

# CITY OF LOS ANGELES

CALIFORNIA

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May 29, 2026

Honorable Members of City Council  
City of Los Angeles  
200 N. Spring Street  
Los Angeles, CA 90012

Attention: Chief of Staffs

**DEPARTMENT OF GENERAL SERVICES BUILDING MAINTENANCE DIVISION**  
**REPORT BACK TO CITY COUNCIL ON CURRENT STATE OF MOTION CF#26-0161**  
**EL PUEBLO**

In accordance with the City Council's adoption of the February 6 motion (Council File: 26-0161), GSD Building Maintenance Division (BMD) is responding as the responsible party for maintaining City of LA owned properties, including El Pueblo de Los Angeles Historical Monument (El Pueblo) where leasing agreements explicitly addresses lessee maintenance responsibilities and maintenance expectations by BMD.

This report responds to GSD's portion of the CF#26-0161 motion regarding the work order repairs and capital improvements.

El Pueblo encompasses many of Los Angeles landmarks including Olvera Street, the Pico House, and the Avila Adobe. This rich and historic area of Los Angeles mostly operates through City-issued concession agreements overseen by the El Pueblo Authority Commission and El Pueblo Executive Management. GSD receives limited funding from El Pueblo to provide maintenance services at these facilities. GSD's Building Maintenance Division (BMD) provides building maintenance services including HVAC, electrical, plumbing, carpentry, elevator services, among other limited maintenance services. Through El Pueblo, we continue to ensure the City honors its multicultural identity and roots.

As is standard practice in leases, BMD does not perform work within a leased tenant's location. For example, an HVAC unit that services a leased unit is the responsibility of the lessee, however, BMD will confirm the chilled water leading to it is functional. Tenants are responsible for the interior premises at their own expense, including windows, doors, plumbing components, and pest control within the space. Tenants are required to have a professional pest control plan in place for their space. Tenant-installed improvements remain the Tenant's responsibility.



BMD also oversees capital improvements at El Pueblo based on a 5-Year Capital Improvement Projects plan. For FY26, this includes implementation of a video surveillance system for El Pueblo Plaza, a roof replacement, and the replacement of a 23-year-old fire alarm system. Capital improvements not identified in the capital plan can be estimated by GSD's Construction Forces Division. GSD and El Pueblo can work with the City Administrative Office (CAO) to identify funding.

BMD receives over 1,600 work orders for El Pueblo annually. This includes over 600 corrective work orders and over 1,000 preventive maintenance (PM) work orders. BMD also responds to corrective work orders placed by El Pueblo staff who review the lease obligations. The following is a breakdown of El Pueblo work orders for the last two fiscal years.

El Pueblo Work Orders in FY2025:

In FY25, corrective work orders totaled 620 with 596 completed, leaving 24 open. This resulted in a 96% completion rate. Preventative maintenance had a total of 1,007 work orders. 728 were completed while 279 remain open, giving it a completion rate of 72%.

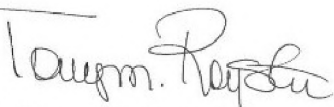
El Pueblo Work Orders in FY2026 YTD:

Year-to-date for FY26, corrective maintenance had 412 total work orders. Of those, 372 were closed and 40 are open, resulting in a completion rate of 90%. Preventative maintenance recorded 722 total work orders, with 305 closed and 417 open, leading to a completion rate of 42%. Overall Citywide PM work orders have a lower completion rate, most recently caused by staff deletions and funding shortfalls. The impact has directly contributed to equipment not being maintained and failing prematurely which leads to the need for more corrective work orders.

Average Time to Complete Work Orders:

On average, corrective maintenance work orders take about 5.6 hours to complete, while preventative maintenance work orders average 2.7 hours.

Should you have any questions or need additional information regarding this matter, please contact Sr. Management Analyst I Dwight Craft at (213) 978-7679.



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