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Supporting the City. Supporting the People.

CITY OF LOS ANGELES | DEPARTMENT OF GENERAL SERVICES ANNUAL REPORT

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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 & Division Directors

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Executive Administrative
Assistant II In-Lieu

Message from the General Manager

On behalf of our
committed team, I am
delighted to present the
**Department of General
Services's (GSD) Annual
Report for 2024-25.**

Our mission at GSD is to provide essential, high quality services that enable Los Angeles' departments to serve the residents of Los Angeles effectively. We are committed to improving City operations through excellent customer service, supporting nearly every City employee, department, and elected office.

This report comprehensively outlines GSD's accomplishments over the past year, underscoring our dedication to the City and to the communities who rely on the services provided by the departments we support.

Despite the challenges encountered during the 2024-25 fiscal year, GSD continued to advance our initiatives focused on addressing homelessness, improving service delivery, and progressing with significant sustainability and technology projects.

I extend my deepest gratitude to Team GSD for your diligent efforts and invaluable contributions, which truly characterize us as the "Heart of the City." I look forward with enthusiasm to the possibilities we can create together in the years ahead.

Sincerely,



Tony M. Royster
General Manager and City Purchasing Agent

By the Numbers

982,000 kWh

saved annually from 2024-25 Municipal Buildings Energy and Water Management and Conservation projects



77

Days City Hall was illuminated, honoring heritage months and the unity of nations, raising awareness for cancer, domestic violence, world AIDS, cerebral palsy, and various other causes

250

Hours spent at EOC in response to the Civil Unrest in June 2025

150

New Fuel Sensors installed at 35 various locations to prevent unnecessary fuel site shutdowns

408

Moves Completed (moving provided by RES)

14.3Million+

digital print impressions produced

13Million

Pieces of Mail Processed

1,554

Hours spent at EOC in response to the Palisades Fire in January 2025

36

New Fuel Automation Terminals installed

18Million

Gallons of Fuel Purchased



17,116

Metric tons of CO2e reduced through the use of renewable diesel (71,724 metric tons lifetime)

11,000+

Units of Autos, Trucks, Aircraft and Equipment Maintained

\$12Million

In Property Acquisitions



2.5Million

gallons of water saved annually from 2024-25 Municipal Buildings Energy and Water Management and Conservation projects

105,679

Purchase Orders Processed valued at \$805 million

116,009

Invoices with a total amount of \$571 million processed

Budget Summary

\$287.2M

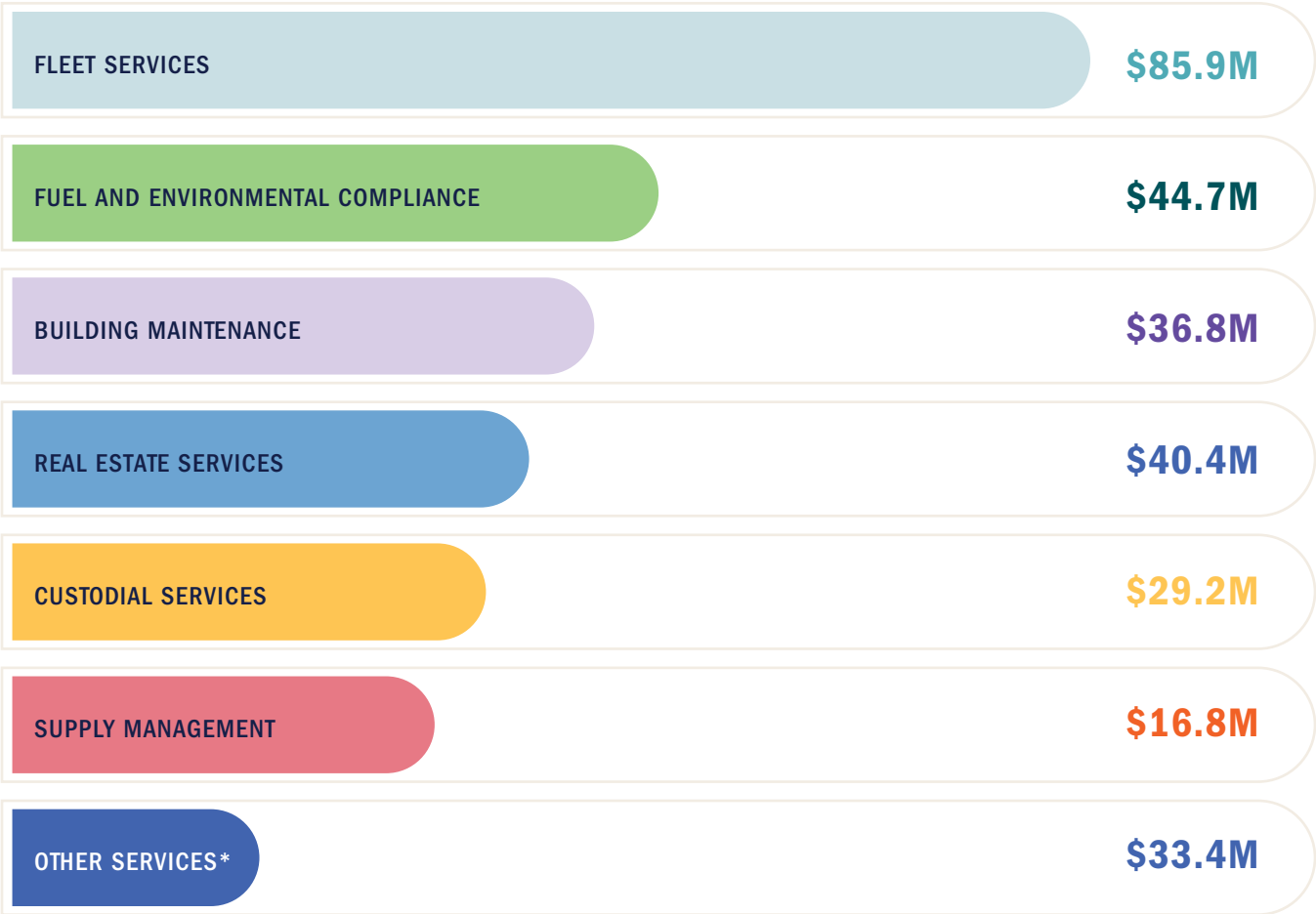
Total Budget

\$48.0M

Total Revenue

1,327

Total Positions



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

Elected Officials

Karen Bass Mayor	City Council	
	Eunisses Hernandez District 1	Marqueece Harris-Dawson District 8
Hydee Feldstein Soto City Attorney	Paul Krekorian District 2 (July 2024 to December 2024)	Curren D. Price, Jr. District 9
	Adrin Nazarian District 2 (December 2024 - Present)	Heather Hutt District 10
Kenneth Mejia City Controller	Bob Blumenfield District 3	Traci Park District 11
	Nithya Raman District 4	John Lee District 12
	Katy Yaroslavsky District 5	Hugo Soto-Martinez District 13
	Imelda Padilla District 6	Kevin de León District 14 (July 2024-December 2024)
	Monica Rodriguez District 7	Ysabel Jurado District 14 (December 2024 - Present)
		Tim McOsker District 15

Fire Response



GSD’s Vital Role During the January Fire Outbreak

This historic incident triggered a Level I activation, which is the highest response level. The Emergency Planning Unit of Special Services provided situational awareness through the GSD Department Operations Center and ensured that the logistics section of the Emergency Operations Center (EOC) was adequately staffed. Employees from various GSD divisions were deployed at the EOC, working diligently 24/7 to secure essential equipment and supplies, such as masks, personal protective equipment (PPE), and other critical resources.

The Fleet Services division implemented measures to maintain helicopter maintenance staffing levels, thereby minimizing helicopter downtime and ensuring the completion of all maintenance tasks. By January 13th, Fleet Services had logged 166 hours of overtime and performed seven 25-hour inspections, two 50-hour inspections, and one 100-hour inspection. This effort was critical, as the LAFD operated their four available water-dropping helicopters for approximately 142 hours during the response.

Fuel Services operated continuously on an on-call basis to address potential issues at City-owned fuel sites and worked closely with LAFD and CAL Fire to ensure timely fuel delivery. They also coordinated with vendors to provide rental fuel trucks and tenders. No major maintenance issues were reported during this critical period.

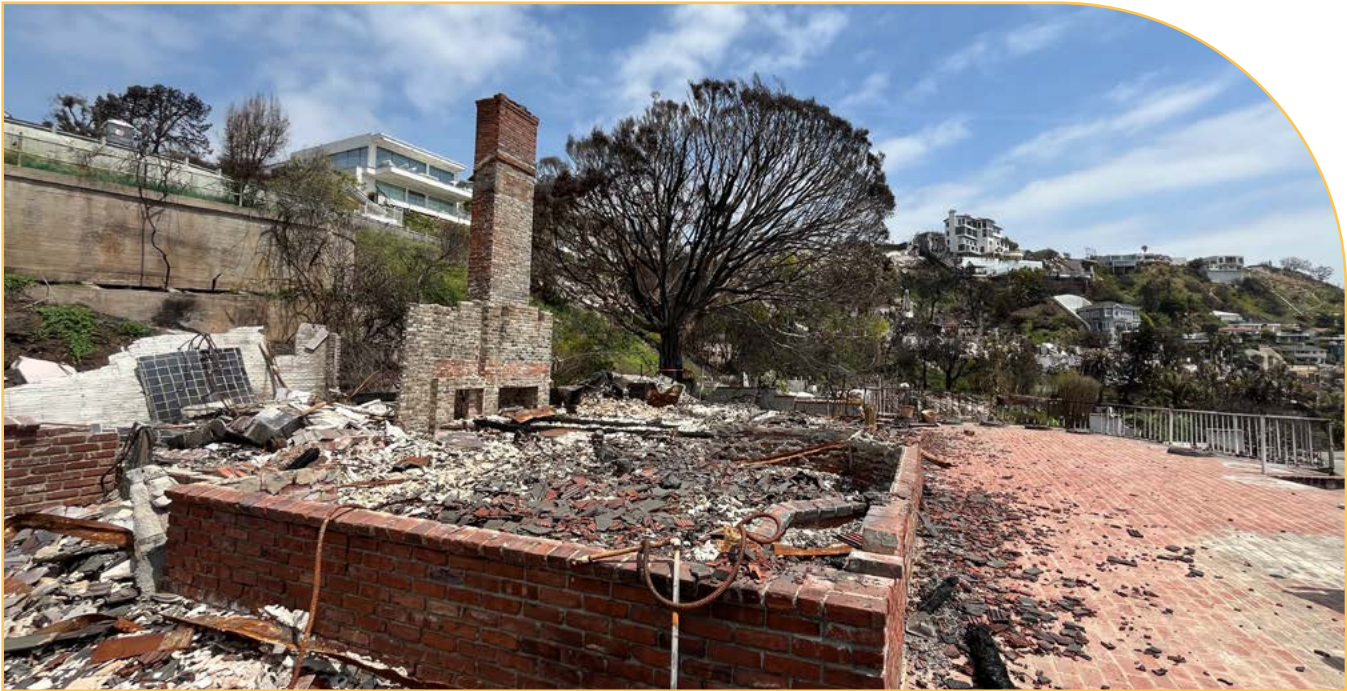
Building Maintenance (BMD), Construction Forces (CFD) and Fleet Services collaborated to establish four generator hookups at Fire Stations 19, 23, 69, and 109 until power was restored. BMD and CFD worked in unison to disconnect the main power supply from the DWP feed and connect the generator to supply power to the station.

Custodial Services organized and carried out two cleaning shifts over the weekends at the EOC, ensuring clean and hygienic facilities throughout the activation. Several departments engaged in staffing the EOC have expressed their appreciation to the Custodial team for their dedicated efforts.

Pacific Palisades Fire Debris Removal

Real Estate Services (RES), in collaboration with various agencies, managed the removal of debris at a City-owned residential property located at 17909 Porto Marina Way. This is one of the six sites under GSD’s oversight that suffered damage during the fire and were part of the U.S. Army Corps of Engineers (USACE) Debris Removal Program, which addresses the impacts of the California Wildfires and Straight-line Winds.

In light of the fires, RES conducted field assessments of the impacted properties alongside USACE and other collaborators. They also coordinated with the City’s Emergency Management Department to provide the necessary documentation to the California Governor’s Office of Emergency Services (CalOES). This initiative ensured that the sites were included in Phase 2 of USACE’s Public Entity Special Inclusions Debris Removal Program. RES will continue coordinating with partner agencies to finalize debris removal at the remaining five locations.



DID YOU KNOW?

By January 13th, Fleet Services performed **seven 25-hour inspections, two 50-hour inspections, and one 100-hour inspection.**

The Launch of the One-Stop Rebuilding Center

In line with the directives issued by the Mayor regarding fire recovery directives, RES, CFD and BMD joined forces to create the One-Stop Rebuilding Center situated at 1828 Sawtelle Boulevard. This center was established to facilitate and assist rebuilding initiatives for residents during this critical recovery period. Acting as a centralized hub, it brings together nine City departments along with the Gas Company to deliver coordinated and comprehensive support.

To prepare the facility for operation, numerous enhancements were implemented. The center received a fresh coat of paint, new carpeting, and additional electrical outlets to support essential equipment such as copiers and desks. All lighting systems were inspected and confirmed to be fully functional. Further improvements included re-keying office door locks and adjusting HVAC timers to correspond with the center’s operating hours, thereby fostering a secure and comfortable environment for both staff and visitors.

GSD Collaboration Supports Fire Recovery Efforts

At the request of the Mayor’s Office, Custodial Services extended its support to improve the Los Angeles Building and Safety Department located in West LA. This site is designated for expediting permits for those affected by the fires. The contracted services provided by Custodial encompassed pressure washing, wall scrubbing, and carpet cleaning, which go beyond typical custodial responsibilities. Additionally, Custodial is working in conjunction with other GSD divisions to guarantee ongoing assistance at the location.





Homeless Services

Mayfair Hotel

Opened in May 2024, the Mayfair Hotel marks a significant achievement as the City's inaugural permanent interim housing facility under the Mayor's Inside Safe initiative. This transformation, completed during 2023-24, is crucial in meeting the City's objective to provide housing and shelter solutions for 60% of the unsheltered population, excluding individuals with severe mental illness.

GSD contracted with HACLA to serve as the Asset Manager, responsible for overseeing property operations, while Weingart remains the service provider. In partnership with the County of Los Angeles Department of Health Services, the site offers comprehensive wrap-around services, which include support for county-wide entitlements, physical and mental health care, substance use treatment, intensive case management, life skills training, employment assistance, and housing navigation.

By the conclusion of 2024-25, its first complete year of operation, the Mayfair Hotel successfully facilitated the transition of 124 participants into permanent housing, showcasing the program's effectiveness and long-term promise.

DID YOU KNOW?

The Mayfair Hotel is crucial in meeting the City's objective to **provide housing and shelter solutions for 60% of the unsheltered population, excluding individuals with severe mental illness.**

New RV Parking at Council District 9

CFD worked in close collaboration with the Mayor's office and the Bureau of Engineering to create a parking facility specifically intended for recreational vehicles (RVs) located near Compton Avenue and Nevin Avenue in Los Angeles. The area was graded, and a gravel surface was installed to ensure proper access for vehicles. Sidewalks and driveways were redesigned to provide sufficient clearance and accessibility for RVs. Additionally, a new fencing and gate system was added to enhance security of the site. Solar-powered lighting was installed, along with the necessary infrastructure to support a camera surveillance system. The Los Angeles Department of Water and Power supplied electrical power to the site. To improve security, a guard booth equipped with lighting, power, and air conditioning was also built.



Technology

AMS Implementation at LA Zoo

GSD Integrated Asset Services (IAS) collaborated with the Los Angeles Zoo's Construction and Maintenance group to implement the Asset Management System (AMS) for managing facility and building maintenance operations. This transition marks a significant enhancement compared to the Zoo's former Microsoft Access database, enabling more efficient tracking of corrective, preventive, and regulatory work orders. As part of the modernization effort, Zoo personnel will begin submitting building maintenance requests through the GSD Service Portal, which will improve communication and elevate service delivery across Zoo facilities.

Technology Upgrades and Innovations

GSD Management Information Services (MIS) successfully accomplished a variety of important projects aimed at enhancing operational efficiency and communication. A comprehensive IT Disaster Recovery Plan was developed and incorporated into the DEP/COOP documentation, detailing supported systems, contact protocols, roles and responsibilities, and logistics for standby locations to ensure continuity in the event of disruptions.

To improve internal communications with employees and visitors, MIS partnered with the GSD Executive Administrative section to create a digital lobby TV display in the CHS lobby, which showcases diverse content such as the GSD MVP video, weather updates, fundraising efforts, and personnel announcements.

Additionally, MIS collaborated with Logitech to evaluate advanced conference room webcam systems, equipping CHS 706 and CHS G1 with Rally Bar and Rally Bar Huddle devices. All equipment is fully compatible with Google Meet, promoting more effective virtual collaboration across departments.

equipment in OnGuard according to City and RD Systems' standards. Existing card readers, locks, and sensors were repurposed to maximize efficiency, while legacy equipment was documented and stored for City inventory. New network cabling was installed and certified to adhere to ITA standards. This project exemplifies GSD's commitment to secure, sustainable, and progressive infrastructure.

Access Control Modernization

GSD successfully finalized a major three-phase upgrade of the City's access control system, transitioning from the discontinued FCWnx to OnGuard software. This software is certified by the International Standard on Assurance Engagements (ISAE) and used to create and issue ID badges, and control access.

Phase 1 focused on planning and the initial acquisition of hardware, which included database analysis and system architecture design.

Phase 2 established a test environment, which featured a customized integration with the City's Human Resources and Payroll (HRP) system, database conversion, and the installation of access control units along with client software. The remaining hardware was also acquired during this phase.

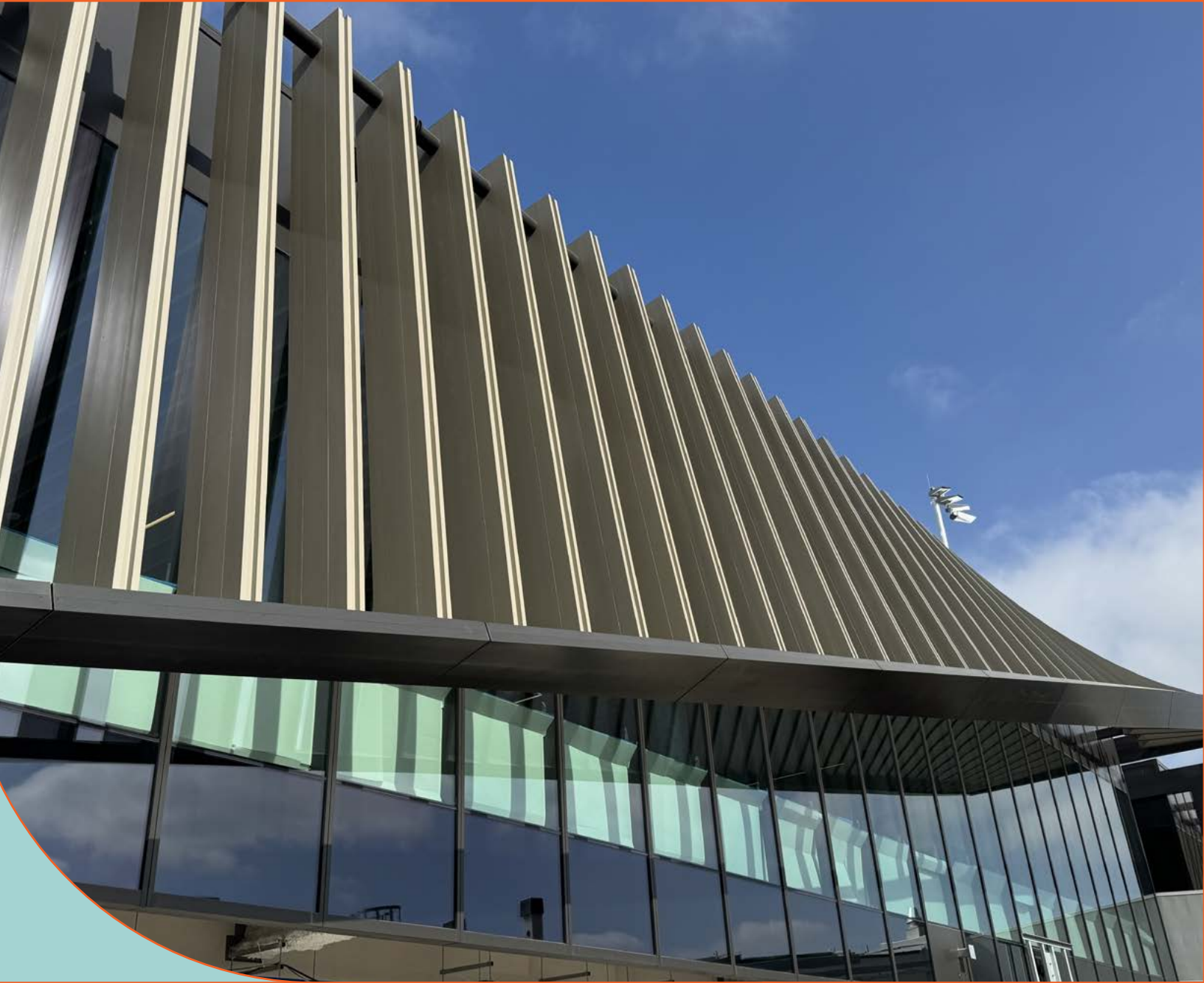
Phase 3 completed the implementation process, which involved a full migration of databases to production servers, final programming, and thorough testing of all access control units. The OnGuard server was officially launched, and all client and imaging software was installed. A key component of this phase was the methodical, unit-by-unit hardware conversion, each followed by careful testing. The project concluded with on-site training for end-users, ensuring a seamless transition and highlighting GSD's commitment to secure and modern infrastructure.

Legacy System Replacement

GSD initiated the Personnel Building Legacy Replacement project to enhance its access control system and comply with the City's Policy-Detangling initiative which seeks to separate access control equipment by department. The upgrade improves communication reliability, mitigates system failures, and ensures continuous manufacturer support.

Key actions involved replacing outdated access control components with modern non-legacy LNL boards, installing new wiring, and configuring all





Good Government

Enhancing Airfield Safety: A Two-Year Modernization Project at LAX

Standards Division played a significant role in the \$174 million LAX Runway 6L-24R Exits & Runway Rehabilitations (North Airfield Improvement) project at Los Angeles World Airports by providing engineering and materials testing services. This project included the construction of five new exit taxiways (E, S, U, V, and W), the rehabilitation of two runways (6L-24R and 6R-24L), and the decommissioning of taxiways Y and Z. The primary goal of the North Airfield Improvement project was to comply with FAA regulations and improve airfield safety by reducing congestion in the northern airfield complex. The newly constructed taxiways enhanced operational efficiency, facilitating smoother runway exits for aircraft, while the focused runway repairs rectified existing damage and provided more resilient, long-lasting pavement.

Spanning from early 2023 to December 2024, this two-year project was completed through collaborative efforts among various teams. Standards performed comprehensive materials testing to guarantee adherence to FAA compaction and aggregate gradation standards, as well as project-specific requirements that supported construction quality and contributed to safer air travel for passengers at LAX.

Building Maintenance Apparatus Door Group

In response to the escalating expenses and deteriorating infrastructure of LAFD apparatus doors, BMD initiated the Building Maintenance Apparatus Door Group (ADG). This strategic initiative raised the annual average of door replacements from four to more than twenty, all while adhering to the existing budget. By reallocating funds that were previously allocated for vendor service calls, ADG

developed internal capabilities to conduct repairs and replacements internally, thereby significantly decreasing dependence on external contractors.

Consequently, the program realized a 60% reduction in emergency call-outs, which resulted in decreased overtime costs, quicker response times, and enhanced reliability across various fire stations. The achievements of the ADG underscore the significance of data-driven decision-making and resource optimization in facilitating measurable improvements citywide.

Underground Storage Tank

Fuel Services has installed approximately 150 advanced fuel sensors across 35 locations. These highly accurate sensors prevent unnecessary fuel site closures during the rainy season because it can distinguish between water or a fuel leak, enhancing operational reliability. In conjunction with the Underground Storage Tank (UST) Repair & Replacement program, substantial infrastructure improvements were completed at the LAPD Motor Transport Headquarters located at 201 S. Main Street. The site had component failures due to wear and had surpassed its useful life. The scope of work included the removal of concrete, the installation of new piping and lids, and the pouring of a new concrete slab, which restored the facility to its full operational capacity and extended its service life.

LAX Midfield Satellite Concourse (MSC) South Project

Standards Division provided geotechnical engineering and materials testing services to support the expansion of the West Gates at Tom Bradley International Terminal for Los Angeles World Airports, which added around 146,000 square feet to the facility.

The \$421 million Capital Improvement Project was designed to improve the traveler experience at LAX and features eight new gates for narrow-body aircrafts. Construction of the new concourse commenced in mid-2023, with offsite structural relocation completed by late 2024. The facility is expected to be accessible to the public by late 2025.

Throughout the project, Standards performed comprehensive materials testing on subgrade soils, aggregate bases, steel, concrete, and asphalt concrete, ensuring full compliance with the standards established by the Federal Aviation Administration (FAA), Los Angeles Department of Building and Safety (LADBS), and project specifications. This verification process is crucial for maintaining construction quality and upholding safety standards for LAX’s air traffic operations.

Elevator Modernization Across City Facilities

BMD upgraded eight elevators in key City facilities, including the Marvin Braude Building, Pacoima City Hall, Boyle Heights, LAPD Foothill Division, and the Hollywood Branch Library. These upgrades demonstrate the City’s commitment to infrastructure, public safety, and operational efficiency. The modernizations have improved energy efficiency, ADA compliance, passenger safety, and reduced downtime and maintenance costs. The proactive approach maintains high service standards and extends the lifespan of essential building systems.

Robotic Process Automation

The Robotic Process Automation (RPA) Project represents a joint initiative between Supply Services and CGI, utilizing the UiPath platform

to optimize invoice processing and enhance operational efficiency. In 2024–25, the RPA bot successfully processed 41,987 invoices, with 78 percent of these completed without any manual intervention, showcasing substantial improvements in automation and reliability.

To further boost vendor engagement and minimize submission errors, CGI is in the process of creating a Google Form that will assist untrained vendors in navigating the invoice process with the help of UiPath tools. This project underscores the City’s commitment to modernizing workflows, alleviating administrative burdens, and improving the overall user experience through strategic technology collaborations.

Parking Rate Increase

Effective April 21, 2025, Parking Services enacted a rate adjustment for the LA Mall and Lot 7 parking facilities, increasing annual revenue by almost \$1 million, as part of its continuous efforts to optimize operations and bolster revenue generation. Since this adjustment, the utilization rates at both locations have remained stable, showing no considerable effect on occupancy levels. The facilities continue to operate efficiently, demonstrating the enduring demand and the importance of these services to the public.

DID YOU KNOW?

Standards Division played a significant role in the \$174 million LAX Runway 6L-24R Exits & Runway Rehabilitations project.



Internship Program Opportunities

On April 9th and 10th, 2025, GSD, in collaboration with the Mayor’s Office of Economic Opportunity, arranged a tour of the 7th Street Fleet Services facility for LAUSD students. This tour highlighted GSD’s On-the-Job Training Program, emphasizing internship opportunities available for Warehouse & Toolroom Workers and Equipment Mechanics. During the tour, students were given a comprehensive overview of various operations at the facility, providing 73 students with valuable insights into potential careers in civil service. City Channel 35 documented the event, featuring interviews with staff and activities for a segment on LA This Week. A 3-minute video highlight of the event can be viewed at www.youtube.com/watch?v=vC5itebyaI4.

Following this program outreach, Fleet Services welcomed four students from local high schools and LA Trade Tech College for the summer

mechanics intern/apprentice program in 2025. These students engaged in maintenance work on City vehicles at various shops within Fleet, all under the guidance of experienced Fleet personnel. Upon successful completion of the program, three participants received a certificate, and were offered Garage Attendant positions with the City of Los Angeles in September 2025.

Building Maintenance Various Capital Projects

The GSD’s Building Maintenance Projects Team, dedicated to preserving and enhancing district infrastructure, successfully completed 99 projects in 2024-25. This included completing 17 reroofing, 20 HVAC, eight aerator installation, two landscaping, four lighting retrofit, three low-flush water efficient toilet replacement, 12 water piping, 16 apparatus doors, three elevators, and 14 various building repair projects. These projects took place at various

libraries, municipal buildings, constituent service centers, fire stations, police stations, animal shelters, cultural art centers, and maintenance yards. They also replaced four chillers and 15 air conditioning units, which enhanced system reliability and performance. Additionally, the team assisted various maintenance districts with several HVAC system replacements and upgrades, increasing energy efficiency and occupant comfort in many facilities.

Publishing Services: Efficiency, Responsiveness, Results

The Publishing Services Division, in a notable collaboration with the Bureau of Sanitation, developed an innovative and cost-effective solution for logos on new city trash bins. As an alternative to costly etched zinc logos, Publishing produced 1,800 durable PVC plaques. This successful initiative demonstrated a commitment to fiscal sustainability and led to savings of around \$600,000 for the City of Los Angeles.

Furthermore, Publishing and Mail Services Division were instrumental in supporting the city’s financial operations, by overseeing extensive large scale mailings, which encompassed 321,000 Business Tax postcards and 230,000 Annual Business Tax Renewals.

Publishing can always be relied on for quick turnaround. For example, the team adeptly produced and delivered 700 budget books within a tight five-day deadline. To expand its service portfolio, Publishing launched a large-scale document scanning project for the Department of Water and Power, representing a strategic move into technology-driven solutions that address the evolving needs of City departments.

Central Location for LASAN Livability Services Division

Last July 2024, RES secured a lease for a 9.43-acre property located at 450, 500, and 590 S. Central Avenue, to serve as a central operational hub for the LA Sanitation and Environment (LASAN) Livability Services Division (LSD). The facility will support vital programs including CARE+, Receptacle and Green Wire Basket Collections, Illegal Dumping Collection, and CleanStat - each of which is essential for safeguarding public health by eliminating waste from City streets and neighborhoods.

The site was designed to accommodate the increasing demands of LSD, housing 175 staff members who will operate nearly 21 hours a day, seven days a week. It provides ample space for both employee and City vehicles, hygiene facilities, and 150 pieces of equipment, which include rear and front loader trash trucks, pickups, tow trailers, and heavy-duty machinery such as lighting and skip loaders. This strategic expansion guarantees efficient service delivery and reinforces the City’s dedication to fostering cleaner and safer communities.



Various Construction Forces Projects

In 2024-25, CFD completed several significant projects, which included the decarbonization of the Cypress Park Library, the Lankershim Beautification Project, the storage facility for LAPD special event vehicles, and the Maya Gateway Project located on 6th Street.

The Cypress Park Library underwent a transformation into an all-electric facility by replacing outdated systems with modern electric appliances, LED lighting, a cool white PVC roof, and window film, thereby reducing emissions and enhancing the indoor environment.

The Lankershim Boulevard Alley was improved with brighter lighting, new greenery, and a vibrant wall design, resulting in a lively and inviting space. The parking designated for LAPD Special event vehicles was secured by the installation of a fence that complies with multiple security standards.

Additionally, as part of the Maya Corridor Streetscape Improvement Project, two Maya-inspired gateways were constructed along 6th Street, which involved developing deep concrete and steel foundations and collaborating with various utility providers, contractors, and an art fabrication team.



Olympic Flag Displays

In preparation for the 2028 Olympics in Los Angeles, GSD partnered with the Mayor’s Office, the Department of Cultural Affairs, Project Restore, and LA28 to build an exhibit to display the Olympic and Paralympic flags on the 3rd floor of City Hall. The exhibit showcases the exceptional craftsmanship of GSD’s skilled workers, who created stunning, museum-quality display cases to protect the flags for the next four years.

The Olympic display is available and open to both City employees and visiting members of the public, providing a unique chance to interact with symbols of global unity and athletic achievement. After the exhibit closes, the cabinets will be repurposed for future City services, guaranteeing their ongoing use at various events organized by the City of Los Angeles.

Sustainability



Building Decarbonization

In accordance with the City's decarbonization goals, BMD's Energy and Water Management and Projects teams made significant advancement in the electrification of building systems. They converted 15 gas-electric air conditioning units to energy-efficient heat pump systems and replaced one gas water heater with an electric heat pump model.

A significant milestone was the complete electrification of the Watts Municipal Building, which involved the removal of all-natural gas systems and a reduction in annual CO₂ emissions by roughly 11.37 metric tons. This initiative included replacing two gas water heaters and four gas-powered HVAC units with heat pump systems. Additionally, BMD installed a new floor drain to comply with plumbing code requirements, which accommodates both the pressure relief safety feature and the condensation drain line.

Lithium Powered Scrubbers

Custodial Services is replacing outdated equipment with advanced technology designed to promote water conservation and reduce operational costs. The newest addition to the fleet of walk-behind auto scrubbers is the ICE i20NBT, featuring an enclosed dry lithium battery, an upgrade from the older models that utilized wet lead-acid batteries. This shift resulted in a 29.32% decrease in water consumption per gallon. The enhanced water efficiency of the ICE i20NBT allows for extended cleaning cycles and increased surface coverage. In terms of productivity, it delivers 4,468 square feet per gallon, whereas the earlier scrubbers only offered 3,158 square feet.

Expansion of EV Charging Infrastructure at Emergency Operations Center

GSD Sustainability expanded its electric vehicle (EV) charging network by adding 12 new chargers at the Emergency Operations Center. This expansion features 10 Level 2 chargers and 2 DC fast chargers, improving accessibility for both City employees and the general public. This strategic investment in EV infrastructure aligns with the City's ongoing commitment to sustainability and clean transportation.

As a direct outcome of the expanded charging network and the rising use of electric vehicles, the City contributed to a reduction in gasoline consumption by over 140,000 gallons for public and city employee electric vehicle owners who utilized the chargers during the 2024-25 period. This transition has averted more than 2.5 million pounds of carbon dioxide (CO₂) emissions from being released into the atmosphere, aiding in better air quality and climate resilience. GSD continues to be instrumental in furthering the City's environmental objectives by encouraging the adoption of zero-emission vehicles and developing the infrastructure needed to support a cleaner, more sustainable urban transportation system.



Awards + Recognition

GSD Heliport Fleet Services Honored with Inspiration Award

On May 9, 2025, Angel Flight West, a nonprofit organization with a network of volunteer pilots who provide free medical transport to people in need, hosted its 11th annual Endeavor Awards Gala, celebrating and honoring community members and volunteer pilots and recognizing their extraordinary contributions to charitable aviation.

Five awards were distributed, comprising two Endeavor Awards and three Inspiration Awards. Among those honored were Tony Pircey and Hart Boontem, members of the GSD Fleet Services Heliport team, who accepted an Inspiration Award on behalf of GSD Fleet Services. This award recognized GSD's crucial contribution to maintaining the operational status of LAFD helicopters during the catastrophic wildfires that occurred in January in Los Angeles.

FAA Diamond Safety Award

After 11 consecutive years of being honored with the Gold Award from the Federal Aviation Administration (FAA), GSD has achieved the pinnacle of recognition, the Diamond Award. This esteemed recognition is granted to aviation organizations where every staff member completes a minimum of 12 hours of FAA-approved aviation safety training.



The FAA Safety Team (FAAST) Award is an annual recognition program managed by the FAA, designed to improve the nation's aviation accident statistics. It promotes safety principles and practices through training, outreach, and education, while also fostering partnerships and encouraging the development of a positive safety culture within the aviation industry. Fleet Services Heliport proudly supports these goals and actively engages in the FAAST Award Program.

Life-Saving Act Recognized: Special Award Presentation to GSD and LAPD Team Members

On February 12, 2025, GSD held a touching ceremony to honor a group of heroic employees from Management Information Services (MIS) and Los Angeles Police Department (LAPD) Security Services Division who went above and beyond to save a colleague's life. The team was celebrated for their brave and selfless actions, which took place on January 9, 2025, when they responded swiftly and

decisively to intervene in a life-threatening situation by administering CPR and utilizing an Automated External Defibrillator (AED).

During a moving ceremony at City Hall South, the heroes were presented with special certificates in acknowledgement of their bravery and quick thinking. This award ceremony not only recognized their extraordinary actions, but also served as an inspiring reminder of the commitment and sense of duty that public service employees uphold daily.

Council Presentation Recognizes GSD Contributions

On November 8, 2024, Councilmember Imelda Padilla from Council District 6 hosted a special Council Presentation to honor the outstanding contributions of Custodial, Parking, and Mail Services Divisions. The Appreciation Day was a combination of the Annual Custodial Appreciation Day, a decades old tradition, and a desire to recognize the Parking and Mail Services employees.

Tony Royster, GSD General Manager, and Emily Mayeda, GSD Assistant General Manager, expressed their sincere appreciation, highlighting the essential roles these divisions fulfill in ensuring the smooth operation of city services. Representatives from each division took pride in addressing the audience on behalf of their teams, sharing insights about their commitment and hard work.



DID YOU KNOW?

The Council Appreciation Day highlighted the essential roles **Custodial, Parking, and Mail Services divisions** fulfill in ensuring the smooth operation of city services.

Prior to the distribution of Certificates of Appreciation, attendees were shown a video message from the Mayor, who praised the relentless dedication of GSD staff. Certificates, endorsed by all Council Districts and the Mayor, were presented to division representatives in acknowledgment of their contributions. The event also received generous support from union partners, who provided gifts and lunches for the staff, enhancing the atmosphere of gratitude and celebration.

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