners to confirm signatures.

City prepares construction plans and cost estimates for property owners.

City prepares ballot and mails notice of hearings and ballot to property owners for vote.

Property owners have 45 days to return ballot.

Vote is rejected.

Vote passes!

Cultural Affairs Commission reviews and approves plans.

4. CARE AND MAINTENANCE

City maintains system, funded by collected assessments.

City installs street lighting system.

3. INSTALLATION



FORM A STREET LIGHTING DISTRICT

FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

BUILDING

MURALS

Murals add vibrancy to neighborhoods and create connections to place, history, and expression. New art murals ('original art murals') must be registered with the Department of Cultural Affairs (DCA) prior to the request process by an individual/group. The property owner must consent to the mural and its installation for a minimum of two years. OCB will provide the protective coating at its cost if the mural is approved by DCA (up to 450 square feet).

BASIC INFORMATION

ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Community Member

COMMUNITY ENGAGEMENT PROCESS

☑ Must hold a meeting to discuss mural proposals with the community. Must post and mail meeting notices to the Council Office, Neighborhood Council, and BID 14 days prior.

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

1-2 months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Online request with \$60 fee at time of submittal and approximate \$20 County recording fee.

Submit online at:

📄 <http://www.culturela.org/murals/>

CITY CONTACT

Citywide Mural Program
 City of Los Angeles Department of Cultural Affairs
 (213) 202-5544
dca.publicart@lacity.org
<http://culturela.org/murals/>



Artists: Gino Burban-Lofredo (above), Paul Botello (below)



“ Los Angeles has a rich collection of murals that explore our stories and leave a recorded history. Murals are one of our most vibrant forms of public art.”

-Mayor Eric Garcetti

HOW-TO



I WANT A MURAL

READINESS CHECKLIST

Are you eligible?

Did you conduct public outreach?

Public Outreach must:

- Hold a meeting to discuss mural proposals with the community
- Post and mail meeting notices to the Council Office, Neighborhood Council, and BID 14 days prior.

1. SUBMIT REQUEST



Submit request online.

Website:
<http://culturela.org/murals/>

Are you willing to maintain the mural?

2. APPROVAL PROCESS

City reviews submitted documents.

City issues a Notice to Proceed letter.

3. INSTALLATION

Applicant submits 2-year covenant and final registration documents.

Applicant applies anti-graffiti coating.

Applicant installs mural.

City provides confirmation of mural registration and assigns an Original Art Mural registration number to applicant.

4. CARE AND MAINTENANCE

Applicant maintains mural as specified in administrative rules.



MURALS

FOOTNOTES

- 90-Day Notice to Artist: once registered and completed, any alteration to or removal of a registered mural must be done pursuant to LAAC 22.119 and the adopted Administrative Rules pursuant to Section VI Mural Removal and 90-Day Notice to Artist.
- For murals created before October 12, 2013, applicants can register their mural through a separate request: <http://culturela.org/wp-content/uploads/2015/12/Vintage-Mural-Request.pdf>

SIDEWALK

PAINTED SIGNAL CABINETS

Painted signal cabinets are an excellent way to incorporate art into a street. LADOT’s traffic signal cabinets can be painted as a way to beautify neighborhoods. Community Members can submit proposals to their local Council District office, which will coordinate with LADOT for approval. Not all “utility boxes” are LADOT signal cabinets, so they might not be eligible under LADOT’s signal cabinet art program.

BASIC INFORMATION

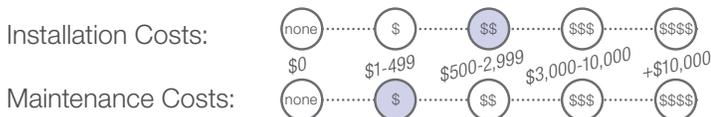
ELIGIBILITY

- ♦ Interested artists working through their local Council Office

COMMUNITY ENGAGEMENT PROCESS

- None Required - Recommended engaging Neighborhood Council

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

Dependent on community and artist, after LADOT approval, which takes anywhere from a few weeks to a few months depending on the conversations with the Council Office.

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact local Councilmember.

Council Directory Website

<http://www.lacity.org/your-government/elected-officials/City-council/council-directory>

CITY CONTACT

City of Los Angeles Department of Transportation

ladot@lacity.org

<http://ladot.lacity.org/>



Artist: SKECHY (Above), VOTAN (Below)



“Decorative displays enhance the character of our streets and give local artists opportunities to showcase their artwork.”

-LADOT

HOW-TO



I WANT A
PAINTED
SIGNAL
CABINET

READINESS CHECKLIST

Are you eligible?

Does your proposal meet the guidelines?

- Environmentally preferred paints with low VOC required
- May not puncture, etch, or bend cabinet or cover any air vents, door handles, key holes, hinges or seams

Are you willing to pay for installation and maintenance?

1. SUBMIT REQUEST

Submit a request to appropriate Council Office.

Must include: proposed decorative design, locations, and duration for display.

City Council Office forwards request to LADOT.

2. APPROVAL PROCESS

LADOT reviews the request.

Final approval based on compliance with safety regulations and impacts on the functionality of the cabinet and appropriate content.

LADOT notifies Council Office of final approval or concerns

3. INSTALLATION

The installation is at the discretion of the Council Office and is independent of LADOT approval.

4. CARE AND MAINTENANCE

Applicant maintains the cabinet.



PAINTED SIGNAL CABINETS

FOOTNOTES

- The decorator may be instructed to remove a display from any traffic signal cabinet at the direction of the City Council, City Council Office responsible for the district area or LADOT (upon advance notice to City Council or appropriate Council Office). Removal shall take place within 24 hours from the time of notification. If the decorator fails to comply with the removal instruction, the City may remove the display and seek cost reimbursement from the decorator.
- LADOT may remove the controller cabinet at any time for operational reasons.

SIDEWALK

RESIDENTIAL PARKWAY LANDSCAPING

Landscaping within the parkway (an area between the curb and sidewalk) is a way to add more beauty to a street. Parkway can act as water filtration areas depending on the design and plants selected for the area. Planting must be approved by the Bureau of Street Services (BSS), Landscape Group and can include flowers, edible plants, and much more. Native drought-tolerant species of plants are encouraged. Property owners may need to apply for an appropriate permit, depending on the planting choices and scope of work.

BASIC INFORMATION

ELIGIBILITY

- ◆ Property Owner

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

1-3 Months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Online or in person request - fee due at time of submittal. A-Permit is required, however, applicant may need to apply for R-Permit (see How-To process for more information)

A-Permit: Fees \$400-\$2000

R-Permit: Fees vary (\$540+)

<http://eng.lacity.org/permits/>

CITY CONTACT

Bureau of Engineering, District Office
<http://eng.lacity.org/aboutus/locations/>

Bureau of Street Services, Landscape Group
<http://bss.lacity.org/>



“ Parkway are an important part of the pedestrian landscape for two reasons. First, they provide space for street trees and other plantings that make the pedestrian environment more comfortable and interesting for walking. Second, they act as a buffer between the sidewalk and the traveled roadway, which increases pedestrian safety.”

-wherethesidewalkends.com

HOW-TO



I WANT A
LANDSCAPED
PARKWAY

READINESS CHECKLIST

Are you eligible?

Are you installing
any nonstandard
improvements?

*If Yes: Additional
R-permit is required.
(see page 53 for
R-Permit Process)*

Are you willing
to purchase and
maintain all parkway
installations?

Is the length of the
proposed landscaped
parkway longer than
25 ft?

*If Yes: Must provide a
"house walk."*

Are you installing active
stormwater capture
systems?

*If Yes: Additional R-permit
is required. (see page 53
for R-Permit Process)*

Are you installing
continuously pressured
irrigation line/systems?

*If Yes: Additional R-permit
is required. (see page 53
for R-Permit Process)*

1. SUBMIT REQUEST

Apply for appropriate
permits, online or at
Bureau of Engineering.

Applicant must achieve
approval by Stormwater
Program for any
stormwater projects.

2. APPROVAL PROCESS

Applicant calls BCA
to arrange for pre-
construction meeting.

City issues permit(s)
to applicant after final
approval.

City approves or
requests revisions from
applicant.

City reviews permit
request(s) and proceeds
with related process.

3. INSTALLATION

Applicant installs
improvements as
permitted.

4. CARE AND MAINTENANCE

Applicant maintains
installations as
specified for each
service.

- Prior to digging, contact DigAlert (800) 227-2600.
- Follow planting specifications given at permit issuance.



SIDEWALK

SIDEWALK DINING

Sidewalk dining allows people to dine outdoors, which creates a vibrant public realm and attracts customers to businesses. Business owners and/or property owners can apply for a Revocable Permit (R-Permit) which grants the applicant approval to place sidewalk dining facilities (e.g. tables, chairs, umbrellas, planter boxes, and non-fixed railings) in front of their businesses.

BASIC INFORMATION

ELIGIBILITY

- ◆ Ground-Floor Business Owner or Property Owner

COMMUNITY ENGAGEMENT PROCESS

- Adjacent business owners and property owners are notified of a request in process.

COSTS TO APPLICANT

Installation Costs:	(none)	(\$)	(\$\$)	(\$\$\$)	(\$\$\$\$)
Maintenance Costs:	(none)	(\$)	(\$\$)	(\$\$\$)	(\$\$\$\$)
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

2-8 weeks

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

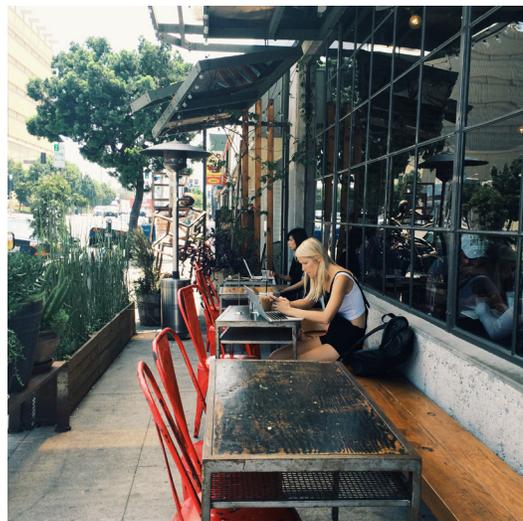
Online request with \$1,854 fee (plus surcharge; fees are subject to change) at time of submittal.

Submit online at:

<http://eng.lacity.org/permits/>

CITY CONTACT

City of Los Angeles Department of Public Works
Bureau of Engineering
<http://eng.lacity.org/permits/>



“ There’s no doubt that the sidewalk seating, planters and cafes are setting that destination atmosphere for LA.”

-Blair Besten
Executive Director of the Historic Core BID

HOW-TO



I WANT
SIDEWALK
DINING

READINESS CHECKLIST

Are you eligible?

Is there space for these facilities and pedestrian flow?

Minimum 7 ft clear path of travel

2. APPROVAL PROCESS

Apply for a Revocable Permit

- Fee
- Sketch/plans for installment
- Photographs of encroachment area
- Lease agreement or Grant Deed/ Title report

City conducts a field investigation or determines it is not needed.

City reviews request and ensures all requirements are met.

City prepares a list of R-Permit Conditions that the applicant must comply with in order to issue the R-Permit.

Applicant completes R-Permit Conditions, including (but, not limited to) sewer fees, liability insurance and Waiver of Damages

1. SUBMIT REQUEST

Are you willing to maintain these facilities?

- Clean and maintain sidewalks where facilities are placed
- Update liability and property damage insurance annually

3. INSTALLATION

Applicant displays R-Permit in plain view of public.

City issues R-Permit for project.

City verifies all R-Permit Conditions have been complied with, including acceptance by a Public Works Inspector.

Depending on proposed improvements, the Applicant may need to obtain an A-Permit to install the facilities

Applicant places facilities with required clearances during business hours.

Applicant removes and stores all movable facilities when business is closed.

4. CARE AND MAINTENANCE

Applicant cleans and maintains the sidewalk area where facilities are placed.

Applicant updates liability and property damage insurance annually.



SIDEWALK DINING

FOOTNOTES

i. Please go to <http://neighborhoodinfo.lacity.org/> and enter your location to find your Council District or Neighborhood Council Information.

STREET TREES

Trees provide a multitude of benefits to both the community and environment. Property owners and individuals/groups with property owner approval can apply for a permit to plant trees in their public parkway between the sidewalk and street. The Bureau of Street Services also works in collaboration with CityplAnts (<http://www.cityplants.org/>) in providing free trees and assistance for individual and community tree plantings. Street trees may also be planted in medians (permit required). See Median Island Maintenance (pages 70-71) for more information.

BASIC INFORMATION

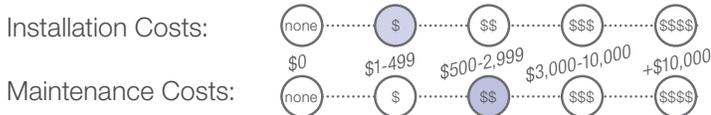
ELIGIBILITY

- ◆ Property Owners
- ◆ Nonprofit and Community-Based Organizations
- ◆ Community Members, with Property Owner Approval

COMMUNITY ENGAGEMENT PROCESS

None Required

COSTS TO APPLICANT (FOR EACH STREET TREE)



IMPLEMENTATION TIMEFRAME

3-6 weeks

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

MYLA311

☎ 311

CITY CONTACT

Department of Public Works, Bureau of Street Services, Urban Forestry Division
 1149 South Broadway Street, 4th Floor
 Los Angeles, CA 90015
 Ph. (213) 847-3077
<http://bss.lacity.org/UrbanForestry/index.htm>



“ The best friend on earth of man is the tree. When we use the tree respectfully and economically, we have one of the greatest resources on earth.”

-Frank Lloyd Wright, architect

HOW-TO



I WANT A STREET TREE

READINESS CHECKLIST

Are you eligible?

Is there space for tree and pedestrian flow?

Are you willing to purchase and maintain the tree?

- Minimum 4 ft x 4 ft tree well
- Minimum 5 ft clear path of travel

2. INSPECTION

City arborist inspects site; determines species and location of tree(s); and issues permit.

Apply for a Tree Planting Permit online or by phone.

<http://myla311.lacity.org/>
(800) 996-2489

1. SUBMITTAL

3. INSTALLATION

Select nursery and have tree delivered.

Plant tree at marked location.

- Prior to digging, contact DigAlert (800) 227-2600.
- Follow planting specifications given at permit issuance.

4. CARE AND MAINTENANCE

Water and care for tree during initial growth period.

City arborist reinspects and signs off final approval.

Applicant contacts City arborist no more than five days after planting.

Follow the newly planted tree guidelines: http://bss.lacity.org/UrbanForestry/index_yourtrees.htm



STREET TREES

FOOTNOTES

i. To plant trees as a neighborhood/community group, see Community Planting Packet on Urban Forestry Department website: http://bss.lacity.org/UrbanForestry/index_compacket.htm.

ii. As an alternative to waiting for a street tree (City-owned) to be planted, trimmed or pruned by City contractors, property owners may plant or prune the tree at their own expense by obtaining a No-Fee Permit from the Urban Forestry Division. No-fee Permits may be obtained by calling (800) 996-2489 or visiting <http://bsspermits.lacity.org/>. Private trees do not require a permit for trimming or planting, but do require a permit for removal if the tree species is a "protected tree."

BLOCK PARTIES AND SPECIAL EVENTS

Block parties and other special events can bring communities together by hosting activities for children, teens, residents, and the whole neighborhood. Block parties can include music, entertainment, culture and fun. This service highlights the special events permit process in order to have a block party or close any part of a street. Costs can vary widely depending on size and circumstances of street closures.

BASIC INFORMATION

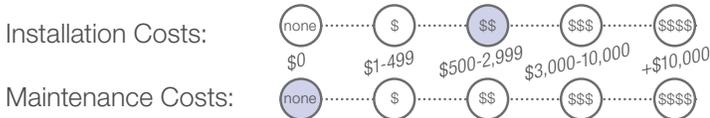
ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Community Member

COMMUNITY ENGAGEMENT PROCESS

A petition must be submitted indicating that at least 51 percent of the residences or businesses within the closure area have no objections to and support the closure.

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

1.5 months (request at least 45 days before event)

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Online request with \$312 fee at time of submittal.
Additional \$216 fee for selling activity.

One-Stop Special Events Portal:

<http://specialevents.lacity.org/SpecialEvent/Create>

CITY CONTACT

Bureau of Street Services
Investigation & Enforcement Division
<http://specialevents.lacity.org/home>



“ Every person is defined by the communities they belong to.”

-Orson Scott Card
Author

HOW-TO



**I WANT TO
HAVE A BLOCK
PARTY**

READINESS CHECKLIST

Are you eligible?

Did you conduct public outreach?

Petition businesses/residences in area affected by closure and garner at least 51 percent support for closure

2. APPROVAL PROCESS

Applicant must print and complete a petition form depending on the requested area and nature of event and provide a traffic control management plan to the City.

Apply for a special events permit online or through the mail.

Website for required materials:
<http://specialevents.lacity.org/SpecialEvent/Create/>

1. SUBMIT REQUEST

Applicant must provide proof of insurance. Have insurance broker access Track4LA (<http://track4la.lacity.org>) and follow instructions.

Applicant must print and complete the "Indemnification and Hold Harmless Agreement" form.

https://bsspermits.lacity.org/spevents/common/petition_forms.cfm#insurance

Applicant must mail completed and signed Petition and Hold Harmless forms to address listed below:

Street Services Investigation & Enforcement Division
1149 South Broadway, Suite 350
Los Angeles, CA 90015

City processes request.

Request is rejected.

4. EVENT

Final cost of the event will be provided by the City after the event if any traffic control officers are needed.

Applicant is responsible for event clean up and any costs associated.

During event:

- Qualified personnel monitor all closure locations.
- Applicant must provide portable toilets if needed.
- Traffic control officers may be requested.

Set up:

- Applicant ensures all traffic control standards are met.
- Applicant may request barricades (for pick up or delivery).

3. INSTALLATION



**BLOCK PARTIES/
STREET CLOSURES**

BUSINESS SUPPORT

BUSINESSSOURCE CENTER SERVICES

The BusinessSource Centers provide startup ventures and current small business owners services such as: business courses, technical assistance, loan preparation, lending, operational management, and networking. Through these services, small businesses can grow and remain competitive within the City of Los Angeles. Los Angeles BusinessSource Centers are funded by the City of Los Angeles Economic and Workforce Development Department (EWDD) and operated by nine community partners in strategic locations throughout the City.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

Instant

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

No Request Required

CITY CONTACT

City of Los Angeles Economic and Workforce Development Department (EWDD)

<http://ewddlacity.com/index.php/local-business/businesssource-centers>

The LA Business Portal provides you with all of the information needed to plan, start, manage, and grow your business.

<http://business.lacity.org/>



“There is no substitute for expert advice. Visit a BusinessSource Center near you for help with growing your business. Receive hands-on guidance on business planning, taxes, marketing, and much more.”

-LA Business Portal

HOW-TO



I WANT
BUSINESS
ADVICE

READINESS CHECKLIST

Are you eligible?

1. CHECK LIST OF CENTERS

2. RECEIVE FREE ADVICE + ASSISTANCE

Go to any
BusinessSource Center
for free advice

Check online for
specific hours

[http://business.lacity.org/
resources/service-centers](http://business.lacity.org/resources/service-centers)



Hollywood
4311 Melrose Ave.
Los Angeles, CA 90029
(323) 454-6315

Harbor
455 West 6th St.
San Pedro, CA 90731
(310) 221-0644

South Los Angeles
6109 South Western Avenue
Los Angeles, CA 90047
(323) 789-4515

Mid-City
2900 S. Crenshaw Blvd.
Los Angeles, CA 90006
(323) 293-6286

East Los Angeles
3530 E. 3rd Place
Los Angeles, CA 90063
(323) 264-9020

Central/ West Los Angeles
1055 Wilshire Boulevard, Suite 900-B
Los Angeles, CA 90017
(213) 353-9400

South San Fernando Valley
8248 Van Nuys Blvd.
Panorama City, CA 91402
(818) 899-3636

North San Fernando Valley
13172 Van Nuys Blvd.
Pacoima, CA 91331
(818) 834-0577

West San Fernando Valley
18645 Sherman Way, Suite 114
Reseda, CA 91335
(818) 705-9977

Other Business Services:

Restaurant and Hospitality Express Program
The Restaurant and Hospitality Express Program (RHEP), offered by the Department of Building and Safety, facilitates the approval process for food service establishments, restaurants and bars.

Business Tax Holiday for New Businesses
The New Business Tax Holiday exempts any new business from paying City of Los Angeles business taxes during its first two years of operation.

LA Business Assistance Virtual Network
The Business Assistance Virtual Network (LABAVN) has information about contracting opportunities with the City of Los Angeles. (<http://labavn.org/>)



BUSINESSSOURCE
CENTER SERVICES

PARKLETS

A parklet is an expansion of the sidewalk into one or more on-street parking spaces to create people-oriented places. Parklets introduce new streetscape features, such as seating, planting, bicycle parking, or elements of play. Parklets encourage pedestrian activity by offering these human-scale “eddies in the stream,” which is especially beneficial in areas that lack sufficient sidewalk width or access to public space.

BASIC INFORMATION

ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Other requests considered on a case-by-case basis

COMMUNITY ENGAGEMENT PROCESS

- ☑ Must provide 3 letters of support and proof of presentation (meeting minutes and meeting agenda)

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

6-12 months (depending on capabilities and readiness of community partner)

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free online request.

People St. Website

📄 <http://peoplest.lacity.org/parklet/>

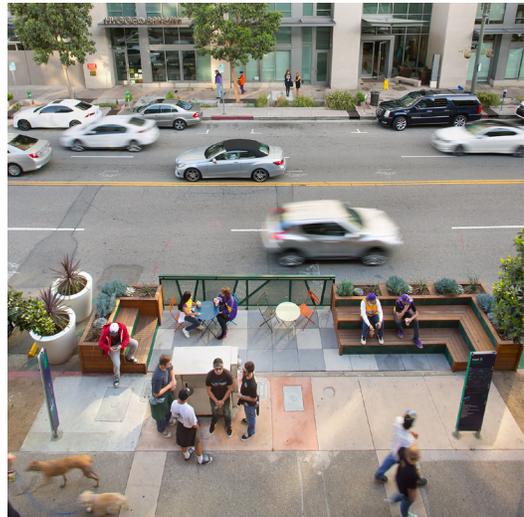
CITY CONTACT

People St

City of Los Angeles Department of Transportation

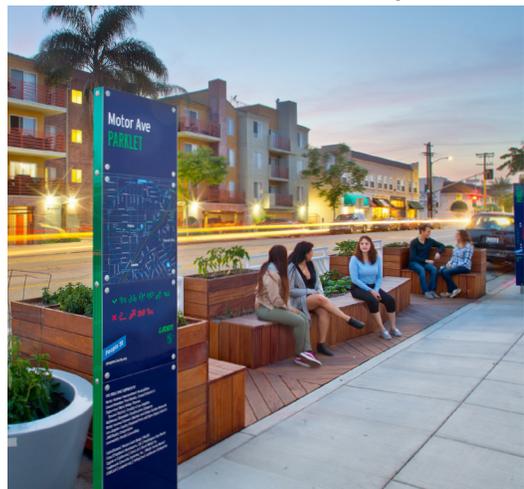
Active Transportation Division

<http://peoplest.lacity.org/>



Hope St Parklet

Photo credit: LADOT Bike Blog/Jim Simmons



Motor Ave Parklet

“ Parklets encourage pedestrian activity by offering these human-scale “eddies in the stream,” which is especially beneficial in areas that lack sufficient sidewalk width or access to public space.”

-People St.

HOW-TO



I WANT A PARKLET

READINESS CHECKLIST

Are you eligible?

Have you downloaded the request?

Did you conduct public outreach?

http://peoplest.lacity.org/app_material/PeopleStParkletAppManual.pdf

Provide 3 letters of support and proof of presentation.

2. APPROVAL PROCESS

Submit initial request online.

Website: <http://peoplest.lacity.org/parklet/>

1. SUBMIT REQUEST

City sends official determination regarding initial request.

Request is accepted!

Request is tabled/rejected.

City issues public notice.

City issues pre-installation public life survey.

Applicant reviews design development with City staff.

City conducts on-site inspection.

Applicant submits final request.

3. INSTALLATION

City conducts installation on-site inspection.

Applicant begins installation.

City issues MOU and A-Permit to applicant.

Applicant completes installation.

City conducts final on-site inspection.

Opening Ceremony.

4. CARE AND MAINTENANCE

Applicant maintains Parklet as specified in request.

Conduct public life survey and renew MOU with LADOT after 12 months



PARKLETS

FOOTNOTES

i. The public may file complaints directly with LADOT concerning the Parklet via email at peoplest@lacity.org. These complaints will be communicated to the Community Partner. If necessary, LADOT may amend the MOU with additional operations requirements, design modifications, or other measures to address the complaints.

ii. LADOT will issue a written Notice of Violation if the Community Partner is found in violation of Operating and Maintenance Standards outlined in the People St Parklet MOU. The Community Partner must correct the violation within 30 days, or LADOT may issue a Notice of Removal.

SIDEWALK AND ROADWAY

PLAZAS

A People St Pedestrian Plaza creates accessible public open space by closing a portion of street to vehicular traffic. A colorful, patterned treatment is applied to the street surface; while large planters and other elements define the Plaza perimeter. The Community Partner maintains and operates the Plaza, providing movable tables and chairs, public programs, and ongoing neighborhood outreach. People St Pedestrian Plazas must remain publicly accessible at all times.

BASIC INFORMATION

ELIGIBILITY

- ◆ Business Improvement District (BID)
- ◆ Community Benefit District (CBD)
- ◆ Chambers of Commerce
- ◆ Ground-Floor Business Owner or Property Owner
- ◆ Nonprofit and Community-Based Organizations
- ◆ Other requests considered on a case-by-case basis

COMMUNITY ENGAGEMENT PROCESS

- ☑ Must provide 5 letters of support and proof of presentation (meeting minutes and meeting agenda)

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

12 months from final request approval

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free online request.

People St. Website

📄 <http://peoplest.lacity.org/plaza/>

CITY CONTACT

People St

City of Los Angeles Department of Transportation

Active Transportation Division

<http://peoplest.lacity.org/>



Leimert Park Village Plaza

Photo credit: LADOT Bike Blog/Jim Simmons



Bradley Ave Plaza, Pacoima

“ Creating expanded public spaces can increase safety for people who walk, bike, and take transit. New local gathering spaces can foster a greater sense of community and social cohesion.”

-People St.

HOW-TO



READINESS CHECKLIST

Are you eligible?

Have you downloaded the application?

Did you conduct public outreach?

http://peoplest.lacity.org/wp-content/uploads/2015/10/plazaAppManual_2015.pdf

Provide 5 letters of support and proof of presentation.

2. APPROVAL PROCESS

Submit initial application online.

Website:
<http://peoplest.lacity.org/plaza/>

City sends official determination regarding initial request.

Request is accepted!

Request is rejected.

City issues public notice.

Applicant displays notice and conducts public meeting.

Applicant submits final request.

City issues public life survey.

LADOT develops schematic design.

City issues MOU to applicant.

3. INSTALLATION

City issues installation notification.

Applicant acquires materials.

Hard Installation (LADOT)

City sends letter of approval to applicant.

LADOT develops final design.

Soft Installation (Applicant)

Opening Ceremony.

4. CARE AND MAINTENANCE

Conduct public life survey and renew MOU with LADOT after 12 months.

Applicant maintains Plaza as specified in request.



PLAZAS

FOOTNOTES

i. The public may file complaints directly with LADOT concerning the Plaza via email at peoplest@lacity.org. These complaints will be communicated to the Community Partner. If necessary, LADOT may amend the MOU with additional operations requirements, design modifications, or other measures to address the complaints.

ii. LADOT will issue a written Notice of Violation if the Community Partner is found in violation of Operating and Maintenance Standards outlined in the People St Parklet MOU. The Community Partner must correct the violation within 30 days, or LADOT may issue a Notice of Removal.

SIDEWALK

BROKEN PARKING METER

Parking meters are important for active business areas and to support thriving streets. Parking meters encourage customers to visit and ensure everyone has a fair chance to park. This service highlights how to report a broken parking meter.

BASIC INFORMATION

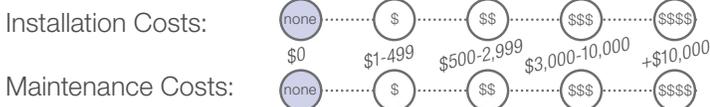
ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free online request.

Parking Violations Bureau

📄 <http://wmq.etimspayments.com/pbw/include/la/complaintform.jsp?complainttype=2>

CITY CONTACT

Los Angeles Department of Transportation

Parking Meters Division

(877) 215-3958

<http://ladot.lacity.org/>



HOW-TO



I WANT A METER REPAIRED

READINESS CHECKLIST

Are you eligible?

Note location of meter number and location

1. SUBMIT REQUEST

Submit request for repair online, make sure to note meter number and location (see diagram below)

2. APPROVAL PROCESS



METER NUMBER

METER LOCATION

City designates meters for repair and sends workers to repair

3. REPAIR

City repairs broken parking meter



BROKEN PARKING METER

COMMUNITY CLEAN-UP EVENT

Community Clean Ups are one of the most popular community beautification projects around. The Office of Community Beautification (OCB) provides support with over 45 free tools and equipment available to make your event a success.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

2-3 Days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request, contact your Council District representative.

Search for your council district.

<http://neighborhoodinfo.lacity.org/index.cfm>

CITY CONTACT

City of Los Angeles Board of Public Works

Office of Community Beautification

(213) 978-0228

<http://bpw.lacity.org/ocb/>



HOW-TO



I WANT
A COMMUNITY
CLEAN-UP

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

Contact OCB staff
based on Council
District (see information
below)

2. CLEAN-UP

Applicant recruits
volunteers and
coordinates trash
pick-up time for end of
clean-up.

Provide OCB staff with:
location of proposed
cleanup, date, and
time, and tool request
form.

Clean-Up occurs and
applicant reports back
to coordinator on the
experience.

Request Form:
[http://dpw.lacity.org/
sites/g/files/wph731fi/
Tool%20Request%20
Form_0.pdf](http://dpw.lacity.org/sites/g/files/wph731fi/Tool%20Request%20Form_0.pdf)

For Requests - Contact liason at Board of Public Works

For Council Districts 1, 2, and 6, contact Ana Huizar at ana.huizar@lacity.org or 213-978-0224

For Council Districts 3, 7, and 12, contact Jason Valencia at jason.valencia@lacity.org or 213-978-0227

For Council Districts 4 and 13, contact Gerry Valido at gerry.valido@lacity.org or 213-978-0223

For Council Districts 5,10, and 11, contact Anna Ruiz at anna.ruiz@lacity.org or 213-978-0231

For Council Districts 8, 9, 14, and 15, contact Thomas Corrales at thomas.corrales@lacity.org or 213-978-0230



COMMUNITY CLEAN-UP



PHOTO CREDIT: OFFICE OF COUNCILMEMBER PAUL KREKORIAN

GRAFFITI REMOVAL PROGRAM

Keeping our neighborhoods clean and graffiti free is important to the health of a community. The Office of Community Beautification administers contracts with geographically based Non profit Community Based Organizations, which provide graffiti removal services Citywide. OCB will also provide paint and supplies to individuals or groups who would like to remove graffiti.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

2-3 Days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

CITY CONTACT

City of Los Angeles Board of Public Works

Office of Community Beautification

(213) 978-0228

<http://bpw.lacity.org/ocb/>



HOW-TO



I WANT
GRAFFITI
REMOVED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. GRAFFITI REMOVAL

Submit request for
removal through 311.

Identify address or
intersection of graffiti to
be removed.

Graffiti is removed.

My LA 311 Online
<http://www.myla311.lacity.org/>
OCB
(213) 978-0228

FOOTNOTES

i. Painting is used on most walls and buildings. Contractors will try to match the existing color as closely as possible. Sand /water blasting will be used on unpainted concrete surfaces, such as curbs, sidewalks, cinder block walls, etc. Chemical removal is used on surfaces, such as metal light poles, street signs, trees, traffic control boxes, etc.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER PAUL KORETZ



GRAFFITI REMOVAL

ROADWAY

MEDIAN ISLAND MAINTENANCE

Medians present a huge opportunity for landscaping, trees, gateway art, signage, and they contribute to pedestrian safety and traffic calming. Medians are currently maintained through a number of partnerships including, the Office of Community Beautification (OCB) and agreements with City Council offices and organized neighborhood groups. Requests regarding medians can be made to the Bureau of Street Services, Urban Forestry Division.

BASIC INFORMATION

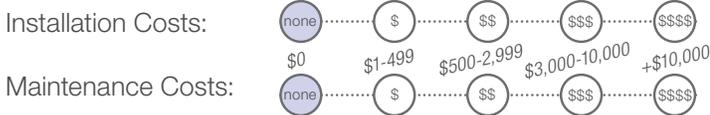
ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

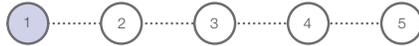


IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

MYLA311

☎ 311

Bureau of Street Services Service Request Center

☎ (800) 996-2489

CITY CONTACT

Bureau of Street Services

Urban Forestry Division

1149 South Broadway, 4th Floor

Los Angeles, CA 90015

Ph. (800) 996-2489 | Fax (213) 473-4150

<http://bss.lacity.org/UrbanForestry/index.htm>



HOW-TO



I WANT
A MEDIAN
MAINTAINED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

My LA 311 Online
<http://www.myla311.lacity.org/>
Bureau of Street
Services
(800) 996-2489

Create service request
with Bureau of Street
Services

City approves
maintenance for
improved medians

3. MAINTENANCE

City utilizes contract
services to fulfill
median maintenance
requests



PHOTO CREDIT: OFFICE OF LOS ANGELES MAYOR ERIC GARCETTI



MEDIAN MAINTENANCE

MULCH PROGRAM

The Free Mulch Giveaway program is available to all residents of the City of Los Angeles. Bureau of Sanitation (BOS) is “Closing The Loop” by providing free quality mulch in 11 different locations throughout the City that are open to the public.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Instant

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

None

CITY CONTACT

Bureau of Sanitation
 Department of Public Works
 Ph. (800) 773-2489
 san.callcenter@lacity.org
<http://www.lacitiesan.org>



“ The City of Los Angeles seeks to create a more sustainable and livable City by: improving land use planning to promote neighborhood quality of life; conserving energy and water; mitigating and adapting to climate change; building transit options for an accessible future; promoting affordability and environmental justice; and restoring and reinventing the LA River.”

-LA Sustainability Mission Statement

HOW-TO



I WANT
FREE MULCH

READINESS CHECKLIST

Are you eligible?

1. CHECK SCHEDULE

Check schedule.

Website: <http://lacitysan.org/>

2. PICK UP

Bring your own shovel,
bag, and truck. Take as
much as you need.

Boyle Heights (Council District #14)
850 North Mission Road, Los Angeles 90033
Mulch delivery days: Th, F
Hours of Operation: 7am-5pm

East L.A. (Council District #14)
2646 East Washington Boulevard, Los Angeles 90023
Mulch delivery day: W
Hours of Operation: 7am-5pm

Elysian Valley (Council District #13)
3000 Gilroy Street, Los Angeles 90039
Mulch delivery days: M, Th
Hours of Operation: 7am-5pm

Griffith Park (Council District #4)
5400 Griffith Park Drive, Los Angeles 90027
Mulch delivery days: Everyday (except weekends)
Hours of Operation: 7am-5pm

Lake View Terrace (Council District #7)
11950 Lopez Canyon Rd, San Fernando Valley 91342
Mulch delivery days: Everyday (except weekends)
Hours of Operation: 7am-5pm

Lincoln Heights (Council District #1)
1903 Humboldt Street, Los Angeles 90031
Mulch delivery days: M, Th
Hours of Operation: 7am-5pm

North Hills (Council District #12)
16600 Roscoe Place, North Hills 91343
Mulch delivery days: W, F
Hours of Operation: 7am-6pm

North Hollywood (Council District #2)
Vineland Avenue and W Chandler, Los Angeles 91601
Mulch delivery days: M, Th
Hours of Operation: 7am-5pm

San Pedro (Council District #15)
1400 North Gaffey Street, San Pedro 90731
Mulch delivery day: F
Hours of Operation: 7am-5pm

Van Nuys (Council District #6)
15800 Victory Boulevard, San Fernando Valley 91406
Mulch delivery day: M
Hours of Operation: Monday-Friday 7am-3pm



MULCH PROGRAM

SIDEWALK AND ROADWAY

PALM FROND REMOVAL

The Bureau of Street Services Street Maintenance Division manages requests for palm frond removals in the City’s public right-of-way. Notify the Street Maintenance Division regarding palm frond issues in the public right-of-way by contacting the Bureau’s Service Request Section between the hours of 7:00 a.m. - 4:00 p.m.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

MYLA311

☎ 311

Bureau of Street Services Service Request Center

☎ (800) 996-2489

CITY CONTACT

Department of Public Works, Bureau of Street Services

1149 South Broadway, 4th Floor

Los Angeles, CA 90015

Ph. (800) 996-2489 | Fax (213) 473-4150

<http://bss.lacity.org/contact.html>



HOW-TO



I WANT
PALM FRONDS
REMOVED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

My LA 311 Online
<http://www.myla311.lacity.org/>
Bureau of Street
Services
(800) 996-2489

Create service request
with Bureau of Street
Services.

City coordinates
removal date of palm
fronds.

3. PICK UP

City conducts palm
frond removal.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER DAVID E. RYU



PALM FROND REMOVAL

ROADWAY

POTHOLE-SMALL ASPHALT REPAIR

The Bureau of Street Services has twenty-four emergency response Small Asphalt Repair (SAR) crews Citywide. Each crew works within an assigned district, but may be assigned to assist other divisions. The Bureau's goal is to repair every pothole within the next business day. However, during inclement weather, the response time may be impacted. SAR crews will also make asphalt repairs to sidewalk offsets caused by tree roots, slot maintenance holes after they are readjusted following resurfacing operations, and respond to emergencies as they occur.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

3 Business Days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

MYLA311

☎ 311

Bureau of Street Services Service Request Center

☎ (800) 996-2489

CITY CONTACT

Department of Public Works, Bureau of Street Services

1149 South Broadway, 4th Floor

Los Angeles, CA 90015

Ph. (800) 996-2489 | Fax (213) 473-4150

<http://bss.lacity.org/contact.html>



HOW-TO



I WANT A
POTHOLE
REPAIRED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. POTHOLE REPAIR

Submit request for
removal through 311.

Identify address of
pothole to be repaired.

Pothole will be repaired
by responsible SAR
crew in a timely
manner.

My LA 311 Online
<http://www.myla311.lacity.org/>
Bureau of Street
Services
(800) 996-2489



PHOTO CREDIT: OFFICE OF LOS ANGELES MAYOR ERIC GARCETTI



POTHOLE REPAIR

SIDEWALK AND ROADWAY

PUBLIC STREET LANDSCAPE MAINTENANCE

The Urban Forestry Division manages the portion of the urban forest that is growing along the City’s public rights-of-way using established sustainable urban forestry principles. Notify the Urban Forestry Division regarding planting removal pruning and bee control or any other issue related to trees in the public rights-of-way by contacting the Bureau’s Service Request Section at (800) 996-2489 between the hours of 7:00 a.m. - 4:00 p.m.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by mobile application (available on the app store and google play), or by phone.

MyLA 311 Service Request Website

<http://myla311.lacity.org/>

MYLA311

☎ 311

Bureau of Street Services Service Request Center

☎ (800) 996-2489

CITY CONTACT

Bureau of Street Services

Department of Public Works

1149 South Broadway, 4th Floor

Los Angeles, CA 90015

Ph. (800) 996-2489 | Fax (213) 473-4150

<http://bss.lacity.org/UrbanForestry/index.htm>



HOW-TO



I WANT MY STREET'S LANDSCAPE MAINTAINED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

My LA 311 Online
<http://www.myla311.lacity.org/>
Bureau of Street Services
(800) 996-2489

Create service request with Bureau of Street Services.

City reviews maintenance request and dispatches team.

3. MAINTENANCE

City conducts street landscape maintenance.



PHOTO CREDIT: OFFICE OF LOSANGELES MAYOR ERIC GARCETTI



PUBLIC STREET LANDSCAPE MAINTENANCE

SIDEWALK

SANITATION PICK UPS

BOS (Bureau of Sanitation) will pick up large or bulky household items (such as mattresses, couches, and other furniture), household appliances, excess brush and yard trimmings (once a year), and illegally dumped waste.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online or by phone.

BOS

<http://www.lacitysan.org>

Bureau of Sanitation Phone

(800) 773-2489

CITY CONTACT

Bureau of Sanitation
Department of Public Works

Ph. (800) 773-2489

san.callcenter@lacity.org

<http://www.lacitysan.org>



HOW-TO



I WANT
A SANITATION
PICK UP

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Bulky Item

Illegal Dumping

Brush and Yard
Trimmings

Request specific item
pick up at least 24
hours before pick up
date.

Website: <http://lacitysan.org/>

BOS communicates
scheduled pick up to
driver.

3. PICK UP

BOS picks up item on
scheduled date.



PHOTO CREDIT: OFFICE OF LOS ANGELES MAYOR ERIC GARCETTI



SANITATION PICK UPS

ROADWAY

SEWER MAINTENANCE/REPAIR

To report sewer overflows or spills, dirty water flowing from a maintenance hole in the street, sewage backing into a residence (however, the sewer house connection from the house to the main sewer line is the responsibility of the property owner), problems with the City’s main sewer line or loose, missing, or protruding maintenance hole covers, contact the Department of Public Works, Bureau of Sanitation, Wastewater Collections Systems Division at (213) 485-5391 or (800) 773-2489.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - this is a free service.

Bureau of Sanitation Phone
☎ (800) 773-2489

CITY CONTACT

Bureau of Sanitation
Department of Public Works
Ph. (800) 773-2489
san.callcenter@lacity.org
<http://www.lacitysan.org>



HOW-TO



I WANT
A SEWER
REPAIRED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Bureau of Sanitation
Phone
☎ (800) 773-2489

Applicant creates
service request with
Bureau of Sanitation.

City inspects sewer.

City approves repair of
sewer.

3. REPAIR

City dispatches team to
resolve maintenance/
repair of sewer.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER MARQUEECE HARRIS-DAWSON



SEWER MAINTENANCE/
REPAIR

ROADWAY

STORM DRAIN MAINTENANCE/REPAIR

To report a catch basin or storm drain that is overflowing with debris or trash, is damaged, contains a lost article or has standing water in or around it, contact the Department of Public Works, Bureau of Sanitation, Wastewater Collections Systems Division at (213) 485-5391 or (800) 773-2489.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - this is a free service.

Bureau of Sanitation Phone
☎ (800) 773-2489

CITY CONTACT

Bureau of Sanitation
Department of Public Works
Ph. (800) 773-2489
san.callcenter@lacity.org
<http://www.lacitysan.org>



HOW-TO



I WANT
A STORM DRAIN
REPAIRED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Bureau of Sanitation
Phone
(800) 773-2489

Applicant creates
service request with
Bureau of Sanitation.

City inspects storm
drain.

City approves repair of
storm drain.

3. REPAIR

City dispatches team to
resolve maintenance/
repair of storm drain
blockage.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER CURREN D. PRICE, JR.



STORM DRAIN
MAINTENANCE/REPAIR

STREET LIGHT GLARE SHIELDS

Is the light at night bothering you? Does light from a street light come into your home? Contact the Bureau of Street Lighting for information on how to obtain a light shield to block glare or light trespass into residence windows.

BASIC INFORMATION

ELIGIBILITY

- ◆ Property Owner

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 month

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - one time installation fee of \$200.

If street light pole is steel, metal or concrete, call:

☎ (213) 847-1456

If street light pole is wooden, call:

☎ (800) 342-5397

CITY CONTACT

Bureau of Street Lighting

Department of Public Works

Ph. (213) 847-1456 | Fax (213) 847-1851

<http://bsl.lacity.org/>



HOW-TO



I WANT
A GLARE SHIELD

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Steel, Metal, Concrete Pole
(213) 847-1456

Wooden Pole
(800) 773-2489

Applicant calls in service request depending on type of street light.

City inspects street light and approves installment of glare shield.

3. REPAIR

City installs glare shield on light heads to block glare and light trespass for installation fee of \$200.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER HERB J. WESSON, JR.



STREET LIGHT
GLARE SHIELDS

STREET LIGHT OUTAGE

Street lights support businesses and help provide visibility. Broken street lights can quickly make a street seem less inviting. Report a street light outage and other emergency situations, such as post knockdowns, posts hit, wires exposed, conduit damage, and hanging street light fixture or open covers to 311 or use the MYLA311 Mobile phone App. After hours and on weekends, please call LADWP for emergency post knockdowns at (800) 342-5397.

BASIC INFORMATION

ELIGIBILITY

- ◆ Any Community Member

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

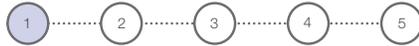
Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - this is a free service.

MYLA311

☎ 311

LADWP Customer Contact Center (After Hours)

☎ (800) DIAL-DWP [800-342-5397]

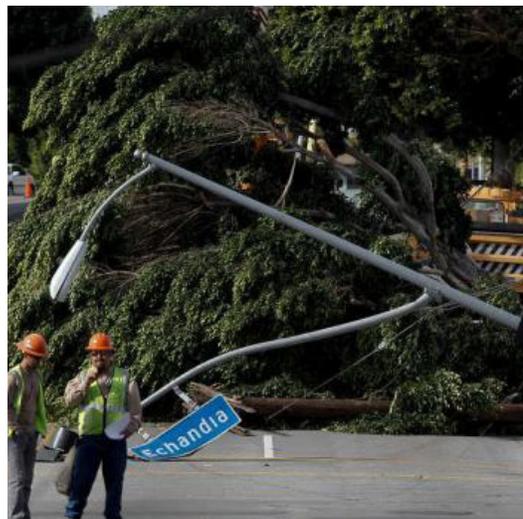
CITY CONTACT

Bureau of Street Lighting

Call 311

bsl.streetlighting@lacity.org

<http://bsl.lacity.org/>



HOW-TO



I WANT A STREET LIGHT REPAIRED

READINESS CHECKLIST

Are you eligible?

2. APPROVED

Street light will be repaired in a timely manner by responsible department.

During after hours for emergency post knockdowns, call LADWP Customer Contact Center and give location of outage.

(800) DIAL-DWP
[800-342-5397]

Call 311 or use MYLA311 Mobile Phone App.

1. SUBMIT REQUEST



PHOTO CREDIT: OFFICE OF COUNCILMEMBER GILBERT CEDILLO



STREET LIGHT OUTAGE

SIDEWALK

TRASH CONTAINER REPLACEMENT/REPAIR

To replace trash containers that are damaged or lost, please call the Bureau of Sanitation Call Center. (Have the container serial number, located on the front of the container, available when you call.) Please call 1-800-773-2489, from Monday through Friday, between 7:30 a.m. and 4:45 p.m.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

2 days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online or by phone.

Bureau of Sanitation

<http://www.lacitysan.org>

Bureau of Sanitation Phone

(800) 773-2489

CITY CONTACT

Bureau of Sanitation

Department of Public Works

Ph. (800) 773-2489

san.callcenter@lacity.org

<http://www.lacitysan.org>



HOW-TO



I WANT
A TRASH
CONTAINER
FIXED

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Bureau of Sanitation
<http://www.lacitysan.org>
Bureau of Sanitation
Phone
(800) 773-2489

Applicant creates
service request with
Bureau of Sanitation.

City approves repair
or replacement
of curbside trash
container.

3. DELIVERY

City delivers curbside
trash container within
one business day of
regularly scheduled
pick up day.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER MIKE BONIN

TRASH CONTAINER
REPLACEMENT/REPAIR

BUILDING

WATER CONSERVATION PROGRAM

Water is a valuable resource particularly in Southern California where drought conditions are common. Help conserve water and be water-wise by installing new showerheads and aerators. If you are within LADWP's service area, you can receive showerheads and aerators for free!

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

2-3 days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online or by phone.

Send e-mail for free items:

✉ waterconservation@ladwp.com

Call and press "5" for free items:

☎ (800) 544-4498

CITY CONTACT

LADWP

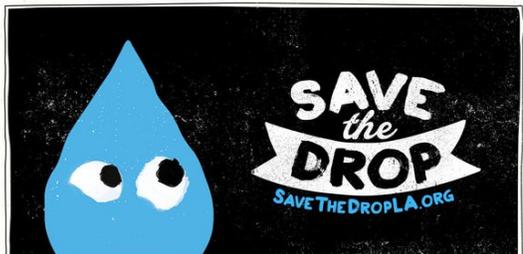
P.O. Box 51111

Los Angeles, CA 90051-0100

1-800-DIAL-DWP (1-800-342-5397)

1-800-HEAR-DWP (1-800-432-7397) [Hearing/Speech Impaired]

http://www.myladwp.com/contact_customer_service



HOW-TO



I WANT A
FREE WATER
CONSERVATION
ITEM

READINESS CHECKLIST

Are you eligible?

1. CHECK SCHEDULE

Applicant calls or sends
email to reserve free
items.

Send e-mail to:
waterconservation@ladwp.com

Call and press "5"
(800) 544-4498

2. PICK UP

Applicant goes to a
Customer Service
Center for free pick up.

<i>Metropolitan Area</i>		
Boyle Heights CSC 919 S. Soto Street #10 Los Angeles, CA 90023	JFB Lobby CSC 111 N. Hope Street Los Angeles, CA 90012	Slauson/Vermont CSC 5928 S. Vermont Avenue Los Angeles, CA 90044
Central CSC 4619 S. Central Avenue Los Angeles, CA 90011	Hollywood CSC 6547-B Sunset Boulevard Los Angeles, CA 90028	Watts CSC 1686 E. 103rd Street Los Angeles, CA 90002
Crenshaw CSC 4030 Crenshaw Boulevard Los Angeles, CA 90008	Lincoln Heights CSC 2417 Daly Street Los Angeles, CA 90031	
<i>Harbor Area</i>		
San Pedro CSC 535 W. 9th Street San Pedro, CA 90731	Wilmington CSC 931 N. Avalon Boulevard Wilmington, CA 90744	
<i>Valley Area</i>		
Van Nuys CSC 6550 Van Nuys Boulevard Van Nuys, CA 91401	Canoga Park CSC 7229 Winnetka Avenue Canoga Park, CA 91306	Mission Hills CSC 11100 Sepulveda Boulevard Mission Hills, CA 91345
<i>West Los Angeles Area</i>		
West Los Angeles CSC 1394 S. Sepulveda Boulevard Los Angeles, CA 90025		
<i>Owens Valley Area</i>		
Owens Valley / Bishop CSC 300 Mandich Street Bishop, CA 93514		



WATER CONSERVATION
PROGRAM

DOWNED POWER LINE

If you see a downed power line, the potential live wires carry high voltages of electricity that are extremely dangerous. Keep your distance. Tips for power outages: Always keep a flashlight and extra batteries nearby. Never use candles in a power outage or other emergency. Turn off and unplug any appliances or other electrical equipment. Unplug heat-producing items such as irons or portable heaters. Leave one light turned on so you will know when your power returns. It also prevents circuit overloading, which could delay restoration of service.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

IMPLEMENTATION TIMEFRAME

1-2 days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - this is a free service.

Local Law Enforcement

☎ 9-1-1

Customer Contact Center

☎ (800) DIAL-DWP [800-342-5397]

CITY CONTACT

LADWP

P.O. Box 51111

Los Angeles, CA 90051-0100

1-800-DIAL-DWP (1-800-342-5397)

1-800-HEAR-DWP (1-800-432-7397) [Hearing/Speech Impaired]

http://www.myladwp.com/contact_customer_service



HOW-TO



I WANT TO
REPORT A
DOWNED
POWER LINE

READINESS CHECKLIST

Stay away from the
downed power line, live
wires can harm you!

2. APPROVED

Call LADWP Customer
Contact Center and
give the location of
downed line.

(800) DIAL-DWP
(800) 342-5397

1. SUBMIT REQUEST

Emergency repair crews
will be dispatched to
the downed line as
soon as possible.



PHOTO CREDIT: OFFICE OF COUNCIL MEMBER MITCHELL ENGLANDER



DOWNED POWER LINE

ROADWAY

LADOT SERVICE REQUESTS

Any service request related to traffic safety, crossings, speeding, signals, signs, painted curbs, road markings, or on-street parking, can be submitted quickly and easily through the MyLADOT service request website. Any reported issues will be reviewed and a determination made and communicated to the individual listed as the contact for the request. Requests can also be submitted anonymously. If the issue is not within the purview of LADOT, it will be forwarded to the responsible City department or agency.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

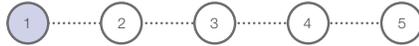
Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

Varies by nature of request

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free online request.

Submit online at:

<http://myladot.lacity.org/>

CITY CONTACT

Los Angeles Department of Transportation

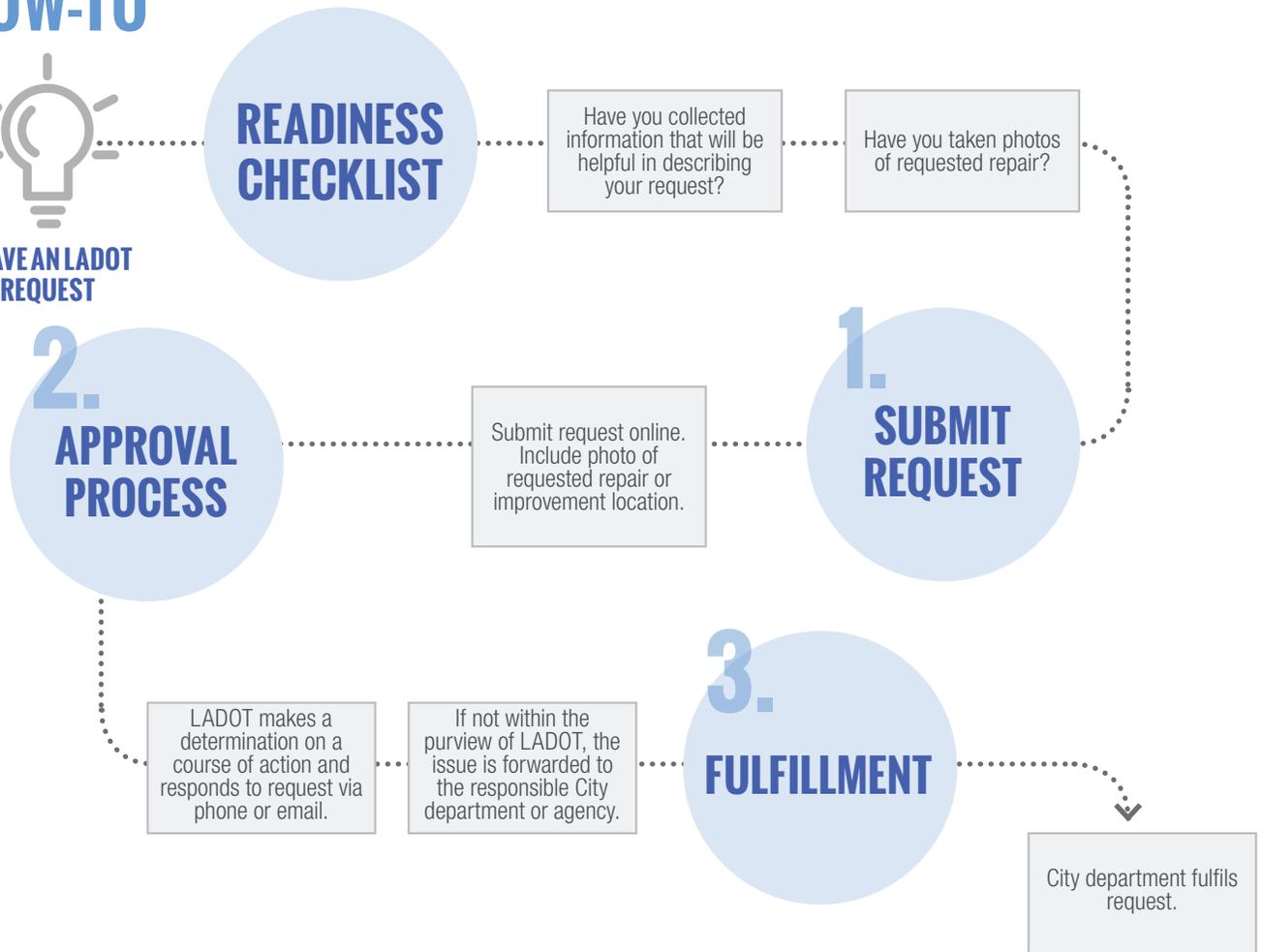
<http://myladot.lacity.org/>



HOW-TO



I HAVE AN LADOT REQUEST



FOOTNOTES

i. If you would like to determine which LADOT district can handle your request, please go to <http://neighborhoodinfo.lacity.org/> and enter your location. The correct office will display next to "Transportation District Office".



SIDEWALK

SIDEWALK PROBLEMS

The Access Request Program makes sidewalk repairs requested by/for people with a mobility disability who encounter physical barriers such as broken sidewalks, missing/broken curb ramps or other barriers in the public right-of-way. Access Request Program improvements may include reconstruction or repair of sidewalks, crosswalk surfaces, and curb ramps.

BASIC INFORMATION

ELIGIBILITY

- ◆ Person with a mobility disability
- ◆ Directly on behalf of a person with a mobility disability

COMMUNITY ENGAGEMENT PROCESS

None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$

*Sidewalk repairs are under warranty by the City of Los Angeles for either 20 years for residential properties or 5 years for commercial properties. The City will conduct additional repair during that time, after which repairs are the responsibility of the adjacent property owners.

IMPLEMENTATION TIMEFRAME

Initial assessment: 1 month
Repair may span months depending on the complexity of repair

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request online, by 311 mobile application (available on the app store and google play), or by phone.

Sidewalk Service Request Website

📍 <http://sidewalks.lacity.org/>

CITY CONTACT

Safe Sidewalks LA
sidewalks@lacity.org
<http://www.sidewalks.lacity.org/>

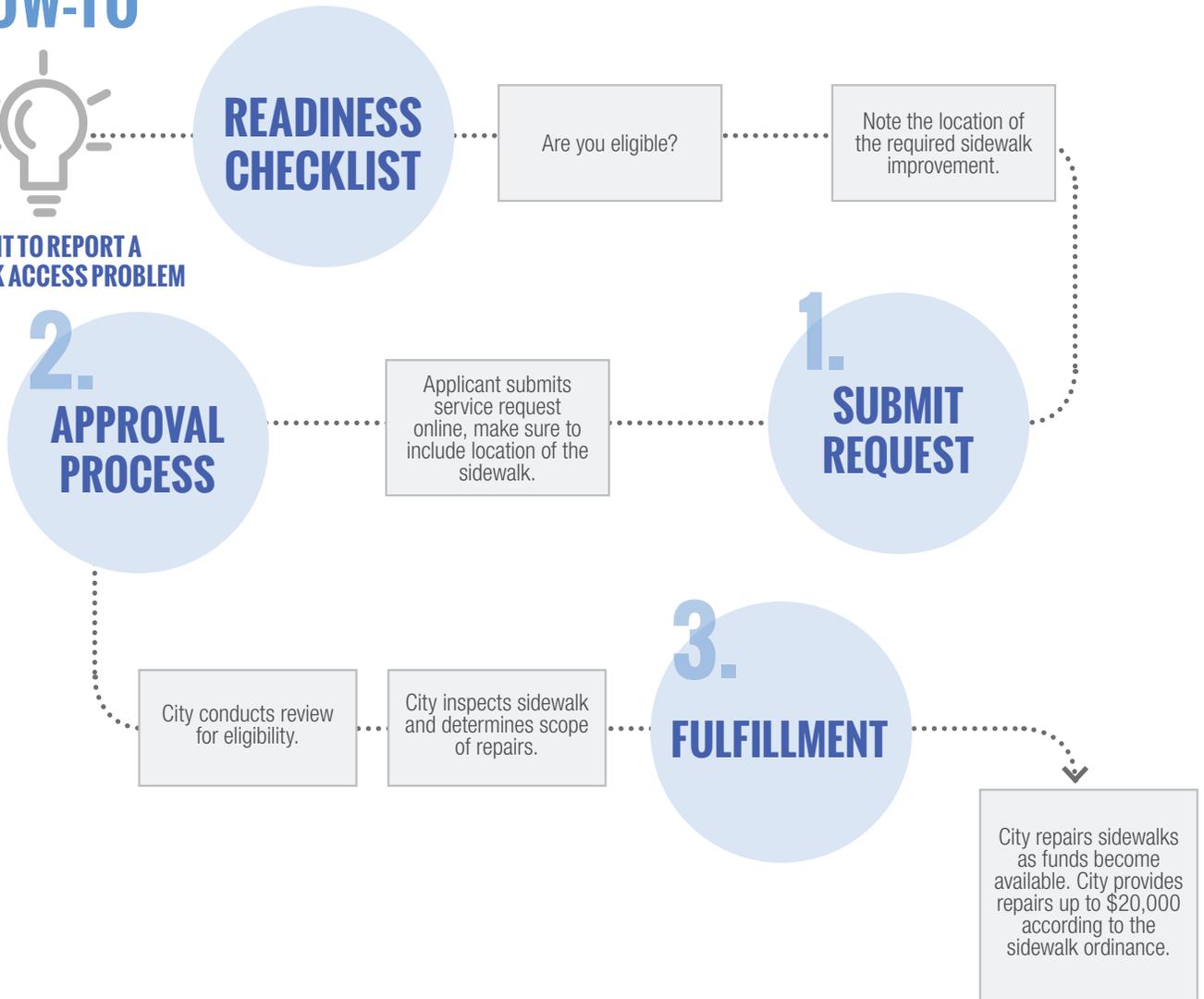
Department on Disability
Ph. (213) 202-2764
DOD.Contact@lacity.org
<http://disability.lacity.org/>



HOW-TO



I WANT TO REPORT A
SIDEWALK ACCESS PROBLEM



SIDEWALK

SIDEWALK REBATE PROGRAM

The Sidewalk Rebate Program reimburses a portion of the cost for sidewalk repair to property owners who choose to voluntarily repair or reconstruct their sidewalks in order to meet the standards of the Americans with Disabilities Act (ADA). The Rebate Program is available for a limited time and is subject to available funding allocated by the City Council. Property owners will receive rebates up to \$2,000 for residential properties and up to \$4,000 for commercial and industrial properties. Rebates will be issued on a first-come, first-served basis.

BASIC INFORMATION

ELIGIBILITY

- ◆ Property Owner

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	(none)	(\$)	(\$\$)	(\$\$\$)	(\$\$\$\$)
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000
Maintenance Costs:	(none)	(\$)	(\$\$)	(\$\$\$)	(\$\$\$\$)

IMPLEMENTATION TIMEFRAME

2-5 Months

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



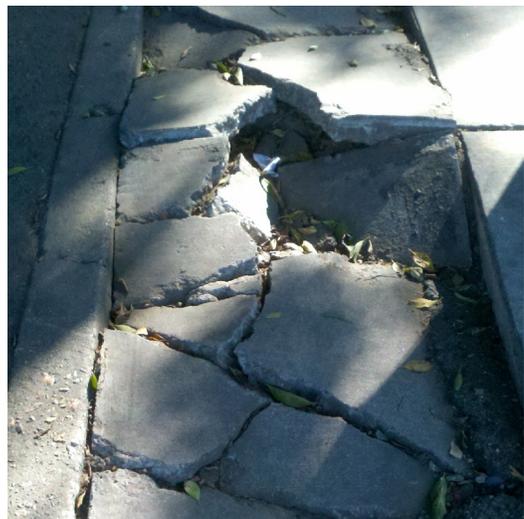
REQUEST/APPLICATION TYPE AND FEES

Free online request and associated City permits. Property owner must pay for initial sidewalk repair and receive a rebate once the sidewalk repairs are certified as ADA compliant.

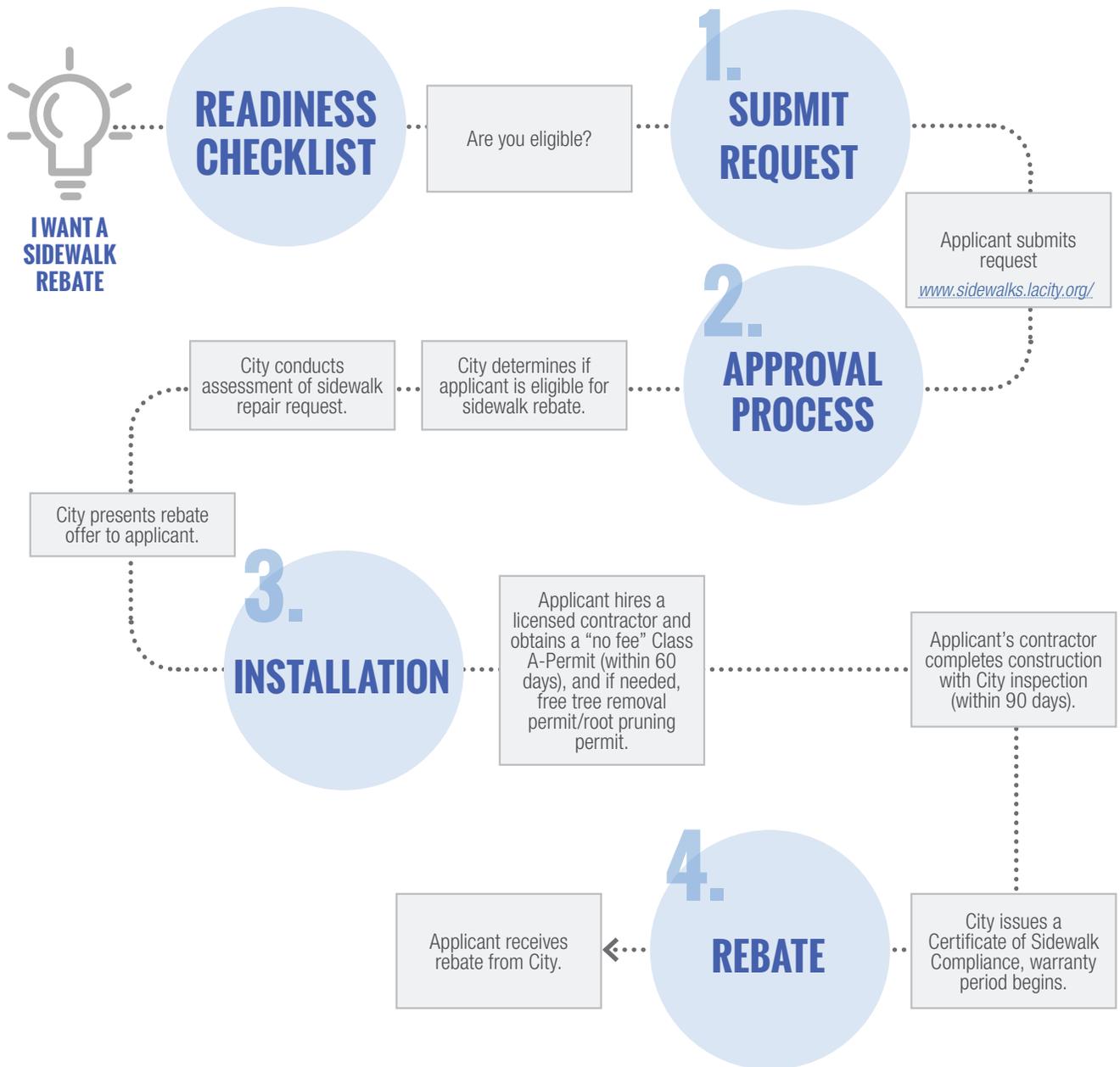
<http://www.sidewalks.lacity.org/>

CITY CONTACT

Safe Sidewalks LA
sidewalks@lacity.org
<http://www.sidewalks.lacity.org/>



HOW-TO



STANDING WATER

Standing water is a potential hazard to pedestrians and cyclists because it can block traffic and pedestrian ramps, crossings, and sidewalks. To report a recurring standing water or stagnant water problem in the street, gutter, storm drain, or catch basin, contact a Bureau of Engineering District Office. Reports of standing water or complaints should be directed to the respective engineering district where the project is occurring. To report a drainage problem caused by trash accumulation at a storm drain, sewer, or catch basin, please see pages 82-85.

BASIC INFORMATION

ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT

Installation Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
Maintenance Costs:	none	\$	\$\$	\$\$\$	\$\$\$\$
	\$0	\$1-499	\$500-2,999	\$3,000-10,000	+\$10,000

IMPLEMENTATION TIMEFRAME

Up to 1 week

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Free request, contact your district office by phone or in person.

Please see map at:

http://navigatela.lacity.org/common/mapgallery/engineering_districts.html

CITY CONTACT

Contact your Bureau of Engineering district office:

<http://eng.lacity.org/aboutus/locations/>



HOW-TO



ISEE
RECURRING
STANDING
WATER

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. APPROVAL PROCESS

Applicant contacts the
BOE office through the
engineering district.

Local district office:
<http://eng.lacity.org/aboutus/locations/>

Determine the location
of the standing water
and identify the
appropriate engineering
district.

See Engineering District Maps At:
http://navigatela.lacity.org/common/mapgallery/engineering_districts.html

City investigates cause
of standing water
problem.

3. REPAIR

City resolves problem
through appropriate
department.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER JOHN BUSCAINO



STANDING WATER

ROADWAY

STREET USE INVESTIGATION AND ENFORCEMENT

Street use and enforcement is a City service that addresses illegal dumping, illegal signs, obstructions in the street, and storm drain violations. You can be a partner to the City and identify problems related to how your street is being used. District Investigators are primarily responsible for public health and safety issues and it is their duty to protect the public right-of-way. District investigators proactively enforce municipal ordinances and laws.

BASIC INFORMATION

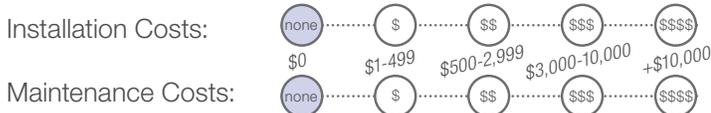
ELIGIBILITY

- ◆ All Community Members

COMMUNITY ENGAGEMENT PROCESS

- None Required

COSTS TO APPLICANT



IMPLEMENTATION TIMEFRAME

2 Business Days

LEVEL OF DIFFICULTY

(for applicant)



LEVEL OF CITY REVIEW

(increasing complexity)



REQUEST/APPLICATION TYPE AND FEES

Contact by phone - this is a free service.

Investigation and Enforcement Division

☎ (800) 996-2489

CITY CONTACT

Department of Public Works, Bureau of Street Services, Investigation and Enforcement Division

1149 South Broadway, Suite 350

Los Angeles, CA 90015

Ph. (213) 847-6000 | Fax (213) 847-6267

<http://bss.lacity.org/Contact.htm>



“ The men and women of the Investigation and Enforcement Division are completely committed to accomplishing this vital goal for our City. As the City’s primary illegal dumping enforcement agency, we are striving to make Los Angeles the “cleanest and greenest” large City in the world.”

-Gary Harris, Chief Street Services Investigator

HOW-TO



**I WANT STREET
USE CODES
ENFORCED**

READINESS CHECKLIST

Are you eligible?

1. SUBMIT REQUEST

2. ENFORCEMENT

Investigation and
Enforcement Division
☎ (800) 996-2489

Applicant contacts
Investigation and
Enforcement Division.

City dispatches officers
to investigate and
enforce municipal
ordinance infractions.

City resolves the
problem through the
appropriate department
or agency.



PHOTO CREDIT: OFFICE OF COUNCILMEMBER MITCH O'FARRELL



STREET USE/
ENFORCEMENT

OTHER CITY OF LOS ANGELES RESOURCES

HOMELESS ISSUES

Call your local coordinator for housing or other support.
There is no cost and anybody is eligible.

SAN FERNANDO VALLEY	818-982-4091
DOWNTOWN	213-488-9559
HOLLYWOOD	323-462-6311
EAST LA	323-999-4816
SILVERLAKE, WESTLAKE, MID-WILSHIRE	213-744-0724
WEST LA	310-396-6468
SOUTH LA	323-948-0444
SOUTH BAY	310-831-9123

RECLAIM REMOVED PROPERTY

Call the number below to reclaim property that has been removed from the public right-of-way.

1-213-806-6355

LAHSA EMERGENCY SERVICES

LAHSA (Los Angeles Homeless Services Authority) offers the following services for people in the City and County of Los Angeles who are homeless or at risk of experiencing homelessness: Direct emergency services and transportation, shelter referrals to homeless families, unaccompanied adults, and youth, and outreach services to homeless encampment dwellers.

1-213-225-6581

SHELTER HOTLINE

Those in need of emergency shelter should call the shelter hotline for a list of pick-up points for free transportation, rather than going to the site address itself.

All shelters open in the evening, usually after 5:00 PM.

1-800-548-6047

DOMESTIC VIOLENCE HOTLINE

If you are in immediate danger, please call 911. The programs and agencies listed offer information that can help you if you are involved in a domestic violence, elder abuse, or civil harassment situation.

1-800-978-3600

ALCOHOL AND DRUG HOTLINE

Provides referrals to local facilities where adolescents and adults can seek help. Brief intervention.

1-800-229-7708

MENTAL HEALTH HOTLINE

Operates 24 hours/day, 7 days/week as the entry point for mental health services in Los Angeles County. Services include deployment of crisis evaluation teams, information and referrals, gatekeeping of acute inpatient psychiatric beds, interpreter services and patient transport.

1-800-854-7771

NATIONAL YOUTH RUNAWAY HOTLINE

Some individuals just need someone to talk to, others need help finding a shelter, food, medical assistance, or counseling. Some youth are on the streets. Others are struggling with issues at home. Call the number 24 hours/day, 7 days/week for help.

1-800-621-4000

FAMILY AND GENERAL SERVICES

211 LA County (or 211 LA) is the hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County. We provide over 500,000 people every year with information and referrals to the services that best meet their needs, through our 24 hour 2-1-1 call line, or through our website and chat.

211 | 211LA.ORG



PHOTO CREDIT: MIG
NOHO COMMUNITY EVENT ON LANKERSHIM BLVD

5

INDEX

The following index lists the DIY Manual services in three different ways:

1. By alphabetical order
2. By street area
3. By difficulty

The services are organized by five categories: safety, connectivity, art and character, community gathering, and maintenance and repair. The services are organized this way for easy reference and to highlight a specific set of services to achieve specific goals.



PHOTO CREDIT: OFFICE OF LOSANGELES MAYOR ERIC GARCETTI

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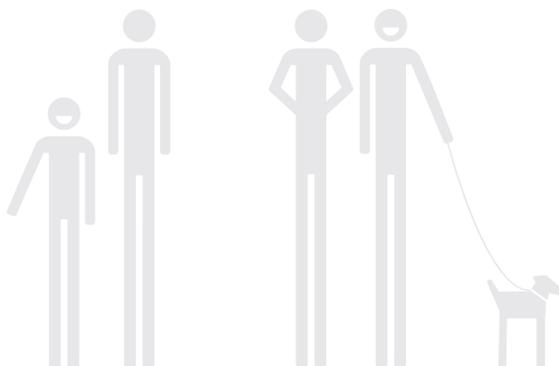
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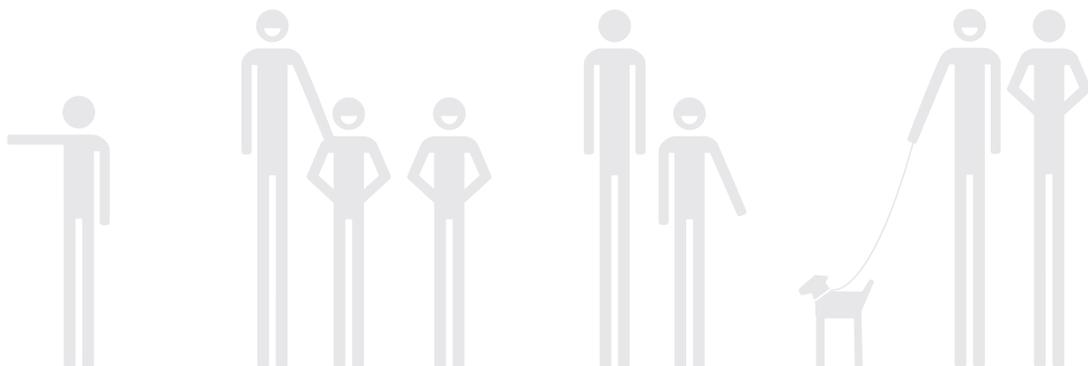




PHOTO CREDIT: LADOT
HOPE ST PARKLET

6

DEFINITIONS

Access and Mobility	The movement of people.
The Americans with Disabilities Act (ADA)	Prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.
Amenity	A desirable or useful feature of a place.
A-Permit	Issued only for the repair, construction or reconstruction of curbs, sidewalks, driveway approaches or gutters, and work appurtenant to the foregoing, or work within a public easement, where the work contemplated is limited in extent and can be constructed to match existing grades without a survey or engineered plans. “A” Permits are often issued in conjunction with sewer permits which require excavation in a public street. Driveways and sidewalks involving the relocation of water meter and gas valve boxes, street light and traffic signal conduit and pull boxes and parking meters, require coordination with the appropriate agencies.
Business Improvement District (BID)	Defined area within which businesses are required to pay an additional tax (or levy) in order to fund projects within the district’s boundaries.
B-Permit	Issued for extensive public works improvements, including the major improvements to streets and alleys, the changing of existing street grade, construction of bridges, retaining walls, and the installation of sewer, storm drains, street lighting, and traffic signals. Construction plans are required which must be signed by a California licensed Civil and/or Electrical and/or Traffic Engineer.
Chamber of Commerce	A local association to promote and protect the interests of the business community in a particular place.
Community Benefit District (CBD)	Local public/private/nonprofit partnership managed by a non-profit 501(c)(3) entity.
Easement	A right of use over the property of another.
Environmental Resilience	An ecosystem’s ability to withstand disturbance without changing self organized processes and structures.

Frontage	The façade (or front) of a building.
Ground-Floor Business Owner	The owner of a business that is located on the ground floor of a building.
Implementation	The process of executing a decision or plan.
Median	The median strip or central reservation is the reserved area that separates opposing lanes of traffic on divided roadways.
Memorandum of Understanding (MOU)	Formal agreement between two or more parties. Companies and organizations can use MOUs to establish official partnerships. MOUs are not legally binding but they carry a degree of seriousness and mutual respect.
Non Profit and Community Based Organizations	An organization with the purpose of which is something other than making a profit. These are often dedicated to furthering a particular social cause or advocating for a particular point of view.
Parklet	An expansion of the sidewalk into one or more on-street parking spaces to create people-oriented places. Parklets introduce new streetscape features such as seating, planting, bicycle parking, or elements of play. Parklets encourage pedestrian activity by offering these human-scale “eddies in the stream,” which is especially beneficial in areas that lack sufficient sidewalk width or access to public space.
Placemaking	Capitalizes on a local community’s assets, inspiration, and potential, with the intention of creating public spaces that promote people’s health, happiness, and well being.
Plaza	Accessible public open space that is created by closing a portion of street to vehicular traffic. A colorful, patterned treatment is applied to the street surface; while large planters and other elements define the Plaza perimeter.
Property Owner	Individual or entity in possession of title for land, building, or other item. The owner may be responsible for paying taxes in relation to the property.
Public Right-of-Way	The easement dedicated for public use/travel.
R-Permit	Grants conditional encroachment of the public right-of-way by private parties not authorized to occupy the right-of-way. The R-Permit review process ensures that encroachments are checked for compliance with the City’s specifications for design, use, material, and inspection.
Service	Actions or improvements that occur in the public right-of-way.
Stormwater	Water that reaches the street, sidewalks, and/or roadway surfaces, and ultimately drains to the ocean.
Streetscape	The visual services of a street, including the road, adjoining buildings, sidewalks, street furniture, trees and open spaces, etc., that combine to form the street’s character.
Street Vacation	Process to vacate the public’s interest in streets that are no longer needed now or in the future.

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