

# CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS  
MAYOR

Agenda Item No. 3

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July 27, 2023

Matthew W. Szabo, Chair  
Municipal Facilities Committee  
200 N. Main Street, Suite 1500  
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## **GSD ASSET MANAGEMENT SYSTEM 2023 UTILIZATION UPDATE**

The Municipal Facilities Committee (MFC) requested periodic updates on the status and functionality in the Citywide Asset Management System (AMS). This report focuses specifically on how the AMS is utilized daily across City departments, offices of elected officials, and for Citywide Initiatives.

### **BACKGROUND**

The AMS consists of several integrated modules including Property, Lease, Space, Maintenance Work Management, Equipment Asset Management, as well as the GSD Service Portal application. City employees utilize the GSD Service Portal to access tiles to request building maintenance services and GSD's Building Maintenance team then generates work orders which totaled 29,818 in FY 2022-23. Staff for elected officials utilize the system to review property data within their districts as well as view leases/licenses for non-profit organizations.

Members of the public utilize the GSD Service Portal to access tiles to obtain information about the City's Surplus Property Inventory, schedule community expressive events at municipal buildings, submit requests to film at City Facilities, and identify locations for the City's EV Charging Program.

AMS property data is leveraged with Geographic Information System (GIS) mapping and interfaces with PaySR, FMS, and GSD's timekeeping software E-Time to support payroll and cost accounting for GSD's Building Maintenance Division (BMD). Over 900 users have access to the AMS database and all City employees have access to the GSD Service Portal.

### **CITY UTILIZATION OF THE AMS**

The AMS serves as the centralized repository for City Real Estate data and associated activity at each property across GSD divisions including Building Maintenance, Parking



Services, Special Events, and Real Estate Services. It continues to evolve to provide needed functionality, improve user experience, and generate critical reports for City initiatives. Below is a description of how the AMS is currently being utilized by the City.

#### Homeless Initiative Support

The AMS has been routinely queried for several years to identify potential sites for affordable housing with the CAO's Affordable Housing Opportunity Sites team. Likewise, the AMS has been utilized to identify Bridge Home and Tiny Home Village sites as part of the City's COVID-19 Homelessness Roadmap (RoadMap). The AMS is also used to identify potential properties for Safe Parking, Navigation Centers, Safe Sleeping, and other homeless-related activities. In total, GSD's Real Estate Services staff uses the AMS to track 20 payable lease agreements and 41 receivable agreements with nonprofit organizations operating Bridge Home, Tiny Home Village, Project Room Key, Safe Parking, RV Parking, and Safe Sleeping locations as well as Navigation Centers.

GSD's Integrated Asset Services Division (IAS) created a process for Bridge Home and Tiny Home Village nonprofit service providers to submit and monitor maintenance requests through the GSD Service Portal. Those requests are evaluated by RES against lease provisions and BMD's Homeless Maintenance Coordinator. Service Providers have 24-hour access to submit requests.

In response to the Mayor's Executive Directive 3 "Emergency Use of Viable City-owned Property," IAS generated a list of over 3,000 vacant City-owned properties and parcels that could potentially be developed for homeless housing and support services. The report included lot size, zoning information, and notes on the status of active projects on these sites, such as planned affordable housing and economic development projects.

RES also utilizes AMS to support the Mayor's Inside Safe Initiative by tracking Booking Agreements and Occupancy Agreements with hotels.

#### Building Operations and Maintenance

Without daily work management operations and payroll functions in the AMS, GSD's Building Maintenance Division could not maintain and conduct capital repairs on approximately 600 facilities. Now in its fifth year of use, the Work Management Module and related AMS Perform Work and Asset Management mobile applications are utilized by over 270 BMD technicians and supervisors to manage over 51,000 corrective, preventive, and regulatory annual work orders. This includes both preventive maintenance, such as Fire Life Safety and HVAC filter changes, as well as City employee corrective service requests opened in the GSD Service Portal. These requests are routed from the GSD Service Portal to BMD's Work Control Center and assigned out via mobile phones and apps to field technicians for efficient response. Employees are kept updated via email on the work order requests until they are completed. BMD also uses the AMS to track 34,500 building systems and subsystems (building automation, HVAC, Plumbing) as well as equipment assets (air compressors, appliances, backflow devices) across City buildings and facilities.

Reports are generated for various subsets, such as work performed for specific City departments or emergency response work (e.g., COVID-19 and adverse weather events).

### Building Decarbonization Work Plan

The AMS is being configured to serve as the central repository for real estate data that will inform the 12-year Citywide Building Decarbonization Workplan. BOE is working closely with GSD and other City departments to address the urgency and opportunities of carbon reduction through decarbonizing the City's existing building stock. BOE will utilize the services of a consultant to develop a Workplan that will assess full decarbonization of building systems, evaluate the renewable solar energy generation potential of existing municipal facilities in order to prioritize projects.

The Workplan will be generated using AMS property data, including building maintenance history, property and equipment assets information, utility usage data, building square footage, and year-built dates. As part of BOE's Task Order Solicitation, the consultant will also be developing a data tracking tool that will either reside within the AMS or connect to the AMS through an interface. RAP will also be using the AMS for property data as part of the Building Decarbonization Work Plan. IAS continues to meet bi-weekly with RAP to guide updates and reconcile their property information.

### Property and Lease Data Management

The Property Module contains over 8,000 property records, including property and parcels under the jurisdiction of proprietary departments such as the Harbor Department, Los Angeles World Airports, and DWP. The AMS contains limited data for these properties, such as Assessor Parcel Number and location, and it is up to those Departments to update their property data.

IAS coordinates with other GSD divisions, City departments, and offices of elected officials to support ongoing data cleansing efforts and input updates to the property portfolio. In the past year, the AMS was used to generate detailed reports with maps to identify possible properties for City initiatives, including homeless housing/support services and building decarbonization. AMS property data was also used to update the 2021 and 2022 Annual Housing Element Progress Reports.

RES uses the Work Management Module to track over 230 active real estate transactions including property sales and acquisitions, leases, and transfers of jurisdiction. Related documents such as Transfers of Jurisdiction, Title Reports, Easements, Grant Deeds, Lease Contracts and Amendments, Right of Entry, Municipal Facility Committee Reports as well as Council Committee and Council actions are attached for departments.

The Lease Management Module is used to maintain the City's \$21 Million Payable Lease and \$4.4 Million Receivable Lease portfolio. GSD real estate officers use the module to track lease terms, rates, and escalations. The Module also tracks over 90 lease and license agreements with nonprofit organizations providing community services throughout the 15 Council Districts, as well as related service agreements with City Departments, including EWDD, LAHD, CFID. The AMS is also being used to store Interconnection Agreements with DWP for solar arrays at LAPD police facilities. These agreements include maintenance provisions.

The Surplus Property Tile in the GSD Service Portal is utilized to satisfy the City's reporting requirements for the State Surplus Lands Act (Assembly Bill 1486) to make surplus property information available to the public and affordable housing developers. The data is

updated in real time as the property status changes in the AMS to reflect if it is sold or leased.

#### GSD Service Portal

The GSD Service Portal is the web-based customer-facing tool of the AMS. The Portal, which receives over 29,000 maintenance requests annually, allows City employees to request maintenance and repair work at City facilities. The site consists of tiles for twelve types of maintenance requests, such as HVAC, electrical, elevator, carpentry, plumbing, and keys. A Nuisance Abatement tile allows City employees to submit service requests on decommissioned and vacant City-owned buildings and land. RES staff reviews the requests to determine if they are appropriate for the program which covers boarding, fencing, weed abatement, trash removal and homeless encampment clean-up.

The GSD Service Portal also includes tiles available to members of the public. These include: The Surplus Property Tile described above; the Community Expressive Zone tile, which is used to schedule first amendment activities at City facilities; the EV Charging tile, which provides information on free EV charging at a number of municipal facilities; and a tile that facilitates the permitting process for filming at City facilities.

#### Space Management

The AMS Space Management Module and space request tiles in the GSD Service Portal allow the City to store building floor plans and track space utilization. This data was recently used to assist with the office moves for the Mayor, five City Councilmembers, the City Attorney, and the City Controller. Space data is also queried for analytics regarding space assignments, space utilization, and square footage that can inform decisions on the City's Space Optimization Program.

#### City Department Usage

IAS collaborates with and provides AMS training to departments that have jurisdiction over their facilities such as LAFD, LAPD, Library, and Animal Services, which utilize the system for their maintenance requests.

LAPD utilizes the AMS to manage maintenance requests for over 11,000 annual work orders across 80 properties. IAS staff generates a monthly COMPSTAT report for LAPD to track the status of maintenance tickets submitted and work completed during each deployment period. LAPD's Safety Inspection group also uses the AMS database to track Safety Inspections at City facilities, as well as monitor any corrective work orders that are generated to remedy issues identified in the inspections.

LAFD utilizes the AMS to manage maintenance requests for over 7,000 annual work orders at 128 properties. LAFD also uses the GSD Service Portal to manage requests for Hazardous Waste Disposal that are handled by outside contractors. The Hazardous Waste Tile made it possible for LAFD to meet the significant increase of these requests, which escalated during the COVID-19 pandemic.

The AMS is further used to provide emergency support to LAPD/LAFD/EMD during critical incidents to identify City-owned land for emergency field posts and activities. For example, the AMS was used to identify laydown space for LAFD to assist with staging equipment during a fire emergency.

LAPL utilizes the AMS to manage over 8,000 annual work orders for 77 library facilities.

The Department of Animal Services utilizes the AMS to manage maintenance requests for twelve properties with over 1,800 annual work orders. The Department also uses the AMS to track service agreements and lease and license agreements with nonprofit service providers at City-owned Animal Shelters.

The AMS is used to manage inquiries and push out reports for Offices of Elected Officials (Mayor and City Council Districts) on associated property and parcels, vacant buildings, vacant parcels, surplus property, square footage, jurisdiction department, and proximity to other resources.

IAS provides ongoing AMS training for stakeholders, including user departments, offices of elected officials, and departments with jurisdiction over their own properties. Since the last reporting period, over 70 employees and staff have received navigation training.

### **NEXT STEPS**

GSD will continue its efforts to onboard additional GSD divisions and City departments, and create new business processes to better serve AMS users. IAS staff will work with GSD's Custodial Services and Special Services Divisions as well as the RES Moving Services team to onboard them to the work management module and create tiles in the GSD Service Portal for their services.

The City is also implementing a Keys Module, which will associate keys with doors and provide release and return functionality. The City is also considering implementing an Assessment and Needs Analysis Module that would look at the inventory of assets and systems and assign lifecycle values to each asset that can be used to predict the useful life of the assets.

The City will be negotiating a contract amendment with the AMS vendor, beginning November 2023 that will dictate the terms of continued hosting and maintenance support as well as provide the framework for the AMS to expand and support more City departments, additional GSD divisions, and Citywide Initiatives. GSD also plans to transition to a City-wide enterprise license which would provide access to an unlimited number of users throughout the City.

### **RECOMMENDATION**

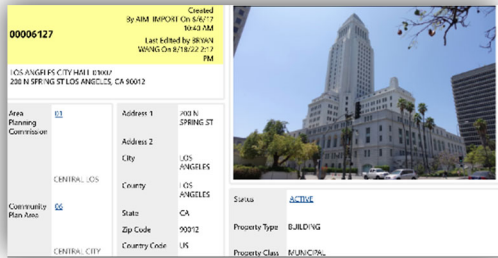
That the Municipal Facilities Committee note and file this status report.



Tony M. Royster  
General Manager

Attachment

# Asset Management System 2023 MFC Report Attachment



## Property Management Module

Launched in June 2017, the Property Management Module contains data on over 8,000 property and parcel records with details including use type, assessor parcel numbers, and grant deeds as well as CAO site analysis. Additional property details are added to the records as the information is verified and an interface with the City Planning's ZIMAS provides additional context. Queries on the AMS can be provided in detailed reports and mapped in GIS to visually represent the resultant data.

## Lease Management Module

The Lease Management Module was implemented in 2018. It contains 313 active lease agreements, including 88 payable leases, 65 for-profit receivable leases, and 99 non-profit receivable leases as well as 20 payable and 41 receivable leases in support of homeless initiatives. Lease records contain important lease dates, amendments, options, and compensation information. Related documents include copies of the lease contracts, correspondence, and links to related Council motions.

Receivable Lease		100184
Receivable Lease	CENTRAL CITY ACTION COMMITTEE	Editor: 177025
Description	141 E EDWARDS RD LOS ANGELES, CA 90021 TERM: 07/18/2000 - 07/31/2010 (10 YEARS) OPTION ONE 10 YEAR EXTENSION (08/01/2010 - 07/31/2020) "NON-PROFITOR" SUCCESSOR LEASE: NONE	Start Date: Aug 2, 2020 Lease Sub: 010
Lease Type:	LICENSE (LICENSE AGREEMENT)	Lease Class: NON-PROFIT (NON-PROFIT LEASE)
Leasee:	NP942 (CENTRAL CITY ACTION COMMITTEE)	
Leasee Type:	NON-PROFIT (NON-PROFIT LESSEE)	Contact Email:
Organization:	CITY OF LA (CITY OF LOS ANGELES)	Contact Phone:
Department:	40 (GENERAL SERVICES)	
Organization:	0000 (DEFAULT CLEARING UNIT)	
Property:	00 (EAST LOS ANGELES)	
Region:	01 (LOS ANGELES - SOUTH HARBOR)	
Property:	1000977 (CENTRAL CITY ACTION COMMITTEE (FORMER FIRE STATION #1) 0421 141 E EDWARDS RD LOS ANGELES, CA 90021)	

## Space Management Module

The Space Management Module was configured in 2018 and continues to be populated with verified floor plans as they become available. This module tracks usage and facilitates space analysis. Floor plans are currently available for the C. Erwin Piper Technical Center, Los Angeles City Hall, City Hall East, and the Constituent Services Center in CD 8. Plans are underway to capture space usage for Marvin Braude Constituent Services Center. Property data from the AMS populates tiles in the GSD Service Portal that allow City employees to search for properties by type, use, and size and to map those results in a GIS system.



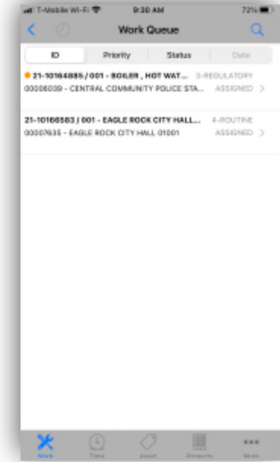
## Operation and Maintenance. Asset Management Modules

The Work Management, Preventive Maintenance (PM), and Equipment Asset Management modules went live in July 2018 and now manages 51,588 annual corrective and preventive work tickets each year for 607 properties and 34,500 building systems and equipment assets. Preventive maintenance includes checkpoints to ensure these valuable assets are functioning properly. Cost reports by building are generated through interfaces with FMS and GSD's timekeeping system E-Time.



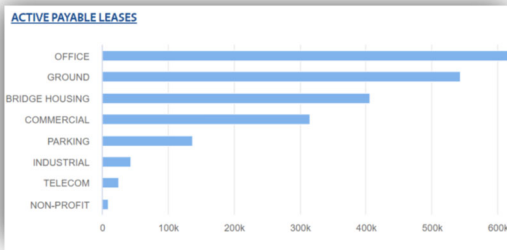
## **GSD Mobile Applications**

Two separate mobile applications, one for Work Management and one for Assets, went live in July 2018. Over 270 field technicians utilize these mobile applications to receive and respond to work orders, eliminating the need for paper work orders and time cards. Work orders are received by supervisors in the Work Management module where they review staff schedules; assign the work order, which is immediately sent to the technician's mobile device in the field. Using bar coding technology, the GSD Mobile application for Asset Management allows technicians to scan a piece of equipment, update information, look up warranty information, and manage other details regarding that asset.



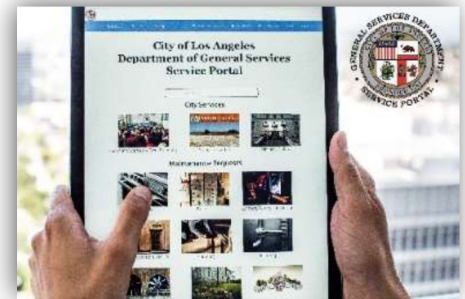
## **Reports**

Search queries are created and added to AMS WorkDesks to help employees efficiently track and manage their work. Examples include queries for open corrective maintenance work orders and leases with upcoming expiration dates. The AMS is used to provide all five new Councilmembers with a comprehensive list of properties, leases, and real estate projects in their Districts.



## **GSD Service Portal**

The GSD Service Portal is the web-based customer-facing tool of the AMS. The Portal allows City employees to request maintenance and repair work at City facilities through 13 different tiles with questions specific to each type of service, such as plumbing, electrical/lighting, or elevator repairs. Over 29,000 corrective maintenance requests are submitted through the GSD Service Portal annually with LAPL submitting over 3,200, LAPD submitting over 4,900, and LAFD submitting over 3,300. Customers track their requests throughout the approval and service processes. In accordance with the Surplus Land Act, the public and City employees can access information about the City's surplus property inventory. They can also submit inquiries about City-owned filming locations, submit scheduling requests for community events and rallies at specified City facilities, and learn about GSD's EV Charging program at municipal buildings. A Nuisance Abatement tile is available for City employees to submit requests for maintenance at vacant City-owned buildings and land asset.



## **Homelessness Response**

The AMS has served as a critical resource in the City's response to the homelessness crisis, allowing GSD to quickly identify City-owned sites for potential homeless housing and support services. The AMS is also used to track payable and receivable lease agreements with landlords and nonprofit service providers for bridge home, tiny home, safe parking, safe sleeping, and navigation center locations for persons experiencing homelessness. Nonprofit service providers submit maintenance requests through the GSD Service Portal. These requests are reviewed by RES staff and assigned to BMD or referred to the vendor, as appropriate.

