

## DGS's April 2017 Employee of the Month!



Congratulations to Renee Taylor, the April 2017 Employee of the Month. Renee Taylor has been with the City of Baltimore for 39 years. She has been with the Department of General Services since August 2011. Renee began working with the City as a receptionist for the Bureau Head of Highway Administration in DPW, what is now DOT. She managed the engineering schedules within the bureau. Additionally, when Renee began her career with the City she used typewriters to complete tasks and daily work. In the 1980s the staff was given a week of training to learn how to use computers. She said that she has seen a number of changes going back to the Schaefer administration.

Outside of work, Renee volunteers in her community. She finds fulfillment in her duties as a Eucharistic Minister for St. Mary's of Govans where she serves communion to churchgoers. She likes to work in her garden and plant flowers. Renee also enjoys weekly family dinners with her two adult children, one a Comcast technician, the other a school teacher.

Each Day Renee relishes tackling the challenges she faces related to her work and that of the Director's staff. At the end of each day she feels a real sense of accomplishment and pride in her work. Her Employee of the Month nominator said "Renee always provides high quality customer service, she is very friendly, efficient, and follows up on issues to make sure things are done right and on time."

The nominator continued, "Positive attitude always. Renee is courteous and pleasant. She has a smile always and is willing to help and go the extra mile."

## Join the City's CSA program



The Homegrown Baltimore Employee Wellness CSA is a pre-paid share of vegetables and fruits delivered to City offices from a local farm. Each week you'll receive fresh local produce including lettuce, tomatoes, and melons. Real Food Farm will provide the CSA from early May through November. MAPS represented employees can apply their \$250 Health and Wellness Reimbursement to the cost of this or any CSA share.

### **NEW THIS YEAR:**

Select the produce you would like from what's ripe each week, rather than a pre-set box. Produce will be bagged with your name and ready for easy pick-up. Central pick-up at City Hall on Wednesdays from 1:00-2:00PM.

### **DEADLINE:**

Sign Up directly with the farm by end of April for first delivery in May. This year, sign-ups occur on a rolling basis, until spots are filled.

CONTACT Real Food Farm's Charlotte Proctor, [rffcommunity@civicworks.com](mailto:rffcommunity@civicworks.com) or City Site Coordinator Kirsten Silveira, [Kirsten.silveira@baltimorecity.gov](mailto:Kirsten.silveira@baltimorecity.gov).

## NOMINATE THE NEXT EMPLOYEE OF THE MONTH

There are 2 ways you can nominate your staff/team member!

1. Handy ballots located throughout General Services
2. E-mail [DGS\\_H.R.@baltimorecity.gov](mailto:DGS_H.R.@baltimorecity.gov)

Employee nominated must exemplify the mission of the Department of General Services which is to provide effective and efficient government services to the people of Baltimore and to the City agencies we serve. We provide healthy work environments, safe and reliable vehicles for City employees, and deliver high quality support services. The Department of General Services is a key partner in improving the life for Baltimore City employees and citizens. All nominated employees must exhibit performance in at least one of the following characteristics: Customer Service, Behavior, Performance, External Recognition, Work Related Accomplishments, and Improved Efficiency/Cost Savings in the Work Place.

Each employee remains a candidate for 6 months once they are nominated for the recognition.

Questions regarding the Employee of the Month process please call Catherine Burns or Nick Fontanez at the Human Resources Office (410) 396-3627.



**Connie Wilkerson congrats on your well-deserved retirement!**

## Major Projects: The Ups and Downs of Elevator Replacement

From an outside perspective, we have seen at least two broken elevators and closed doors for the past year. It is easy to complain about elevator wait times. From this limited perspective, it is hard to know just how much work has gone into the new elevators and just how complex the repairs are that have been made.

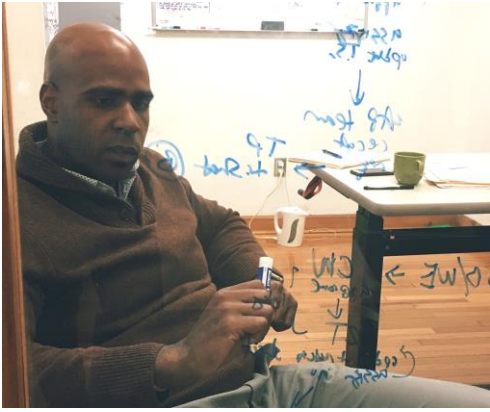
Last week I went behind the scenes and followed Mr. Roger Ishmael, DGS's master electrician who oversees this project. He showed me the inner workings of the elevator motors, which needed to be completely taken apart, requiring new bearings and pieces soldered back onto it individually. When you think of how an elevator works, you typically picture in some steel rope pulling a car up and down a shaft, or whatever we see in the movies. What we don't think about is the thousands of feet of wiring that needs to be fed from the ground to the top of the building from generator to motor. This is achieved by feeding ropes of wires through housing pipes that go multiple football field lengths through the building.

Roger has been working for DGS for three years after spending 20 years working as a senior electrical inspector for Associated Builders & Contractor's (ABC). When asked why he chose this career path, Roger simply stated, "I just love electrical. I've done this my whole life and it's a growing industry. You get to learn new things every day!"

I asked Roger about the most challenging and monumental projects he has worked on during his career. Roger has worked on projects like the Ritz-Carlton in Baltimore, as well as the Four Seasons, in which he was the lead inspector for both projects. At DGS, Rogers's largest job has been the elevator project which has been a top priority for his team. But the largest project of his career was completing the electric work for Johns Hopkins Hospital, which took six years.

Roger has been hard at work and looks forward to the elevators being up and running in due time; once the cars receive new state of the art generators as well as other new parts which will be routinely serviced. Although we cannot always see it, an incredible amount of work has gone into completely refurbishing the building's elevators and the shafts in which they operate. Thank you Roger Ishmael for your, and your colleagues, hard work!

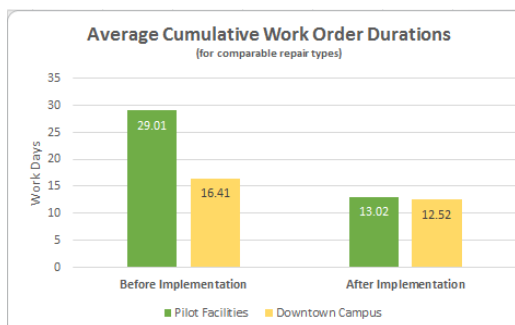
## Mobile Technician Successes



In 2014, The Department of General Service's Business Process Improvement Office (BPIO) discovered that facilities further from the downtown "outward facing" buildings were neglected and in poorer condition than the either the War Memorial or Abel Wolman buildings. Buildings outside of the downtown area were impacted by slow response times for completing work orders pertaining to corrective maintenance.

BPIO's response to this problem was to implement a "mobile technician" pilot program that aimed to service buildings in the worst conditions through the use of preventive maintenance on a regular, specified route. This pilot proposed to improve BPIO's list of Key Performance Indicators (KPI's) which include such factors as: customer service satisfaction, work order completion and closing times, the volume of preventive maintenance compared to the volume of corrective maintenance, and the volume of total work orders. The mobile technicians transport vans are equipped with an ample inventory of supplies, including iPads that enable the technicians to open and close work orders on-the-go instead of traveling downtown which previously reduced time in the field. These tools allow the Facilities Maintenance Division technicians to work on issues immediately.

A recent Q1 analysis showed that after just three months of operation, the mobile technician pilot reduced work order durations for various problem types from 29 days to 16 per work order at the pilot facilities. Prior to implementation, work order durations in pilot facilities were 123% higher than those of facilities downtown. Post implementation, this figure fell by 31% in its first three months.



The volume of total work orders, customer service, and the preventative maintenance to corrective maintenance ratio are all showing significant improvement. There has been an increase in the volume of work orders created in the pilot facilities which proves that positive action is a proven approach to expedite fixing problems in these buildings.

## DGS's 100th Microsoft Lync User!



Jason Ludd, Facility Maintenance Division, Superintendent is the 100th MS Lync user in DGS! MS Lync provides instantaneous communication, file sharing, collaboration and follows the city retention policy. If you would like to have MS Lync installed, please contact the Business Process Improvement Office: [Varghese.paranilam@baltimorecity.gov](mailto:Varghese.paranilam@baltimorecity.gov).

## "As Caged Birds" at the War Memorial FRIDAY, April 26<sup>th</sup>!



"As Caged Birds" is a recital featuring mezzo-soprano Claire Galloway Weber, baritone Brad Testerman, collaborative pianist John Henderson, and a string quartet from Peabody Conservatory that will focus on the many issues of human identity and connection through visual design and music. Locally based visual artist Mollie Komins, co-founder and creative director of Avenue U Design in Severna Park, MD, will display artwork as a frame to the stage. Her poster, specifically designed for "As Caged Birds," will be sold at the concert and proceeds will go to The Baltimore Transgender Alliance.

Ms. Weber returns to the Baltimore War Memorial for the third time to present Judith Weir's "The Voice of Desire" (2003). This shimmering work addresses the relationship between humans and birds, highlighting the inability of humans to truly listen, connect with, and understand the songs sung to them by nature. Mr. Testerman will present a set of Samuel Barber songs to poetry by James Joyce and James Agee, which follow the protagonists through the seasons of the year, and of life, and face the struggles of war, solitude, and love.

Together, the two will perform excerpts from Laura Kaminsky's chamber opera As One. This piece, written for mezzo, baritone and string quartet, follows the story of a transgender woman from the feeling of other-ness, discovery of the word "transgender," through hormone treatment, a near attack, and a move to Norway as she begins to feel at home in her own skin for the first time in her life. The work debuted in 2014 at the Brooklyn Academy of Music and is now one of the hottest titles in opera, hailed as "a piece that haunts and challenges its audience with questions about identity, authenticity, compassion, and human desire for self-love and peace" (Opera News).

Tickets are \$25 for general admission, \$10 for students and seniors, and free for active duty.

## DGS New Hires and Retirees

Employee	Title
<b>Promotions</b>	
Aaron Lee	Auto Maintenance Supervisor I
<b>New Hires</b>	
Christina Boyd	Utility Aide
Robert Brown	Automotive Mechanic
Holly Glacken	Storekeeper
Shawn Miles	Automotive Mechanic
Eric Poe	Automotive Mechanic
<b>Retirees</b>	
Connie Wilkerson	

## Follow DGS on Social Media!



## REMINDER: Changed address? New number?

Have you changed your address, obtained a new phone number, recently added a new member to the family? If so, please see your Human Resources Office about documents to update your new status.