

Maryland Environmental Service

MISSION

The mission of the Maryland Environmental Service is to provide operational and technical services to protect and enhance the environment for the benefit of the people of Maryland.

VISION

The Maryland Environmental Service is: an innovative and leading-edge solver of environmental problems; a responsible and successful manager of environmental operations; and a great place to work.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Improve the environment through Maryland Environmental Service activities.

Obj. 1.1 Manage liquid waste products to reduce the nutrient problems in the Chesapeake Bay.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Gallons of wastewater treated (billions)	6.56	5.82	5.17	6.13	6.37	6.30	6.32
Number of parameters tested	82,177	81,122	81,097	81,212	80,375	81,317	80,787
Gallons of used antifreeze recycled (thousands)	36	36	27	24	25	26	26
Gallons of used oil recycled (thousands)	622	630	488	484	497	508	515
Number of corporate and State National Pollution Discharge Elimination System (NPDES) violations	63	177	180	155	125	80	120

Goal 2. Improve infrastructure to convey and treat water and wastewater in the State.

Obj. 2.1 Obligate 75 percent of appropriated capital funding annually.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percentage of capital dollars obligated	N/A	17%	32%	50%	52%	75%	75%

Goal 3. Work more safely.

Obj. 3.1 Improve safety performance by limiting accidents and related lost work time and by reducing the number of preventable vehicle accidents.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of accidents resulting in lost work time	14	13	39	25	30	<20	<25
Accident leave as a percent of total hours worked	0.21%	0.25%	0.24%	0.20%	0.09%	<.25%	<.20%

Goal 4. Provide excellent customer service and satisfaction.

Obj. 4.1 MES will achieve a client satisfaction result of 75 percent or more.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
¹ Client satisfaction rate	96.2%	97.0%	N/A	92.5%	N/A	75.0%	N/A

NOTES

¹ The Maryland Environmental Service conducts a customer service survey every other year.