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ASSET MANAGEMENT SYSTEM STATUS REPORT

The Municipal Facilities Committee (MFC) requested periodic updates on the status and functionality in the Citywide Asset Management System (AMS). The AMS consists of several integrated modules, mobile applications, an online customer request portal, as well as a customer-facing space portal for accessing City-owned and -leased property data on a map and floor plans for select municipal buildings. AMS has evolved and grown over the last year to provide needed functionality, improve user experience, generate critical reports, and respond to many requests, including those due to the Coronavirus pandemic and homeless initiatives. Below is a description of the activities that have taken place since the last report in November 2020 and the next steps for the project.

BACKGROUND

The majority of the AMS modules were implemented in 2017 and 2018 and are briefly described in the attached (Attachment A). The AMS includes the following modules: Property, Lease, Space, Work Management, Asset Management, and Environmental Health & Safety. It also includes several tools, including the online GSD Service Portal, Space Portal, GSD mobile applications for 250 Building Maintenance (BMD) field technicians, Geographic Information System (GIS) mapping, and interfaces with PaySR, FMS, ZIMAS, and GSD's timekeeping software E-Time.

UPDATE

Efforts over the past year centered on maintaining and improving system functionality across all modules, enhancing the user experience, providing tools and services to comply with the changing needs of the City while leveraging available technology with health and safety protocols in mind. As the AMS is a web-based database with mobile technology, it is a prime example of a successful contactless government experience.

The AMS software is now being managed by FacilityForce, a subsidiary of the AssetWorks AMS software vendor that is dedicated to serving the needs of government and commercial clients as opposed to its other higher education clients. This will allow for a greater focus on functionality

that is relevant to our interests, including scheduling/calendaring for City spaces, GIS integration, advanced billing and reporting options, and compliance concerns (data security, reporting, and hosting).

Property Module

Integrated Asset Services Division staff consistently coordinates with other GSD divisions, City departments and offices to ensure ongoing updates are inputted, such as historical and real estate transactional data, property deeds, MFC and Council reports.

- AMS property data is leveraged using GIS software, allowing staff to quickly respond to City Council motions as well as requests from LAFD, EOC, and other entities. Staff delivers detailed tabular data from the AMS with maps to identify City properties for projects such as potential COVID-19 testing and vaccination sites, homeless initiatives, City projects, and emergency uses.
- IAS continues to meet bi-weekly with the Department of Recreation and Parks to guide updates and reconcile information on over 650 properties, including maintenance yards, recreation centers, senior centers, and other park properties.
- Staff updated the fields in the property management module to indicate a property's location within an Area Planning Commission and Community Plan Area, two City Planning Department designations. The properties will also be updated in January 2022 to reflect their location within the updated Council District boundaries.
- City property and location data from the AMS was provided to ITA for use in Workday, the new City's Human Resources and Payroll (HRP) project that is scheduled to go live in 2022. This information serves as the list of locations where City employees work.

Lease Management Module

IAS staff continues to coordinate with GSD's Real Estates Services Division to maintain the lease portfolio, tracking lease executions, amendments, estoppels, and terminations. The module contains 116 payable leases, and 192 receivable and non-profit leases.

- Standards were developed to track and maintain information for Bridge Housing, Project Room Key, and Tiny Home Village leases.
- A mandatory Governmental Accounting Standards Board reporting requirement took effect in 2020 (GASB 87). To satisfy this reporting requirement, information regarding materiality, and other reportable provisions is being documented and stored in the AMS.
- IAS trained staff from the Animal Services Department (ASD) on storing lease and license agreements in the Lease Management module. ASD coordinates with RES to include property license agreements within service agreements with nonprofit organizations that operate shelters and provide spay and neuter services at City-run animal shelters. Moving forward, ASD staff will upload service agreements with accompanying licenses to the Lease Management module.

Operation and Maintenance Modules & GSD Mobile Applications

AMS Work Management and Asset Management modules, as well as their corresponding mobile applications are utilized by 250 BMD technicians to manage over 50,000 corrective, preventive and compliance work orders and over 34,000 equipment assets. The mobile applications allow BMD technicians to quickly receive prioritized assignments directly onto their mobile phones, reducing in-person trips to the shops and increasing productivity and response times. Shop stock and other financial information for work orders are reportable through an interface with the City's FMS. BMD staff also associates credit card transactions for materials with work orders. The Work Management module is also used to track over 265 active projects and assignments.

GSD Service Portal

The online GSD Service Portal was enhanced with new service request tiles and better functionality to existing tiles.

- IAS staff provided Bridge Housing and Tiny Home Village service providers access to maintenance tiles. Requests are routed to RES to determine responsibility and oversee the response by City personnel or a contractor.
- A new tile for GSD's EV Charging program provides locations of EV charging stations available to City employees and members of the public at select municipal buildings, information how to use those chargers, and an opportunity to submit inquiries for more information about the program.

Space Management Module and Data Gathering

The Space Management module is used to store floor plans and space usage data for City facilities.

- IAS staff upgraded the space management floor plan viewer in the Space Management Module and the GSD Space Portal to software powered by AutoDesk's Forge Viewer, which is easier to navigate and includes more sophisticated querying and reporting tools.
- As plans for various buildings are identified and reviewed, they are being added to the AMS. ACAD-Plus, a subcontractor through the AMS contract, is assisting with space verification, creation, and preparation of floor plans. The contractor has completed floor plans for the C. Erwin Piper Technical Center, Los Angeles City Hall, and City Hall East. Information includes department occupant, space usage, room numbers, square footage, and fire-life-safety information.
- IAS staff learned how to use a new feature of AutoCAD 2022 to create stack plans using floor plans from the AMS. This feature will allow IAS to run graphical reports to show department occupancy on a floor-by-floor basis, including each department's total square footage. Staff also received training on how to use AMS space management data to hatch drawings by department, organization, or room type. This functionality was helpful in creating space occupancy reports for GSD's Special Services Division for various floors within City Hall.

GSD Space Portal

The GSD Space Portal, which is accessed through the GSD Service Portal, is an online mapping and space solution that is powered with real-time data from the AMS.

- The "Explore" tile shows all GSD-maintained and -leased facilities on a Google-based map. The tile is available to City employees and performs radius searches from points on a map. Reporting tools allow users to download property details in a tabular format.
- The Space Portal was expanded to include City employee access to view floor plans for municipal buildings, including Los Angeles City Hall and City Hall East.

COVID-19 Response

The AMS has served as an important resource during the City's response to the novel Coronavirus. In response to several City Council Motions, IAS staff provided potential sites for walk-up or drive-through COVID-19 testing and vaccination to the EOC.

- IAS continues to gather and deliver information needed by various City departments and offices for reconstitution planning, FEMA reporting, staff reorganization planning, space optimization planning, and various City projects.

- The AMS has been used to track lease agreements with landlords and service agreements with nonprofit service providers for the Project Room Key hotels.
- The AMS also allows IAS and RES to store site contact information for receivable lease tenants and quickly communicate updates regarding Public Health orders as well as potential rent relief for businesses that have been impacted due to the pandemic.

Homeless Initiative Support

The AMS assists with the City's efforts to address the homelessness crisis, which became more urgent during the COVID-19 pandemic. Potential sites were identified for homeless use including, camping sites, pallet shelter sites, and RV parking sites. Several properties were identified using the AMS and GIS to identify City-owned properties within a predefined radius. IAS also provided support for the City's Homeless Roadmap initiative, identifying sites that may be appropriate for development as Tiny Home Villages and tracking lease agreements for those sites.

Reporting

Reporting has been expanded in several areas with the extended use of the AMS.

- The AMS now contains three years of data for maintenance costs and work orders. Reports are generated for subsets of the portfolio, such as maintenance work performed by department, building, or related to emergency response tasks (e.g., COVID-19, earthquakes, civil unrest).
- IAS assisted the Controller's Office in preparing its response to an order from Judge David Carter requiring the City and the County of LA to quickly identify housing for persons experiencing homelessness. IAS provided a dataset of all City-owned property, including property under the jurisdiction of proprietary departments, with details such as jurisdiction department, type, class, and Assessor Parcel Number. IAS also analyzed 250 properties under GSD's jurisdiction that were being considered for this use, indicating if the properties were fully under GSD's control, vacant, if there are any active projects planned for the sites, and if there are any public safety or legal/regulatory considerations.
- IAS staff created basic data visualizations called Highcharts to accompany search queries results in the different modules. These maps and charts provide an overview of the matching records organized by features such as property and lease type or class, jurisdiction department, City Council District, etc.

Training

IAS continues to provide AMS training for City stakeholders, including user departments (LAPL, LAFD, LAPD); departments with jurisdiction over their own properties (RAP, Housing); and offices (Council Districts, City Attorney, CAO). Over the last year, 60 employees and staff received system navigation training focused on their areas of jurisdiction, such as geographic regions or particular property types. Resources included live online training, documentation, and over 63 on-demand instructional videos. Trained departments included the Department of Public Works Bureau of Street Lighting, Personnel, Emergency Management Department, and City Planning as well as new staff from various Council Districts, ASD, EWDD, and other offices.

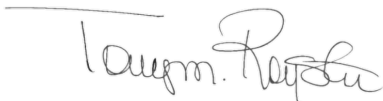
NEXT STEPS

IAS will continue to maintain and administer the AMS, ensuring existing functionality operates smoothly and implementing new features and performance improvements as they become available from the software provider.

- As circumstances allow, IAS will continue onboarding additional GSD divisions and City departments and creating new business processes to better serve AMS users. Onboarding other divisions will also enable GSD to better analyze overall building costs. Additional GSD Service Portal tiles are planned that will allow City employees to request moving, custodial, and nuisance abatement services; and for offices of elected officials to request lighting of City Hall.
- IAS staff is also expanding access to floor plans in the AMS Space Management Module and the GSD Space Portal. Staff is currently working on importing plans for the recently renovated Constituent Service Center in Council District 8 on Vermont and will next focus on the North Valley/Sunland-Tujunga Municipal Building. Future expansion of the GSD Space Portal also includes an online space survey tool that can be administered either by department or by building.
- IAS is currently working with ITA to transition away from the interfaces with PaySR and D-Time (via GSD's E-Time timekeeping software) to Workday, the City's new Human Resources and Payroll software.

RECOMMENDATION

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



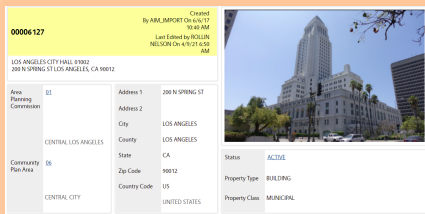
Tony M. Royster
General Manager

Attachment

Asset Management System 2021 MFC Report Attachment



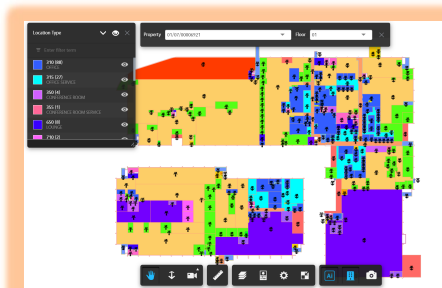
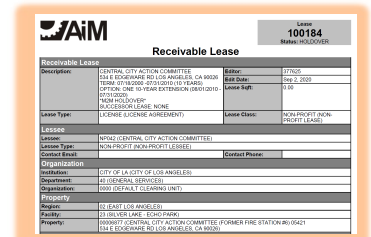
Property Management Module



Launched in June 2017, the Property Management Module contains data on over 8,500 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 a7nd an interface with the City Planning's ZIMAS provides additional context. Queries on the AMS can be provided in tabular form and mapped in GIS to visually represent the resultant data.

Lease Management Module

The Lease Management Module was implemented in 2018. It contains 308 active lease agreements, including 116 payable leases, 64 for-profit receivable leases, 97 non-profit receivable leases, and 31 Bridge Housing leases. Lease records contain important lease dates, amendments, options, and compensation information. Related documents include copies of the lease contracts, correspondence, and links to related City Council motions.

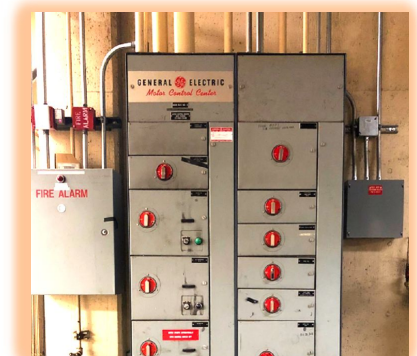


Space Management Module

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, and City Hall East. Plans are underway to capture space usage for North Valley/Sunland-Tujunga Municipal Building.

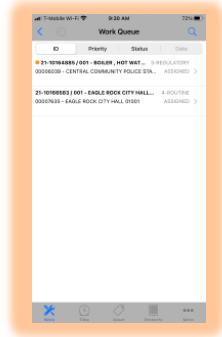
Operation and Maintenance, Asset Management Modules

The Work Management, Preventive Maintenance (PM), Environmental Health and Safety (EH&S), and Asset Management modules went live in July 2018 to manage 50,000 annual corrective and preventive work tickets each year for more than 500 properties and 34,000 equipment assets. Preventive maintenance includes checkpoints to ensure these valuable assets are functioning properly. EH&S tracks the types and quantities of hazardous material, facilitates reporting needs for regulatory agencies, and reduces risks associated with such items. Cost reports by building are generated through interfaces with FMS and GSD's timekeeping system E-Time.



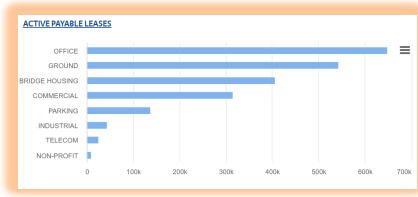
GSD Mobile Applications

Two separate mobile applications, one for Work Management and one for Assets, went live in July 2018. Over 250 field technicians utilize a mobile application to receive and respond to work orders in real time, 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 many other details regarding that asset.



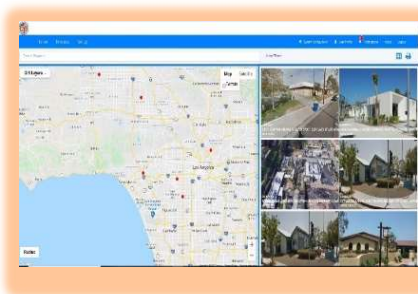
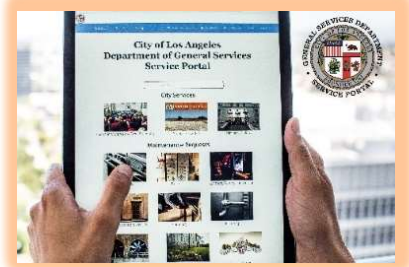
Reports

Search queries are created and added to AiM WorkDesks to help employees efficiently track and manage their work. Examples include queries for open corrective maintenance work orders or leases with upcoming expiration dates. For further analysis, AiM IQ provides the ability to report on all aspects of the AMS and discover new insights, such as cost analysis reports by building or by jurisdiction department from the Work Management module.



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. Customers track their requests throughout the approval and service processes. The public and City employees can access information about the City's surplus property inventory; 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.



GSD Space Portal

Available on the GSD Service Portal, the GSD Space Portal allows City employees to filter and search for City-owned and -leased properties by property type, use, and size and to map those results in a GIS system. Property data from the AMS populates an external, public-facing Geographic Information System map that offers search and ad-hoc reporting functionality. The Space Portal also allows City employees to view floor plans and will become more useful as additional plans are added to the system.

COVID-19/Homelessness Response

The AMS has served as a critical resource in the City's response to the pandemic, allowing GSD to quickly identify City-owned sites for COVID-19 testing and potential vaccination, as well as track lease agreements for temporary shelter and safe parking for persons experiencing homelessness. A dedicated tile in the GSD Service Portal has allowed LAFD to accommodate requests for hazardous waste disposal at Fire Stations.

