



Maryland
**DEPARTMENT OF
GENERAL SERVICES**

Customer Service Annual Report



Report Contributors

Ellington E. Churchill, Jr., Secretary

Therese Yewell, Customer Service Liaison

Nick Cavey, Director of Communications

Ellen Robertson, Legislative Liaison

Table of Contents

FY 2020 Highlights

Recognition Given to Employees

Leadership Analysis of FY 2020 and Summary of FY 2021 Approach

Detailed FY 2020 Results and FY 2021 Plans

Customer Service Survey Results

Status of Customer Service Training

Customer Inquiry Response Times and Overall Time-to-Resolution

Timeliness of Responding to Customer Inquiries

Best Practices

Plans for Improvement

Call Center Data

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

Processing Times for Customer Transactions

Adjusting Hours to Meet Customer Demands

Social Media Usage to Improve the Customer Experience

Agency Services Available Online

Processing Times for Customer Transactions

Adjusting Hours to Meet Customer Demands

Satellite Processing Facilities to Meet Customer Demands

FY 2020 Highlights

General Services' response to COVID-19 – From March 19, 2020 to end-July, the agency procured over 184 million units of PPE.

Disinfecting Wipes- 681,249	Mobile Ventilators- 621
Face Shields- 2,115,633	IR Thermometers- 12,100
Gloves (pairs)- 59,087,506	KN95 Masks- 46,180,550
Goggles - 510,920	N95 Masks- 16,065,000
Gowns- 27,653,623	Surgical Masks- 31,881,300
Hand Sanitizer (gallons)- 98,343	Tyvek Suits- 44,000
ICU Ventilators- 1,451	Coveralls- 222,497

During this same timeframe, General Services also

- ▶ Procured from over 100 PPE vendors
- ▶ Contracted over 30 construction projects
- ▶ Stood up one field medical hospital - Baltimore Convention Center
- ▶ Erected over 50 surge hospital tents
- ▶ Installed 2 ICU modular units
- ▶ Created over 1000 hospital beds

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.

2019

July

- Andra Shaw, Regional Building Manager, Annapolis Facilities Operations & Maintenance
- Lieutenant Dennis Donaldson, Sergeant David Lewis, Sergeant Larry Barnes, Officer Jerry Harris, Officer Yu-Wen Cheng, Officer Mark Ferguson, Officer Shenell Johnson, Officer Deneen Williams, Officer Jose Smith, Security Officer Jayme Dixon, and Police Communications Operator Tamera Blackston, Members of the Annapolis Detachment, Maryland Capitol Police

August

- Wayne Howell, Capital Maintenance Project Engineer/Architect II, Design, Construction & Energy
- Private First-Class Vincent Kurek, Maryland Capitol Police, Baltimore Division
- Rob Ross, Maintenance Supervisor, Facilities Maintenance
- Sean Stinnett, Federal Surplus Program. Administrator, Business Enterprise Administration.

September

- George Mitchell & Cathy Marzola, Office of State Procurement
- Fari Farokhi, Project Manager, Design, Construction & Energy
- Alicia Sweeney, Annapolis Facilities Operations & Maintenance



Caught DGS - Maryland Capitol Police Baltimore Detachment - Captain Eric Yealdhall, Lt. Norman Anderson, Sergeant Larry Barnes, Sergeant Kevin Press, Sergeant Kevin Perry, Sergeant Eric Mejia, Sergeant Carlos Gomez, Officer Alvin Tayree, Officer Dominic Elsezy, Officer Vincent Kurek, Officer Roderick Handy, Officer Derrick Layton, Officer Sharnell Darling, K-9 Unit: Champ/Sergeant. Larry Barnes, Dawson/Officer Steven Deal, Rylo/Officer Guevara, Baltimore Police Communication Operators Audrey Hinton & Monique Taylor

October

- Antoinette Williams, Pam Tisdale, Joan Leazer & Beneisha Dawson, eMaint Customer Service Center team
- Kelly Simms, Office of Real Estate
- Praful Vani, Chief Architect, Design, Construction & Energy

November

- Officer Justin Linz, Maryland Capitol Police, Annapolis Detachment
- Jim Stayer, Maintenance Supervisor, Facilities Operations & Maintenance

2020

January

- Clarence Felder, Chief of Schools, Design, Construction & Energy
- Lieutenant Matt Warehime, Maryland Capitol Police
- Barb Bauman, Terry Wade, Tyler Kurtz, Michael Cain, Charles Clark, Larry Chriscoe, Shannan Collier, Brian Kramer, Mitchel LeQuire, Del Stallings, Bobby Vaughn & Nicole Leary, Multi-Service Center Team

February

- Lisa Banks, Architecture Technician, Design, Construction & Energy
- Alba Costello, Facilities Operations & Maintenance, Annapolis
- Tonya Kilgo, eMMA Helpdesk, Office of State Procurement

March

- Bill Schuman, Area Supervisor, Design, Construction & Energy
- Xavier Richards, James Boyd, Michael Rose, Michael Steadman, Charles Kutlic & Kelvin Makell, Facilities Operations & Maintenance William Donald Schaefer Tower flag crew
- Ms. V. Drummond & her cleaning crew, 301 W. Preston Street, Baltimore

April

- COVID-19 Response Teams

May

- Sean Stinnett, Program Administrator, Federal Surplus Property Program, Business Enterprise Administration
- Ken “Junior” Grove, Chief Engineer, Annapolis Central Plant
- Christina Bryz-Gornia, Chris Elnicki, Spyros Papadimas, Mark Peterson & Pat Elnicki, Vendor Specification Team, Design, Construction & Energy:
- Captain Rebecca Labs, Division Commander, Maryland Capitol Police, Annapolis. Detachment
- Jane Roger, Kim Rennie, Barry Powell, Lew Shapiro, Anthony Faust & Kimberly White, Office of Real Estate COVID-19 Response Team

June

- Bill Bryan & Casey Doyle, Facilities Operations & Maintenance
- Butch Vinson, Contract Inspector, Design, Construction & Energy
- Captain Brian Waser, Sergeant Ebonie Richardson, & Privates First-Class Barrett & Gray, Maryland Capitol Police
- Jeff Newsome, Compliance & Reporting Lead, Office of State Procurement

Employee of the Month, who is voted by employees, recognizes an employee nominated in the previous month for “Caught Doing Great Service” who consistently demonstrates a commitment to the Governor’s Customer Service Promise.

2019

July

- Mechiko Moulden, Maryland Capitol Police Security Officer

August

- Lieutenant Dennis Donaldson, Sergeant David Lewis, Officer Jerry Harris, Officer Yu-Wen Cheng, Officer Mark Ferguson, Officer Shenell Johnson, Officer Deneen Williams, Officer Jose Smith, Security Officer Jayme Dixon, Police Communication Operator Tamera Blackston, Sergeant Larry Barnes & K-9 Champ, Members of the Annapolis Detachment, Maryland Capitol Police

September

- Sean Stinnett, Federal Surplus Property Program Administrator, Business Enterprise Administration

October

- George Mitchell & Cathy Marzola, Office of State Procurement

November

- eMaint Unit: Antoinette Williams, Pam Tisdale, Joan Leazer & Beneisha Dawson (pictured)



December

- Officer Justine Linz, Maryland Capitol Policier, Annapolis Detachment

2020

January

- Jocelyn Mance, Office Manager, Office of Real Estate

February

- Lieutenant Matt Warehime, Maryland Capitol Police

March

- Alba Costello, Facilities Operations & Maintenance, Annapolis

April

- Ms. V Drummond & her cleaning crew, 301 W. Preston Street, Baltimore

May

- COVID-19 Response Teams

June

- Captain Rebecca Labs, Division Commander, Maryland Capitol Police, Annapolis. (pictured)



FY20 Leadership Summary

General Services continued its commitment to the Hogan Administration's Customer Service Promise, strengthening organizational changes resulting from creation of the new Office of State Procurement and improving upon customer-oriented IT innovations like eMaint and eMMA. General Services also continued to expand its community and customer outreach through the Federal Surplus Property Donation Program, which General Services administers, to improve the quality of life of our citizens in need.

The latter part of FY 2020 was dominated by the COVID-19 pandemic and General Services' response. The agency has had to react, rethink and reorganize how we perform our jobs during the health crisis. General Services continued serving the citizens of Maryland during this challenging time through teleworking and staying connected remotely via teleconferencing and videoconferencing. From the start of the pandemic, General Services' employees assumed roles supporting the Hogan administration's response to the crisis, not just to acquire life-saving PPE and other medical supplies and services, or to build and equip temporary hospital surge sites, but also to strengthen Maryland's medical system in their ability to care for patients with the deadly virus. Indeed, General Services was on the front lines of Maryland's coronavirus response.

General Services continues its COVID-19 response in FY 2021, making sure social distancing and mask-wearing are practiced in state buildings, and prominently posting signs that underscore these messages. The agency also continues programs that recognize exceptional customer service and communicate through social media and the website what the agency is doing both internally to maintain a safe working environment and externally to alleviate economic disruptions to needy communities.

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.

Leadership Analysis and Strategic Plan

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, FAQ's and other pertinent information on our website.
- We will explore 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 FY 2020 Results and FY 2021 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.

Customer Service Survey Results

"How satisfied are you with the customer service provided?"

	<u>FY 2020</u>	<u>FY 2019</u>
Very Satisfied	81.8%	75.0 %
Somewhat Satisfied	0.7%	7.5%
Neutral	4.3%	8.0%
Somewhat Dissatisfied	1.5%	2.3%
Very Dissatisfied	11.6%	6.9%

Achieved **81.8% Very Satisfied** in FY 2020, up from 75.0% in FY 2019

Status of Customer Service Training

Due to the COVID pandemic only one all-staff training session occurred in FY 2020. This training was held in December of 2019 and conducted by an outside contractor, Ryan McShane on the topic of “Emotional Intelligence: How Your Behavior Affects Other People”. Additionally, the Agency conducts a customer service segment at each of its monthly All-Staff meetings along with recognizing employees “Caught DGS” and “Employee of the Month”.

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’ feelings about their interactions with General Services. We are pleased to note that the percentage of “Very Satisfied” customers increased in FY 2020 to 81.8%.
- 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.
- 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 meet with their peers to learn about and exchange best practices.

- The agency’s new 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 DGS Facilities Management division and their Computerized Maintenance Management Systems (CMMS) Unit consists of 3 branches: Customer Service Center, Training and Buildings Systems. In FY 2020 the Customer Service Center assisted with 28,653 work orders, 6,465 work requests from building tenants, and took 2,951 calls. Customer Service Center staff entered 2,573 assets from DGS managed facilities into the eMaint system.

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

With the launch of eMaint in September 2018 and eMMA in July 2019, General Services made 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 Operations and Maintenance 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 and LinkedIn. The posts tell 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. They 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 FY 2020 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 FY 2020

The Maryland Capitol Police Security Card Processing Centers reviewed and processed over 11,000 applications for State ID cards in FY 2020.

Processing Times for Customer Transactions

Providing State ID's takes a matter of minutes. The individual's paperwork is processed, and a photo is taken. The individual leaves with his/her ID.

Adjusting Hours to Meet Customer Demands

The Maryland Capitol Police Security Card Processing Center in Annapolis is open Monday – Friday, from 8 AM to Noon and 1 PM to 3 PM. During the first week prior to and the first week following opening day of the General Assembly, the office stays open later to accommodate those needing new state, media or lobbyist ID cards.

Satellite Processing Facilities to Meet Customer Demands

Several times a year, the Maryland Capitol Police Security Card Processing Center staff travel across the state to process and issue ID cards to state employees who cannot travel to Baltimore or Annapolis.



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