



**Joint Legislative Committee on Economic Development
Testimony by Commissioner Jeanette Moy
February 26, 2025**

Greetings, Chairs Krueger and Pretlow, Ranking Members O'Mara and Ra, Chairs Ryan and Stirpe, Ranking Members Murray and Friend, and distinguished members of the Legislature.

My name is Jeanette Moy, and I am the Commissioner of the New York State Office of General Services (OGS). Thank you for the opportunity to share the work we've accomplished since I last testified before the Legislature and discuss the impact of Governor Kathy Hochul's Executive Budget on this agency.

Governor Hochul's budget proposes \$1.7 billion for OGS, which will enable us to advance her commitment to improving government operations and delivering exceptional, accessible services for all New Yorkers. The proposed budget enables OGS and our 1,900 employees to continue to provide operational support for State agencies, so they can focus on delivering their core missions.

OGS' services are vast. We manage 20 million square feet of real property and 481 leases comprising another 12 million square feet. We provide shared services, processing transactions for 44,000 State employees, managing \$269.5 million in annual budget for four client agencies, and administering human resource functions for another 2,819 State workers. We also administer 1,500 centralized contracts with award values up to \$34 billion.

We deliver innovative solutions and technical assistance, champion resiliency and sustainability, host cultural programs and steward world-class artwork, and create meaningful opportunities for businesses and the people of New York. In times of great flux, with changes in federal policy creating new pressures on our customers, our vendors, and the supply chains we rely on, OGS is proud to provide steady operations expertise and support for New York State.

Under Governor Hochul's leadership, we are continuing to implement our five-year strategic plan to evolve to meet emerging needs of our customers. As a support agency, our role is to help State government operate efficiently and effectively while also navigating changing market conditions and volatility. We do this by utilizing data to help the State make informed decisions and instituting policies, processes, and system changes that enable our partner agencies to function. In the past year, OGS has made great strides to deliver on our commitments to transparency, sustainability, equity, customer service, and delivering great outcomes on behalf of New Yorkers. The proposed Executive budget will enable OGS to deepen our work to make demonstrable progress in our agency's plan and our shared goal of making government work better for all New Yorkers.

Governor Hochul has made unprecedented investments in critical infrastructure. As historic funding flows, Governor Hochul is focused on increasing the speed, equity, and efficiency of capital project delivery. In this year's budget, she has proposed legislation to enable State agencies, including OGS, to use a variety of alternative project delivery methods. This will enable us to select the best contracting mechanism for a project, to work more collaboratively with our contractors, and to ensure that public funds are spent efficiently. The Governor has also proposed increasing the MWBE discretionary purchasing threshold to \$1.5 million, in line with New York City's. This will expand opportunities for State agencies to work directly with MWBE vendors.

OGS provides design, construction, and project permitting services to over 50 State agency clients. Our current workload includes \$1.7 billion in active construction projects and another \$2.1 billion in design development. On behalf of the Division of Military and Naval Affairs, we have recently completed rehabilitation of the Jamaica Armory and are beginning renovation of the historic Lexington Avenue Armory; on behalf of the Department of Parks and Historic Preservation, we are working on the restoration of the Jones Beach East Bathhouse; and, on behalf of the Department of Environmental Conservation, we completed the first two phases of the Adirondack Rail Trail, and began on the third and final phase. Each of these projects enhances our communities, preserves our history, and improves public spaces for future generations.

During my tenure as Commissioner, we have embraced Governor Hochul's call to do our work differently. Last year, we completed our implementation of Bid Express, an eProcurement solution, for our construction projects, which has enabled us to reach new bidders. We are hosting Build NY summits for contractors and subcontractors to learn about how to do business with OGS and our project pipeline, and enable firms to network and connect in advance of a bid.

Our team relies on data to ensure that projects are on track, and to communicate with our agency partners about the status of their projects. This year's proposed budget will enable OGS to provide transparency to the public about the progress of capital works through a public dashboard. If you, as legislators, or your constituents have questions about what's going on with a major project that's near you, you will be able to access that information on-demand.

Governor Hochul has tasked State agencies with focusing on customer experience and service delivery. In support of this directive, I established a Project Management Office in my first year at OGS, and was proud to launch our Data Analytics Office this past year to bring transparency to our operations and build a culture of data-driven decision-making. We firmly believe in the adage, "You cannot manage what you cannot measure" and we are incorporating it into our work. In their first year, our team has built and launched public dashboards demonstrating our progress on converting the State's fleet to zero-emission vehicles and providing valuable insights on language demographics in support of the Governor's focus on expanding language access. Next, we will build service metrics dashboards for our Business Services Center and Design & Construction customers.

This year's proposed budget will enable us to scale up these existing efforts. Working at the direction of Chief Customer Experience Officer Tonya Webster, OGS is supporting the launch of a public

dashboard of analytics for the State's digital properties. Building on prior work to enhance the State's real property database and identify vacant parcels of State-owned land, the Governor's State of the State tasks OGS with developing a public map of select State-owned lands. The work we have done to date has had real impact on communities throughout the State, with our colleagues at Empire State Development working to put long-languishing properties like 1024 Fulton Street in Brooklyn back to productive reuse.

All of these transparency efforts are part of Governor Hochul's broader efforts to transform State government to improve, enhance, and expand services delivered to New Yorkers. This coming year, OGS will launch the State Office of Innovation and Efficiency to provide dedicated expertise for state agencies looking to redesign operations and implement improvements. The Office will support our agency partners by providing internal consulting services and centralized project support. The Office will also work to develop performance management metrics across State agencies, and a public performance report. Governor Hochul's administration will continue to hold ourselves accountable to New Yorkers by providing transparency into the services that we deliver.

Across our services over the past year, OGS has made tangible operational improvements. The proposed Executive budget will enable us to continue making it easier to do business with the State, address our aging infrastructure, modernize our operations, and ensure that New York State government is well-equipped to continue providing exceptional services to New Yorkers during a time of uncertainty and volatility at the national level. Additional highlights that demonstrate our progress and commitments as an agency and as an administration include:

Stewardship of public assets

Our real estate portfolio includes over 150 State-owned buildings and structures, totaling more than \$7 billion in assets, serving approximately 30,000 tenants and hundreds of thousands of visitors annually. Most State office buildings were built between 1965 and 1975, and their critical systems are reaching or past the end of their useful life. Deferred maintenance has accumulated, adding complexity and cost to projects. Thanks to Governor Hochul and the Legislature, OGS has been able to tackle problems that have gone unaddressed for decades, prioritizing critical infrastructure issues. We are cognizant of our responsibility as stewards of public spaces that communities, visitors, and State workers rely on. When we address critical building system needs, we ensure that we are making our spaces more accessible and inviting and that we are building with future needs in mind. Across our portfolio, we completed an assessment and implementation plan to modernize our elevators, improving accessibility in our offices.

In her State of the State, Governor Hochul committed \$400 million to revitalize Downtown Albany, led by my colleagues at Empire State Development. OGS is focused on ensuring that the Empire State Plaza and the Capitol complement and integrate with those efforts. We continue to spend down the \$175.5 million allocated for critical life/health/safety issues at the Empire State Plaza, with several projects in construction, including upgrades to switchgears, fire alarms, and heat and water exchanges. While we are making building systems and accessibility upgrades to the Egg, we are also modernizing finishes in the lobbies to improve the guest experience.

We completed our upgrades of the center courtyard at the Capitol, addressing water infiltration near critical building systems, while also restoring the Hawk Street Passage to its historical grandeur. We have recently awarded our project to rehabilitate the Eastern Approach to the Capitol, addressing over a century of deferred maintenance. This project will address significant drainage issues and structural instability impacting the entire east side of the Capitol, while painstakingly restoring the historic staircase so that it can be enjoyed again by the public. In the year to come, we look forward to restarting the State Commission on the Restoration of the Capitol this spring, and to bid a project to upgrade the lighting on the Rockefeller Art Collection sculptures here at the Plaza.

As we restore our facilities and assets, we also continue to reinvigorate our programmatic offerings, focused on agency and community partnerships, and adapted our events and exhibits to be more inclusive and relevant. For the first year since 2020, event attendance and vendor participation have rebounded to pre-pandemic levels. Adding events in honor of Caribbean Heritage month and Diwali are steps to make the State more equitable by honoring and celebrating the diversity of communities across New York State.

Making public assets more sustainable

As a co-lead of the GreenNY Council, OGS has been proud to help lay the foundation that will help the State meet Governor Hochul's climate goals. Alongside NYSERDA, OGS continues to lead the implementation first-in-the-nation Clean Concrete guidelines to reduce greenhouse gas emissions in State construction, and has rolled out a set of Sustainable Design Guidelines, to ensure that agencies are building to the same standards as they fulfill their EO22 requirements. We have also worked to build sustainability into our leasing agreements.

OGS is proud to be facilitating Governor Hochul's commitment to electrify the State's fleet. In partnership with NYSERDA, OGS released a Clean Fleet Plan, and continues to build out charging infrastructure across the State's footprint. We launched a dashboard that includes a map of State-owned vehicle charging ports, and progress on ZEV conversion. OGS began implementing telematics into the State fleet to improve performance and prudent management of State resources, providing greater insights into vehicle operations that will ultimately facilitate our transition. We worked with agencies to craft their EV transition plans and will be holding our third EV car show for Fleet managers across the State in May. To date, OGS's own fleet has transitioned 24% of our light-duty, non-emergency fleet.

In our own operations, OGS is also advancing Governor Hochul's call for the State to lead by example as a member of her Decarbonization Leadership Program. In partnership with New York Power Authority (NYPA), we are developing plans to decarbonize the Harriman Campus and the Empire State Plaza (ESP). As of this budget, Governor Hochul has committed to fully funding the first phase of the Empire State Plaza Decarbonization plan, which upon completion will have resulted in an emissions reduction of 21 percent in locally produced emissions. Between the first two phases, onsite emissions will be reduced by a projected 50 percent over the next 10 years. Alongside NYPA, we are actively studying pathways to reach full decarbonization.

Lastly, Governor Hochul allocated funding in this budget to expand waste diversion efforts at the Empire State Plaza through simple interventions like new signage, strategically placed bins, and waste audits. We will work with our Concourse tenants—all small, local Albany businesses—to facilitate pre-consumer food waste collection. Successful implementation will serve as a model for other State facilities, demonstrating effective waste management practices.

Shared Services for State Agencies

OGS provides shared services for State agencies, facilitating procurement through backdrop contracts, providing purchasing assistance, and processing Human Resources and Finance transactions.

In the past year, we processed 410,037 payment vouchers (30% increase over last year), 20,364 purchase orders (18% increase over last year), 148,176 employee expense reports (28% increase over last year), among many other transactions. We engaged customers through multiple in-person town halls to share news; offer demonstrations of new processes and technology; and solicit feedback from customers regarding the types of training, communication and interactions they would like in 2025. We also implemented a new contact center that enables all calls to go to an OGS employee in the first instance, enabling us to deliver faster service to more customers. Our customers now have more immediate access to the information they seek with less wait time.

We also have renewed 33 centralized contracts in the past year, including for advanced scientific equipment, furniture, fuel card services, and, for the first time, renewable diesel. We negotiated a first-of-its-kind aggregate buy for Microsoft products, saving our contract users hundreds of hours in negotiations over the course of a year. Using a reverse auction, we secured more than \$50 million in annual savings for the State on our Miscellaneous Office Supplies contract. We are committed to ensuring that users and potential vendors have robust knowledge of our contract offerings, and participated in dozens of outreach events. Our GOVBUY conference returned in-person with record attendance. Over 2,000 attendees participated in over 30 sessions, sharing best practices, and developing partnerships that are vital for solving current and future procurement challenges.

In the lead-up to our implementation of eProcurement, we engaged in a comprehensive assessment of our centralized contract procurement process, and will be launching our solicitation for eProcurement systems this year. We've also launched an online vendor feedback system to streamline our process for gathering feedback from our contract users on vendor performance, and successfully implemented Docusign for our contracts.

Support Services for State Agencies

As a support agency, this executive budget will enable OGS to continue to deliver support services for agencies, including central printing, consolidated warehousing and distribution operations, dock-master, emergency management and planning, food distribution, mail and freight services, and State and federal surplus property. These programs delivered by OGS provide essential services to State entities, local municipalities, schools, emergency feeding organizations, and the public.

We announced piloting of two food locker systems for our long-standing partner, the Food Bank of Central New York, in Oswego and Cortland counties. These lockers will improve food access in rural areas, by enabling people to obtain food at a time and location convenient to them.

We also broke ground on a 200,000 square foot warehouse in Green Island that will consolidate the inventory of four warehouses into one. This project is a meaningful investment in the community of Green Island, and will streamline our critical warehousing and distribution operations.

In closing, the Governor's Executive Budget will enable OGS to continue addressing our aging infrastructure, modernizing and innovating our operations, and supporting the State's response to the complex challenges facing us today. I am proud of our progress in making New York a healthier, stronger, more resilient, and more equitable State, and applaud the Governor's investments and priorities in this year's Executive Budget. I look forward to continuing to work closely with all of you to deliver for New Yorkers.

Thank you for the opportunity to speak with you this afternoon, and I am happy to answer your questions.