



Maryland Department of Public Safety and Correctional Services Customer Service Overview

The Department of Public Safety and Correctional Services protects the public, agency employees, and detainees and offenders under its supervision.

Public Safety and Correctional Services is one of the largest departments in Maryland, with nearly 12,000 employees and a budget of more than \$1 billion. In order to fulfill our mission of promoting safety, we have increased security at our institutions while leading the way in innovative restorative justice projects that will help offenders reintegrate into society upon release.

Public Safety operates 27 institutions, including Baltimore City's pre-trial facility, as well as 45 Parole and Probation offices throughout the state.

Our primary objective is to ensure safety so that all Marylanders can enjoy living and working in the state. We are achieving this by increasing security in our institutions and supplying offenders and former-offenders the tools necessary to stay out of the criminal justice system.

We are also working with partner agencies by sharing important intelligence information in order to reduce crime and violence.

Around the state, we work in the communities to which many of our offenders will one day return. Offenders are out in the community every day, performing public works and sustainability projects that save taxpayer dollars and help preserve Maryland's natural resources.

Our external customers are the citizens of the Maryland for whom we provide the following services:

- Criminal Background Checks
- Emergency Numbers Systems Board
- Expungements and Pardons
- Fingerprinting
- Handgun Permit Review Board

The graphic features the 'Changing Maryland for the Better' logo at the top, followed by the text 'CUSTOMER SERVICE PROMISE' in large, bold letters. Below this, the names 'Larry Hogan, Governor' and 'Boyd Rutherford, Lt. Governor' are listed. The main body of the graphic contains a pledge and a list of service commitments.

CHANGING Maryland for the Better

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.

- Inmate Grievance Office
- Open Parole Hearings
- Procurement
- Sex Offender Registry
- Victim Services and Advocacy
- Victim Notification
- Criminal Injuries Compensation Board

Public Safety'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 from our external customers.
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. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
4. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
5. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
6. 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 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, 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 us at www.dpsscs.maryland.gov.

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