



## City of Los Angeles – Urban Transit Amenities Request for Service and Maintenance Procedures

The City of Los Angeles operates two programs that furnish and maintain transit furniture exclusively at bus stops. One program is simply called the “Bus Bench Program”; the other is named the “Sidealk & Transit Amenities Program” (STAP)

Both Programs require their respective service providers to maintain the City’s transit furniture a minimum of two times a week .

When constituents encounter either a bus bench, transit shelter, or other program element in need of service, we request that they take the following steps (In order of preference):

- Directly call the toll-free service request phone number displayed on the furniture itself. The following pages highlight the toll-free phone numbers for each element and where the phone numbers can be found
- Submit a service request via email to: [StreetsLA.STAP@lacity.org](mailto:StreetsLA.STAP@lacity.org)
- Submit a service request by calling “311” or using the “MyLA311” application



Bus Bench Program (BBP)  
Toll Free Maintenance Request  
Phone Number locations  
(855) 441-1300

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Sidewalk and Transit Amenities Program (STAP)  
Toll Free Maintenance Request Phone Number Locations (866) 633-0068

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