

## Maryland Environmental Service Customer Service Overview

The mission of Maryland Environmental Service (MES) is to provide operational and technical services to protect and enhance our environment for the benefit of the State of Maryland and its citizens.

MES is self-supporting, and works with both governmental and private sector clients to find innovative solutions to some of the most complex environmental challenges. The agency offers its services at competitive rates and works on projects related to water and wastewater treatment, solid waste management, composting and organic products marketing, recycling and marketing of recovered materials, dredged material management and recycling, hazardous materials cleanup and engineering, monitoring and inspection services. This wealth of expertise is coupled with a commitment to safe work practices, cost containment and meeting the unique needs of its many customers.

Every MES employee is responsible for delivering exceptional customer service by providing customers with respectful, timely, and knowledgeable responses to inquiries and interactions. For more than four decades, the agency has been dedicated to preserving Maryland's natural treasures. This commitment is stronger today than ever before.

The Maryland Environmental Service's Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email inquiries within 24 hours of receipt.
2. Ensure MES employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.



**The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:**

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

3. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
4. Use social media to help get the word out about services, events, and news to provide our customers with information important to them.
5. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, [please visit our website](#).

[Click here](#) for our three question customer experience survey.