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Matthew W. Szabo, Chair  
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200 N. Main Street, Suite 1500  
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## **ASSET MANAGEMENT SYSTEM UTILIZATION REPORT**

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 web application. City employees utilize the GSD Service Portal to access tiles to request building maintenance services for City facilities. GSD's Building Maintenance Division (BMD) generated over 52,000 work orders in FY 2024. 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 learn about the City's EV Charging Program at GSD-operated municipal facilities.

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

In FY 2024, the GSD negotiated a contract amendment with the AMS vendor and through that process transitioned to a City-wide enterprise license, which provides access to an unlimited number of users.



## **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 operations and initiatives. Below is a description of how the AMS is currently being utilized to support City operations.

### **Homeless Initiative Support**

The AMS has been routinely queried 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. 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 18 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) provides access 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.

RES also uses the AMS to track Inside Safe hotel agreements since the inception of that program. There are currently 36 Booking Agreements and nine Occupancy Agreements records with hotels in the AMS. Lease records are updated as agreements are amended or terminated.

In light of the U.S. Supreme Court's decision in *Grants Pass v. Johnson* allowing cities to enforce anti-camping laws, the Mayor's Office has continued its efforts to identify potential locations for homeless housing and support services. In support of this effort, GSD generated a list of over 850 vacant City-owned properties and parcels larger than 20,000 square feet for consideration. 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.

### **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 sixth year of use, the Work Management Module and related AMS Perform Work and Asset Management mobile applications are utilized by over 230 BMD technicians and supervisors to manage over 52,000 annual corrective, preventive, and regulatory work orders. This includes both preventive maintenance as well as building maintenance service requests submitted by City employees through the GSD Service Portal. These requests are reviewed by BMD's Work Control Center and then promoted into work orders for assignment by BMD Supervisors to the appropriate

trade technicians. Field technicians receive and update work order information via their AMS mobile applications and employees are kept updated via email on the work order requests until they are completed.

The AMS inventory of building systems and subsystems (building automation, HVAC, Plumbing) as well as equipment assets (air compressors, appliances, backflow devices) across City buildings and facilities has now grown to over 36,000 assets. This total includes the addition of dedicated assets for LAFD apparatus doors and gates as well as assets for virtual gas and electricity meters.

Reports are generated for various support areas, such as work performed for specific City departments or emergency response work/adverse weather events.

#### Building Decarbonization Work Plan

The AMS has been configured to serve as the centralized data source to track projects associated with the 12-year Citywide Building Decarbonization Workplan that was developed to address the urgency and opportunities of carbon reduction through decarbonizing the City's existing building stock.

BOE, via a consultant, has also developed a data tracking tool that connects to the AMS through an interface. Both the Workplan and the Tracking Tool utilize the following AMS property data: building maintenance history; property and equipment assets information; building square footage; year-built dates; and monthly electrical and gas utility usage data obtained through an interface with EnergyCAP, the City's utility management software.

The AMS has also been configured to track Building Decarbonization work orders for BOE capital projects and BMD asset end-of-life projects.

#### Property and Lease Data Management

The AMS Property Management Module has grown to include over 8,100 property records, including properties 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. Additional property records created in the past year include dedicated buildings at City Maintenance Yards and Shops as well as RAP buildings identified as part of the Citywide Building Decarbonization effort.

The Lease Management Module is used to maintain the City's \$26.6 Million Payable Lease and \$4.9 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 and LAHD. The lease data is also used by CFID to ensure the City is meeting its obligations to the U.S. Department of Housing and Urban Development for properties supported by Community Development Block Grant Funds. The AMS is also being used to store Interconnection Agreements with DWP for solar

arrays at LAPD police facilities, including information on maintenance provisions. for those assets.

RES uses the AMS Work Management Module to track over 200 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, rights of entry, Municipal Facility Committee reports as well as City Council Committee and City Council actions are attached for departments.

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 Annual Housing Element Progress Reports.

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 21,000 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 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. In the past year, building floor plans for the Marvin Braude Constituent Services Center were added to the AMS and made available to all City employees through the GSD Service Portal.

### 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 7,500 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 8,700 annual work orders for 77 library facilities.

The Department of Animal Services utilizes the AMS to manage maintenance requests for twelve properties with over 2,300 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.

Over the past year, GSD has partnered with LASAN to research and verify property details, resulting in the creation of over 150 records for pump plants, debris basins, and other sanitation properties in the AMS. Additionally, the system has been updated to include information on projects completed by LASAN's Safe Clean Water Implementation Division. To ensure security, the AMS restricts access and editing rights to protect the portfolio and sensitive information.

The AMS is used to manage inquiries and push out reports for offices of elected officials 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 40 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 to onboard them to the work management module and create tiles in the GSD Service Portal for their services.


The City is working with its vendor to implement an AMS Keys and Access Control Module for an initial pilot project of three City facilities. The Keys Module, which is integrated with AMS property records and building floor plans, associates key information with doors and other access points. This pilot project will provide the pathway for the City to transition from its existing paper-based system to a centralized and secure digital inventory system.

GSD's Construction Forces Division is considering utilizing the AMS Asset Management Module and related Asset Rental functionality to track equipment inventory used by CFD employees and their contractors. CFD is also in the process of switching from their existing telephone/email-based system for service inquiries to a centralized inquiry tile in the GSD Service Portal.

GSD is collaborating with the Mayor's Office and CAO to develop a new space reporting feature in the GSD Service Portal. In support of the Mayor's Executive Directive #3, this feature will enable City departments to report details about any unused or underutilized spaces within their areas of responsibility that can be repurposed for homeless housing or support services.

### **RECOMMENDATION**

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

 for  
Tony M. Royster  
General Manager

Attachment

# Asset Management System

## 2024 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 Department's ZIMAS mapping application provides additional context. Queries on the AMS can be provided in tabular form and mapped in GIS to visually represent the resultant data.

### Operation and Maintenance, Asset Management Modules

The Work Management, Preventive Maintenance (PM), Asset Management, and Hazardous Materials (HM) modules went live in 2018 to manage 52,000 annual corrective and preventive work tickets each year for 600+ properties and 36,000 equipment assets. PMs includes checkpoints to ensure these valuable assets are functioning properly. The Hazardous Materials tracks the types and quantities of hazardous material, produces reports for regulatory agencies, and reduces risks associated with such items. Building cost reports are generated through interfaces with FMS and Workday.



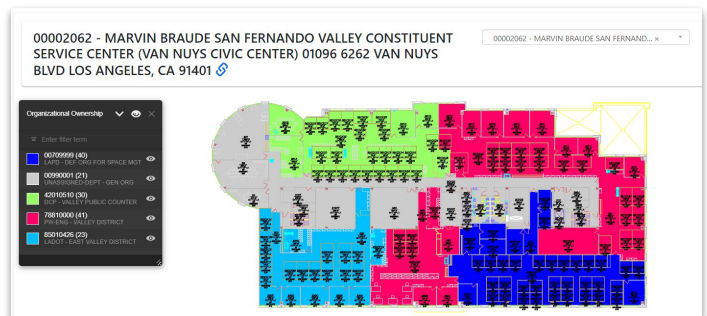
Non-profit organization lease to operate the LA Police Historical Society Museum at the Former Northeast Police Station

### Lease Management Module

The Lease Management Module was implemented in 2018. It contains 358 active lease agreements, including 111 payable leases, 45 Inside Safe leases, 60 for-profit receivable leases, 109 non-profit receivable leases, and 33 Bridge Housing/Tiny Home Village leases. Lease records contain lease dates, amendments, options, and compensation information.

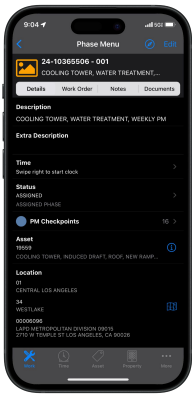
### Space Management Module

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 available for the Piper Technical Center, City Hall, City Hall East, the CD 10 Constituent Service Center, and the Marvin Braude San Fernando Valley Constituent Service Center.



# Asset Management System

## 2024 MFC Report Attachment

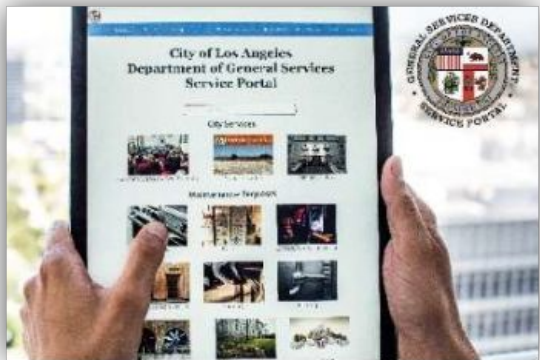
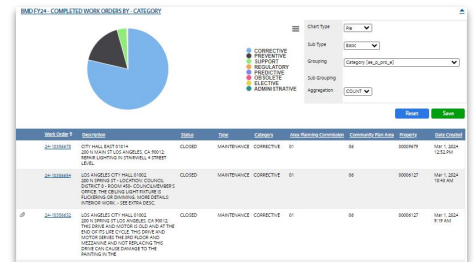


### GSD Mobile Applications

Two separate mobile applications, one for Work Management and one for Assets, went live in July 2018. Over 230 field technicians utilize these applications to receive and respond to work orders in real time, eliminating the need for paperwork orders and timecards. 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. The Asset Management Mobile allows technicians to scan a piece of equipment, update information, look up warranty information, and manage many other asset details.

### Reports

Search queries are created and added to AMS WorkDesks to help employees efficiently track and manage their work. For further analysis, a custom reporting tool provides the ability to report on all aspects of the AMS and discover new insights, such as cost analysis reports for homeless initiative properties.

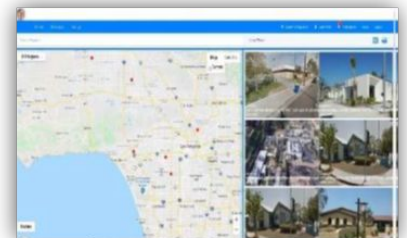


### GSD Service Portal

The GSD Service Portal is the web-based customer-facing tool of the AMS. The Portal allows City employees to request maintenance at City facilities with questions specific to each type of service, such as plumbing, electrical/lighting, or elevator repairs. Customers track requests throughout the approval and service processes. The public can access information about the City's surplus property inventory; submit inquiries about City-owned filming locations; submit scheduling requests for events and rallies at specified City facilities; and learn about the EV Charging program.

### GSD Space Portal

The GSD Space Portal allows City employees to filter and search for City properties by property type, use, and size and to map those results in a GIS system. The GSD Space Portal also allows City employees to view floor plans. Property data from the AMS also populates an public-facing GIS map that offers search and reporting functionality.



### Homeless Initiative Support

The AMS has served as a valuable resource in the City's response to the homelessness crisis. The AMS is routinely queried to identify potential sites to support affordable housing and support services. The AMS also tracks payable and receivable lease agreements for Bridge Housing, Tiny Home Village, and Inside Safe locations. Nonprofit service providers use the GSD Service Portal to submit maintenance requests.