



New Report Outlines MIEMSS' Continued Efforts to Improve Customer Service

November 16, 2022

About the Report

MIEMSS' 2022 Customer Service Report is now available online at [Maryland's Open Data Portal](#). The document offers a full analysis of the agency's customer service practices, improvements, and opportunities for growth through feedback provided via MIEMSS' Customer Service Survey.

MIEMSS tracks customer service-related performance for both external and internal customers. Through the Customer Service Survey, the majority of MIEMSS' customers continue to rate the Overall Satisfaction level of our customer service as "Very Satisfied". MIEMSS employees continually strive to provide friendly service in a courteous manner, which is reflected in the responses of "Very Satisfied" for Friendly and Courteous service. Department Directors throughout the agency prioritize customer service, as they are deemed responsible for ensuring that customers receive the best service and response possible, by providing staff with necessary training and regular performance reviews.

Technology also plays a key role in customer satisfaction, especially as it pertains to customers' ability to access services or information for themselves online. MIEMSS has continued to expand online services, which have proven particularly helpful for licensing and certification functions, as well as continuing education for EMS clinicians.

Over the past year, MIEMSS has also sought to expand access to education in new ways. For example, through support from a federal grant, the agency instituted an education stipend in FY 2022 to help defray the costs associated with the path toward EMT certification in Maryland.

Looking Ahead

MIEMSS departments will continue to focus on customer service in FY 2023. As the state's response to the COVID-19 pandemic shifts to a long-term preparedness plan, MIEMSS will continue to respond and modify its strategies to ensure that the agency retains its high level of engagement and responsiveness with internal and external customers. Read the complete MIEMSS' 2022 Customer Service Report online at [Maryland's Open Data Portal](#).

