

Maryland Food Center Authority

MISSION

The Maryland Food Center Authority (MFCA) enhances and provides economic growth opportunities for Maryland's agricultural, seafood, and food related industries.

VISION

An organization that will empower its employees, allowing effective contribution of their knowledge and skills, resulting in high quality services and facilities in furtherance of the mission, in exchange for continued personal growth and fulfillment through continuing education, broad industry involvement, and work diversification.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. To maintain safe, sanitary and efficient facilities.

Obj. 1.1 To maximize the amount of waste that is recycled while minimizing the amount of landfill disposals.

Obj. 1.2 To maintain facilities in quality condition.

| Performance Measures | 2011 Act. | 2012 Act. | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Est. | 2017 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total amount of waste generated (tons) | 5,825 | 6,520 | 5,641 | 5,229 | 6,427 | 6,500 | 6,500 |
| Percent of waste that did not go into public landfill | 14.0% | 0.0% | 0.2% | 8.7% | 0.0% | 0.0% | 0.0% |
| Number of significant capital improvement projects | 2 | 2 | 1 | 3 | 1 | 1 | 1 |
| Percent of projects completed in one year or less | 100% | 100% | 100% | 100% | 0% | 100% | 100% |

Goal 2. To maintain open communication with customers.

Obj. 2.1 To respond to customers' issues in a timely manner.

Obj. 2.2 Conduct a survey to determine satisfaction with facilities and support services.

| Performance Measures | 2011 Act. | 2012 Act. | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Est. | 2017 Est. |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total number of Priority 1 maintenance requests received | 7 | 6 | 1 | 19 | 30 | 30 | 30 |
| Percent of requests resolved within 14 days | 86% | 100% | 100% | 100% | 97% | 93% | 93% |
| Total number of surveys received from tenants | 20 | 18 | 18 | 25 | 21 | 20 | 20 |
| Percent of unsatisfactory responses | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.1% | 0.1% |