



**CITY OF BEVERLY HILLS**  
**DEPARTMENT OF PUBLIC WORKS**

**MEMORANDUM**

**TO:** Public Works Commission  
**FROM:** Craig Crowder, Fleet & Facilities Manager  
**DATE:** March 11, 2021  
**SUBJECT:** Fleet & Facilities Services Overview and Accomplishments

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**RECOMMENDATION**

This report is for information and discussion purposes.

**BACKGROUND**

Facilities Services

The Facilities Services Bureau includes Facilities Maintenance, Meeting Support, Tenant Support and Event Support. The Bureau provides maintenance and repair functions to approximately 65 City facilities encompassing approximately 3,200,000 square feet; meeting support services to all departments; and tenant maintenance and repair support for leased space. The Bureau implements small construction projects and provides support to the Project Administration division. It also manages the custodial, special events, building systems and engineering, and elevator maintenance contracts. The Facilities Services Bureau supports the City's retail and commercial tenants by providing services through their lease agreements. These services include janitorial; heating, ventilation and air conditioning; lighting; plumbing; and building maintenance and repair.

Fleet Services

The Fleet Services Bureau consists of Vehicle Maintenance, Automotive Inventory and Fuel Inventory Operations. Vehicle Maintenance is responsible for the maintenance and repair of over 445 City-owned automotive, public-safety, construction, utility-support, and other emergency equipment, including technology, stationary pumps, generators and fueling operations. The specification and procurement services for new vehicles as well as disposition and surplus services for old vehicles, collection of maintenance and replacement charges of the \$17M fleet and all required regulatory compliance for the fleet and fueling infrastructure are also included.

**DISCUSSION**

Facilities Services Accomplishments

During the past calendar year, Facilities was able to fully manage work flow through (INFOR) the newly developed Public Works asset management system. The Facilities Maintenance calendar year 2020 (CY20) performance measures are as follows:

- Preventive Maintenance (PM) compared to Reactive Maintenance (RM) work distribution:
  - 62% Preventive Maintenance / 38% Reactive Maintenance.
- Work order totals by Division:
  - Project Administration 142 work orders.
  - Property Management 325 work orders.
  - Fire Department 178 work orders.

- Police Department 325 work orders.
- Community Services 404 work orders.
- Total Work Orders 1,374 work orders.
- Accomplishments and Special Projects:
  - La Cienega Community Center - Public Restrooms sewage ejection system installation.
  - Beverly Gardens - Public Restrooms sewage lateral reconstruction.
  - Safer At Work Committee - 104 restroom and 29 kitchen touchless faucets installed.
  - Safer At Work Committee - 14 self-monitoring stations deployed through all City Facilities.
  - Safer At Work Committee - 14 touchless thermometers deployed through all City facilities to include ADA compliance units.
- Challenges:
  - In addition to the usual facility trade challenges, this year has presented new and unprecedented challenges caused by COVID -19 as well as Public protests and vandalism. Despite these circumstances and the excess amount of effort and resources spent as well as the staffing reductions and inefficiencies due to COVID high-risk employee situations, Facilities Services was able to continue to provide a high level of service. Additionally, while taking advantage of the safer at home ordinance, Facilities Services was also able to accomplish PM projects and contribute to the completion of several Project Administration projects.
- Goals:
  - Create an updatable Facility and Leased Space condition assessment. Staff believes this will be a key tool in providing accurate asset and building component conditions which will allow us to establish PM programs and to accurately forecast replacement costs based on asset useful life expectancies.
  - Initiate waste water ejection system upgrades and PM programs which could later become part of the condition assessment report.
  - Initiate waste water Hydro-Jet PM program for all City owned facilities. This would include all building horizontal and vertical waste water lines.
  - Continue development and implementation of a vendor provided Tenant Maintenance program in an effort to reduce costs and provide more complete and efficient response due to staffing reductions.

### Fleet Services Accomplishments

During the past calendar year Fleet continued to operate and manage work flow through (FASTER) the fleet specific asset management system that has been the anchor of the program since its inception in 2004. The Fleet Maintenance calendar year 2020 (CY20) performance measures are as follows:

- Fleet availability percentage:
  - 96% availability.
- Work order totals by fleet location:
  - FM – Fire Maintenance 32 work orders
  - VM – Vehicle Maintenance 2,130 work orders
  - Total Work Orders 2,162 work orders
- Work Order categories are as follows (work orders can have more than one category):
  - Repair from PM (Preventive Maintenance) 350
  - General; Repair 1,449
  - Vendor Repair 60
  - Road Call 28
  - Accident 57

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|-----------------------|-------|
| ▪ Capital Improvement | 12    |
| ▪ PM Service          | 1,135 |
| ▪ Vendor Warranty     | 3     |
| ▪ Factory Warranty    | 11    |
| ▪ Non-Unit Repair     | 873   |
- Accomplishments and Special Projects:
    - Successfully specified, purchased, received and placed into service two (2) replacement automated side loader refuse vehicles totaling \$715K.
    - Successfully specified, purchased, received and are currently in the process of placing into service eleven (11) new and replacement black and white police patrol vehicles totaling \$460K.
    - Successfully specified, purchased, received and placed into service two (2) new automated police camera trailers totaling \$200K.
    - Successfully constructed, posted, awarded and are currently managing the body repair and paint services bid for fleet vehicles totaling \$250K over a five year period.
    - Successfully repaired an accident damaged Fire Engine totaling \$75K during peak fire season to return that vehicle to service as quickly as possible.
    - Successfully specified, purchased, pre-constructed and are in the vendor building process of a new replacement rescue ambulance for the fire Department totaling \$350K.
    - Provided 100% renewable diesel and renewable natural gas as fleet transportation fuel thereby reducing our greenhouse gas emissions (GHG) by 60% - 80% over regular fossil fuels.
  - Challenges:
    - Much like the Facilities Services program, the Fleet Services program has also seen new and unprecedented challenges caused by COVID -19 as well as Public protests and vandalism. Despite these circumstances as well as the vehicle replacement delays due to budgetary concerns and staffing reductions and inefficiencies due to COVID high-risk employee situations, Fleet Services was able to continue to provide a high level of service through modification of work schedules and application of additional staffing hours to support the preventive maintenance (PM) and repair programs.
  - Goals:
    - Continue to operate a vehicle procurement program that allows customer departments to assist with the decision-making process and strives to right-size the fleet supporting the direction of City provided services.
    - Continue to operate an alternative-fuel program to supply renewable diesel and renewable natural gas (RNG) for vehicle fuels and transition vehicles and equipment to alternative fuel options as available.
    - Work with industry partners to develop, provide and maintain electric vehicles that target fleet operations.
    - Maintain aging vehicles and equipment in the fleet that have seen replacement delays due to budget concerns.
    - Continue active staff training for our fleet operation using the National Institute for Automotive Service Excellence (ASE) certification program as well as the California State Fire Mechanics (CAFM) certification program.
    - Continue development and implementation of a vendor provided leasing program targeting the Police Department take-home vehicles in an effort to reduce costs and retain high service levels due to staffing reductions.