



DEPARTMENT OF
GENERAL SERVICES

Customer Service FY22 Annual Report



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FY22 Highlights

- The Office of State Procurement held a virtual outreach kickoff event for the in-person networking events scheduled for the fall in FY23. The kickoff event provided over 600 vendors with an introduction to Maryland State Procurement.
- In FY22 the Maryland Procurement Academy (MDPA) certified 173 Certified Maryland Procurement Associate (CMPA) and 133 Certified Maryland Procurement Officer (CMPO).

Recognition Given to Employees

Caught DGS (Doing Great Service) recognizes employees who put courteous customer service first - with both their colleagues and their customers. They are nominated by their divisions every month. These dedicated professionals come to work every day with a positive attitude. Focused daily on the demanding responsibilities of their jobs, they don't hesitate to assist with other tasks when requested. They are "changing Maryland for the better" on behalf of client agencies and the citizens of Maryland.

2022

July

- Alex Ferguson
- Matthew Smith
- Jose Alvarex

September

- Toni Woods
- Tara Davis
- James Cavanaugh
- Human Resources Hiring Team

October

- Michael Rose
- Sgt. Bryant Stewart
- April Wiemer
- Jason Winings
- Andrea Simmons

- Chris Hautala

November/December

- Kshirajaa Ramesh
- Rob Ross
- Richard Galasso
- Katie Crawford
- Charles Lane
- Sgt. Sandra Herndon
- Charlie Lopez
- Karin Lott
- Shaconda Haynie
- James Frend
- Melvin Seward

2022

January

- Gilbert Broomfield
- Sgt. Warren Smith
- Sharnell Darling
- Courtney League

February

- Damon Conway
- Pamala Wheeler
- Andra Shaw
- K9 Champ
- Richard Simpson

March

- Jesse Beavers
- Capt. Bryan Waser
- Gladimir Dupalis
- Joe Pitruzzella
- Kathryn Wilson
- Kurt Butler

- Ukraine Vigil Team

April

- Barry Kramer
- Casey Doy
- Tavon Winborne
- Tara Davis
- Stefanie Simpson
- Carlos Abinader
- Sgt. Asia Alexander
- Zelda Brown
- Crystal Richardson
- Laurinda Warren
- Jay Jiggetts
- Kelvin Makell

May

- Cristina Palchefskey
- PCS Lakeshia Wesby
- PFC Latrice Green
- PFC Cristopher Baez
- Sgt. Warren Smith

June

- Trisha Nelson
- Siri Jacobs
- Tonya Kilgo

Employee of the Month, is voted by employees and recognizes an employee nominated in the previous month for “Caught **D**oing **G**reat **S**ervice” who consistently demonstrates a commitment to the Governor’s Customer Service Promise.

2021

July

- Sgt. Francisco Mari

September

- Alex Ferguson
- Matthew Smith

October

- Toni Woods

November/December

- Michael Rose

2022

January

- Richard Galasso

February

- Courtney League

March

- K9 Champ

April

- Joe Pitruzzella

May

- Sgt. Asia Alexander
- Crystal Richardson
- Jay Jiggets
- Zelda Brown
- Laurinda Warren
- Kelvin Makell

June

- Cristina Palchefskey

FY22 Leadership Summary

General Services continues its commitment to the Hogan Administration's Customer Service Promise, strengthening organizational changes and improving upon customer-oriented IT innovations such as eMaint and eMMA. General Services also continued to expand its community and customer outreach through the Federal Surplus Property Donation Program, GovDeals, and the Capital Grants Division, which General Services administers, to improve the quality of life of our citizens in need.

Mission Statement

It is the mission of the Department of General Services to be the accessible, accountable support agency delivering expertise, essential services and facilities operations and management to the state in order to enhance the quality of work/life environments for our stakeholders and the citizens of Maryland.

Vision

To be the premier partner to sister agencies, delivering support, expertise and essential services as needed to facilitate their missions on behalf of the citizens of Maryland.

FY22 Leadership Analysis or Summary of FY23 Approach

The Department of General Services is firmly committed to the Hogan Administration's Customer Service Promise and investing resources in the agency's customer service initiative. Since its inception, this effort has led to significant customer service improvements and awareness at DGS.

- We will continue to provide customer service training programs to all employees.
- We will recognize and award exceptional customer service.
- We will look for ways to improve the processing times of our services in order to help citizens and businesses more easily conduct their transactions in a timely manner.
- We will update online publications, forms, FAQs and other pertinent information on our website.
- We will continue to explore new ways to use social media to get the word out about our services, events and news.
- We will aim to continue to improve our customer service survey results.

Detailed FY22 Results and FY23 Plans

The Department of General Services continues to examine and improve work quality and customer response times. We monitor these improvements throughout the year in order to gauge their efficiency and effectiveness and adjust as necessary.

Social media is one of General Services’ main tools for disseminating information regarding services, news, and events. In FY22, General Services gained 793 LinkedIn followers totaling 3405 followers, 567 facebook followers totaling 4,963 followers, 91 Twitter followers totaling 1,822 followers, and 54 Youtube followers totaling 190 followers.

Customer Service Survey Results

“How satisfied are you with the customer service provided?”

	FY22	FY21
Very Satisfied	69.6%	71.1 %
Somewhat Satisfied	6.8%	11.5%
Neutral	6.8%	4.3%
Somewhat Dissatisfied	3.4%	2.1%
Very Dissatisfied	13.7%	12%

Achieved **76% Satisfied** in FY22.

Status of Customer Service Training

- The Office of State Procurement has continued to provide improvements and enhancements to eMaryland Marketplace Advantage (eMMA). eMMA is designed to provide greater transparency while being easy to navigate and provide key information about procurement. The Office of State Procurement has offered a number of training courses during FY22.
- eMaint, the General Services Facilities Management program, has significantly improved response times to customer requests for service, resulting in lower wait times. The Computerized Maintenance Management Systems (CMMS) unit held 210 eMaint training classes throughout FY22. The unit has also trained and

certified 35 Facility Management staff in building systems maintenance, facilities management, and property administration.

- The Inventory Standards and Support Services division conducted Statewide Fuel Management Portal Training for over 150 new portal users.
- The Inventory Standards and Support Services division conducted two statewide certification training for state property officers. Over 200 Property Officers attended and were certified.
- The Capital Grants Office conducted a total of 5 Legislative Bond Initiative training sessions for a total of over 200 grant recipients and for elected officials in FY22
- The Federal Surplus Property Donation Program conducted an informational Workshop for over 50 elected Mayors at the Maryland Mayors Association Meeting in Annapolis.

General Services regularly assesses how it can improve response times and customer satisfaction.

The Maryland Capitol Police have continued to provide training to their officers and state employees to ensure they are able to provide the best possible service to the state of Maryland. During FY22, MCP Staff has provided training to over 424 DGS employees, 150 employees from other state agencies, and numerous individuals from 13 other local and community entities. In addition, during the 2022 fiscal year the MCP training staff has conducted MCP Safety Workshops for State agencies to enhance employee safety both at work and at home. These workshops will continue into FY23.

The topics of these classes include:

- Run Hide Fight (Active Assailant)
- Rape Aggression Defense (RAD)
- Stop the Bleed (First Aid seminar)
- Workplace and Office Safety
- CPR First Aid
- Holiday Awareness
- Carjacking Awareness and Prevention

Customer Inquiry Response Times and Overall Time-to-Resolution

Timeliness of Responding to Customer Inquiries

- The Customer Service Survey serves as a good barometer of customers' feedback about their interactions with General Services. We are pleased to note that the percentage of "Satisfied" customers is 76%.
- The Office of State Procurement continues to provide improvements and enhancements to eMaryland Marketplace Advantage (eMMA). eMMA is designed to provide greater transparency while being easy to navigate and provide key information about procurement.
- eMaint, the DGS facilities management program, has significantly increased response times to customer requests for service.

General Services regularly assesses how it can improve response times and customer satisfaction.

Best Practices

General Services leadership is active in professional organizations where they consult with their peers to learn about and exchange best practices.

- The agency's procurement technology, eMMA, is the envy of procurement officers in other states. It was designed with the customer in mind, with transparency and clear navigation tools.
- eMaint, the agency's facilities management program, has made it easy for customers to request service and has improved response times.

Call Center Data

The General Services' Facilities Management division and their Computerized Maintenance Management Systems (CMMS) Unit consists of 3 branches: Customer Service Center, Training and Buildings Systems. In FY22 the Customer Service Center processed 25,756 work orders, 2,949 calls and 4,581 service requests from building tenants.

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

General Services continues to make new technologies available to its customers that are more customer-friendly and speed response times. The General Services website

provides detailed information about the agency, the services it provides and many relevant documents, templates and instructions.

Processing Times for Customer Transactions

General Services processes a variety of customer transactions, on a daily basis. The agency routinely examines ways to streamline transactions in order to decrease processing times

Adjusting Hours to Meet Customer Demands

The Facilities Management Division is on call 24/7 to respond to building emergencies. In addition, the division routinely adjusts its schedules (housekeeping, maintenance, painting, electrical work, etc.) to accomplish their duties with minimal disruption to employees and the general public.

The Maryland Capitol Police also operate on a 24/7 basis, ensuring the security of General Services facilities in Baltimore and Annapolis and the safety of employees and visitors. Being on location around the clock allows the Maryland Capitol Police to respond immediately to calls for service.

Social Media Usage to Improve the Customer Experience

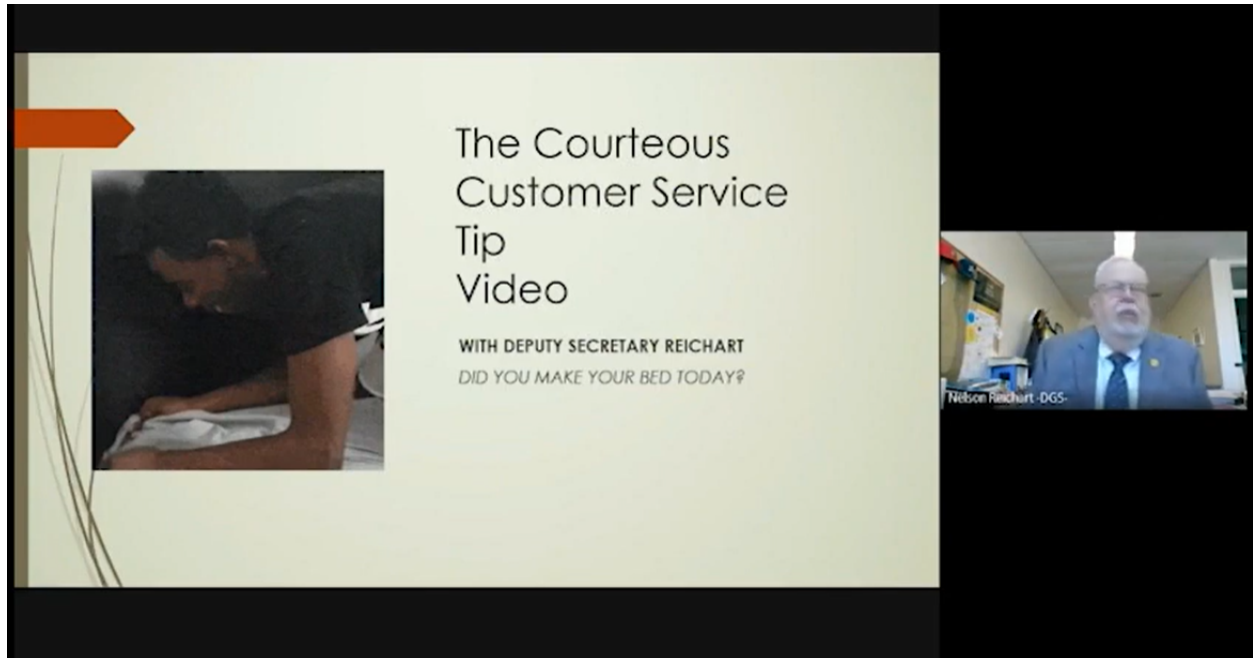
General Services posts almost daily on Facebook, Twitter, and LinkedIn. General Services also utilizes our Youtube page, averaging about 2-3 new videos a month. During FY22 the department has reactivated our General Services' Twitter page. The posts inform our followers about the numerous and varied projects the agency has underway, employees who have been recognized for exemplary service, and community initiatives undertaken with our nonprofit partners, among other activities. These posts improve the customer experience by telling the agency's story, which some followers might not fully know. The number of followers is steadily increasing for both mediums. The agency will continue its active use of social media in FY23 to keep customers informed of activities and projects that improve their experience with the agency.

Licensing and Permitting from Multiple Perspectives

The Number & Type of Licenses and Permits Processed for FY22

The Maryland Capitol Police Security Card Processing Centers reviewed and processed over 11,123 applications for State ID cards in FY22. Response time for

processing ID cards ranges between 5-10 minutes for onsite customers and approximately 2 hours for web-based requests.



Deputy Secretary Nelson Reichart virtually presenting his monthly Customer Service talk at a DGS All-Staff Meeting