



Governor's Office of Crime Control and Prevention Customer Service Overview

The vision of the of the Governor's Office of Crime Control and Prevention is a safer Maryland. Our mission is to serve as a coordinating office that advises the governor on criminal justice strategies. The office plans, promotes, and funds efforts with government entities, private organizations, and the community to enhance public safety, reduce crime and juvenile delinquency, and serve victims of crime.

The Governor's Office of Crime Control and Prevention is local governments' one stop shop for resources to improve public safety in Maryland. We provide access to federal and state grant funds, and we can provide assistance to your town, city, county, agency as it works through the process to tap these resources.

We work with you to plan your project, coordinate stakeholders, develop accountability measures and get results from your investments and efforts. We connect you to best practices in national and state programming and innovations. At the Governor's Office of Crime Control and Prevention, your success is our success.

Under the leadership of the Hogan-Rutherford Administration, the office is committed to coordinating with federal, state, and local partners to address and implement the following six objectives:

- Improve Victim Services for Maryland Residents.
- Reduce Drug Related Deaths in Maryland.
- Increase the Availability to Data to Support Data-Driven Approaches to Criminal Justice Issues in Maryland.
- Maximize the Public Safety Returns on Maryland's Corrections Spending.
- Develop Criminal Justice Strategies that are Coordinated at the Local, State, and Federal Level.
- Reduce Victimization and Criminal Behavior in Maryland's Children.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

The Governor's Office of Crime Control and Prevention's Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Improve courteous and timely service to all organizations that apply for grant funding and to our sub-recipients during the grant application, award and dissemination process.
4. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
5. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
6. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
7. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, visit our website at:

<http://goccp.maryland.gov/about/>.

[Click here](#) for our three question customer experience survey.