

# Charles County Administrator's **MONTHLY** REPORT

Reporting Period: Mar. 1-31, 2018



## **Friendship Farm**

4705 Friendship Landing Road, Nanjemoy  
Park Hours: 8:00 a.m. - Dusk

## **Charles County Boards and Commissions Appreciation**



On Tuesday, March 20, the County Commissioners hosted a 'thank you' reception to honor our boards and commissions members to show appreciation for their hard work and dedication to our community!



## **Winter Storm Recovery**

Public Works crews worked diligently to repair potholes from the 2018 storms.





Charles County Administrator's  
**Monthly Report**

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

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## Charles County Board of Commissioners



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District 4  
Vice President



Debra M. Davis, Esq.  
District 2



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District 3



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## Charles County Government

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County  
Administrator

**CA**

Deputy County  
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Internal Audit Office

Safety Office

Security Office

Media Services  
Division

Clerk to the  
Commissioners

**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



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 few months, the Department of Planning and Growth Management has undertaken an extensive internal assessment of its operations. Department of Planning and Growth Management Director Steve Kaii-Ziegler and his leadership team identified organizational and workflow processes that were not effectively serving the needs of our customers or achieving our strategic priorities. As a result of the assessment, the department was reorganized and several leadership and staff changes occurred. Many employees were reassigned to roles in which their skills and training could be best utilized to advance the work of the department.

In the reorganization, the new department structure will have three divisions under administration: Transit; Planning; and Codes, Permits, and Inspection Services. Transit will not change its internal structure, but the other two divisions have gone through significant changes. One of the major aspects of this proposed reorganization is combining the Resource Infrastructure and Management Division with the Planning Division. The new Planning Division which will contain four program focus areas: Engineering; Current Planning; Zoning; and Long Range and Preservation Planning.

Another major change is the creation of a citizens response coordinator, who will be responsible for all citizen requests that are received by the department to provide a single “front door” for the department. Reed Faasen, our current Buildings, Permits, and Enforcement coordinator, has been selected to fill this position because he has a strong knowledge of the department’s policies and procedures that are essential to providing efficient and prompt responses to public inquiries.

The reorganization is designed to improve collaboration throughout the department, equitably distribute the workload to enhance service delivery, and ultimately improve productivity and performance. Our long-term goal is to ensure that the Department of Planning and Growth Management improves efficiency and service to the public, and I am confident that with this change, improvements will be made.

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, reading "Michael D. Mallinoff". The signature is fluid and cursive, with the first name "Michael" being more prominent than the last name "Mallinoff".

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



# Growth and Development 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](http://www.CharlesCountyMD.gov/PW/CS/Capital-Services)

### Progress Updates

#### **Animal Shelter Needs Assessment-Feasibility Study**

Capital Services Division has drafted a Request for Proposals to begin designing the new facility. The draft has been submitted to the Purchasing Division for assignment.

#### **Bel Alton High School**

Phase 1 work, needed to move in new tenants, is progressing well with the restoration and/or repair of 135 sashes needed to complete this phase. There have been a total of 93 sashes in this phase restored and/or repaired to date.

#### **Government Building Atrium and Security Renovations**

Construction ongoing project is approximately 74 percent complete as of March 30. The updated project schedule shows the revised contract completion date is April 16.

#### **Health Department Roof**

An assessment of the ongoing roof leaks was conducted and a report is being prepared. There were some minor issues identified and some repairs are underway. Installation of the final two coats expected to be complete in April. Once coatings are applied, the new Heating, Ventilation, Air Conditioning units will be installed.

#### **Popes Creek Rail Trail**

Parks Division staff are working with the design engineers and permitting agencies to address permit issues and finalize the design.

#### **Solar Energy**

Awaiting final approval of the interconnection application by SMECO. Once approved, contractor can begin the zoning revision process. The Maryland Public Service Commission process is moving forward. Because of the delay in SMECO processing, there will be a delay on the commercial operations expected start date. EnVen will be providing a revised schedule to identify the new date.

#### **Waldorf Senior and Recreation Center**

Staff met with a mechanical, electrical and plumbing engineer, Johnson Engineering, to start work on the design plans. Design will take an estimated six weeks before we can submit for building permit. Design is currently 80 percent complete. Working with Utilities staff to coordinate required changes to sewer connection.

#### **Western Parkway: Phase 2**

Construction is ongoing and approximately 83 percent complete as of March 30. Contract completion date is mid-August 2018.

#### **Western Parkway: Phase 3**

Negotiated design services cost with existing engineer to complete the remaining 70 percent of the roadway design for the permitted alignment. Approval of sole source procurement pending.

### CAPITAL IMPROVEMENT PROJECT HIGHLIGHT

# Middletown Road/Billingsley Road Roundabout



### About the Project

The Middletown Road/Billingsley Road Roundabout Project was initiated due to traffic backups that existed during peak vehicular volume times at the existing stop-sign controlled intersection at Billingsley Road and Middletown Road. This county improvement allows traffic to flow more freely through a two-lane roundabout. The initial project scope was increased to include construction of approximately 800 LF of 4-lane divided highway from the signalized intersection to the roundabout to meet the ultimate roadway classification for Middletown Road.

### Progress Update

Progress was slowed by the weather in March. The paving contractor is scheduled to be back on-site to finish paving in April. Removal of the old road bed revealed some bad material that will have to be removed before finishing this work.

### OFFICE OF THE County Administrator

County Administration works to ensure County Government operations are efficient and fulfill the county's mission to provide residents with quality, timely service. The office administers various government functions in accordance with the county's laws, policies, and procedures; prepares policy recommendations; works with County Commissioners to establish long- and short-term goals and objectives for the county; coordinates efforts with other state, federal, county, and non-profit agencies; and supervises and evaluates department heads.

#### Good News

- » Hired a new safety officer who will begin her employment on April 23. She is well-versed in safety, risk management, and workers' compensation. She has a positive outlook and a wealth of knowledge to strengthen our safety efforts. She holds a bachelor's degree and an Advanced Safety Certificate from the National Safety Council. During her interview, she talked about creating a culture of safety, and we are excited to welcome her aboard.
- » Began to develop a plan for Charles County to participate in the International County/City Managers Association (ICMA) International Program in October/November 2018. This is an opportunity to host a young professional from Southeast Asia and demonstrate our knowledge, skills, and talents for confronting challenges around environmental sustainability. During their visit, we will incorporate a variety of cultural and professional activities, which may include home stays with some of our staff (on a volunteer basis). The program is reciprocal, and one of our leaders will have the chance to visit Southeast Asia in the spring 2019. The program is paid for by the ICMA.
- » Hosted a reception to thank the Boards and Commissions followed by a Town Hall Meeting on March 20. The reception was well attended. The Town Hall had one question from a resident regarding snow removal and our policies regarding the application of salt, which our director of Public Works addressed.

#### Progress In Action

- » Continued budget meetings with Board of Education, Sheriff's Office, Election Board, Circuit Court, College of Southern Maryland, Public Library, Department of Health, and other county agencies.
- » Worked on leases for Chapel Point State Park, the National Oceanic and Atmospheric Administration Memorandum of Agreement for the Mallows Bay property, and the Bel Alton High School.
- » Continued to work on the acquisition of Performances Measures Software. Conducted several reference checks with vendor clients to learn more about how other jurisdictions are using the software and their experiences with the vendors.



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



**Deborah E. Hall, CPA**  
Deputy County  
Administrator



# DEPARTMENT OF Community Services

The Department of Community Services works to improve quality of life for those in our community with specialized needs, including financial, disability, or aging assistance. The department provides services and programs for the aging community, housing assistance, supports families and children, those with low to moderate income, and individuals with disabilities.



**Dina Barclay**  
Director

### Good News

- » Received County Commissioners' proclamation promoting Fair Housing Month. This celebration recognizes the anniversary of the Fair Housing Act passed in 1968, which guarantees equal housing opportunities for all people. The Department of Community Services is responsible for ensuring fair and equal access to services locally.
- » Profiled in the "Maryland Independent" regarding the Substance Abuse and Mental Health Services Administration sponsored Building Resiliency from Infancy through Development, Growth, and Empowerment Program (BRIDGE) initiative. As the article stated, "BRIDGE offers mobile support for children with behavioral needs."
- » Implemented new media campaign to meet federal initiative for enhancing beneficiary enrollment in Medicare titled, "Happy Birthday; Welcome to Medicare!"



### Quick Data Measure

Processed 51 applications from the Housing Choice Voucher waiting list.

### Progress In Action

- » Held proposal meeting and site visit in partnership with the Purchasing Division for the Robert J. Fuller House Request for Proposal, which was published the previous month. Responses are due next month.
- » Finished the fiscal 2019 Notice of Funding Availability draft early. The final is to be turned into the Governor's Office for Children on April 24. This would provide state funding for the next three years.
- » Presented progress report to Board of Commissioners and subsequently received approval to lease renovated space to the University of Maryland Extension Office at the historic Bel Alton High School Multi-Service Center.

### OFFICE OF THE County Attorney

The primary mission of the Office of the County Attorney is to support the County Commissioners, County Administration, boards, and commissions in serving county residents. We provide 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

- » Received recognition for two staff members from the Board of Commissioners for completing the Charles County Leadership Academy. The Leadership Academy is intended to enhance communication among supervisors, strengthen collaboration as participants gain opportunities to learn from others, and encourage consistency in how policies are enforced.
- » Prepared and participated in Commissioner meetings regarding the proposed towing regulations. A public hearing was held on Feb. 27 and the record remained open for public comment until March 20. Commissioners held a work session to discuss proposed amendments. The original bill authorized the Sheriff's Office to maintain, charge, and make it unlawful to provide towing service without a permit. Based on public input, staff proposed lowering the registration and renewal fees, as well as some other minor revisions. Commissioners voted favorably to introduce the amendments as proposed.



#### Quick Data Measure

Provided staffing and counsel for 10 board and commission meetings. Logged 277 documents for review and further processing.

#### Progress In Action

- » Reviewed alcoholic beverage annual renewal applications for accuracy. Conducted review of accounts pertaining to outstanding issues with the Comptroller, State Department of Assessments and Taxation, and the Treasurer. Issued two transfer and two temporary alcoholic beverage licenses and 13 gaming permits.
- » Continued updating Commissioners on the status of legislation pending before the Maryland General Assembly. Commissioners are generally briefed on the following legislation: (1) those that are included in the County Commissioners' Legislative packet to the Charles County Delegation; (2) those that may be of interest to Charles County; and (3) those for which the Commissioners are requested to take a position of support, no support or no position.
- » 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.

# DEPARTMENT OF Economic Development

The Economic Development Department supports and promotes the economic vitality of Charles County. The departments serve as a first point of contact for local businesses and for companies seeking to locate or relocate to Charles County and provides a variety of services including site selection, workforce training, incentives packaging, introductions to businesses contacts, permit expedition and sourcing of capital. By marketing Charles County's business, workforce, and lifestyle assets, the department seeks to attract entrepreneurs, talent professionals, and companies from key growth industries to the region, as well as provides resources for existing businesses to help them grow and expand in the county.



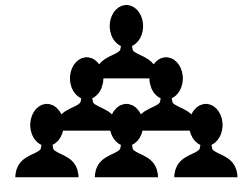
**Darréll Brown**  
Director

## Good News

- » Launched an expanded advertising program with a 30-second video commercial promoting Charles County in Washington, D.C. and Fairfax County. These ads will run on cable channels and interactive video.
- » Attended the Washington Business Journal's 2018 Minority Business Leader Awards program where Waldorf-based Kingdomware Technologies received an award. There were 25 greater Washington region's top minority business owners and leaders recognized for their leadership, drive, and success.
- » Supported the College of Southern Maryland Talons robotic team's participation at the esteemed VEX U World Championship for the fifth consecutive year. The team received a \$1,000 donation and recognition certificate presented by the County Commissioners.

## Progress In Action

- » Met with Governor Larry Hogan's Cabinet member, Special Secretary Jimmy Rhee; and other Southern Maryland Minority Chamber of Commerce stakeholders for an information meeting on the services offered by the Governor's Office of Small, Minority, and Women Business Affairs and how those services can help Southern Maryland's small and minority business entrepreneurs.
- » Hosted a technical assistance seminar for representatives from local county farmers markets and industry leaders on the permitting and licensing process required by the Department of Health.
- » Met with hotel managers in the Waldorf area to discuss the 2016 Hotel Analysis and inform them about the Department of Recreation, Parks, and Tourism initiatives currently underway that have the potential to boost hotel room nights.



## Quick Data Measure

New U.S. Census population estimates show that Charles County was the second-fastest growing county in Maryland last year, adding 2,270 net new residents between July 2016 and July 2017.

### DEPARTMENT OF Emergency Services

The Department of Emergency Services' mission is to protect the safety, health, and well-being of the community. The department coordinates disaster preparedness planning, risk mitigation, 24-hour-a-day response, emergency communications systems, and incident recovery activities.



**Bill Stephens**  
Director

#### Good News

- » Became the first county in the United States to complete the Resuscitation Academy System Assessment. Charles County joined two international partners, Australia and Scotland, in completing the assessment. The goal of the Resuscitation Academy is to improve survival rates from sudden cardiac arrest. The goal is realized by teaching steps to improve survival in a host community by mentoring graduates to implement these steps in their home communities.
- » Participating in beta testing, in the coming year, of new products that will educate Emergency Medical Dispatch (EMD) personnel to coach bystanders in providing hands-only CPR to victims of cardiac arrest. Individual Emergency Medical Service (EMS) providers and teams will also engage in realistic high-fidelity simulation of cardiac arrest cases, celebrate their successes, and debrief what they could do differently for the next call. All programs promise to improve the capability and readiness of our EMS and EMD personnel to save the maximum number of lives from cardiac arrest.
- » Collaboration between the EMS and Special Operations Divisions and the Media Services Division to develop a new format of open staff communication. Historically, a newsletter was produced that reached a limited audience due to interest. At the suggestion of the Media Services Division, a podcast has been developed titled, "Roll Call," which is hosted by a field provider and the division chief. Each podcast covers an array of topics of interest and features guests from both the field employees and administrative staff. The goal is to keep employees informed, as well as engaged in a modern communications format.



#### Quick Data Measure

Held a promotional event, St. Patrick's Day, at the Tri-County Animal Shelter during which five cats/kittens were adopted.

#### Progress In Action

- » Released the draft of the Hazard Mitigation Plan to the public for comment.
- » Updated the Continuity of Operations Plan for emergency management.
- » Conducted Run, Hide, Fight, and Treat training to four community churches and the Waldorf West Library Branch staff.

## DEPARTMENT OF Fiscal & Administrative Services

The Department of Fiscal and Administrative Services' mission is to effectively and efficiently manage the fiscal operations within the County Government, based upon sound, comprehensive, short- and long-term fiscal priorities. The department is responsible for the county's financial and technological administration.



**David Eicholtz**  
Director

### Good News

- » Awarded five contracts resulting from formal solicitations: 1) ITB 18-14 Medium Duty Passenger Buses; 2) ITB 18-17 Seasonal Grass Mowing for County Roads; 3) RFP 18-18 Bel Alton High School Renovation; 4) ITB 18-26 Asphalt Repair Services; and 5) ITB 18-29 Thomas Stone Pool Rehabilitation. Details can be found at the Purchasing Division's website ([www.charlescounty.org/apps/bidboard/public/index.jsp](http://www.charlescounty.org/apps/bidboard/public/index.jsp)).
- » Completed the web credit card payment application for new speed camera fines, which will improve efficiency in recording and reconciling activity with the dedicated bank account, Automated Enforcement.
- » Assisted the Department of Public Works Utilities Division with their 2017 Waldorf area water consumption audit by providing necessary data for analysis of possible system leaks.

### Progress In Action

- » Continued efforts on moving the county's email system from GroupWise to Microsoft Office 365 Outlook by setting up a shadow email server. This server allows us to migrate users from GroupWise to Outlook during regular business hours without impacting performance for individuals who are still using GroupWise.
- » Continued working with consultant on the final configuration of EnerGov, the community development system to be used by the Department of Planning and Growth Management. This system will improve efficiency, allow mobile access for inspectors to update data from the field, allow public to apply for permits online, and provide a streamlined user-friendly process for all permit related business. The anticipated go-live date is fall 2018.
- » Continued High Performing Organization Group meetings, consisting of Accounting and Treasury staff, on a regular basis to discuss many daily or monthly tasks and how to improve efficiency. The above item regarding speed cameras is a recent example of this group's accomplishments.



### Quick Data Measure

Received 61,015 visits to [www.CharlesCountyMD.gov](http://www.CharlesCountyMD.gov) in March. Approximately 38 percent (22,988 pageviews) visited using devices identified by Google as being physically located in Charles County.



### DEPARTMENT OF Human Resources

The Department of Human Resources directly serves an employee population of more than 700 full-time employees, other agencies, and many county residents. The department is committed to attracting, developing and retaining a skilled and diverse workforce to better serve the citizens of Charles County. An objective of the Department of Human Resources is to ensure that programs and services delivered to our customers support the mission and objectives of Charles County Government.

#### Good News

- » Conducted briefings on the various pension plans. By breaking out the trainings, the employees were able to learn specifically about the plan that they are in. This included non-public safety, public safety, sworn officers, correctional officers, and communication dispatchers pension trainings. In all, 13 pension trainings were conducted with 160 employees in attendance.
- » Celebrated 30 employees completing the Leadership Academy, bringing the total number of employees countywide who have completed the Leadership Academy to 102.
- » Conducted three Family Medical Leave Act (FMLA) trainings for the Department of Emergency Services. There were 20 employees in attendance. The FMLA trainings were very valuable because we were specifically able to answer FMLA questions regarding employees who have shift work.

#### Progress In Action

- » Worked on finalizing the details for Open Enrollment which will be May 18 to June 1 this year. The Benefits team, in conjunction with the Media Services Division, is developing a commercial as part of the rollout.
- » Trained the senior management team from the Department of Public Works Utilities Division on the online performance management system. The subsequent phase will be to train the division's supervisors in the coming weeks. The system will be rolled out to Department of Planning and Growth Management employees next.
- » Began union negotiations with members of the Fraternal Order of Police and the Charles County Correctional Officers Association.



**Paul M. Rensted**  
Director



#### Quick Data Measure

Of county employees, 79 percent completed training on preventing harassment and discrimination in the last two months.

## DEPARTMENT OF Planning & Growth Management

The reorganized Department of Planning and Growth Management consists of three divisions under administration: Transit; Planning; and Codes, Permits, and Inspection Services. The Transit Division oversees the local countywide transportation system, VanGO. The restructured Planning Division is responsible for preparing and maintaining Comprehensive Plans, sub area plans, special purpose studies, and regulatory oversight of public water and sewer and transportation infrastructure. The Codes, Permits, and Inspection Services Division provides services relating to engineering, construction, planning, and inspection.



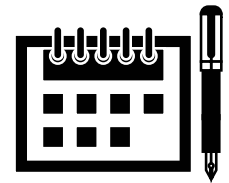
**Steve Kaii-Ziegler, AICP**  
Director

### Good News

- » Received approval from the Historic Preservation Commission on the Maryland Archaeological Site Survey form for the Carroll Cemetery, an African American burial ground in Nanjemoy. This was the result of a community documentation project last fall that identified more than 80 unmarked burials associated with the extended Posey and Carroll families and the early history of Mt. Hope Missionary Baptist Church.
- » Submitted the fiscal 2019 annual Transportation Plan, a consolidated grant application to the Maryland Department of Transportation/Maryland Transit Administration. If approved, VanGO will continue its fleet replacement and modernization program to allow transit patrons a comfortable and reliable service.
- » Attended training events to certify zoning technicians in Sediment and Erosion Control as cross-trained personnel, pursuant to Environmental Article, 4-104. This will allow for better coordination of staff and reduce response times for infrastructure inspections and citizen concerns.

### Progress In Action

- » Worked with Emergency Services to include a new chapter on historic resources in the 2018 Hazard Mitigation Plan, which was recently released for public comment. This new chapter will integrate strategies to identify and protect these irreplaceable assets in the event of natural disasters.
- » Assisted the Capital Services Division with the Western Parkway Project in answering technical questions associated with stormwater management design. The project now has a united and concise path forward to achieve compliance into the next phase and obtain the necessary development services permit(s).
- » Provided engineering support to the Nanjemoy Volunteer Fire Department, answering questions associated with anticipated changes to the property. The assistance helped the Lady's Axillary understand the building permit process to replace an existing shed and proposed farmer's market.



### Quick Data Measure

Assessed the status of 34 Preliminary Plan Extensions Requests. The extension is needed for applicants to maintain the original Planning Commission approval of the plan and to continue toward completion of the project.

## DEPARTMENT OF Public Works

The Department of Public Works' mission is to improve the quality of life for the Charles County residents through responsive, efficient, and effective delivery of services and by reflecting a can-do attitude with excellent customer service. The department provides front line services to our residents through our road maintenance system, water and sewer system, parks and grounds, environmental resources—landfill and recycling, buildings and trades, technical support, vehicle maintenance, and inventory control.

### Good News

- » Worked to clear more than 2,000 roads of snow during the March 20-21 snow storm. The storm resulted in five inches of snow, which county snow crews, with the assistance of approximately 200 contractors, cleared to bare pavement in less than 12 hours.
- » Provided direct service, through the Environmental Resources Division, to more than 200 residents who requested to have vegetative debris removed from their private residences, as a result of the high winds experienced during the early March storm event.
- » Worked around the clock on March 2 and 3 to clear roads of downed trees from wind storm Riley. More than 100 roads were shut down and all were reopened by March 5. Crews continued the clean-up effort for the entire month of March.

### Progress In Action

- » Completed and submitted annual TIER-2 chemical reports (for hazardous chemicals) to the Maryland Department of the Environment. This data must be submitted annually to document hazardous materials stored at county sites and plans to manage safe handling of these chemicals. This information was also distributed to the county's Department of Emergency Services for inclusion into Emergency Response Plans.
- » Continued work through a High Performing Organization group, composed of Capital Services and Technical Support Services staff. As a group, the staff completed the selection and implementation of a common software package for reporting on all water and sewer capital projects. This will ensure not only the streamlining of reporting, but format consistency in reporting.
- » Completed the industrial pretreatment inspection of the Competitive Power Ventures' St Charles Energy Facility. This ensures regulatory compliance as to what can or cannot be placed into our sanitary sewer system, for eventual treatment at Mattawoman Wastewater Treatment Plant.



**Bill Shreve**  
Director



### Quick Data Measure

The Household Hazardous Waste Day Collection for March had 78 vehicles participate. A variety of pesticides, solvents, paints, and other hazardous material were collected, bulked on-site, and readied for shipment. This program is important for keeping these materials out of the environment and providing a safe way for residents to dispose of these unused products.

# DEPARTMENT OF Recreation, Parks & Tourism

The Department of Recreation, Parks, and Tourism's mission is to enhance the quality of life of residents and visitors through enjoyable recreation and tourism opportunities. The department strives to preserve, enhance, and protect our open spaces to enrich the quality of life for present and future generations in a safe and secure environment.

### Good News

- » Completed the Turkey Hill Dog Park Improvement Project. This project added a dog agility course to the facility which allows dogs and owners to engage in fun and challenging fitness and obedience training activities together. This \$12,000 project received 75 percent grant funding from Program Open Space.
- » Secured a \$60,000 Program Open Space Grant for the White Plains Tennis Court rehabilitation project. Work will begin in late May and will include new fencing, court surface repairs and resurfacing, and relining which will include pickleball courts.
- » Attended the annual Pennsylvania Bus Association Marketplace and Maryland Motor Coach Association Group Leader Showcase events held in York, Pennsylvania from March 26-28. Met face-to-face with approximately 75 bus and tour operators and approximately 1,800 group leaders. Databases have been set up for contacts made at each show this winter season and group tour information and visitor guides have been supplied to interested contacts. Attending the national and regional bus and tour shows are one of the shared initiatives of the Southern Maryland Heritage Area Consortium.

### Progress In Action

- » Started repairs and minor renovations on Thomas Stone High School's outdoor pool. The pool will be receiving a new plaster coating along with new tiles and coping stones along with some minor deck and plumbing repairs. Work shall be completed prior to summer opening in June 2018.
- » Concluded youth winter sports season for basketball and indoor sports. High School Prep basketball league started running through May. Began registrations and scheduling for spring outdoor sports including adult softball, adult kickball, adult soccer, and youth soccer organizations.
- » Completed additions to the equestrian trail network at Maxwell Hall (0.5 miles), as well as two new nature trail sections (0.9 miles) at Mallows Bay.



**Eileen Minnick**  
Director



### Quick Data Measure

Reached more than 69,000 people, a 15 percent increase from last month, across six social media pages through posts highlighting various spring events. Increased following on Instagram by 68 percent. A tweet promoting Mallows Bay on the Tourism Division's Explore Charles County Twitter page was retweeted by the Maryland Office of Tourism and had more than 6,000 impressions.

## Media Services

The Media Services Division's mission is to effectively communicate and promote government policies, programs, services, and events to the public. This goal is being achieved through various communication platforms from television, social media, a webpage presence, print advertising, and media outlets.

### Good News

- » Coordinated several county event promotions to engage our residents such as the Potomac River Watershed Cleanup, Bicycle/Pedestrian Community Workshop, and Shred Event.
- » Revised the Media Services Standard Operations Plan and developed a proactive communications approach to facilitate effective promotional strategies.
- » Photographed several county events, including Daddy Daughter Dance and Senior Prom, as well as promoting adoptable animals from the Tri-County Animal Shelter.

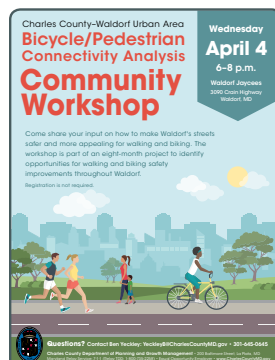
### Progress in Action

- » Collaborated with the Department of Fiscal and Administrative Services to host two community budget meetings in April to allow residents face-to-face communication with staff, as well as the opportunity to learn the process of the fiscal 2019 budget and offer questions and concerns.
- » Met with the Department of Health and other partnering agencies to address the opioid epidemic in Charles County. The organizations are working to develop consistent messaging and conduct outreach through videos and engagement at upcoming events such as the Parent/Teen Summit and the Charles County Fair.
- » Implemented additional engagement platforms, including the Charles County Government podcast and Facebook Live, as additional outreach to our residents.



### Quick Data Measure

Public reach and engagement was highly effective on social media prior to and throughout the March 2-3 windstorm event. Wind damage preparedness information that was posted on Facebook prior to the windstorm reached 12,190 Facebook users and was shared 95 times. The Facebook post for the storm debris cleanup reached 5,939 users and was shared 103 times.





# Clerk to the Commissioners

The Clerk to the Commissioners serves as the official recorder for the Board of County Commissioners meetings. The Clerk maintains County Government documents, ensures all official actions taken by County Commissioners are maintained and recorded, and schedules retreats, summits, training, and other such meetings for County Commissioners.

## Good News

- » Prepared 32 certificates of recognition for presentation during Commissioners' sessions, many of which honored employees for completing the Leadership Academy and celebrating milestones in their years of service to the county. Prepared 57 certificates in recognition of Charles County Public Schools student achievement.
- » Coordinated the approval of a new Workforce Development Scholarship for College of Southern Maryland students, funded by the Board of Commissioners.
- » Arranged five proclamations for presentation during Commissioners' sessions. Proclamations recognized April as Women's History Month and Social Work Month, and designated Charles County Writers' Day on March 24.

## Progress in Action

- » Began a series of Commissioners' sessions dedicated to the fiscal 2019 Operating Budget, 2019-2023 Capital Improvement Program, and fees, rates, and charges.
- » Scheduled and conducted three Commissioners' sessions during March, including three budget work sessions for staff to present components of the upcoming fiscal 2019 budget.
- » Held first quarterly Town Hall Meeting with the full Board of Commissioners' participation to be responsive to questions and concerns in the community.



**Proclamation  
presented  
March 6, 2018  
in recognition of  
Social Work  
Month.**

### 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 standard operating procedures for review by the Executive Leadership Team regarding the Internal Audit Charter and Internal Audit Oversight Committee.
- » Started working on developing a risk questionnaire to help assess risk. This will allow the Internal Audit Office to begin drafting an audit plan.

#### Progress in Action

- » Attended Procurement Training to learn about Charles County Government's purchasing process.
- » Met with the Information Technology Division to discuss setting up a webpage for the Internal Audit Office on the Charles County Government website.
- » Continued to work on the acquisition of the AutoAudit software.

### Safety and Security

The Safety and Security Offices work to keep county employees and residents utilizing county buildings safe by identifying and analyze exposures, and taking actions to prevent, reduce, retain, or transfer various levels of risk. The offices protect Charles County assets, provide a safe environment for employees and residents, minimize the interruption of vital public services, reduce the cost of accidents, and reduce financial losses by Charles County Government.

#### Good News













- » Held American Red Cross blood drive collecting a total of 24 pints of blood, exceeding our goal by four pints.
- » Conducted one safety inspection, two safety orientations for new hires, and two Defensive Driving classes to make sure employees operate county vehicles safely on the road.

#### Progress in Action

- » Met with the Information Technology Division to discuss employee emergency notification system update and new activation requirements.
- » Presented security talk to the Department of Public Works Facilities Division about response to buildings after hours.
- » Conducted security card access site survey for the Department of Planning and Growth Management, located on the second floor of the County Government Building.



# County Government Working for You

		Feb. 2018	March 2018	Target
	Environmental			
	Tons to Recycling Rate	52%	52%	35%
	Economic Development			
	Staff Time Dedicated to Business Engagement	4.3%	5.9%	20%
	Fiscal Services			
	Fund Balance Ratio	17.4%	17%	8%–15%
	Bond Rating	Triple A	Triple A	Triple A “AAA” from 3 rating agencies
	Vehicle Claims (Includes Sheriff’s Office; not third-party or VanGO)	4	5	0
	Organizational Excellence			
	Number of Employees Trained	31	816	45
	Planning and Growth Management			
	Employment Turnover Rate	8%	7%	< 10%
	Commercial Building Permits Approved within 21 days	100%	88%	90%
	Resident Building Permits Approved within 14 days	100%	100%	90%
	Public Safety			
	Cardiac Arrest Patients Arriving at Hospital with a Pulse	27%	13%	9.5% National Average
	EMS Dispatch to Arrival Response Time in 9 Minutes or Less	64%	63%	90% American Heart Association Standard: Arrive in 9 min/<
	Public Transit			
	On Time Performance	97.3%	98.1%	95% In a 10 minute window
	Farebox Recovery Ratio	5.8%	7%	10–20% MTA Standard for small, urban systems
	Passengers Per Revenue: Fixed Route/Hr Demand Response	10.9 / 1.48	13.2 / 1.51	12–16/1.5–3.0
	Roads			
	Paved Land Miles Assessed as Satisfactory	98%	98%	85%

# Community Engagement Statistics

## Citizen Response Office

The Charles County Commissioners established the Citizen Response Office in January 2011 to streamline communications and respond in a timely and effective manner to concerns from the residents.

Cases received for action are distributed to county departments and outside agencies, such as State Highway Administration, Charles County Sheriff's Office, and Charles County Board of Education.

Contact the office via email at:

[CitizenResponse@CharlesCountyMD.gov](mailto:CitizenResponse@CharlesCountyMD.gov)

## Statistical Reporting

### March 2018

- » Cases received.....78
- » Cases completed.....70

### Totals for Fiscal Year 2018

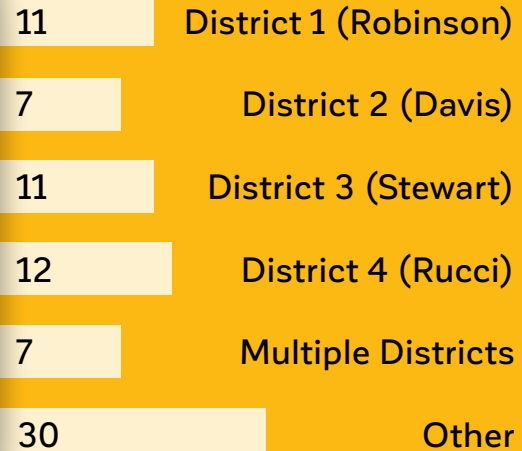
- » Cases received in FY2018..... 495
- » Cases in progress ..... 68

## Top Community Engagement Topics



The county addressed resident concerns primarily regarding litter control, illegal sign removal and repair, public safety issues, zoning, and tree removal. Many of these requests were a direct result of the high wind events that occurred during March.

## March 2018 Cases Received By Commissioner District



## « FY2018 Case Status »

	Closed	Pending
● COMMISSIONERS OFFICE	16	0
● COUNTY ADMINISTRATOR	1	1
● COMMUNITY SERVICES	0	0
● COUNTY ATTORNEY	1	2
● ECONOMIC DEVELOPMENT	0	0
● EMERGENCY SERVICES	4	3
● FISCAL & ADMINISTRATIVE SERVICES	3	2
● HUMAN RESOURCES	0	0
● PLANNING & GROWTH MANAGEMENT	14	48
● PUBLIC WORKS	13	12
● RECREATION, PARKS & TOURISM	0	0
● OUTSIDE AGENCIES	18	0

# What is the General Fund?

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

## FY2018 Update

**General Fund Budget:**  
\$392,705,160

**Revenue:**  
\$320,128,399  
%: 82%

**Expenditures:**  
\$281,003,348  
%: 72%

### Investment Reporting · 2<sup>nd</sup> Quarter, FY2018

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%
	<b>\$232,190,936.33</b>		



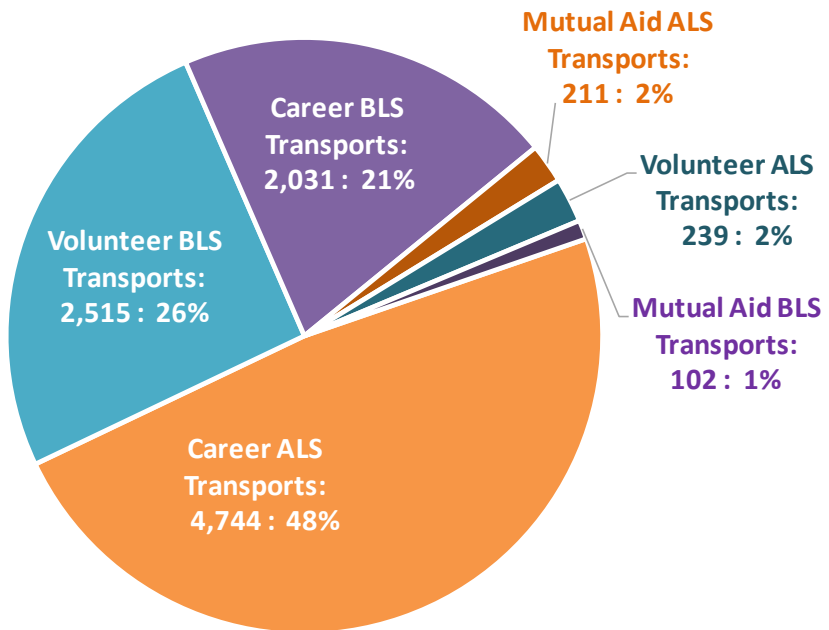


# Emergency Services Fiscal Year Reporting

FY' 2018: July 1, 2017 – June 30, 2018

## Countywide EMS Transports

ALS = Advanced Life Support  
BLS = Basic Life Support



## Geographic Regions

### NORTH SIDE

Waldorf, Westlake, and White Plains

### SOUTH SIDE

Newburg and Cobb Island

### EAST SIDE

Hughesville and Benedict

### WEST SIDE

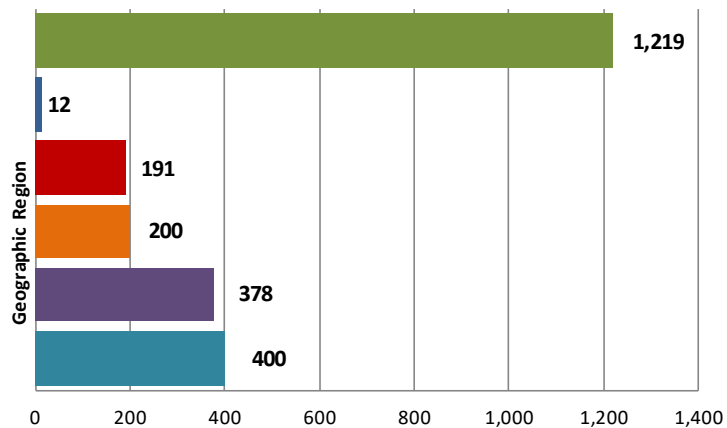
Ironsides, Marbury, Potomac Heights, Bryans Road, Indian Head

### CENTRAL

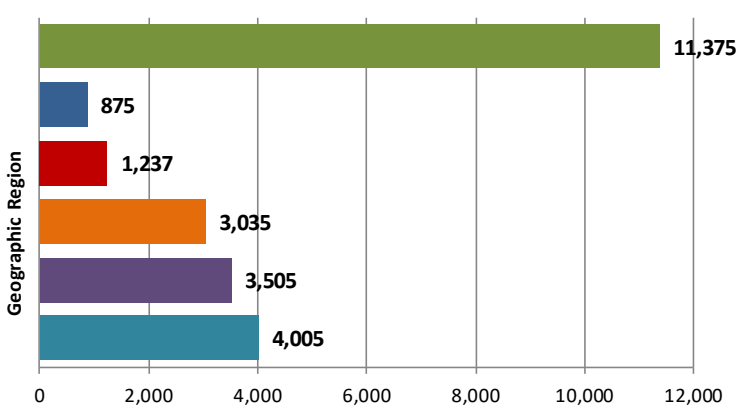
La Plata, Dentsville and Bel Alton

### AVERAGE

### First Due Service Deficits Per Geographic Region

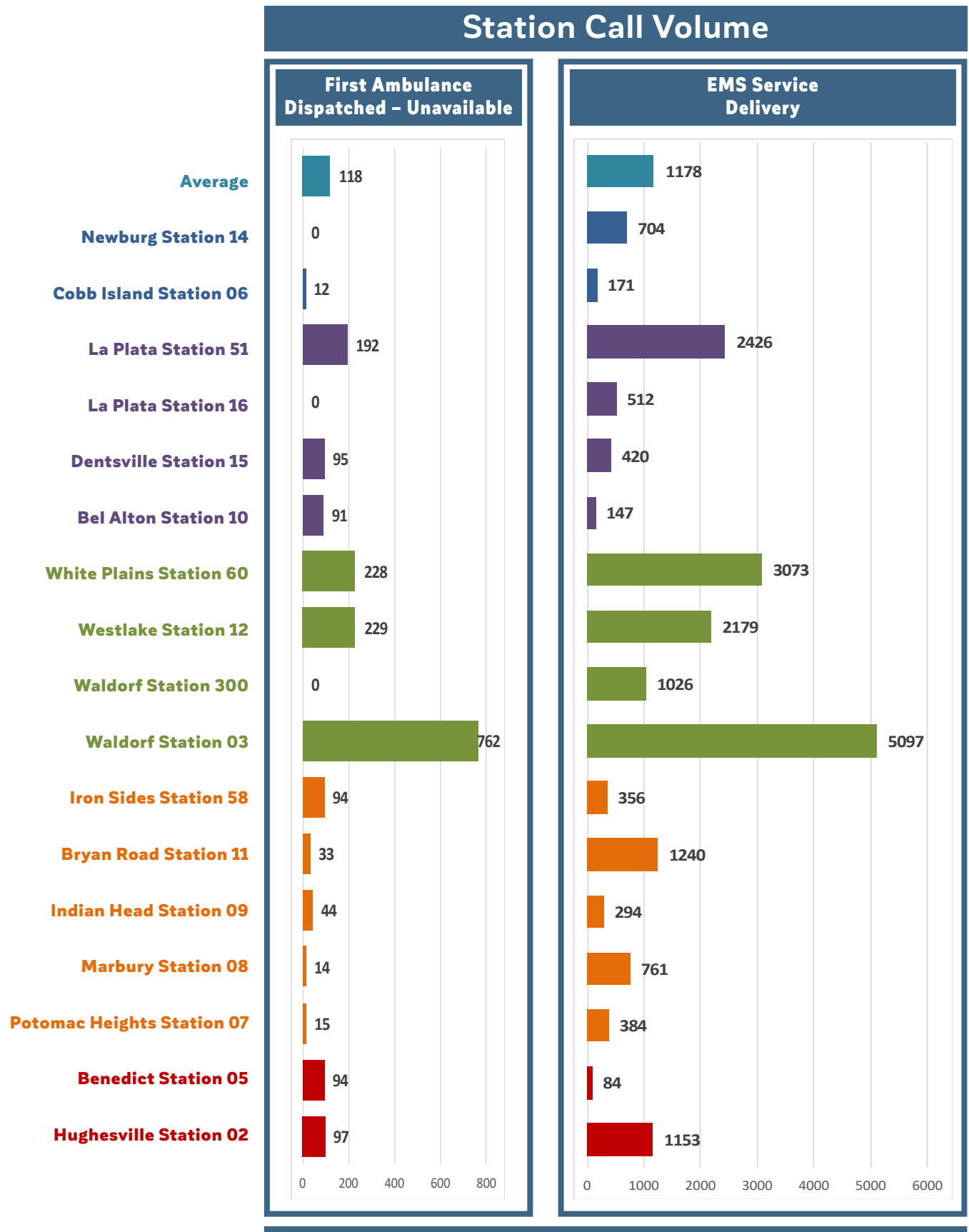


### First Due Service Delivery Per Geographic Region



# Emergency Services Fiscal Year Reporting

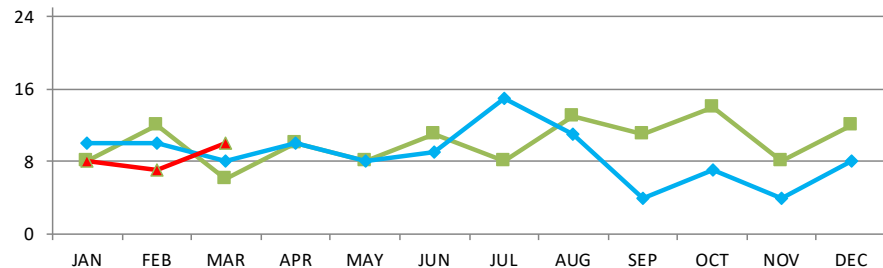
FY' 2018: July 1, 2017 – June 30, 2018



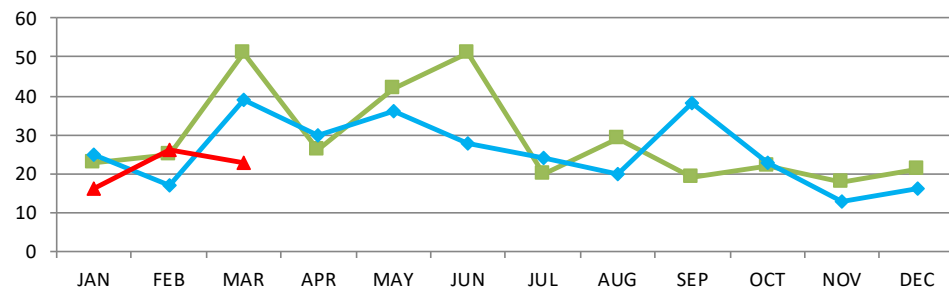
## Building Applications Submitted



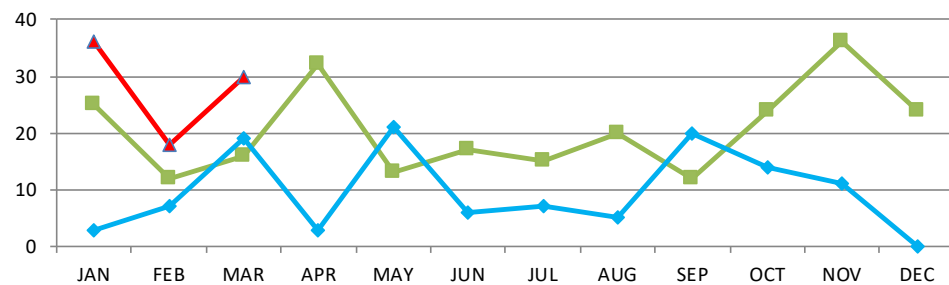
**New Single Family Units on Well/Septic**



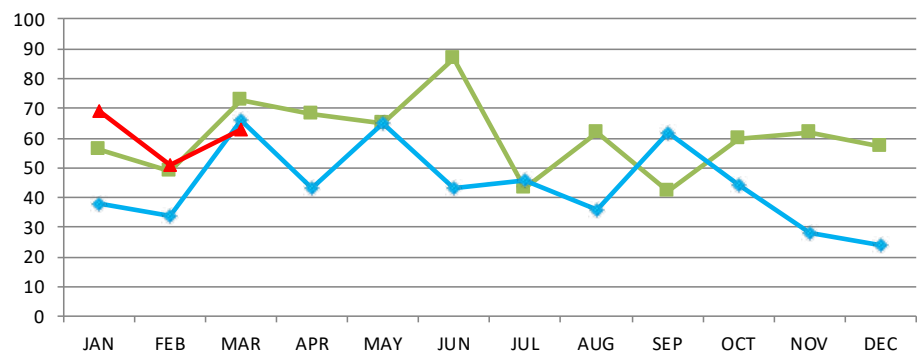
**New Single Family Units on Public Water/Sewer**



**New Townhouse Units**

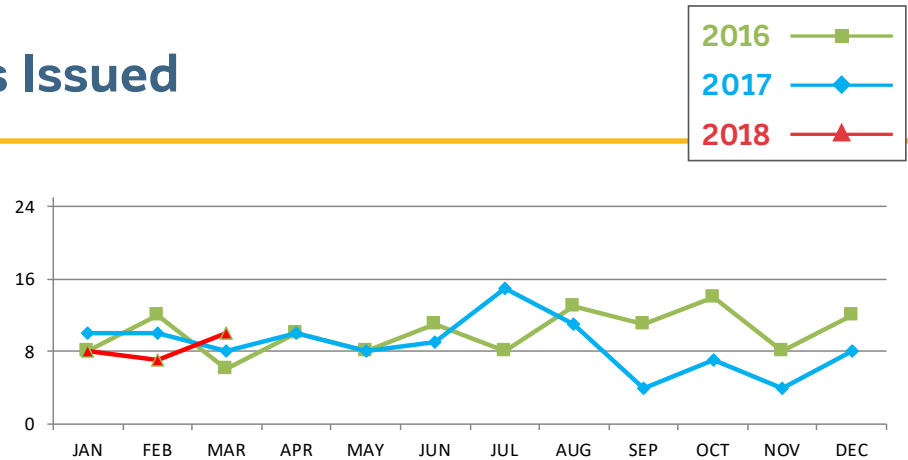


**Total New Residential Living Units**

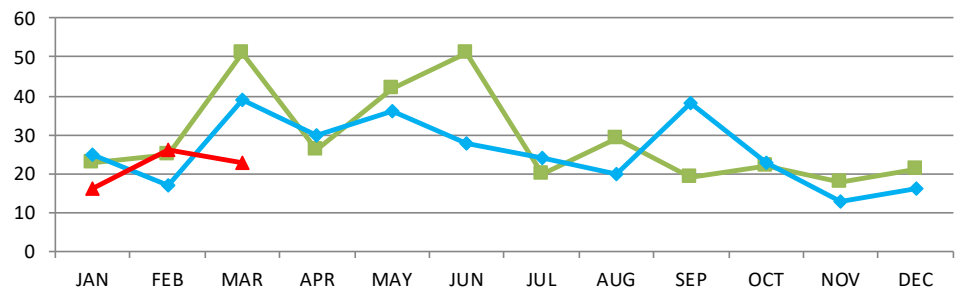


## Building Permits Issued

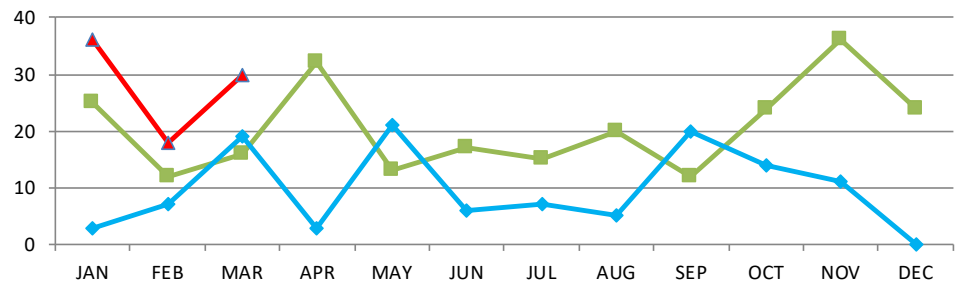
**New Single Family Units on Well/Septic**



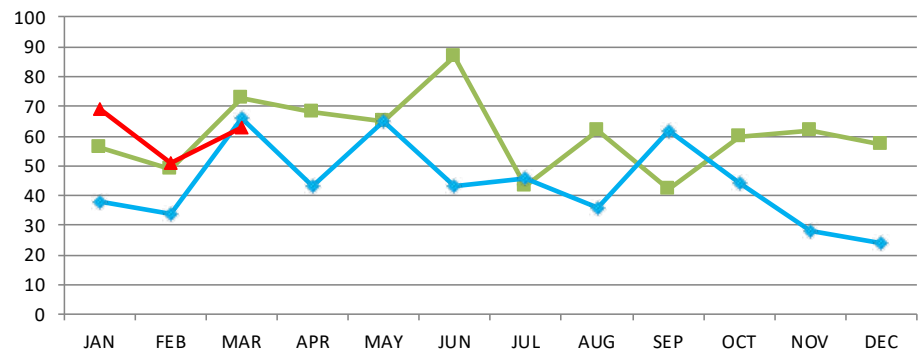
**New Single Family Units on Public Water/Sewer**



**New Townhouse Units**



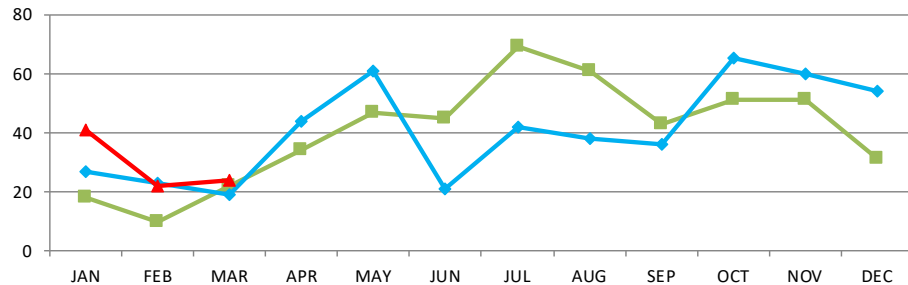
**Total New Residential Living Units**



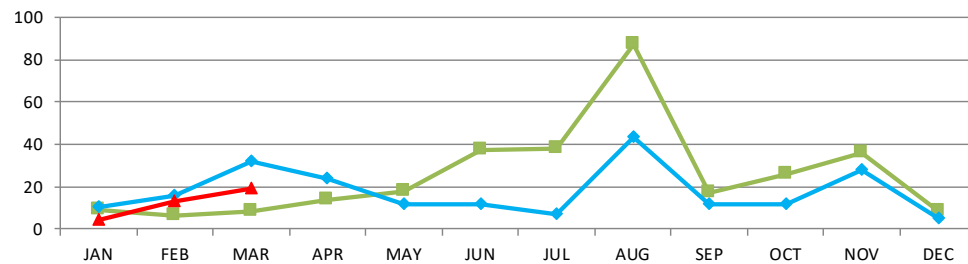
## Use and Occupancy Certificates Issued



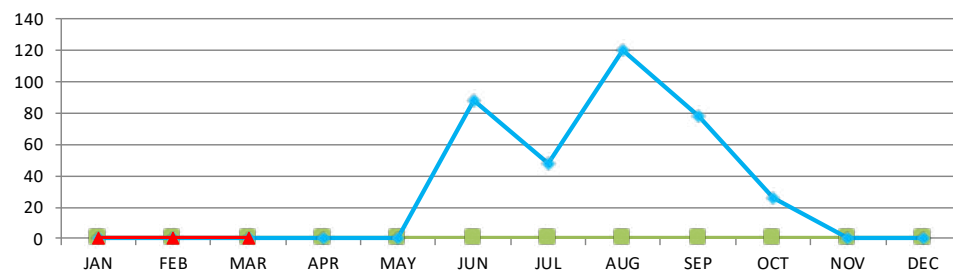
**New Single Family Units on Well/Septic**



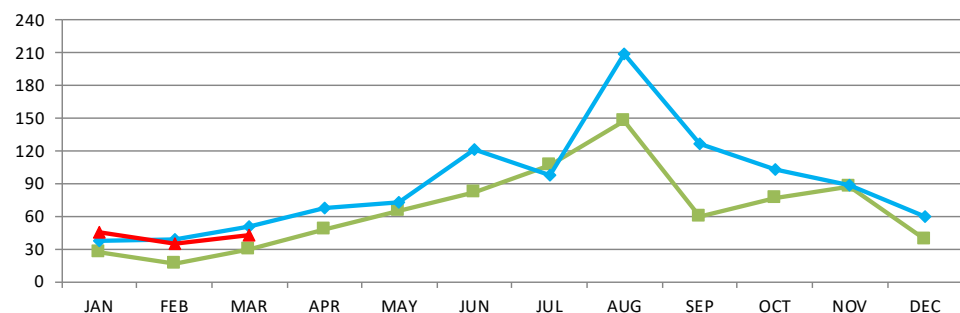
**New Single Family Units on Public Water/Sewer**



**New Townhouse Units**



**Total New Residential Living Units**







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