

DEPARTMENT OF GENERAL SERVICES

Reaching Across Maryland



2017
ANNUAL
REPORT



Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Maryland Department of General Services
301 West Preston St.
Baltimore, MD 21201
www.dgs.maryland.gov

Ellington E. Churchill, Jr.
Secretary

Nelson E. Reichart
Deputy Secretary

A. Leigh Williams, Esq.
Deputy Secretary, Energy

WRITER/EDITOR
Therese Yewell

REPORT CONTRIBUTORS
Ellen Robertson
Nick Cavey

VIDEOGRAPHER
Nicholas Matula

DESIGN
Borges Creative, Inc.



MISSION

It is the mission of DGS to be the accessible, accountable support agency delivering expertise, essential services, facilities operations and maintenance 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.

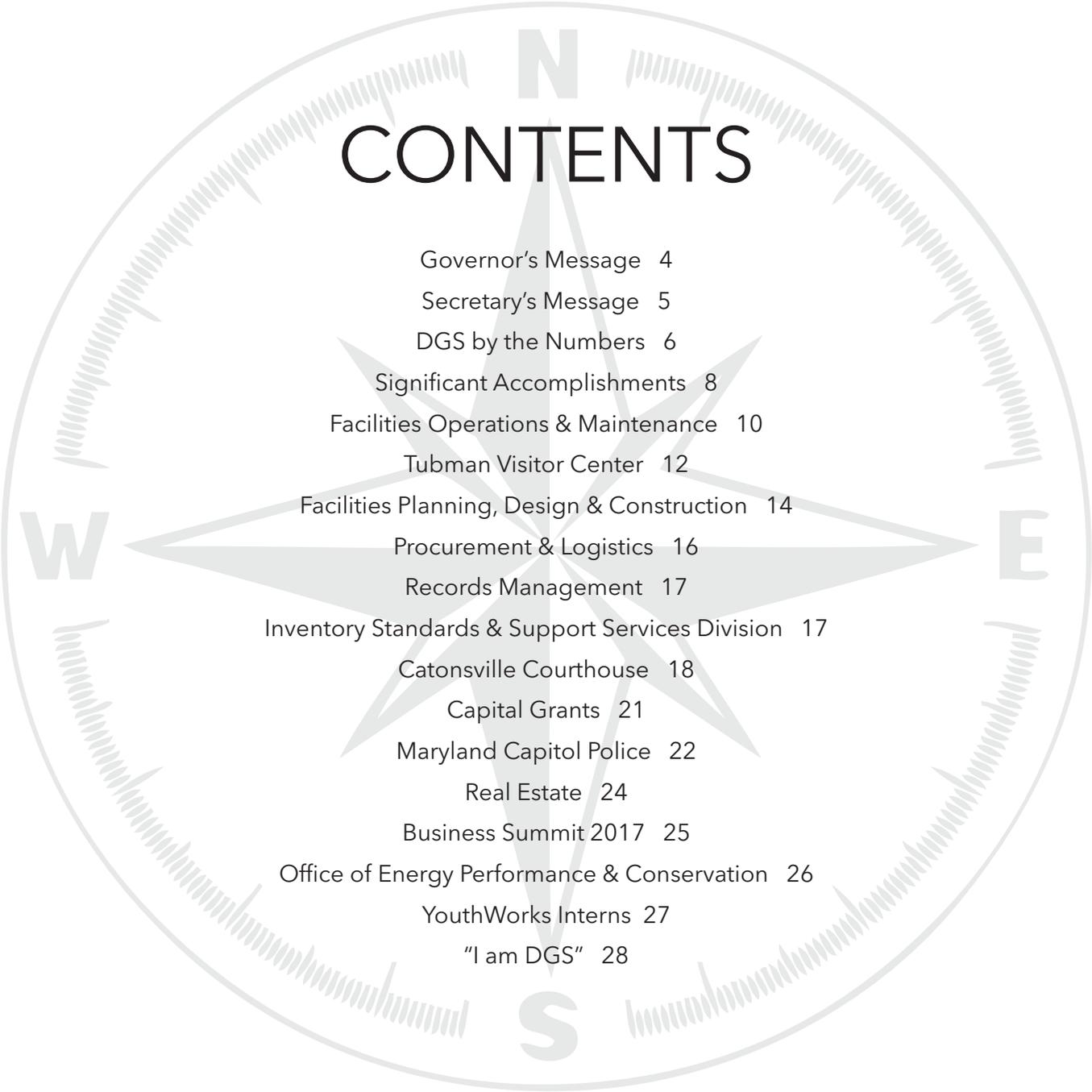
VALUES

Customer Focused
Respectful, Responsive and Results-Oriented
Accessible and Accountable
Teamwork and Transparency
Communication and Coordination for Optimal Outcomes

A grayscale portrait of Harriet Tubman, an elderly woman with a headscarf, looking directly at the camera with a slight smile. The portrait is the background for the left page.

*"Always remember,
you have within you the
strength, patience, and passion
to change the world."*

Harriet Tubman

A large, light gray compass rose is centered on the right page. It has a circular outer ring with degree markings and four main points labeled 'N' (North), 'S' (South), 'E' (East), and 'W' (West). The rose is overlaid on the table of contents.

CONTENTS

Governor's Message	4
Secretary's Message	5
DGS by the Numbers	6
Significant Accomplishments	8
Facilities Operations & Maintenance	10
Tubman Visitor Center	12
Facilities Planning, Design & Construction	14
Procurement & Logistics	16
Records Management	17
Inventory Standards & Support Services Division	17
Catonsville Courthouse	18
Capital Grants	21
Maryland Capitol Police	22
Real Estate	24
Business Summit 2017	25
Office of Energy Performance & Conservation	26
YouthWorks Interns	27
"I am DGS"	28



MESSAGE FROM THE GOVERNOR

Our administration is committed to changing Maryland for the better, and by working together we have made tremendous progress. From day one, we have been focused on making Maryland more competitive by growing our private sector, putting more Marylanders to work, and strengthening the economy so everyone can succeed.

The Department of General Services plays an integral role in fulfilling our administration's goal of expanding the pool of local, small, minority, women, and veteran-owned businesses competing for state contracts. The department continues to make a substantive contribution to advancing economic growth in our great state with its proactive business outreach programs.

I am proud to report that with the hard work of our state agencies, including General Services, Maryland has moved into the top ten states in the nation for overall economic performance. General Services is helping to advance many key policies of our administration, which you will learn more about in their 2017 Annual Report. I know you will appreciate the great work General Services is doing on behalf of all Maryland citizens.

Thank you,

A handwritten signature in black ink that reads "Larry Hogan".

Governor Larry Hogan

MESSAGE FROM THE SECRETARY

The Maryland Department of General Services continues to advance Governor Hogan's mission to change Maryland for the better. We provide essential services to ensure that state government runs smoothly, and we oversee a broad range of projects across the state that improve the quality of life for all Marylanders.

For example, we completed construction of the Harriet Tubman Underground Railroad Visitor Center in time for its much-anticipated grand opening in March. The complete renovation of the Enoch Pratt Free Library continues, and we broke ground on the Catonsville Courthouse and the Easton Readiness Center, all of which are noted in this year's annual report.

A new section spotlights the economic impact leveraged by our dedicated workforce. In addition, significant accomplishments of each division of the department are highlighted and agency success stories are featured.

Our department embraces Governor Hogan's Customer Service Promise, and we pledge to provide respectful, responsive and results-oriented customer service to our sister agencies and citizen clients. We continue to make strides in our commitment to "Delivering Great Service," and work continues on identifying and implementing initiatives that further improve the customer service experience.

We are proud of the work we do on behalf of Maryland's citizens. I encourage you to read the 2017 Annual Report to learn more about our work as we carry out our mission across Maryland.

Thank you,

A handwritten signature in black ink that reads "Ellington E. Churchill, Jr.".

Ellington E. Churchill, Jr.
Secretary



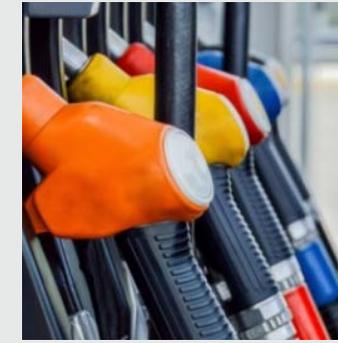
DGS BY THE NUMBERS

581 State employees deliver **\$2.36B** in economic impact to the State of Maryland.

203 employees of FOM work around the clock to ensure the proper operation and safety of **56** state-owned buildings covering **6.3M** square feet of space.



Facilities Planning, Design & Construction FY17 workload: **1,346** projects with a value of **\$770M**. Total includes newly-added and existing projects still active in FY17.



2 employees in the Inventory Standards and Support Services Office manage the **\$305M** statewide fuel contract, which provided **23.7M** gallons in FY17.



8 employees of the Energy Office have saved taxpayers **\$23.3M** through energy purchasing strategies.

22 employees in the Procurement Office awarded **\$231M** in construction projects, **\$108M** in commodity contracts and **\$24M** in facilities maintenance contracts.



2 employees in the Surplus Property Office generated **\$2.2M** in sales from **2,238** auctions in FY17.



2 employees in the Capital Grants Office manage **1,500** projects valued at **\$798M** in grants for local and non-profit capital projects.



176 employees of the Maryland Capitol Police secure **75** facilities (buildings, garages, parking lots) and welcome over **1 million** visitors annually.



10 employees in the Real Estate Office manage **272** leases totaling **4.7M** square feet of commercial office space at an annual cost of **\$92.8M**.



4 employees in the School Construction unit verify **\$7.7M** annually in state-funded school construction projects.

2 K-9 officers routinely scan **State Center & Annapolis Complex** buildings for explosive devices, as well as respond to calls for suspicious packages.



10 employees in Real Estate reduced lease operating costs by **\$7.9M** from 2015 to 2017.



SIGNIFICANT ACCOMPLISHMENTS

- Completed the **Harriet Tubman Visitor Center**.
- Reinstalled **fire suppression system** for the all-wood State House dome.
 - Upgraded **Court of Appeals** in Annapolis.
- **GovDeals online auctions** exceeded **\$2 million** in sales.
 - Managed **29 Energy Performance Contracts** that save the State **~\$24 million** a year.
- Acquired a computerized **maintenance management system**, which will streamline the work control process, help predict problems before they occur, greatly reduce workload and save taxpayer dollars.
- Verified **\$56 million in payments** made to **267** MBE sub-vendors on contracts expired in FY17.

- Negotiated a new **lease** for the relocation of the Department of Human Services, Frederick County, which will save more than **\$4.1M** over a 10-year term.
- Transferred the **Rosewood property** to Stevenson University, providing **\$1.3M annually** in future cost avoidance for maintenance.
- Repaired a **water main break** nearly eight feet under Bladen Street in Annapolis that was spilling **more than 1,000** gallons of water an hour into city sewers, avoiding nearly **\$800,000** a year in energy and water costs.
- Removed **six** problematic decorative **chimneys** from the House of Delegates Building under budget and ahead of schedule.

FACILITIES OPERATIONS & MAINTENANCE

56 buildings comprising more than **6 million** square feet of office space
40+ acres of parking
203 employees

TOUCHING UP OUR GRAND STATE HOUSE Any 245-year-old building needs a little help now and again to keep up appearances. This is certainly true for the Maryland State House, the nation's oldest state house in continuous use. This past year, DGS staff and contractors undertook a number of long-awaited projects.

- The Governor's Reception Room received new window treatments. (The drapes were discovered after having been stored for 10 years - and virtually forgotten!)
- Inside, the dome was cleaned and painted, including the trim around the rotunda.
- The grand granite staircase on the building's north side, which faces Rowe Boulevard, was repointed.
- Brick walkways around the State House were repaired.

STATE HOUSE DOME The State House is topped by its famous all-wood dome - the nation's largest. A fire would be catastrophic, so it's protected by a fire suppression system that, when triggered, sprays the outside of the dome with a mist of water. The system was damaged by a lightning strike in 2016. After repairs were made, it was tested, leaving passersby amazed to see the dome enveloped in an eye-catching cloud of water and mist.

CHIMNEY REMOVAL At the agency's direction, an engineering firm evaluated the structural integrity of the decorative chimneys on the House of Delegates building. The study revealed numerous issues with the six tallest chimneys, and the engineers advised that repairs were necessary to ensure long-term structural stability. After a number of repair options were considered, it was decided to remove the chimneys in their entirety and to re-roof over the resultant gaps. This option was selected for cost efficiency and to eliminate future maintenance issues that were sure to come up.

A CAPITAL LEAK GETS PLUGGED The Central Plant in Annapolis serves the entire Annapolis Complex with chilled water to keep nine buildings cool in the summer. When engineers discovered that over 1,000 gallons of water an hour seemed to be disappearing, they knew something was terribly wrong. Probing under the street leading to the State House, they uncovered a leaking pipe some eight feet underground. Repairs led to an immediate drop in water and energy usage.

NEW BOILERS AT STATE CENTER IN BALTIMORE State Center in Baltimore houses a dozen state agencies and thousands of state employees. The complex is heated by a massive underground central plant that includes five natural gas-fired boilers which heat four multi-story office buildings. Time and high temperatures caused repeated problems. The result was reduced efficiency and many man-hours of repairs and maintenance. DGS replaced one boiler in 2013. This year, it replaced two more. Having all three online makes the plant more reliable and efficient, reducing energy usage and maintenance.

BIKE RACKS AT WILLIAM DONALD SCHAEFER TOWER Sometimes, little things can make a big difference. DGS staff installed seven bicycle racks in the William Donald Schaefer Tower parking garage in downtown Baltimore. For tenants who like to ride their bikes to work, this simple convenience lets them park indoors in a clean and secure place.

LIBERTY TREE During the colonial era, Liberty Trees were planted in each of the 13 Colonies. They served as a meeting point for colonists organizing against British rule in the years leading up to the Revolutionary War. The Maryland Liberty Tree was planted on the campus of St. John's College in Annapolis and was the last Liberty Tree to survive. The 400-year-old Tulip Poplar was felled by a hurricane in 1999, and with it perished the last remaining of the original 13 Liberty Trees. In August, the General Services Annapolis Grounds Crew planted a sapling descended from the historic Tulip Poplar on State House grounds, several days before a dedication ceremony. Cyclists from the STIHL Tour des Trees closed the ceremony by bestowing some good "mojo" on the young descendent.

HARRIET TUBMAN UNDERGROUND RAILROAD VISITOR CENTER

Complete design and construction oversight
of a LEED-silver, 3-building, 15-acre site located at
Blackwater National Wildlife Refuge in Dorchester County

DGS **design responsibilities** included program approval, Architectural and Engineering selection, design review/approval, coordinate bidding/award, and negotiate fee modifications.

The **construction role** included commissioning agent, scheduling consultant, work inspection, hold regular job conferences, testing agent, change order negotiations, and manage punch list.



Welcome

Thank you for visiting the Harriet Tubman Underground Railroad State Park.

Harriet Tubman - Mastermind of the rescue, woman of strong faith, military leader, and women's rights champion - knew this area as her home.

This center is one of more than 30 sites along the Harriet Tubman Underground Railroad Byway. Follow Tubman's story, the stories of freedom seekers, and the people who helped them.



"I used to sleep on the floor...
and cry and cry...
If I could only get home and
get in my mother's bed..."

Harriet Tubman, 1875



GOVERNOR LARRY HOGAN AND
STATE SENATOR ADELAIDE ECKARDT,
WHO REPRESENTS DORCHESTER COUNTY,
RECEIVE A GUIDED TOUR DURING THE
GRAND OPENING OF THE VISITOR CENTER.



THE HOFFMAN TUNNEL
DIVERTS THE
BRADDOCK STREAM
AWAY FROM STATE
ROAD 55
\$118,338
COMPLETED
NOVEMBER 2017



ENOCH PRATT FREE LIBRARY
\$85.8M COMPREHENSIVE
RENOVATION / RESTORATION PROJECT
COMPLETION IN MAY 2019

TOP 5 ARCHITECTURE & ENGINEERING PROJECTS

- 1 Readiness Center, Easton **\$17.7M**
- 2 Freedom Readiness Center, Sykesville **\$2.7M**
- 3 New Barrack C and Garage, Cumberland **\$743,847**
- 4 Historic Post Office, Annapolis **\$725,022**
- 5 Air Crew Facility Martin State Airport, Middle River **\$319,170**

TOP CONSTRUCTION PROJECTS *(designated by white dots on map)*

- Enoch Pratt Free Library, Baltimore **\$85.8M**
- Construction of Catonsville District Court, Catonsville **\$54.5M**
- Readiness Center, Easton **\$17.7M**
- Readiness Center, Havre de Grace **\$16.8M**
- * Harriet Tubman Underground Railroad Visitor Center, Church Creek **\$14.9M**
- * Readiness Center, LaPlata **\$9.7M**
- Court of Appeals Building, ADA & Lobby Improvements, Annapolis **\$5M**
- Fort Frederick State Park, Western Maryland Rail Trail, Big Pool **\$4.8M**
- MSP Martin State Airport, Construction of Air Crew Training Facility, Middle River **\$3.6M**
- Baltimore City Community College Main Building Renovation, Baltimore **\$2.8M**
- Elk Neck State Park, Renovation of Shower Buildings, North East **\$2.7M**
- Savage Mountain Youth Center Fencing, Lonaconing **\$2.5M**
- Assateague State Park, Renovation of Shower Buildings, Assateague Island **\$2.3M**
- * Deer's Head Hospital Center, Renovations of Unit One North, Salisbury **\$2M**
- Tubman Visitor Center Exhibits, Church Creek **\$1.8M**
- * Nancy Grasmick Education Building, Infrastructure Upgrades, Baltimore **\$1.3M**
- Patapsco Valley State Park, Playgrounds, Ellicott City **\$1.2M**

* completed projects



FACILITIES PLANNING, DESIGN & CONSTRUCTION

27 Project Managers, **6** Design Reviewers, **23** Inspectors

FY17 workload: **1,346** projects with a value of **\$770M**

741 projects in development/planning = **\$211M**

83 projects in design = **\$180M**

522 projects in construction = **\$379M**
(includes **12** emergencies totaling **\$3.9M**)

Total includes newly-added and existing projects still active in FY17.



LAPLATA READINESS CENTER **\$9.7M**



EASTERN SHORE VETERANS CEMETERY
EXPANSION OF BURIAL CAPACITY PHASE III
\$3.1M COMPLETION MARCH 2018

OFFICE OF PROCUREMENT & LOGISTICS

- Construction Contracting and Architectural & Engineering Procurement awarded **178 projects**, including **\$231M** in construction projects.
- Commodity Procurement awarded **231** contracts totaling more than **\$108M**.
- Facilities Maintenance awarded more than **74** contracts totaling over **\$24M**.

OFFICE OF BUSINESS PROGRAMS

Enhancing the design of the Minority Business Enterprise compliance tool, developed by DGS staff, and realigning compliance officers' roles and responsibilities proved beneficial in over-all compliance volume and performance management this year.

COMPLIANCE STAFF

- Monitored **453** MBE's working on **216** contracts that expired in FY17.
- Verified **\$57.4M** in payments made to **267** MBE sub-vendors on contracts expired in FY17.

PROCUREMENT REVIEW GROUP

Using a mix of historical performance and targeted marketing and outreach efforts, DGS continues to strive to meet, and when possible, exceed the goals of the Minority Business Enterprise (MBE), Small Business Reserve (SBR) and Veteran Small Business Enterprise (VSBE) programs. Aggressive efforts to place goals on projects in every region of the state help ensure that communities across Maryland see real opportunities for economic development.

State construction or renovation projects with MBE or VSBE goals awarded in FY17 include:

- **Exceeded** 1% VSBE goal by achieving **4.41% contracts** awarded
- Awarded **\$10.4M** in contracts to prime and sub-prime VSBE's in FY17
 - Easton Readiness Center, Easton: **\$17.7M** - 35% MBE & 5% VSBE
- Havre de Grace Readiness Center, Havre de Grace: **\$16.8M** - 35% MBE & 5% VSBE
 - Savage Mountain Youth Center, Lonaconing: **\$2.5M** - 25% MBE
 - Deer's Head Hospital Center, Salisbury: **\$1.8M** - 25% MBE

RECORDS MANAGEMENT

- Provided storage for **164,098** cubic feet of state, county and local records, freeing up high-cost space.
- Recycled **12,994** cubic feet (**228 tons**) of records eligible for disposal in accordance with established records retention schedules.
- Provided guidance on **171** state, county and local government Retention and Disposal schedules.
- Retrieved approximately **6,000** individual files in support of state business.

INVENTORY STANDARDS & SUPPORT SERVICES DIVISION

- Managed the disposition of **351,110** Excess/Surplus state items.
- Dispensed **11.6 million** gallons of consigned fuel and **12.1 million** gallons of bulk fuel for the State of Maryland through the Statewide Fuel Management Program.
- GovDeals auctions were viewed over **732,000** times by **487,000** unique visitors and over **38,000** bids were placed on State Assets.
- Conducted **2,189** GovDeals auctions resulting in the sale of over 129,000 items.
 - Proceeds from GovDeals sales exceeded **\$2M**.
- Sold **1,273** vehicle and equipment items at auction, resulting in net sales of **\$2.6M** to state agencies.

CATONSVILLE COURTHOUSE

Property cost **\$2.85M**

Site is **5.9** acres

Design fee **\$5M**

Construction contract **\$54.5M**

Groundbreaking **March 13, 2017**

Courthouse is **130,000 GSF**

5 floors, **8** courtrooms, **6** tenants

First state-owned courthouse with a green roof, eco-bioretenment and reforestation

Completion date **March 2019**

DGS owned and operated



"The Catonsville District Courthouse is an important facility to our state and judicial system. Projects like the new courthouse, which will **create construction jobs** and provide improved services to our citizens, represent the **burgeoning economic development** and **job growth** in our state and is another example of how we are Changing Maryland for the Better."

Boyd K. Rutherford
Lieutenant Governor



CAPITAL GRANTS

Staff of **2**
 Caseload of **1,500** grants
 Valued at over **\$798M**

TOP 5 GRANT RECIPIENTS

- 1 University of Maryland Medical System Shock Trauma Expansion, Baltimore City **\$94.4M**, received grants from 2008-2015 - active
- 2 University of Maryland Medical System Ambulatory Care Pavilion, Neonatal Intensive Care Unit, Labor/Delivery Units renovation, Baltimore City **\$52.5M**, received grants from 2004-2016 - active
- 3 Maryland Zoo in Baltimore Infrastructure Improvements, Baltimore City **\$44M**, received grants from 2004-2017 - active
- 4 Johns Hopkins University High Performance Computing Data Center construction, Baltimore City **\$29M**, received grants from 2012-2014 - active
- 5 Prince George's Hospital System infrastructure improvements, Prince George's County **\$24M**, received grants from 2004-2013 - active

Other projects that improve the quality of life in Maryland

- 6 Rich Hill Farm House, **Bel Alton**
- 7 Wharves at Choptank Crossing Heritage and Welcome Center, **Denton**
- 8 206 West Social Enterprise Project, **Annapolis**
- 9 Bowie Senior Center, **Bowie**
- 10 Laurel Armory Anderson Murphy Community Center, **Laurel**
- 11 Arc of Carroll County Building Renovation, **Westminster**
- 12 Forgemans House Renovation, **Thurmont**
- 13 Maryland Theatre, **Hagerstown**
- 14 Western Maryland Scenic Railroad, **Cumberland**



AFRICAN PENGUIN EXHIBIT,
 MARYLAND ZOO, BALTIMORE CITY



ENVIRONMENTAL EDUCATION CENTER
 RENOVATION AND EXPANSION, HOWARD COUNTY



STRATHMORE HALL, MONTGOMERY COUNTY



LOCKHOUSE 44, LOCK 44 AND
 WESTERN MARYLAND RAILROAD
 LIFT BRIDGE, WASHINGTON COUNTY

MARYLAND CAPITOL POLICE

More than **17,000 applications** for State ID cards reviewed and processed

20,000+ checks/patrols of state facilities, grounds, parking areas

32,000 calls for service, **500** investigative reports, **20+** criminal arrests

Monitored **75+** rallies in Annapolis attended by **50,000+** citizens

Raised more than **\$4,700** for Maryland Special Olympics at the Polar Bear Plunge



Maryland Capitol Police (MCP)

completed the implementation of its **Narcan Program** in FY17, training and certifying all MCP officers to administer the life-saving drug. MCP **saved two people** suffering the effects of heroin overdose in FY17. Heroin and opioid addiction and overdoses have become a national crisis. Governor Hogan spearheaded the fight to combat the problem in Maryland by signing the **2017 Heroin and Opioid Prevention, Treatment and Enforcement Initiative** legislation.

An integral part of the fight against opioid overdoses is the administration of the opiate antidote. MCP has been working with the Department of Health and Towson University to train and certify their officers to administer Narcan since 2016.

REAL ESTATE

- The Valuation & Appraisal Division reviewed **423 appraisals** with a recommended value of over **\$22 million for agricultural easement offers** to be made by the MD Agricultural Land Preservation Foundation.
- After 7½ years of active negotiations, **117 acres of the former Rosewood Hospital Property was transferred to Stevenson University** for expansion of their Owings Mills campus. The transaction will provide **\$1.3 million annually in future cost avoidance** for the maintenance of Rosewood and will serve to improve a blighted area of Baltimore County. Additionally, Stevenson University will be responsible for environmental remediation for the site.
- **Relocated the Frederick County Child Support Office** to a new location within city limits, **reducing the agency's lease operating costs by an estimated \$4.1 million** over the new 10-year term of the lease.
- Received approval from the Board of Public Works for **two easement options valued at \$1.3M to preserve 386+ acres of land** under the MD Agricultural Land Preservation Foundation (MALPF) program. This program protects Maryland's valuable agricultural land from development to maintain a viable local base of food and fiber production for the present and future citizens of Maryland. The easement preservation program is administered on a bi-annual basis, with the next cycle of offers to be made in FY18.
- Manage **272 leases** totaling **4.7 million sf** of commercial office space at an annual cost of **\$92.8M**.
- Identified **lease space for call centers** in Hagerstown and Salisbury and **satellite offices** in Greenbelt and Hagerstown for the **Comptroller**.

2017 BUSINESS OPPORTUNITIES & ENTREPRENEURIAL TRAINING SUMMIT

- **General Services** partnered with the Maryland Department of Transportation and the University System of Maryland to sponsor the summit.
- **Over 500** business participants from across the state.
- **\$4B** in contracting opportunities.
- **Direct access** to project managers and procurement officers.
- **Real-time information** on current and upcoming contracting opportunities with DGS, MDOT and USM.
- **Workshops** to assist businesses in navigating the state's procurement process.
- Panel discussions with **subject matter experts**.
- One-on-one meetings with **prime contractors**.

OFFICE OF ENERGY PERFORMANCE & CONSERVATION

The Office of Energy Performance and Conservation purchases energy on behalf of state government. As a result, the office is able to leverage the state's energy needs to obtain favorable electricity rates. This was the case earlier this year when it conducted a successful **reverse auction for energy purchases**.

This unprecedented auction locked in an electricity supply rate as low as **3.8 cents per kilowatt-hour (kWh)** for a four-year period, which is nearly **40 percent lower** than the state's previous rate of 6.1 cents per kWh for the past three-year period.

Maryland was one of the first states to use the reverse auction in 2004, under Lieutenant Governor Rutherford's leadership during his tenure as Secretary of General Services. This FY17 procurement will provide a significant portion of electricity supply to state-owned facilities. More importantly, it will **save Maryland taxpayers \$25 million** over the next four years, through 2021.

"By pooling the state's future electricity demand, Maryland has attracted the business interest of the nation's most competitive electricity suppliers. This level of participation shows that Maryland is indeed open for business and that the energy industry is taking notice."

Governor Larry Hogan

YOUTHWORKS INTERNS



YouthWorks connects **thousands of young people** between the ages of 14 and 21 to summer jobs with private, nonprofit, and city and state government employers throughout Baltimore. At General Services, the five-week program provided 31 students with **opportunities** to experience different work environments where their mentors help them **develop positive work habits and attitudes**, as well as learn about the requirements of a variety of jobs.

"I AM DGS"



ACCOMMODATING
 POLITE
 VERY ENCOURAGING
 FRIENDLY, COURTEOUS & SINCERE
 SIMPLY AWESOME
 PERSONALIZED & PROFESSIONAL
 EFFICIENT & HELPFUL
 DOING AN EXCELLENT JOB
 HELPFUL & PLEASANT
 POSITIVE RESOURCE
 ACCOMMODATING
 FANTASTIC SERVICES
 PROMPT & EFFICIENT
 DOING AN EXCELLENT JOB
 KNOWLEDGEABLE
 EXCELLENT SERVICE
 CONSISTENT
 KNOWLEDGEABLE
 ABSOLUTE BEST
 KNOWLEDGEABLE
 RESPONSIVE
 INFORMATIVE SEMINAR
 DIRECTION & ASSISTANCE
 SUPPORTIVE OF THE CUSTOMER'S NEED
 COURTEOUS
 INFORMATIVE SEMINAR
 SUPERB CUSTOMER SERVICE
 TRULY SUPPORTIVE STAFF
 FANTASTIC SERVICES
 VERY ENCOURAGING
 TREMENDOUS ASSET
 EXCELLENT
 QUICK & EFFICIENT

Citizen Compliments for DGS



Maryland Department of General Services
 301 West Preston Street
 Baltimore, Maryland 21201
www.dgs.maryland.gov
 DGS Statewide Toll-Free 1.800.449.4347