

# CITY OF LOS ANGELES

CALIFORNIA



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Agenda Item No. 5

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Richard H. Llewellyn, Jr., Chair  
Municipal Facilities Committee  
200 N. Main Street, Suite 1500  
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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, an online customer request portal, and now includes a customer facing space portal. AMS has evolved and grown over the last year to provide needed functionality, improve user experience, generate critical reports, and respond to the many requests due to the Coronavirus pandemic and homeless initiatives. Below is a description of the activities that have taken place since the last report in October 2019 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**

An amendment to the contract extends the contract through October 2023. City departments may fund and purchase implementation services and additional licenses as needed.



Efforts in 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.

### Property Module

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

- IAS meets bi-weekly with staff from the Department of Recreation and Parks (RAP) to guide updates and reconcile information on their 650 properties in the AMS (i.e. maintenance yards, recreation centers, senior centers and other park properties.) RAP participated in the selection of the software and the initial configuration of this module.
- AMS property data is leveraged using Geographic Information System (GIS) allowing staff to quickly respond to Council motions, LAFD, EOC and others. Staff delivered detailed tabular data from the AMS with maps to identify City properties for COVID-19 testing sites, homeless initiatives, City projects and emergency uses.

### Lease Management Module

IAS staff continues to coordinate with Real Estates Services Division (RES) to maintain the lease portfolio, including new lease executions, amendments, estoppels, and lease terminations.

- Module contains 111 payable leases, and 175 receivable and non-profit leases.
- Standards were developed to track and maintain information for Bridge Housing and Project Room Key leases.
- A new mandatory GASB reporting requirement takes effect next year, (GASB 87 for leases). Information regarding materiality, and other reportable provisions will be documented and stored in the AMS.

### Space Management Module

The Space Management module becomes more useful as floor plans become available.

- IAS gathered and delivered information needed by various City departments and offices for Reconstitution planning, FEMA reporting, staff reorganization planning and various City projects.
- Staff created and organized a shared folder with archived floor plans from GSD Construction Forces, Building Maintenance and RES.
- As plans for various buildings are identified and reviewed, they are being added to the AMS including square footage information.

### Operation and Maintenance Modules & GSD Mobile Applications

The GSD Mobile Work Management application and the GSD Mobile Asset Management, applications are utilized by 250 BMD technicians and leverage touchless technology.

- Upgrades to these applications allow BMD technicians in the field to quickly receive prioritized assignments directly onto their mobile phones.

- Technicians responded to 58,000 work requests and entered time for each work ticket.
- The City's inventory of over 34,000 equipment assets was maintained on this application.
- Mobile applications reduce in-person trips to the shop and paperwork.
- Shop stock and other financial information for work orders are reportable through an interface with the Financial Management System (FMS).
- Staff is currently updating procedures to associate credit card transactions for materials with work orders.

Mobile applications reduce in-person trips to the shop and paperwork, thereby increasing productivity and response times.

### GSD Service Portal

The online GSD Service Portal ([gdserviceportal.lacity.org](http://gdserviceportal.lacity.org)) was enhanced with new service request tiles and better functionality to existing tiles.

- Dedicated tiles were added for Key and Lock requests and one for Overhead Door and Gate repairs. This improves response time for these security-related requests.
- A new Biohazard tile was created for LAFD to improve response to biohazard bin service at fire stations. It is discussed in more detail in the *COVID-19 Response* section of this report.
- A new Bridge Housing tile allows designated site coordinators to submit requests for maintenance at bridge housing facilities. These are routed to RES to determine responsibility and oversee the response by City personnel or a contractor.
- Two new internal process tiles were created for RES
  - An RES Project tile prioritizes and tracks work orders for over 300 active projects and transactions in RES.
  - The Lease Input tile allows the assigned real estate officer to add lease information in a timely basis to the lease module.

### Reporting

Reporting has been expanded in several areas with the extended use of the AMS over this last year.

- The AMS now contains two years of data for maintenances costs and work orders. Verified gross square footage information for municipal buildings was obtained this year, through subcontractor ACAD-Plus, to create cost per square footage reports, run comparison reports, identify overall cost of maintenance and for budgeting purposes.
- Using this information, reports are generated as needed for various subsets of the portfolio, such as BMD work performed for each department building or work related to a specific emergency response task (e.g., Getty Fire, earthquakes, civil unrest).
- Reports are generated monthly for LAPD for Compstat reporting on work orders and keys/locks work.

### GSD Space Portal

In August 2020, IAS configured and rolled out the GSD Space Portal, which is accessed through the GSD Service Portal, ([gdserviceportal.lacity.org](http://gdserviceportal.lacity.org)). The Space Portal is a broader on-line mapping and space solution that is powered with real-time data from the AMS. As part of this project, a new tile called "Explore" was added to the GSD Service Portal, which shows all GSD maintained and leased facilities on a Google-based map. Explore is available to all City employees with a City Google account and performs radius searches from points on a map. Simple reporting tools allow users to download results, e.g., property type, class, square footage, department occupant(s), and property picture, in a tabular format with the accompanying map.

### Data Gathering

- ACAD-Plus, a subcontractor through the AMS contract, is assisting with space verification, creation and preparation of floor plans to upload to the AMS for use in the Space Management Module. This information can then be used for space use tracking and decision making. The C. Erwin Piper Technical Center was completed and the contractor is currently finalizing the floor plans for City Hall and City Hall East. Information includes department occupant, space usage, room numbers, square footage, fire-life-safety locations and data-phone port locations.

### COVID-19 Response

AMS was an important resource during the City's response to the novel coronavirus.

- 72 potential sites for walk-up or drive-through COVID-19 testing were provided to the EOC in response to several Council motions.
- An interactive GIS map, with markers for RAP Shelters, potential test sites, local hospitals and private lab companies, such as LabCorp and Quest was also included. (Testing sites needed to be in close proximity to hospital/lab locations where they could send tests.)
- Other useful information such as Council District, parcel size, and accessibility issues was also provided.

LAFD was able to quickly review each location before they did site checks to ensure it met geographical, size and accessibility needs.

A new LAFD Biohazard tile was created in the GSD Service Portal in response to an urgent request by LAFD due to the pandemic. Personnel at Fire Stations use the Portal to request biohazard bin service when the bins are getting full. LAFD facilities staff are immediately emailed through the Portal with the information needed to call out the contractor to quickly service those bins.

### Lucas Museum

To facilitate the construction of the Lucas Museum, IAS used the AMS and GIS to identify City properties within a specified radius of a Recreation and Park property in Exposition Park. These properties were then exchanged for two Recreation and Parks Department (RAP) parcels nestled in the middle of a larger parcel owned by the State of California to be used as the site of the Lucas Museum.

### 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. Because the AMS contains all City-owned property, including property under the jurisdiction of proprietary departments, IAS was able to identify a DWP-owned parking lot in Downtown LA for safe RV parking for the homeless.

### Training

IAS continues to provide AMS training via Google Meet for City stakeholders, including user departments, offices of elected officials, and departments with jurisdiction over their own properties. Over the last year, approximately 100 employees and staff have received basic system navigation training with special emphasis on their particular areas of jurisdiction, such as geographic regions or particular property types. Training included hands-on training, remote training, live demonstrations, written documentation, and web access to over 63 short instructional videos created for the City's AMS.

### NEXT STEPS

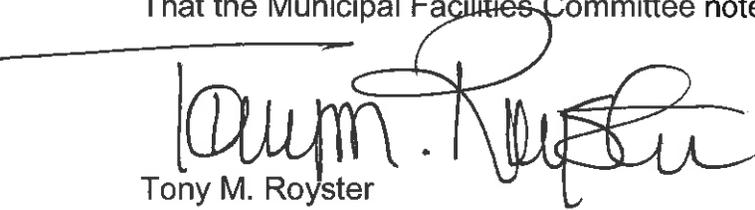
Future expansion of the Space Portal includes City employee access to floor plans of municipal buildings and an on-line space survey tool that can be administered either by department or by building. Staff will continue to build on the Space Management module and Space Portal by identifying AutoCAD and PDF drawings of City buildings that can be prepared for inclusion in the AMS.

Additional tiles are being developed over the next year for the GSD Service Portal including one that allows elected offices to request outdoor lighting of City Hall. Others that are planned include tiles to request moving services and custodial services.

IAS will continue to maintain and administer the Citywide AMS ensuring existing functionality operates smoothly, 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.

### RECOMMENDATION

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

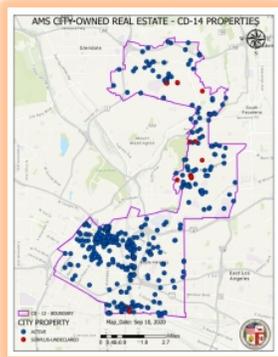


Tony M. Royster  
General Manager

Attachment

# Asset Management System Overview

November 2020

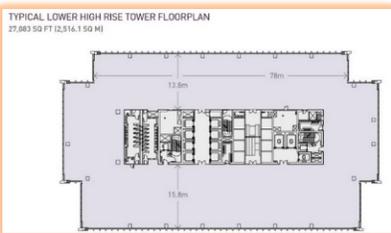


## Property Management

Integrated Asset Services Division (IAS) launched the Property Management Module in June 2017 and is the cornerstone of the AMS. It contains data on over 8,800 property and parcel records. Property details include use type, assessor parcel numbers, grant deeds as well as CAO site analysis and recommendations notes. Additional property details are added to the records as the information is verified. An interface with the City Planning Department's ZIMAS provides additional context. AMS allows departments with jurisdiction over their property the ability to maintain their records. Queries on the AMS can be provided in tabular form and mapped in GIS to visually represent the resultant data.

## Lease Management

The Lease Management Module was implemented in 2018. It contains 240 active lease agreements including 105 payable leases, 67 profit receivable leases, 91 non-profit receivable leases, and 17 Bridge Housing leases. Each lease record contains important lease dates, amendments, options, and compensation information. Attachments include the lease contract, important documents or letters, and hyperlinks to related Council files in the City Clerk's Council File Management System. An interface with the City's Financial Management System 2.0 (FMS) records the lease payment date, check number and amount.



## Space Management

The Space Management Module was configured in 2018 and continues to be populated with verified floor plans as they become available. This module facilitates space analysis by tracking department occupant, space usage, space type, and square footage information by room or area.

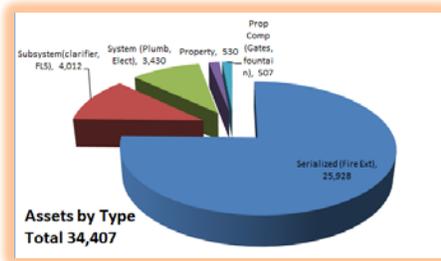
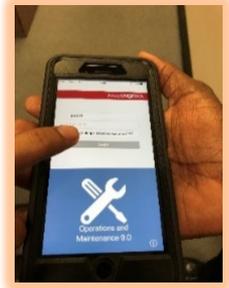
## Operation and Maintenance, Asset Management Modules

The Work Management, Preventive Maintenance (PM), Environmental Health & Safety (EH&S), and Asset Management modules went live in July 2018 to manage approximately 60,000 annual corrective and preventive work tickets for more than 500 properties and 34,000 equipment assets, such as chillers and plumbing systems. Preventive maintenance is managed and scheduled through the PM module and includes checkpoints to ensure these valuable assets are functioning properly. EH&S tracks the types and quantities of hazardous materials, such as refrigerant used in HVAC systems and facilitates reporting needs for regulatory agencies and reduces risks associated with such items. Cost reports and other data by building are generated through interfaces with FMS and GSD's timekeeping system.



## **GSD Mobile Applications**

Two separate mobile applications, one for Building Maintenance Division (BMD) Work Management and one for Assets, went live in July 2018. Over 250 field technicians in BMD utilize the Work Management mobile application to receive and respond to work orders in real time. Work orders are received by supervisors in the AMS Work Management module where they review staff schedules and assign work orders. The assignments are immediately sent to the technician's mobile device in the field. This mobile application eliminated time delays as well as the need for paper work orders and time cards. The result is improved building maintenance response times and productivity. Likewise, bar coding technology used in the Asset mobile application allows technicians to quickly scan a piece of equipment, update information, look up warranty information, and manage many other details regarding that asset.



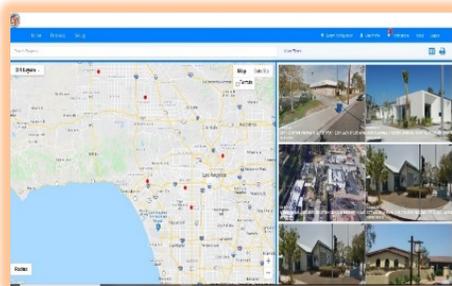
## **Queries and Reports**

Personalized and pre-set queries and reports are available to each AMS database (called "AiM") user's Workdesk to help them efficiently track and manage their work. Examples include queries for open corrective maintenance work orders by shop, or leases with upcoming expiration dates. For further analysis, the ad-hoc reporting tool, called AiM IQ, provides the ability to report on all aspects of the AMS and tie in external data or GIS functionality. For example, data stored in the Property, Leasing, and Work Management modules

can be used to develop reports such as maintenance costs per square foot by building or by property type, rent comparison by lease type, and surplus properties larger than one acre within a specified area or Council District. These reports can be saved as dashboards to be placed on AiM Workdesks for users to easily reference. Both queries and reports from AiM IQ can be exported to Excel.

## **GSD Service Portal**

The customer-facing aspect of the AMS is a web-based request system known as the GSD Service Portal, ([gsdserviceportal.lacity.org](http://gsdserviceportal.lacity.org)) which also went live in July 2018. The Portal allows City employees to request maintenance and repair work at GSD-maintained facilities. The platform supports 13 different tiles or applications with questions and workflows specific to each type of service, such as plumbing, electrical/lighting, or elevator repairs. Requestors can track their requests throughout the approval and service process. Members of the public and City employees can also use the Portal to request and download information about the City's surplus property inventory; submit requests or inquiries about City-owned filming locations; and submit scheduling requests for community events and rallies at specified City facilities.



## **Space Portal**

The Space Portal is available on the GSD Service Portal and is the most recent improvement to the AMS. It provides all City employees with a user-friendly way to filter by type, use and status to search for GSD maintained and City leased properties, and map those results using a Google-based map. An enhancement is in process that will allow City employees, depending on their role, to view floor plans. This functionality will become increasingly valuable as additional floor plans are loaded into AMS.