

# Maryland Food Center Authority

## MISSION

To develop, own, operate, improve, and maintain real estate projects that provide economical, sanitary and modern facilities for food distribution in the State of Maryland.

## VISION

A State with the most modern, safe, sanitary, and efficient food distribution network in the world.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Maintain safe, sanitary, and efficient facilities.

**Obj. 1.1** Each year, maximize the amount of waste that is recycled while minimizing the amount of landfill disposals.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total amount of waste generated (tons)	4,989	3,182	3,690	3,635	3,595	3,600	3,600
Percent of waste that did not go into public landfill	0.0%	1.4%	8.2%	13.9%	15.1%	13.9%	13.9%

**Obj. 1.2** Maintain facilities in quality condition.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of significant capital improvement projects	0	0	1	0	0	3	1
Percent of projects completed in one year or less	0.0%	0.0%	100.0%	0.0%	0.0%	66.7%	0.0%

### Goal 2. Maintain open communication with customers.

**Obj. 2.1** Respond to customers' issues in a timely manner.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total number of Priority 1 maintenance requests received	7	4	21	50	44	50	50
Percent of requests resolved within 14 days	100.0%	75.0%	100.0%	96.0%	97.7%	100.0%	100.0%

**Obj. 2.2** Determine satisfaction with facilities and supportive services through surveys.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total number of surveys received from tenants	18	15	14	17	10	15	15
Percent of unsatisfactory responses	0.0%	6.7%	7.1%	0.0%	10.0%	0.0%	0.0%