On behalf of our employees, it is my pleasure to present the 2017-18 Annual Report for the Department of General Services (GSD). This report demonstrates GSD’s progress towards meeting transformational goals in our core focus areas of Sustainability, Technology, and Good Government.

GSD is proud to support Mayor Eric Garcetti’s signature A Bridge Home program to provide temporary emergency housing for people experiencing homelessness. The department supports this program by providing real estate analysis of potential properties; developing leases for selected properties; and constructing bridge housing, hygiene stations, and navigation centers. GSD will continue to place a high priority on the various homelessness projects initiated by the Mayor and City Council.

The department’s energy conservation efforts saved over 4.3 million kWh through improvements to building systems such as lighting conversions and chiller replacements. Over 63.5 million gallons of water was saved through GSD’s strategic approach of installing water-efficient fixtures, converting lawns to water-wise landscapes, and installing sub-meters to track usage and detect leaks. Approximately $3 million a year will be saved due to usage of renewable liquefied natural gas to fuel the City’s natural gas fleet.

Our employees brought their combined decades of expertise to two ambitious system upgrades for the City’s Financial Management System and Asset Management System. These upgrades offer new solutions for purchasing materials and supplies; managing the City’s property and inventory of building assets and workflow; and providing building maintenance and other services to employees across the City. They also increase transparency by providing a portal for the public to request and receive information about the City’s real estate and asset portfolio. These upgrades will allow us to better address the needs of our customers now and into the future.

GSD is staffed by highly skilled and dedicated team members who understand the relationship of our mission to effective government operations. We thank our customer agencies for the opportunity to continue earning and maintaining your trust and confidence.

Sincerely,

TONY M. ROYSTER
General Manager and City Purchasing Agent
By the Numbers

**$243.5 Million**
GSD Budget in 2017-18

**Fiscal Year 2017-18**
- 1,328 Positions
- $75.6 Million revenue
- $243.5 Million budget

- 13% $195.2 Million Other Services*
- 30% $72 Million Fleet Services
- 7% $16.1 Million Supply Management
- 9% $21.2 Million Custodial Services
- 18% $44.7 Million Fuel and Environmental Compliance
- 12% $31.3 Million Building Maintenance
- 11% $26 Million Real Estate Services
- 7% $24 Million Construction

*Other divisions include: Standards, Mail, Parking, Construction Forces, Special Services, Sustainability, and General Administration and Support Program (GASP).
Natural Gas
Renewable Liquefied Natural Gas Contract

GSD took another step toward meeting the Mayor's goal of implementing a sustainable fleet by awarding a contract to supply renewable liquefied natural gas to fuel its fleet of natural gas vehicles. Traditionally, natural gas comes from deep underground wells and is often associated with petroleum production. Renewable Liquefied Natural Gas (RLNG), on the other hand, is a naturally formed gas captured at landfills, wastewater treatment facilities and anaerobic digestion plants, that would otherwise have been released into the atmosphere. Derived from the natural breakdown of organic matter, the methane is captured, purified and upgraded to pipeline-quality natural gas for dispensing at fueling stations. GSD replaced the City's supply of conventional Liquefied Natural Gas (LNG) with renewable natural gas feed stocks. RLNG provides favorable pricing over conventional LNG through Low Carbon Fuel Standard credits - a potential cost savings to the City of $3 million every year or $18 million for the duration of the contract with the added benefit of reducing Greenhouse Gas emissions.

Energy Saved
Water Saved
Renewable Liquefied Natural Gas Contract
Cool Pavement
Cold In-Place Recycling

4.3 Million kWh of Energy Saved

GSD’s energy conservation efforts support the larger City strategy to eliminate harmful emissions by 2050. Building audits and major renovations at municipal facilities saved over 4.3 million kWh in 2017-18. This was accomplished through improvements to heating ventilation and air conditioning (HVAC) equipment, controls replacement, chiller replacement, installation of central plant pumps and controls, and Light Emitting Diode (LED) lamp conversions. One of the larger projects was the replacement of both chillers at 77th Street Police Station with new energy-efficient models saving 767,000 kWh annually.

63.5 Million Gallons of Water Saved

GSD reduces water consumption using three strategies: a) installing water-efficient fixtures and appliances at City facilities; b) converting lawns to water-wise native landscapes; and c) installing sub-meter equipment to track usage and leaks in real-time. Combined, these efforts saved over 63.5 millions gallons of water in 2017-18. One cooling tower leak that was detected and repaired at the Police Administration Building is saving over 31.5 million gallons annually.

Photo: J. Scott Smith

A potential cost savings to the City of $3 Million every year or $18 Million for the duration of the contract.

GSD 2017-18 FINAL_Layout 1  1/23/20  3:17 PM  Page 8
Creating a new pavement structure from the existing street derives significant cost savings and sustainability benefits.

Cool Pavement

In 2013, GSD and the Department of Public Works Bureau of Street Services (BSS) began evaluating the efficacy of an alternative pavement product capable of reflecting heat from sunlight, thus lowering street temperatures. In 2017-18, Cool Pavement was installed at 15 locations throughout the City - one location in each Council District. GSD continues to conduct monthly inspections and temperature evaluations at each location, compiling data to measure the effectiveness of this material in reducing the urban heat island effect, which is enhanced by traditional black asphalt. Based on performance and analysis of test data, GSD and BSS established specifications for the Cool Pavement product and will test future applications to ensure the material used meets these requirements.

CIR Cold In-Place Recycling

Cold-In-Place Recycling (CIR) uses recycled pavement to create a strong pavement base ‘on the spot.’ GSD works in collaboration with BSS on this program, providing preliminary subsurface investigation, pavement structural designs, individual mixture designs, and on-site quality control for every project. CIR reduces the cost of reconstruction by eliminating the need of importing new aggregates, significantly reducing the overall need for trucking, and the complete elimination of the excavation process of removing old base materials that were traditionally sent to landfills.
The GSD Service Portal is a new web-based tool available to City employees to request building maintenance and other services ranging from an out-of-order elevator to non-functioning air conditioning. Since the portal is integrated with the AMS, those requests are assigned via the mobile application to a technician to complete, resulting in quicker response times. The GSD Service Portal is also available to the public 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.

This year GSD continued implementation by bringing online the Work Management module to track over 74,000 building maintenance work orders annually and an inventory of 30,000 equipment assets. The new work processes use mobile technology to respond to work orders in the field. This improves response times by eliminating more time-consuming paper-based processes and centralizes information on properties, space utilization, and comprehensive equipment data into one system.

GSD also completed the Lease Management module to track the City’s 241 payable, receivable, and non-profit leases managed by GSD and valued in excess of $15 million per year. Throughout 2017-18, 35 new leases were initiated with reports to the Municipal Facilities Committee and City Council for a variety of lease types including office, non-profit, retail, and telecommunication.

GSD is the project manager for the Asset Management System (AMS) which the City began to implement in 2016. This new integrated work management system is a multi-year project designed to manage the City’s real estate portfolio, work management, and assets on a single, scalable platform. AMS includes interfaces to several City systems to improve tracking, analysis, and reporting of information regarding the City’s vast portfolio of assets. In 2016-17, GSD implemented the property and real estate module containing information on over 9,000 buildings, property, and parcels including information on proprietary departments.

Asset Management System

GSD Service Portal
Reverse auctions have been an innovative and cost-saving tool for the City capturing $23.9 million in savings for the City since 2011. Unlike traditional auctions where vendors offer goods or services to the highest bidder, a reverse auction is initiated by the customer posting an opportunity, vendors place bids and the lowest bidder wins. Reverse auctions enable bidders to see their bids in real-time which promotes competition and reduces prices for the City. In 2017-18, the City held twelve auctions that generated $2.3 million in savings.

FMS 2.0

Los Angeles Vendor Self-Service (VSS)/Online Bidding

The City’s new Vendor Self-Service portal provides many features for vendors including the ability to update contact information, upload hosted catalogs, change their order and remit to addresses and utilize online bidding. Online bidding allows for vendors to submit bids electronically, reduces paper usage, enhances small and minority-owned business participation, and increases competition, which also produces cost-savings for the City. Other capabilities with online bidding include the addition of Environmentally Preferred Product fields in vendors’ solicitation responses, a Los Angeles Business Assistance Virtual Network (LABAVN) and VSS interface, and improved transparency where bid award summaries, line item information, awarded vendor, awarded price and payment discount terms are available for public view.

Managed Advantage

In a collaborative effort between GSD, the Controller’s Office, and the Information Technology Agency, the City went live with Managed Advantage in March 2018. Managed Advantage is a hosted cloud-based system that allowed the City to move FMS 2.0, Los Angeles Vendor Self-Service, and InfoAdvantage to a cloud-based system. By doing so, the City’s contractor, CGI, is able to better manage these systems and serve City end-users.

$23.9M

Reverse Auctions captured $23.9 million in savings since 2011.
Good Government

Homelessness

In support of Mayor Garcetti’s Executive Directive No. 24, Building A Bridge Home, GSD established new contracts for various types of structures to be utilized as temporary emergency housing. These include modular/hygiene trailers and stressed tension membrane tents. GSD works closely with various stakeholders to ensure the components used in each of the designated sites are procured expeditiously without compromising on best practices and public procurement values: Ethics, Impartiality, Accountability, Professionalism, Service, and Transparency.

A Bridge Home

GSD constructed a temporary bridge housing facility at El Pueblo Parking Lot 5 for forty-five homeless men and women. The site, known as El Puente, consists of five trailers: three for housing, one for administrative office space, and one with bathrooms, showers, and laundry facilities. The establishment of this facility is a stepping stone toward the Mayor’s goal of providing stable homes and better futures for Angelenos. GSD also supports the City’s efforts to develop privately-owned property for homeless housing purposes. Appraisal and title work have been completed for a Bridge Home facility to be developed in Council District 13. The first floor of the property will be converted to sixty beds with a potential of adding additional beds for a total of 200 beds.

Mayor Eric Garcetti

“...a temporary bridge housing facility for 45 homeless men and women.

The first floor of the property will be converted to 60 beds.”
Senate Bill 1
Vision Zero Street Reconstruction Projects

GSD performed pavement and subgrade testing and evaluation and provided complete reconstruction designs at the request of the Department of Public Works Bureau of Engineering (BOE) for a $47 million street project. The project focuses on complete reconstruction of six high-traffic City corridors that have the greatest combined need for street repair and safety improvement. GSD will provide quality assurance and quality control (QA/QC) testing during the construction phase of these projects.

Under Mayor Garcetti’s Executive Directive No. 10, Vision Zero, City departments are working together to make streets safer for all pedestrians, bicyclists, and motorists to eliminate traffic related deaths and injuries by 2025. GSD procures the materials needed to ensure the streets and sidewalks of Los Angeles are safe for everyone who uses them. GSD currently operates five warehouses to support Vision Zero in various capacities - from tires and equipment repair parts to traffic signs and street lights.

Vendor Fair
Second Annual City of Los Angeles Commodities Vendor Fair

In May 2018, GSD hosted the second annual Commodities Vendor Fair in partnership with the Mayor’s Office, the Bureau of Contract Administration, and the Office of Finance. Attendees were a mixture of representatives from local, small, women-owned, minority-owned, disabled-veteran and other business enterprises. The event featured business matchmaking sessions, consultations about how to become a certified small or disabled-veteran business enterprise, and information about Economic and Workforce Development Department (EWDD) resources. City staff was available to help register companies for Business Tax Registration Certificates, the City’s Los Angeles Business Assistance Virtual Network, and the City’s new Vendor Self-Service Site.

As part of this event, GSD also hosted a commodities vendor fair featuring 80 City vendors with items available via the City’s contracts. By educating City employees about the items available on contract, GSD promotes contract purchasing and decreases maverick spending.
1781 Mix

GSD worked closely with the BSS and an industry leading pavement producing manufacturer to develop “1781 Mix.” Designed specifically for the City and named after its founding year, it is a rubberized emulsion-aggregate slurry seal which is thicker, more durable, and longer lasting than regular slurry seal products currently on the market. The material is designed to provide a new durable top layer on streets with substantial surface damage and a pavement structure in fair condition, preserving the street for up to ten years. Streets meeting these criteria make up a significant portion of the City’s backlog of poor and failing streets. GSD continues to provide testing and evaluation of “1781 Mix” in the laboratory and on the streets where it has been applied. “1781 Mix”... can preserve the street for up to 10 years.
Brain Baltazar, Pierre Riotoc, and Eric Robles were recognized as finalists in the Public Employee category for the 2017 California on Location Awards, the premier awards ceremony saluting filming location professionals and public employees for professional excellence while working on location in the State of California.

“Improve the Nation’s aviation accident rate by conveying safety principles and practices through training, outreach, and education; while establishing partnerships and encouraging continual growth of a positive safety culture within the aviation community.” GSD’s Heliport is committed to partner with the FAA by adopting these same goals and participating in the FAAST Award Program.

Mayors Award
United States Conference of Mayors Leadership Award

At the 85th annual United States Conference of Mayors in Miami, the City of LA, represented by GSD, was awarded the ‘Leadership Award’ for its outstanding leadership and participation in the U.S. Communities Cooperative Purchasing Program.

California on Location Awards

Brian Baltazar, Pierre Riotoc, and Eric Robles were recognized as finalists in the Public Employee category for the 2017 California on Location Awards, the premier awards ceremony saluting filming location professionals and public employees for professional excellence while working on location in the State of California.
GSD Divisions on Display

GSD is proud to host a rotating display of installations in the City Hall South lobby.

Standards Division

Construction Forces Division

Supply Services Division

Publishing Services Division

Fuel Services and Environmental Compliance Division

Building Maintenance Division
Department of General Services
Most Valued Performance & Special Recognition Awards
2017-18

MVP Honorees
Marie Saraos Medinilla  Publishing Services
Wesley Chavez  Real Estate Services

Team
Project Management Group  Building Maintenance
Vendor Fair  Supplier and Customer Relations:
   Brian C. Swanson, Maiyo W. Lara
AMS Implementation Team  Real Estate Services, Building Maintenance,
   Management Information Systems,
   Construction Forces, Special Services
Generator Crew  Fleet Services: Julian Reyes, Rodrigo J. Cobo
   Ruben Guzman, Vidal Elizarraras
San Fernando Yard CNG  Fuel Services: Mark C. Butler, Ernie J. Emuslan

MVP Teams
Project Management Group  AMS Implementation Team
   Alex Acosta  Amy Benson
   Greg Zuniga  Chinta T. Cooper
   Cesar Lopez Salazar  Rollin J. Nelson
   Joe Perez  Lisa Hernandez
   Demarco Perkins  Melody McCormick
   Tim Ochoa  Charles Huang
   Irene M. Nosaka  Eric Robles
   Pierre I. Riotoc
   Chester R. DeGuzman
   David Trice-Robertson
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Building Maintenance – India Griffin
Construction Forces – Kelly Cooper

John Trevigoda, Assistant General Manager
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Materials Testing – Ray Solomon
Publishing Services – Gerald St. Onge
Supplier and Customer Relations – Maiyo Lara
Supply Services – Melissa Yusilon

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Finance – Emily Mayeda
Office of Sustainability/Parking Services – Lisa Gabriel
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