

HEART OF THE CITY

2022 – 2023
ANNUAL REPORT



Department of General Services
City of Los Angeles





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**THE MISSION OF THE
DEPARTMENT OF GENERAL
SERVICES IS TO PROVIDE
CITY LEADERSHIP IN
MANAGING FACILITIES,
EQUIPMENT, SUPPLIES,
MAINTENANCE, AND
OTHER SUPPORT
SERVICES TO ELECTED
OFFICIALS, DEPARTMENTS
AND RESIDENTS IN A
SAFE, RELIABLE, AND
EFFICIENT MANNER.**

A commitment to quality
service by quality people

EXECUTIVE STAFF AND DIVISION DIRECTORS

TONY M. ROYSTER

General Manager

VALERIE MELLOFF

Assistant General Manager

CESAR AVALOS

Custodial Services

ERIC ROBLES

*Emergency Planning & Special
Services/Mail Services*

EMILY MAYEDA

Finance

LISA MATSUMOTO

*Office of Sustainability/
Parking Services*

JOHN TREVGodA

Assistant General Manager

JUNG HO

Fleet Services

RENE VILLA-AGUSTIN

Fuel Services

MELODY MCCORMICK

Assistant General Manager

PAUL MERRITT

Building Maintenance

DANIEL RODRIGUEZ

Construction Forces

ELIZABETH BENSON

Real Estate Services

MARK LOPEZ

Integrated Asset Services

MELISSA YUSILON

Assistant General Manager

LANCE SHOHO

*Management Information
Systems*

RICARDO VILLACORTA

Materials Testing

GERALD ST. ONGE

Publishing Services

MAIYO LARA

*Supplier and Customer
Relations*

TROY LEE

Supply Services

TINA FERMIN

*Executive Administrative
Assistant*

LYDIA MARQUEZ

*Executive Administrative
Assistant*

CRISTINA FLORES

*Executive Administrative
Assistant*

MESSAGE FROM THE GENERAL MANAGER

On behalf of the dedicated employees of the Department of General Services (GSD), I present our 2022 - 23 Annual Report.

GSD is committed to providing quality services to our customers so they are well equipped to deliver direct services to the residents of Los Angeles. Some level of support is provided by GSD to virtually every City employee, department, and elected office. Our business is customer service, and we are here to help make the City's operations run smoother.

The 2022 - 23 Annual Report is a comprehensive account of GSD's accomplishments and reflects GSD's commitment to ensuring the well-being of the City and the communities that rely on the services provided by the departments we support.

As GSD moved beyond the pandemic, we were able to focus our resources on meeting additional sustainability and technology goals, increase efforts to address homelessness, and improve services. Thanks to the diligence, expertise, and perseverance of GSD's employees, we were able to tackle 2022 - 23's challenges head-on, and achieve the accomplishments highlighted in this report.

Thank you, Team GSD, for everything you do to make GSD the "Heart of the City." I look forward to the continued success we will achieve together in the years ahead.



Sincerely,

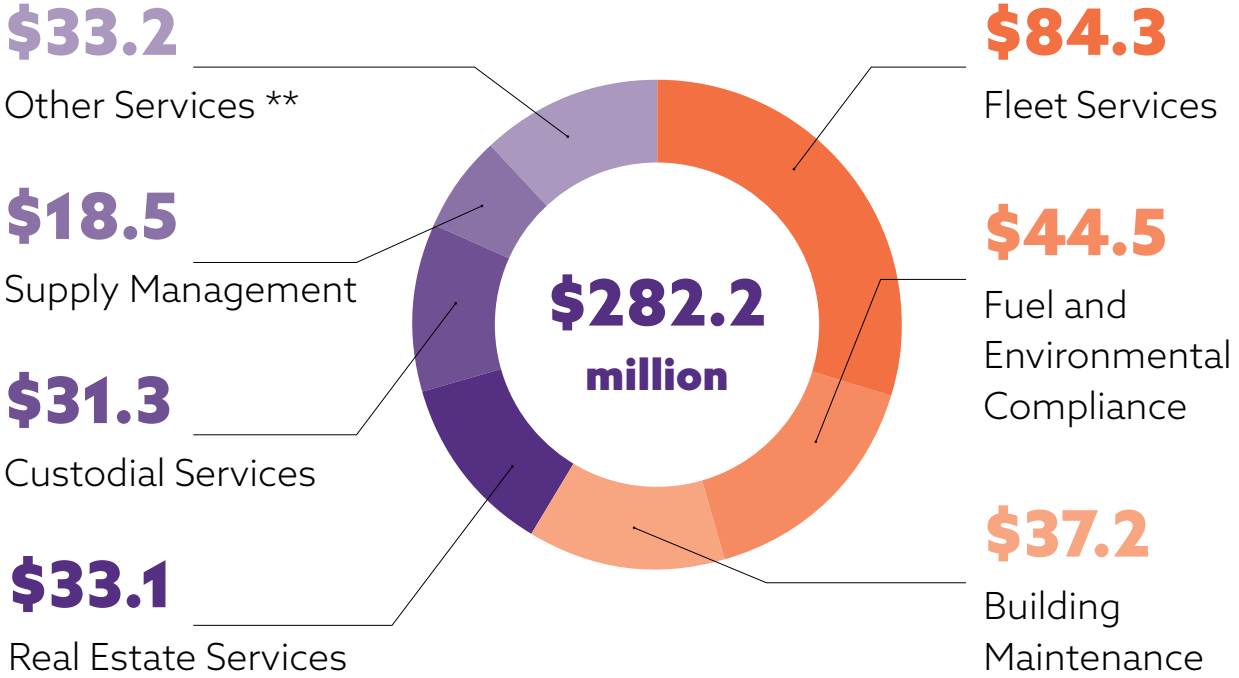
A handwritten signature in black ink that reads "Tony M. Royster". The signature is written in a cursive, slightly slanted style.

TONY M. ROYSTER

General Manager and City Purchasing Agent

BY THE NUMBERS

BUDGET SUMMARY



* In millions.

** Other divisions include: Standards, Mail, Parking, Special Operations, Integrated Asset Services, Construction Forces, Sustainability, and GASP.

FISCAL YEAR 2022-23

\$282.2 million
Budget

\$59.3 million
Revenue

1,427
Positions

\$24.8 million

Construction Projects Completed

13.5 million

Pieces of Mail Processed

174,018

Material Tests Performed

18 million

Gallons of Fuel Purchased

1,461 Lane Miles

Rehabilitated Through Pavement Preservation Program

6,226

Parking Spaces Managed

376

Electric Vehicle Chargers Installed for Public, Employee, and City Fleet Use

11,000+

Units of Autos, Trucks, Aircraft and Equipment Maintained



658

Moves Completed

\$2.9 million

Surplus Property Sales

\$41.8 million

Property Acquisitions

\$1.3 million

Reverse Auction Savings

\$772 million

Purchase Orders Processed

11.1 million

Sq.Ft. of City Facilities Cleaned Daily

Completed and re-established Post-Covid compliance for **6 of the 9 city** high-rise facilities and conducted **16 of 18** high-rise emergency drills



607

Facilities Maintained

3.8 million

Gallons of water saved annually from 2021-22 Municipal Buildings Energy and Water Management and Conservation projects

3.7 million

kWhs saved annually from 2021-22 Municipal Buildings Energy and Water Management and Conservation projects

ELECTED OFFICIALS

OFFICE

MAYOR

Karen Bass

CITY ATTORNEY

Hydee Feldstein Soto

CITY CONTROLLER

Kenneth Mejia

CITY COUNCIL

DISTRICT 1

Eunisses Hernandez

DISTRICT 2

Paul Krekorian

DISTRICT 3

Bob Blumenfield

DISTRICT 4

Nithya Raman

DISTRICT 5

Katy Yaroslavsky

DISTRICT 6

Vacant

DISTRICT 7

Monica Rodriguez

DISTRICT 8

Marqueece Harris-Dawson

DISTRICT 9

Curren D. Price, Jr.

DISTRICT 10

Heather Hutt

DISTRICT 11

Traci Park

DISTRICT 12

John Lee

DISTRICT 13

Hugo Soto-Martinez

DISTRICT 14

Kevin de León

DISTRICT 15

Tim McOsker

HOMELESS SERVICES



HIGHLIGHTS

3,400 hours

Of maintenance at homeless facilities

\$1.2 million

In invoices for portable toilets, hand wash stations, weekly/monthly services, and other supplies

PROJECT ROOMKEY (PRK)

In 2022-23, GSD managed four hotel occupancy agreements for temporary homeless housing through the State's Project RoomKey program. At its peak, there were nearly 1,023 rooms available to serve the homeless community. GSD was responsible for making payments, addressing issues with the hotel owners, resolving conflicts with service providers, reviewing and approving damage claims, and handling all aspects of closing a PRK hotel. At the close of 2022-23, **the only remaining active PRK (now Inside Safe) hotel was the LA Grand, which provided up to 481 rooms.**

CIRCLE PROGRAM

In Fall 2022, GSD entered into a no-cost lease agreement with Urban Alchemy, providing 1,088 square feet of City-owned retail space at the Braude Building, located at 6262 Van Nuys Boulevard. This location provides mobile crisis intervention services for the Northeast San Fernando Valley service area in Council District 6. The City's Crisis and Incident Response through the Community-Lead Engagement (CIRCLE) program operates at three City-owned locations. In addition to the Braude Building, the other two centers are located at 1710 N. Cherokee and 305 E. 1st Street serving the Hollywood and Downtown Los Angeles communities, respectively. The CIRCLE program offers an alternative unarmed response to non-emergency 911 calls involving individuals experiencing homelessness.

THE BIN - SAFE STORAGE FOR THE HOMELESS COMMUNITY

GSD executed a license agreement with Chrysalis, a non-profit organization, to use approximately 650 square feet of parking space at the West Los Angeles Municipal Complex located at 1645 Corinth Avenue. The area will house two secured storage bins and a pop up tent to serve as a staging area. The West LA bin program creates an opportunity for a much needed storage facility for homeless outreach in an underserved area in Council District 11. **Anyone who needs a safe place to keep their belongings can sign up for a bin at no cost.**

The only remaining active PRK (now Inside Safe) hotel was the LA Grand, which provided up to 481 rooms.





INSIDE SAFE INITIATIVE BOOKING AGREEMENTS

In 2023, GSD along with the Office of the Mayor executed 29 motel booking agreements for temporary homeless housing as part of Mayor Bass' Executive Directive No. 2 Inside Safe Initiative (ISF). **The goals of ISF are to eliminate street encampments; promote long term housing to the homeless people; increase access to mental health and abuse treatment; reduce the occurrence of deaths on the streets; and enhance the safety and hygiene of the neighborhoods.**

The City has also partnered with nonprofit homeless service providers to intake participants and book rooms on an as needed basis.

MAINTENANCE OF HOMELESS FACILITIES

GSD is responsible for maintaining 34 facilities throughout the City, including A Bridge Home (ABH), Homeless Navigation Center, and Tiny Home Village facilities. The maintenance work includes repair of electrical, plumbing, and heating, ventilation, and air conditioning (HVAC) systems, carpentry work, and fire life safety inspections. **In 2022-23, GSD performed 3,400 hours of maintenance under this project.**



SUPPLY SERVICES SUPPORT FOR HOMELESS PROGRAMS

GSD Supply Services continued to provide procurement and accounts payable support for the City's homelessness initiatives. For the Mayor's 2022-23 Portable Hygiene Station program, Supply Services processed nearly \$1.2 million in invoices for portable toilets, hand wash stations, weekly/monthly services, and other supplies.

There have been more than 34 ADA toilets and 35 hand wash stations that have been deployed across 35 locations since September 2021, providing much needed hygiene services for the unhoused community.

HOMELESS HOUSING AND SUPPORT SERVICES

In response to the Mayor's Executive Directive 3 on "Emergency Use of Viable City-owned Property,"

GSD generated a list of over 3,000 vacant City-owned properties and parcels for Safe Parking, Navigation Centers, Safe Sleeping, and other homeless-related activities. In addition, GSD used the Asset Management System (AMS) to track 20 payable and 41 receivable lease agreements with nonprofit organizations operating Bridge Home, Tiny Home Village, Project Room Key, Safe Parking, RV Parking, Safe Sleeping locations, and Navigation Centers.

GSD also supported the Mayor's Inside Safe Initiative by tracking hotel Booking and Occupancy Agreements in AMS.

The AMS has been a valuable tool in identifying potential sites for affordable housing and tracking lease agreements. The CAO's Affordable Housing Opportunity Sites team also utilizes AMS to identify Bridge Home and Tiny Home Village sites as part of the City's COVID-19 Homelessness Roadmap.

SUSTAINABILITY



HIGHLIGHTS

207

Electric vehicles (EVs) maintained

231

Electric vehicle chargers installed for public and employee use

145

Electric vehicle chargers installed for City fleet use

43,634

Metric tons of CO2 emissions reduced

PUBLIC AND EMPLOYEE EV CHARGER INSTALLATIONS

GSD expanded its network of electric vehicle (EV) chargers available to the public and City employees by 15 (**14 level two and 1 fast charger**), bringing the total to 238 at eight City facilities. The newest installations were at San Pedro, Eagle Rock and Pacoima City Halls. **GSD collaborated with BOE, DWP and Council office staff to complete these projects.** The chargers reduced gasoline consumption by over 100,000 gallons and prevented two million pounds of carbon dioxide emissions from polluting the air **in 2022-23.**

FLEET ELECTRIC VEHICLES (EV) AND EV INFRASTRUCTURE

Fleet Services maintains 150 electric vehicle (EV) sedans, 45 gas/electric plug-in hybrid sedans, 10 light duty vehicles, and two medium duty vehicles. As of June 2023, Fleet has installed 141 level two EV chargers and four DC fast chargers (about 200 miles per half an hour) for a total of 145 for City assigned vehicles at various locations. Fleet plans to install 32 more level two chargers and seven DC fast chargers at various locations.



R99 RENEWABLE DIESEL NOW AVAILABLE AT CITY DIESEL TANKS

The Renewable Diesel (R99), which is produced from 100 percent **renewable and sustainable raw materials**, and **reduces greenhouse gas emissions by up to 80 percent when compared to standard diesel**, is now dispensed from all of the City's 118 diesel tanks.

In 2022-23, the City purchased 2.8 million gallons of R99 reducing emissions by 43,634 metric tons of CO₂e





TECHNOLOGY

AMS SPACE MANAGEMENT MODULE

HIGHLIGHTS

252

Commodity and service suppliers enrolled in E-Payables

\$40 million+

E-payable payments processed

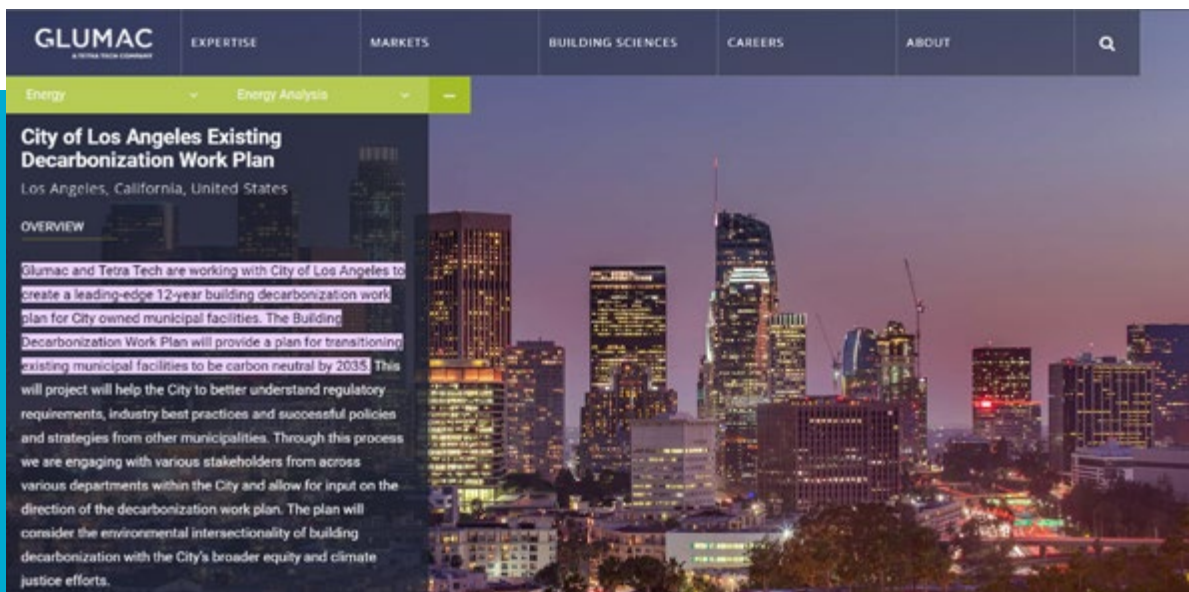
During the 2023 office moves for the Mayor, five City Councilmembers, the City Attorney, and the City Controller at various municipal buildings and field offices, the City/GSD extensively used the AMS Space Management Module. This module is the central depository for City buildings or facilities floor plans and tracks space utilization. **Departments involved in the transition activities used suite location and floor plan information to plan for moving furniture and equipment by Real Estate Services; carpet and floor cleaning by Custodial Services; wall painting and other cosmetic improvements by Construction Forces; collection of City art collection pieces by the Department of Cultural Affairs; and installation/deinstallation of data and computer equipment by ITA.** GSD and other City departments also use this module for analytics regarding space assignments, space utilization, and square footage for the City's Space Optimization Program.

AMS INTERFACE FOR THE BUILDING DECARBONIZATION WORKPLAN

The AMS is being configured to serve as the central repository for real estate data that will be used for the 12-year Citywide Building Decarbonization Workplan. **The Bureau of Engineering (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 has contracted 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, and develop a data tracking tool that will either reside within the AMS or connect to the AMS through an interface.

CONVERSION OF E-PAYABLES TO J.P. MORGAN CHASE

In a joint effort between the GSD, Controller's Office, Information Technology Agency, and J.P. Morgan Chase, the City of Los Angeles successfully converted its E-Payables program with US Bank to J.P. Morgan Chase last November 2022. As a result, **252 commodity and service suppliers successfully transitioned** and continued to receive payments totalling **more than \$40 million annually via commercial credit card** which allowed the **City to collect rebates on three percent of those transactions.**





GOOD GOVERNMENT

HIGHLIGHTS

570,000 tons

Hot mix asphalt tested

35

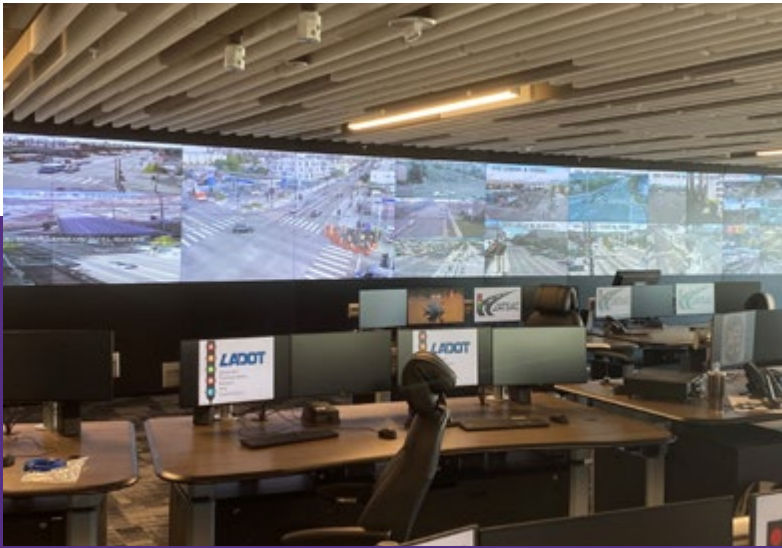
Film permits approved

59

City Hall Lightings

DEFERRED MAINTENANCE PROGRAM

In 2022-23, GSD launched Phase I of the five-year **Deferred Maintenance Program** with \$9.15 million in CTIEP funding for 40 projects at various City offices, police stations, and fire stations. The program **addresses the backlog of repairs, inspections, or maintenance activities that were delayed due to budget or resource constraints**. Projects range from replacing hot and cold water pipes, apparatus doors, toilets, AC units, fire sprinkler pipes, roofs, and HVAC units and control systems. A total of 16 projects were completed in 2022-23, with the remaining to be completed in 2023-24 upon the receipt of equipment and materials.



ATSAC CENTER RELOCATION PROJECT

GSD worked with the Bureau of Engineering (BOE) and Department of Transportation (LADOT) to expand the LADOT Automated Traffic Surveillance and Control (ATSAC) center on the 11th floor of the Caltrans Building.

ATSAC, which was established during the 1984 Olympics, is an advanced digital traffic signal system that monitors traffic conditions and adjusts 4,800 traffic lights to minimize street congestion.

The project created a new master control room and staff in a 9,300 square foot space, increasing the space by 24 percent.

This optimization will modernize the server room to accommodate new MTA lines, improved streetlight controllers, and monitor large-scale events on the streets. The project was completed in November 2022 at a cost of over \$5 million.

NUCLEAR DENSITY GAUGE PROGRAM

GSD's Nuclear Density Gauge Program provided quality control support for the Bureau of Street Services (BSS) StreetsLA and the Pavement Preservation Program and has saved the City millions of dollars in maintenance costs each year. This non-destructive test method is used daily to measure compaction levels during new pavement installation, providing real time results to ensure optimal compaction on each project.

In 2022-23, GSD tested over 570,000 tons of hot mix asphalt to ensure that newly-paved City streets meet the requirements for performance, safety and reliability. **Despite the challenges caused by unusually heavy rains during the year, over 99 percent of the streets resurfaced in 2022-23 passed the City's compaction specifications,** which is one of the highest annual marks ever achieved. This accomplishment demonstrates the technical efficiency of BSS and GSD's long standing partnership to continue to improve City streets.

NEW PARCEL AND INTER-OFFICE DELIVERY LOCKER SYSTEM

GSD launched a new parcel and inter-office delivery locker system and dropbox at City Hall South. **Similar to Amazon, the lockers and dropboxes serve as a secure centralized packages or mail pick-up and drop off location for the building occupants.** The occupants are notified via email with instructions and a barcode to open a specific locker to retrieve their mail.

CITY HALL LIGHTING

A total of 59 City Hall lightings over 100 days in 2022-23, including illumination for the special recognition of the FIFA and World Cup 2026 Global Launch, commemoration of the passing of former Mayor Richard J. Riordan, and special observation of "Light the Night for Fallen Firefighters".

FILMING

A total of 35 film permits approved in 2022-23, including Adidas, Bosch, Lincoln Lawyer, Shirley Chisholm, Regina King, and Snowfall.



PARKING LOT IMPROVEMENTS

GSD operates ten public and five employee parking facilities with a total of 6,226 parking spaces throughout the City. GSD plans improvement projects on a rotating basis on all parking facilities to prevent accidents and improve customer experience. In 2022-23, GSD cleaned and repainted the surfaces of the parking facilities located in City Hall, City Hall East, Los Angeles Mall, Piper Technical Center, and El Pueblo Monument, improving safety and visibility for City employees and the visiting public.





SUPPLY SERVICES OUTREACH EVENTS

In 2022-23, GSD participated in five vendor outreach events to present how to do business with the City: City of Los Angeles Smart City Showcase at City Hall, Board of Public Works and Bureau of Contract Administration's AccessingLA RiseWith and AccessingLA BuildWith virtual events, Small Business Summit at LA Trade Tech, and Pacific Asian Consortium in Employment virtual event.

At each event, GSD helped equip potential vendors with the tools and resources needed to do business in the City via a presentation that highlighted the steps to participate in City business using the LA Vendor Self Service (LAVSS) site, register for LAVSS, develop a strategy, and start doing business with the City.



These events introduced over 2,000 potential vendors to the City process and opportunities.

AWARDS & RECOGNITION



GREEN BUILDING AWARD

On May 13, 2023, **GSD Real Estate Services** was awarded the Green Building Award by the U.S. Green Building Council Los Angeles for their work on **Fig Plaza** (201 and 221 N. Figueroa). Both buildings achieved a Leadership in Energy and Environmental Design (LEED) certification for Operations and Maintenance. LEED is the most widely used green building rating system. GSD works alongside CBRE, the property manager at Fig Plaza, to ensure that the City maintains their LEED designation and leads by example for environmental responsibility.

FAA 2022 AWARD OF EXCELLENCE

GSD Fleet Services received the 2022 Federal Aviation Administration (FAA) "Gold Award" for the tenth year in a row. This annual award program seeks to reduce the nation's aviation accident rate by conveying safety principles and practices through training, outreach, and education.



DEPARTMENT OF GENERAL SERVICES
CITY OF LOS ANGELES

ANNUAL REPORT
2022-2023

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