



# Frequently Asked Questions

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**Q. What is the Coordinated Street Furniture Program?**

A. The Coordinated Street Furniture Program is a long term franchise agreement between the City of Los Angeles and CBS/Decaux, LLC, wherein the City grants CBS/Decaux the exclusive right to install its advertising based furniture in exchange for the public benefits of that furniture, as well as a share of the revenues generated by the advertising.

**Q. What is the term of this Program?**

A. This is a 20 year program. The City's Contract with its service provider, CBS/ Decaux, LLC, was initiated on December 21, 2001 and is set to expire on December 20, 2021.

**Q. How many pieces of "furniture" amenities are provided through this Program?**

A. Through this Program, the City has the ability to receive the following:

- 2500 Transit Shelters
- 500 Public Amenity Kiosks (PAK's)
- 100 Pillar-Style Public Amenity Kiosks (Pillar-PAK's)
- 100 Newsstand Vending Kiosks
- 150 Automated Public Toilets (APT's)

**Q. What is the City's cost for this Program?**

A. The City pays nothing for this program. All of the Program's costs, including capitol costs for the fabrication and installation of all 3350 pieces of furniture, and their continual up-keep and maintenance for the 20 year duration of the Program are paid for by CBS/Decaux. CBS/Decaux not only pays for all of the operating costs for this Program, it also provides the City with a share of the revenues generated by the advertising.

**Q. How much revenue does this Program generate for the City?**

A. The City is guaranteed \$150 Million in revenues from this Program over the 20 year term of its Contract. 50% of these revenues are used to supplement the City's General Fund, while the other 50% is designated to be used for transit related projects.

**Q. Are the APT's the same thing as the temporary, plastic portable toilets we see at construction sites or large public events like a parade or street fair?**

A. No, the APT's (Automated Public Toilets) are not portable toilets at all. On the contrary, they are permanent, enclosed structures with fully plumbed toilets and wash basins that are connected to the water and sewer systems, as well as electrical and phone line connections. Even better still, these toilets are automatically cleaned and sanitized after each use, hence the name "Automatic Public Toilets".

**Q. How much does it cost to use one of the APT's?**

A. In most cases, it will cost twenty-five cents to operate and access the toilets. In areas of the City where even this nominal fee would be considered a hindrance, the toilets can be made to operate at no charge.



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**Q. Because this is a City-wide Program, does this mean that my neighborhood will be forced to have APT's installed in it?**

A. Although every attempt is being made to ensure that there is some parity in the distribution of Program Furniture, there are no contractual requirements that stipulate APT's or other furniture amenities are to be evenly distributed by some mathematical equation amongst the fifteen Council Districts. This was done to provide the City with the flexibility to locate furniture in areas that are really in need the facilities. Each piece of furniture goes through an extensive review and approval process before a permit is granted for installation. Required approvals include the local City Council Office, eight City Departments and agencies, and the adjacent property owner. City Council Offices may also mandate that sites are reviewed by Neighborhood Councils, Homeowner Associations or other community based organizations, which is done on a fairly regular basis.

**Q. What is the "amenity" of a Public Amenity Kiosk? Aren't PAK's just advertising structures?**

A. The "amenity" of our PAK's come in several forms. Most of the amenities will come in the form of community posters or public service announcements that are placed at the request and convenience of the City. Public information posters, Community maps, emergency telephones, recycling bins, and computer terminals round out some of the other options available through these structures. The PAK's also come with community identification banners at the top of each furniture element, to note a particular area or community within the City. Lastly, many of the PAK's will also have a trash receptacle associated with it that will be regularly serviced by CBS/Decaux.

**Q. Are there any restrictions to the type of advertising that can be placed on these furniture elements?**

A. Yes. CBS/Decaux will not display any advertising for tobacco related products nor hard liquor on any of its furniture amenities. In addition, they will not display any distasteful or offensive advertisement on any of the furniture amenities within 500 feet of schools or houses of worship. Should you notice any offensive advertisements on any of the CBS/Decaux furniture amenities, you may contact CBS/Decaux at the toll-free "800" phone number located on each furniture element, and CBS/Decaux will remove and replace the advertising poster, typically within 24 hours of notification.

**Q. Who maintains the Program Furniture?**

A. CBS/Decaux is responsible for the maintenance of all Program Furniture. In fact, the maintenance aspect of this program is one of the hallmarks of the CBS/Decaux company and a primary reason why CBS/Decaux was selected to be the City's service contractor. In accordance with our contract, each furniture site is to be serviced and maintained a minimum of twice a week year round by CBS/Decaux. Additional maintenance visits are also required as the situation warrants. In the case of APT's, the attention to maintenance is increased seven fold, with CBS/Decaux being required to service each and every APT a minimum of twice a day, 365 days a year. Additional service calls will be performed above and beyond this minimum as each site warrants.

**Q. What do I do if I observe a piece of furniture that is in need of maintenance?**

A. Should you see a CBS/Decaux furniture element in need of maintenance or repair, just call the toll-free "800" number shown on each piece of furniture to report any problems or request a maintenance visit. CBS/Decaux is contractually required to respond to such requests within 24 hours of notification.