

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Gallons of wastewater treated (billions)	5.82	5.17	6.13	6.37	6.03	6.32	6.03
Number of parameters tested	81,122	81,097	81,212	80,375	84,210	80,787	84,210
Gallons of used antifreeze recycled (thousands)	36	27	24	25	31	25	25
Gallons of used oil recycled (thousands)	630	488	484	497	474	415	421
Number of corporate and State National Pollution Discharge Elimination System (NPDES) violations	177	180	155	125	135	120	126

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percentage of capital dollars obligated	17%	32%	50%	52%	37%	75%	65%

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of accidents resulting in lost work time	13	39	25	30	32	<25	<25
Accident leave as a percent of total hours worked	0.25%	0.24%	0.20%	0.09%	0.06%	<0.20%	<0.20%

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
¹ Client satisfaction rate	97.0%	N/A	92.5%	N/A	92.0%	N/A	>90.0%

NOTES

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