

Charles County Administrator's **MONTHLY REPORT**

Reporting Period: July 1-31, 2018



**Billingsley Road Roundabout
Ribbon Cutting Ceremony**

Celebrate Charles: A Fun Filled 4th



Despite the heat, more than 10,000 residents and visitors attended the seventh annual Fun Filled Fourth, held at Regency Furniture Stadium (Waldorf).



First Friday Series at the Historic Port Tobacco Court House

On July 6, the Kate Taylor Company presented: *Beyond the Courtyard: The Last Hour of the Lincoln Conspirators*. See upcoming events at www.CharlesCountyMD.gov/calendar-date/month



TABLE OF CONTENTS

Charles County Administrator's
Monthly Report

Production of the Monthly Report is managed by the
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5	Message from the County Administrator
7	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
24	Emergency Services Fiscal Year Reporting
26	Budget Updates
27	Growth Management Reporting

Charles County Board of Commissioners



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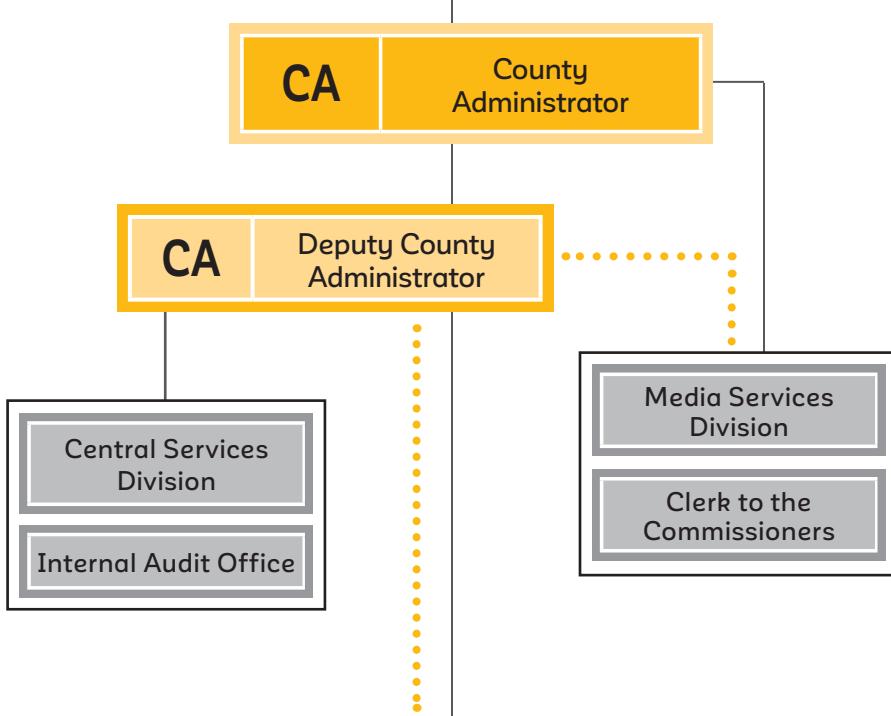


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Charles County Government



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

A MESSAGE FROM

The County Administrator



Your County Government is working to provide the latest, most up-to-date information in a format that is delivered straight to you. The rapid pace of changing technology has made it challenging to meet the public's need for our news in a format that is easily accessible. Our "Get Connected" campaign already provides many ways for our community to stay informed and provide feedback on county services, including e-news, social media, television, local media, and the citizen emergency notification system.

Our Media Services Division stays abreast of the latest best practices, to connect with new audiences and present fresh ways for our residents to stay plugged into their community. According to a 2017 survey by Pew Research Center, 44 percent of adults have listened to a podcast. The platform is growing in popularity as people can select and listen to content on their mobile device anywhere, at any time. Podcasting is an approach that is ideal for anyone who wants to get information on-the-go, whether you're commuting, enjoying a hobby, or doing chores around your home. Best of all, it's absolutely free to subscribe and receive news directly.

Charles County is excited about the possibility of reaching our community by leveraging this platform and is preparing for the launch of a new podcast called, "Charles County Government Unscripted." The podcast features interviews and stories that explore the people, places, and activities that make Charles County a special place to live, work, and play. Several episodes are being recorded and edited now, and we are working on a plan to release a new podcast each week, beginning this fall. I have joined the effort by hosting my own regular interviews called, "Open Mic with Mike," which is being released as a companion to this monthly report.

We are promoting the podcast through marketing materials that are being handed out at commuter lots and public events to encourage residents to subscribe and tune in for county stories and the latest news. Please subscribe today, and let your family, friends, and neighbors know about this easy way to stay connected to our county, learn about the activities it has to offer, and gain insight on the array of services available to them.

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, appearing to read "Michael D. Mallinoff".

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

Waldorf Senior and Recreation Center

Staff received proposals from the contractor with and without mechanical, electrical, and plumbing (MEP) work included. Pending the confirmation of cost to do MEP work with a subcontractor, the current recommendation is to proceed with proposal without the MEP and hire a subcontractor to do MEP work. The Capital Services Division is working on confirming costs with subcontractor and will submit purchase orders as soon as possible to maintain estimated construction schedule.

Bel Alton Community Center

The contractor was given the go-ahead to perform Phase 4 work, which includes additional window restorations. The contractor also removed additional windows and transported to their lab to perform restorative work; and installed a mock-up for the storm windows that was reviewed and approved by the Facilities Division. The design package for storm windows was submitted to the Maryland Historical Trust for review and approval before moving forward.

Western Parkway Phase 2

The contractor finalized asphalt, fence, and hiker/biker trail work and the project is substantially complete. The road has been open to traffic and the ribbon cutting ceremony may be scheduled soon.

Western Parkway Phase 3

The design of Phase 3 is ongoing and staff continues to work with the Department of Planning and Growth Management to resolve development issues. The consultant is working on revisions to construction drawings to comply with new storm water regulations.

Middletown Road/Billingsley Road Roundabout

This project is substantially complete, has been open to traffic since June, and a ribbon cutting ceremony was held in July to recognize completion of the project.

Solar Energy

The ground lease agreement for the current site is complete and awaiting finalization for signatures. A meeting is scheduled in early August with SMECO representatives and the vendor to discuss delays in processing interconnection application. The ground lease agreements for other potential sites are currently being reviewed by the County Attorney's Office.

Popes Creek Rail Trail

The soil test for the elevated boardwalk has been completed. All plans for the Waterfront Park are being finalized and will be packaged up for permitting submittal along with the rail trail plans. Schedule is to have submittal into the Department of Planning and Growth Management's development services for review in September.

Animal Shelter Needs Assessment-Feasibility Study

A design vendor selection has been made by the evaluation team and an award recommendation for a design firm has been sent to the Purchasing Division. Award of contract is pending the Purchasing Division's review and approval.

Department Monthly Updates

OFFICE OF THE County Administrator

Good News

- » Attended and presented at the Board of Public Works meeting in Annapolis for approval of the Chapel Point State Park lease. The Governor moved our lease to the first approval item of the day and made very positive remarks in support of the lease and the future partnership with Charles County and the State of Maryland.
- » Continued the “Open Mic with Mike” podcast tapings. This month’s podcast was on promoting agriculture and tourism, specifically craft brewing and winemaking. The podcast included an interview with Martin Proulx, the agriculture business development manager; and Keith Grasso from Island Music.
- » Held the 2nd Quarterly Town Hall meeting on July 10. Resident questions centered around Pinefield area and stormwater pond maintenance, road maintenance, and the status of the Waldorf Crossing/Waldorf Station development.

Progress In Action

- » Began the process of conducting our bi-annual National Citizen Survey. The survey is due to go live in the fall, with responses due in early winter. This year, our county will have comparable data from not only other counties, but from our first survey results in 2016. Because of the baseline data in 2016, we will be able to determine areas that need improvement and distinguish areas we are doing well in.
- » Commenced planning for a new Board of County Commissioners, which included detailed work on fall/winter scheduling and a new Commissioner Orientation Manual. The new manual will include detailed sections on our High Performing Organizational Model, our Leadership Philosophy, our comprehensive training, and our National Citizen Survey.
- » Held the Other Post-Employment Benefits meeting on July 25. The meeting included an investment review by Bolton Partners and a CPI Adjustment presentation by David Eicholtz, director of the Department of Fiscal and Administrative Services.



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



Deborah E. Hall, CPA
Deputy County
Administrator

Department Monthly Updates

DEPARTMENT OF Community Services

The department's Aging and Human Services Division celebrated the bounty of summer while promoting health and wellness for older adults. This included distributing free produce vouchers for farmers markets to encourage healthy eating while supporting local farms, hosting an Independence Day Cookout for socialization, and encouraging lifelong fitness through Senior Kayak Adventures on the county's scenic waterways.

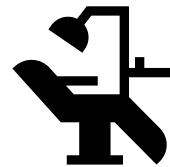


Dina Barclay

Director

Good News

- » Began new long-term contract with vendor to provide services at the Robert J. Fuller House for men.
- » Conducted outreach at the Nanjemoy Senior Center on the State Special Loan Program for essential home improvements.
- » Received an audit report with no findings from the fiscal 2017 review of the Department of Juvenile Services for the Functional Family Therapy program, which is administered through a partnership with the Local Management Board.



Quick Data Measure

The dental clinic, operated in partnership by Health Partners, Inc. at the Nanjemoy Community Center, saw 15 unduplicated patients in July, with a total of 33 dental treatment visits for low or no-cost services to uninsured or underinsured residents.

Progress In Action

- » Leased up eight new participants in the Housing Choice Voucher Program.
- » Issued 18 new housing vouchers to new participants in the Housing Choice Voucher Program.
- » Received increased federal grant award notices for multiple Aging and Human Services programs funded by the Older Americans Act.

Department Monthly Updates

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



Rhonda L. Weaver
County Attorney

Good News

- » Legislative Initiatives:
 - County Commissioners approved Resolution #2018-09, drafted and presented by the County Attorney Office, to increase stipend amounts for four boards and commissions consistent with recommendations from by the Compensation Commission.
 - County Attorney Office drafted and presented for introduction legislation, Bill #2018-03, to increase the salaries of the County Commissioners who begin new terms in December 2018. A public hearing is scheduled for Sept. 11, 2018.
 - Bill #2018-02 Length of Service Award, which specified that participation for volunteer members may begin at 16 years old, was passed by the County Commissioners.
 - Amendment to the 2016 Comprehensive Plan, Mineral Resources Element, was passed by the County Commissioners.
- » Participated in International Municipal Lawyers Association webinar trainings regarding land use zoning for solar energy.
- » Completed drafting new agreements for Drug Take Back Program with several local pharmacies.

Progress In Action

- » Issued five temporary alcoholic beverage licenses and eight gaming permits. The Animal Matters Hearing Board adjudicated 11 citations and four 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 nine board and commission meetings. Logged 317 documents for review and further processing.

Department Monthly Updates

Economic Development

DEPARTMENT

The Economic Development Department held a Quarterly Business Roundtable to update the community on economic development activities. Brief presentations included an update on the new business retention and expansion program and the new opportunity zones in Charles County. Extra time was allotted for audience Q&A.



Darréll Brown

Director

Good News

- » Had first Facebook Live broadcast at Quarterly Business Roundtable. Interviews were conducted live with participants before and after the meeting, with the most popular video spot being a post-event interview with the Patuxent Brewing Company. It has received 1,719 views as of Aug. 6 and has reached 3,764 people. A two-minute highlights video of the event was created and has received 442 views so far.
- » Filled an open position on staff. The Economic Development Department's Project Coordinator Michelle DeSoto was promoted to economic research specialist, effective in July. The department is now in the process of filling her former position.
- » Collaborated with the Media Services Division to tape the first Economic Development Department podcast for the "Charles County Government Unscripted" podcast series. The agriculture business development manager discussed county agriculture, farmers markets, and the department's efforts to bring breweries and craft beverage producers to the community.



Quick Data Measure

During the week of the Quarterly Business Roundtable, the Economic Development Department's Facebook reach increased more than 160 percent.

Progress In Action

- » Attended the Maryland Department Award event, "Grow Southern Maryland," at the College of Southern Maryland. A Charles County business, Milles & Chesley Consulting, received an award.
- » Two staff members attended the International Economic Development Council's (IEDC) Basic Economic Development course held in Baltimore and presented by the Maryland Economic Development Association. The four-day program is the first prerequisite class for IEDC's certification process.
- » Two firms were certified as Small Local Business Enterprise (SLBE) businesses and registered with the SLBE Program: 1) Defender Fire and Security Services, LLC; and 2) Line Load Electrical Contractors, Inc.
- » Five firms were registered with the county's Minority Business Enterprise Program.

Department Monthly Updates

DEPARTMENT OF Emergency Services

The Department of Emergency Services was honored to host an emergency responder briefing and Q&A session for US Senator Chris Van Hollen. The focus of the briefing was centered on local strengths and capabilities for response and mitigation of both natural and man-made emergencies/incidents.



Bill Stephens

Director

Good News

- » Coordinated with Media Services Division to notify residents about sandbag availability during heavy rainfall event on July 23-24. Conducted interview with WTOP on sandbag availability. Hosted Facebook Live with Charles County resident Lauren, along with her two daughters, who volunteered to assist other residents with filling their sandbags.
- » Equipped county-owned buildings with Automated External Defibrillator units that include Stop the Bleed and Opioid Overdose Kits. Stop the Bleed Kits provide emergency personnel and residents with proper bleeding control tools for use in serious trauma emergencies. Opioid Overdose Kits include Narcan and other items needed to assist an individual experiencing an opioid overdose.
- » Reached nearly 445,000 people through posts on the Tri-County Animal Shelter Facebook page. Social media engagement is higher on this page than any other Facebook page hosted by Charles County Government. Additionally, staff personally responded to 78 private message inquiries sent via Facebook during July.



Quick Data Measure

Distributed 1,500 sandbags and sand to residents during the heavy rainfall event on July 23-24.

Progress In Action

- » Evaluated the proposals for the new animal shelter design and are working on reference checks of the most responsive/responsible firm.
- » Continuing installation of the new 9-1-1 equipment.
- » Completed the evaluation of Calvert County's contract as a viable procurement vehicle for acquisition of the county's Next Generation Public Safety Radio System.

Department Monthly Updates

DEPARTMENT OF Fiscal & Administrative Services

A new fiscal year began on July 1, with the posting of a fresh set of budgets for departments and agencies to access. A new “Budget-at-a-Glance” pocket guide was printed to provide a brief overview of the fiscal 2019 adopted budget. A visual snapshot of the budget was included as a mail stuffer in all property tax bills mailed to residents and businesses. The goal of these printed materials is to educate residents about how their tax dollars are invested to deliver services.



David Eicholtz

Director

Good News

- » Distributed the first monthly lesson of our new Information Security Awareness Training Program to all employees. These monthly lessons strive to keep information security in the forefront of employees' minds.
- » Upgraded Employee's Payroll Web Portal for Maryland's Healthy Working Families Act, which provides part-time employees with the ability to check leave balances and request leave through the automated system.
- » Earned the Most Digitally Advanced County designation from the Center for Digital Government and the National Association of Counties, in the 150,000 – 249,999 population category, placing second. This is the 16th consecutive year that the county has been a recipient of this award.

Progress In Action

- » Worked with the State's Attorney's Office on the implementation of a cloud solution for eDiscovery documents, which will allow the State's Attorney's Office to collaborate with law enforcement agencies and district attorneys to provide access to pertinent case records.
- » Continued work on the implementation of the county's new community management system, EnerGov, which includes focusing on the integration of Laserfiche and EnerGov, the ongoing review and testing of system configuration, validating data migrated from legacy system, and a week of onsite system administrator training.
- » Worked on the development of a Request for Proposal for the replacement of the county's Enterprise Resource Software.



Quick Data Measure

On July 21, coinciding with the county's shred event being advertised on social media, the main county website, www.CharlesCountyMD.gov, received an increase of 769 social network referral sessions compared to the previous day.

On July 3 and 4, the county's website received a combined total of 8,360 site visitors, a 33 percent increase over last year. The No. 1 search term on July 3 and 4 was “Fireworks.”

Department Monthly Updates

DEPARTMENT OF Human Resources

The intern program continued with 25 interns touring several facilities within Charles County Government to gain a better understanding of the various workings of the county. The tour included a lunch meet-and-greet with the Commissioner President, the County Administrator, and department representatives.

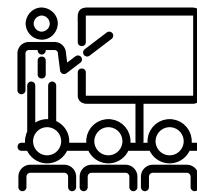


Paul M. Rensted

Director

Good News

- » Met with representatives from the College of Southern Maryland to plan and develop the Leadership Academy training for the upcoming year.
- » Participated in the first Council of Governments Workgroup on racial equity.
- » Participated in the Other Post Employment Committee to manage retiree health care investments.



Progress In Action

- » Implemented Consumer Price Index adjustments to the Post Employment Health Plan.
- » Revised the performance appraisal core competencies to reflect the county's core values as a High Performance Organization.
- » Worked on updates to the county Drug and Alcohol testing program.

Quick Data Measure

Exceeded July's training goal by 35.6 percent.

Department Monthly Updates

DEPARTMENT OF Planning & Growth Management

The Department of Planning and Growth Management received a high number of Citizen Response Office requests for the month of July. Staff were able to keep up with the volume of requests and complete 46 cases during the month.



Steve Kall-Ziegler, AICP

Director

Good News

- » Anticipated an increased demand for VanGO specialized, door-to-door service for elderly and disabled and ordered an additional bus for this service to increase capacity.
- » Presented the Bryans Village Zoning Map Amendment to the County Commissioners for approval. The Commissioners approved the applicant's requested amendment which converted a certain number of single family homes to townhomes. This outcome resulted in less overall housing units, a smaller footprint on the property, and preserved more open space.
- » Moved forward with the Turkey Hill Road safety project. Funding was allocated by the County Commissioners to make a traffic safety assessment of Turkey Hill Road and develop phased recommendations for improvements. This action came at the recommendation of staff and the Traffic Safety Committee.

Progress In Action

- » Continuing work on the development of the county-owned transit operations and maintenance facility and nearing completion for Phase II. For fiscal 2020, staff plans to apply for Federal Transit Administration and Maryland Transit Administration funding, which will cover 90 percent of the cost for Phase III, which will be design and engineering.
- » Completed the hiring process for five positions within the Planning Division. These new Planning staff members will serve as the clerks to the county Planning Commission and the Board of Zoning Appeals, as well as new planners focusing on the areas of zoning, site development and transportation planning, and residential development review. The new team members are anticipated to increase efficiency in the development process and create a better overall customer experience.
- » Achieved a verbal passing score of seven out of seven from the Maryland Department of the Environment (MDE) on the audit of the inspection group for Erosion and Sediment Control Enforcement. This audit has been ongoing since October 2017 and MDE and our inspection group have made more than 50 site inspections.



Quick Data Measure

VanGO specialized, door-to-door service provided more than 14,000 trips to residents using wheelchairs or other mobility devices.

Department Monthly Updates

DEPARTMENT OF Public Works

On July 21, the Environmental Resources Division hosted a shred event providing free paper shredding to residents. The event was the 10th shred event that the division has held during the past five years, providing a valuable service that increases diversion of recycling paper while ensuring document security for our residents.

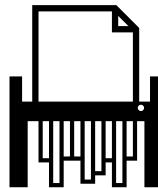


Bill Shreve

Director

Good News

- » Worked to quickly clear storm damage from roadways throughout the county during the weekend of July 21-22. The area received heavy rains totaling 12 inches during this period and the Roads Division staff had most of the roads accessible in record time.
- » Began providing new yard waste services via new contractors to Charles County residents. During the first month of the subscription service program, 250 collections were scheduled. The new program converted 15,836 residences to an as-needed yard waste collection program, reducing the cost of the program.
- » Presented an update to Commissioners on the status of the county's recycling program and suggested program modifications to improve recycling efforts in the future. The county's current recycling rate is 52 percent, exceeding the state mandated rate by 17 percent.



Quick Data Measure

During the shred event, 257 residents took advantage of the paper shredding services and 10 tons of paper was shredded and recycled.

Progress In Action

- » Completed installation of two refurbished raw sewage pumps at Mattawoman Water Reclamation Facility. Both pumps recently failed causing problems with sewer overflows during major rain events. This improves the reliability of the existing pumping system while a new one is constructed.
- » Completed some major paving work that was scheduled on St. Patrick's Drive and Western Parkway. This important project was done at night to minimize the impact on traffic in the area.
- » Moved forward landfill automation project. A purchase order was issued to Paradigm Software for the procurement of new scale software at the landfill. The new software is an important milestone in the ongoing landfill automation project.

Department Monthly Updates

DEPARTMENT OF Recreation, Parks & Tourism

The Tourism Division held the seventh annual Celebrate Charles: A Fun Filled Fourth at Regency Furniture Stadium in Waldorf on Wednesday, July 4. Despite the heat, more than 10,000 residents and visitors attended this family-friendly event. Guests enjoyed excellent local fare from 12 different food vendors, amusements, and games in the Family Fun Zone; live performances from Sam Grow and No Green Jellybeenz; and a Southern Maryland Blue Crabs baseball game. The event finished with a bang as attendees were treated to a spectacular fireworks display!

Good News

- » Repaired and restored the boarding dock for the boat launching facility at Marshall Hall to its original length. The pier was damaged by ice flows last winter. The repair and restoration of this popular facility has been well received by commercial and recreational boaters alike.
- » Began plans for an enhanced fall and spring event held at Stagg Hall. The newly created Friends of Stagg Hall group met this month to discuss the events. Each of these enhanced events will coincide with projects created by the Port Tobacco Historic Village staff in partnership with the Society for the Restoration of Port Tobacco's First Weekend Series.
- » Represented on Team Maryland by Charles County's Christina Ratcliffe at the 2018 National Special Olympics Games in Seattle. She earned a silver in the 50-meter backstroke and a bronze in the 100-meter backstroke. Each year athletes compete at the Annual Special Olympics Spring Games held at Lackey High School and must advance through regional and state levels to qualify for Team Maryland.

Progress In Action

- » Started the construction phase for the White Plains Park tennis court renovations, as well as the activities barn and events pavilion at the Maxwell Hall historic house property. These projects will continue through the summer with anticipated completions dates in early autumn.
- » Continuing planning sessions with CycleLifeHQ to provide a tourism assessment of Charles County, as well as the creation of a hosting web and mobile service to establish the county as a bicycling destination and connect local business with bicycle tourists. Through these efforts, cyclists will have access to information all in one place to determine when and where to travel to take full advantage of all our beautiful county has to offer them.
- » Continued expanding kickball in Charles County. The county's first women's only kickball league concluded in July with seven teams. Starting their second season, our youth kickball league had six teams age 7-12 playing games at White Plains Park.



Eileen Minnick

Director



Quick Data Measure

Total monthly attendance for July at the Charles County Recreation pools was 15,534 visits. Additionally, instructors taught 112 sessions of swim lessons with 552 participants.

Media Services

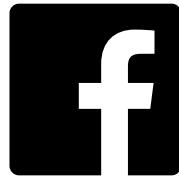
Recent Facebook Live videos have achieved high engagement, thousands of views, numerous comments, and dozens of shared content on the county's Facebook platform. The algorithm for Facebook Live empowers the Media Services team to reach thousands of local followers with good news and curate our own audience to share positive stories about Charles County.

Good News

- » Coordinated with WUSA9, the Department of Emergency Medical Services, and Parents Affected By Addiction to highlight the importance of the "Leave the Narcan Behind" kits, which saves lives when opioid overdoses occur. The first part of the story aired on July 20, and part two is expected soon. Charles County Government Television (CCGTV) is also producing a training video to help Emergency Medical Services providers understand the unique challenges of responding to overdose calls and providing the appropriate support that is needed.
- » Notified residents of sandbag distribution availability at Laurel Springs Regional Park, during the period of heavy rains and flooding in mid-July. Hosted a Facebook Live video at the distribution site to promote volunteer efforts to provide sandbags to all Charles County residents who need them.
- » Filmed interviews with several seniors who are longtime residents of Indian Head. Produced a video trailer with interview highlights, with a full documentary to follow entitled, "A Look Back at Indian Head." Documentary will be released later this fall.

Progress in Action

- » Supported the Economic Development Department's Quarterly Roundtable Meeting by recording it for CCGTV broadcast, developing a two-minute summary of the meeting that was featured on Facebook, and coordinating live posts of video clips and photographs throughout the meeting.
- » Developed project management plans and production schedules for Executive Leadership priorities: Commissioner Orientation, the Annual Report, and the Credit Rating Presentation.
- » Continued production on new episodes of the county's new podcast, "Charles County Government Unscripted." Recorded interviews with the Roads Division and Utilities Division staff, a conversation with economic development, and new episode of "Open Mic with Mike."



Quick Data Measure

Facebook Live video about sandbag distribution:

- 4,764 views
- 82 reactions
- 13 comments
- 27 shares

Facebook Live interviews at EDD Quarterly Roundtable:

- 2,697 views
- 144 reactions
- 73 comments
- 27 shares

Board of Commissioners Meetings

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 three County Commissioners' meetings, whereby the Commissioners considered and approved:
 - Nominal stipend increases for members of the Board of Appeals, Planning Commission, Board of License Commissioners, and Board of Electrical Examiners;
 - A zoning map amendment for Bryans Village subdivision, which increases the amount of open space and reduces the amount of impervious surface and site disturbance;
 - Legislation concerning the Length of Service Award Program, which establishes a standard minimum age of 16 years old for all volunteer firefighters to begin earning points toward program benefits;
 - An amendment to the 2016 Comprehensive Plan to add a chapter that addresses mineral resources in the county.
- » Held two public hearings, concerning the Length of Service Award Program and the addition of a Mineral Resources chapter in the Comprehensive Plan. Three public comments were received concerning the Comprehensive Plan amendment.
- » Introduced Bill #2018-03 County Commissioners' Compensation and Bill #2018-04 Craft Beverages. Scheduled both hearings for Sept. 11.

Organizational Accountability

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 two new audit programs for review by the Deputy County Administrator. The audit programs are a step-by-step procedure on how the Internal Audit Office performs an audit.
- » Visited the Department of Economic Development and the Department of Emergency Services to give an overview of the Internal Audit Office's mission and how the audit process will work.
- » Developed risk assessment survey questions, which will be used to setup the Internal Audit Office's audit plan.

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.

Central Services

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

Good News

- » Completed and implemented the Local Government Insurance Trust policy.
- » Completed and implemented Workers' Compensation policy.
- » Started planning process for the county's Truck Rodeo and Wellness Fair.

Progress in Action

- » Hiring new building security officer on Aug. 6.
- » Hiring new safety officer on Aug. 20.
- » Working to complete employee drug testing policy. Safety sensitive job positions and definitions are nearing completion.

Risk Management Vehicle Claims

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

- » June 2018 7
- » July 2018 7

County Government Working for You

			June 2018	July 2018	Target
	Environmental	Tons to Recycling Rate	52% 2,432	52% 1,996	35% State Mandate Rate
	Economic Development	Staff Time Dedicated to Business Engagement	4.70%	3.50%	20%
		Businesses Contacted/Interacted	95	77	100
	Fiscal Services	Fund Balance Ratio	15.6%	16.9%	8%-15%
		Bond Rating	Triple A	Triple A	Triple A "AAA" from 3 rating agencies
	Organizational Excellence	Number of Employees Trained	70	61	45
		Employment Turnover Rate	7%	7%	< 10%
	Planning and Growth Management	Commercial Building Permits Approved within 21 days	85%	50%	90%
		Resident Building Permits Approved within 14 days	100%	50%	90%
	Public Safety	Cardiac Arrest Patients Arriving at Hospital with a Pulse	10%	30%	9.5% National Average
		EMS Dispatch to Arrival Response Time in 9 Minutes or Less	61%	61%	90% American Heart Association Standard: Arrive in 9 min/
	Public Transit	On Time Performance	97.2%	97.1%	95% In a 10 minute window
		Farebox Recovery Ratio	7.8%	7.9%	10-20% MTA Standard for small, urban systems
		Passengers Per Revenue: Fixed Route/Hr Demand Response	11.75 / 1.67	11.79 / 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

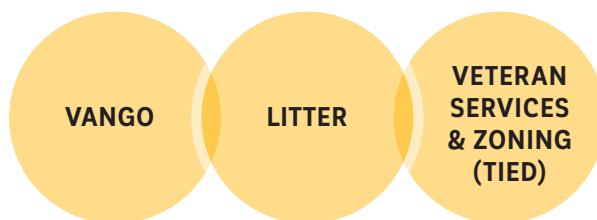
July 2018

- » Cases received 129
- » Cases completed 125

Totals for Fiscal Year 2019

- » Cases received in FY2019 129
- » Cases completed in FY2019 125

Top Community Engagement Topics



Addressed resident concerns primarily regarding litter, VanGO, zoning, and veteran services.

July 2018 Cases Received By Commissioner District

28	District 1 (Robinson)
5	District 2 (Davis)
18	District 3 (Stewart)
32	District 4 (Rucci)
0	Outside of the County
46	Other/Multiple

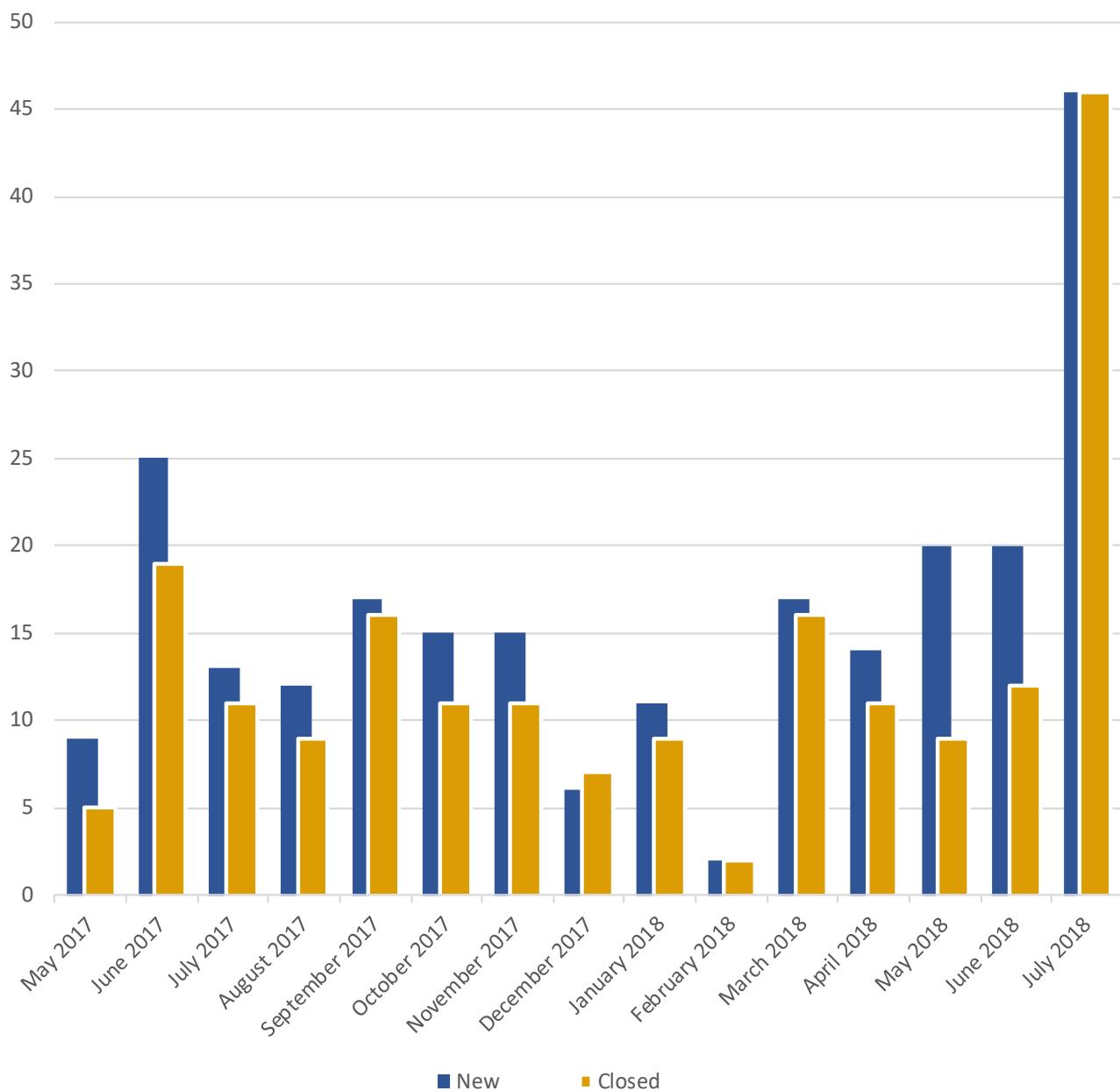
FY2019 Year-To-Date Case Status

	Received	Pending
• COMMISSIONERS OFFICE	37	2
• COUNTY ADMINISTRATOR	0	2
• COMMUNITY SERVICES	3	2
• COUNTY ATTORNEY	0	3
• ECONOMIC DEVELOPMENT	0	0
• EMERGENCY SERVICES	1	0
• FISCAL & ADMINISTRATIVE SERVICES	6	7
• HUMAN RESOURCES	1	0
• PLANNING & GROWTH MANAGEMENT	45	60
• PUBLIC WORKS	14	12
• RECREATION, PARKS & TOURISM	1	1
• OUTSIDE AGENCIES	21	0

Community Engagement Statistical Summary

Department of Planning and Growth Management Citizen Response Office Case Tracking

	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	TOTAL
New	9	25	13	12	17	15	15	6	11	2	17	14	20	20	46	242
Closed	5	19	11	9	16	11	11	7	9	2	16	11	9	12	46	194



Emergency Services Fiscal Year Reporting

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

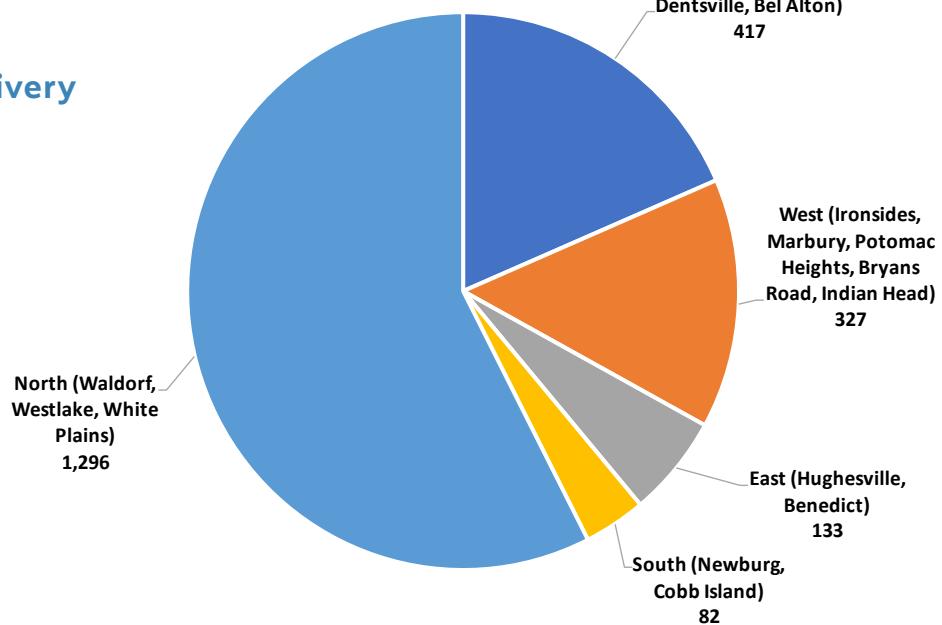
Total EMS Transports

Advanced Life Support	Total Transports	
Career ALS Transports	492	46.6%
Volunteer ALS Transports	16	1.5%
Mutual Aid ALS Transports	23	2.2%
Basic Life Support	Total Transports	
Career BLS Transports	241	22.8%
Volunteer BLS Transports	278	26.3%
Mutual Aid BLS Transports	6	0.6%
TOTAL TRANSPORTS	1,056	100%

Priority One (Echo) Response Efficiency

Responses to Answered > within six minutes or less	
Calls Within Standard	8
Calls Outside of Standard	21
Total Echo Calls	39
Percentage Answered Within Standard	46%

Total Call Volume for First Due Service Delivery



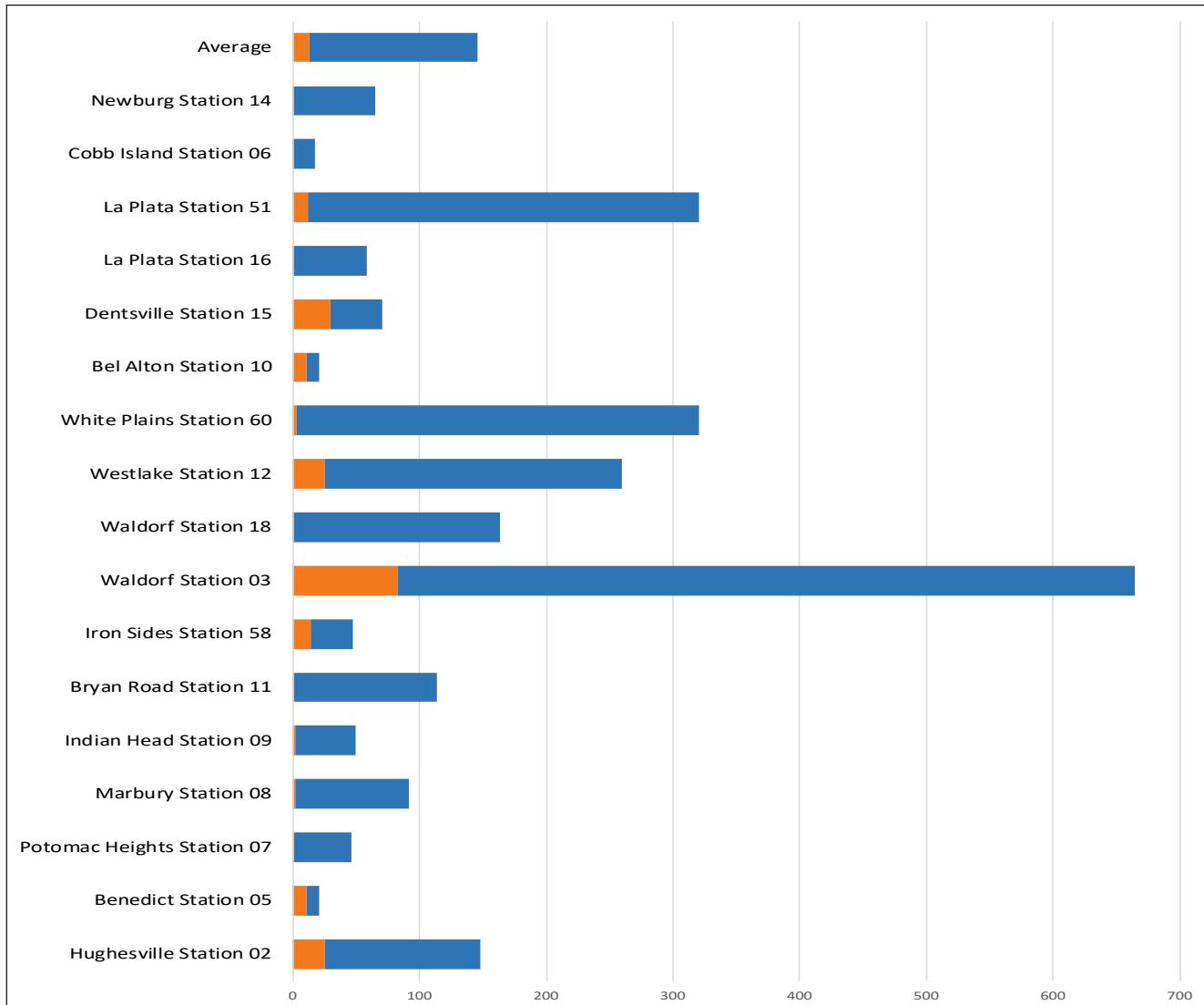
Total Call Volume • First Due Service By Region

	Completed Calls for Service	Missed Calls for Service
Central (La Plata, Dentsville, Bel Alton)	417	53
West (Ironside, Marbury, Potomac Heights, Bryans Road, Indian Head)	327	20
East (Hughesville, Benedict)	133	36
South (Newburg, Cobb Island)	82	0
North (Waldorf, Westlake, White Plains)	1,296	111
Average	451	44

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	25	123
Benedict Station 05	11	10
Potomac Heights Station 07	1	45
Marbury Station 08	2	89
Indian Head Station 09	2	47
Bryans Road Station 11	1	113
Iron Sides Station 58	14	33
Waldorf Station 03	83	581
Waldorf Station 18	0	163

	Unavailable	Delivery
Westlake Station 12	25	235
White Plains Station 60	3	317
Bel Alton Station 10	11	10
Dentsville Station 15	30	41
La Plata Station 16	0	58
La Plata Station 51	12	308
Cobb Island Station 06	0	17
Newburg Station 14	0	65
Average	13	133

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

General Fund Budget:
\$404,659,200

Revenue:
\$203,698,138
%: 50%

Expenditures:
\$30,289,624
%: 7%

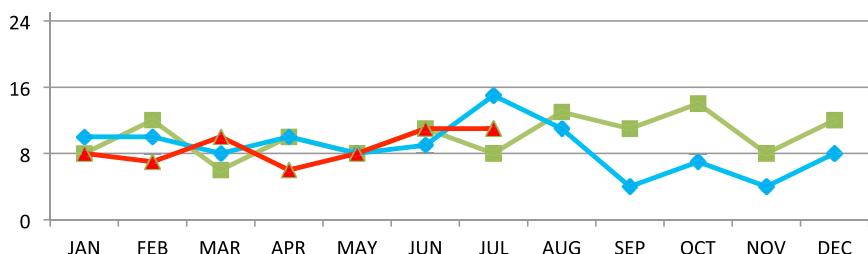


Growth Management Reporting

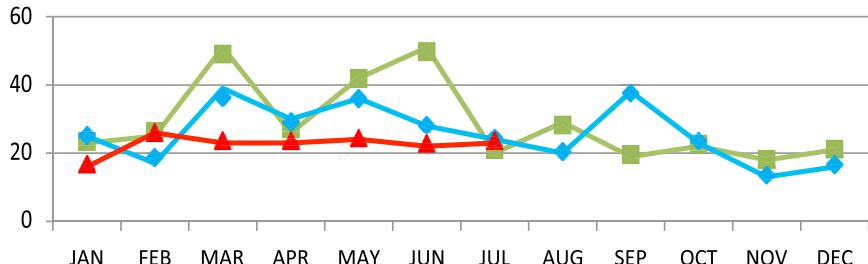
Building Applications Submitted

2016 —
2017 □
2018 ▲

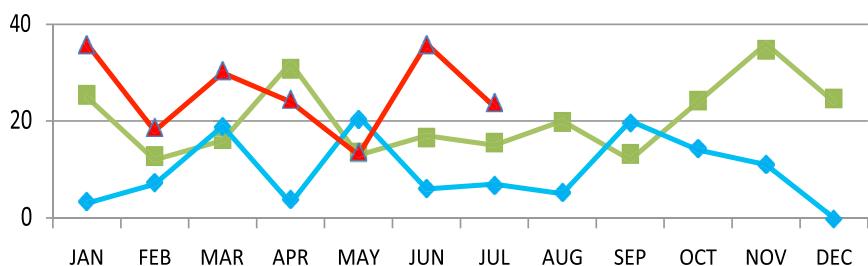
New Single Family Units on Well/Septic



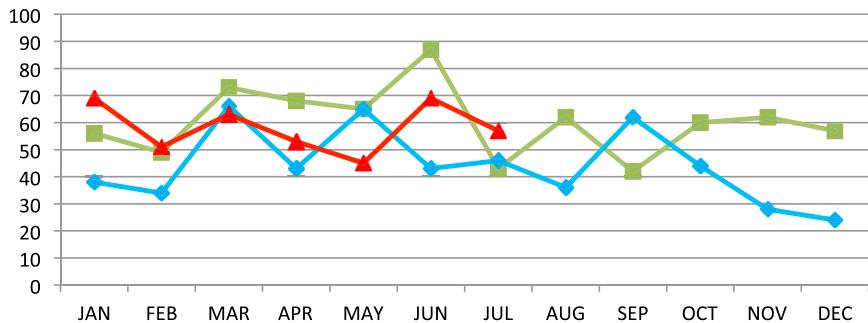
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units

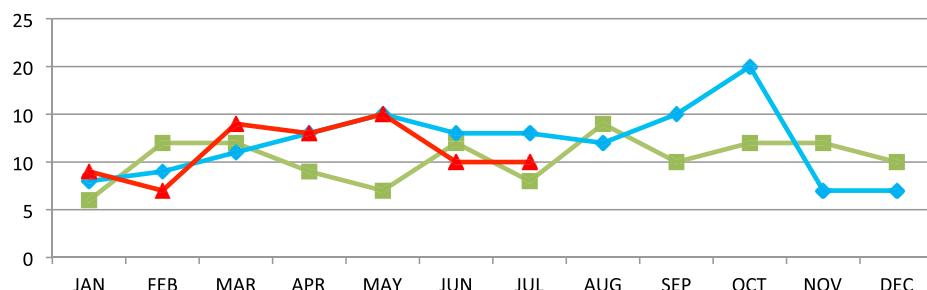


Growth Management Reporting

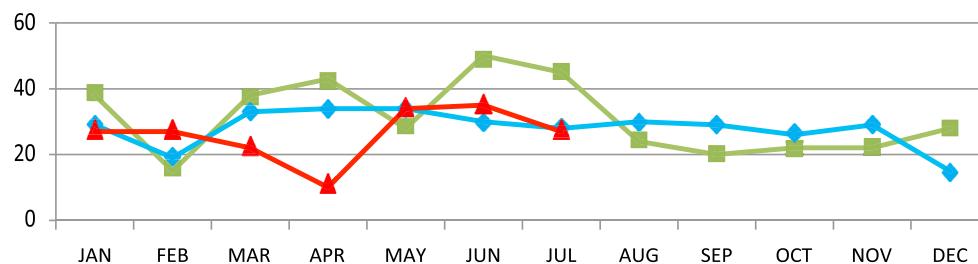
Building Permits Issued

2016 
2017 
2018 

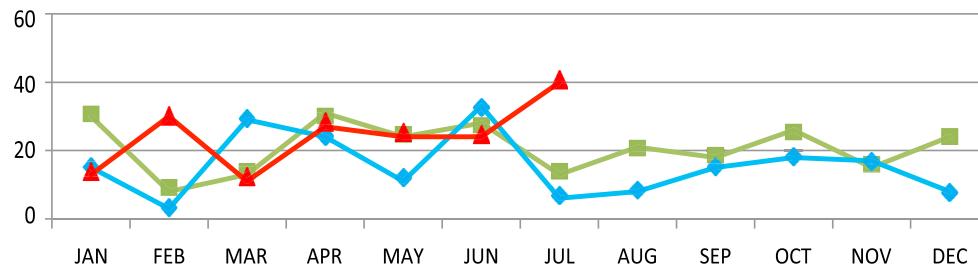
New Single Family Units on Well/Septic



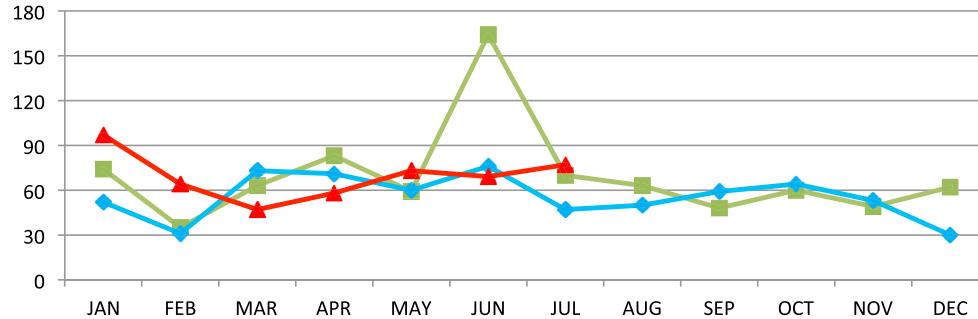
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units

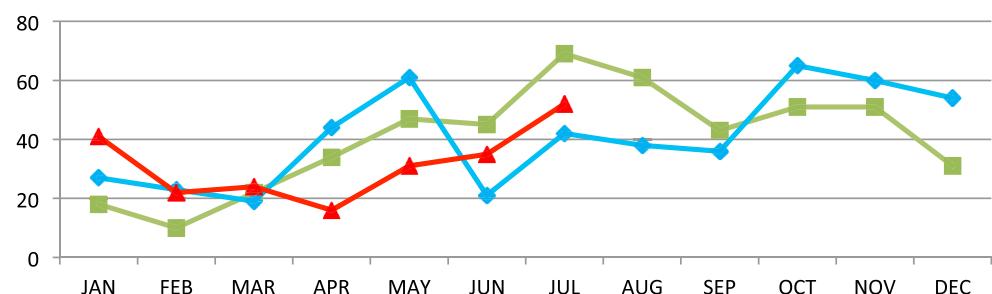


Growth Management Reporting

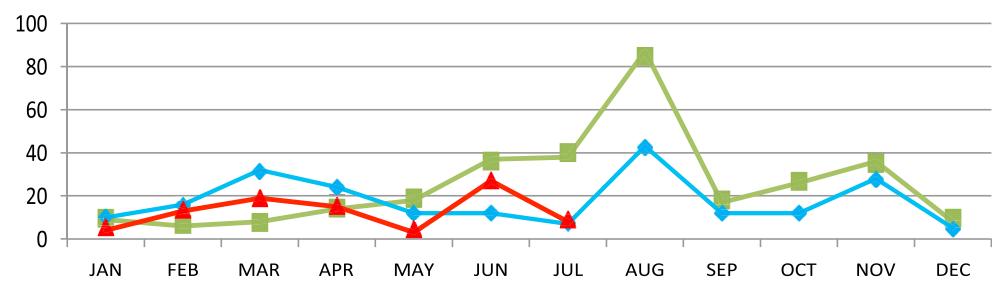
Use and Occupancy Certificates Issued



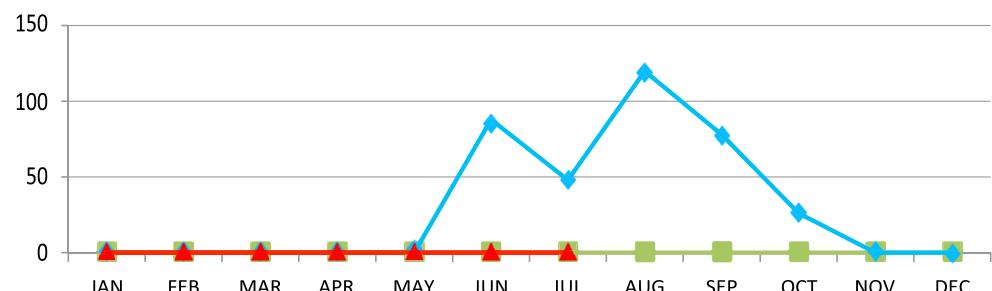
New Single Family Units on Well/Septic



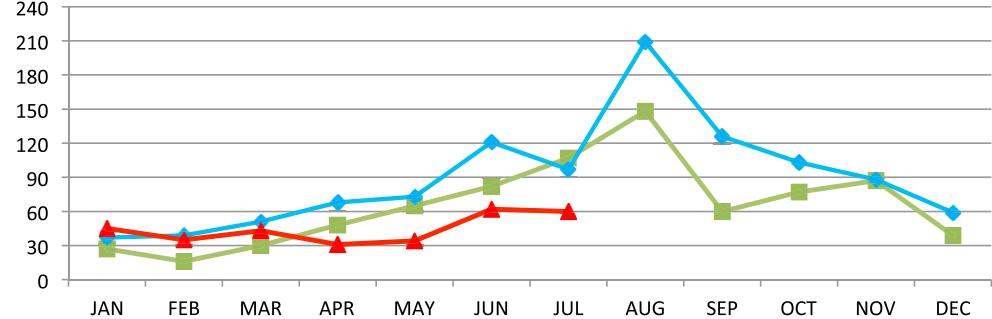
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units



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