ELECTRIC VEHICLE (EV) CHARGER GUIDELINES
FOR VISITORS AND EMPLOYEES

This guideline is applicable to employee and public EV chargers installed by the Department of General Services at various City of Los Angeles facilities.

AVAILABILITY

1. The use of EV chargers is available to all battery electric vehicles (BEV) and plug-in hybrid electric vehicles (PHEV).
2. The EV chargers are provided for permitted employees and visitors authorized to park in the facility.
3. The EV chargers are available on a first come, first served basis.
4. The City does not guarantee that EV chargers will be available or functioning at all times.
5. EV chargers are currently provided free of charge. The City reserves the right to initiate, reduce or increase usage fees at any location with reasonable notice.

USE OF CHARGERS

6. Charging and parking is limited to four hours.
7. Employees must park and use EV chargers in the appropriate parking level based on their parking permits. For example, vehicles with permits for City Hall East P3 Level, must park and use the EV chargers on P3.
8. Authorized visitors may use EV chargers on the parking level where they are directed to park.
9. Charging equipment must be used responsibly and at the operator’s risk.
10. When a vehicle is plugged in, any excess cable should be neatly coiled and kept out of walkways as much as possible to avoid causing tripping hazards.
EV Charger Guidelines (continued)

11. Users must ensure that a charging cable has been properly coiled and hung or auto-retracted when the EV charger is unplugged from their vehicle.

12. Users may not plug their vehicles into wall outlets or other electrical outlets.

13. Users may not use any electrical equipment that is or appears to be in disrepair. Report this to the phone number listed on the EV charger and do not try to make any changes or repairs to the equipment.

14. Violators of these rules will be subject to citations and/or towing. California Vehicle Code 22511, Los Angeles Municipal Code 88.66, and any applicable local, state and federal regulations will be enforced.

In the event of an emergency, immediately call 911 and maintain a safe distance until help arrives.

PLEASE REFER TO THE ATTACHED OPERATING INSTRUCTIONS ON HOW TO START A CHARGING SESSION.

For assistance with the EV charger, please call the number posted on the equipment:
(1-855-900-PLUG).

For questions related to public and employee EV chargers operated by the Department of General Services – Office of Sustainability, please send an email to gsd.evchargers@lacity.org.

For questions related to EV parking permits, please contact the Personnel Department Commute Options and Parking Section at (213) 978-1634.

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SAMPLE INSTRUCTIONS FOR
EV CHARGERS IN CITY HALL EAST
(These instructions are posted at each EV Charger)

Start Charging using your mobile app
1. Scan the QR code or key in the Station ID
2. After your charge is authorized, the cable will release and descend
3. To extend cable, hold down the button on top of the handle
4. Plug in the connector to vehicle and start charging

Start Charging using Payment Module
1. Go to the payment module that matches your station number
2. Tap the RFID card or swipe credit card
3. After your charge is authorized, the cable will release and descend
4. To extend cable, hold down the button on top of the handle
5. Plug in the connector to vehicle and start charging

Call Greenlots for assistance 855.900.PLUG (7584)
EV CHARGER

PAYMENT KIOSK

DECAL SHOWING THE STATION #, PAYMENT KIOSK, AND QR CODE

RFID CARD
HOW TO USE THE NEW ELECTRIC VEHICLE (EV) CHARGERS IN
CITY HALL AND CITY HALL EAST
(As of July 2019)

Users can start a charging session in one of three ways:

1. **MOBILE APP**: Use your smart phone to download the Greenlots mobile app, available on iTunes or Google Play. Use the app to scan the QR code posted at each EV charger. There is no need to go to a payment kiosk.

2. **PAYMENT KIOSK**: The EV chargers will have payment kiosks nearby. Follow the prompts on the screen to begin a charging session using a Credit Card or a Greenlots RFID card.

3. **CALL (855) 900-PLUG**: A Greenlots representative will remotely start a charging session for you.

**IF YOU CHOOSE TO USE THE PAYMENT KIOSKS, PLEASE NOTE:**

**CREDIT CARD**: When you use a credit card, you may see a temporary $20 hold on your card for up to 72 hours, even if the City Hall East chargers do not currently have a fee for charging. The hold will be released and you will not be charged.

**RFID CARD**: A Greenlots RFID card allows you to swipe the card at any Greenlots station, instead of using a credit card. You must create a Greenlots driver account to set up the card. Using the RFID card is an option if you are unable to use your mobile phone, or if you do not wish to use a credit card at the payment kiosk.

Users may purchase RFID cards directly from Greenlots by going on their mobile app or website. For a limited time, City employees may purchase a Greenlots RFID card at the GSD Parking Services Division office for a one-time fee of $5.

GSD Parking Services Division
Room P140N (City Hall East P1 Level)
200 N. Main St., LA 90012
Open from 8:00 am - 4:00 pm, Monday - Friday
(213) 978-2777