



DEPARTMENT OF
GENERAL SERVICES

Customer Service FY21 Annual Report



Report Contributors

Ellington E. Churchill, Jr., Secretary

Nelson E. Reichart, Deputy Secretary

Eric Lomboy, Chief of Staff

Nick Cavey, Director of Communications

Ellen Robertson, Legislative Liaison

Table of Contents

FY21 Highlights

Recognition Given to Employees

Leadership Analysis of FY21 and Summary of FY22 Approach

Detailed FY21 Results and FY22 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

Error! Bookmark not defined.

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

Licensing and Permitting from Multiple Perspectives

The Number & Type of Licenses and Permits Processed for FY21 [New and Renewals]

FY21 Highlights

- Established eMMA Outreach Network (eON) with 91 members, representing 35 agencies and organizations.
- Developed new Maryland Procurement Academy (MDPA), establishing a three-tiered Maryland-specific certification program. Certified Maryland Procurement Associate (CMPA); Certified Maryland Procurement Officer (CMPO); and Certified Maryland Procurement Master (CMPM).

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.

2020

July

- Jennifer Edwards, Emergency Management
- Larry Stinson, Facilities Management
- General Services Security Officers
- Mike Valenzia, Design, Construction, & Energy

August

- Pamela Wheeler, Maryland Capitol Police
- Matt Dennies, Facilities Management
- Federal Surplus Property Team; Ed Nunez, Sean Stinnett, & Rose Odametey

September

- Alan Howard, Facilities Management
- Sprios Papadimas, Design, Construction, & Energy

October

- DGS Robotic Vacuum Team; Casey Doy, Ken Britcher, Gregory Brown

- Michael Cavanaugh, Office of State Procurement
- Jesse Beavers, Office of Public Information

December

- Darrell Starks, Design, Construction, & Energy
- Officer Mario Diaz, Maryland Capitol Police
- Tyler Kurtz, Facilities Management
- Share Coburn, Facilities Management
- Kim White, Real Estate
- Jane Roger, Real Estate
- Barry Powell, Real Estate

2021

January

- Tyler Rybkowski, Facilities Management
- Jackie Kippenhaver, Design Construction, & Energy
- Maryland Public Television Team; Ray Kaliush, Doug Karmasek, Russ Miller, and Kris Poteraj

February

- Catherine “Cat” Mateer, Real Estate
- Sylvia Ferguson, Office of Facilities Management
- Sgt Ebonie Ferguson, Maryland Capitol Police
- Officer Roderick Handy, Maryland Capitol Police

March

- Alicia Sweeney, Facilities Management
- John O’Brien, Design, Construction, & Energy
- Damion Brice, Facilities Management

April

- Tavon Winborne, Real Estate
- Maryland Capitol Police COmmunications Operators and Supervisors
- Kevin Cox, Facilities Management

May

- Christy Johannasen, Real Estate
- John Ferry, Design, Construction, & Energy
- Dave Shackelford, Facilities Management
- Joe Pearce, Facilities Management
- Andy Pipari, Facilities Management

June

- FX Production Crew; Gary Gray, Marilyn Merlot, Haneef “Bam” Goode, Rick Tyson, Greg Brown, Maurice Jefferies, John MCInerney, Chris Hobbs, Ken Britcher, Greg Smith, Casey Doy, William Bryan, and Dave Jones.
- Sgt Francisco Mari, Maryland Capitol Police
- Ronny Meyers, Design, Construction, & Energy

Employee of the Month, is voted by employees and 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.

2020

July

- Jeff Newsome, Office of State Procurement

August

- General Services Security Guards

September

- Pamela Wheeler, Maryland Capitol Police

October

- Alan Howard, Facilities Management

December

- Michale Cavanaugh, Office of State Procurement

2021

January

- Barry Powel, Office of Real Estate

February

- Jackie Koppenhaver, Design, Construction, & Energy

March

- Sgt Ebonie Ferguson & Roderick Handy, Maryland Capitol Police

April

- Alicia Sweeney, Facilities Management

May

- Maryland Capitol Police Communications Operators and Supervisors

June

- Dave Shackelford, Joe Pearce, and Andy Pipari, Facilities Management

FY21 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.

The early part of FY21 was heavily dominated by the COVID-19 pandemic and General Services' response. The agency had to react, rethink and reorganize how we performed 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. As state agencies and employees have started to make their way back into their offices, General Services continues to provide support and resources to ensure employees and guests are healthy and safe.

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.

FY21 Leadership Analysis or Summary of FY21 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 FY21 Results and FY22 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.

Policies, procedures, protocols, and Q&A documentation has been posted to the main page on the General Services website over the past year providing the public information regarding State Building Operations Protocol during COVID -19 and re-entry to the buildings.

General Services has also produced dozens of videos over the past year to showcase our events, programs, and services. Videos such as "[Keeping State Buildings Clean During COVID-19](#)", which highlights our COVID-19 response and "[Vendor Registration](#)" and "[Searching for Open Solicitations](#)", which provide insights on how to operate our e-procurement site, eMaryland Marketplace Advantage.

Social media is one of General Services' main tools for disseminating information regarding services, news, and events. In FY21, General Services gained 441 LinkedIn followers totaling 2,612 followers and 156 Facebook followers totaling 4,396 followers. General Services also reactivated our Twitter page with 1,731 followers, and created the DGS Youtube page, which currently has 136 subscribers.

Customer Service Survey Results

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

	<u>FY21</u>	<u>FY20</u>
Very Satisfied	71.1%	81.8 %
Somewhat Satisfied	11.5%	0.7%
Neutral	4.3%	4.3%
Somewhat Dissatisfied	2.1%	1.5%
Very Dissatisfied	10.1%	11.6%

Achieved **71.1% Very Satisfied** in FY 2021.

Status of Customer Service Training

- 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 "Very Dissatisfied" customers decreased in FY21 to 10.1%.
- 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 FY21, including eMMA Release v1.1 for Buyers with 454 attendees, eMMA Release v1.1 for Vendors with 1,428 attendees, eMMA Fundamentals with 518 attendees, and Creating a Contract and Posting an Award with 360 attendees.

- The Office of State Procurement has also launched their Certified Maryland Procurement Officer Program. To date, 114 procurement officers have been certified.
- eMaint, the General Services Facilities Management program, has significantly improved response times to customer requests for service, resulting in lower wait times. eMaint held 2 classes during FY21. 142 facilities staff attended the COVID-19: What Every Facilities Management Employee Needs to Know class while 107 facilities employees attended the eMaint Training Program 2021.

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 to ensure they are able to provide the best possible service to state employees and visitors alike. During FY21, 76 Police Officers and 94 Security Officers were provided In-Service training, which included topics such as NARCAN, Leadership and Ethics, Traffic Stop Refresher, and First Aid. Additional Maryland Capitol Police Training included; 15 Police Officers receiving pepperball training, 8 Police Officers receiving FTO (Field Training), and 106 Police Officers receiving firearms training.

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 "Very Satisfied" customers is 71.7% and the "Somewhat Satisfied" customers is 11.5% making the percentage of "Satisfied" customers 83.2%.
- 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 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 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 FY21 the Customer Service Center assisted with 31,923 work orders, 3,326 work requests from building tenants, and took 1,710 calls.

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 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.

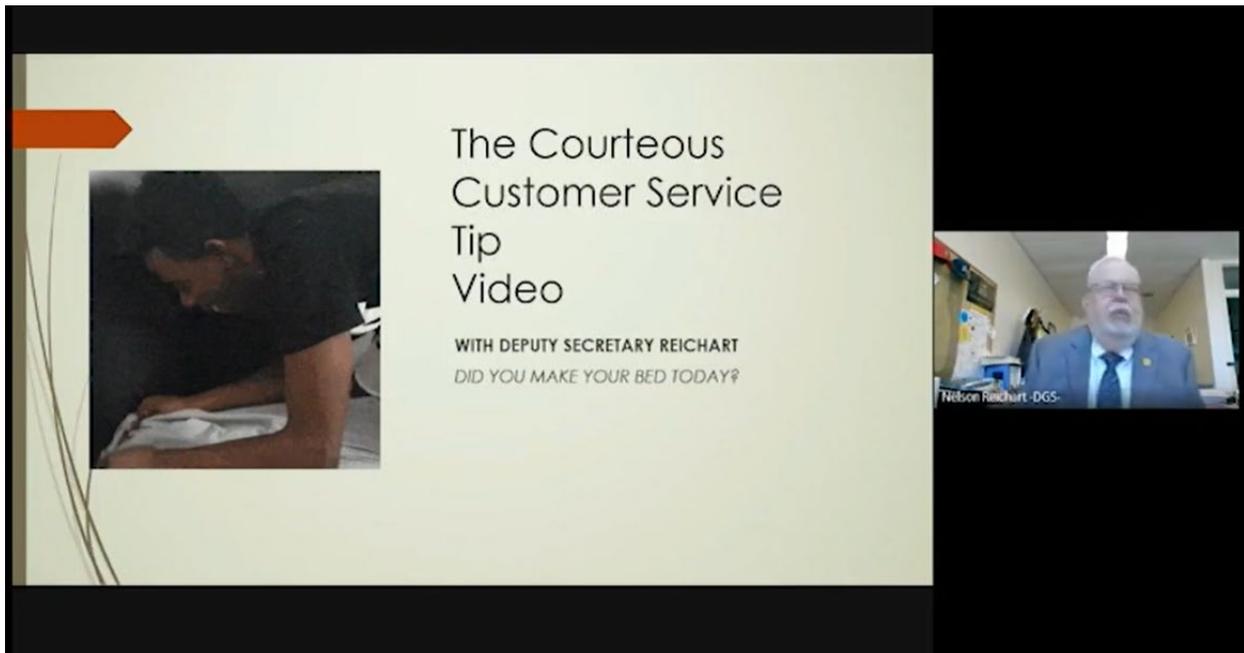
Social Media Usage to Improve the Customer Experience

General Services posts almost daily on Facebook and LinkedIn. During FY21 the department created a General Services' YouTube Page, averaging about 2-3 new videos a month. 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 FY 2022 to keep customers informed of activities and projects that improve their experience with the agency. Also, the department recently reactivated the Maryland Department of General Services Twitter page.

Licensing and Permitting from Multiple Perspectives

The Number & Type of Licenses and Permits Processed for FY21

The Maryland Capitol Police Security Card Processing Centers reviewed and processed over 7,624 applications for State ID cards in FY21. 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