

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

Reporting Period: May 1-31, 2018



## **2018 Tot Olympics was a Great Success!**

The 2018 Tot Olympics was held on Saturday, May 12 at North Point High School. Little ones had the chance to jump, run, and move through obstacles, and have fun with new friends.



**County employees "Rocked the Red" on May 30 to share their Washington Capitals pride. Go CAPS!**







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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## Charles County Government

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**CA**

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Internal Audit Office

Media Services  
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Clerk to the  
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**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



May is a time to welcome warmer weather and a wonderful time to explore the outdoors, especially here in Charles County. It brings to mind a visionary landscape architect, Frederick Law Olmsted, who was best known for his work on places like Central Park (Manhattan, New York), the U.S. Capitol grounds and the West Front Terrace, Prospect Park (Brooklyn, New York) and the Biltmore Estate grounds (Asheville, North Carolina). He spent almost 20 years working on the “Emerald Necklace,” an effort to create parks as spaces for both active and passive recreation that offered a retreat from the daily pressures of life.

Our parks throughout the county offer that same type of opportunity for all who live, work, and visit here. This month, the Board of Commissioners celebrated the groundbreaking for Popes Creek Promenade, an area that will include a three-mile trail, boardwalk, and waterfront access with a pier for visitors to enjoy the Potomac River. The county is also once again encouraging river enthusiasts to get out on a kayak and explore Mallows Bay, which features the largest World War I ship graveyard in the Western Hemisphere. It’s truly a rare and treasured historical gem.

Pending final approval, the county also plans to sign a lease with the Maryland Department of Natural Resources, to maintain Chapel Point State Park. The county is planning improvements that will enhance recreational opportunities there, whether on foot, bicycle, kayak, or boat. The county also finalized a contract to work with producers on a History Channel television program entitled, “It’s How You Get There.” Film crews will come here during the summer, to showcase a few of the unique ways that visitors and residents alike can travel throughout the county to enjoy its natural assets.

Cycling has always been a favorite recreational activity for me, and I know I’m not alone. Most are familiar with the Indian Head Rail Trail, and that continues to attract cyclists both here and throughout the region. The county is working on tourism strategies to promote our cycling options in a more accessible way by leveraging technology and developing targeted communications. The county is working with a vendor to assess how it can highlight tourism for cyclists who want to venture beyond the Rail Trail to explore the history and visit recreational areas around the county.

I encourage you to check out the many options to enjoy our “Emerald Necklace” throughout the summer, and beyond! As our Recreation, Parks, and Tourism tagline says, there are “Legends, Lore and Room to Explore” all over Charles County.

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" and last name "Mallinoff" clearly legible.

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](http://www.CharlesCountyMD.gov/PW/CS/Capital-Services)



### Progress Updates

#### Animal Shelter Needs Assessment-Feasibility Study

Request for Proposals was advertised in April with responses due back by mid June; a pre-bid meeting was held in May.

#### Government Building Atrium/Security Renovations

The project is now complete.

#### Health Department Roof

The contractor completed top coat and flashing on upper roof wall. All rooftop HVAC units were replaced and passed inspection. The warranty inspection for the roof was completed. The contractor is working on providing closeout documents.

#### Middletown Road/Billingsley Road Roundabout

The landscaping in the roundabout area and asphalt paving is completed. Contractor will complete pavement marking/stripping (weather permitting) during nightwork scheduled for early June.

#### Popes Creek Rail Trail

Some of the field work has been delayed due to wet weather conditions. Plans are being revised and updated as part of the permitting process to address concerns or questions. Design/permitting efforts are continuing to progress.

#### Solar Energy

The Ground Lease Agreement is complete and awaiting finalization for signatures. The contractor is coordinating with SMECO on obtaining approval of interconnection application for non-county owned site in Prince Georges County. A draft letter to SMECO was submitted to C-Wing for approval and signatures, which requests SMECO's cooperation on maintaining the contractor's schedule and responds to their submission for interconnection approval.

#### Waldorf Senior and Recreation Center

Staff received 100 percent of the design drawings on June 1. The Capital Services Division contacted the Planning and Growth Management Permitting Office to advise that demolition work will proceed prior to permit issuance. The code officer advised that a site inspection needed to be performed prior to the demo work. A solicited bid was received for \$1.3 million to complete work as currently designed. A site meeting was held on May 30 with all stakeholders to discuss path forward. New project timeline and construction cost estimate to be developed by the Capital Services Division.

#### Western Parkway: Phase 2

All asphalt paving is complete, as of May 11. The contractor began surface asphalt repair work. Current contract completion date is Sept. 2018.

#### Western Parkway: Phase 3

Staff received a proposal from Reliable Contracting, the Phase 2 contractor, to complete Phase 3A-2 construction. The purchase order for Bohler Engineering was approved to finish designing for Phase 3B; the design is underway as of May 21.

# Infrastructure Investments in Your County

## CAPITAL IMPROVEMENT PROJECT HIGHLIGHT **Bel Alton High School**



### About the Project

The Bel Alton School Renovation project began construction in October 2017 that included new HVAC equipment, electrical upgrades, flooring, interior and exterior painting, new roof, complete kitchen renovation, installation of standby generator, ceiling repairs, lighting upgrades, access control and security system, exterior signage design and installation, upgraded IT and phone system infrastructure, as well as space build out for new tenant. The project included window restoration work that was coordinated and approved by the Maryland Historical Trust. A grant of \$100K by the Department of General Services was received for the restoration of the windows that was matched by the County. The County also provided additional funding for the installation of storm windows.

### Progress Update

The contractor completed all Phase 3 work that was selected after all the primary restoration work was finished. Storm windows work is scheduled over the next 60 days.



# OFFICE OF THE County Administrator

## Good News

- » Attended the Inaugural Luncheon for Dr. Maureen Murphy, the president of the College of Southern Maryland. The luncheon was held to warmly welcome the new president and swear her into the position.
- » Provided a detailed update to the Commissioners on the employee survey recommendations. Many recommendations were reviewed by the Executive Leadership Team to determine what could be implemented over the next year. The selected recommendations were presented to the Commissioners along with an update on the progress of the work.
- » Hosted an Unconscious Bias Training on May 23 for the Executive Leadership Team. The County Administrator's Office has implemented a comprehensive training program to ensure our leadership has the most recent and innovative solutions and problem-solving tactics to create a positive work culture and take advantage of industry "best practices."

## Progress In Action

- » Met as part of the International City/County Management Association (ICMA) International Committee to discuss the calendar for our upcoming fellows program. The selected fellow will be with Charles County for four weeks in October/November. During the meeting, the committee discussed the overarching theme of environmental sustainability and how our organization would be able to assist developing Southeast Asian countries in this area. We reviewed example agendas and held a brainstorming session to consider transportation and housing needs, cultural activities, and professional activities. The committee will continue to meet over the next several months.
- » Continued to work with the Website Redesign Committee. The committee has narrowed the selection process to two vendors. Each vendor provided a detailed, four-hour demonstration of their products. After the demos, many questions remained about the potential software and a subcommittee performed additional research to obtain necessary information. The next meeting will focus on the results of the subcommittee's research and use it to select a vendor.
- » Worked on multiple land and lease agreements. The work included a variety of meetings with department directors, legal department, and insurance review. One lease, for the University of Maryland Extension Office, required a walk-through of the existing facility that the county was vacating to ensure proper cleanup work was done and that our security deposit would be fully refunded.



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



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



## DEPARTMENT OF Community Services

The Department recognized Older Americans Month throughout Charles County with the theme of “Engage at Every Age.” Special events and activities to celebrate this national observance included open house events at each senior center; health workshops; a fitness adventure at the National Zoo, which promoted walking for wellness; and a 50’s dance party.



**Dina Barclay**  
Director

### Good News

- » Completed Emergency Solutions Grant monitoring for local nonprofits receiving funds through the Department of Community Services for homeless shelter operations.
- » Appeared in the “Maryland Independent” for the 2nd annual Building Resiliency from Infancy through Development, Growth, and Empowerment Program (BRIDGE) Builders Awards for Championing Children’s Behavioral Health at the Waldorf Jaycees Community Center.
- » Received a proclamation from Governor Hogan’s Office in recognition of Older Americans Month and shared the proclamation at all senior centers on a rotating basis.

### Progress In Action

- » Executed contract with local nonprofit for services at the Robert J. Fuller House in Waldorf.
- » Supported the creation of the BRIDGE Social Marketing and Communication Plan. A new digital newsletter, “Warm-line,” will launch in July 2018.
- » Continued outreach and support of Medicare’s national initiative to replace and issue new Medicare cards to all current beneficiaries. The initiative aims to reduce the risk of identity theft by eliminating Social Security numbers and was promoted through digital and print media, as well as outreach opportunities across the community.



#### Quick Data Measure

Issued 10 new Housing Choice Vouchers and leased up seven new families. Executed repayment agreements with three customers to recapture overpaid housing rental payments totaling more than \$7,000.

### 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

- » Worked with the Department of Economic Development and Department of Fiscal and Administrative Services to present proposed amendments to the Targeted Industries Incentive Loan Fund Program. Amendments will help more companies to possibly qualify for the loan program and thereby increase the presence of businesses in the county as set forth in Economic Development's strategic goals. The amendments clarified and streamlined the approval process and introduced new loss prevention guidelines. These changes were approved by the Board of County Commissioners.
- » Attended the 2018 Council of Governments Chief Administrative Officers Retreat—Advancing Racial Equity—with the County Administrator and director of Human Resources. Attorneys in the office also participated in the following trainings: The Role of Government; Unconscious Bias; New Government Lawyer Series; Best Practices in Land Use Ordinance Drafting; and Microsoft Outlook Training. Also participated in the Spring Institute Honoring Law Day and attended the Maryland Alcohol Licensing Association conference. Finally, staff participated in the All-Employee Meeting held on May 9.
- » Participated, via County Attorney, in "Thank You" video to county employees.

#### Progress In Action

- » Issued two transfers and one new alcoholic beverage license, and eight temporary alcoholic beverage licenses. Issued 15 gaming permits.
- » Represented the county before the courts and administrative boards in various matters involving zoning, building, and sign regulation compliance; adult guardianships; collections; and other matters. 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.



#### Quick Data Measure

Provided staffing and counsel for 11 board and commission meetings. Logged 283 documents for review and further processing.

### DEPARTMENT OF Economic Development

The Charles County Economic Development Department participated in the International Council of Shopping Centers Global Retail Real Estate Convention on May 20-23 in Las Vegas, Nevada. The event had more than 37,000 attendees and 1,200 exhibitors including shopping center owners and developers, real estate brokers, property management companies, retailers, market researchers, finance and lending institutions, and the public sector/municipalities. Participation in this conference supports attraction and recruitment of new retail options for Charles County and allows the department to focus on companies whose target market criteria are consistent with our population and density.



**Darréll Brown**  
Director

#### Good News

- » Toured Naval Surface Warfare Center Indian Head Explosive Ordnance Disposal Technical Division facilities with the Economic Development Advisory Board.
- » Organized and hosted a seminar called, "Doing Business with Charles County Government" on May 10. Shared information on the Business Retention and Expansion Program and how businesses can certify and/or register their firms with the county's Small Local Business Enterprise (SLBE) and Minority Business Enterprise (MBE) programs. Other presenters and stakeholders included the Purchasing Division; the Governor's Office of Small, Minority, and Women Business; and the Small Business Development Center. There were 46 local businesses in attendance, and they rated the seminar as excellent.
- » The department's Farms and Agriculture webpage was the second-most viewed page in May due to a combination of print and digital ads placed in the "Maryland Independent," the distribution of a Farmers' Market rack card, a blog post about the county farmers markets, and the recent launch of the farmers markets season.

#### Progress In Action

- » Origis Energy received special exception approval from the Charles County Board of Appeals to move forward with plans for two utility scale solar power generation facilities.
- » Dispensary Works, a new medical cannabis dispensary, opened on DeMarr Road in White Plains.
- » Attended a roundtable discussion with the Baltimore Angels, LLC, investment group about the possibility of creating a Southern Maryland Affiliate Chapter. The meeting discussed what angel investing is and how Southern Maryland businesses can benefit from having a group invest capital into their start-up companies.



#### Quick Data Measure

Since January, the Department of Economic Development has received 28 applications from businesses wanting to register their firms with the SLBE and MBE programs. So far, five business have been certified with the SLBE program and seven firms have been registered with the MBE program.



### DEPARTMENT OF Emergency Services

May is a time that we recognize the value our Emergency Medical Services providers bring and the importance of being prepared for severe weather in the months ahead. Our Department of Emergency Services was proud to receive a proclamation for Emergency Medical Services Week from the County Commissioners this month.

#### Good News

- » Received the Maryland Institute for Emergency Medical Services Systems Director's Award for Excellence at the Maryland Star of Life Awards Ceremony.
- » Sponsored, along with Prince George's and Montgomery Counties, the Maryland Mobile Integrated Healthcare Symposium 2.0, which focuses on delivering better healthcare to those in need.
- » Microchipped 17 dogs and three cats at the Tri-County Animal Shelter for the National Chip Your Pet Month promotion, which increases the chances of owners reuniting with their lost pets.

#### Progress In Action

- » Solicited bids for the new animal shelter, which vendors need to submit to the Purchasing Division by June 14.
- » Participated in the disaster preparedness drill at Dulles International Airport with partner agencies throughout the National Capital region.
- » Hosted a briefing with the Purchasing Division staff to explore the various procurement options available to facilitate the acquisition of Charles County's next generation public safety radio system.



**Bill Stephens**  
Director



#### Quick Data Measure

In May, 19 percent of cardiac arrest patients arrived at the hospital with a pulse, as compared to the national average of 9.5 percent.

## DEPARTMENT OF Fiscal & Administrative Services

The budget process concluded with the adoption of the fiscal 2019 budget on May 15. The formal adoption by the County Commissioners culminated a process that typically begins in early fall. The General Fund budget was adopted at \$404,659,200 with another \$123,335,128 for other enterprise and special revenue funds. The Capital Improvement Program, a five-year infrastructure plan for fiscal 2019-2023, was approved at \$457,547,000.

### Good News

- » Configured Charles County Government's main website to use Google's distributed denial-of-service mitigation program, Project Shield. Project Shield is a free service designed to protect websites which host news, human rights, or election information.
- » Awarded the contracts shown below. To view completed bids, visit the Purchasing Division Bid Board ([www.CharlesCountyMD.gov/FAS/Purchasing/Purchasing](http://www.CharlesCountyMD.gov/FAS/Purchasing/Purchasing)).
  - 18-15 Sanitary Sewer Rehabilitation for Zekiah and Bryans Road
  - 18-21 Comprehensive Analysis of Fire, Rescue, and EMS to Mission Critical Partners, LLC.
  - 18-30 Transitional Housing Services to LifeStyles of Maryland Foundation, Inc.
  - 18-31 Trinity Dam Drain Gate Valve Replacement to Nupump Corporation
  - 18-34 Yard Waste Curbside Collection Services to The Goode Companies, Inc.
  - 18-37 Animal Shelter Support to Valley Pet Memorial Services
  - 18-38 Camp Transportation Services to Keller Transportation, Inc.
- » Completed upgrade of the ArcGIS server and Cartegraph. ArcGIS is the county's tool for using and displaying the Geographic Information System data, and Cartegraph is the application used by the Roads Division to maintain and track county assets, such as pavement, bridges, sidewalks, and stormwater assets.

### Progress In Action

- » Continued to work with external vendor to implement monthly online Security Awareness Training for Charles County Government employees.
- » Worked with external vendor to conduct a vulnerability assessment of Charles County Government's network.
- » Continued developing and testing the conversion process to move years of permit data from the old permitting system to the new EnerGov Community Development System.



**David Eicholtz**  
Director



### Quick Data Measure

Due to several severe thunderstorms that moved over Charles County in May 2018, there was an increase in Citizen Notification System road closure alerts sent out. As a direct result, the online road closures map received an increase of more than 5,500 page views since April 2018.

# Department Monthly Updates

## DEPARTMENT OF Human Resources

The Department of Human Resources was a flurry of activity in May, with Open Enrollment taking center stage. There was a vast amount of time and effort expended in coordinating with vendors and staff to ensure that employees received timely and accurate benefits information.

### Good News

- » Held fiscal 2019 Open Enrollment from May 18 to June 1. During this time, employees were able to learn more about, enroll in, and/or make changes to their current benefit elections. The benefits team visited various county sites and handed out healthy snacks while answering questions about benefit options. We also hosted two benefit fairs where employees were able to speak directly with our benefit vendors.
- » Finalized union negotiations with emergency medical services, correctional officers, and sworn officers.
- » Ensured that employees received training that relates to the organization's core values, as part of the implementation of the High Performance Organization philosophy.

### Progress In Action

- » Continued working on implementing the employee survey recommendations and promoting our values and behaviors into the workplace. All these items will help drive employee behavior and increase performance.
- » Met with the College of Southern Maryland (CSM) to discuss the fiscal 2019 training initiative. CSM is developing new classes that will tie into the county's leadership philosophy and values.
- » Exceeded the training goal by 244 percent for the month of May.



**Paul M. Rensted**  
Director



### Quick Data Measure

There were 24 interns selected for the 2018 summer intern program and they will begin their assignments in June.



### DEPARTMENT OF Planning & Growth Management

The Department celebrated May as National Historic Preservation Month in Charles County, which promotes historic places for the purpose of instilling national and community pride, promoting heritage tourism, and showing the social and economic benefits of historic preservation. Each year, we celebrate the month by recognizing outstanding preservation projects and preservation service. This year, we are pleased to recognize the Society for the Restoration of Port Tobacco for the rehabilitation of the smokehouse in the Port Tobacco Historic Village. Relocated decades ago from nearby Thainston, the 19th century smokehouse was used for storage and largely forgotten for many years, but the Society for the Restoration of Port Tobacco tackled the project and returned the site to its former glory. The department also congratulates the Board of Directors, volunteers, and to the contractor Garner Construction for their outstanding preservation achievement in 2017.

#### Good News

- » Presented for approval the 2018 proposed school allocations to the County Commissioners. In coordination with the Charles County Board of Education, the County Commissioners approved the school allocations to be granted to development projects on the waiting list for the schools that have available capacity.
- » Implemented a new procedure for erosion and sediment control inspections and enforcement. This will provide an effective and consistent manner for implementation of the erosion and sediment control program delegated by the Maryland Department of Environment.
- » Completed installation of camera system with audio on all fixed-route VanGO buses. This system will improve safety and security on buses and provide law enforcement better tools to solve issues should they occur on or near a bus.

#### Progress In Action

- » Held a field meeting to discuss improvements to the vegetative buffers surrounding the St. Charles development. Planning Division staff met with representatives from Lennar/St. Charles to develop ways to enhance the vegetative screening along major roadways and provide an improved community setting.
- » Requested a traffic signal warrant analysis through the Traffic Safety Committee for Duncannon Road at St. Charles Parkway, which started at the beginning of May.
- » Met with stakeholders, the Maryland Department of Transportation, Rustler Construction Company, and local government agencies for the partnering kick-off of the Thorne Gut new bridge replacement. The residents will benefit from a bridge that is new and safe, with completion expected in the fall 2018.



**Steve Kaii-Ziegler, AICP**  
Director



#### Quick Data Measure

Permits staff processed 153 “same day” applications during the month of May. This was one of our highest monthly totals ever.

## DEPARTMENT OF Public Works

On May 12, the Environmental Resources Division hosted an environmental outreach event providing free paper shredding, rain barrel workshops, and composting workshops. This is the 9th shred event that the division has held during the last four consecutive fiscal years. More than 450 citizens came out to take advantage of the paper shredding services and 16 tons of paper were shredded and recycled.

### Good News

- » Completed annual Consumer Confidence Reports for all water systems for the county. These reports discuss the integrity of the water systems the Department of Public Works is operating. Data indicates water delivered to customers is safe and meets all the local and federal regulations.
- » Recognized by the Tri-County Criminal Justice Academy for Building and Trades staff's dedicated service and support to the agency.
- » Participated in the "Touch-A-Truck" event, via the Roads Division, held at the Southern Maryland Blue Crabs stadium on May 12. This event is held annually to reach out to the children in the county.

### Progress In Action

- » Began roadway patching and line striping. Slurry Seal, a sealant that contains abrasives, was applied to accident-prone areas to improve traction and skid resistance. This sealant has proven to reduce accidents on county roads, including Turkey Hill Road, Radio Station Road, Bumpy Oak Road, Billingsley Road, and Smallwood Drive.
- » Completed construction on the County Government Building Atrium security upgrade project and reopened the building's main entrance on May 4. This project greatly improved safety at the main entrance and created a new meeting space on the second floor.
- » Completed the annual water audit for the Waldorf water system and sent completed forms to the state. Results indicate that the water distribution system is working extremely efficiently with very little unaccounted for water loss. Only 1.5 percent loss was measured, as compared to the 10 percent limit per regulation.



**Bill Shreve**  
Director



#### Quick Data Measure

Distributed 39 rain barrels and 40 compost bins to Charles County residents at the May 12 environmental outreach event.

### DEPARTMENT OF Recreation, Parks & Tourism

The Department hosted a groundbreaking event at the future site of the Popes Creek Waterfront Promenade. The design work on this portion of the Popes Creek Rail Trail has commenced and construction is anticipated to begin in 2019. The three-mile trail will allow visitors to explore the natural preserve and will include visitor parking, a brick walkway, raised boardwalk, benches, 90-foot river-front pier, observation stations, and interpretive panels highlighting Popes Creek's historic, natural, and cultural resources.

#### Good News

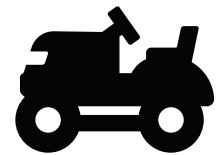
- » Hosted the 30th annual Gilbert Run Fishing Buddies event on May 5. This exciting event featured more than 70 teams of one youth and one adult angler competing to catch bluegill, bass, crappie, and trout. A wonderful time was had by all who attended.
- » Celebrated National Water Safety Month with several community programs, including water safety presentations, cardiopulmonary resuscitation and first aid sessions, Scout Merit Badge sessions, Free Swim Lesson Day, and encouraging individuals to take the Water Safety Month Pledge.
- » Updated seasonal exhibits at the Crain Memorial Welcome Center in Newburg and Stagg Hall in the Port Tobacco Historic District. Updates at the Welcome Center included posters reflecting Tourism's new branding and exhibits were received from the St. Mary's County Museum Division, Mattawoman Creek Art Center, and Ag Tourism. At Stagg Hall, staff completed the furnishings plan and exhibit enhancements for the Merchants Office and Tap Room.

#### Progress In Action

- » Signed and completed a contract with CycleLifeHQ to provide a tourism assessment of Charles County, as well as create a web and mobile service to establish the county as a bicycling destination and connect local businesses with bicycle tourists. Through these efforts, cyclists will have access to information in one place to determine when and where they want to travel.
- » With the approved fiscal 2019 budget, RecPass will be integrated within our registration program software. RecPass is a county-wide annual pass membership program that can be used at community centers and pools in lieu of drop-in fees. Users will have key-fobs that will be scanned for access into those programs. Implementation of RecPass will begin on July 1, 2018.
- » Signed and completed the contract with Accord Taylor, Inc., who produces the History Channel show, "It's How You Get There." The show will feature its hosts riding on fishing vessels within county waterways, visiting our unique local restaurants and bars, and discussing some of the area's rich history. Stay tuned for the episode's future air date!



**Eileen Minnick**  
Director



#### Quick Data Measure

Despite the deluge of rain during the month of May, the Grounds Division mowed and trimmed 740 acres of grass, trimmed approximately one mile of trees and shrubs, weeded and mulched 169 plant beds, and placed 150 cubic yards of mulch, CR6 stone, and topsoil at 55 locations throughout Charles County Government and Board of Education recreational sites.



# Media Services

In May, employees are recognized and celebrated during National Public Service Recognition Week and National Public Works Week. The Media Services Division highlighted county employees' many important contributions through various efforts, including employee spotlights on Facebook, a video feature story on Public Works Employee Eddy Henderson, and an appreciation video from the Executive Leadership Team thanking employees for their dedication and hard work. The video was shared at the All-Employee Meetings. The Media Services team also supported the High Performing Organization Council in editing several other videos for their presentation on the county's values and behaviors.



## Good News

- » Won first ever Telly award, via Charles County Government Television, for best in animation for “Max the Dog” Watershed Protection commercial. The Telly Award is a national recognition program honoring excellence in video and television production on broadcast and online video platforms.
- » Sent 18 e-newsletter communications, which were opened by more than 11,000 readers, for a total average open rate of 22 percent. The most popular e-newsletter was for the Tri-County Animal Shelter, with a total open rate of 41 percent. The industry standard open rate is 10 percent. Electronic newsletters continue to be a preferred method for residents to receive county news.
- » Continued online audience engagement on social media by hosting a Facebook Live tour of the historic property Rich Hill so followers could get an inside look at the building during renovations. The video received 3,300+ views and was shared by 34 Facebook users.

## Progress in Action

- » Designed new VanGO Tradeshaw Banners for the Transit Division to display at upcoming conferences and meetings. The banners promote services offered, available schedules, and the app.
- » Provided promotional support for the State of the County Town Halls through flyer design, e-news announcements, and a news release.
- » Completed outreach promotion for the “Recreation, Parks, and Tourism Guide” summer edition.

### Quick Data Measure

Videos that showcase employees consistently achieve the highest level of online engagement with the community. A “Rock the Red” video of employees sharing their Washington Capitals pride reached 3,954 Facebook users and had 1,973 video views, 156 clicks to play, 216 reactions, 33 comments, and 23 shares.

# 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

- » Facilitated the final approval and adoption of the fiscal 2019 budget and 2019-2023 Capital Improvement Program on May 15.
- » Held three Commissioners' meetings, whereby the Commissioners acknowledged plans for improved waterfront access for residents with a groundbreaking ceremony at the Popes Creek Waterfront Promenade; approved subscription service for the yard waste collection program; established a new Commission for Veterans Affairs; and approved changes to the Targeted Industries Loan Program.
- » Held a public hearing concerning the fiscal 2019 constant yield tax rate. This hearing garnered 19 public comments from school-aged children encouraging the County Commissioners to maintain the constant yield rate, in order to provide more school funding.

## Progress in Action

- » Worked in collaboration with the Charles County Scholarship Fund to analyze scholarship applications and award scholarships to more than 24 graduating high school seniors from Charles County Public Schools. Presented scholarship awards to students at North Point High School.
- » Prepared four proclamations for presentation during Commissioners' sessions and outside events.

**Proclamation  
presented on  
May 8 in honor of  
National Public  
Service Week**



# 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

- » Received approval from the Board of County Commissioners for the Internal Audit Charter and Internal Audit Oversight Committee standard operating procedures.
- » Created the Fraud, Waste, or Abuse Form and posted it on the Internal Audit Office webpage on the county website at [www.CharlesCountyMD.gov/iao/internal-audit-office](http://www.CharlesCountyMD.gov/iao/internal-audit-office).
- » Attended virtual training on the AutoAudit software, which will improve the efficiency of the county's audit process.

## Progress in Action

- » Worked on the risk assessment, which will be used to help setup an audit plan for the Internal Audit Office.
- » Started the process of searching for two Charles County citizens to serve on the Internal Audit Oversight Committee.

# Central Services

In May, the Central Services Division was officially rolled out. The new division, under the Office of the County Administrator, incorporates Security, Safety, Risk Management, and all mail functions for Charles County Government. A new building security officer and additional security associates/mail clerks will be hired soon.









## Good News

- » Completed inspections of all three outdoor pools.
- » Selected the new vendor for employee safety glasses.
- » Continued to work on the county's contract with the Local Government Insurance Trust, which is close to being completed and approved.

## Progress in Action

- » Continued to work on developing the new employee drug testing policy.
- » Worked on a process to streamline reporting and issuance of Safety Data Sheets.
- » Made progress on the instruction manual for the new mail handling procedures, which will be used to train the new security associates/mail clerks upon hire.

# County Government Working for You

			April 2018	May 2018	Target
	Environmental	Tons to Recycling Rate	52%	52%	35%
			2,779	2,410	State Mandate Rate
	Economic Development	Staff Time Dedicated to Business Engagement	5.10%	5.20%	20%
		Businesses Contacted/ Interacted	99	99	100
	Fiscal Services	Fund Balance Ratio	17.5%	16.3%	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)	2	3	0
	Organizational Excellence	Number of Employees Trained	112	113	45
		Employment Turnover Rate	8%	8%	< 10%
	Planning and Growth Management	Commercial Building Permits Approved within 21 days	83%	85%	90%
		Resident Building Permits Approved within 14 days	100%	100%	90%
	Public Safety	Cardiac Arrest Patients Arriving at Hospital with a Pulse	20%	19%	9.5% National Average
		EMS Dispatch to Arrival Response Time in 9 Minutes or Less	64%	62%	90% American Heart Association Standard: Arrive in 9 min/<
	Public Transit	On Time Performance	99%	98%	95% In a 10 minute window
		Farebox Recovery Ratio	7%	8%	10–20% MTA Standard for small, urban systems
		Passengers Per Revenue: Fixed Route/Hr Demand Response	11.14 / 1.56	11.47 / 1.54	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](mailto:CitizenResponse@CharlesCountyMD.gov)

### Statistical Reporting

#### May 2018

- » Cases received ..... 67
- » Cases completed..... 54

#### Totals for Fiscal Year 2018

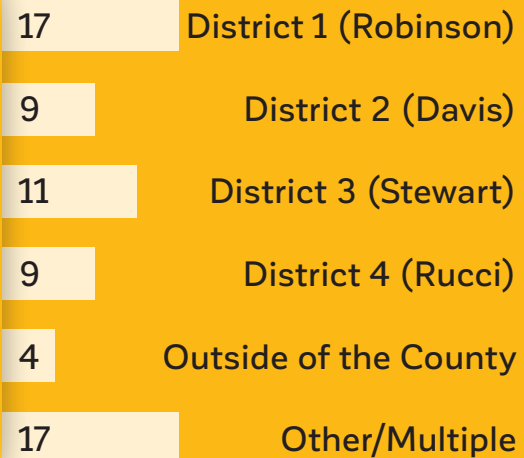
- » Cases received in FY2018 ..... 651
- » Cases completed in FY2018.....588

### Top Community Engagement Topics



Addressed resident concerns primarily regarding signage, recycling and litter, roads, drainage, and taxes.

### April 2018 Cases Received By Commissioner District



### FY2018 Year-To-Date Case Status

	Closed	Pending
● COMMISSIONERS OFFICE	197	1
● COUNTY ADMINISTRATOR	6	2
● COMMUNITY SERVICES	6	0
● COUNTY ATTORNEY	12	3
● ECONOMIC DEVELOPMENT	2	0
● EMERGENCY SERVICES	21	3
● FISCAL & ADMINISTRATIVE SERVICES	47	4
● HUMAN RESOURCES	2	0
● PLANNING & GROWTH MANAGEMENT	147	57
● PUBLIC WORKS	104	12
● RECREATION, PARKS & TOURISM	8	0
● OUTSIDE AGENCIES	99	0

# What is the General Fund?

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

Investment Reporting Quarter Analysis (January-March 2018)			
Avg. Daily Balance for Quarter		Per Policy Not to Exceed	
Savings	\$1,080,747.71	0%	100%
MLGIP	\$151,154,502.85	55%	60%
T-Bills	\$46,305,484.08	17%	100%
Agencies	\$60,869,070.09	22%	40%
Sweep	\$17,714,563.03	6%	20%
\$277,124,367.76			

FY2018 Update
<b>General Fund Budget:</b> \$392,715,960
<b>Revenue:</b> \$357,833,514 %: 91%
<b>Expenditures:</b> \$343,552,514 %: 87%



# Emergency Services Fiscal Year Reporting

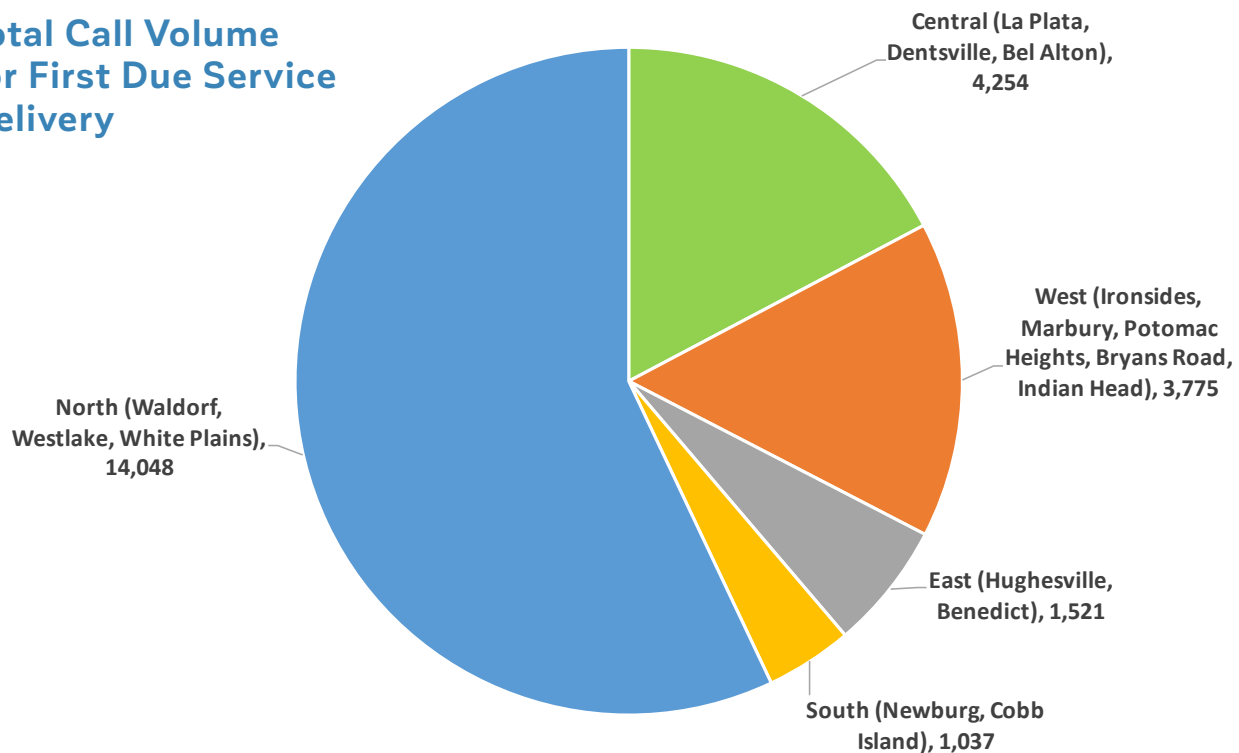
Fiscal Year 2018: July 1, 2017 – June 30, 2018

## Total EMS Transports

Advanced Life Support	Total Transports		Basic Life Support	Total Transports	
Career ALS Transports	5,848	48%	Career BLS Transports	2,553	21%
Volunteer ALS Transports	282	2%	Volunteer BLS Transports	3,088	25%
Mutual Aid ALS Transports	263	2%	Mutual Aid BLS Transports	125	1%



## Total Call Volume for First Due Service Delivery



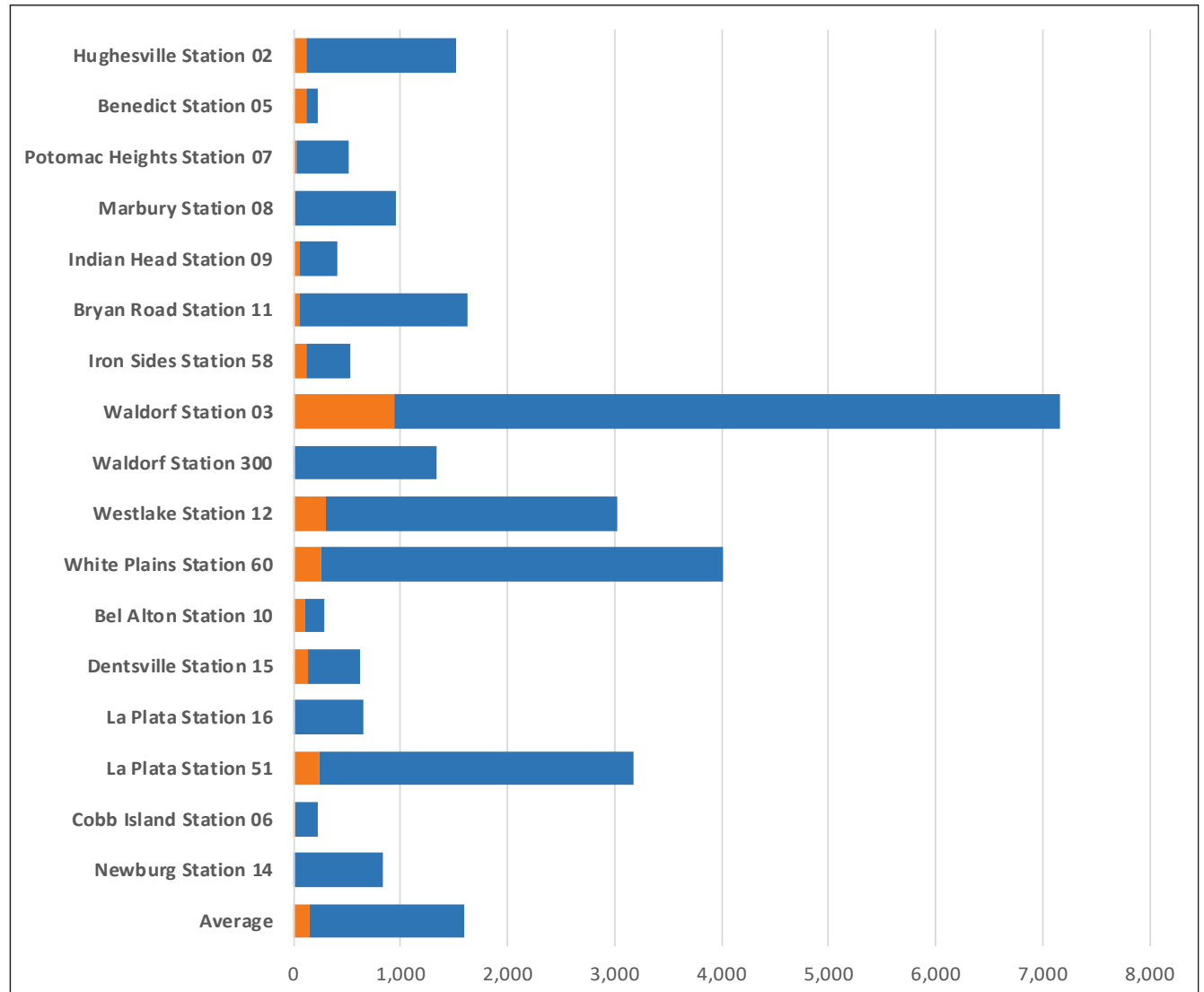
### Total Call Volume • First Due Service By Region

	Completed Calls for Service	Missed Calls for Service
Central (La Plata, Dentsville, Bel Alton)	4,254	486
West (Ironsides, Marbury, Potomac Heights, Bryans Road, Indian Head)	3,775	265
East (Hughesville, Benedict)	1,521	228
South (Newburg, Cobb Island)	1,037	17
North (Waldorf, Westlake, White Plains)	14,048	1,489
Average	4,927	497

# Emergency Services Fiscal Year Reporting

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

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



	Unavailable	Delivery
Hughesville Station 02	114	1,404
Benedict Station 05	114	117
Potomac Heights Station 07	21	493
Marbury Station 08	18	938
Indian Head Station 09	53	359
Bryan Road Station 11	53	1,568
Iron Sides Station 58	120	417
Waldorf Station 03	933	6,230
Waldorf Station 300	0	1,337

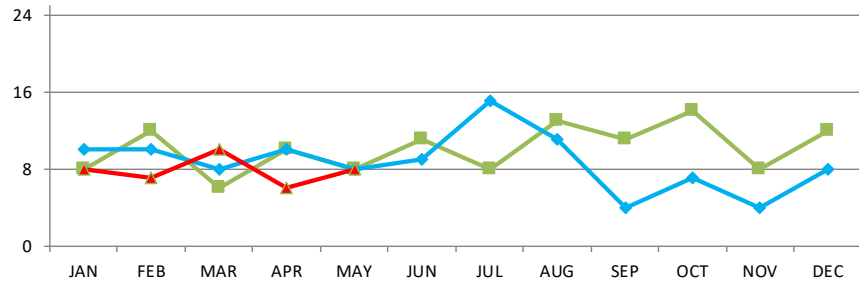
	Unavailable	Delivery
Westlake Station 12	298	2,723
White Plains Station 60	258	3,758
Bel Alton Station 10	108	181
Dentsville Station 15	140	476
La Plata Station 16	0	655
La Plata Station 51	238	2,942
Cobb Island Station 06	17	203
Newburg Station 14	0	834
<b>Average</b>	<b>146</b>	<b>1,449</b>



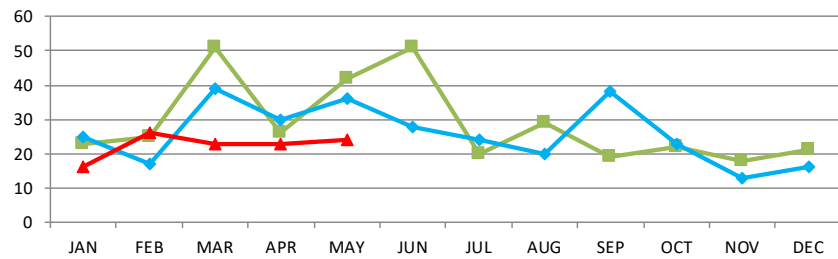
## Building Applications Submitted



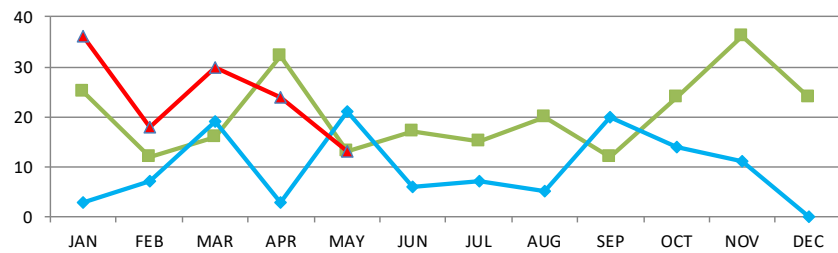
### New Single Family Units on Well/Septic



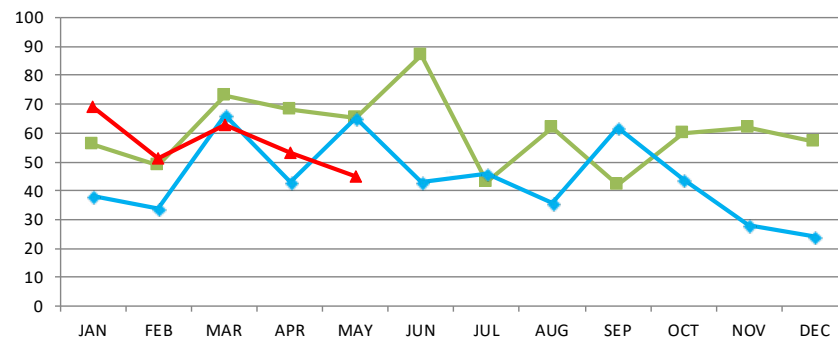
### New Single Family Units on Public Water/Sewer



### New Townhouse Units



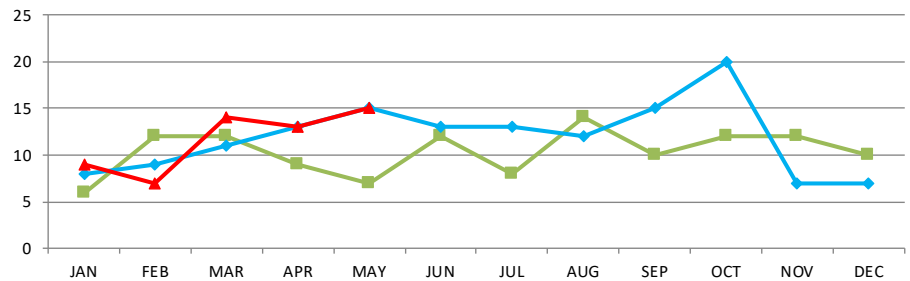
### Total New Residential Living Units



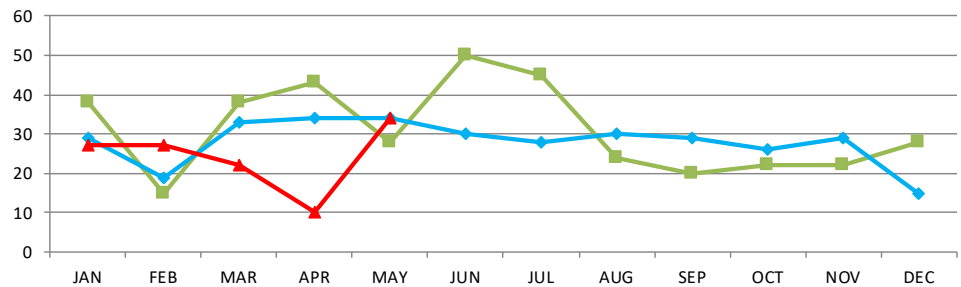
# Growth Management Reporting

## Building Permits Issued

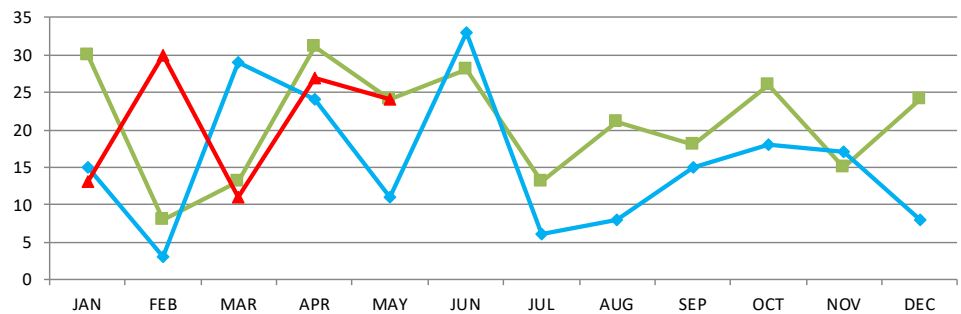
New Single Family Units on Well/Septic



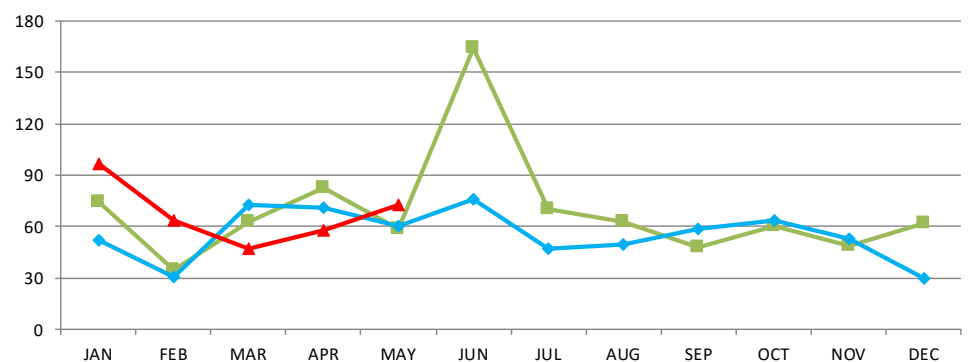
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units

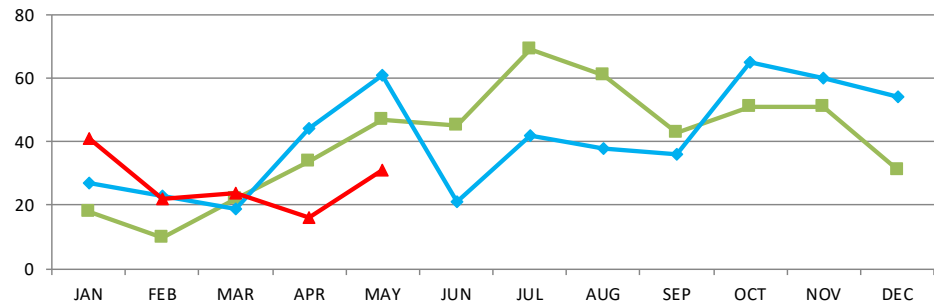


# Growth Management Reporting

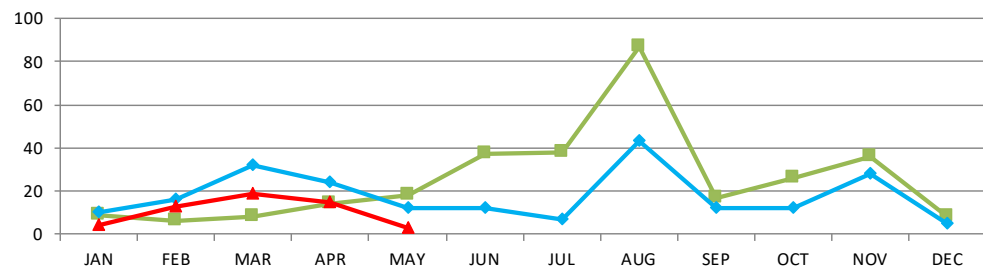
## Use and Occupancy Certificates Issued



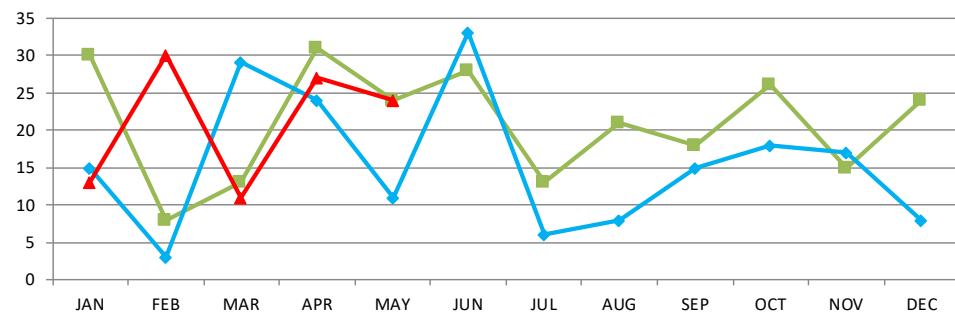
### New Single Family Units on Well/Septic



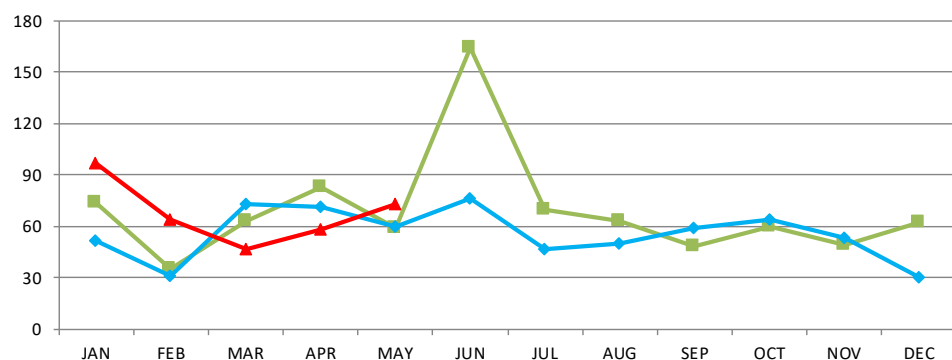
### New Single Family Units on Public Water/Sewer



### New Townhouse Units



### Total New Residential Living Units







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