

Maryland Department of Planning FY 20 Customer Service Annual Report



Census Outreach Coordinator John Watson (pictured middle), attends a Census outreach event in Wicomico County

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Contributors

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Planning Secretary Rob McCord fills out his 2020 Census



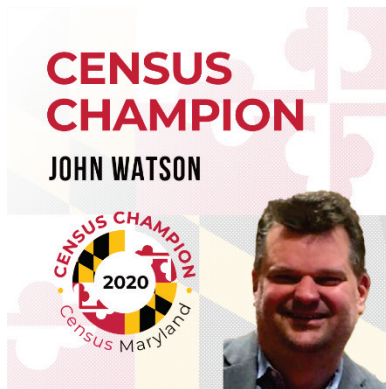
Census Outreach Coordinator John Watson attends a Census event in Carroll County



Planning Secretary Rob McCord speaks to MML about the 2020 Census

FY20 Highlights

Employee Engagement and Recognition - Secretary McCord recognized Planning employees for going above and beyond as part of the 2020 Census activities. The employees included Maria Sofia, John Watson, John Coleman, and Al Sundara.

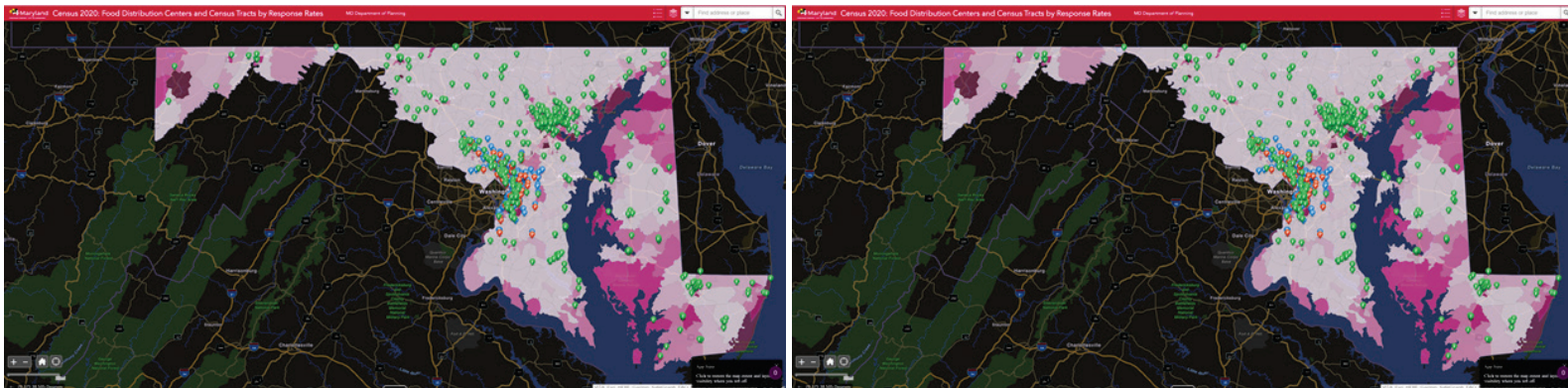


Once every ten years, the Maryland Department of Planning turns its attention to a task that involves getting the entire state involved in the Census. On behalf of every resident in the state, Planning orients our resources to achieving a complete count. This is done through partnerships with local groups and the U.S. Census Bureau, Complete Count Committees in every county, and direct support to the Maryland State Complete Count Committee. For all of FY20, Planning was heavily engaged with the 2020 Census. Maryland adopted a 21st-century approach for our social media and outreach approach to the Census. In addition to the significant outreach on social media and as part of virtual and limited in-person events, Planning created several online tools to identify areas that require additional outreach. Governor Hogan, Lt. Governor Boyd Rutherford, and First Lady Yumi Hogan all recorded Public Service Announcements about the 2020 Census, which can be found on the Maryland Census website at census.maryland.gov.

Significantly increased social media presence

- Planning created an additional Facebook page in FY20 for the Maryland Census. Between the Planning Agency Page and the Maryland Census Page, the department made 466 posts, a 182% increase from FY19.
- Planning also had two Twitter Accounts (one for Planning and one for Census) that were used extensively in FY20. Between the two accounts Planning had 678,986 impressions in FY20.

Expanding access to data products and tools - Planning created and launched a comprehensive online Census 2020 response rate dashboard to support state and local census outreach efforts. This dynamic online resource provides daily updates directly from the US Census Bureau in addition to local county and municipal updates. Weekly reports highlighting the lowest performing census tracts are provided to local jurisdictions allowing them to target their outreach efforts effectively and efficiently. In addition, Planning created an additional dashboard to show food distribution centers along with color coded census response rates to allow for outreach efforts to be concentrated in the hardest to count areas.



Continuing Customer Service - Providing ongoing training opportunities for all Planning employees.

Special Recognition Given to Employees/Partners

In FY20, Planning focused on recognition of external customers that assisted with outreach and events associated with the 2020 Census. Several elected officials, local governments, state agencies, and private citizens were integral to securing a full and accurate count of all Marylanders. Maryland adopted a 21st-century approach to the Census. Several statewide and local initiatives were put into motion to encourage Marylanders to respond to the Census, and to remind everyone to fill out the Census before September 30, 2020, including:

- Coordination among state agencies to leverage all resources to reach Marylanders

- Census messaging on buses, billboards, and radio stations

- A weekly [Census newsletter](#) that reaches more than 41,000 recipients

- Social media messaging, including weekly [Census Champions](#)

- Assistance to local Complete Count Committees to find ways of developing language-specific messaging to reach hard-to-count populations

- Engagement with business, nonprofit, and faith leaders

- Participation in local events, including one this past weekend in Wicomico County, where the Maryland Department of Planning worked with residents to fill out their 2020 Census.

Maryland Census Champions

Planning developed a program of recognizing people, including from our own agency, who went above and beyond to assist with outreach for the 2020 Census. These people were nominated as Census Champions. They received a certificate and were featured in our weekly newsletter for their hard work:

Ray Dintino, Color Craft Business Printing
Jordan Kuczak, Worcester County
Dr. Richard Midcap, President, Garrett College
Shawna Kearsley, Somerset County
Pastor Carroll Linwood Mills, Somerset County
Sara Arnold, Carroll County
Dave Battaglia, Clear Channel
Courtney Brohawn, Frederick County
Amanda Hailey, Wicomico County
Edward Lee, Wicomico County
Mayor Victoria Jackson-Stanley, Cambridge
Dr. Brante Dashiell, Wicomico County
Karen Monteith, Caroline County
Michael Kent, Calvert County
Councilmember Deni Taveras, Prince George's County
Sonya Whited, Wicomico County
Daryl Boffman, Frederick County
Marianne Roberts, Calvert County
Hjarman Cordero, Montgomery County
Julia Glanz, Wicomico County
Golshan Jalali, Prince George's County
John Watson, Maryland Department of Planning
Lori Carter, Wicomico County
Rya Griffis, Prince George's County
Anthony Nolan, Prince George's County
Senator Mary Beth Carozza
Kim Crispino, Caroline County
Fai Nelson, Prince George's County
Delegate Joseline Pena-Melnyk
BJ Hall and Adrienne Dillahunt, St. Mary's County
Joni Martin Williamson, Wicomico County
Jesse Drewer, Wicomico County
Lisa Orndorf, Caroline County
Dawn Tucker and Roseanna Vogt, Calvert County
Robin Brown, U.S. Census Bureau
Pastor Roosevelt Toussaint, Wicomico County
Gloria Aparicio Blackwell, Prince George's County
Cynthia Brown, St. Mary's County
Kevin Lindsay, Wicomico County
Jake Robinson, Worcester County
Dorothy Stoltz, Carroll County
Terri Lynn Williams, Prince George's County

Leadership Analysis of FY20 and Summary of FY21 Approach

Planning has many varieties and levels of customers, most significantly the general public and other state agencies. However, a tremendous amount of our work at Planning is focused on providing planning and other technical assistance to local governments – making local governments one of our most important customers. In FY20 and into FY21, Planning had a major focus on the 2020 Census and ensuring that all Marylanders are counted in the Census. According to Planning Secretary Rob McCord, “We are using 21st century tools for a 21st century Census. We tailored our messaging at the right time for the right audience to motivate people to act. We also provided approximately \$5 million to counties, municipalities, and nonprofit organizations to partner with us in spreading the word. A successful Census is a top priority of Governor Hogan and every state agency, and we are committed to ensuring that Maryland achieves an accurate and complete count. The Governor has provided the resources necessary to accomplish this and we will do everything in our power to reach each and every resident.”



Planning Secretary Rob McCord speaks to audience at the Census 2020 Maryland Kick-off with Lt. Governor Boyd Rutherford



Planning staff assist citizens in filling out their 2020 Census on a laptop

Detailed FY20 Results and FY21 Plans

It is our vision to be a center of planning excellence and a premier resource center while supporting the administration's efforts to change Maryland for the better.

The Maryland Department of Planning collaborates with state agencies, local governments, and the private sector to provide assistance and data so each community can shape their future in a way that reflects local values, honors its heritage, and presents opportunities for all of Maryland to flourish. The department facilitates coordination of planning efforts statewide and helps to ensure that government actions support appropriate private sector investment. The department provides essential data analysis and information for the state and plays an important role in preserving Maryland's heritage and conserving its natural resources.

2020 Census

Of utmost importance during the last year has been our focus on the decennial Census and ensuring that Marylanders are aware of its critical nature. Throughout the first part of FY 20, our team worked diligently in preparation for the start of the self-response phase which commenced in March 2020. This included preparations for statewide advertising, marketing, and outreach in conjunction with working with the local Complete Count Committees (CCCs) representing each Maryland jurisdiction. In spring FY20, Planning launched the campaign to encourage those living in the state to complete their Census forms. Unfortunately, the kickoff of the Census occurred at the same time as the initial statewide spread of COVID-19 and the stay-at-home order shuttering businesses, schools, and public transportation. As many of our efforts focused on people seeing Census messaging on billboards, bus signage and attending out-of-home events, Planning adapted our strategy and set upon reaching Marylanders in other creative ways.

We enhanced efforts beyond the scope of our original communications plan and moved toward online marketing, social media, digital advertising, radio/TV advertising, and print publications. Most assets were also translated to accommodate the Spanish-speaking community as well as other languages. Planning also reached out to school systems to provide informational census messaging for inclusion in school lunch program meals to reach families most in need. This information was provided to the Maryland Food Bank for distribution in their provisions boxes as well. We also utilized the assistance of trusted leaders in faith, business, and nonprofit organizations to reach those communities. Services such as SMS messaging (text) and email to reach people on their computers, phone and other smart devices were also used to connect with hard to reach communities.

Planning also coordinated efforts in partnership with U.S. Census Bureau staff around the state. By working with the local CCC's in each county and Baltimore City, we were able to provide guidance, support, and a physical presence when asked upon to assist local Census efforts. Regional virtual meetings with CCCs

were conducted to ensure issues and concerns relative to specific areas of the state were addressed at the local level. Planning continues to maintain communication with local jurisdictions daily and participates in local committee meetings to share information and best practices for Census messaging. Planning staff also attended safe community outreach events in accordance with CDC and other local guidelines and follows up with local jurisdictions on specific areas of opportunity at the municipal level, sharing statistical measurements that can focus efforts at a more micro level.

To share our work on a broader level, Planning also created and distributed a weekly Census Newsletter providing subscribers the most up to date information on census-related topics. In this newsletter we shared the Census Champions of the week highlighting those who went above and beyond serving as census ambassadors in the community. Information was shared weekly with the Governor's office in a comprehensive update to apprise their team of the latest activity in Census outreach. Our census.maryland.gov site was updated consistently to provide the public with valuable tools to both understand and better publicize the importance of the Census. The site contains not only useful resources but also toolkits for the public and private sector to use in reaching communities. Toolkits for a variety of organizations including businesses, banking, nonprofits, and faith groups were posted to the "Outreach Tools" page on the site.

To reach all Marylanders, Planning carried out these many tactics to ensure a complete count. While the Census deadline was extended to carry into FY21, the mission to attain a complete count was long underway and proving successful. By utilizing these tools and forging local partnerships, Planning was able to reach millions of Marylanders to encourage Census completion.

Redistricting

Upon the completion of the Census in early FY21, the United States Census Bureau will process the data and deliver the results to the President by the end of calendar year 2020. The apportionment counts will then be delivered to Congress before being sent to the states by March 31, 2021. Planning will then move into Maryland's redistricting phase, working to support an equal and fair apportionment for congressional representation for all Marylanders.

Planning is also committed to providing excellent customer service as we expand our technical assistance to local planning organizations and state agency partners; support state and local efforts to improve Maryland's business climate and economic prosperity and continue to preserve our natural and cultural resources.

Members of the Executive team meet regularly with directors and managers and review protocol and expectations regarding customer service. Our employees have had online customer service training and customer service is emphasized at all levels. As a result, we had a successful year and the feedback from the survey links

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we added to our email signatures affirms this. We are proud to deliver on the Governor's Customer Service Initiative.

We will continue our focus on customer service and maintain a consistent commitment to providing a timely and accurate response to all our constituencies. Every customer is treated with respect and every inquiry is forwarded to the appropriate staff member for resolution or assistance.



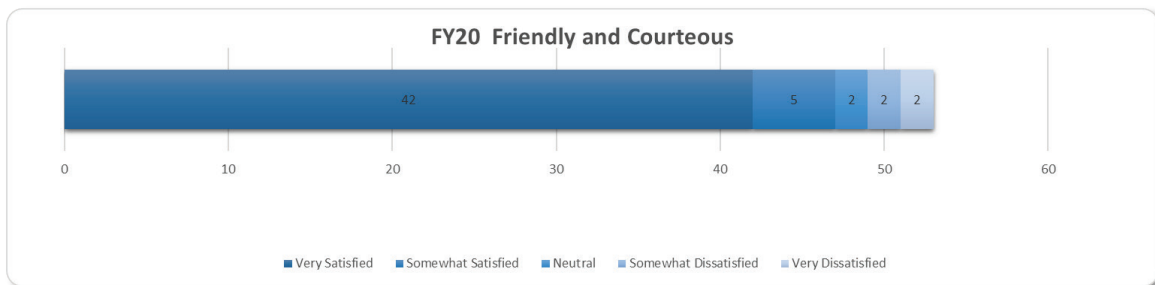
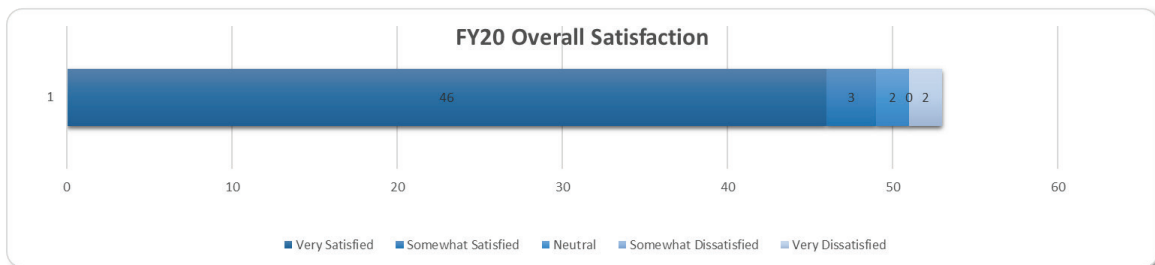
Planning Secretary Rob McCord speaks to the Maryland Community Action Partnership about the 2020 Census

Customer Service Survey Results

The information obtained from our Customer Service Satisfaction Surveys is a good indicator that we are indeed meeting the goals we have established regarding customer service. While most of the responses are positive, we are diligent in reaching out to customers who report a less than positive experience and we are committed to sharing that feedback with our staff and identifying actions for improving.

In FY20, Planning had an 85.1 percent satisfaction rate. For FY21, our goal is to reach the 87 percent threshold.

This data compliments the verbal feedback that has been received by Secretary McCord and the executive team from local government officials who have expressed their appreciation and commented on the responsiveness of staff at all levels in working together with local governments to help them achieve their objectives.



Our review of the less than positive responses indicates, in part, a certain lack of understanding among a few members of the public regarding the detailed regulations that accompany some of our programs, including grant programs and historical markers. Additionally, a few of the dissatisfied customers believe that Planning has the authority to override local zoning and planning issues or that we can make certain decisions that only local jurisdictions can make. We continue to increase our efforts to make our grant program requirements more understandable and provide opportunities for reviewing requirements before submissions of projects to increase the chance of success. Additionally, we follow up with customers to explain that Planning's technical review and comment role is not a regulatory role in the local zoning and planning process.

Status of Customer Service Training

All staff members from the Department of Planning have completed the customer service training as part of the onboarding process. Planning will continue to include customer service training as part of our new employee orientation.

Customer service will continue as a priority and we will offer new training updates each year. Thirteen new Planning employees completed customer service training in FY20.

Customer Inquiry Response Times and Overall Time-to-Resolution

Timeliness of Responding to Customer Inquiries

In FY20, Planning received 41 inquiries through our Webmaster email address, which is monitored by the Planning Director of Communications and staff. The customer receives a response from Planning within 24 hours.

Planning received and responded to 27 PIA requests. All were processed within the 30 days provided by PIA law.

Specific planning staff including regional planners, data specialists, and MHT staff receive a limited number of inquiries from the public.

The Maryland State Clearinghouse for Intergovernmental Assistance (Clearinghouse) section processed 963 projects and continues to consistently provide the responses required within the regulatory mandates and has been able to accommodate expedited review when requested. The primary mission of the Clearinghouse is to ensure that financial and non-financial assistance projects operating within Maryland are consistent with state and local policies and programs. This is accomplished by circulating requests for financial assistance, plans and development projects to state, regional and local public officials.

Best Practices

Planning's goal is to be timely and accurate when responding to our customers. Our responses to customer service inquiries in FY20 were processed within 24 hours and focused on the services and information requested.

Plans for Improvement

Planning has an aggressive goal of responding to all customer inquiries within 24 hours. While there is always room for improvement, we will continue to hold Planning staff to these high standards and will adjust if this threshold is not met.

Improving the Customer Experience from Multiple Perspectives

Making Agency Services Available Online

As seen in the table below, Planning’s online and downloadable parcel data products remain extremely popular. Planning continues to improve and add more online tools such as the Maryland Protected Lands Dashboard, Predicted Low Response Areas for Census 2020 Dashboard, and the Transit Station Area Profile Tool.

	FY19	FY20
"MdProperty View" Downloads	5,943	5,990
"FINDER Quantum" Downloads	1,610	1,640
"FINDER Online" Pageviews	111,019	136,367
"FINDER Online" Mobile Pageviews	8,867	10,471

Processing Times for Customer Transactions

Planning responds to all customer inquiries within 24 hours and has a high percentage (80+ percent annually) of satisfied and above ratings on the customer service surveys. We also meet our deadlines for correspondence entered into the IQ system. We processed all PIA’s in FY20 within the 30 days allowed by law.

Adjusting Hours to Meet Customer Demands

Planning staff regularly work many additional hours to meet the demands of the work, particularly for Census related activities and new data tools to support the 2020 Census. The only after-hours unscheduled calls from our customers are media inquiries, which occurred fairly frequently in FY20.

Social Media Usage to Improve the Customer Experience

Planning increased our presence across social media platforms dramatically in FY20, posting to both the Planning Facebook and Twitter feeds along with the connected 2020 Census Twitter and Facebook sites. We use our social media to highlight our abilities and our tools to assist local governments, promote collaboration with our sister agencies, promote the 2020 Census, and identify resources.

In FY20, Planning significantly increased social media presence, specifically on Twitter and Facebook.

Facebook – Planning increased the total number of posts from 255 in FY19 to 231 in FY20 on the Planning site and posted 235 times on the Census site for a total of 486 Facebook posts in FY20.

Twitter – Planning increased the total number of tweets sent from both accounts from 272 in FY19 to 320 in FY20, a 36% percent increase, with 235 tweets sent on the Census site. Total Twitter impressions increased by 13 percent on both the Planning site and 55 percent on the Census site more than double in FY20 than in FY19.

Planning also uses our social media to provide information about initiatives across the state such as the Maryland Buy Local Challenge, Maryland Heritage Areas, Farmer's Market Week, and Hogan administration endeavors, programs, and projects. We continue to expand our social media presence by cross-promoting inter-agency events and information from the Governor's Office and our sister state agencies, especially members of the Bay Cabinet, the Smart Growth Subcabinet, and the Commerce Cabinet.

Our regular planning newsletter, Planning Practice Monthly, delivers timely news about topics of interest to a subscriber base of more than 1,900 recipients. In addition, the companion website provides current links to conferences, webinars, training, and funding opportunities from a variety of sources. In honor of 2020 being the Year of the Woman, Planning started a Planning Practice Monthly series called "Women in Planning". Each month we include an in-depth profile of significant women in the field of Planning, both nationally (Jane Jacobs) and in Maryland (Planning's own Constance Lieder, Secretary from 1979 - 1989). In FY20, Planning also leveraged the newsletter to support the initiatives of sister agencies like the Maryland Departments of Transportation and Natural Resources, and partners such as the Maryland Planning Commissioners Association. All articles are also housed on the [Maryland Planning blog](#).

We are continuing to work on updating our contact lists of local elected and appointed officials as well as our other interest groups to maximize our potential audience and increase customer service by reaching these critical groups.

Press Releases and Additional Positive Media Coverage

Plans Continue for the 2020 Census in Maryland (7/9/2019)

Marylanders will be able to fill out the 2020 census by phone or online for the first time. "The Maryland Department of Planning (Planning) has been preparing for the 2020 census for more than two years and the once-every-ten-years census process has a tremendous impact on the state's ability to plan for Maryland's future," said planning secretary Rob McCord. (Odenton-Severn Patch)

Hogan Administration Announces \$5 Million in Heritage Area Authority Grants (7/11/2019)

The Hogan administration today announced 109 matching grants totaling \$5 million were awarded to Maryland nonprofits, local jurisdictions, and other heritage tourism organizations by the Maryland Heritage Areas Authority (MHAA). These grant funds support heritage tourism projects and activities that draw visitors to and expand economic development and tourism-related job creation in Maryland's 13 certified heritage areas. In FY19, the Hogan administration doubled the funding for the MHAA grants program.

Maryland Complete Count Committee Holds Meeting in Crownsville (8/6/2019)

With the 2020 census only 238 days away, the Maryland Complete Count Committee (CCC) today held their fifth meeting in Crownsville as the state continues preparations for the decennial census. The Maryland CCC includes nonprofit leaders, elected officials, state agency heads, and county and municipal government representatives.

Hogan Administration Announces New State Development Plan, A Better Maryland (8/7/2019)

"This new state development plan was developed to coordinate the planning needs of state agencies and local governments while encouraging Maryland to grow responsibly," said Governor Hogan. "This inclusive bottom-up approach listens to the needs of our communities and puts planning authority in the hands of local government, where it belongs, while balancing economic development and environmental preservation."

State Officials Hope Every Resident Counted in 2020 Census (8/9/2019)

Gov. Larry Hogan signed an executive order in February directing the Maryland CCC to assist the state in achieving a full and accurate count. The CCC is developing and implementing an engagement and outreach plan to build partnerships and coordinate with local governments and other organizations throughout Maryland. (Cumberland Times-News)

Conduit Street Podcast: Live at #MACoCon with MDP & the US Census (8/18/2019)

At the 2019 MACo Summer Conference, Maryland coordinators for the United States Census and Secretary of the Maryland Department of Planning Robert McCord joined Michael Sanderson and Kevin Kinnally for a live recording of the Conduit Street Podcast. The fast-paced, Q&A-style session focused on state and local resources and best practices to promote the most accurate 2020 Census. (MACo Conduit Street)

Maryland Department of Planning Distributes \$5 Million for Census Outreach (10/8/2019)

Following input from the Complete Count Committee (CCC), Maryland Department of Planning (Planning) Secretary Rob McCord today announced he has now distributed \$5 million in funding to support the 2020 Census. The 2020 Census Grant Program Panel was established and funded following the passage of Senate Bill 855.

Maryland Historical Trust Announces Workshops to Discuss Historic Preservation Capital Grants; Program to Fund \$600,000 in Preservation Projects in FY20 (10/30/2019)

The Maryland Historical Trust (MHT) today announced several upcoming workshops in November to provide guidance on applying for \$600,000 in grant funding for historic preservation projects through its Capital Grant Program. The goal of the program is to promote the preservation of properties that are listed or are eligible for listing on the Maryland Register, either individually or as a contributing structure. Grants up to \$100,000 are available for acquisition, restoration, and rehabilitation projects of eligible properties. Predevelopment costs can also be funded for some projects.

Governor Hogan Announces More than \$9 Million in Tax Credits to Revitalize Historic Buildings; Projects Expected to Create More than 600 Jobs (11/25/2019)

“The Maryland Historic Revitalization Tax Credit is one of the most effective investment tools for strengthening Maryland’s local economies,” said Governor Hogan. “The projects awarded this year will bring hundreds of jobs, as well as new housing, commercial, and arts opportunities through the redevelopment of our communities.”

County Receives Grant for Census 2020 (12/18/2019)

Beth Malasky, community outreach specialist for the Queen Anne's County Department of Community Affairs, reported to county commissioners Tuesday, Dec. 10, about a Census 2020 grant slated for outreach efforts. The \$20,000 census outreach grant from the Maryland Department of Planning and Maryland Historical Trust will ask the county to report on: quantity and venue of advertising; number of events hosted and attended and number of attendees reached; social media, website and app hits or clicks; and number of households reached via flyers. (Bay Times and Record Observer)

Heritage Programs, Rehabilitation Projects, Local Groups, and Individuals Honored with Annual Preservation Awards; Maryland Historical Trust Recognized Honorees at a Ceremony in Annapolis (1/23/2020)

"Our state is fortunate to have many organizations working to restore historic buildings, provide public programming, and engage with other partners in our communities to celebrate our rich heritage," said Governor Larry Hogan. "This year's awardees represent an exceptional commitment to historic preservation from scenic southern Maryland to the mountains in western Maryland. Congratulations on this well-deserved recognition."

Maryland Department of Planning Awards More than \$332,000 to Municipalities Across Maryland for Census Outreach Funding (1/24/2020)

The Maryland Department of Planning (Planning) today announced that 32 municipalities have been awarded funding to support the accurate counting of the state and its local jurisdictions for the 2020 Census.

In fall 2019, Planning announced \$5 million in overall Census outreach funding, which included \$4.1 million in grants to nonprofits, \$300,000 to the Complete Count Committee, \$300,000 to 15 Maryland counties and more than \$300,000 to go to municipalities that met certain population thresholds and other criteria.

Secretary McCord Talks the Importance of Census on MPT's State Circle (2/7/2020)

Secretary Rob McCord talked with Jeff Salkin on the State Circle program about Census 2020 being taken this year. (MPT)

Hogan-Rutherford Administration Announces Unprecedented Outreach Efforts to Ensure Complete Count of Marylanders for Census 2020 (3/10/2020)

"The Hogan-Rutherford administration continues to reach out across the state to remind and encourage each resident to complete their Census 2020 forms," said Lt. Governor Rutherford. "It is critical that every Marylander is counted. Every single response directly impacts the services that our communities receive. We want the people of Maryland to know this process is important, easy, and safe, and will shape their future. Funding for schools, hospitals, roads and other emergency and essential services rely on our responses." (Lt. Governor's Press Release)

Officials Urge Marylanders to Fill Out The 2020 Census, Self-Response Deadline Extended Due to Coronavirus Pandemic (5/3/2020)

“The numbers that we get, the data that we get, will inform the number of vaccines we may get, the number of hospital beds that are available,” said Robert McCord, Maryland Secretary of Planning. “Public health emergency services all are informed by census data.”

(Video, Sec. McCord interviewed, WJZ-TV 13)

Hogan Administration Awards More Than \$600,000 in COVID-19 Emergency Operating Grants for Heritage Tourism Nonprofits (5/29/2020)

“As we gradually begin to open carefully across Maryland during this pandemic, it is critical that we support struggling nonprofits to help maintain the state’s heritage tourism economy,” said Governor Larry Hogan. “These grant awards will assist in keeping Maryland’s great heritage available to all during the COVID-19 pandemic.”

Maryland Heritage Areas Authority Awards Over \$600,000 in Grants to Heritage Tourism Non-Profits (5/29/2020)

The Hogan administration announced that the Maryland Heritage Areas Authority (MHAA) has awarded 59 matching grants totaling \$600,440 to heritage tourism nonprofits located in Maryland’s 13 Certified Heritage Areas. These grant funds support emergency operating costs that will help keep nonprofit organizations operational, as the COVID-19 pandemic and the associated economic ramifications continue. (WGMD.COM)

Hogan Administration Announces \$600,000 in Grants for Historic Preservation Projects across Maryland; Historic Preservation Grants Fund Capital Projects at Three National Historic Landmarks and Seven Other Notable Historic Properties (6/17/2020)

The Hogan administration today announced that 10 projects were recently awarded funds by the Maryland Historical Trust (MHT) through the Historic Preservation Capital Grant Program, which assists brick-and-mortar historic preservation projects across Maryland. MHT, an agency of the Maryland Department of Planning (Planning), received more than 40 applications for projects competing for \$600,000 in available grants, demonstrating strong demand for the funding across the state.

“The program encourages restoration and rehabilitation of historic properties across the state and is one more way we can preserve and protect Maryland’s history and culture” said Governor Larry Hogan.

Hogan Administration Announces \$600K In Grants for Historic Preservation Projects Across Maryland (6/17/2020)

The Hogan administration announced Wednesday that 10 projects were recently awarded funds by the Maryland Historical Trust through the Historic Preservation Capital Grant Program. (WJZ-TV 13)

National Park Seminary Receives \$100,000 Grant to Help Repair Windows (6/21/2020)

The National Park Seminary in the Forest Glen area of Silver Spring has received a \$100,000 grant from the Maryland Historical Trust to help repair stained glass windows in the grand ballroom.

Gov. Larry Hogan's office said last week that the state's Historic Preservation Capital Grant Program awarded \$600,000 in grants for 10 historic preservation projects across the state. (Bethesda Magazine)

Md. Historical Trust Provides \$600,000 In Grants for Historic Sites (6/22/2020)

Three National Historic Landmarks and seven other historic properties received grants totaling \$600,000 from the Maryland Historical Trust. Two are in Frederick County.

The Trust awarded \$40,000 to the Schifferstadt Architectural Museum in Frederick. In a news release, the MHT describes the Schifferstadt Museum as a one of the nation's finest examples of German colonial architecture. It's a National Historic Landmark, and one of the earliest known homes in Frederick. (WFMD AM930)

\$600,000 for Historic Preservation Projects (6/23/2020)

The Hogan administration last week announced that 10 projects were recently awarded funds by the Maryland Historical Trust (MHT) through the Historic Preservation Capital Grant Program, which assists brick-and-mortar historic preservation projects across Maryland. MHT, an agency of the Maryland Department of Planning, received more than 40 applications for projects competing for \$600,000 in available grants, demonstrating strong demand for the funding across the state. (Dorchester Banner)

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Customer Service Survey Summary Statistics

Question 1: Overall, how satisfied are you with the customer service provided?									Question 2a: Please rate our customer service on the following attributes: Friendly and Courteous								
Agency: MDP									Agency: MDP								
Week Of	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	External Total	Internal Total*	Grand Total	Week of	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	External Total	Internal Total*	Grand Total
07/01/19	1	0	0	0	0	1	0	1	07/01/19	0	1	0	0	0	1	0	1
07/08/19	1	0	1	0	0	2	0	2	07/08/19	1	0	1	0	0	2	0	2
07/15/19	2	0	0	0	0	2	0	2	07/15/19	1	1	0	0	0	2	0	2
07/22/19	1	0	0	0	0	1	0	1	07/22/19	1	0	0	0	0	1	0	1
07/29/19	1	0	0	0	0	1	0	1	07/29/19	1	0	0	0	0	1	0	1
08/05/19	0	0	0	0	0	0	0	0	08/05/19	0	0	0	0	0	0	0	0
08/12/19	1	0	0	0	1	2	0	2	08/12/19	1	0	0	0	1	2	0	2
08/19/19	0	1	0	0	0	1	0	1	08/19/19	0	1	0	0	0	1	0	1
08/26/19	1	0	0	0	0	1	0	1	08/26/19	1	0	0	0	0	1	0	1
09/02/19	1	0	0	0	0	1	0	1	09/02/19	1	0	0	0	0	1	0	1
09/09/19	1	0	0	0	0	1	0	1	09/09/19	1	0	0	0	0	1	0	1
09/16/19	2	0	0	0	0	2	0	2	09/16/19	2	0	0	0	0	2	0	2
09/23/19	1	0	0	0	0	1	0	1	09/23/19	1	0	0	0	0	1	0	1
09/30/19	1	0	0	0	0	1	0	1	09/30/19	0	1	0	0	0	1	0	1
10/07/19	1	0	0	0	0	1	0	1	10/07/19	1	0	0	0	0	1	0	1
10/14/19	1	0	0	0	0	1	0	1	10/14/19	1	0	0	0	0	1	0	1
10/21/19	2	0	0	0	0	2	0	2	10/21/19	2	0	0	0	0	2	0	2
10/28/19	0	0	0	0	0	0	0	0	10/28/19	0	0	0	0	0	0	0	0
11/04/19	1	0	0	0	0	1	0	1	11/04/19	0	0	1	0	0	1	0	1
11/11/19	1	0	0	0	0	1	0	1	11/11/19	1	0	0	0	0	1	0	1
11/18/19	0	0	0	0	0	0	0	0	11/18/19	0	0	0	0	0	0	0	0
11/25/19	0	0	0	0	0	0	0	0	11/25/19	0	0	0	0	0	0	0	0
12/02/19	0	0	0	0	0	0	0	0	12/02/19	0	0	0	0	0	0	0	0
12/09/19	3	0	0	0	0	3	0	3	12/09/19	3	0	0	0	0	3	0	3
12/16/19	1	0	0	0	0	1	0	1	12/16/19	1	0	0	0	0	1	0	1
12/23/19	0	0	0	0	0	0	0	0	12/23/19	0	0	0	0	0	0	0	0
12/30/19	0	0	0	0	0	0	0	0	12/30/19	0	0	0	0	0	0	0	0
01/06/20	1	0	0	0	0	1	0	1	01/06/20	1	0	0	0	0	1	0	1
01/13/20	1	1	0	0	0	2	0	2	01/13/20	1	1	0	0	0	2	0	2
01/20/20	1	0	0	0	1	2	0	2	01/20/20	1	0	0	0	1	2	0	2
01/27/20	0	0	0	0	0	0	0	0	01/27/20	0	0	0	0	0	0	0	0
02/03/20	1	0	0	0	0	1	0	1	02/03/20	1	0	0	0	0	1	0	1
02/10/20	1	0	0	0	0	1	0	1	02/10/20	1	0	0	0	0	1	0	1
02/17/20	1	0	0	0	0	1	0	1	02/17/20	1	0	0	0	0	1	0	1
02/24/20	0	0	0	0	0	0	0	0	02/24/20	0	0	0	0	0	0	0	0
03/02/20	1	0	0	0	0	1	0	1	03/02/20	1	0	0	0	0	1	0	1
03/09/20	2	0	0	0	0	2	0	2	03/09/20	2	0	0	0	0	2	0	2
03/16/20	0	0	0	0	0	0	0	0	03/16/20	0	0	0	0	0	0	0	0
03/23/20	2	0	0	0	0	2	0	2	03/23/20	2	0	0	0	0	2	0	2
03/30/20	1	0	0	0	0	1	0	1	03/30/20	1	0	0	0	0	1	0	1
04/06/20	0	0	0	0	0	0	0	0	04/06/20	0	0	0	0	0	0	0	0
04/13/20	1	0	0	0	0	1	0	1	04/13/20	1	0	0	0	0	1	0	1
04/20/20	1	0	1	0	0	2	0	2	04/20/20	1	0	0	1	0	2	0	2
04/27/20	2	0	0	0	0	2	0	2	04/27/20	2	0	0	0	0	2	0	2
05/04/20	0	0	0	0	0	0	0	0	05/04/20	0	0	0	0	0	0	0	0
05/11/20	1	1	0	0	0	2	0	2	05/11/20	1	0	0	1	0	2	0	2
05/18/20	0	0	0	0	0	0	0	0	05/18/20	0	0	0	0	0	0	0	0
05/25/20	2	0	0	0	0	2	0	2	05/25/20	2	0	0	0	0	2	0	2
06/01/20	1	0	0	0	0	1	0	1	06/01/20	1	0	0	0	0	1	0	1
06/08/20	1	0	0	0	0	1	0	1	06/08/20	1	0	0	0	0	1	0	1
06/15/20	0	0	0	0	0	0	0	0	06/15/20	0	0	0	0	0	0	0	0
06/22/20	1	0	0	0	0	1	0	1	06/22/20	1	0	0	0	0	1	0	1
06/29/20	0	0	0	0	0	0	0	0	06/29/20	0	0	0	0	0	0	0	0
YTD Totals	46	3	2	0	2	53	0	53	YTD Totals	42	5	2	2	2	53	0	53