

Prince George's County Government's

The OFFICE *of* CENTRAL SERVICES



Rushern L. Baker, III
County Executive

Roland L. Jones
Director



SERVICE... IT'S IN OUR NAME

Office of Central Services Agency Newsletter



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County Executive

IN THIS ISSUE

The *Central* Connection

Message from the Director

At the Office of Central Services (OCS), we take pride in what we do. Service is essential because, after all, *service* is in our name. We are service oriented as we lead the way in being your service experts.

We are a committed agency who is dedicated to providing superior service to the citizens of Prince George's County while supporting the important operations of the Prince George's County Government. Our team of highly skilled professionals are constantly working and are available around the clock. We are at the center of it all, and we take that responsibility very seriously.

In this inaugural issue of our agency newsletter, we desire to educate, engage and excite our audience as we share our successes and critical information. It is our desire that everyone will learn and appreciate more of what we do and how we contribute.

As the Director of this dynamic agency, it is my duty to affirm my belief that the Office

of Central Services is one of the most important agencies in Prince George's County Government. The employees who work tirelessly everyday to meet the growing needs of our customers are the pulse that keep our organization going. They are the partners that connect our customers' demands with the resources and solutions needed to satisfy them.

Our mission is clear: we remain ethical and accountable, cost conscious, devoted to delivering quality goods and services all while adhering to a high standard of excellent customer service.

It is with great pleasure that we present our agency newsletter to you as we welcome you to join us as we strive to be Prince George's County's leading Agency in service.

Sincerely,

Roland L. Jones
Director



Community Benefits Agreement

Learn more about the Community Benefits Agreement (CBA) established between MGM National Harbor and Prince George's County. Find out what you need to know and why this agreement is so important.



OCS's Center of Excellence

The Office of Central Services is taking a direct approach to equipping its employees for career development and progression. Read more about the steps we are taking to prepare our team members for their next level of success!

Community Benefits Agreement

Recently, Prince George's County Government and MGM National Harbor entered into a landmark agreement that was poised to create unprecedented opportunities for Minority Business Enterprises, Certified Minority Business Enterprises, Local Business Enterprises and County residents. The Community Benefits Agreement (CBA) was developed to establish economic development goals as MGM builds its world renowned resort destination at the National Harbor.

With the CBA, an Oversight Committee was created to assist in the successful execution of the goals set within the agreement. The CBA outlines specific goals to create both business and employment opportunities in the construction and operation related areas. One goal was to ensure MGM will cause at least (1) thirty percent (30%) of Total

Construction Purchase Value made to MBEs; (2) twelve percent (12%) of the Total Construction Purchase Value with CMBEs and (3) sixteen percent (16%) made with LBEs (ensuring at least one-half of such LBE amount is from County Based Businesses). Another goal was to make certain that MGM would use its best efforts to have at least fifty percent (50%) of its staff be County residents. The Oversight Committee is responsible for determining the MGM's reporting requirements and monitoring compliance with the Business Enterprise Utilization and Employment Goals included in the CBA.

This agreement is significantly important as never before in the history of the County has such a requirement been instituted to ensure that County businesses and residents benefit from such a huge



economic development project.

The Purchasing Agent within the Office of Central Services serves on the Oversight Committee advocating for opportunities that will positively impact qualified businesses and increase employment opportunities for County residents.

Jobs 1st Act

Connecting Economic Development

Over the past year, there has been some significant legislation drafted or enacted that will impact how businesses are able to effectively do business in Prince George's County. Such legislation has been developed with the intent to provide greater opportunities for local, small and County-based businesses. The Jobs 1st Act addresses economic development and local employment enhancement. It is designed to create bidding preferences and participation requirements for County-

based businesses and County-based small businesses on certain procurement contracts for goods and services with the County. In addition, the Act sets forth certain requirements for determining best efforts, the submission of quarterly reports, maintaining a "first source" registry of qualified County residents with the necessary work skills to obtain employment with the companies who are awarded contracts, giving priority to County-based Minority Business Enterprises.

Another piece of significant legislation is the "CB-67" bill which proposes to broaden the County Procurement Law by expanding the applicability of procurement assistance for County-based minority businesses, County-based businesses, and minority businesses; establishing a "County-located business" certification; and prescribing requirements and assistance for certified County-located businesses.

For more information on these recent pieces of legislation and how they impact your business, contact our Contracts Administration and Procurement Division at 301-883-6400.

County Located Businesses

Exelon and Pepco Holdings Merger at a Glance

On April 19, 2014, Exelon Corporation (Exelon) and Pepco Holdings Inc. (PHI) filed an application with the Maryland Public Service Commission (MD PSC) seeking approval of the proposed merger of Exelon with PHI's electric and gas utilities – Atlantic City Electric, Delmarva Power, and Potomac Electric Power Company (Pepco).

Over the past year, the Office of the County Executive, Office of Central Services, and Office of Law has actively participated as an "intervenor/party" in various aspects of the proceeding by submitting written testimony and negotiating public benefits on behalf of the 220,000 Pepco customers residing in the County. Moreover, Erica Bannerman, Energy Manager with the Office of Central Services testified at multiple MD PSC evidentiary and public hearings.

On March 16, 2015, the County, Montgomery County, and approximately seven other parties entered into the "Multi-Party Settlement"¹ with Exelon and PHI. The settlement includes commitments aimed at providing benefits to customers in the County and the State through a combination of funding for energy-efficiency programs, bill credits, renewable energy investments, and other provisions, including but not limited to:

- ✦ A commitment to establish a \$94.4 million customer investment fund that will provide \$36.8 million in bill credits, or approximately \$50 per Pepco and Delmarva Power customer in Maryland, and \$57.6 million to fund energy-efficiency programs in the Maryland service territory, including \$17.6 million to be administered by Prince George's County to implement the *Energy Star Certification and Green Leasing Program* and *Transforming Neighborhoods Initiative, Comprehensive Energy Audit, Retrofit, and Clean Energy Program*.
- ✦ Development of 15 megawatts of solar generation, with 5 megawatts (MW) each in Prince George's County, Montgomery County, and the Delmarva Power service territory in Maryland. Prince George's has also entered into an energy purchase agreement with Exelon to develop an additional 5 megawatts of solar generation--of which 3MW will be located on County-owned properties--and the electricity will be provided to the County free of charge for 15 years.
- ✦ A commitment to accelerate Pepco's reliability improvements so that it will achieve first-quartile performance by 2018 as measured against peers, or face financial penalties if it falls short.

For more information contact Erica Bannerman, Energy Manager at esbannerman@co.pg.md.us or 301-883-6450.

- ✦ A \$50 million "Green Sustainability Fund" to be used for purposes such as energy-efficiency investments, microgrids, water conservation in buildings, clean transportation, community solar and other qualifying energy technologies.
- ✦ A commitment by Exelon to provide funding of \$1,240,000 over four years to Prince George's County in support of Workforce Development programs as follows:
 - ✦ Exelon and Pepco will partner with Prince George's County to promote a Sustainable Energy Workforce Development Program in Prince George's County. The program will play a critical role in establishing an advanced energy industry in the County that will create quality jobs and build employment capacity in the energy sector. A sustainable energy job or career produces goods or services that benefit the environment, promote a low-carbon economy, and/or conserve natural resources by performing duties in the area of energy-efficiency and renewable energy.
 - ✦ Exelon and Pepco will partner with Prince George's County on the implementation of an energy-literacy program in Prince George's County Public School System to prepare students for advanced careers in the energy sector.
 - ✦ Exelon or Pepco will participate in Prince George's County Summer Youth Enrichment Program ("SYEP") by hiring or sponsoring at least 20 County youth annually for the next four years.
- ✦ A commitment for Pepco and Delmarva Power to request that the MD PSC initiate a "grid-of-the-future" proceeding to examine opportunities to transform the electric grid through smart grid technology, microgrids, renewable resources and distributed generation. Exelon will provide up to \$500,000 for the PSC to retain a consultant to study relevant issues and facilitate the proceeding.
- ✦ A commitment to file a proposal with the PSC for public-purpose microgrid projects in Pepco service territory, including one project each in Prince George's County and Montgomery County.
- ✦ A commitment by Exelon and Pepco to help reduce the burden of long-standing debts for low-income families in Maryland through a one-time elimination of unpaid bills that are over three years past due as of the date of the merger closing.
- ✦ A commitment that there will be no net reduction, due to involuntary attrition as a result of the Merger integration process, in the employment levels at Pepco for two years following the Merger closing, a commitment to make a good-faith effort to hire a minimum of 110 bargaining-unit employees in Maryland during the twenty-four month period after the Merger closes, and a commitment by Exelon to assume PHI's obligations, or cause PHI to continue to meet its obligations, to Pepco employees and retirees with respect to pension and retiree health benefits.
- ✦ Development of recreational trails along certain Pepco transmission corridors in Prince George's and Montgomery Counties.

¹ The Multi-Party Settlement as well as the Merger must be approved by the MD PSC.

The MD PSC has approved the Merger and Multi-Party Settlement with certain proposed modifications. Both the District of Columbia and Delaware public service commissions are required to approve or disapprove the Merger as well. The New Jersey Board of Public Utilities, Federal Energy Regulatory Commission, and the Virginia State Corporation Commission approved it in late 2014, early 2015.



Prince George's County Neighborhood Solar Co-ops: Become a Solar Ambassador Today!

Are you interested in forming a community cooperative to gain access to affordable, onsite, and carbon-free energy?

The Office of Central Services, Sustainable Energy Program and Department of the Environment are supporting a collaborative effort between the Metropolitan Washington Council of Governments and Maryland (MD) Sun to organize solar cooperatives in communities throughout Prince George's County.

The Prince George's Solar Co-op initiative will provide technical assistance to increase solar energy awareness and help communities buy solar in "bulk" which can save up to 20% per household or system installed. If you are interested in serving as a **Solar Ambassador**, please feel free to contact Erica Bannerman, Energy Manager at esbannerman@co.pg.md.us or 301-883-6466. Please visit **MD SUN** (<http://mdsun.org/how-to-go-solar-for-homeowners>) to learn more the solar co-op process.

Connecting *Transportation*

Rebranding? Yes, we do that!



Did you notice the new Prince George's County Police vehicles? This refreshing new look for the Police Department was completed by the effort of our very own Fleet Division! At OCS, we contribute to a variety of essential services for County Agencies.

Making moves with FLEET

Whenever you see a County vehicle out on the road, know that there is an entire division within OCS that is dedicated to keeping that vehicle in its best functioning state. From emergency vehicles to police cars along with vehicles driven by important government officials, our Fleet team is noted for their exceptional service and excellence in maintaining the transportation force that helps our County employees get the job done!

Energy Efficient Vehicles: A new and necessary direction

Fleet Management has delivered to the Prince George's County Police Department a new Forensic Services van that has a "parallel hybrid" drive train. This system consists of an electric motor that assists the gasoline powered motor, a battery and a regenerative braking system. Any time the vehicle is decelerating

the battery is being recharged to provide an electrical "assist" to the vehicle's engine.

The result is a 20% reduction in fuel use and carbon emissions while maintaining the vehicle's full range of power and performance.

Fleet intends to place into service two animal control vans with the same hybrid system later this year. The vehicle was partially paid for by the Maryland Energy Administration through the "Freedom Voucher" program.

We were named among North America's 100 BEST Fleets



What great news! Our Fleet Division was named as # 15 fleet in the 2014 100 Best Public Sector Fleets in North America by *Governing Magazine*.



FLEET Administration
Rick Hilmer, Division Chief
8019 Central Avenue
Capital Heights, MD

General Services Division (GSD)

"GSD" also stands for *Get stuff Done!*

At OCS, our General Services Division is another vital operational parts. From coordinating the mail for the entire County Government to producing superior printing and graphics materials as well as organizing and maintaining an extensive inventory of over 800 lines of commodities for purchase, surplus furniture and important documents, GSD provides exemplary service while attending to the service needs of the County.

New Installation of Walkup Copiers

The General Services Division has completed the replacement of the walkup copier fleet previously leased through Meridian Imaging Company. In recent months, the Division established a new copier contract with DCA Imaging systems, a County-based organization. The nineteen (19) copiers are located in the Annapolis Legislative Office, the County Administrative Building, 9400

Connecting Supplies



General Services
Malcolm Clerkley, Division Chief
7600 Jefferson Avenue
Landover, MD

Peppercorn Place, Largo Government Center and Jefferson Avenue. These copiers are linked to the County's network by way of the Equitrac Express 5.1 Software Suite, which allows the Division to track usage and chargeback cost to using agencies. This software also allows registered users to access any of the nineteen (19) copiers through the use of their HID Proximity Card.

The implementation program of the new copiers was masterminded by Adrian Harris, who manages the Graphics and Reproduction Center. He planned and organized the systematic one by one removal and replacement of the old and new copiers. This required coordination of the replacement in a manner that did not cause loss of service along with the timely restoration of software that tracked the usage of individuals and agencies. This complicated process, which also included training, was completed within one week. Mr. Harris effectively planned and organized the workflow of three vendors, the Office of Information Technology and using agencies. We are proud to report this transition occurred with no lapses in service. Job well done!

Printing Needs?

Yes, we do that too!



GSD offers premium graphics and print services for all of your agency needs. From brochures and pamphlets to posters and banners, our team is prepared with state of the art equipment to produce quality work. We have successfully printed the County's budget materials as well as the programs for the County's prestigious Women's History awards.

Have printing needs? We can help. Simply get registered in our NowDocs system.

Contact Graphics Manager, Adrian Harris at 301-883-0361 for more information.

Did you know you can order printer paper through GSD by utilizing SAP?

Contact GSD at 301-883-0330 for more information.



New Copier Print Locations

Annapolis	MX-M623
CAB Treasury: 1st Floor	MX-M623
CAB Co Exec	MX-904
9201 Basil Ct-First Fl	MX-M623
9201 Basil Ct-Rm 400	MX-904
1801 McCormick Rm 500	MX-904
9400 Peppercorn Pl Rm 500	MX-904
9400 Peppercorn Pl Rm 400	MX-904
1400 McCormick-Rm 216	MX-623
CAB-Rm 2179	MX-1054
CAB Rm 2179	MX-904
CAB Rm 2179	MX-904
CAB Rm 2179	MX-5141
CAB Finance: Rm 3177	MX-904
CAB Rm 5119-Law	MX-904
CAB Rm 5119-Law	MX-904
1400 McCormick-Rm 135	MX-904
1400 McCormick-Rm 135	MX-904
9400 Peppercorn Pl Rm 300	MX-904

Facilities Operation & Management (FOM)

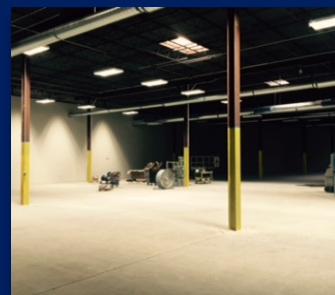
Facilities Operation & Management
Jack Sloan, Associate Director &
Acting Division Chief
3415 Forestedge Road
Forestville, MD

Solid structures and even more...solid *Service*



Our Facilities Operation and Management Division (FOM) is the supporting force behind the maintenance and upkeep of all of the County owned facilities. Broken elevator? No problem. Issue in the bathrooms? No problem. Need to move? No problem. Too cold or too hot? No problem.

Our FOM staff handles over 140 facilities with more than 4.7 million square feet of space. While maintaining these spaces, they also respond to a high volume of service calls whether it is day or night. When it snows, FOM staff clears the sidewalks and parking lots while making sure the heat is working before employees arrive to work. In the summer, our HVAC certified experts work diligently to ensure our facilities are kept cool.

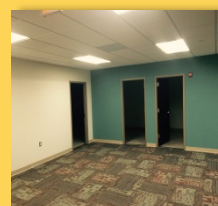
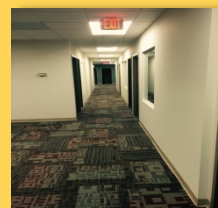


FOM takes their role seriously as they lead the way in making certain that County employees are able to work in the best of conditions. No project is too big or too small for FOM!

In 2014, FOM began work on a new combined Forensics Facility. This project was crucial as the Police Department was in need of a facility that would sufficiently house evidence collection, evidence and property storage, a DNA lab, a fingerprint ID system and other analysis labs.

At the same time, FOM was initiating construction on a new Police Academy, a new Laurel Library, the Brandywine Fire Station, the Oxon Hill Police Station while designing a new Hyattsville Library.

In addition, FOM has successfully achieved both the relocation and construction of new office space for the Board of License Commissioners, new Department of Environment offices, and the new Workforce Development Offices.



Did you know?

Get your work request resolved with AssetWorks!

Let's face it. At OCS, our FOM staff is readily available, approachable, and willing to serve at a moment's notice. When you see them walking the hallways of County buildings, it is simple to stop them to ask for their assistance in replacing a light bulb, repairing a blind in an office window, or troubleshoot a cooling and heating issue in one of your offices.



Because we love to serve, helping out is rarely a problem. In order to better serve our customers, FOM created a work order management and tracking system called AssetWorks. Each division

Connecting *Facilities*

and/or office is allowed one (1) registered user who is able to input work requests and have submissions resolved in a timely manner. It is easy to use and the AssetWork system provides the FOM team with the necessary information to get the job done. Due to the immense amount of requests received each day, this online service is an excellent service tool that increases efficiency as opposed to word of mouth or impromptu requests that can get lost in the shuffle of FOM's high demands.

FOM has a sincere desire to meet all work orders; therefore, an active use of the AssetWorks systems is strongly recommended.

Contact FOM today to update your registration or to become registered today. Call 301-817-4360.

Land Acquisition and Real Property

Land Acquisition & Real Property
Floyd Holt, Deputy Director
1400 McCormick Drive, Ste 336
Largo, MD

Where service conquers the land...

Among the core functions of the Office of Central Services is a **Division responsible for Land Acquisition, Lease Management, Surplus Property Management, and County Property Inventory**. Among this small group's duties is the purchase of land for the construction of Libraries, Fire Stations and Police Stations; acquisition of office buildings, rental of space needed for programs where no County Property exists, and disposal of surplus County-owned properties.

Currently, the County occupies and uses about 5.3 million square feet of office,

warehouse, garage, and other space. However, it owns only about 4.8 million square feet. The rest (500,000 s.f.) is leased, at 29 separate locations, and these leases are managed by the Real Estate Division. The Division is in constant search of opportunities to reduce the cost of



operation. Thus, when appropriate, it will acquire a building when it is in the right location, and will significantly reduce the total cost of ownership. For example, a 50,000 s.f. lease, can cost up to \$24 million over a 20 year

period. Purchase of the same amount of space, including maintenance and operation can cost about \$11 million over the same period of time—a saving of \$13 million.

Other functions of the Division include collaboration on Master Development projects, acquisition of land, and returning surplus property back to the tax roles. The Division recently purchased property for the construction of Libraries, Fire Stations, and Police Stations, and sold and returned 20 tax foreclosures back to private ownership, eliminating the cost of maintenance and allowing the County to collect property taxes.

Connecting *Businesses*

Supplier Development and Diversity Division (SDDD)

When it comes to doing business with the County and getting all of the information needed in order to take off successfully, our **Supplier Development and Diversity Division (SDDD)** is a wealth of resources and tools designed to equip businesses to soar in their County business

endeavors. Ran by a dedicated, experienced staff, SDDD has made substantial impacts on the business enterprise while causing significant change in the way businesses prepare for and obtain business opportunities.

SDDD Launches NEW TV Show!

Courtesy of the Supplier Development & Diversity Division (SDDD) in the Office of Central Services, THE PULSE Magazine launched its very own television show on Prince George's County's Community Television (CTV) public access channels. All episodes of **'THE PULSE TV'** are now posted on YouTube!

THE PULSE TV gives a fresh look at the latest business news, economic, technology and industry trends, company profiles, and government policy in Prince George's County, Maryland and the region. THE PULSE tapes every third Friday and airs every week on Saturdays at 9:15 a.m. and Tuesdays, Thursdays and Fridays at 1:00 p.m. on CTV: Comcast Channel 76 & Verizon FiOS Channel 42.

Subscribe to Our YouTube Channel!!!

We need your help! We are trying to increase our subscription numbers. Please click on the following link for our YouTube Channel: <https://www.youtube.com/channel/UCsL8CCx7Evq6aK5x2XGuPOA> and then click the "subscribe" button, where you can receive regular updates from THE PULSE TV when new episodes are posted

THE PULSE TV is on YouTube!



Supplier Development & Diversity Division
Sharon Moore Jackson, Acting Executive Director
1400 McCormick Drive, Ste 281
Largo, MD

Contracts Administration and Procurement (CAP)

Contracts Administration & Procurement
Canjor Reed, Division Chief
1400 McCormick Drive, Ste 200
Largo, MD

Procuring goods and service with efficiency and integrity...

Recently the Office of Central Services welcomed **new Division Chief, Canjor Reed**, to head up our Contracts Administration and Procurement Division. Reed was the former Procurement Administrator for the Maryland Transportation Authority and brings a wealth of knowledge in government contracting. With significant challenges facing the division, Reed and the CAP team are forging as they reinvent, reorganize, educate and equip both the staff of the

Procurement division and the vendor community so that they may fulfill OCS's commitment to delivering quality goods and services while upholding a high ethical standard. Responsible for oversight and management of procuring goods and services for County agencies, CAP is an integral component not only in OCS but Prince George's County Government as a whole.

Many County businesses have learned of the importance of becoming Minority Business Certified by submitting an application to our Supplier Development and Diversity Division. What many businesses in the County may not be aware of is the importance of becoming registered with our CAP office. **Effective on July 1st**, businesses will be able



to become registered via the **Supplier Relationship Module (SRM)** online. Registration is mandatory for businesses interested in being awarded contracts with the County. In addition, registered businesses will receive notifications on upcoming solicitations and other vital information. **For more details on becoming registered, please contact the Contracts Administration and Procurement at 301-883-6400.**

Connecting Opportunities & People

because
HUMAN RESOURCES
Cares...



At OCS, our Human Resources (HR) team is dedicated to assisting our staff with all of their human resources needs. Keeping the OCS team up to date with important personnel changes, newly created benefits and programs to enhance the employment experience of working for the County are the top priorities of HR. We are excited about new initiatives recently implemented by the County's Office of Human Resources Management such as the Alternative Work Schedule, where employees can create work schedules that give more flexibility, or the Pilot Telework program, where qualified employees can execute their work duties from home.

OCS employees should feel confident that their issues and concerns are important to the HR team, and are encouraged to seek our guidance as they navigate through their employment careers.

The County's New Alternative Work Program

The County continues to recognize the need for achieving a better work / life balance for their employees, and has recently introduced a new Telework Pilot Program. The Pilot Program will be offered to County Employee effective March 2, 2015, through August 22, 2015. However, managers, supervisors, and participating employees are expected to comply fully with all Telework Program requirements.

Human Resources
Lisa Torrence, Human Resources Manager
1400 McCormick Drive, Ste 336
Largo, MD

MAILESTONES

Congratulations are in order for

**Reginald
Bullock**

of FLEET
for achieving
30 YEARS
of service!



Connecting *Careers*

Center of Excellence
Marion Flamer, Special Assistant
1400 McCormick Drive, Ste 336
Largo, MD



The Office of Central Services (OCS) is a centralized support agency, responsible for providing a wide range of services to County Government agencies, municipalities, citizens, residents, and businesses. OCS is committed to providing quality services to its internal and external customers. We recognize that in order to meet the specific requirements that support our vision and mission, our approach to service delivery must be customer-focused and data-driven. Beginning last April, we established a structure and process to assess our internal and external customers' satisfaction with services rendered by all OCS divisions, and services to our internal customers. Trended data was monitored monthly and results were used to guide our improvement efforts. After more than eight months of trended data, all OCS divisions are reporting greater than 90% satisfaction from our internal and external customers.

While we are delighted with our improvements thus far, we want to do better, so we are expanding our commitment from just excellent customer service to creating and sustaining a Center of Excellence that is focused on **People excellence**, **Service excellence** and **Innovation and technology excellence**.



What is a Center of Excellence (CoE)?

A Center of Excellence refers to a team, shared facility, or an entity that provides leadership, evangelization, best practices, research, support and/or training for a focused area. It is sometimes referred to as a competency center or a capability center. The overriding factor for a Center of Excellence is that everyone is focused on process improvement.

Goals:

- To transform OCS to a CoE culture;
- To organize all agency initiatives into a cohesive agency-wide vision of excellence;
- To establish a structure and process that results in on-going continuous quality improvement; and
- To support career development and growth for OCS employees, and succession planning for our agency.

Objectives:

The Center of Excellence will help our agency:

- Institute standard processes and visibility metrics for all OCS operational functions;
- Reduce cost that is related to process rework by 50% across the agency;
- Provide strategic focus to support career growth and development for OCS employees and succession planning; and
- Maintain a 90% or greater satisfaction rating from our internal and external customers.

A new survey and employee assessment online tool has been developed allowing OCS staff to visit the OCS website to begin the process of charting and mapping out their career growth plans. **For more information, please contact Marion Flamer, Special Assistant, at 301-883-6450.**



Budget \$ Finance

Budget & Finance
Kim Williams, Budget Manager
1400 McCormick Drive, Ste 336
Largo, MD

The Budget & Finance section housed within the Director's Office of the Office of Central Services is currently undergoing the budget process for Fiscal Year 2016. The budget is being reviewed and once further information is received, all OCS staff will be updated on all important budget matters.

Roland L. Jones
Director



SERVICE... IT'S IN OUR NAME

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Office of Central Services Agency Newsletter



Rushern L. Baker, III
County Executive

MAY 2015

The OCS Newsletter is a quarterly publication of
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