

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 and reduce nutrient discharge in the Chesapeake Bay.

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Gallons of wastewater treated (billions)	6.37	6.03	6.54	6.84	5.96	6.20	6.20
Number of parameters tested	80,375	84,210	79,959	81,739	76,846	76,846	76,846
Gallons of used antifreeze recycled (thousands)	25	29	34	35	32	33	32
Gallons of used oil recycled (thousands)	497	456	432	358	369	363	366
Number of corporate and State National Pollution Discharge Elimination System (NPDES) violations	125	158	311	235	233	234	234

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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Percentage of capital dollars obligated	52%	37%	30%	58%	24%	40%	40%

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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Number of accidents resulting in lost work time	30	32	38	46	34	37	38
Accident leave as a percent of total hours worked	0.09%	0.06%	0.10%	0.10%	0.08%	0.09%	0.10%

Goal 4. Provide excellent customer service and satisfaction.

Obj. 4.1 The Maryland Environmental Service will maintain and improve client satisfaction through outreach activities and meetings.

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Number of customer outreach activities and meetings	N/A	N/A	N/A	N/A	304	240	240