

**Joint Legislative Committee on Economic Development Testimony by Commissioner  
Jeanette Moy**

Good morning, Chairs Krueger and Pretlow, Ranking Members O'Mara and Palmesano, Chairs Baskin and Stirpe, Ranking Members Murray and Friend, and distinguished members of the Legislature.

My name is Jeanette Moy, and I am Commissioner of the New York State Office of General Services (OGS). Thank you for the opportunity to share the work we've accomplished over the past year and to 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 our over 2,000 employees to advance her commitment to improving government operations and delivering exceptional, accessible services for all New Yorkers.

For 65 years, OGS has delivered a wide array of essential services to support state operations, enabling our customers to focus on their core missions. We manage 32 million square feet of real estate; administer 450 leases; oversee a capital construction portfolio of \$5.5 billion and 1,847 projects; and provide critical logistical support services. We administer over 1,500 centralized contracts, process nearly 600,000 administrative transactions for 44,000 State employees and 71 State agencies, manage nearly \$306 million in annual budget for our client agencies, and support over 3,000 State workers through our HR expertise. We deliver innovative solutions and technical assistance, champion resiliency and sustainability, host cultural programs that reflect our state's diversity, and steward world-class artwork. Amidst new pressures and operational risks for our agency partners, vendors, and supply chains, OGS remains committed to delivering consistent operational expertise and logistical support to New York State.

OGS is focused on transforming our operations to better serve our customers, modernizing State operations, and delivering on Governor Hochul's key priorities. Since 2021, we have prioritized refocusing the agency's post-pandemic priorities on creating greater value for New Yorkers as an outcomes-focused entity, providing strategic services in addition to transactional support. In 2022, we commenced our first-ever public strategic plan, which outlines our service transformation with clear deliverables, performance measures. Currently, we are working on a 2026 update to the strategic plan.

To implement this ambitious plan, we have made organizational changes to support a customer service transformation, including new strategic planning, data analytics, and

project management offices to advance cross agency and statewide efforts. We are building teams and structures that allow us to use data to analyze performance and drive improvements to processes that are critical to delivering outcomes for our customers and the State. We are continually building on these efforts by incorporating engagement and feedback mechanisms into core services to make them more responsive to customer and stakeholder needs.

Governor Hochul's Executive Budget will enable us to strategically invest in infrastructure, deliver transformative capital projects, enhance sustainability, leverage technology to improve shared services, modernize procurement, advance data-driven operations, and improve government accessibility.

### Strategic Infrastructure Investment

Despite decades of underinvestment during previous administrations, Governor Hochul's support allows OGS initiatives to strategically address deferred maintenance and asset management. We are ensuring that our assets and infrastructure are equipped to meet both current demands and future challenges. As OGS addresses necessary repairs in our aging building stock, we will not just replace in-kind, but will build spaces that are more efficient, welcoming, and sustainable.

OGS has taken a systematic, risk-based approach to stabilizing and modernizing aging infrastructure. Through portfolio-wide assessments and targeted capital investments, we are identifying health and safety and operational risks early and addressing them before they become emergencies. This work has allowed us to reduce deferred maintenance, strengthen the resiliency of our facilities, and ensure our buildings are aligned with the needs of a modern workforce and the public we serve.

In Fiscal Year 2022, Governor Hochul and the Legislature granted OGS \$175 million to address significant urgent health and safety repairs at the Empire State Plaza. That work is well underway, with significant upgrades across the Plaza scheduled over the next three years, including accessibility upgrades at the Capitol and Legislative Office Building. In the past year, OGS has completed restoration and accessibility upgrades at the Egg and has broken ground on critical drainage and infrastructure repairs on the Eastern Approach to the Capitol. In addition, we revived the State Commission on the Restoration of the Capitol to enhance public stewardship of this singular asset.

In support of Governor Hochul's \$400 million Championing Albany's Potential initiative, OGS led a project to Reconnect the Empire State Plaza to Downtown Albany. OGS conducted extensive public outreach, reaching over 2,000 local residents. We will release a public report this spring detailing short-, medium-, and long-term interventions and a plan

to invest the \$25 million Governor Hochul dedicated to these efforts. We are actively using this feedback to guide enhancements to necessary infrastructure upgrades and to ensure that our capital planning reflects Governor Hochul's commitment to Downtown Albany.

Major capital investment will be required to address deferred maintenance at the Empire State Plaza over the next decade. Governor Hochul's budget generously provides \$54 million for the reconstruction of the Swan Street Bridge, which is deteriorating. We will rebuild the bridge with enhanced pedestrian amenities and traffic calming measures, based on community feedback. This budget also funds repair work along Madison Avenue to address water infiltration above critical building systems, which will also include streetscape improvements. These investments reflect OGS's commitment to responsible stewardship of our public assets.

As we improve our infrastructure, we are also decarbonizing our buildings. Under Governor Hochul's leadership, in partnership with the New York Power Authority (NYPA), OGS is implementing the four-phase ESP Energy Infrastructure Master Plan to reduce emissions from the Plaza's operations. The Governor and Legislature have fully funded Phase 1, which will include the transition to electric chillers, resulting in a 40% reduction in natural gas usage upon its completion in 2029. Phase 1 alone will enable the State to cut local greenhouse gas (GHG) emissions by over 20%, resulting in cleaner air in communities surrounding the Plaza. Phase 3 will result in an additional 39% reduction. We have also worked with NYPA to develop a decarbonization plan for the Harriman Campus, as part of Governor Hochul's Decarbonization Leadership Program. By pairing our long-term capital planning with decarbonization and public improvements, OGS is rebuilding community trust.

Rebuilding community trust also requires us to take action to put dormant State-owned sites to productive reuse. Governor Hochul's budget allocates \$9.9 million to complete the demolition of the existing structure at 1024 Fulton Street in Brooklyn, a site that has been abandoned for decades. Last March, Empire State Development (ESD) issued an RFP for the site for a mixed-use, 100% affordable housing development, and a nonprofit development partnership was selected this past month. Also in this budget, Governor Hochul proposes a constitutional amendment to unlock redevelopment at three former correctional facilities—Camp Gabriels, Moriah Shock, and Mount McGregor. While adding land into the Forest Preserve, the amendment will allow these unutilized sites to be redeveloped. Redevelopment of these properties will have a meaningful impact for their respective communities, proof that government can deliver for New Yorkers.

To facilitate transparency into the State's real estate portfolio, in the coming year, under Governor Hochul's leadership, OGS will launch a public-facing property inventory map to enhance transparency and efficiency in managing State-owned and leased properties. The map will enable the public to learn basic information about properties in their communities, and serve as a pathway to direct users to more in-depth information.

### Delivering Transformative Capital Projects

Beyond enhancing transparency in our existing real estate assets, OGS is also focused on the effective delivery of new initiatives, a critical area where we face significant challenges and opportunities. Governor Hochul has made historic investments in infrastructure, leveraging innovative procurement methods, technology solutions, and process reform to deliver for New Yorkers faster and more effectively.

OGS, through the Office of Performance Management and Innovation, will work with our colleagues at the Department of Environmental Conservation (DEC), Homes and Community Renewal (HCR), and ESD to track and report on permitting timelines for projects of statewide significance, like the new IBX transit line in New York City, to expedite delivery for the New Yorkers who depend on these projects, while continuing to prioritize safety.

OGS is using modern project delivery methods, including design-build, progressive design-build, and construction manager as constructor, to obtain the best outcomes for the State. Some major project highlights from the past year include:

- Completing Phase 3 of the Adirondack Rail Trail, on behalf of DEC;
- Completing the Jamaica Armory, on behalf of the Division of Military and Naval Affairs (DMNA);
- And breaking ground on the Lexington Avenue Armory, on behalf of DMNA.

In the year to come, we are looking forward to:

- Completing the rehabilitation of the Jones Beach East Bathhouse, as part of Governor Hochul's SWIMS initiative, on behalf of the Office of Parks, Recreation & Historic Preservation (Parks);
- And breaking ground on a state-of-the-art safety testing lab for the Department of Transportation (DOT), replacing an antiquated facility.

The public will be able to track the progress of these and other projects soon. In the coming months, under Governor Hochul's leadership, OGS will launch a capital projects dashboard that will provide key information on ongoing capital projects. This dashboard

will give our customers and the public visibility into the status of capital projects near them.

### Making our Assets Sustainable

In support of Governor Hochul's climate goals and Executive Order 22 (EO22), OGS is advancing a comprehensive strategy to reduce GHG emissions from State assets and operations. OGS embeds sustainability into all aspects of our operations. We are decarbonizing our buildings and fleet, enhancing resiliency, decreasing waste, and increasing access to green procurement.

As co-leads of the GreenNY Council, the entity tasked with implementing EO22, OGS provides technical assistance, shares best practices, and issues guidance to other authorities and agencies.

To reduce embodied carbon in our construction materials, we launched first-in-the-nation clean concrete guidelines for capital construction. We lead the State's annual embodied carbon reporting effort, and support agencies in transitioning to performance-based concrete specifications. Nearly all contracting agencies have updated their purchasing specifications in accordance with our Buy Clean Concrete Guidelines, which will take effect in 2027.

Working with the New York State Energy Research and Development Authority (NYSERDA), we released the Decarbonization and Climate Resiliency Design Guide for new construction and major renovation projects at State facilities. We are working with our client agencies and other contracting agencies to apply these standards to their upcoming capital projects, and will pursue Phase 2 of the Design Guide in 2026.

Additionally, OGS is leading the conversion of the State's fleet to Zero Emission Vehicles (ZEVs). To date, nearly 9% of the light-duty, non-emergency fleet are now electric vehicles (EVs), keeping the State on-track for light-duty conversion by 2035. Leading by example, nearly 30% of OGS' light-duty vehicles are ZEVs. To defray the cost of EV purchases, we have issued more than \$1 million in rebates to executive agencies for more than 530 vehicles. In December 2025, agencies submitted their medium- and heavy-duty conversion plans as a planning tool to meet the goal of conversion by 2040. OGS also now offers a centralized contract for renewable diesel, a bridge fuel, for hard-to-convert medium- and heavy-duty fleet vehicles.

OGS supports our partner agencies' fleet conversion efforts by funding and managing the buildout of EV infrastructure. To date, OGS has funded 190 chargers, with over 500 more in the pipeline. OGS added 134 charging ports across our portfolio in the past year, including

our first DC fast-charging stations, bringing the total number of charging ports at OGS facilities to 168.

We also launched an EV training for fleet drivers, run a ZEV Working Group for fleet managers, and co-host an annual EV Fleet Show with NYPA, enabling fleet managers and the public to learn more about ZEVs.

As outlined in EO22, OGS is developing a GHG emissions inventory for State operations. We anticipate issuing the inventory by late 2026. We will then work with our State partners to track progress as agencies implement projects to decrease GHG emissions.

In 2025, under Governor Hochul's leadership, OGS launched a new initiative to increase waste diversion at Empire State Plaza. Following an extensive waste audit, we rolled out new recycling signage and bins in public spaces at Empire State Plaza, with an accompanying multimedia campaign to encourage visitors and employees to recycle. In 2026, we will expand this initiative to office spaces across the Plaza.

#### Shared Services Transformation

OGS has focused on modernizing how we provide shared services to improve outcomes for our agency partners, so that they can better serve New Yorkers. The Business Services Center (BSC) is modernizing its workflows to more efficiently execute administrative functions, while continuing to work to onboard all State agencies for finance, human resources, and timekeeping services.

The BSC provides finance transaction processing services to 71 State Executive Agencies. We completed onboarding of the Department of Environmental Conservation in April 2025, and are beginning the onboarding of the Division of Criminal Justice Services for travel and credit card services.

Building on the successful transition in-house of our BSC contact center, OGS is exploring new technologies, including Robotic Process Automation (RPA), to reduce manual work and the risk of human error. OGS partnered with ITS to implement a proof-of-concept for RPA in our personal data change process, which significantly reduced errors and processing time. In 2026, we will transition the personal data change forms to robotic processing.

#### Modernizing Procurement

OGS is leveraging technology and process reform to make procurement easier and faster for the State agencies, localities, and nonprofits that depend on our contracts to procure vital goods and services.

Governor Hochul has recognized that public procurement in our State is subject to extensive red tape, slowing the State's ability to deliver for New Yorkers. She has proposed reforms that will greatly increase the efficiency of procurement for State agencies and for State-funded nonprofits. First, she has proposed raising the discretionary purchasing threshold to \$300,000. Unchanged since 2006, the discretionary purchasing threshold has not kept pace with inflation or with federal adjustments to their simplified acquisition threshold. This change reflects market realities and will reduce procurement timelines from 9 months to 1 month for low-risk purchases.

She has also proposed removing duplicative approvals for purchases from OGS centralized contracts. States across the country use centralized contracts to relieve purchasers of the administrative burden of conducting a full procurement, while ensuring best-value options for purchasers through negotiation. Over the last year, we renewed or extended 31 centralized contracts, saving our agency partners hundreds of hours of negotiation and leveraging collective purchasing power to secure the best pricing. The Office of the State Comptroller currently reviews every OGS centralized contract to ensure that vendors are responsible and pricing is appropriate. Such review would continue under this proposed reform but remove duplicative approvals. This reform will accelerate purchases from centralized contracts by up to 60 days. Governor Hochul's common sense reforms represent real time and energy savings that will free up State agencies' resources to focus on delivering for New Yorkers, rather than on contending with bureaucracy.

OGS is continually working to incorporate engagement and feedback mechanisms into our procurement services to make them more responsive to customer and stakeholder needs. Beginning at our 2024 GovBuy conference, we hosted our first Chief Procurement Officer (CPO) Roundtable, which included 14 participants from State agencies and authorities, local governments, and fire districts. In June 2025, we held a county-focused CPO Roundtable with county officials and the leadership of the New York State Association of Municipal Purchasing Officers, with 58% of New York counties represented. Building on the success of this roundtable, OGS held a follow-up session in fall 2025 focused on school districts.

We are also increasing our outreach to vendors to enhance competitiveness. Through our Office of Business Diversity, OGS has prioritized opportunities for Minority- and Women-Owned Business Enterprises (MWBES) through our agency's purchases, our centralized contracts, and our design and construction portfolio. In alignment with the increase to the MWBE discretionary purchasing threshold authorized last year, OGS increased the cap of our dedicated MWBE Project Based Information Technology Services contract lot to \$1.5

million. Across our spending in the last fiscal year, OGS contracted nearly \$200 million with MWBEs, a utilization rate of 42%.

To address major pain points raised by our authorized users, OGS is investing in tools that make public procurement easier. In this year's State of the State, Governor Hochul announced that OGS will responsibly develop artificial intelligence tools to enhance search capabilities for centralized contract offerings and assist with the generation of initial draft Statements of Work for centralized contract mini-bids, which will help localities and nonprofits without the in-house expertise to write high-quality, accurate solicitations. This will make procurement easier and faster for the State agencies, localities, and nonprofits who depend on OGS contracts.

In 2026, OGS will implement e-signature, significantly reducing the time required to finalize contract documents while decreasing paper usage. OGS is also rolling out an end-to-end eProcurement system for our centralized contracts. To inform the solicitation for the system, we identified specific integration requirements for key State systems and reviewed the technical capabilities of enterprise procurement systems. Working with the Office of Information Technology Services, we will release the solicitation in 2026 and subsequently award the contract to begin building out our eProcurement system. This new system is a critical component of the overall modernization of our centralized contract process to streamline workflows and resolve bottlenecks.

### Data-Driven Operations

OGS has integrated data-driven decision making across our core functions, aligning with Governor Hochul's call for streamlined processes and efficient operations.

Our Data Analytics Office is developing dashboards of metrics for critical operational areas, including human resources, real property, energy purchasing, fleet, and Business Services Center transactions. Creating analytic tools has allowed us to both track and measure results over time and provide stakeholders with visibility into processes and outcomes that impact them. We are also building publicly available dashboards to enhance transparency for our customers and the public on topics ranging from regional language demographics to ZEV conversion to capital projects.

OGS is using data to optimize the use of State assets, including vehicles, to better serve our customers, employees, and New Yorkers, while enabling efficient and modern government operations. OGS is installing vehicle telematics in the State fleet to allow for the collection and analysis of vehicle data, including location, usage, and driver behavior, enabling more efficient fleet management and facilitating the transition to ZEVs. To date, OGS completed the installation of telematics in over 9,000 State vehicles across 15

agencies, representing roughly 70% of the statewide fleet. In 2026, OGS will roll out guidance to fleet managers to enable meaningful use of telematics data. In total, close to 14,000 vehicles will be equipped by the conclusion of the installations in 2028.

To enable data-driven operations statewide, OGS will launch the Office of Performance Management and Innovation (OPMI) this year. OPMI will help State agencies deliver better outcomes and a more transparent government. This new office will streamline processes, optimize resources, and drive accountability through a culture of continuous improvement. In its first year, Governor Hochul has tasked OPMI with working with permitting agencies to develop internal performance tracking systems to monitor the status of permits and environmental reviews, accelerating reviews of critical construction projects while maintaining the State's commitments to environmental review.

### Connecting with New Yorkers

Governor Hochul is focused on increasing the accessibility of State agency programs, ensuring that New Yorkers know about and can take advantage of the resources available to them.

In 2022, Governor Hochul created the Office of Language Access (OLA) within OGS, which is tasked with coordinating across State agencies to shape and implement statewide language access policy and oversee compliance with the Language Access Law. Under the Language Access Law, all State agencies that interact with the public must provide interpretation services in any language with respect to the provision of agency services or benefits. In February, OGS launched the New York State Language Dashboard. This dashboard will enable State agencies, localities, and community partners to better understand the linguistic demographics of New Yorkers, enabling tailored outreach strategies and inclusive communications. In addition, earlier this year, OLA worked with NYSED to finalize and post their language access plan, making it the 50th agency to do so under the Language Access Law.

OGS is committed to ensuring that all New Yorkers are able to access and interact with their government. OGS will take steps to expand and improve language services more broadly. OGS is in the process of piloting a voluntary Language Access Certification program, which will enable State employees to use their language skills to enhance language access and cultural competency. This year, Governor Hochul directed OGS to develop guidance on the provision of sign language interpretation for accessing agency services or benefits, and instructing agencies to translate vital documents into ASL videos on request, addressing a gap in the Language Access Law. Deaf, DeafBlind, and Hard of Hearing New Yorkers will no longer require reasonable accommodations to receive

government services, enabling New Yorkers who use sign languages to more quickly access services.

### Conclusion

In closing, the Governor's Executive Budget will enable OGS to provide the essential shared services that keep State government functioning. OGS will continue to deliver on Governor Hochul's ambitious agenda by investing in our infrastructure and modernizing State operations, so all New Yorkers can feel government working for them. I am proud of our progress in making our State safer, healthier, and more resilient, where New Yorkers can afford to raise their families and thrive. I look forward to working closely with the Legislature and the Governor to deliver for New Yorkers. Thank you for the opportunity to provide testimony today, and I look forward to answering your questions.