

Report Contributors

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FY18 Highlights

- Improve tracking, responsiveness and time-to-resolution of all correspondence (written, telephone, electronic & in person).
The Department aims to respond to all inquiries within 24 hours of receipt. The Department has further developed and refined a system to improve tracking, responsiveness and time-to-resolution for all correspondence and survey feedback.

- Improve customer service skills of employees and managers through formal training classes and informal coaching on customer service best practices.
The Department provided year-round training and coaching in FY18 including a customer service segment at monthly all-staff meetings, publishing a customer service tip in the monthly agency newsletter, and all-staff focused customer service training.

- Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.
Regulations became effective in FY18 that simplify the architectural and engineering design process. General Services worked with the Maryland Department of Transportation over 2 years to accomplish this change.

- Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
General Services continues to examine ways to refine and enhance our online presence. The following improvements were made to the Department of General Services' website in FY18:
 - A PIA link was added to Maryland Capitol Police home page.
 - A link to Executive Staff was added to General Services' home page.
 - Human Trafficking information was added to General Services' home page.
 - A link to Emergency Contracts and Supplier Information was added on the procurement page.
 - On the Procurement/Open Bids and Contracts page, if you select Status = Open, you will now get a line to the eMarylandMarketplace site.

FY18 Recognition Given to Employees

Governor’s Customer Service Heroes Award - recognizes and celebrates state front line workers for their customer service excellence.

Private First Class Vincent Kurek, Maryland Capitol Police April 2018

The Department of General Services, Employee of the Month - recognizes an employee previously nominated for “Caught Doing Great Service” that demonstrates a commitment to the Governor’s Customer Service Promise.

John Roche, Facilities Operations & Maintenance	July 2017
Sergeant Dave Lewis, Maryland Capitol Police	August 2017
Ron Scheitlin, Facilities Planning, Design & Construction	September 2017
Mark Schneidman, Facilities Planning, Design & Construction	October 2017
Cathy Ensor & Kim Langkam, Capital Grants	November 2017
Jane Bailey, Procurement & Logistics	December 2017
Security Officer Gwenda McGowan, Maryland Capitol Police	January 2018
Pfc. Vincent Kurek, Maryland Capitol Police	February 2018
Mel Kendle, Facilities Operations & Maintenance	March 2018
John Smith, Facilities Operations & Maintenance	April 2018
Kelly Walker, Public School Construction Program	May 2018
Duane Lincoln, Facilities Planning, Design & Construction	June 2018

The Department of General Services, Caught Doing Great Service - recognizes employees that provide superior customer service.

Tricia Collins, Facilities Planning, Design & Construction	July 2017
Sgt. Dave Lewis, Maryland Capitol Police	
Amy Mahoney, Facilities Operations & Maintenance	
Masoud Roomi, Energy	

Jan Brown, Maryland Capitol Police	August 2017
Stacey Pollitt, Procurement & Logistics	
Tammy Vehstedt, Human Resources	
Ron Scheitlin, Facilities Planning, Design & Construction	
Coby Nida, Facilities Operations & Maintenance	

Chris Hobbs, Facilities Operations & Maintenance	September 2017
Pfc. Vincent Kurek, Maryland Capitol Police	
Mark Schneidman, Facilities Planning, Design & Construction	
Erica Wilks, Procurement & Logistics	

FY18 Recognition Given to Employees

The Department of General Services, Caught Doing Great Service *(continued)*

Officer Asia Alexander, Maryland Capitol Police Cathy Ensor & Kim Langkam, Capital Grants Dave Kelleher, Real Estate Larry Jones, Facilities Operations & Maintenance	October 2017
Jane Bailey, Procurement & Logistics Katie Crawford, Real Estate Security Officer Ashley Nelson, Maryland Capitol Police Karen Riley, Fiscal Services Dave Shackelford, Facilities Operations & Maintenance	November 2017
Security Officer Gwenda McGowan, Maryland Capitol Police Ken Klepsig, Facilities Planning, Design & Construction George Richards, Facilities Operations & Maintenance	December 2017
Pfc. Vincent Kurek, Maryland Capitol Police Roderick Rinon, Facilities Operations & Maintenance	January 2018
Security Officer James Forrester, Maryland Capitol Police Mel Kendle, Facilities Operations & Maintenance Jane Roger, Real Estate	February 2018
Russell Miller, Facilities Planning, Design & Construction Cristina Palchefskey, Fiscal Services John Smith, Facilities Operations & Maintenance Maryland Capitol Police K-9 Unit	March 2018
Cathy Marzola, Business Programs Mike Rose & Rick Tyson, Facilities Operations & Maintenance Detective Warren Smith, Maryland Capitol Police Kelly Walker, Public School Construction	April 2018
Allegra Daye, Procurement & Logistics John Lawlah, Facilities Operations & Maintenance Officers Derrick Layton & Ron Chadwick, Maryland Capitol Police Duane Lincoln, Facilities Planning, Design & Construction	May 2018
Aarica Dupree, Surplus Property Division Tom LeGuire, Facilities Planning, Design & Construction Abraham Ortiz, Facilities Operations & Maintenance Security Officer Brenda Redding, Maryland Capitol Police	June 2018

Leadership Analysis of FY18 and Summary of FY19 Approach

The Department of General Services remains firmly committed to the Hogan Administration's Customer Service Promise and continues to invest resources in the agency's customer service initiative. This effort has led to customer service improvements and awareness in the agency. We look forward to further customer service improvements.

- We will continue to provide customer service training programs in FY18 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.

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

Detailed FY18 Results and FY19 Plans

The Department of General Services set out in FY18 to further improve tracking, responsiveness and time-to-resolution for all forms of correspondence: electronic, telephone, written and in-person.

In FY19 we will continue to provide opportunities for formal training, find ways to simplify and streamline processes and provide citizens relevant information through our website.

Voice of the Customer – Survey Results

Overall survey results – How satisfied are you with the customer service provided?

	FY 18	FY 17
Very Satisfied	72.7%	72.7%
Somewhat Satisfied	4.6%	4.6%
Neutral	3.9%	4.1%
Somewhat Dissatisfied	3.2%	2.7%
Very Dissatisfied	7.8%	12.5%

General Services maintained **72.7%** *Very Satisfied* survey results in FY 18 and showed significant improvement in *Very Dissatisfied* survey results from 12.5% in FY 17 to **7.8%** in FY 18.

Customer Service Training

General Services provided two all-staff training sessions conducted by an outside contractor that focused on customer service. It is difficult to analyze how the training impacted customer service but it did reinforce and continue a customer service dialogue and raise awareness within the agency and among employees. General Services publishes a “Customer Service Tip” each month in our agency-wide newsletter and reinforces the tip at monthly all-staff meetings.

Customer Inquiry Response Times and Overall Time-to-Resolution

Customer Contact Centers

The Facilities Operations and Maintenance Division is implementing an online maintenance management system aptly named “eMaint”. This cloud-based work order system is expected to improve the management and timeliness of maintenance requests resulting in greater productivity. The eMaint program will also be staffed by a customer service center that will further facilitate maintenance requests. This implementation will consolidate state-wide call centers into one centralized location providing greater efficiency and productivity.

The Maryland Capitol Police of the Department of General Services also utilizes a Customer Contact Center to: dispatch personnel, receive requests, monitor and control access to state facilities and provide additional security services.

The General Services Office of Procurement and Logistics provides a call center for users of the eMarylandMarketplace to help users navigate the system and complete common processes.

Timeliness of Responding to Customer Inquiries

General Services continues to emphasize the importance of timeliness to customer inquiries, both internal and external, in our trainings and will address this subject in upcoming communications and trainings. We closely monitor the customer service survey results and promptly address any comments, both positive and negative.

Best Practices

The Department of General Services promptly handles any and all customer inquiries. Survey responses that require a response are immediately forwarded to the head of the responsible division with a follow-up provided to the Customer Service Liaison and the Director of Communications. It is the intent of the Department of General Services to respond directly to all internal and external communications within 24 hours of receipt.

Plans for Improvement

Greater alignment and coordination between the Department of General Services Customer Service Survey responses and the Governor's IQ system are needed. The Department of General Services has developed an internal system to streamline this process and will continue to consider further improvements.

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

The Department of General Services is looking to improve and update our website. In FY18 a PIA link was added to the Maryland Capitol Police home page; a link to the Department of General Services' Executive Staff was added to the Department's home page; human trafficking information was added to the Department of General Services' home page; and a link to emergency contracts and supplier information was added to the procurement page.

Processing Times for Customer Transactions

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

Adjusting Hours to Meet Customer Demands

The Department of General Services Facilities Operations and Maintenance division routinely adjusts its schedules (maintenance, housekeeping and painting, for example) in order to accomplish their duties with minimal impact and disturbance to our agency customers. General Services continues to clean the State House prior to staff arrival.

Social Media Usage to Improve the Customer Experience

The Department of General Services has utilized social media to improve the customer experience by providing the customer another medium to which they can follow and contact the Agency. Customers can now directly message the Department on Facebook and LinkedIn.

The Department of General Services uses their social media pages to post upcoming events, special notices such as the lowering of the flags, and events and projects that the Department of General Services has participated in. This allows the public to see what the agency is doing and what is planned in the future.

Department of General Services, Social Media Activity - FY 2018

- 198 Facebook posts
- 1,667 Facebook followers
- 142 Facebook followers gained
- 61 LinkedIn followers gained (page created February 2018)
- 64 LinkedIn posts

The Department of General Services is looking into creating and using more informational videos. The Department of General Services is now recording events and construction projects in order to make time lapse videos. The Department will continue to post updates of current projects as well as notifications to keep the public informed.