

Charles County Administrator's MONTHLY REPORT

Reporting Period: Jan. 1-31, 2018

Mallows Bay



Chapman State Park



Charles County

Legends, Lore and Room to Explore

Thomas Stone House



Gilbert Run



Charles County Government

www.CharlesCountyMD.gov



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Charles County Board of Commissioners



Peter F. Murphy
President



Ken Robinson
District 1



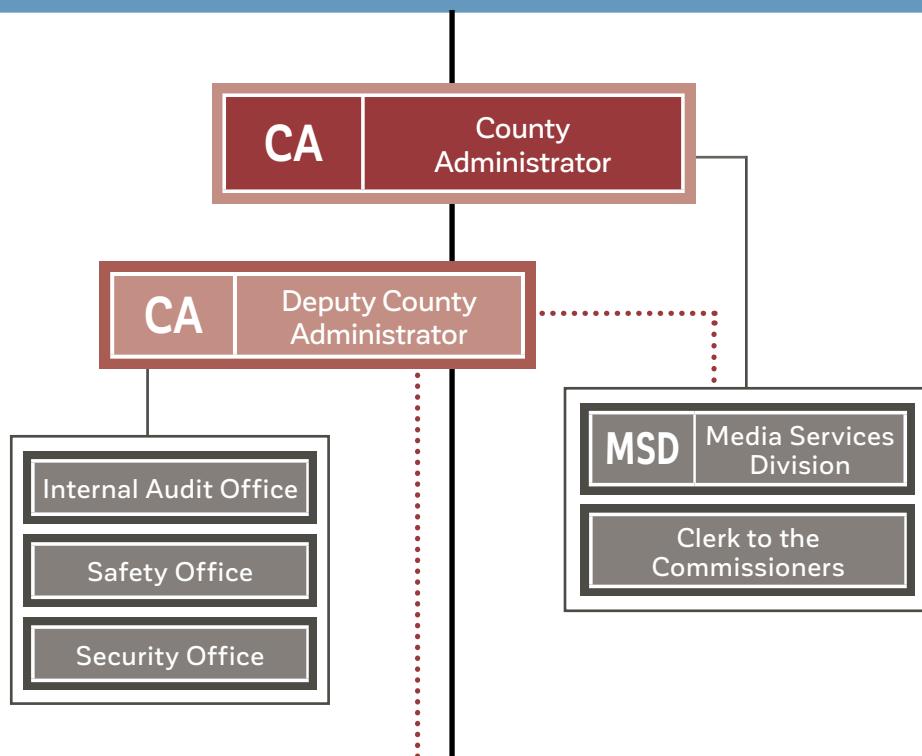
Debra M. Davis, Esq.
District 2



Amanda M. Stewart, M.Ed.
District 3



Bobby Rucci
District 4
Vice President



ATTY Office of the
County Attorney

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



County Administrator's Monthly Report

Reporting Period: January 1-31, 2018

Please find our latest edition of the County Administrator's Monthly Report.

The Monthly Report is designed to provide up-to-date data and information on the operations of County Government. Within you will find department and division updates, department reports and analysis, and county goals and objectives.

Over the past 18 months, the Tourism Division within the Department of Recreation, Parks, and Tourism has been immersed in the process of creating a new look, feel, and identity for our beautiful county. Under the expert guidance of contractor North Star Ideas, Inc., county staff and community partners completed internal and external perception studies. Time was spent getting to know the ins and outs of partnerships, stakeholders, and our county's leisure, recreational, and tourism assets. The end result was a thorough orientation and reintroduction to the heart of Charles County.



The resulting findings were used to create a new image, a new strapline, and a new appreciation for the amazing and sometimes complicated combination of people, places, and events that make up Charles County. The strapline, "Legends, Lore and Room to Explore," creates the foundation for the new presentation of the county. Rolling hills, water, landscape, and deciduous trees are images described again and again by workshop participants. The elements were brought together with new colors to create a logo.

Today, advertising templates are in place for print. The site, www.ExploreCharlesCounty.com, was reactivated and our media specialist began integrating the new branding in the website and Facebook pages to spread the word to our citizens and visitors alike! Other projects are in process for spring reveals. It is an exciting time to live in and visit Charles County. This is certainly a place with unique stories and beautiful places and people.

It is the best time ever to explore Charles County, create your personal and family adventures, and become a legend. Keep an eye on us as we continue to spread the word about our "Legends, Lore and Room to Explore" initiatives.

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.

A handwritten signature in black ink that reads "Michael D. Mallinoff".

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

Department Updates

Reporting Period: Jan. 1-31, 2018



County Administration

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

Deborah E. Hall, CPA, Deputy County Administrator



- ◆ Held several internal meetings with various departments to discuss the upcoming Capital Improvements Program (CIP) budget and strategy. In addition, met with the Board of Education to discuss revenue estimates and CIP projects and priorities.
- ◆ The Executive Leadership Team met twice in January. The first meeting was with the Department of Human Resources Employee Committee to review the suggestions from the all-county employee survey. The second meeting was to decide, of the options presented, which ones we would pledge to correct or work on improving in the next year. Our plan is to present the work that will commence and the improvements we plan to implement to the County Commissioners.
- ◆ Met with the University of Maryland Charles Regional Medical Center (UM CRMC) CEO Noel Cervino and various other UM CRMC executives to discuss the hospital's interest in the current La Plata Library site.
- ◆ Attended the Regional Infrastructure Advisory Committee Meeting. The meeting focused on the Transportation Priorities Letter and the Harry Nice Bridge Replacement Project. The committee had an opportunity to review the roundabout construction project at Maryland Route 5 (Branch Avenue) and Maryland Route 373/Maryland Route 381.
- ◆ Worked with the internal auditor to commence the foundational work of establishing the position, writing manuals, reviewing old files, ordering educational materials, and starting research on the appropriate software options.
- ◆ Met with internal staff regarding upcoming legislation on the septic tank risers regarding implementation and cost off-set for retrofits.
- ◆ Attended the Maryland Association of Counties Tax and Legislative subcommittee meetings each Wednesday in January. They are primarily focused on the impact of the federal tax law on Maryland residents' returns and Charles County revenues.
- ◆ Held Performance Measures Software Committee meeting. During the meeting, the committee finalized the Statement of Work and the upcoming schedule to ensure acquisition of the software by July 1, 2018.
- ◆ Attended the Website Redesign Committee Meeting to finalize the Statement of Work for website hosting services. The committee reviewed the goals and finalized the documents. The committee is very close to scheduling demonstrations of the available services.
- ◆ Attended the Opioid Senior Policy Group meeting to discuss the Overdose Fatality Review Team and the Overdose Intervention Team, and receive an update on the Peer Recovery Team and the Hope Trailer.

Department Updates

Reporting Period: Jan. 1-31, 2018

Citizen Response Office

Julie Bryson, Executive Office Manager

- » Received 58 cases for action to county departments and outside agencies such as State Highway Administration, state of Maryland, Charles County Board of Education, Charles County Sheriff's Office and Charles County Department of Health.
- » Completed 49 cases.
- » Addressed resident concerns primarily regarding litter control, snow plowing, water and sewer issues, illegal signs, and zoning.

Clerk to the Commissioners

Danielle Mitchell, Clerk

- » Scheduled and conducted two County Commissioners' sessions, which included forwarding legislative proposals to the Charles County Delegation of the General Assembly concerning cigarette retailers and work release inmate earnings.
- » Held two public hearings to garner public input on Bill #2017-10 Artificial Tanning Devices and Bill #2017-11 Collective Bargaining for Covered Employees in the Department of Emergency Services.
- » Prepared two proclamations for presentation during Commissioners' session and an outside event in recognition of Martin Luther King Jr. Day of Service.
- » Prepared one enactment notice informing the public of the passage of Bill #2017-11 Collective Bargaining for Cover Employees in the Department of Emergency Services.
- » Received and responded to six internal agenda requests and one external agenda request, which included follow-up scheduling.

Internal Audit Office

John Simpson, Internal Auditor

- » Attained membership to The Institute of Internal Auditors (IIA), which is the internal audit profession's most widely-recognized advocate, educator, and provider of standards, guidance, and certifications.
- » Ordered and received The International Professional Practices Framework (IPPF), also known as the "Red Book," the IIA's authoritative guidance for the internal audit profession globally.
- » Researched and conducted analysis on various audit management software and prices. The software is in the process of being purchased.
- » Completed the following training from the IIA: Internal Controls, The Standards of Internal Audit, Risk Management
- » Contacted internal auditors from Wicomico County, Maryland; Deschutes County, Oregon; Harford County, Maryland; and the City of Tampa, Florida, for examples to help draft a new Policies and Procedures Manual for the Internal Audit Office.
- » Reviewed files and prior audit reports to gain a knowledge of the different departments and areas of concern. This information will be used to help set up an audit plan for future audits.
- » Prepared a draft copy of the Policies and Procedures Manual. The manual is currently under review with the Deputy County Administrator.

Department Updates

Reporting Period: Jan. 1-31, 2018

Media Services

Deborah E. Hall, CPA, Acting Chief

- » Promoted the Economic Development Department's January 2018 Roundtable event with news releases and e-newsletters. Filmed and provided photography services. The first 2018 Roundtable was one of the largest turnouts.
- » Finalized the design and print coordination for the Department of Recreation, Parks, and Tourism's spring "Guide" publication. Prepared promotional items such as the e-newsletter announcement and social media images for use in February.
- » Developed a promotional plan for February's Black History Month to feature individuals from Charles County who have made an impact. The Public Information Office contacted partner agencies including the Charles County Sheriff's Office, Charles County Board of Education, and the College of Southern Maryland for their input. The promotion plan includes weekly social media posts, e-newsletters, and Charles County Government Television feature announcements.
- » Publicized the Department of Community Services' free income tax preparation program, a service available to seniors and low-income families that meet eligibility requirements.
- » Recorded the first Historic Preservation Commission evening meeting for archiving purposes. Initially, the Department of Planning and Growth Management staff considered purchasing equipment to do this, but Charles County Government Television is providing services to assist.
- » Distributed news releases, e-newsletters, and social media posts regarding the new Medicare cards being issued in 2018.
- » Updated all Board of County Commissioners stationery, as well as building photos, to reflect the appointment of Commissioner Bobby Rucci (District 4) to vice president.
- » Produced the "Drums Alive," 30-second commercial promoting a high-energy workout geared toward senior citizens at the Richard R. Clark Senior Center.
- » Redesigned the County Government organizational charts to create a more cohesive look and expand on areas not previously represented.
- » Completed the Department of Community Services' monthly publications: "The SCOOP" senior newsletter and the Nanjemoy Community Center newsletter.

Safety and Security

Rebecca Quade, Acting Safety Officer & John McConnell, Building Security Officer

- » Investigated six worker's compensation claims.
- » Facilitated two New Hire Safety Orientations, CPR training, and Defensive Driving training.
- » Completed Occupational Health and Safety Act (OHSA) injury logs and distributed as required by OHSA regulations.
- » Continued to classify employee codes for workers' compensation self-audit.
- » Started process to install cameras at the childcare facility in the Community Services Building.
- » Continued study and met with various agencies on the mail delivery from the post office to the County Government Building.
- » Assisted the Department of Human Resources with personnel issues.



Community Services

Dina Barclay, Acting Director

- ◆ Celebrated the 1-year anniversary of the Health Partners, Inc. location at the Nanjemoy Community Center with a guided tour of the clinic for area residents and a preview of the new onsite dental clinic, which will provide expanded services to western Charles County and the surrounding vicinity.
- ◆ Conducted a conference call with the Maryland Department of Housing and Community Development (DHCD) staff to update DHCD on the Bel Alton building renovation progress.
- ◆ Participated in a meeting with Congressman Steny Hoyer at LifeStyles of Maryland, Inc. to discuss Housing and Urban Development's annual Point-in-Time survey and funding issues regarding programs for the homeless.
- ◆ Received executed grant agreements from the Housing and Urban Development for the Emergency Solutions Grant Program.
- ◆ Elected a new chairperson of the Local Management Board (LMB), Norma Dorsett. With experience from JobSource and Tri-County Council for Southern Maryland, Dorsett brings a wealth of knowledge and energy to the position and will help provide strategic direction to the LMB coordinator and our board members.
- ◆ Received a community impact mini-grant from United Way for the Indian Head Senior Center Council to purchase fitness equipment in support of the council's chronic disease prevention programs.
- ◆ Hosted special events at all four senior centers honoring the legacy of Dr. Martin Luther King, Jr.
- ◆ Co-authored a tri-county LMB grant proposal for \$25,000 to the Governor's Office for Children to support a series of three workshops with a focus on racial equity and poverty to a cohort of Opportunity Youth Stakeholders from April to June 2018. The workshops will be facilitated by the Racial Equity Institute, LLC and the first "Groundwater Presentation" will take place in Charles County (currently scouting a venue).
- ◆ Presented workshops on the importance of wills and estate planning for area seniors.



Office of the County Attorney

Rhonda L. Weaver, 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 providing legal advice, representation, and other legal assistance for many of the essential tasks they perform on a daily basis.

- ◆ Reviewed and amended 2017 financial disclosure statements in accordance with changes in state law. In addition, worked with the Media Services Division to develop an electronic form. Presented recommendations to the Ethics Commission and all were approved. The Clerk to the Ethics Commission ensured 2017 financial disclosure forms were distributed.
- ◆ County Legislation: The following are county legislative topics for which activity was performed by this office. "Activity" includes research, drafting, review, and/or participation in County Commissioners' meetings (introduction, public hearings and/or work sessions):
 - Collective bargaining for certain employees within Department of Emergency Services
 - Tanning bed legislation
 - Length of service award program
 - Septic tank risers and covers
 - Towing regulations
- ◆ Finalized and distributed Charles County Commissioners' 2018 Legislative Package. Continued to coordinate with the lobbyist to provide necessary information for pending legislation that is part of the 2018 Legislative Package and/or may otherwise be of interest to Charles County.
- ◆ Completed final review regarding proposed amendments to Docket 90.
- ◆ Continued participation at all levels of training and development work in creating values and behaviors in that reflect the county's High Performing Organization model.
- ◆ Provided staffing and counsel for eight board and commission meetings. Logged 289 documents for review and further processing.
- ◆ Provided counsel and assistance to Board of County Commissioners on a wide range of issues. Also provided legal counsel to county departments and officials which included drafting, reviewing, and/or approving documents for legal form and sufficiency.
- ◆ Issued three temporary alcoholic beverage licenses and 15 gaming permits.
- ◆ 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.



Economic Development

Darréll Brown, Director

Traffic to the Economic Development Department's website increased significantly this month, returning to pre-Christmas levels. In total, the website had 2,462 visitors in January, an increase of almost 700 visitors compared to December. This trend is comparable to the same time last year, as web traffic seems to decrease during the holidays in November and December and then come back to where it was by January.

- ◆ Held the Economic Development Department Quarterly Business Roundtable on Jan. 31 at the Waldorf West Library with 60 business people in attendance. Chief of Business Development Lucretia Freeman-Buster spoke on the department's business development plan and Agriculture Business Development Manager Martin Proulx updated on the agriculture program. Special speaker Vivian Mills of the Charles County Charitable Trust reported on a study of the economic and social impact of charitable organizations in the county. The Q&A section covered such topics as the Maryland Airport, the Waldorf Urban Redevelopment Corridor, and the new Waldorf Station project.
- ◆ Attended the Maryland Economic Development Association Winter Conference in Annapolis to hear about economic development legislative priorities for the 2018 Maryland General Assembly and network with peers from other parts of the state.
- ◆ Helped coordinate and attended the Maryland Economic Development Association's (MEDA) Legislative Day in Annapolis and hosted several local business owners and operators at the event. Arranged for these businesses to have a brief, private meeting with State Senator Thomas "Mac" Middleton, who was also a featured speaker at the larger MEDA event.
- ◆ Co-hosted—with the Southern Maryland Small Business Development Center—a free seminar on the new tax laws for small business at the Waldorf West Library.
- ◆ Attended the annual Charles County Chamber of Commerce Inaugural Reception at which Business Development Manager Lucretia Freeman-Buster was sworn in as a member of the Chamber's Board of Directors.
- ◆ Attended the Maryland's Best Buyer/Grower Expo in Annapolis to learn about trends in the agricultural industry and explore opportunities for Charles County agriculture businesses.
- ◆ Learned that a local technology firm the department nominated for an award had been selected as an award winner. Kingdomware Technologies, Inc. will receive the Washington Business Journal's Minority Business Leader Award at an awards dinner in March at National Harbor.

Department Updates

Reporting Period: Jan. 1-31, 2018



Emergency Services

William Stephens, Director

- ◆ Hosted the Opioid Senior Policy Group meeting.
- ◆ Continue to work with the Maryland Environmental Service to update the Hazard Mitigation Plan.
- ◆ Hosted the Next Generation 9-1-1 project kick-off meeting.
- ◆ Assisted the Charles County Sheriff's Office in instructing Run, Hide, Fight, and Treat to the Department of Social Services staff.
- ◆ Assisted the Charles County Sheriff's Office with investigating and evaluating statistical performance software solutions.
- ◆ Attended the county Opioid Fatality Review meeting.
- ◆ Attended the State Emergency Medical Services Advisory Council meeting.
- ◆ Added one new rescue organization, The White Pig Animal Sanctuary, to the Tri-County Animal Shelter's rescue partners team.
- ◆ Gave a facility tour of the Tri-County Animal Shelter to The Center for Life Enrichment.
- ◆ Held one promotional event, New Year New Home, at the Tri-County Animal Shelter, during which 20 dogs and 13 cats/kittens were adopted.



Fiscal and Administrative Services

David Eicholtz, Director

- ◆ Presented the results of the volunteer fire and rescue system's Length of Service Award Program (LOSAP) actuarial report to the County Commissioners. As fiduciaries to the plan, the Commissioners are responsible for the financial health of the LOSAP. The report highlighted the plan's funding ratio as it continues to trend upward from 45 percent to 78 percent since 2008 and is considered in good financial condition.
- ◆ Implemented Salesforce software, a customer relationship management software, for the Economic Development Department. This software provides a single repository for staff to track all account, contact, and project data.
- ◆ Updated information technology systems to mitigate risk from the Meltdown and Spectre central processing unit vulnerabilities. These can be very critical vulnerabilities as they affect the majority of computing devices in use today.
- ◆ Attended the Maryland State Cyber Security Summit. The goal was to strengthen collaboration across all state agencies, local governments, and the National Guard.
- ◆ Attended the Winter Maryland Association of Counties Finance and Budget Affinity Group meeting. The meeting provided insight and information to the State Department of Assessments and Taxation property assessment and state revenue estimates for the upcoming year. The information will be used to support the fiscal 2019 revenue estimates at the county level.
- ◆ Continued coordinating with the state of Maryland to implement E-recording software. E-recording significantly improves the process of recording property transfer transactions for both the public and private sectors.
- ◆ Awarded the following contracts resulting from formal solicitations:
 - Elevated Potable Water Tank Inspection and Repair Services to Battle Creek Construction, LLC.
 - Historical Window Restoration at Bel Alton High School to Mediterranean Construction Company, Inc. for \$127,350.
- ◆ Implemented application for use by the Department of Health and Department of Public Works to track permits and inspections of contractor vehicles which use the County Government Landfill. Utilizing mobile devices in a remote area of the landfill, the Department of Health inspector and Department of Public Works scale house employees have the capability to record and share permit information, as well as inspection results in real-time.
- ◆ Prepared, processed, and mailed 713 1099-forms and 2,228 W-2 forms prior to Jan. 31.
- ◆ Analyzed website statistics:
 - 71 downloads of the Recycling Waste Wizard mobile app; 35 Apple and 36 Android devices.
 - Recycling's Waste Wizard interactive game's January monthly summary report revealed the top five missed items when asked where they go to be recycled were: metal hangers, cooking oil, furniture, plastic cutlery, and tea bags.
 - The top five recycling materials searched in January were: Christmas trees, paint, batteries, mattresses, and televisions.



Human Resources

Paul M. Rensted, Director

- ◆ Prepared and mailed the Affordable Care Act 1095-C forms to all employees and eligible retirees. This process involved reviewing each employee who was hired or terminated and who changed, refused, and/or dropped coverage in calendar 2017. It also included reviewing each retiree who was under the age of 65 in 2017. Approximately 1,600 forms were mailed out by the end of January. Additional review/auditing will occur over the next month and then data will be submitted to the Internal Revenue Service.
- ◆ Facilitated the High Performing Organization (HPO) Council to work on creating and identifying behaviors based on the agreed upon organizational values. Met with the Executive Leadership Team (ELT) to present behaviors and received feedback and approval. Next steps include the HPO Council meeting to discuss how to roll out the values and behaviors to all employees. Meetings will continue into February with a presentation to the ELT in March.
- ◆ The Human Resources Employee Committee and the Wellness Committee met with the ELT to discuss recommendations from the employee survey. Different employees presented on six main topics with various recommendations. The ELT chose to proceed on some of the recommendations. The two committees will continue to meet to determine how to implement the recommendations. There is a tremendous amount of value placed on employee feedback, which demonstrates to county employees how important it is to complete the employee surveys.
- ◆ Researched information technology vendors to offer Microsoft Outlook training. Our previous vendor closed mid-year and there is an upcoming migration to Outlook.
- ◆ Began testing the performance management software with the Facilities and Utilities divisions in the Department of Public Works.
- ◆ Working with Payroll staff, began preparing to implement Maryland's new Sick and Safe Leave Act.
- ◆ Worked on fiscal 2019 budget submission and materials. Reviewed and assisted with departmental reorganization.
- ◆ Assisted Risk Management staff with finalizing drug and alcohol testing policies and prepared for implementation.



Planning and Growth Management

Steve Kaii-Ziegler, AICP, Director

- ◆ Provided a presentation regarding the Western Parkway Phase 3B alignment and associated environmental enhancements for the County Commissioners' consideration. The presentation shared information the Commissioners needed to make an affirmative decision on the proposed roadway's location and to direct staff to proceed in completing the county capital project.
- ◆ Discussed the results of the county's Water Source Feasibility Study with the Maryland Department of the Environment. This meeting initiated the conversation with the state permitting authorities regarding the short- and long-term plans for Charles County's drinking water resources.
- ◆ Initiated the fee analysis to determine the uses and limitations of the Watershed Protection and Restoration Fund. Staff is assisting the legal consultant to determine appropriate funding sources for new sewer connections to existing homes on septic system and further implement the county's Chesapeake Bay Watershed Improvement Plan.
- ◆ Provided outreach to the building/development community regarding clarification of the county stormwater management regulations, specifically about the facility locations, and answered general questions on design requirements. The outreach was held on two occasions in January, the monthly local Maryland Building Industry Association meeting and at the bimonthly Planning and Growth Management Roundtable Meeting.
- ◆ Held a work session and field investigation on the county Bicycle and Pedestrian Plan project. Staff and consultants worked together to ground-truth and develop a multi-modal transportation network in the Waldorf area, intended to improve mobility, safety, and connectivity in our most populous areas.
- ◆ Issued the first two use and occupancy certificates for the Recovery Centers of America project that has been ongoing since fall 2015. Buildings 3 and 4 both received use and occupancy certificates in late January. This project is located at 11100 Billingsley Road, Waldorf. The site was formerly the old vacant Changing Point South Building.
- ◆ Started ordering an onboard camera system for all fixed-route VanGO buses. This will improve passenger safety and assist law enforcement in the event an illegal activity does occur on a bus. The order will be finalized in February.
- ◆ Assisted the Charles County Board of Electrical Examiners in updating sections 1 - 3 of their current Rules and Regulations. The Board's Rules and Regulations were last updated in 2015. The Board plans to have this completed within the next two meetings.
- ◆ Completed the Maryland Historical Trust Certified Local Government Fiscal 2017 Annual Report. This program evaluates local historic preservation programs for grant eligibility to support cultural resource survey, documentation, and planning initiatives.



Public Works

Bill Shreve, Director

- ◆ Received direction from the County Commissioners to resume design work for Phase 3 of the Western Parkway project. The design is currently 30 percent complete and staff is in the process of setting up a meeting with the engineering firm to resume working on the design of this phase.
- ◆ Obtained Maryland Department of Environment's approval of the Mattawoman Effluent Biomonitoring Study and Effluent Toxic Chemical Testing Plans. These study plans test for toxics that can cause operational problems with treatment or pass through the treatment plant into the environment.
- ◆ Prepared annual Sanitary Sewer Overflow Prevention and Response Summary in support of the Mattawoman discharge permit and to improve the Utilities Division's ability to prevent and/or minimize the impact of future events.
- ◆ Submitted annual sludge reports to Maryland Department of Environment for all county treatment facilities. Reports summarize tons of sludge removed from the sewage by the wastewater treatment processes; the 2017 total removed was 21,000 wet tons or 4300 dry tons of solids processed and disposed.
- ◆ Submitted annual total wastewater flows to Maryland Department of Environment for all the wastewater treatment plants (WWTP) in the county. Total treated effluent flows for 2017, for all WWTP was 3100 million gallons.
- ◆ Briefed the County Commissioners on the pilot Daycon Vendor Managed Inventory Program for cleaning supplies used throughout select county facilities. This program saves staff time, improves product security, and utilizes certified environmentally safe cleaning products and supplies.
- ◆ Mobilized county and contract forces in response to four winter weather events during January. None of these events had any major impacts on the county and were cleaned up relatively quickly.
- ◆ Briefed the Commissioners and obtained approval to change how the yard waste collection contract is bid. The new contract solution would provide for changes that would include a hybrid system of scheduled collections and subscription service. It is anticipated that if favorable bids are received, the result would be a more efficient, less costly program for this service.
- ◆ Replaced light fixtures in the Circuit Court Building hallways with more efficient LED (Light Emitting Diode) fixtures. These fixtures make up about 25 percent of the total light fixtures in this building and will reduce electrical use for lighting.
- ◆ Completed a major renovation at the Sheriff's Office District 3 location to provide five additional office spaces and restore some areas in the facility that needed updates.



Recreation, Parks, and Tourism

Eileen Minnick, Director

The Department of Recreation, Parks, and Tourism was selected to receive the Showcase Marketing and Communications Award from the Maryland Recreation and Parks Association in the social media category. The award was for the “2017 Summer Recreation, Parks, and Tourism Report,” which highlighted summer camps, swim programs, and the annual Celebrate Charles: A Fun Filled Fourth. The video features department staff and is produced by Charles County Government Television. The Maryland Recreation and Parks Association Agency Showcase provides an opportunity for Maryland’s park and recreation agencies to highlight their talent, share ideas, and recognize the best marketing and promotions materials in the state. The Department of Recreation, Parks, and Tourism will be presented with the award at the Celebrating Excellence Showcase Awards Luncheon and Silent Auction on Thursday, March 1, in Baltimore, Maryland. Video is viewable online at www.youtube.com/watch?v=wnt1cYHuttU.

- ◆ Attended the Maryland Sister States Program Annual Legislative Reception held at the Miller Senate Building in Annapolis on Jan. 30, in support of Charles County’s sister cities, Jõgeva, Estonia and Walldorf, Germany. There were 15 countries represented, with cultural dance and traditional drumming entertainment provided by China and Korea.
- ◆ Represented Southern Maryland at the Annual American Bus Association Conference in Charlotte, North Carolina. More than 700 bus and tour operators were in attendance with approximately 2,300 Destination Management Organizations, hotels, travel, and tour industry partners.
- ◆ Launched four new social media pages across Facebook, Twitter, and Instagram. Tourism’s Facebook and Twitter pages are reflective of the new branding and will be used to target potential visitors to Charles County. Parks and Recreation’s new Twitter and Instagram will help to better connect the department with the younger demographics using those social media platforms.
- ◆ Partnered with the Benevolent and Protective Order of Elks, Waldorf Lodge No. 2421, to host the annual Elks Hoop Shoot National Free Throw Contest at Davis Community Center on Jan. 12. There were 42 participants from ages 8-13 that competed in six different divisions divided by age and gender. Four winners have advanced to the state finals scheduled for Feb. 11 at Washington College in Chestertown, Maryland. The state winners will then advance to regionals and then to the national finals in hopes of having their name enshrined in the James Naismith Memorial Basketball Hall of Fame.
- ◆ Began winter sports with a tip-off opening weekend on Jan. 6. Youth basketball and indoor soccer games started throughout the county and North Point High School hosted our Basketball Jamboree bringing 14 of our youth division teams under one roof to introduce them to the rules and experience a game environment for the first time.
- ◆ Posted the invitation to bid for the basic renovations of Thomas Stone High School outdoor pool on Jan. 8. It is scheduled for closure on Feb. 1 with a vendor to be selected and work to begin in March. Renovations are scheduled to be completed by May 31, in time for the summer 2018 season.
- ◆ Completed the spring 2018 marketing plan and began media requests and vendor contracts for late March. Completed the edits for the 2018 Charles County Visitor Guide and anticipate distribution to begin in February.

Boards and Commissions Updates

Reporting Period: Jan. 1-31, 2018



Charles County Public Library

Janet Salazar, Executive Director

To support the Charles County's goal to promote quality of life and resources, the public library plans a variety of programs and services that offer opportunities to the community to engage, discover, and learn.

- » Met with staff from Lifestyles of Maryland, Inc. to discuss additional services to be offered through the Mobile Library. Basic necessity bags will be put together for distribution to those community members who may need them.
- » Met with Brenda DiCarlo from the Southern Maryland Food Bank to discuss additional items to be included in the basic necessity bags. The discussion led to an agreement for the Mobile Library to attend a few of the Meals of Hope stops to offer library services to those communities.
- » Hosted a Community Conversation on "Safety and Justice in Our Community" at the P.D. Brown branch. The conversation was facilitated by Brad and Linda Gottfried.
- » Presented the World Premiere Event for the Teen Film Club at the Waldorf West branch.
- » Implemented the Winter Reading Program to encourage reading all year long. There were 136 participants who have read 17,042 minutes this month.
- » Presented story time at Books-A-Million.
- » Coordinated the Fresh Start shower program in partnership with Lifestyles of Maryland, Inc. at the Waldorf West branch.
- » Provided services and programs to 45,764 customers in our physical buildings; 928 customers were served by our Mobile Library and outreach van service.

Get Involved.

With your Charles County Boards, Committees, and Commissions



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County Dashboard

Reporting Period: Jan. 1-31, 2018

		Dec. 2017	Jan. 2018	Target
	Environmental	Tons to Recycling Rate	51% 1,907	52% 1,660
	Economic Development	Staff Time Dedicated to Business Engagement	3.8%	5%
		Businesses Contacted/Interacted	91	92
	Fiscal Services	Fund Balance Ratio	16.7%	16.9%
		Bond Rating	Triple A	Triple A
		Vehicle Claims (Includes Sheriff's Office; not third-party or VanGo)	5	5
	Organizational Excellence	Number of Employees Trained	86	56
		Employment Turnover Rate	8%	7%
	Planning and Growth Management	Commercial Building Permits Approved within 21 days	90%	86%
		Resident Building Permits Approved within 14 days	100%	50%
	Public Safety	Cardiac Arrest Patients Arriving at Hospital with a Pulse	21%	7%
		EMS Dispatch to Arrival Response Time in 9 Minutes or Less	60%	61%
	Public Transit	On Time Performance	97%	97.5%
		Farebox Recovery Ratio	7.8%	7%
		Passengers Per Revenue: Fixed Route/Hr Demand Response	12.21/1.55	11.33/1.52
	Roads	Paved Land Miles Assessed as Satisfactory	98%	98%
				85%

Performance Measures

Reporting Period: Jan. 1-31, 2018

Measure	Dec. 2017	Jan. 2018	FY Total
COMMUNITY SERVICES			
Total number of patients served at Nanjemoy Health Clinic	25	28	176
Total number of low income housing assistance provided	766	769	5436
Total number of seniors served	1,814	1,670	11604
Total number of seniors who access MAP (MD Access Point)	922	823	5881
ECONOMIC DEVELOPMENT			
County unemployment rate	3.9% (November 2017)	3.7% (December 2017)	N/A
Increased population	1,782(Population change b/t July 2015-2016)	1,782(Population change b/t July 2015-2016)	N/A
Average annual employment in Charles County	41,713(2nd Qtr. 2017)	41,713(2nd Qtr. 2017)	N/A
Job creation in industries paying above average salaries	-836 or -5.6% (2016 Q2 to 2017 Q2)	-836 or -5.6% (2016 Q2 to 2017 Q2)	N/A
Revenue increase (facilitate capital investment that leads to increased commercial tax base)	\$0 (As reported from the PGM building estimates and revenue of new commercial estimated construction costs report)	\$0 (As reported from the PGM building estimates and revenue of new commercial estimated construction costs report)	N/A
EMERGENCY SERVICES			
FARU - Control the ratio of false alarms to registered accounts.	0.027	0.026	N/A
ACO - Reduce the ratio of sustained to non-sustained complaints related to animal control field services.	0	0	N/A
TCAS - Improve ratio of live releases of Adoptable/Rescueable/Reclaimable Animals (ARRA) to total intakes.	77.4%	78.3%	N/A
911 - Ensure that calls are processed and dispatched within two (2) minutes or less ninety percent (90%) of the time.	60%	63%	N/A
911 - Maintain Radio System Reliability at 99.9%.	99.99%	99.99%	N/A
911 - Maintain Radio System Saturation at less than 40%.	20%	20%	N/A
FISCAL AND ADMINISTRATIVE SERVICES			
Accuracy of mid-year operating revenue and expense estimates per major fund (one-time) (Jan '17 - July '17 - FY16 Actual) (Aug '17 - Dec '17 - FY17 Unaudited) (Jan '18 - July '18 - FY17 Actual)	General Fund Revenue - 99.4% General Fund Expense - 98.3% Cable Revenue - 99.4% Cable Expense - 87.6% W & S Revenue - 95.6% W & S Expense - 95.3% ESF Revenue - 99.0% ESF Expense - 95.9% Landfill Revenue - 98.7% Landfill Expense - 97.3% Watershed Revenue - 96.1% Watershed Expense - 96.1%	General Fund Revenue - 99.4% General Fund Expense - 98.3% Cable Revenue - 98.7% Cable Expense - 95.0% W & S Revenue - 95.7% W & S Expense - 93.2% ESF Revenue - 99.4% ESF Expense - 87.6% Landfill Revenue - 98.7% Landfill Expense - 97.0% Watershed Revenue - 93.4% Watershed Expense - 93.4%	N/A
Average number of days for approval of budget transfer requests	2.31	7.40	N/A

Performance Measures

Reporting Period: Jan. 1-31, 2018

Measure	Dec. 2017	Jan. 2018	FY Total
Percent of IT (Information Technology) work request completed	99%	97%	N/A
Average website page views per month	414,862	423,243	N/A
Number of PC/laptops/tablets supported	984	1,052	N/A
Average number of business days to process purchase orders (YTD)	0.187	0.178	N/A
Cost avoidance - savings to the County as a result of formal solicitation (YTD)	\$928,896	\$1,004,486	N/A
Minority business participation percentage of formal contracts awarded (YTD)	11.5%	11.5%	N/A
Percent of ACH payments to total payments	47.23%	40.49%	N/A
Average days to process payment	4.84	4.51	N/A
Average time to respond to public inquiries (Hours)	4	4	N/A
Average days to deposit receipts	1	1	N/A
Number of days after SDAT notification for public availability of tax information (one-time July)	FY18 Tax Bills - 3	FY18 Tax Bills - 3	N/A
HUMAN RESOURCES			
Number of full-time positions filled	5	11	66
Diversity of all applicants (%women/% minority)	55%/58%	65.83%/55.83%	N/A
Average number of applications per job	37	55	N/A
Number of new retirees processed	11	4	33
Number of formal staff grievances	0	0	3
Number of training classes offered	5	7	24
MEDIA			
Number of news/press releases	24	34	186
Number of social media posts	422		2679
New Facebook Likes		146	
New Twitter Followers		140	
Number of media inquiries	14	11	109
PLANNING AND GROWTH MANAGEMENT			
Number of passengers transported per service hour on fixed route service	12.21	11.33	N/A
Number of passengers transported per service hour for door to door service	1.55	1.52	N/A
Total number of subdivision lots recorded	46	0	211

Performance Measures

Reporting Period: Jan. 1-31, 2018

Measure	Dec. 2017	Jan. 2018	FY Total
Total number of plans submitted	11	4	46
Total number of plans approved	6	7	51
Total number of inspections per inspector	207.33	169.67	N/A
Total number of residential living permits received	24	69	288
Number of same-day permits process per specialist	22.67	24	196
Number of electrical permits issued	261	190	1592
Total number of Permanent Use & Occupancy permits issued	159	139	1099
Total number of Temporary Use & Occupancy permits issued	31	23	237
Inventory of inadequate water, sewer and drainage facilities	1	1	N/A
PUBLIC WORKS: FACILITIES			
Total building square footage maintained by custodians (\$/sq ft)	676,683/\$.12	676,683/\$.12	N/A
Number of requested work orders (% Corrective vs Preventive)	549/49% vs 51%	190/15% vs 85%	N/A
Landfill tons received (\$/Ton)	7,680/\$75	6,651/\$75	N/A
Number of vehicles maintained (% Corrective vs. Preventive and \$/vehicle)	46/87% vs 13%/\$146	682/70% vs 30%/\$147	N/A
Number of road miles resurfaced (\$/mile)	4.63/\$95,284.00	0	N/A
Number of lane miles maintained (\$/mile)	1,697.5/\$2,583.46	1,697.5/\$2,583.46	N/A
Number of pothole reports (\$/repair)	28/\$70	42/\$100	N/A
Customer complaints (% resolved vs. reported and average time to resolve)	15/100%/24 hours	9/100%/24 hours	N/A
Number of injury and property damage claims reported (#/month)	0	0	5
PUBLIC WORKS: UTILITIES			
Water/Sewer line breaks (number of and \$/event)	9 @ \$50,653.49	10 @ \$63,532.82	0
Water/Sewer Regulatory Compliance (% Violations vs. Potential Violations).	2% vs 51	10% vs 51	0
Total meters installed per month: New, Replacement and Change Out Program	49	69	516
Water/Sewer delivered/treated. Statistic is for previous month, in order to allow for multiple site calculations.	184.36 mg/ water 224.7 mg/sewer	196.58/mg/water 263.9 mg/sewer	0
Customer complaints (% resolved vs. reported and average time to resolve)	87%/2 days	84%/5 days	0
Number of injury and property damage claims reported (#/month)	3/month	3/month	0

Performance Measures

Reporting Period: Jan. 1-31, 2018

Measure	Dec. 2017	Jan. 2018	FY Total
SAFETY			
Safety inspections completed	0	0	4
Number of work related injuries	7	6	46
RECREATION, PARKS, AND TOURISM			
Number (acres or sq ft) of fields maintained (\$/sq ft or \$/acre)	190/\$620	190/\$620	N/A
Number of sports participants (\$/participant)	0/\$0.00	0/\$0.00	N/A
Average number of games per athletic field	0	0	N/A
Total number of recreation activity registrations	824	988	9942
Percentage of online registrations	54%	49%	N/A
Building site acres maintained (\$/acre)	817/\$156	817/\$156	N/A
Number of tourism constituents that have adopted the brand in their marketing materials (i.e. museums, tourist attractions, etc.)	TBD	TBD	0
Number of places where the brand is used	TBD	TBD	0
Lodging dollars generated	TBD	TBD	550826
Amusement taxes collected	TBD	TBD	501120
Visitor attendance at historic sites	1,675	317	9563

Capital Improvement Projects

Reporting Period: Jan. 1-31, 2018

Waldorf Senior and Recreational Center

Overall design work is ongoing but proposal received for mechanical/engineering/plumbing (MEP) costs are higher than expected. Requesting proposals for MEP design services from other task order consultants to obtain comparison pricing.

Bel Alton High School

Notice of award was sent to the successful bidder, Mediterranean Construction. Bonding and insurance information has been requested and a construction kick-off meeting has been scheduled for the first week of February.

Health Department Roof

Contractor completed roof repairs necessary to protect building from leaks, but due to the threat of cold weather, has temporarily demobilized until the spring, at which time, two top coats of sealant will be applied to complete project.

Western Parkway Phase 2

Construction continues and was approximately 78 percent complete as of the end of the month. Contractor is working on the existing roadway by installing new road sections and curb and gutter for storm water control. Contract completion date is on schedule for mid-August 2018.

Western Parkway Phase 3

Based on Board of County Commissioners vote to restore permitted alignment, the Capital Services Division to begin negotiations with design engineer for proposal submitted to complete design work which is currently at 30 percent; a meeting is being scheduled for early February.

Middletown Road/Billingsley Road Roundabout

Contractor currently working on upgrading existing roadway and installing curbs in the roundabout. Weather has had an impact but the project is approximately 75 percent complete, as of Jan. 31.

Government Building Atrium/Security Renovations

On-site meeting held with consultant on Jan. 4, to determine roof top HVAC unit locations. Contractor began erecting structural steel and installing roof blocking, curbs, and flashing. Work is progressing well.

Capital Improvement Projects

Reporting Period: Jan. 1-31, 2018

Solar Energy

Energy Ventures (EnVen) is pursuing use of the county-owned Pisgah Landfill site for construction of a solar array. EnVen is preparing an interconnection application for a privately owned site for submission to SMECO. They are also preparing a Certificate of Public Convenience and Necessity license application for submission to the Maryland Public Service Commission for this site.

Popes Creek Rail Trail

Parks Division staff has received approval of final design and are moving into the permitting phase of the project.

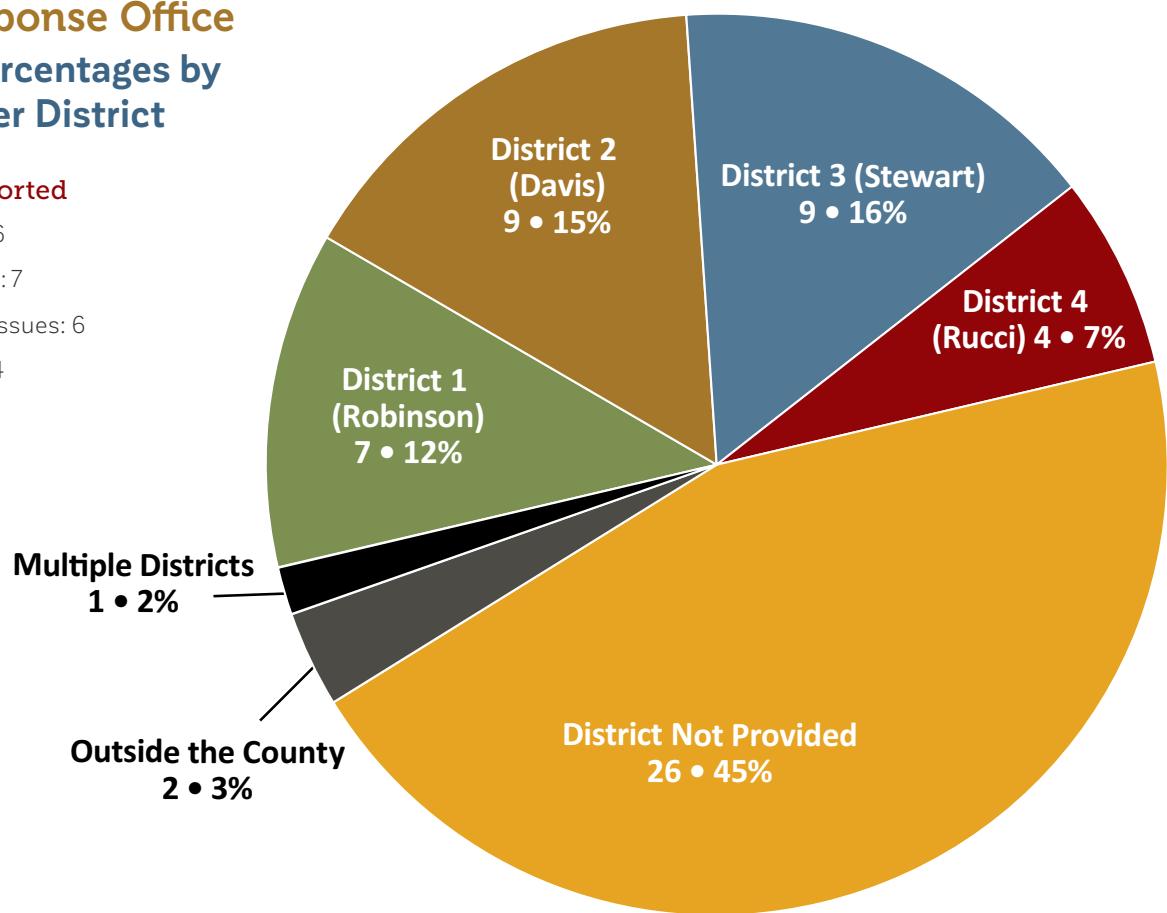
Animal Shelter Needs Assessment-Feasibility Study

Draft Request for Proposal for design services has been completed and is under internal review with Capital Services Division and Department of Emergency Services staff.

Citizen Response Office New Case Percentages by Commissioner District

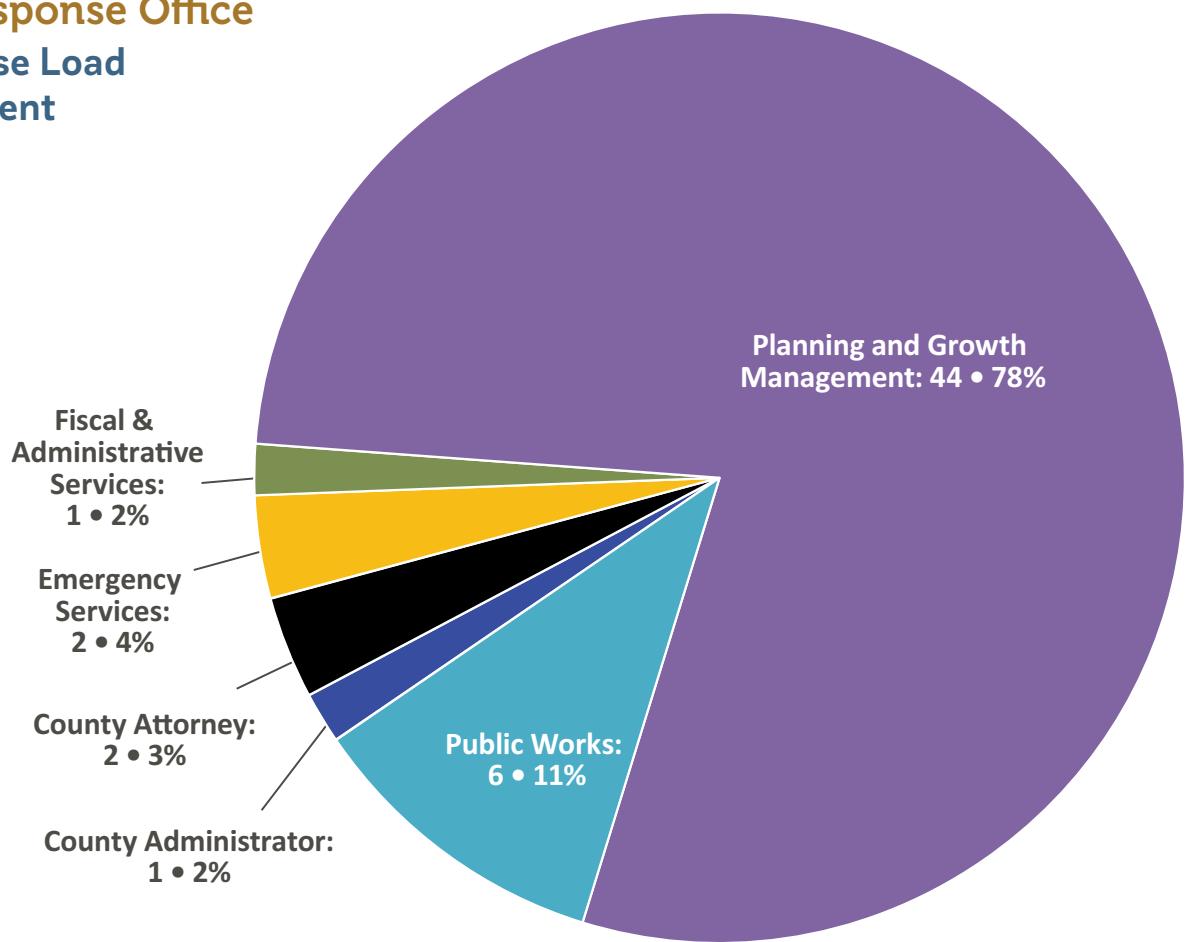
Top 5 Issues Reported

- » Litter Control: 16
- » Snow & Plowing: 7
- » Water & Sewer Issues: 6
- » Illegal Signage: 4
- » Zoning: 3



	Cases Received in FY2018	New Cases Received in January	Cases Closed in January	Pending/Open Cases
District 1 (Robinson)	69	7	4	12
District 2 (Davis)	60	9	7	7
District 3 (Stewart)	57	9	7	19
District 4 (Rucci)	34	4	4	10
District Not Provided	135	26	24	6
Outside the County	14	2	2	2
Multiple Districts	10	1	1	0
Grand Total	379	58	49	56

Citizen Response Office
Pending Case Load
by Department

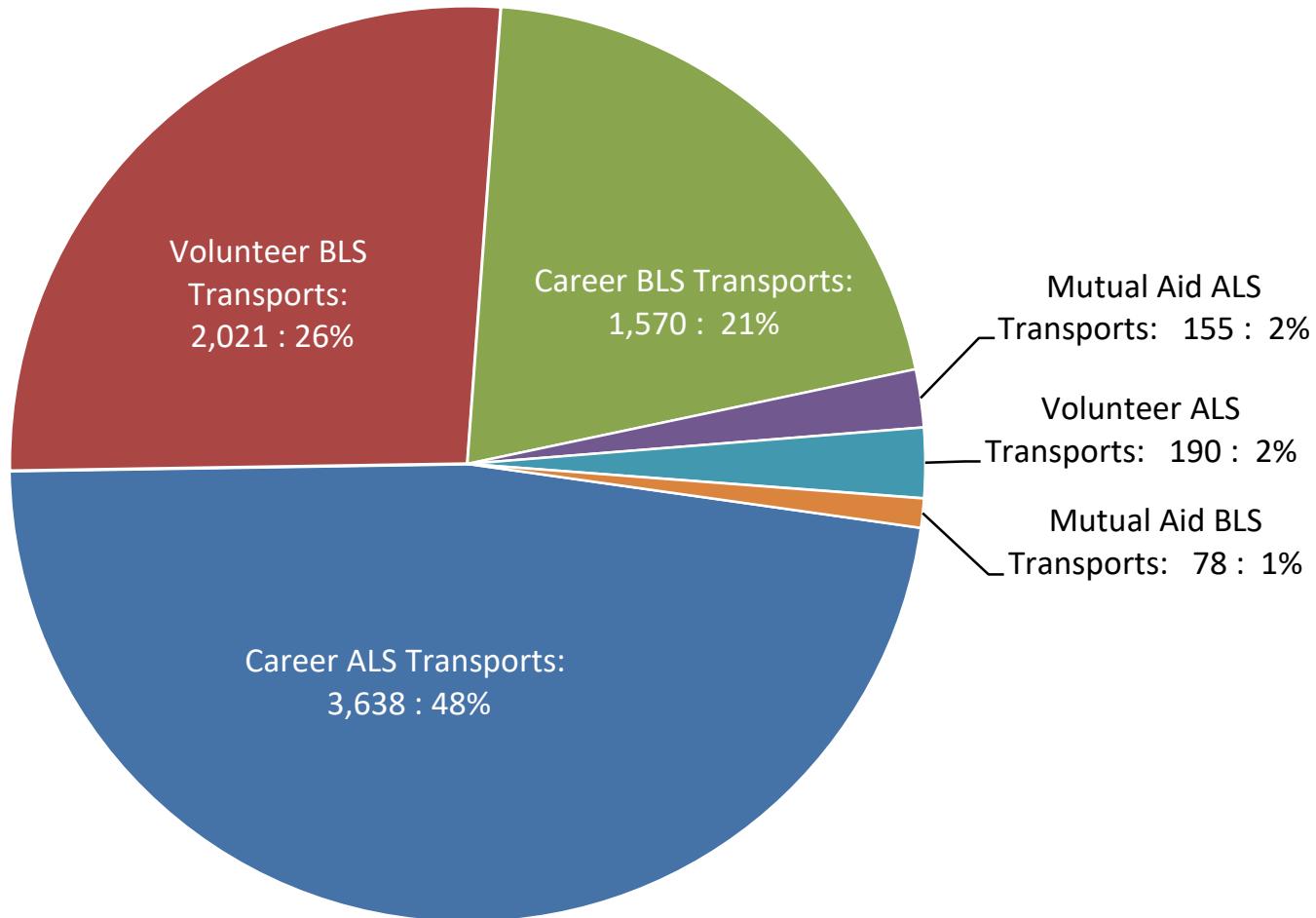


Department	Cases Received in FY2018	New Cases Received in January	Cases Closed in January	Pending/ Open Cases
Commissioners Office	109	21	20	0
County Administrator	3	1	0	1
Community Services	5	1	1	0
County Attorney	9	0	0	2
Economic Development	2	0	0	0
Emergency Services	12	3	3	2
Fiscal & Administrative Services	32	3	1	1
Human Resources	1	0	0	0
Planning & Growth Management	91	10	6	44
Public Works	63	10	9	6
Recreation, Parks & Tourism	5	0	0	0
Outside Agencies	47	9	9	0
Grand Total	379	58	49	56

Emergency Services

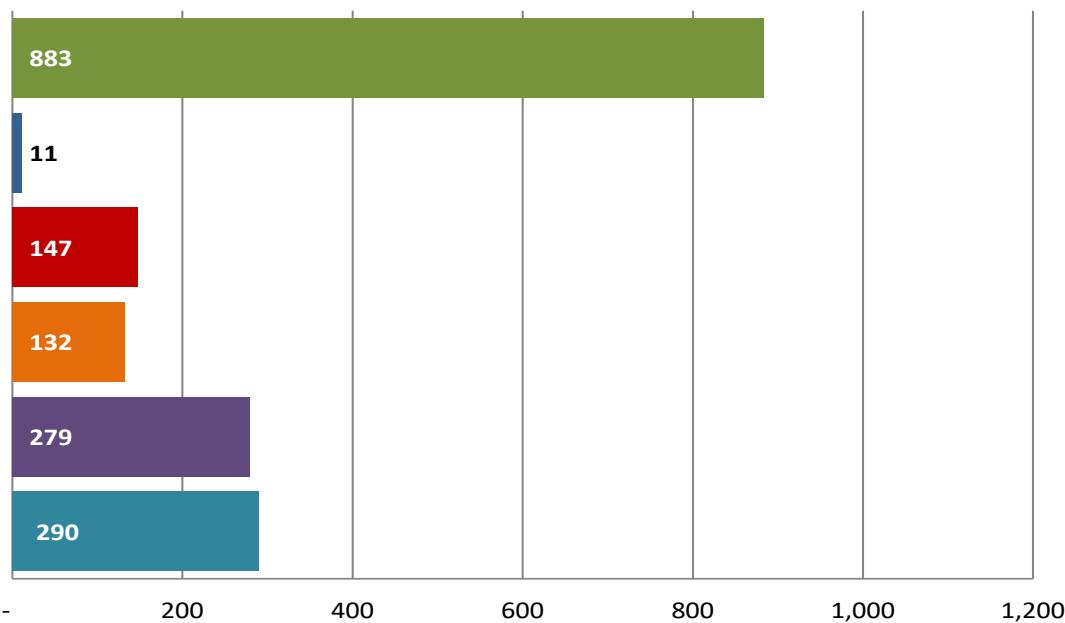
Response and Transport Reporting

FY2018 Countywide EMS Fiscal Transports

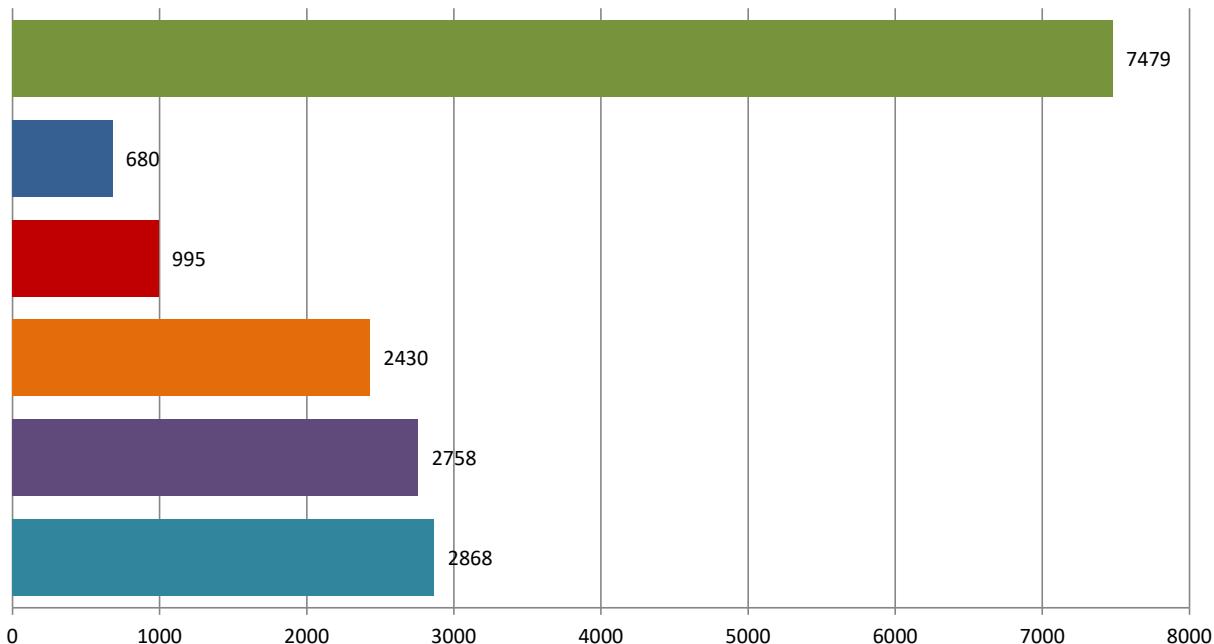


Emergency Services Response and Transport Reporting

FY2018 First Due Service Deficits Per Geographic Region



FY2018 First Due Service Delivery Per Geographic Region



NORTH SIDE

Waldorf, Westlake and
White Plains

SOUTH SIDE

Newburg and
Cobb Island

EAST SIDE

Hughesville and
Benedict

WEST SIDE

Ironsides, Marbury,
Potomac Heights, Bryans
Road, Indian Head

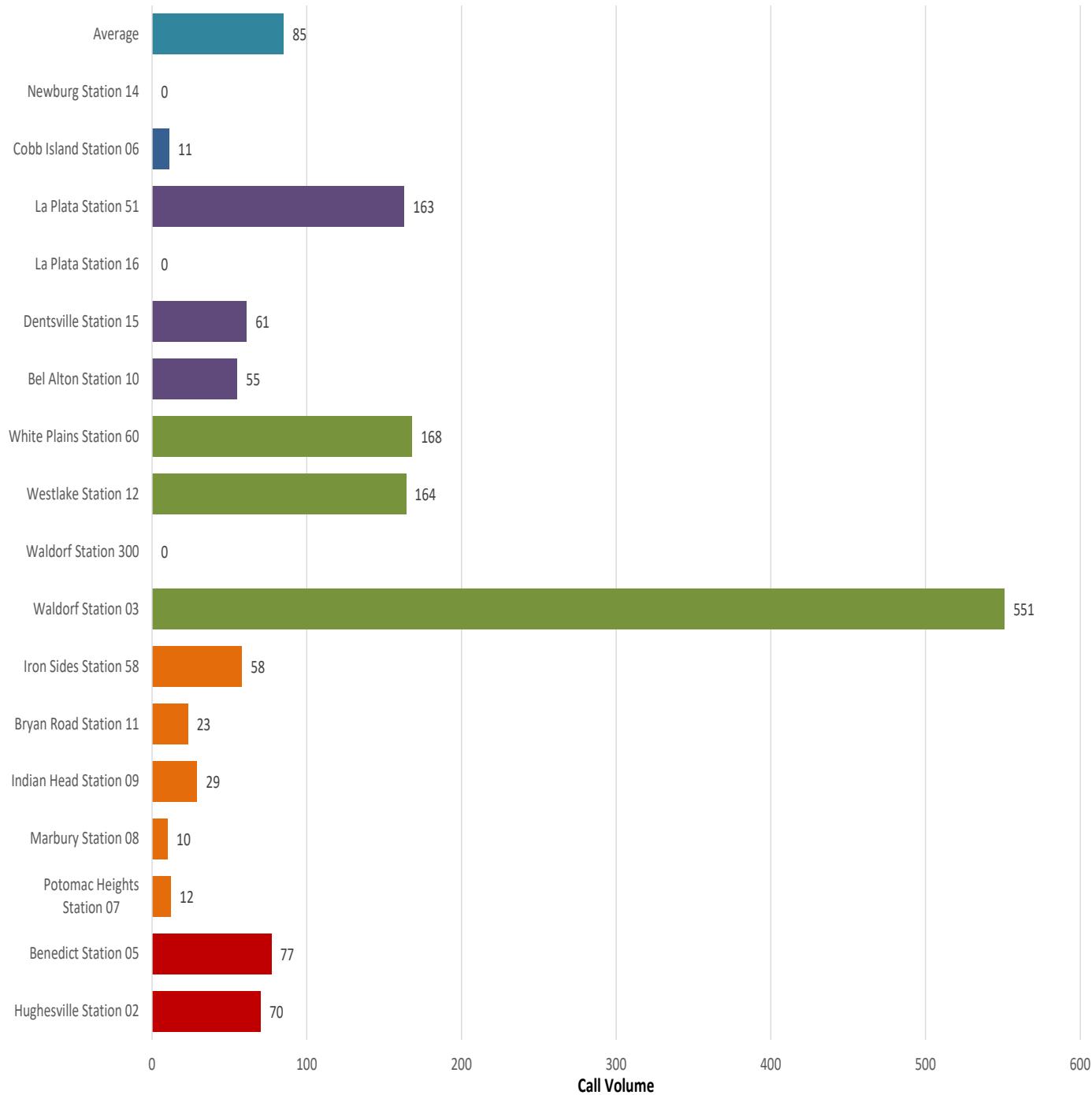
CENTRAL

La Plata, Dentsville and
Bel Alton

Emergency Services

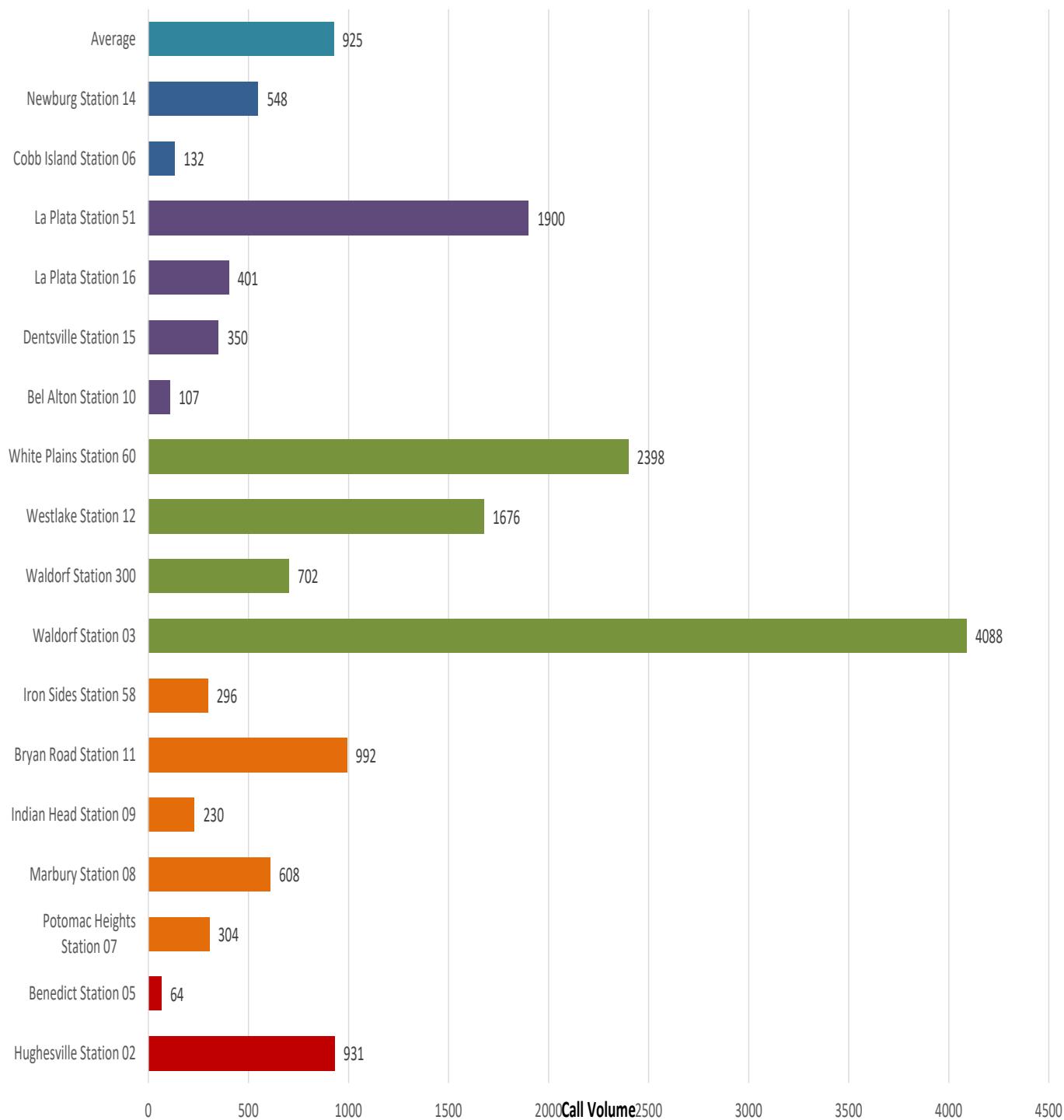
Response and Transport Reporting

FY2018 First Ambulance Dispatched – Unavailable



Emergency Services Response and Transport Reporting

FY2018 EMS Service Delivery Per Station



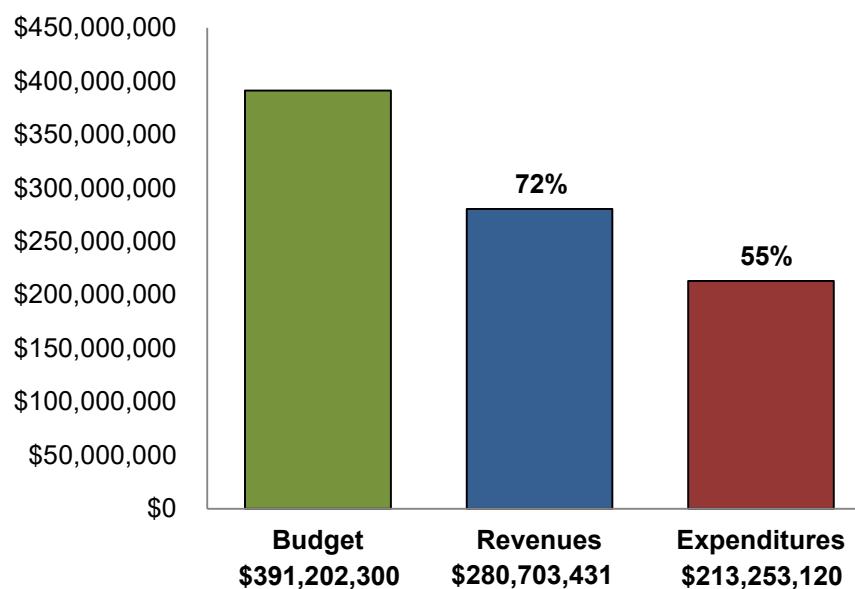
Fiscal and Administrative Services

Comparison of Annual Budget to Year-to-Date Revenues and Expenditures

Data Shown Reflects Fiscal
Year 2018 "To-Date" Figures

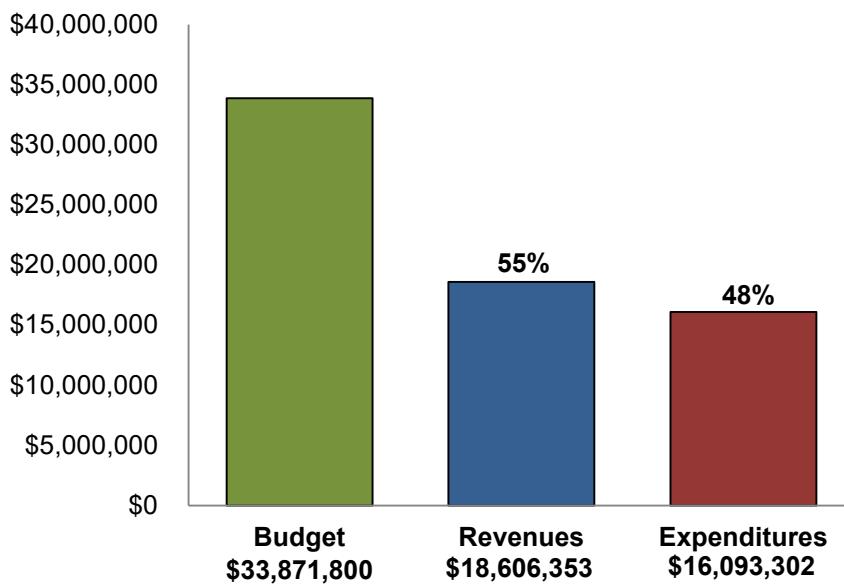
General Fund

**FY2018
Amended Budget
\$391,202,300**



Water and Sewer Fund

**FY2018
Amended Budget
\$33,871,800**



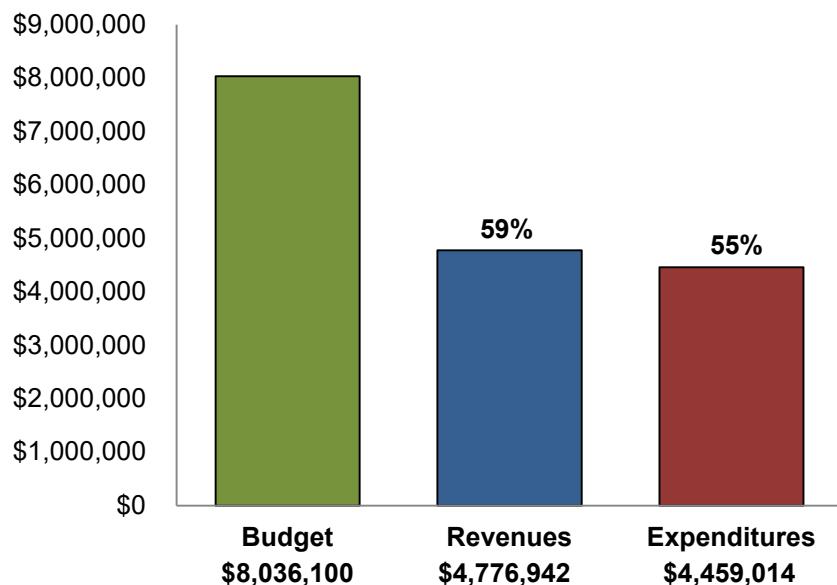
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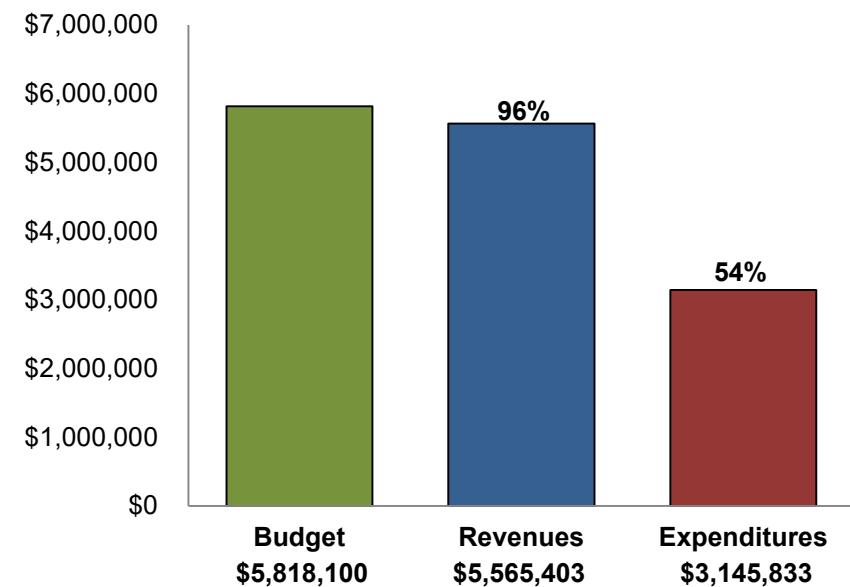
Landfill Fund

**FY2018
Amended Budget
\$8,036,100**



Environmental Service Fund

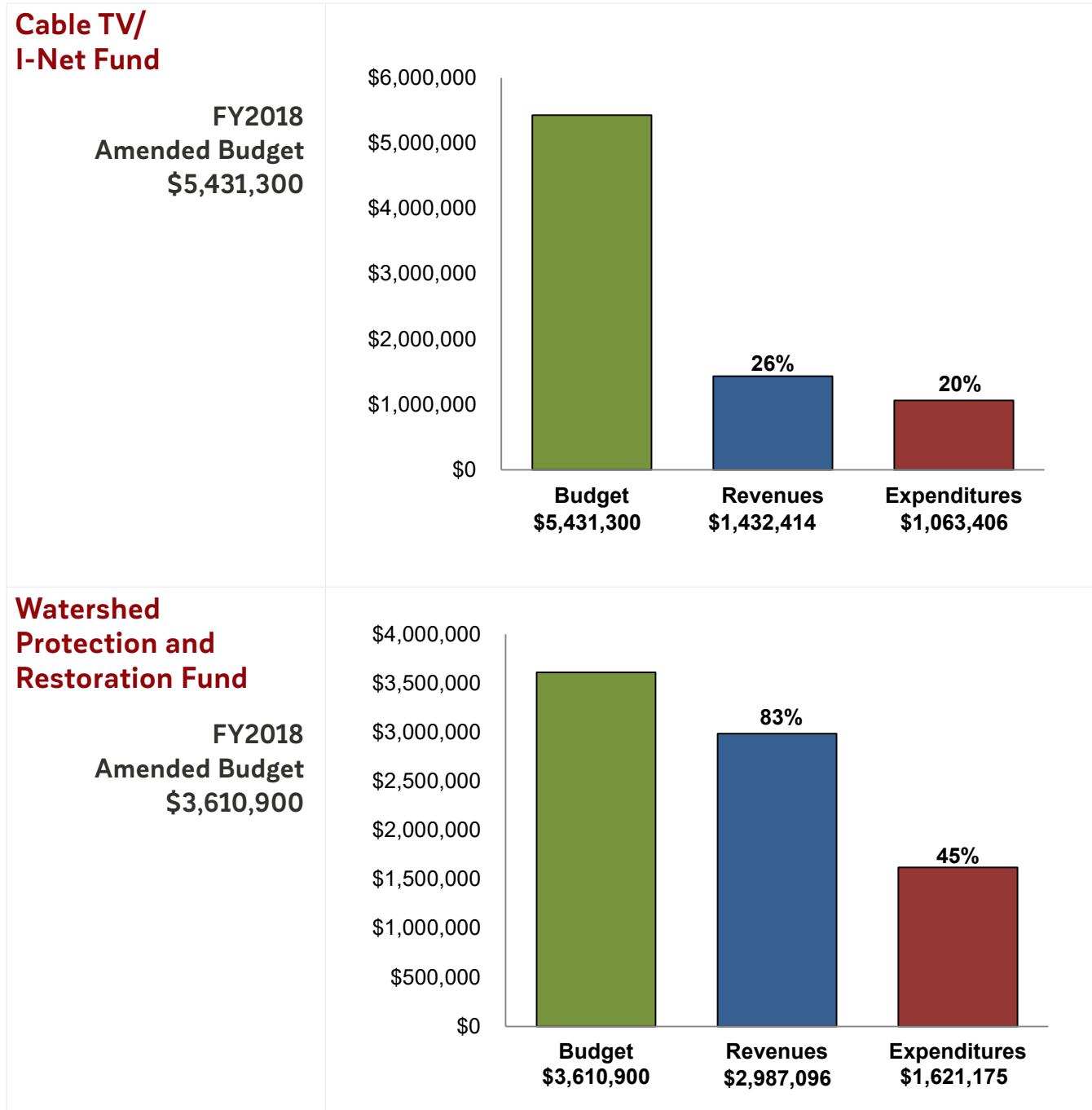
**FY2018
Amended Budget
\$5,818,100**



Fiscal and Administrative Services

Comparison of Annual Budget to Year-to-Date Revenues and Expenditures

Data Shown Reflects Fiscal
Year 2018 "To-Date" Figures

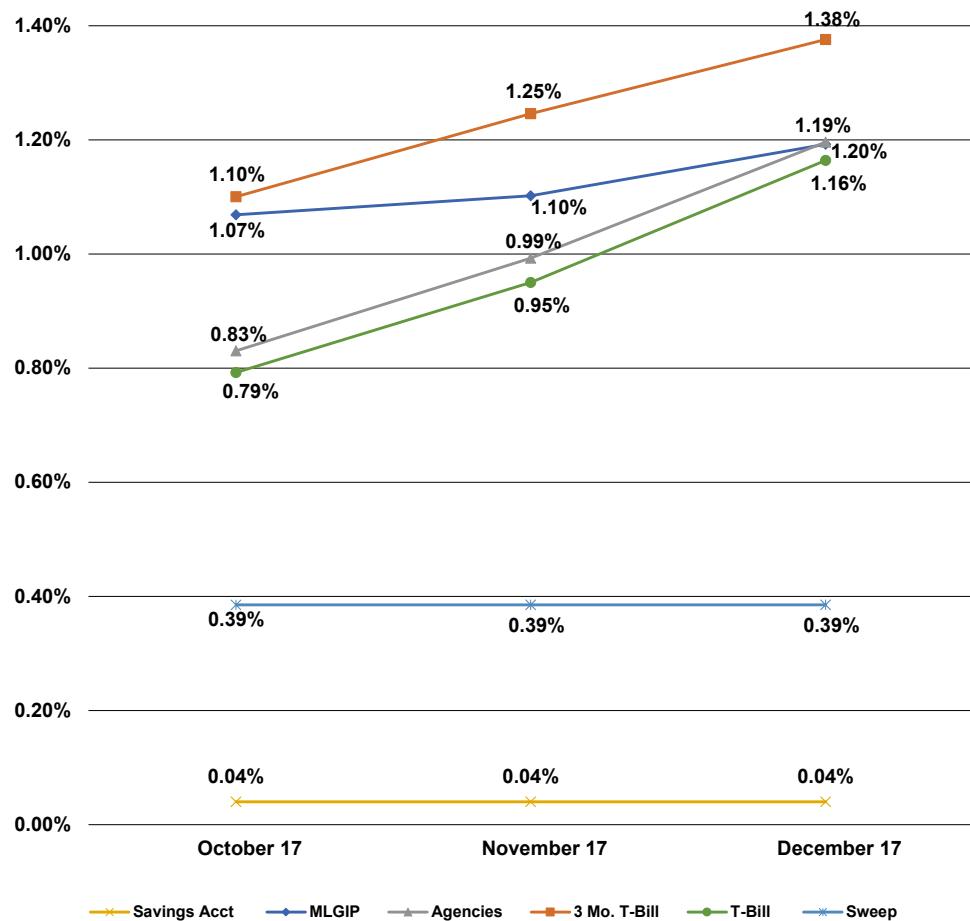


Fiscal and Administrative Services

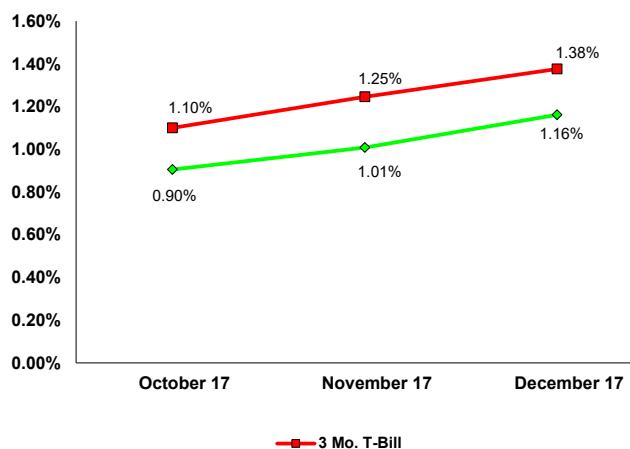
Investment Reporting • 1st Quarter, FY2018

Quarterly Analysis (October–December 2017)

County Investments Average Yield



3 Month T-Bill vs. County Investments Avg. Yield



Avg. Daily Balance for Quarter		Per Policy Not to Exceed	
Savings	\$1,080,639.55	0%	100%
MLGIP	\$113,100,119.65	49%	60%
T-Bills	\$48,306,318.65	21%	100%
Agencies	\$62,120,545.59	27%	40%
Sweep	\$7,583,312.89	3%	20%
		\$232,190,936.33	

Reports and Analysis

Reporting Period: Jan. 1-31, 2018

Human Resources

DIVERSITY OF APPLICANT POOL IN COMPARISON TO COUNTY DEMOGRAPHICS								
	MALE	FEMALE	ASIAN	AMERICAN INDIAN OR NATIVE ALASKAN	BLACK	HISPANIC OR LATINO	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE
Applicants	30.2%	65.8%	2.17%	.67%	51.16%	2.17%	0	40%
County Population	48.20%	51.80%	3.40%	0.70%	44.90%	5.50%	0.10%	47.00%

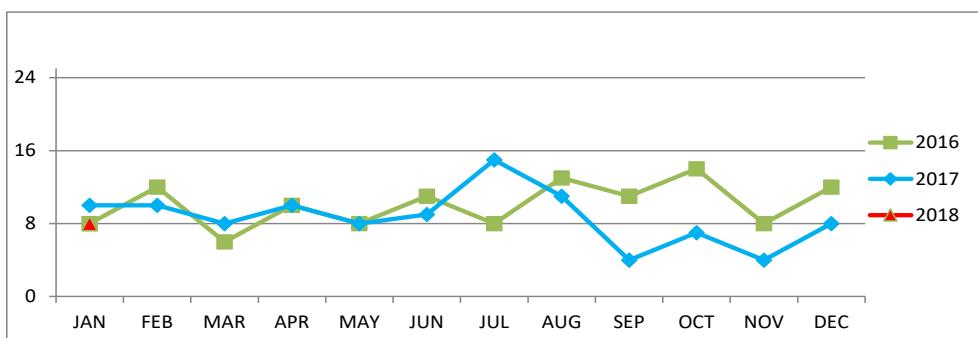
*Note: 1% of the candidates did not report a race/it was unknown.

POSITIONS RECRUITED AND POSITIONS FILLED: JAN. 2017

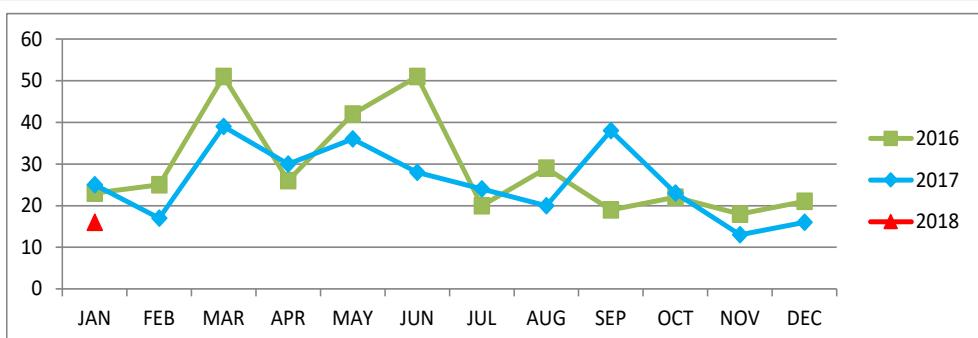
Open Positions (25)	Filled Positions (5)
<ul style="list-style-type: none">Animal Shelter Attendant (3 positions)Assistant Recreation and Leisure Program SpecialistCustodial WorkerEMT – B Eligibility ListEngineer II/RIMEngineer IV/RIMEnvironmental Operator Trainee (4 positions)Equipment Maintenance Technician IEquipment Operator III/LandfillFacilities Maintenance Technician IIInstrumentation Technician (2 positions)LIMS Data TechnicianParamedic Eligibility ListRegulatory Compliance AssociateRevenue SpecialistSafety OfficerSports CoordinatorUtility Billing Specialist	<ul style="list-style-type: none">Administrative Associate/FacilitiesAdministrative Associate/UtilitiesChief of Media ServicesEMT – B Eligibility ListEnvironmental Operator Trainee (1 position)Instrumentation Technician (1 position)Internal AuditorInventory Control AssociateUtilities LocatorZoning Technician

Planning and Growth Management Building Applications Submitted

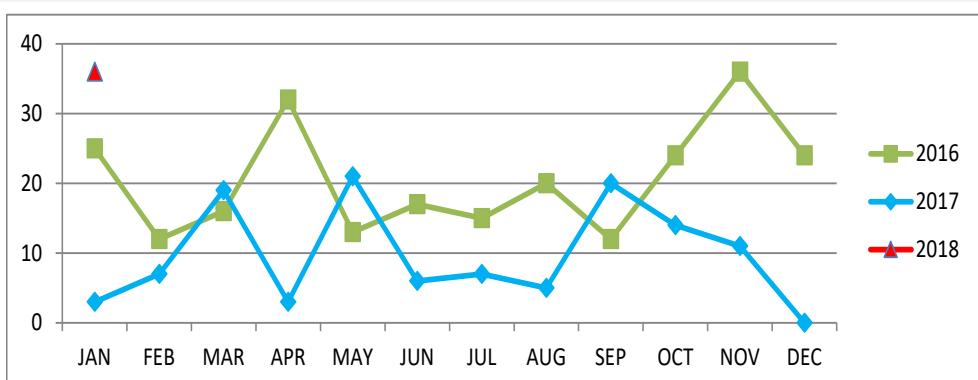
New Single Family Units on Well/Septic



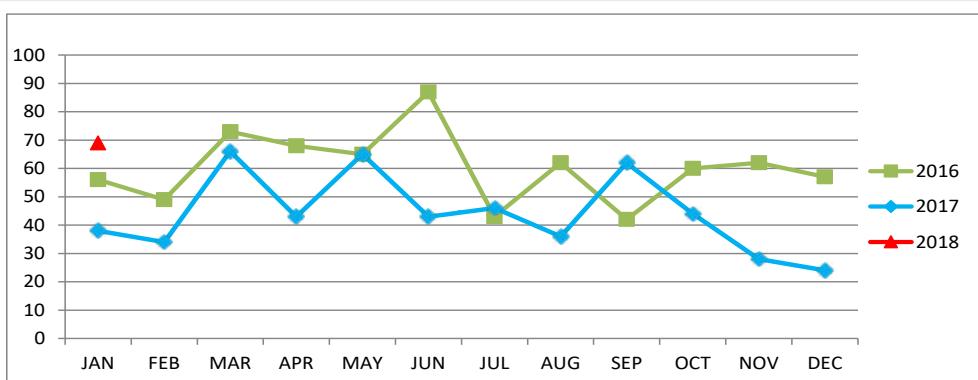
New Single Family Units on Public Water/Sewer



New Townhouse Units



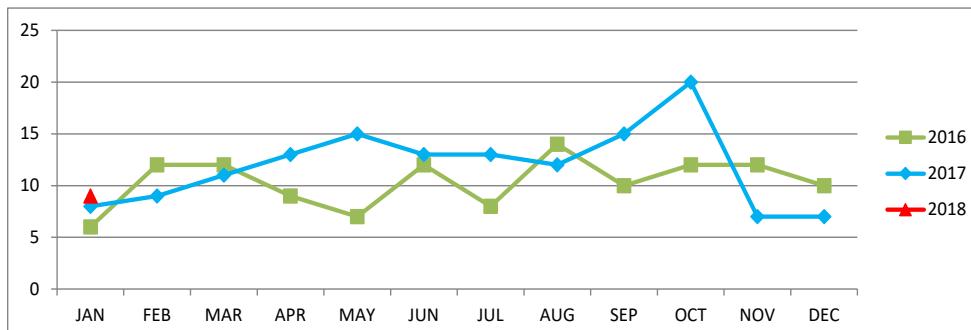
Total New Residential Living Units



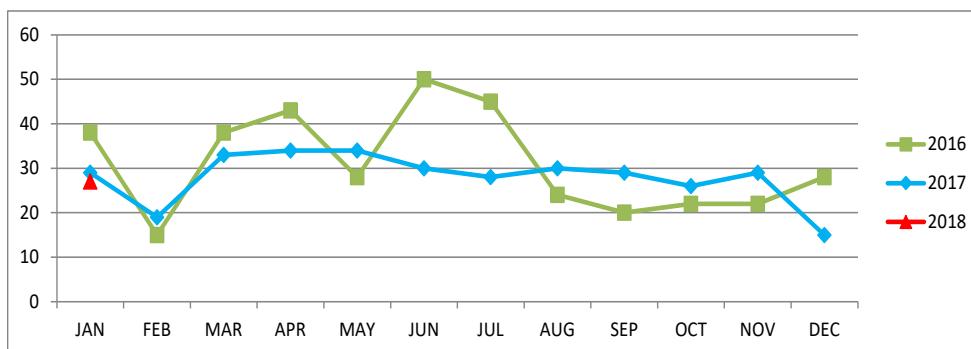
Planning and Growth Management

Building Permits Issued

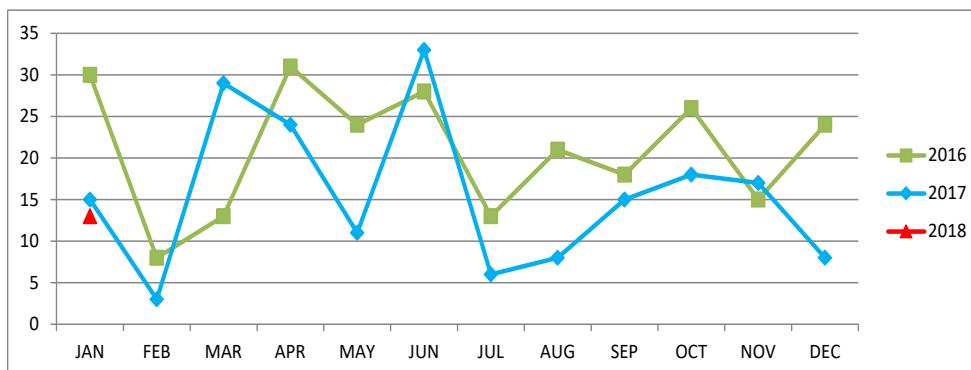
New Single Family Units on Well/Septic



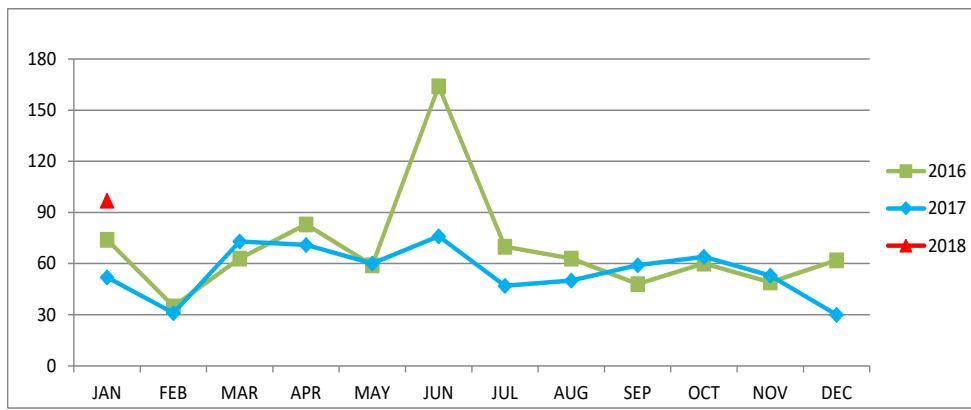
New Single Family Units on Public Water/Sewer



New Townhouse Units



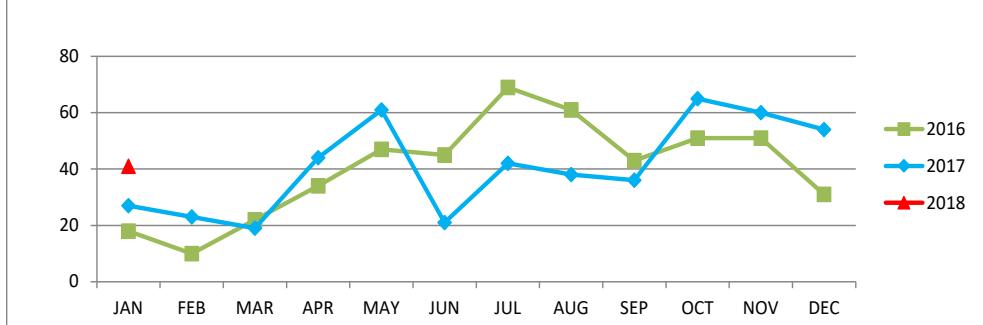
Total New Residential Living Units



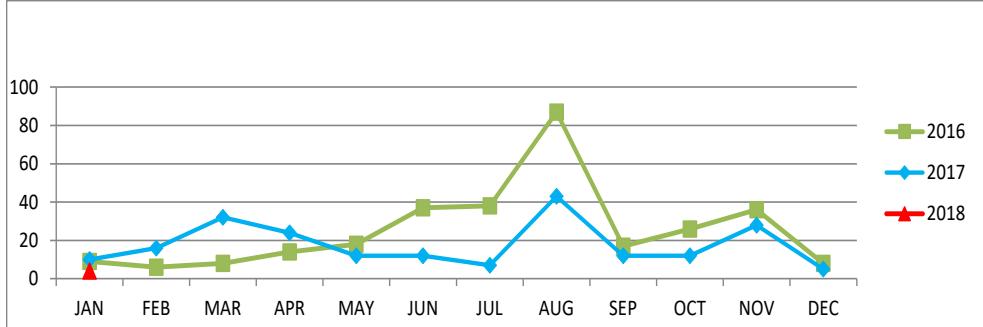
Planning and Growth Management

Use and Occupancy Certificates Issued

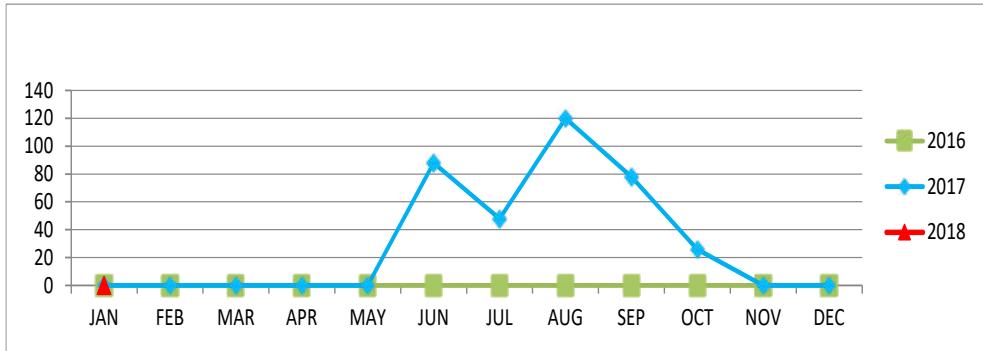
New Single Family Units



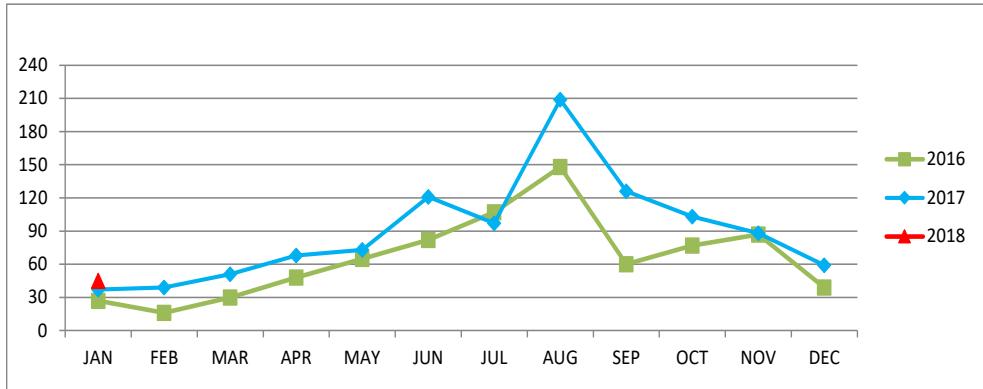
New Townhouse Units



New Apartment Units



Total New Residential Living Units



Charles County Government



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

The Charles County Government is responsible for the writing, production, and distribution of this publication.

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CHARLES COUNTY COMMISSIONERS



Learn more at...

www.CharlesCountyMD.gov



About Charles County Government

The mission of Charles County Government is to provide our citizens the highest quality service possible in a timely, efficient and courteous manner. To achieve this goal, our government must be operated in an open and accessible atmosphere, be based on comprehensive long- and short-term planning and have an appropriate managerial organization tempered by fiscal responsibility. We support and encourage efforts to grow a diverse workplace. Charles County is a place where all people thrive and businesses grow and prosper; where the preservation of our heritage and environment is paramount; where government services to its citizens are provided at the highest level of excellence; and where the quality of life is the best in the nation.

It is the policy of Charles County to provide equal employment opportunity to all persons regardless of race, color, sex, age, national origin, religious or political affiliation or opinion, disability, marital status, sexual orientation, genetic information, gender identity or expression, or any other status protected by law.