



CITY OF LOS ANGELES

DEPARTMENT OF GENERAL SERVICES

ANNUAL REPORT

2021-2022



MISSION

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**

MESSAGE

FROM

THE

GENERAL

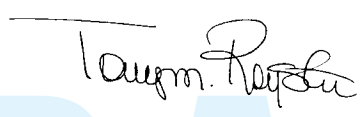
MANAGER

This report is a celebration of the Department of General Services (GSD) employees, who were all named 2021-22 GSD MVPs, and continuously rise to the occasion with enthusiasm and ingenuity. During the pandemic, they worked tirelessly to ensure seamless support for City departments across the wide range of services illustrated in this report. I invite you to read this report and share my admiration of the work GSD employees accomplished in 2021-22.

As the pandemic continued into 2021-22, GSD staff demonstrated their commitment to their fellow City employees and the residents of Los Angeles. Again and again, GSD workers adapt and find creative ways to improve the City, and advance us into the future.

Thank you Team GSD. It is an honor to work with you and highlight your successes.

Sincerely,



TONY M. ROYSTER
GENERAL MANAGER AND
CITY PURCHASING AGENT



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 Service

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

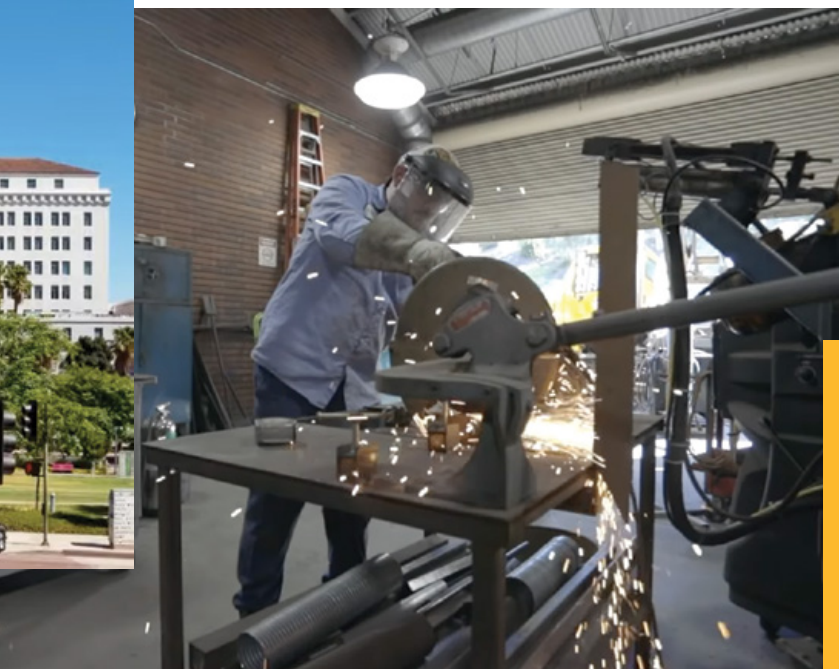
TINA FERMIN
Executive Administrative
Assistant

LYDIA MARQUEZ
Executive Administrative
Assistant

CRISTINA FLORES
Executive Administrative
Assistant



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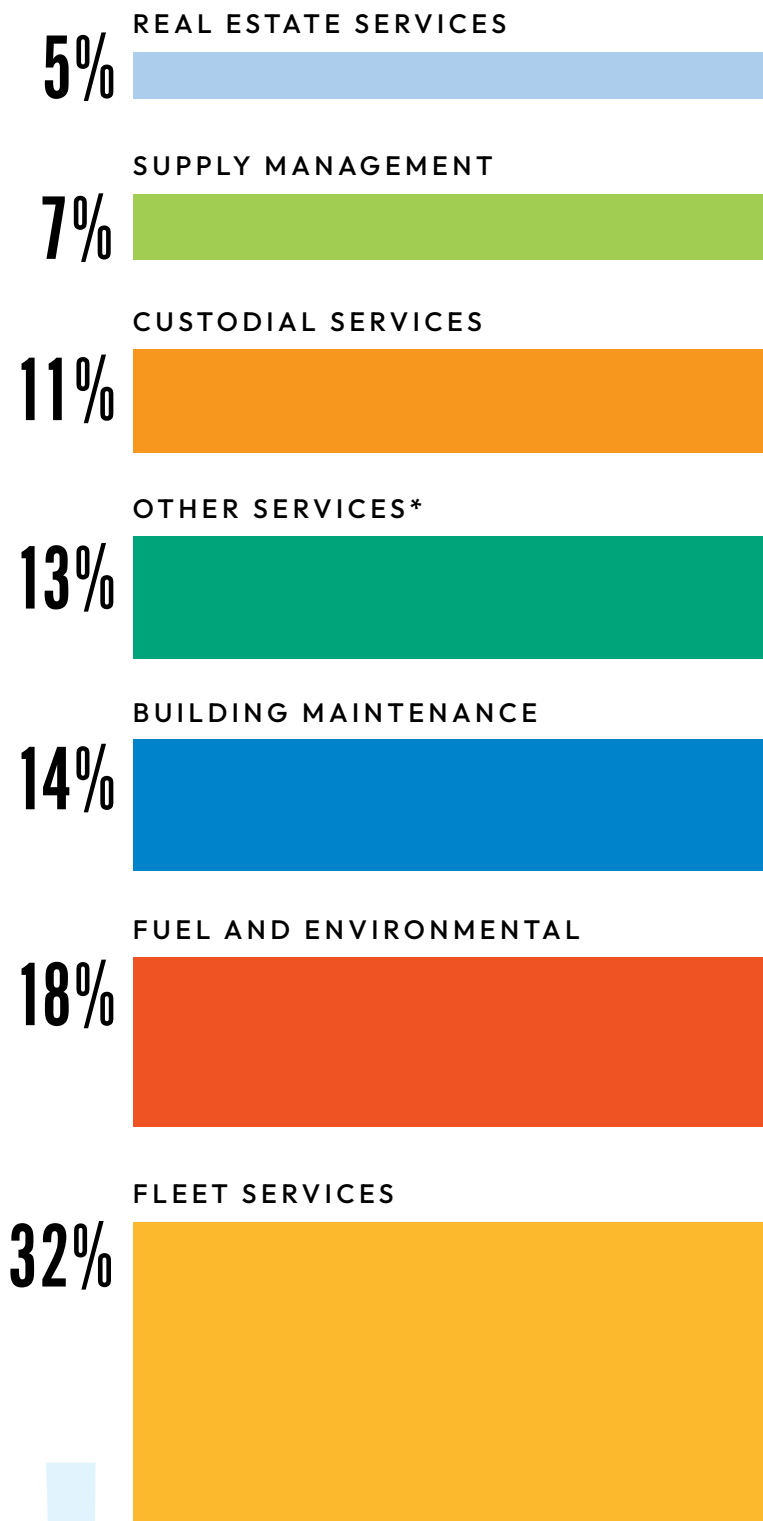
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BY THE NUMBERS



BUDGET SUMMARY 2021-22

\$253.5 MIL

OPERATING BUDGET

1,357

POSITIONS

\$55.1 MIL

REVENUE

\$1.2 BIL

ADDITIONAL FUNDS
MANAGED

*Other services include Standards, Mail, Parking, Special Services, Integrated Asset Services, Construction Forces, Sustainability, and General Administration and Support (GASP).

**Includes commodity purchases (\$612 million) and payments (\$491 million) for the entire City, the Water and Electricity (\$49 million) and Leasing (\$20 million) Funds, CTIEP (\$10 million), and MICLA (\$37 million).

NUMBERS

11.4 MIL

SQ. FT. OF CITY
FACILITIES
CLEANED DAILY



18 MIL

GALLONS OF
FUEL PURCHASED

11,000+

UNITS OF AUTOS,
TRUCKS, AIRCRAFT,
AND EQUIPMENT
MAINTAINED

108

ELECTRIC VEHICLE
CHARGERS INSTALLED
FOR PUBLIC, EMPLOYEE,
AND CITY FLEET USE

1,925

LANE MILES
REHABILITATED
THROUGH PAVEMENT
PRESERVATION PROGRAM

11 MIL

PIECES OF MAIL
PROCESSED

\$3.3 MIL

IN REVERSE
AUCTION SAVINGS



6,226

PARKING SPACES
MANAGED



173,232

MATERIAL TESTS
PERFORMED



SUSTAINABILITY 08

589
FACILITIES
MAINTAINED

4 MIL
KWH SAVED
ANNUALLY

\$611 MIL
PURCHASE
ORDERS PROCESSED

\$2.5 MIL
SURPLUS
PROPERTY SALES

\$12.5 MIL
PROPERTY
ACQUISITIONS



\$23.8 MIL
CONSTRUCTION PROJECTS
COMPLETED

20 MIL
GALLONS OF WATER
SAVED ANNUALLY

398
MOVES COMPLETED

17
HIGH RISE BUILDING
EMERGENCY DRILLS



ELECTED

OFFICE

ERIC GARCETTI MAYOR

MIKE FEUER CITY ATTORNEY

RON GALPERIN CITY CONTROLLER

CITY COUNCIL

GILBERT CEDILLO DISTRICT 1

PAUL KREKORIAN DISTRICT 2

BOB BLUMENFIELD DISTRICT 3

NITHYA RAMAN DISTRICT 4

PAUL KORETZ DISTRICT 5

NURY MARTINEZ DISTRICT 6

MONICA RODRIGUEZ DISTRICT 7

MARQUEECE HARRIS-DAWSON DISTRICT 8

CURREN D. PRICE, JR. DISTRICT 9

HEATHER HUTT DISTRICT 10

MIKE BONIN DISTRICT 11

JOHN LEE DISTRICT 12

MITCH O'FARRELL DISTRICT 13

KEVIN DE LEÓN DISTRICT 14

JOE BUSCAINO DISTRICT 15

OFFICIALS

SUSTAIN

HIGHLIGHTS



108

EV CHARGERS
INSTALLED AT
FIGUEROA
PLAZA

\$350,000

PROVIDED
FOR SOLAR
MAINTENANCE
STAFF AND
SUPPLIES

118

CITY DIESEL
TANKS
SUPPLIED
WITH R99
DIESEL

LIABILITY

FLEET ELECTRIC VEHICLES AND EV INFRASTRUCTURE

GSD continued electrifying the light duty fleet (sedans) to meet the City’s goal to transition to low and zero-emissions transportation. **As of June 2022, GSD maintains 128 electric vehicles (EVs), 46 gas/electric plug-in hybrids, installed 125 EV chargers for City vehicles, and is piloting two portable solar EV chargers.** Plans are underway to install 30 to 40 Level Two chargers and four DC fast chargers at various locations.

In March 2022, GSD amended its EV Plan to include the electrification of light and heavy duty vehicles; address current and future charging needs; evaluate the type and mix of EV chargers needed; and other studies to help plan and expand GSD’s EV work into the future.



PUBLIC AND WORKPLACE ELECTRIC VEHICLE CHARGERS

Since 2019, GSD has installed 223 electric vehicle (EV) chargers for public and employee use at 5 locations.

This includes City Hall, City Hall East, and Figueroa Plaza: three of the largest municipal facilities that receive the most visitors, persons doing business with the City, and employees.

In 2021-22, GSD focused on expanding its EV charging network to reach across the City’s large geographical area. GSD initiated design and engineering work for 14 additional sites, which include the Pacoima City Hall, Eagle Rock City Hall, San Pedro City Hall, and six Animal Shelters, where approximately 130 EV chargers will be installed starting Fall of 2022.





SOLAR MAINTENANCE PROGRAM

GSD's Solar Maintenance Program was established in 2021-22 with \$350,000 for solar maintenance staff, supplies, and equipment to maintain 13 existing and future onsite energy generating or Net Energy Meter (NEM) projects.

A total of 15 solar photovoltaic systems, which use solar radiation to produce electricity, run on GSD maintained buildings.

These are a mix of net energy metering as well as grid connected and grid resilient systems. A dedicated team of three employees was formed to maintain present and future solar installations. Additionally, nine existing electricians have successfully completed a certification program through the Solar Energy International training program.

GSD executed a Memorandum of Understanding with the Department of Water and Power (DWP) for the installation and maintenance of various Distributed Energy Systems that will guide operations over the next 30 years. GSD also developed and executed the first Interconnection Agreement with DWP to energize the Los Angeles Police Department (LAPD) Motor Transport Division NEM system.

BUILDING DECARBONIZATION WORK PLAN

GSD assisted the Bureau of Engineering (BOE), with the evaluation of 600+ facilities for the installation of Distributed Energy Systems as part of the Building Decarbonization Work Plan. The project includes the installation of distributed energy systems which are small-scale power generation or storage technologies to augment or enhance the traditional electrical system. This initial program expanded to include electrification alongside battery storage and grid stabilization projects.

GSD worked with BOE to hire a consultant to develop a prioritized workbook based on a 10-year plan that organizes the City's portfolio of facilities into prioritized categories for distributed energy systems and electrification based on industry best practices. The Asset Management System (AMS) will serve as a centralized repository to store energy usage data and generate reports for City facilities.





Renewable Diesel, an alternative to Ultra Low Sulfur Diesel (ULSD), is produced from 100% renewable and sustainable raw materials and a drop-in fuel, and reduces greenhouse gas emissions by up to 80% when compared to petroleum diesel.

R99 RENEWABLE DIESEL

In September 2021, GSD began a 2-year Renewable Diesel Availability Pilot Program to test if the availability of R99, a type of Renewable Diesel, is sufficient to meet the City's diesel needs. Renewable Diesel, an alternative to Ultra Low Sulfur Diesel (ULSD), is produced from 100 percent renewable and sustainable raw materials, and reduces greenhouse gas emissions by up to 80 percent when compared to petroleum diesel.

GSD executed a contract with the existing ULSD vendor to deliver R99 at the current diesel pricing for the pilot program to supply the City's 118 diesel tanks with R99. Renewable Diesel is used exclusively unless there are supply chain issues, in which case ULSD is the backup. R99 has helped the City significantly reduce particulates and other emissions caused by fossil fuel, thereby also reducing maintenance on particulate filters.

HIGHLIGHTS

2

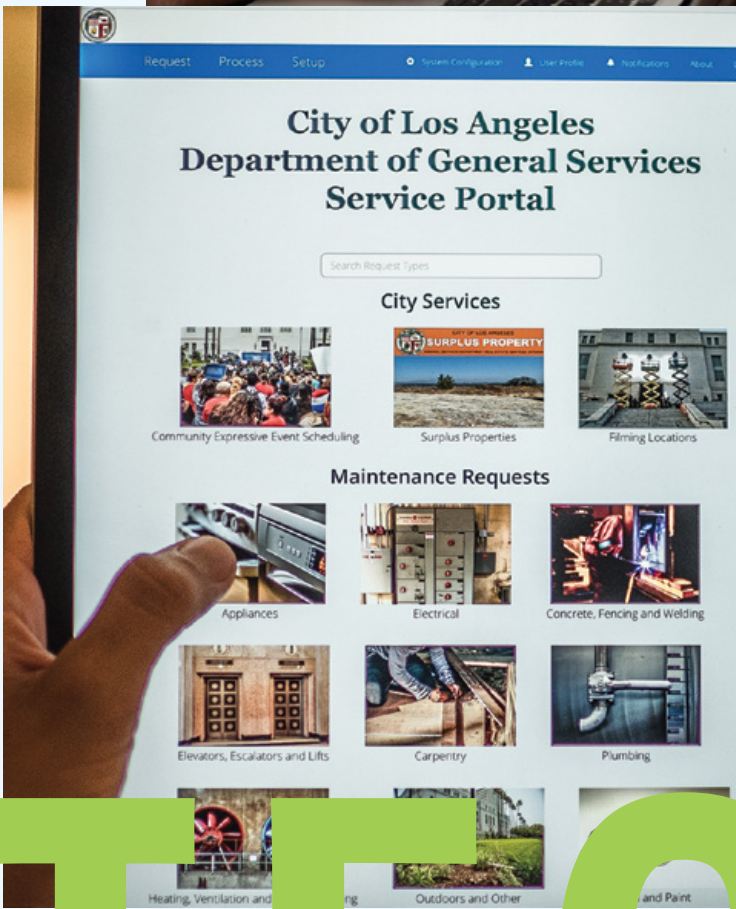
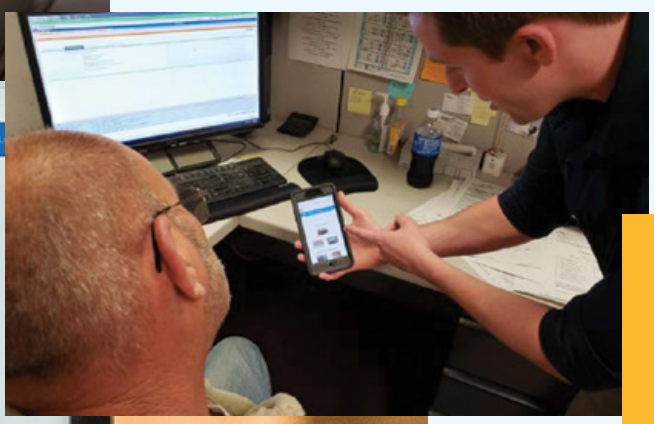
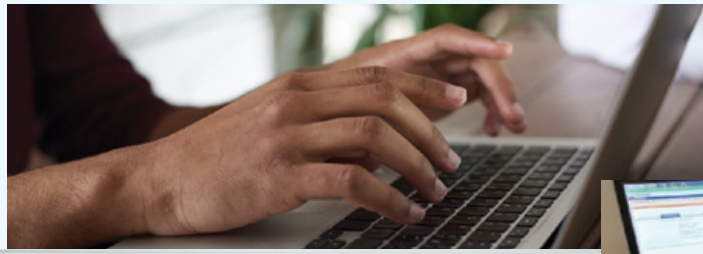
NEW GSD SERVICE PORTAL TILES (EV CHARGING AND NUISANCE ABATEMENT)

16%

REDUCTION IN CYBER RISK SCORE

6,000+

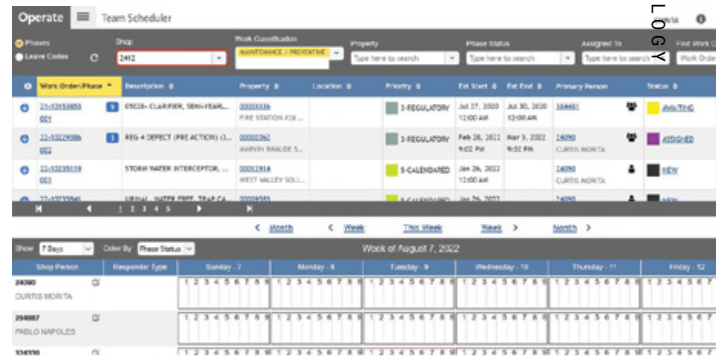
VENDORS REGISTERED IN THE VENDOR SELF-SERVICES PORTAL



TECHN

TEAM SCHEDULER

GSD configured and implemented a Team Scheduler tool in the AMS Work Management module to enable supervisors to schedule weekly assignments for Preventive Maintenance work orders along with corrective and regulatory work orders. The tool presents a more accurate picture of the unit's workload and improves the management of limited staffing resources.



VENDOR SELF-SERVICES UPGRADE

On March 21, 2022, the City went live with an upgraded Los Angeles Vendor Self-Services (LAVSS) site to a more accessible platform and seamless bidding experience. New features include an improved layout, quick links, step-by-step guides, training videos, and navigation tools. The "My Watchlist" functionality helps vendors easily view and respond to solicitations. As of June 25, 2022, a total of 6,153 vendors, including 1,480 commodity vendors, registered onto LAVSS and more are expected as vendors become aware of LAVSS.

CYBER SECURITY SCORE

In February 2020, the Information Technology Agency (ITA) implemented Kenna Security, a Software as a Service (SaaS) solution that measures risk and prioritizes remediation efforts for potential cyber security issues. The Kenna Security software revealed 39 high risk GSD assets that needed to be patched or decommissioned immediately. GSD's risk score at the beginning of 2021-22 was medium risk at 580. GSD steadily applied security patches and migrated vulnerable servers for newer hardware and software. **By the end of 2021-22, the number of high risk assets was reduced to 14 and GSD's cyber risk score was lowered to under 500.**

TECHNOLOGY

HOMELESS SERVICES

HIGHLIGHTS

34

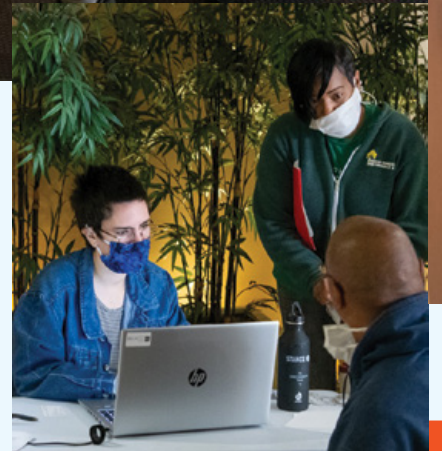
FACILITIES
MAINTAINED
THROUGHOUT
THE CITY

95

TENT
PLATFORMS
PROVIDED
AT THE
LINCOLN
THEATRE
SAFE SLEEP
SITE

4,300

HOURS OF
MAINTENANCE
PERFORMED



SE



PHOTOS BY LOS ANGELES COUNTY

PROJECT ROOMKEY

In 2021-22, GSD managed 11 hotel occupancy agreements for temporary homeless housing through the State's Project RoomKey (PRK) program. At its peak, there were nearly 1,600 rooms available to serve the homeless community. GSD is responsible for making payments, addressing issues with the hotel owners, resolving conflict with service providers, reviewing and approving damage claims, and handling all aspects of closing a PRK hotel. Below are the Council districts and respective room capacities:

435

DISTRICT 1

165

DISTRICT 2

72

DISTRICT 4

237

DISTRICT 8

97

DISTRICT 10

481

DISTRICT 14

72

DISTRICT 15

CIRCLE PROGRAM

Through the Community-Led Engagement (CIRCLE) program, GSD worked with the Mayor's Office to identify City properties located in Little Tokyo at 305 E 1st Street (CD14), and in Hollywood at 1718 N Cherokee Avenue (CD13) to serve as dispatch centers for staff and a safe place for unhoused individuals who need a respite from the street. **The facilities are a calming space to sit or lie down, have water and a snack, and get connected with services.** GSD executed no-cost leases to Urban Alchemy, a service provider that works with Los Angeles Police Department in responding to non-violent 911 calls related to homelessness, mental health, and addiction.



SAFE SLEEP SITE AT LINCOLN THEATRE

In January 2022, GSD completed construction of the Lincoln Theatre Safe Sleep site at the corner of Central Avenue and 25th Street (CD9). The project consisted of:

95 PLATFORMS

that provide the base for tent structures

4 HYGIENE UNITS

with 7 restrooms and showers

2 STRUCTURES

that serve as office space for the staff and case managers

NEW FENCING, SECURITY GATES

and energy efficient security lighting were installed to ensure a safe environment for its residents

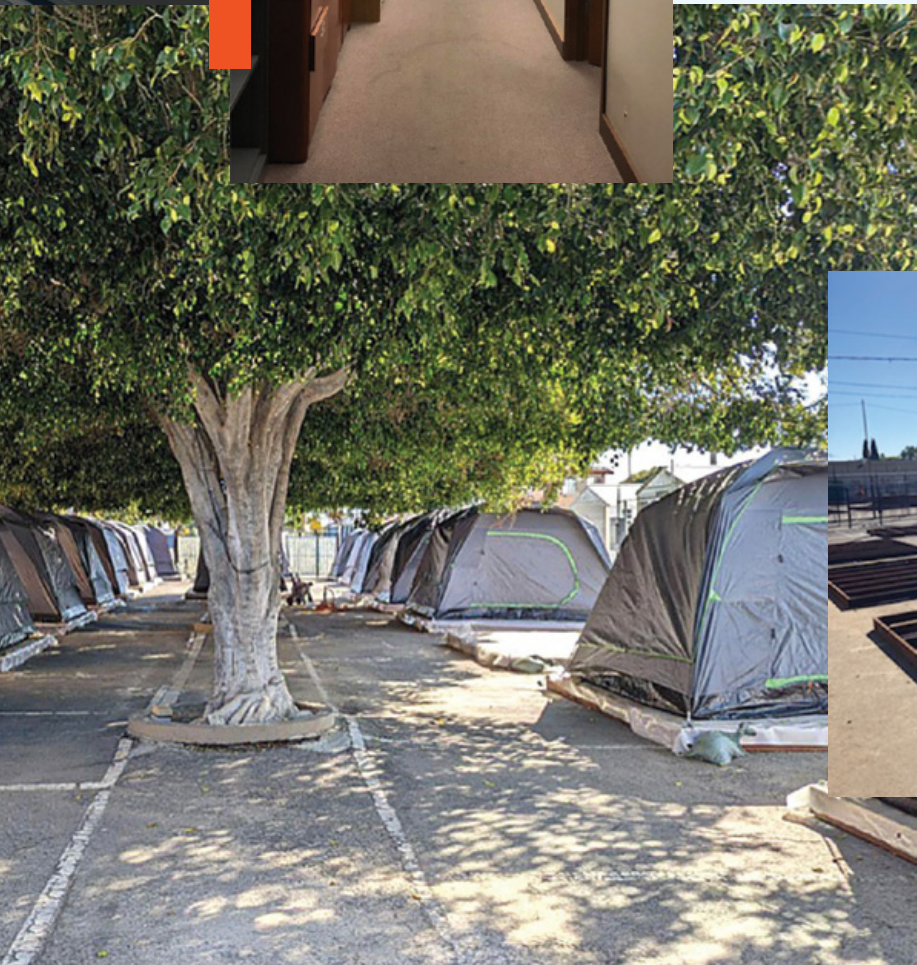
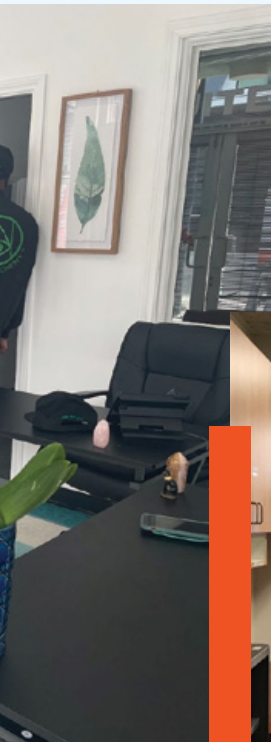
A DECORATIVE SCREENING

was also added to the existing perimeter fencing for additional privacy



HOMELESS SHELTER MAINTENANCE PROGRAM

GSD maintains 34 A Bridge Home (ABH), Homeless Navigation Center, and Tiny Home Village facilities throughout the City which includes: maintenance and repair of electrical, plumbing, and heating, ventilation, and air conditioning (HVAC) systems; carpentry work; and fire life safety inspections. In 2021-22, GSD performed 4,300 hours of maintenance under this program. A User Guide on how to request services through the GSD Service Portal (<http://gsdserviceportal.lacity.org>) was developed and distributed to the Los Angeles Homeless Services Authority and non-profit providers to track and schedule requests.



GOOD

HIGHLIGHTS

47

FILM PERMITS APPROVED

500

LANE MILES EXPECTED TO BE COMPLETED AND REPAIRED

70%

WATER SAVED WITH NEW FLUID COOLING SYSTEM



GOVERN



**CIVIL+HUMAN RIGHTS
AND EQUITY DEPARTMENT**

In collaboration with BOE, GSD built the headquarters for the newly created Civil+Human Rights and Equity Department (LA Civil Rights) at the Los Angeles Mall. The new office opened on September 13, 2021 and provides space for staff, volunteers and several commissions to host community members committed to equality, peace, unity and justice. It has beautiful interior finishes with floating cloud ceilings, interior tinted glass, murals, efficient lighting and an ultra-violet virus suppressing system in the air condition ducts. The office also has access-controlled card readers and security cameras at entrances and exits and is monitored 24 hours.

EQUITY DEPARTMENT



CITY HALL COOLING TOWER

A new cooling tower and fluid cooler were installed at City Hall in 2021-22. The cooling tower helps reduce energy and water use by up to 50 percent. The new fluid cooler delivers energy-efficient cooling and saves up to 70 percent of water compared to other evaporative systems.

GOVERNMENT



BSS expects to complete 500 lane miles of Cape Seal in 2022-23.

CAPE SEAL PROGRAM



In 2021-22, GSD and the Bureau of Street Services (BSS) tested the effectiveness of Cape Seal, a multilayered application consisting of binder, aggregate, and slurry, to improve and treat streets that have moderate distresses. Cape Seal is an extra half inch of structural overlay applied to the pavement surface to repair cracks and add structural strength. **Cape Seal adds eight to ten years to the pavement life and is more cost effective** than the traditional “Cut two inches, replace two inches” approach.

The first pilot project using Cape Seal was in Council District 6 on several local neighborhood streets. BSS expects to complete 500 lane miles of Cape Seal in 2022-23. GSD will continue to support the new program by providing testing services and design recommendations.



FILMING

GSD implemented COVID-19 protocols at each of these shoots to ensure a safe and secure filming environment for both the production crews and City employees.

A total of 47 film permits approved in 2021–22 in seven locations:

- City Hall
- Civic Center
- San Pedro
- Mariachi Plaza
- Van Nuys
- Porto Marina
- Western Lot





MVPS

The GSD MVP award is an annual award celebrating employees and teams who exemplify the best GSD has to offer—commitment to service, hard work, and dedication to the residents and employees of the City of Los Angeles.

Throughout the pandemic, despite the threat and fear of COVID-19, GSD employees stepped up and continued to provide essential services to the City family and its residents, working tirelessly to keep the City moving, clean and safe, well stocked with PPEs and other essentials, including providing housing for the unhoused.

In recognition of employees going above and beyond during the pandemic, the General Manager named each GSD employee a 2021–22 GSD MVP!

This was a yearlong celebration that kicked off in November 2021 with thank you cards from the General Manager, followed by “You Are Amazing!” banners and signs displayed throughout GSD offices and facilities in February 2022. The year culminated with gifts of GSD MVP polo shirts or hats, and a video honoring all GSD employees, including eight employees the department lost due to COVID-19.

AWARDS

FAA 2021 AWARD OF EXCELLENCE

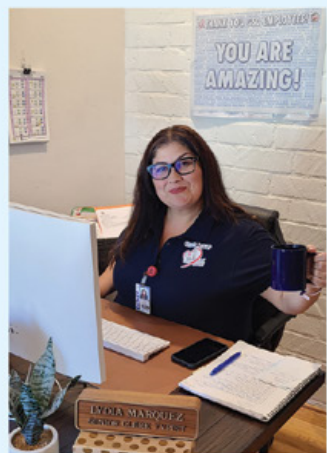
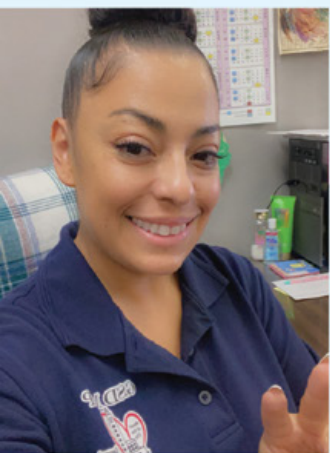
Fleet Services received the Federal Aviation Administration (FAA) "Gold Award" for the ninth year in a row. This annual award program seeks to improve the Nation's aviation accident rate by conveying safety principles and practices through training, outreach, and education.



2021-22 PUBLIC EMPLOYEE OF THE YEAR

Alejandra Alvarez, Brian Baltazar, Pierre Riotoc and Eric Robles won the State of California 2021-22 Public Employee of the Year (City). This award recognizes the GSD Event and Filming unit team for providing exceptional services and being champions for the film industry. This is the third year the Film team has been nominated, and first win for the GSD team.







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DEPARTMENT OF GENERAL SERVICES

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2021-2022

ACKNOWLEDGMENTS

EDITORS

Cris Cudiamat • Megan Macalintal

ASSOCIATE EDITOR

Elizabeth Salumbides

WRITERS, PHOTOGRAPHERS AND CONTRIBUTORS

Nell Bautista

Amy Benson

Nikka Binotapa

Rachel Caspillo Costes

Scott Chow

David Costa

Dwight Craft

Carol Crittenden

Brad Duvall

Connie Espinoza

Jose Gaxiola

Daniel Hurst

Maiyo Lara

Troy Lee

David Ly

Henry Matute

Zachary Millett

Annabel Nuno

Angela Ramirez

Pierre Riotoc

Eric Robles

Dan Rodriguez

Brian Swanson

Gerald St. Onge

Charley Pallares

Natasha Santana

Lance Shoho

Dustin Watanabe