

Charles County Administrator's **MONTHLY** REPORT



Reporting Period: August 1-September 30, 2018



Biking in Charles County
Aug. 1, 2018

It's How You Get There!

Filming for the History Channel's "It's How You Get There" show featuring Charles County episode. Don't forget to watch on Nov. 25.



Summer Camps Jamboree

The Recreation Division's Summer Camps ended the season with a BLAST!



Charles County Administrator's

Monthly Report

Production of the Monthly Report is managed by the
County Administration Office, Media Services Division.

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TABLE OF CONTENTS

5	Message from the County Administrator
6	Infrastructure Investments in Your County
8	Department Updates
18	Public Information and Promotions
19	Board of Commissioners Meetings
20	Organizational Accountability
21	Dashboard: County Government Working for You
22	Community Engagement Statistics
23	Budget Updates
24	Emergency Services Fiscal Year Reporting
26	Growth Management Reporting

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Office of the
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CS

Community
Services

ED

Economic
Development

ES

Emergency
Services

FAS

Fiscal & Admin.
Services

HR

Human
Resources

PGM

Planning & Growth
Management

PW

Public Works

RPT

Recreation, Parks
& Tourism

A MESSAGE FROM

The County Administrator



In 2016, the county participated in its first National Citizens Survey. The purpose of the National Citizen Survey is to provide an analytical report on the quality of life and government services in Charles County. It helps answer the question: "Is our community one where people want to live and work?" In 2018, the county is conducting another survey to capture residents' opinions on community characteristics, governance, and participation to determine what we are doing well and what we can do better.

Our last survey presented several key takeaways:

- » Most Charles County residents enjoy a good quality of life.
- » All forms of transportation are areas for improvement.
- » Safety is a key focus area for the community.
- » Public trust ratings are mixed, but residents are pleased with customer service.

The County Administrator's Office plans to share the 2018 survey results early in the next calendar year. Our goal is to provide the information to the Commissioners prior to their winter retreat so that the analytical data can be used for determining future goals and objectives for the Board.

Be on the lookout for your survey, as it should have arrived in your mailbox recently. The county direct-mailed them to more than 1,600 households. If you did not receive one, you will still have the opportunity to participate online. In late October, the whole community can share feedback through an online survey link posted on the county's website at www.CharlesCountyMD.gov. We hope many of you will take the time to provide your opinion about County Government services.

On behalf of the directors and employees of Charles County Government, I hope you find this report a useful tool that provides you with transparency and information and assists our policymakers in better serving Charles County. I look forward to hearing your feedback.

MICHAEL D. MALLINOFF, ESQ., ICMA-CM
County Administrator

Infrastructure Investments in Your County

DEPARTMENT OF PUBLIC WORKS Capital Services Division

The Capital Services Division's mission is to provide project oversight of capital improvement projects (CIP) to ensure feasible and cost effective designs and construction management for the enrichment of the lives of the residents of Charles County. The division's overall objective is to provide residents with safe infrastructure and resources for the betterment of our community.

Learn more: www.CharlesCountyMD.gov/PW/CS/Capital-Services



Progress Updates

Bel Alton Community Center

The contractor has completed all restoration work, lead abatement, and painting of exterior window frames. Storm window design was approved by the Maryland Historical Trust in September. The new windows are currently in fabrication.

Blue Crabs Stadium Seating Area Cover

The Blue Crabs Stadium and Capital Services Division staff are working on fire suppression system testing. Once test results are complete, the fire suppression engineer can complete design of the sprinkler system and the entire set of plans can be submitted for permitting.

Charles County Animal Shelter

A design contractor was selected and award will be made by the Purchasing Division in October. A site dedication is scheduled for Nov. 14.

Popes Creek Rail Trail

All civil engineering plans are completed and ready for submission for final review with the Department of Planning and Growth Management. To address traffic and pedestrian safety concerns, Vista Design has secured services to study the issue. As soon as they develop solutions, all plans will be submitted for final review.

Solar Energy

The ground lease agreement for the current site is complete and awaiting finalization for signatures. The ground lease agreements for other potential sites are currently being reviewed by the County Attorney's Office.

Waldorf Senior and Recreation Center

A wall breaking ceremony to kick off the project has been scheduled for Oct. 23. A contract award recommendation for a construction vendor was submitted to the Purchasing Division and the award process will commence in October.

Western Parkway Phase 3

The Capital Services Division and Codes, Permits and Inspection Services (CPIS) Division staff are coordinating to review and discuss roadway geometry and concept stormwater design. Submission of stormwater concept plan to CPIS and approved drawings to the Purchasing Division are expected to move forward in October.

CAPITAL IMPROVEMENT PROJECT HIGHLIGHT

Closed Loop Project at Mattawoman



About this Project

This project represents a critical infrastructure investment by the Charles County water and sewer rate payers, as we replace equipment that was originally installed more than 30 years ago.

With this project, we will improve our reliability, efficiency, and ability to perform our core mission of preserving and protecting the environment.

Progress Update

This project includes the replacement of all influent and effluent pumps along with additional pumps as redundancy. Furthermore, valves and piping, sluice gates, and the overhead crane system are being replaced. To support the new equipment, the existing electrical building is being rehabilitated and expanded. Finally, new instrumentation will be provided to ensure easier diagnosis by the staff. The project is 38 percent complete.

Department Monthly Updates

OFFICE OF THE County Administrator

Good News

- » Commenced the second bi-annual National Citizen Survey, with the mailing of 1,600 surveys. The purpose of the survey is to provide an analytical report on the quality of life and government services in Charles County.
- » Held the Quarterly Town Hall Meeting in District 3 at Westlake High School. Many of the questions focused on changes made by the Library Board of Trustees regarding use of library facilities for the Life Journeys Writers Guild.
- » Hosted the County Employee Golf Tournament at White Plains Golf Course and the first annual County Employee Bike Ride at the Indian Head Rail Trail. Both events were held to boost employee morale, showcase county amenities, and enhance the overall wellness of our employees.

Progress In Action

- » Chaired the Quarterly Charles County Pension Plan and the Sheriff's Office Pension Plan Committee meetings. Both meetings had a Quarterly Investment Review and other plan topics.
- » Held several performance measures meetings, one of which was a training session from an outside industry expert. The training was held to develop an internal team of experts to begin our efforts to implement and train other departments.
- » Continued work on the International City/County Management Association Fellows Program. In October/November, the county will host an international ICMA member from Southeast Indonesia.



**Michael D. Mallinoff,
Esq., ICMA-CM**
County Administrator



Deborah E. Hall, CPA
Deputy County
Administrator

DEPARTMENT OF Community Services

Despite the lingering summer heat, the Department of Community Services is already preparing for the arrival of winter weather. Community outreach for the annual energy assistance program has begun. Department employees help low income senior citizens to apply for utility benefits through the Maryland Office of Home Energy Programs. This benefit provides a utility credit for eligible residents to subsidize the cost of home energy bills, reducing the financial strain in advance of the cold weather season.

Good News

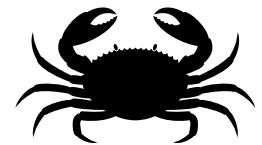
- » Hired two new employees: a nutritionist to run the Senior Nutrition program, which filled a critical vacancy and allowed meal programs to continue running smoothly; and a housing occupancy specialist to fill a key position in the Housing Choice Voucher Program.
- » Hosted the senior room at the Charles County Fair displaying 213 exhibits from 57 senior artists.
- » Coordinated with Department of Planning and Growth Management to issue the Notice to Proceed for home appraisal on a Community Development Block Grant project on behalf of a local non-profit organization.

Progress In Action

- » Provided health and wellness activities to residents including distribution of an additional 200 farm-to-table produce vouchers to senior citizens to encourage healthy eating, while also supporting local farmers; and promoted the “Walk Maryland” fitness initiative by advertising and supporting a team at the Walk to End Alzheimer’s and establishing walking clubs at all senior centers.
- » Issued 19 new vouchers for the Housing Choice Voucher Program and completed leases for 13 new participants.
- » Implemented new leadership for the operations of the Local Care Team, by selecting a coordinator to direct the work of this interdisciplinary service team. The Local Care Team collaborates to find local resources, supports, and service plans to assist children and youth who are at risk for out-of-home placements.



Dina Barclay
Director



Quick Data Measure

Senior centers offered a premium program for 367 seniors to “Celebrate Maryland” with festive entertainment and a Maryland-themed meal featuring crab cakes and oven baked chicken.

OFFICE OF THE County Attorney

The primary mission of the Office of the County Attorney is to support the County Commissioners, County Administrator's Office, and other county departments, boards, and commissions in serving the residents of this great county. Our service to these entities is accomplished by daily providing legal advice, representation, and other legal assistance for many of the essential tasks they perform.



Rhonda L. Weaver
County Attorney

Good News

- » Legislative Initiatives:
 - Bill #2018-07 Plastic Straws and Stirrers—Drafted legislation that would prohibit restaurants in Charles County from the distribution of certain disposable products, i.e. plastic straws and stirrers. Public Hearing is set for Oct. 16.
 - Bill #2018-08 Septic Tank Risers—Drafted legislation that requires developers of new home construction, which utilizes private onsite septic systems, to construct a septic tank riser that is visible. Legislation also encourages existing county homeowners to have septic tank risers installed when their septic system is cleaned by offering a partial reimbursement incentive. Public Hearing is set for Oct. 16.
- » Participated in International Municipal Lawyers Association webinar trainings regarding: Code Enforcement/Best Practices in Civil Code Enforcement; and Intellectual Property.
- » Reviewed and assisted with drafting of the proposed Deed of Conservation Easement to the Conservancy for Charles County. The easement would place a large portion of the county-owned Indian Head Science and Technology Park (approximately 208 acres of unimproved land) in perpetual conservation to preserve land areas and open space and protect the natural habitat. Second public hearing regarding proposed amendments made by Commissioner Ken Robinson (District 1) is set for Oct. 23.

Progress In Action

- » Issued 15 temporary alcoholic beverage licenses, one transfer, and one new alcoholic beverage license. The clerk to the Gaming Board issued 27 gaming permits. The Animal Matters Hearing Board adjudicated 25 citations and five civil complaints.
- » Represented the county before the courts and administrative boards in various matters involving zoning, building, and sign regulation compliance; adult guardianships, collections; and other matters. Provided counsel and assistance to Board of County Commissioners on a wide range of issues. Also, provided legal counsel to county departments and officials, as well as drafted, reviewed, and/or approved documents for legal form and sufficiency.
- » Provided staffing and counsel for 15 board and commission meetings. Logged 636 documents for review and further processing.

Economic Development DEPARTMENT

The Economic Development Department, in collaboration with the Department of Planning and Growth Management, developed and proposed a zoning text amendment (ZTA) to strengthen the county's position to attract businesses within the booming craft beverage industry. Passed by the Board of County Commissioners on Sept. 11, this ZTA allows breweries, wineries, and distilleries in commercial and agricultural settings, making the county more competitive and acknowledging the critical tourism role these operations play in the local economy.

Good News

- » Posted a 30-second video promoting the Annual Fall Meeting on all three department social media channels and boosted it on Facebook for three days. The boosted post reached 3,739 people, and the video was viewed 2,091 times. There were 10 clicks on the registration link, and 25 engagements with the post, which includes likes, comments, and shares.
- » Filled an open position on staff, the department's project coordinator. The project coordinator will coordinate activities, programs, and office operations for the Redevelopment Division and other departmental projects.
- » Supported and attended the Charles County Chamber of Commerce's new farm-to-table event, "Bounty of the County," which spotlighted local produce, meats, and seafood.

Progress In Action

- » Finalized all elements of the new Business Retention and Expansion Outreach Program with a goal to meet with approximately 100 target industry businesses. After extensive planning and organizing, visits began in late September; six businesses were visited.
- » Went to settlement on a \$35,000 business development loan to a local entrepreneur.



Darréll A. Brown, Esq.
Director



Quick Data Measure

The number of breweries is skyrocketing in Maryland. The Census estimated there were about 25 throughout the state in 2016. Today, the Brewers Association of Maryland lists more than 75 breweries in the state, with another 20 or so in the planning stages.

DEPARTMENT OF Emergency Services

The Atlantic hurricane season began on June 1 and lasts until Nov. 30. In early September when Hurricane Florence was projected to have impacts in Charles County, the Department of Emergency Services coordinated pre-planned emergency protective measures. This included sandbag distribution for residents and an emergency preparedness Facebook Live video on how to prepare an emergency kit. Fortunately, the storm did not impact the local area, but the Emergency Management team works continuously throughout the year to promote the importance of preparing for emergencies before they occur.

Good News

- » Supported the county's High Performance Organization goals with the department's Employee Engagement Committee completing its analysis of the Department of Emergency Services Employee Survey responses and presenting its strategies and recommendations.
- » Conducted simultaneous "Stop the Bleed" training session in seven high schools for both administrative and instructional staff of the Charles County public school system.
- » Reached a 100 percent "live release of other animals" rate for the Tri-County Animal Shelter in August and September.

Progress In Action

- » Have executed the contract for the design of the new animal shelter and preliminary consultation meetings are scheduled for October 2018. The successful bidder was Manns Woodward Studios, White Marsh, Maryland.
- » Resubmitted the county's revised Hazard Mitigation Plan to the Federal Emergency Management Agency for final review and approval.



Bill Stephens
Director



Quick Data Measure

Six tons of sand distributed to the public in preparation for the possible local impacts of Hurricane Florence.

Department Monthly Updates

DEPARTMENT OF Fiscal & Administrative Services

The Department of Fiscal and Administrative Services' mission is to effectively and efficiently manage the fiscal operations within the County Government, based upon sound, comprehensive, short- and long-term fiscal priorities. The department is responsible for the county's financial and technological administration. Staff have been preparing for the annual bond rating presentations scheduled in October.

Good News

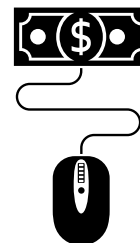
- » Completed the GroupWise to Microsoft Office 365 Outlook migration for all county email users.
- » Worked with the Board of Education and networkMaryland to establish a redundant internet connection. This connection provides both County Government and the Board of Education an alternate path to the internet should the networkMaryland's equipment, located in the Government Building, fail.
- » Awarded the contracts shown below. To view completed bids, visit www.CharlesCounty.org/apps/bidboard/public/index.jsp.
 - RFP 18-28 Space Analysis Study for Government Services to Peck, Peck Associates
 - RFP 18-42 New Animal Shelter Design to Manns Woodward Studios, Inc.
 - RFQ 18-45 Health Department External Stairway to CEEPCO Contracting, LLC
 - RFQ 18-46 Boiler Services to Horizon Mechanical Services LLC
 - ITB 19-04 Highway Maintenance Modified Seal to Whitehurst Paving Company, Inc.
 - ITB 19-13 Pump Station 5A Building Access Modification to Johnston Construction Company

Progress In Action

- » Continued work on the implementation of the new Community Development software, EnerGov, with focus on the integration of EnerGov and Laserfiche, the integration of EnerGov and the county's financial software, the ongoing review and testing of system configuration, the migration of data from the county's legacy permitting system, and three weeks of EnerGov end user training.
- » Finalized agreement with Vision by Granicus for replacement of the county's website.
- » Worked with financial staff to publish a Request for Proposal for a new Financial and Human Resources system. The county's current software was implemented in 1994 and has reached end-of-life.



Jenifer Ellin
Director



Quick Data Measure

Online payments are growing in popularity among county residents. In September 2018, there was a total of 7,085 online payment pageviews. This is an increase of 950 pageviews from September 2017 and an increase of 1,726 in pageviews from September 2016.

Department Monthly Updates

DEPARTMENT OF Human Resources

This month, the Department of Human Resources focused on updating several of its key programs including recruitment and training to provide more efficient services and resources to Charles County residents and county employees. The department also spent considerable time working with the Department of Fiscal and Administrative Services to develop a comprehensive Request for Proposal to procure Enterprise Resource Planning software, including developing the requirements, terms and conditions. This software is a critical and necessary component that will further assist the department in continuing its beneficial services.

Good News

- » Conducted a training on new performance evaluation/management software, Perform, with personnel coordinators in the Government Building. Additional trainings will be held throughout November and December, with a “go live” date of Jan. 1, 2019.
- » Developed course descriptions and worked with the College of Southern Maryland to create and update the fiscal 2019 Leadership Academy curriculum for employees.
- » Updated internal recruiting guide to reflect software changes and best practices.

Progress In Action

- » Began planning for the Wellness Fair which takes place on Oct. 17.
- » Held kick off meeting with Benefit Focus for the Affordable Care Act report, which will be an ongoing project through Feb. 19, 2019.



Paul M. Rensted
Director



Quick Data Measure

Filled 25 positions in
August and September.

DEPARTMENT OF Planning & Growth Management

The Department of Planning and Growth Management is preparing for transition to EnerGov, a new online permitting software that will improve customer service and efficiency. The office will be closed Oct. 17-19, as the department formally launches the program. In collaboration with the Media Services Division, the department has sent advanced notification to the public of this closure to avoid disruption of services.



Steve Kaii-Ziegler, AICP
Director

Good News

- » Received the draft Waldorf Bicycle and Pedestrian Connectivity Study for review. The Planning Division staff received a grant from the Metropolitan Washington Council of Governments to analyze and develop improvements to missing links to the bike/pedestrian facilities throughout the central area of Waldorf. This includes bike lanes, sidewalks, and shared use paths to ensure residents and tourists can travel without the need for motorized transportation.
- » Scheduled a Community Assistance Visit to start the county's application process into the Federal Emergency Management Administration (FEMA) Floodplain Community Rating System (CRS). Maryland Department of Environment and FEMA will present information in late December 2018/ early January 2019. The CRS is a flood plain policy discount program offered by FEMA for communities with higher regulatory requirements.
- » Expanded VanGO fleet to include a new specialized service bus for VanGO door-to-door service in September. This new service addresses a growing demand for service to elderly and disabled residents unable to utilize the fixed-route service.

Progress In Action

- » Started shadowing of the Code Inspection enforcement officer in the field by the Permit specialist and Permit technician this month. This will help improve communication, as well as knowledge of the processes from a different angle to achieve a better understanding of how their work impacts each other. In addition to gaining knowledge, staff will be able to better serve our customers.
- » Presented the first Conceptual Subdivision Plan to the county's Planning Commission. This new process was developed to allow greater resident input in the subdivision and development process at the earliest stages and to inform the developer of community concerns that may need to be addressed to accommodate any associated impacts.
- » Completed plans to increase capacity on the VanGO specialized door-to-door services. An increased demand is expected due to the opening of a new dialysis center in La Plata.



Quick Data Measure

In fiscal 2018, VanGO specialized door-to-door service and transported more than 14,000 trips in wheelchairs or other mobility devices.

Department Monthly Updates

DEPARTMENT OF Public Works

With the potential of Hurricane Florence impacting Charles County, the Department of Public Works supported the Department of Emergency Services' efforts in providing sandbags to residents to prepare for the storm. There were 100 tons of sand provided to residents prior to the hurricane's arrival. The department often provides support, from moving equipment to setting up meeting spaces, to other departments in order to best serve our residents.

Good News

- » Maintained the Mattawoman Water Quality Laboratory' certification status to conduct drinking water analysis by passing the annual Drinking Water Proficiency Test. Mattawoman is one of the few certified labs in the southern region of Maryland.
- » Worked with the Department of Emergency Services staff to provide sandbags and 100 tons of sand to residents prior to Hurricane Florence's arrival.
- » Participated in the county's booth at the Charles County Fair with employees represented from Utilities, Capital Services, Environmental Resources, and Roads Divisions.

Progress In Action

- » Worked with contractor to refurbish Genevieve well in Waldorf water system located in the Brookwood community, west side of the county; a new well pump was installed, and the well screen was re-furbished. This is part of the ongoing project to maintain an effective supply of safe water to our customers.
- » Removed more than 30 tons of trash and sediment from culvert pipes, with a vacuum truck, under Windy Lane to improve storm water flow during major rain events.
- » Added the Port Tobacco Community Services Building, Criminal Justice Academy, Nanjemoy Community Services Center, and District 3 police station to the DAYCON Vendor Managed Inventory System. This system uses "green" cleaning supplies to promote a healthy and safe work place.



Bill Shreve
Director



Quick Data Measure

Contract vendor surveyed 2,000 county addresses to ensure that irrigation systems are properly connected to the public water supply. This program protects the public supply from contamination by missing or nonfunctioning back flow prevention devices.

DEPARTMENT OF Recreation, Parks & Tourism

The Tourism Division is pleased to welcome their new chief, Kellie Hinkle. As chief of Tourism, Hinkle will be responsible for implementing marketing programs designed to increase the economic impact of tourism in Charles County. She will promote county tourism events and sites, facilitate special events designed to attract visitors, and maintain contact with area attractions and tourist/visitor services.



Eileen Minnick
Director

Good News

- » Concluded a successful summer activities season at Gilbert Run Park with 163 children participating in the one-day, free fishing classes, as well as a weeklong free fishing camp. Campers learned a variety of fishing methods, including fly fishing, and spent time on the lake fishing in kayaks provided by the park.
- » Had a huge presence at the Charles County Fair on Sept. 14 and turned our tent into a family party zone with balloons, a prize wheel, games, and super hero appearances. The Recreation Division also held a drawing for a free youth RecPass to one lucky winner that registered for one of the offered programs.
- » Wished congratulations to Betsy Cooksey, pickleball player who plays regularly at Port Tobacco Recreation Center, as she and her partner took home a bronze medal in the women's doubles pickleball competition on Aug. 26 at the Maryland Senior Olympics. She is now qualified for a shot at the National Senior Games Tournament to be held in Albuquerque, New Mexico in 2019.



Quick Data Measure

Concluded the 2018 summer camp program with 2,498 youth participating in 105 different, 11-week camps. Camps included our traditional day camp program, a variety of individual sports camps, kayak nature camp, camp splash, junior lifeguard, junior chefs, theater, flight, superhero, lego, and Camp Co-Op.

Progress In Action

- » Completed the design and installation of the Port Tobacco River Park Eagle Cam. The camera is being streamed through YouTube. The department will test the system for a week and then embed the live camera feed on the website. The official opening will be in January when the eagles have returned to their nest full-time.
- » Serving as the administrator of the State of Maryland Cooperative Marketing Grant via the Tourism Division. The grant leverages the county funds by incorporating as many advertising/marketing products that meet the state grant guidelines. Meeting these guidelines increase the amount of grant funds allocated and stretch the funds for a wider advertising/marketing distribution. The final report expenditures for the July 1, 2017 – June 30, 2018 were completed and sent to the state by the grant deadline. The county benefitted with \$60,246 of grant funds.
- » Approved the operating calendar for school-based community centers and indoor pools (2018-2019 school year). Continued planning for the associated recreation programs with expanded drop in programs and continued offering the Beyond the Bell afterschool program for middle school students.

Media Services

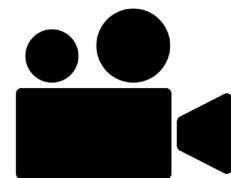
The Media Services Division had the wonderful opportunity to be involved with the History Channel's "It's How You Get There" show featuring Charles County. Charles County Government Television (CCGTV) filmed "The Story Behind the Story" to highlight the production of the History Channel's show. The 5-minute piece gave a behind the scenes look at producers working on the Charles County feature. The Media Team promoted the "The Story Behind the Story" through social media and newsletters that resulted in a record high viewing of the County Government produced video. The "It's How You Get There" episode will air on Nov. 25 on the History Channel.

Good News

- » Collaborated with county departments to design and promote the Fall Recreation and Parks "GUIDE" publication. Enewsletters, social media, and CCGTV announcements assisted in promoting the release of the publication.
- » Attended the Charles County Fair to engage with the community, sharing important information about Charles County Government services. Giveaways, displays, and a convenient schedule of information was coordinated to help Fair visitors be informed. The schedule provided times for visitors to gain answers to their questions on some of our more specialized services.
- » Recruited and hired a new, part-time staff photographer, Rebecca Lehman, who begins on Oct. 2. Received approval to reclassify and recruit a community engagement coordinator, to replace the previous position of assistant graphic designer. Applications for this position are being accepted through Oct. 23.

Progress in Action

- » Coordinated with the Department of Emergency Services to encourage residents to review preparedness plans, as well as promoting sandbag distributions for residents to protect their property during Hurricane Florence's forecasted flooding.
- » Added new podcasts to the library, including the newest episode for Open Mic with Mike titled, "Reflections on 37 Years in Charles County Government," featuring retired Department of Fiscal and Administrative Services Director David Eicholtz. Media also added our newest podcast series, "Inside Your County Government," featuring two episodes: "Be Prepared," which showcases the Assistant Director of Emergency Services Michelle Lilly and "Interns. Interns. Interns," which highlights Charles County Government's Summer Intern Program.
- » Collected and edited content for Charles County Government's "2018 Annual Report." Production plans are underway for design, production, and printing for this popular publication to be released on Nov. 27.



Quick Data Measure

The "The Story Behind the Story" video has been shared thousands of times:

- YouTube (1,403 views)
- Facebook post reached 19,000 viewers and had 243 reactions, 55 comments, and 532 shares
- Newsletter reached 6,455 email addresses, and received 133 unique clicks on, not only the video, but also clicks to each of the parks featured in the video

Clerk to the Commissioners

The Clerk to the Commissioners serves as the official recorder for the Board of County Commissioners meetings. The Clerk ensures all official actions taken by County Commissioners are maintained and recorded, prepares meeting agendas, schedules retreats, provides research of Board records, and assists the Board with its administrative and legislative functions.

Good News

- » Held two Commissioners' meetings in September, whereby the Commissioners approved an internship program with College of Southern Maryland's veterinary assistant students at the Tri-County Animal Shelter; passed legislation to provide nominal salary increases to members of the Board of Commissioners; passed legislation to create a legal framework to allow craft alcoholic beverage production facilities; approved renaming of Cool Springs Farm Place to Cool Springs Farm Court; and held a work session to consider a conservation easement to the Conservancy for Charles County that would encumber the property known as the Indian Head Science and Technology Park. Several amendments to the easement document were approved at the work session. The final approval of the easement remains pending.
- » Promoted the importance of emergency preparedness with a proclamation in recognition of National Preparedness Month. Celebrated the societal benefits of prevention, treatment, and recovery for mental and substance use disorders with a proclamation in recognition of National Recovery Month. Reflected on the contributions of Hispanics in the United States with a proclamation in recognition of Hispanic Heritage Month.
- » Scheduled public hearings for the Surface Mining in the Watershed Conservation District Zone Bill #2018-05 and Bryans Road Storage Facility Bill #2018-06 for Oct. 2. Scheduled public hearings for a bond issuance, Plastic Drinking Straw Ban Legislation Bill #2018-07, and Septic Risers Legislation Bill #2018-08 for Oct. 16. Scheduled public hearings on Oct. 23 for Revisions to the Core Employment Residential Zone Bill #2018-09, minor changes to the Adequate Public Facilities Manual, and the proposed Indian Head Science and Technology Park conservation easement to the Conservancy for Charles County.
- » Held three public hearings, concerning the 2017 Compensation Commission Recommendations Bill #2018-03, Craft Beverage Zoning Text Amendment #18-150/Bill #2018-04, and the Proposed Conservation Easement to the Conservancy for Charles County for property known as Indian Head Science and Technology Park. Adopted Bills #2018-03 and #2018-04.
- » Held the third quarter full-board town hall meeting, hosted by Commissioner Amanda M. Stewart, M.Ed. (District 3) at Westlake High School.

Internal Audit Office

The mission of the Internal Audit Office is to bring a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. The office conducts audits to help protect the public's interest and improve the performance, accountability, and transparency of Charles County Government.

Good News

- » Submitted internal control questionnaires for cash receipts/ disbursements, accounts receivable, the Payroll Division, and the Department of Human Resources to the Deputy County Administrator for review.
- » Submitted an audit plan to the Deputy County Administrator with proposed audits for fiscal 2019 to be presented to the Internal Audit Oversight Committee.
- » Provided an overview of the Internal Audit Office for the Commissioner Orientation Manual.

Progress in Action

- » Continued working on setting up programs and systems in AutoAudit which will help organize and track the audit process.
- » Started working on a checklist that will assist departments in establishing and monitoring cash handling systems within the county.
- » Started working on setting up audits in AutoAudit to be performed for fiscal 2019.

Central Services

The Central Services Division is expanding capacity and growing the team by recruiting a new building security officer and safety officer. Risk Management is maintaining workflow and mail delivery has started.

Good News

- » Provided random drug and alcohol testing training for safety sensitive employees and CDL operators on Sept. 19 and 20.
- » Hired new building security officer on Aug. 6.
- » Hired new safety officer on Aug. 20.

Progress in Action









- » Continuing to plan for Truck Rodeo that will take place on Oct. 17.
- » Beginning random drug testing on Dec. 1.
- » Ensured new cameras were installed at Community Services Building in daycare area.

Risk Management Vehicle Claims

Includes Sheriff's Office; not third-party or VanGO.

- » July7
- » August 4

County Government Working for You

		July 2018	Aug/Sept 2018	Target
	Environmental Tons to Recycling Rate	52% 1,996	52% 1,676/ 1,805	35% State Mandate Rate
	Economic Development Staff Time Dedicated to Business Engagement	3.50%	5.4%	20%
	Businesses Contacted/ Interacted	77	192	100
	Fiscal Services Fund Balance Ratio	16.9%	16.86%	8%–15%
	Bond Rating	Triple A	Triple A	Triple A “AAA” from 3 rating agencies
	Organizational Excellence Number of Employees Trained	61	84	45
	Employment Turnover Rate	7%	8%	< 10%
	Planning and Growth Management Commercial Building Permits Approved within 21 days	50%	91%	90%
	Resident Building Permits Approved within 14 days	50%	100%	90%
	Public Safety Cardiac Arrest Patients Arriving at Hospital with a Pulse	30%	40%	9.5% National Average
	EMS Dispatch to Arrival Response Time in 9 Minutes or Less	61%	58%	90% American Heart Association Standard: Arrive in 9 min/<
	Public Transit On Time Performance	97.1%	97.10%	95% In a 10 minute window
	Farebox Recovery Ratio	7.9%	7.86%	10–20% MTA Standard for small, urban systems
	Passengers Per Revenue: Fixed Route/Hr Demand Response	11.79 / 1.73	10.79 / 1.73	12–16/1.5–3.0
	Roads Paved Land Miles Assessed as Satisfactory	98%	98%	85%

Community Engagement Statistics

Citizen Response Office

The mission of the Citizen Response Office is to provide an avenue of communication for our residents and advocate on their behalf within the Charles County Government or refer them to the proper outside agency for further assistance. This office receives communication from the Charles County Government website, e-mail, public interaction, phone calls, written communication, or face-to-face meetings.

Contact the office via email at:
CitizenResponse@CharlesCountyMD.gov

Statistical Reporting

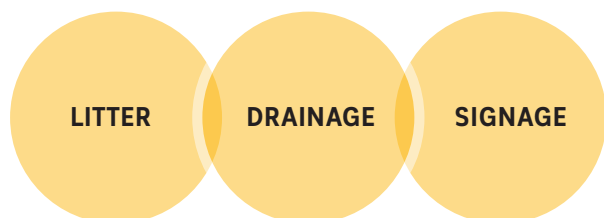
August-September 2018

- » Cases received 157
- » Cases completed 174

Totals for Fiscal Year 2019

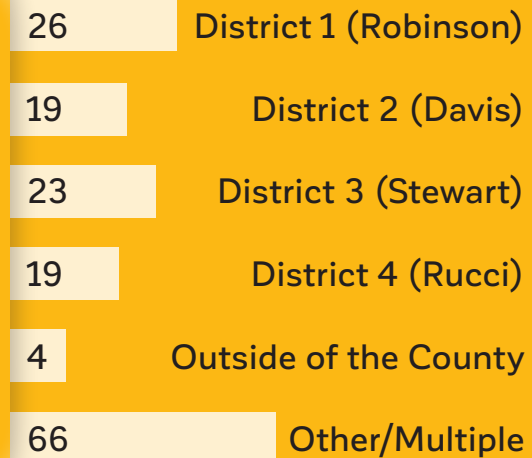
- » Cases received in FY2019 286
- » Cases completed in FY2019 303

Top Community Engagement Topics



Addressed resident concerns primarily regarding litter, signage, drainage, and current issues with the Indian Head Tech Park and Life Journey Writer's Guild.

August/September 2018 Cases Received By Commissioner District



FY2019 Year-To-Date Case Status

	Received	Pending
● COMMISSIONERS OFFICE	38	11
● COUNTY ADMINISTRATOR	1	3
● COMMUNITY SERVICES	4	0
● COUNTY ATTORNEY	4	3
● ECONOMIC DEVELOPMENT	2	0
● EMERGENCY SERVICES	3	1
● FISCAL & ADMINISTRATIVE SERVICES	11	5
● HUMAN RESOURCES	0	0
● PLANNING & GROWTH MANAGEMENT	55	40
● PUBLIC WORKS	26	17
● RECREATION, PARKS & TOURISM	2	1
● OUTSIDE AGENCIES	34	0

What is the General Fund?

The general fund is the largest operating fund of Charles County Government. The general fund is used to account for financial transactions associated with government services, which are not legally required to be accounted for in a special fund, or are not part of self-supporting operations, which are called enterprise funds.

Investment Reporting Quarter Analysis (April-June 2018)			
Avg. Daily Balance for Quarter		Per Policy Not to Exceed	
Savings	\$1,080,854.69	0%	100%
MLGIP	\$121,938,797.71	53%	60%
T-Bills	\$39,544,246.15	17%	100%
Agencies	\$49,599,683.05	22%	40%
Sweep	\$17,779,509.05	8%	20%
\$229,943,091.05			

FY2019 Update
As of Sept. 30, 2018
General Fund Budget: \$405,013,230
Revenue: \$225,599,310 %: 56%
Expenditures: \$96,237,081 %: 24%



Emergency Services Fiscal Year Reporting

Fiscal Year 2019: July 1, 2018 – June 30, 2019

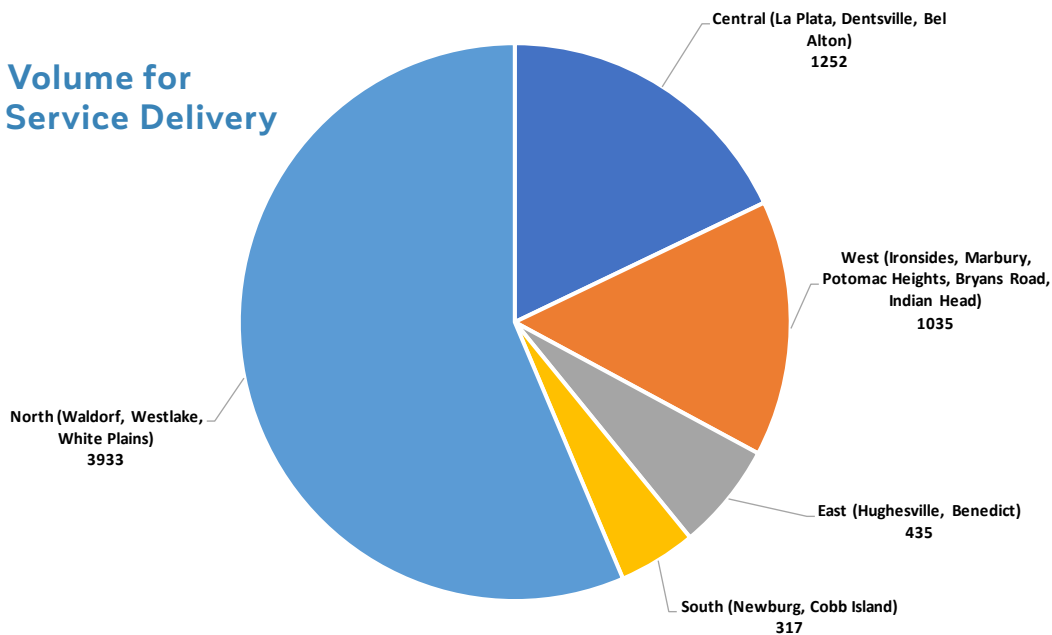
Total EMS Transports

Advanced Life Support	Total Transports	
Career ALS Transports	1616	47.1%
Volunteer ALS Transports	69	2.0%
Mutual Aid ALS Transports	89	2.6%
Basic Life Support	Total Transports	
Career BLS Transports	768	22.4%
Volunteer BLS Transports	821	23.9%
Mutual Aid BLS Transports	66	1.9%
TOTAL TRANSPORTS	3,429	100%

Priority One (Echo) Response Efficiency

Responses to Answered > within six minutes or less	
Calls Within Standard	48
Calls Outside of Standard	60
Total Echo Calls	108
Percentage Answered Within Standard	44%

Total Call Volume for First Due Service Delivery



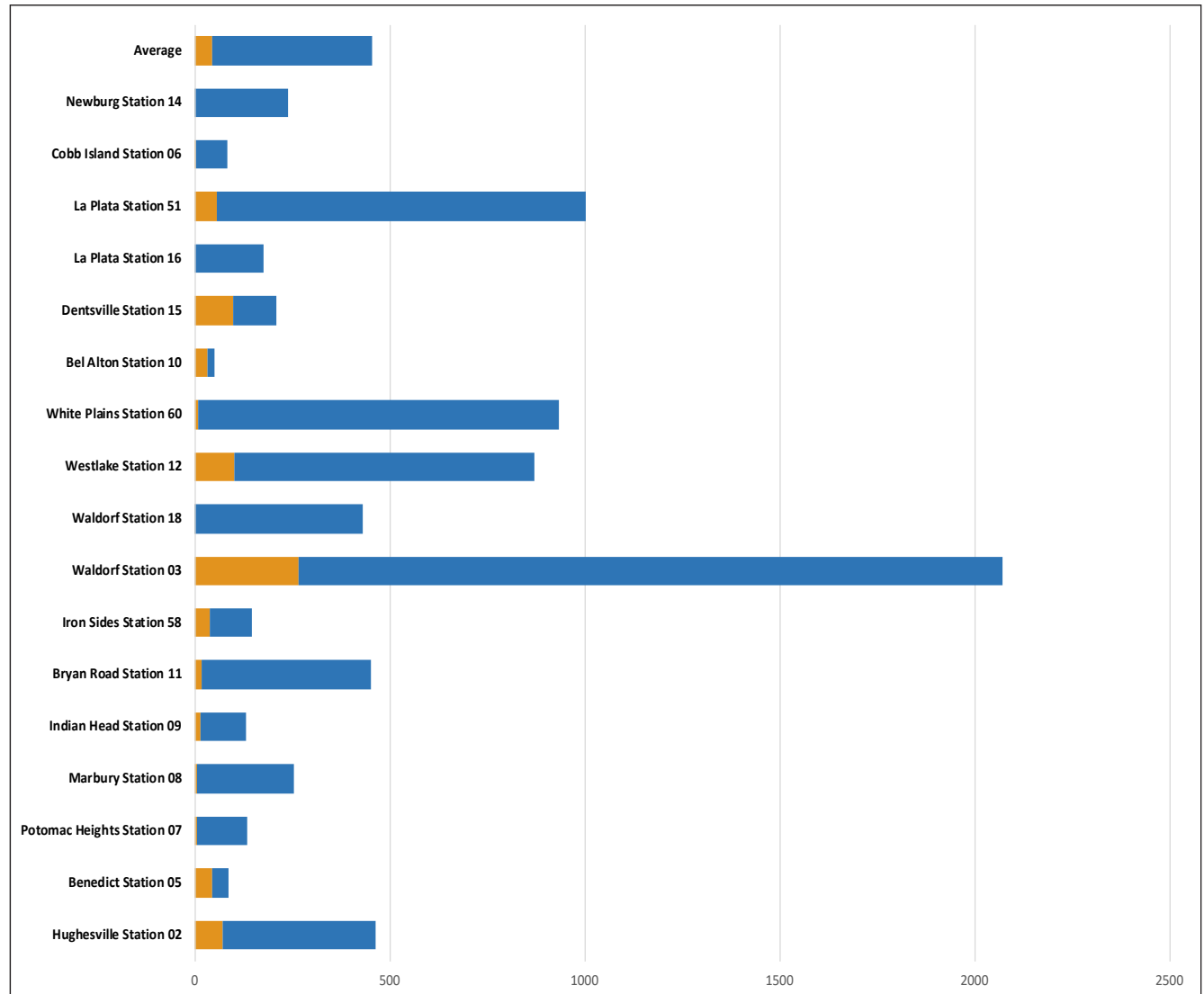
Total Call Volume • First Due Service By Region

	Completed Calls for Service	Missed Calls for Service
Central (La Plata, Dentsville, Bel Alton)	1252	186
West (Ironsides, Marbury, Potomac Heights, Bryans Road, Indian Head)	1035	84
East (Hughesville, Benedict)	435	115
South (Newburg, Cobb Island)	317	5
North (Waldorf, Westlake, White Plains)	3933	376
Average	1,394	153

Emergency Services Fiscal Year Reporting

Fiscal Year 2019: July 1, 2018 – June 30, 2019

Total Call Volume • First Due Ambulance Dispatched vs EMS Service Delivery



	Unavailable	Delivery
Hughesville Station 02	71	392
Benedict Station 05	44	43
Potomac Heights Station 07	7	127
Marbury Station 08	5	250
Indian Head Station 09	15	115
Bryan Road Station 11	18	435
Iron Sides Station 58	39	108
Waldorf Station 03	265	1807
Waldorf Station 18	1	431

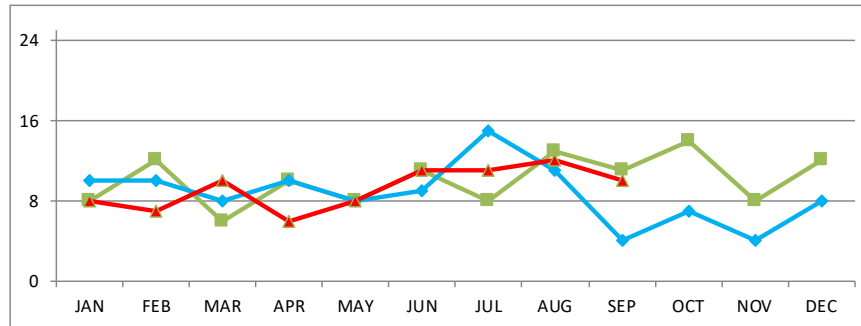
	Unavailable	Delivery
Westlake Station 12	101	771
White Plains Station 60	9	924
Bel Alton Station 10	32	18
Dentsville Station 15	97	112
La Plata Station 16	0	176
La Plata Station 51	57	946
Cobb Island Station 06	4	79
Newburg Station 14	1	238
Average	45	410

Growth Management Reporting

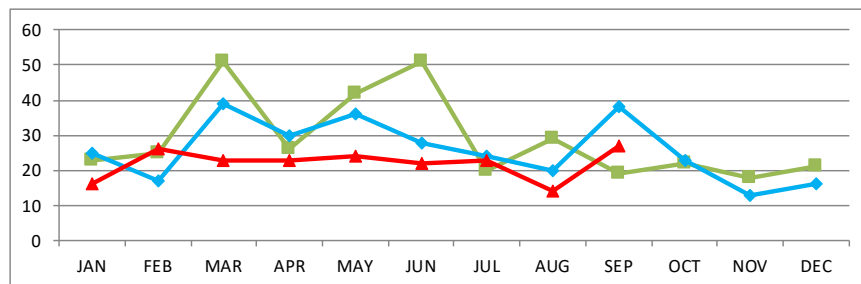
Building Applications Submitted



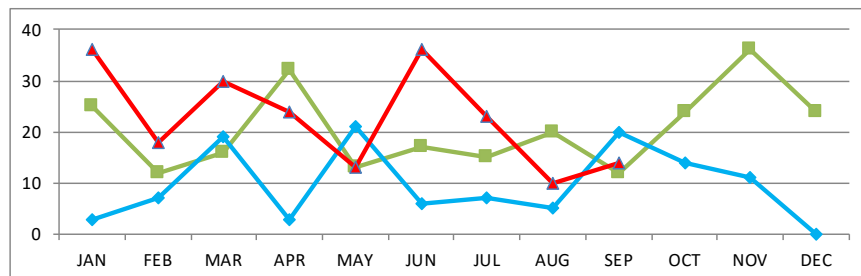
New Single Family Units on Well/Septic



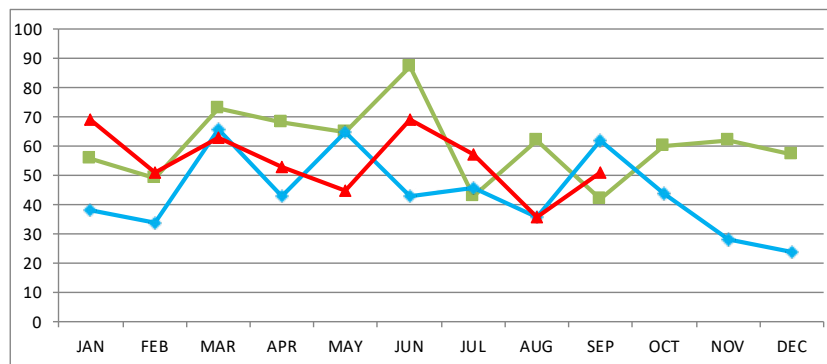
New Single Family Units on Public Water/Sewer



New Townhouse Units



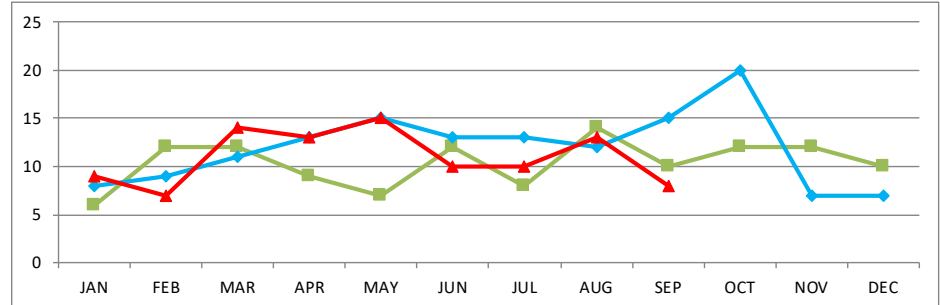
Total New Residential Living Units



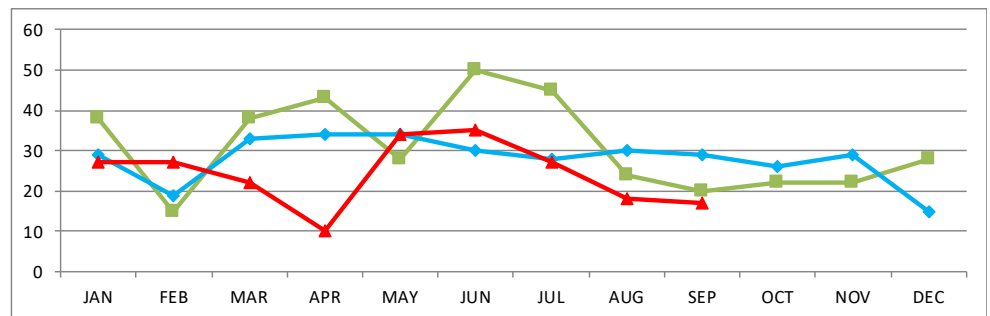
Growth Management Reporting

Building Permits Issued

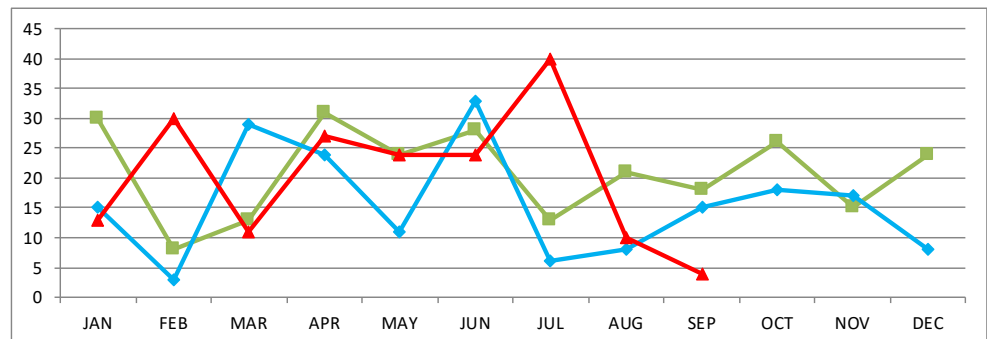
New Single Family Units on Well/Septic



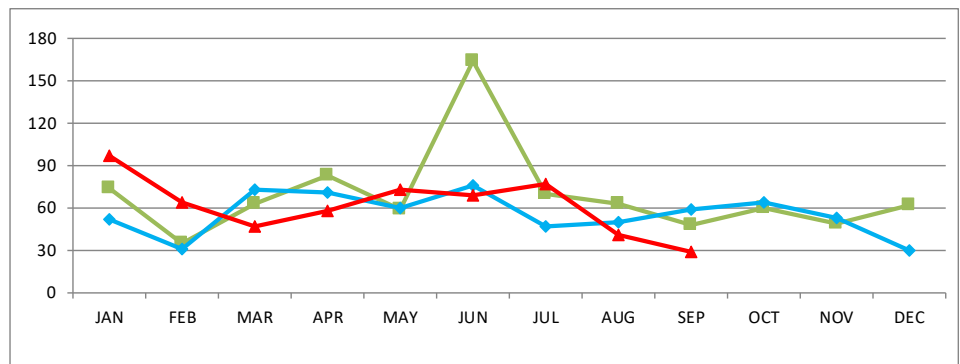
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units

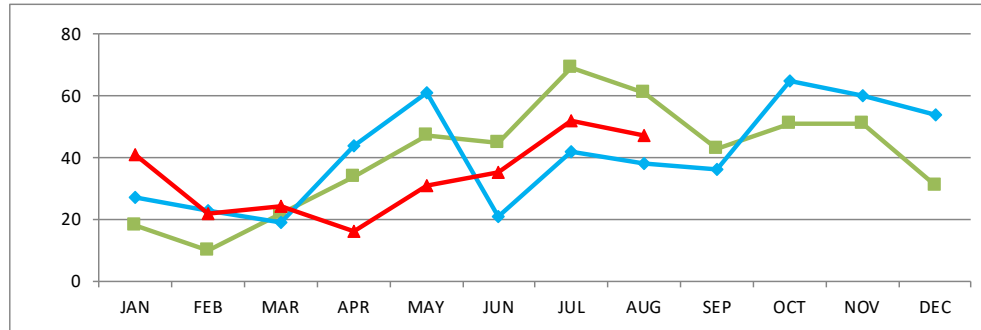


Growth Management Reporting

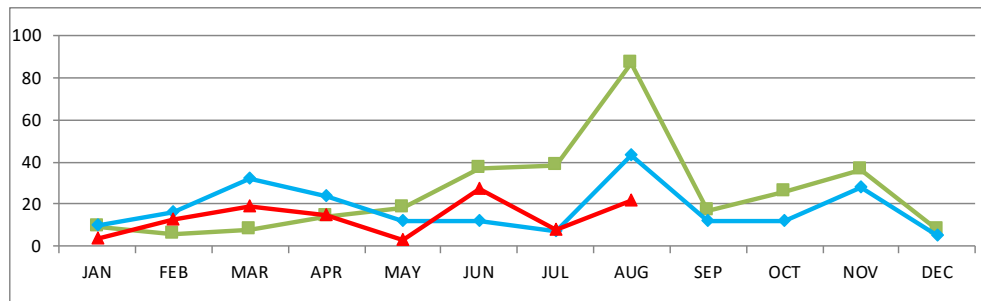
Use and Occupancy Certificates Issued



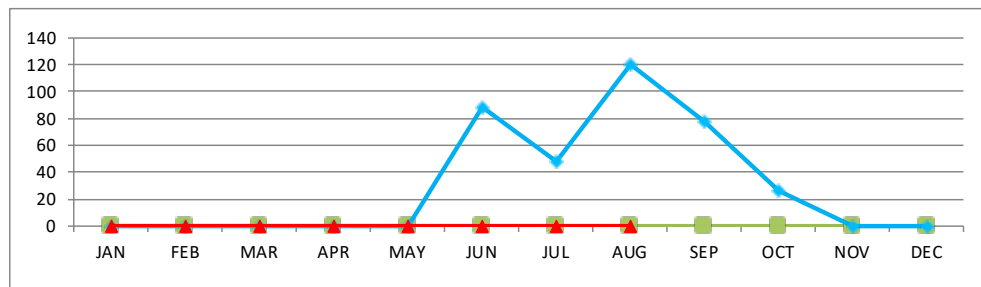
New Single Family Units on Well/Septic



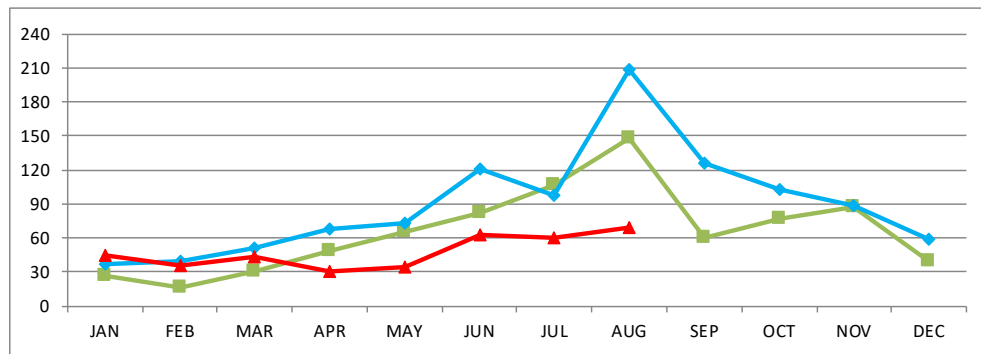
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units



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