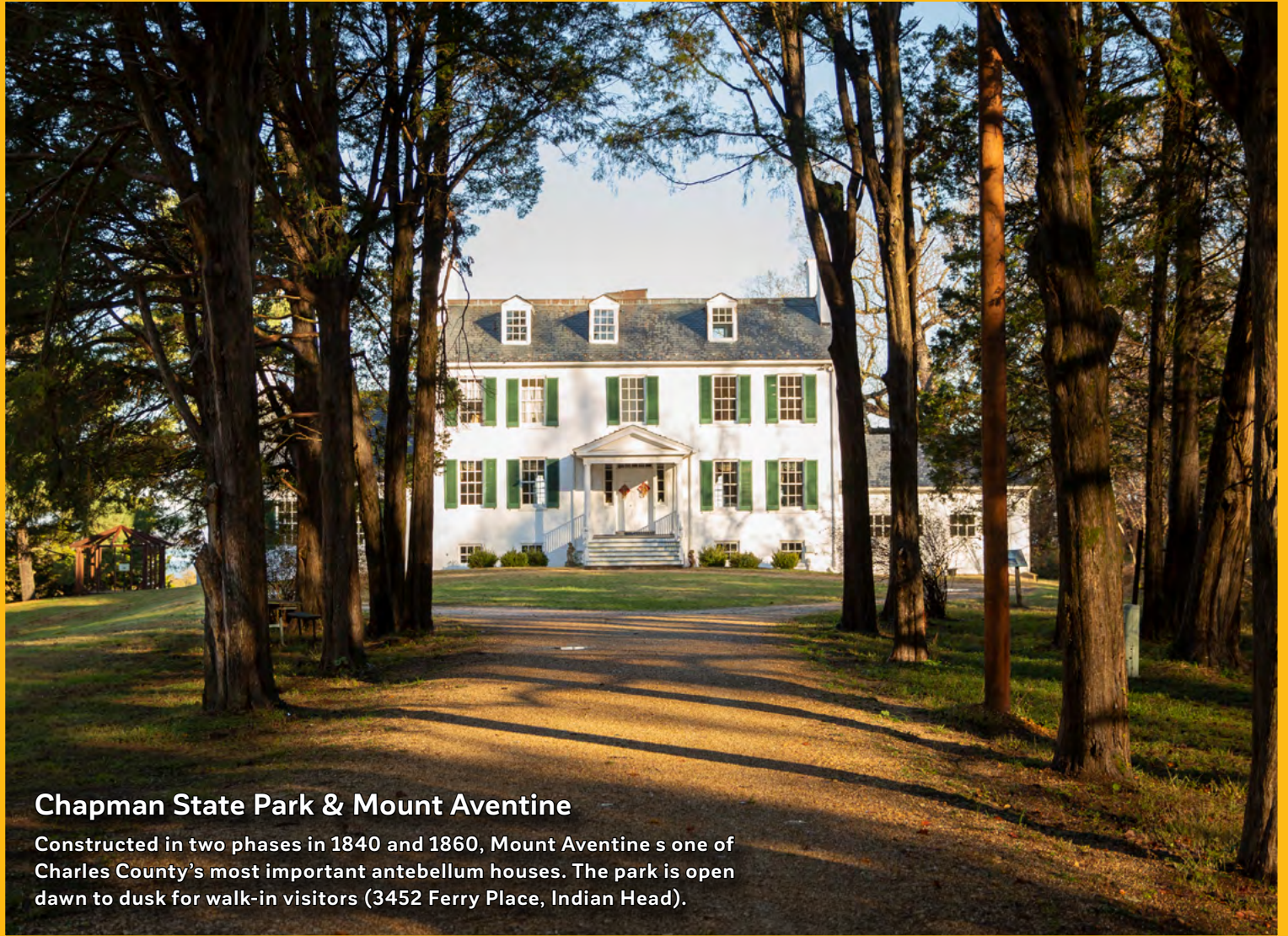


# Charles County Administrator's **MONTHLY** REPORT



Reporting Period: November 1-30, 2018



## Chapman State Park & Mount Aventine

Constructed in two phases in 1840 and 1860, Mount Aventine is one of Charles County's most important antebellum houses. The park is open dawn to dusk for walk-in visitors (3452 Ferry Place, Indian Head).

## 2018 Young Southeast Asian Leaders Initiative

In November, Charles County Government hosted the 2018 Young Southeast Asian Leaders Initiative Professional Fellows Program. The County welcomed Aprianto, a forest controller from southeast Indonesia, Oct. 13–Nov. 10.



## 2018 Employee Truck Rodeo

On Nov. 27, 2018, the Board of Commissioners recognized the winners from the Charles County Government Annual Truck Rodeo.





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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President



Bobby Rucci  
District 4  
Vice President



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Debra M. Davis, Esq.  
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Amanda M. Stewart, M.Ed.  
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## Charles County Government

**CA**

County  
Administrator

**CA**

Deputy County  
Administrator

Central Services  
Division

Internal Audit Office

Media Services  
Division

Clerk to the  
Commissioners

Commissioners  
Office Staff

**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



In November, Charles County's role as a host for the 2018 Young Southeast Asian Leaders Initiative's Professional Fellows Program came to a close. The program is administered by the International City/County Management Association and funded by the Department of State's Bureau of Educational and Cultural Affairs. It offers an opportunity for young professionals from Southeast Asia to learn about sustainable development and the environment through a five-week fellowship.

In the summer of 2018, a steering committee comprised of staff from each department of Charles County Government was established to plan and prepare for the exchange.

The Charles County Government hosted Aprianto, a forest controller from southeast Indonesia, Oct. 13–Nov. 10. Aprianto works for the Ministry of the Environment and Forestry of the Republic of Indonesia and is stationed at Wasur National Park in Papua. He is currently enrolled in a graduate program in forestry at the Gadjah Mada University.

Aprianto's research challenge for the exchange focused on addressing three central issues: the lack of public awareness to preserve biodiversity in the national park, the lack of support from local government of central government priorities, and the cultural change and development pressure that impact natural resources and park residents' quality of life. The exchange was an opportunity for discussion, formulating ideas, and information sharing for Aprianto to take home and use to address his challenges.

Our goal was to share how County Government serves our residents by balancing growth management, promoting economic development while protecting natural resources, preserving cultural resources, serving low income residents, offering parks and recreation opportunities, providing waste management and recycling services, and more. We also reached out to partners outside of County Government to expose Aprianto to the work being done with environmental sustainability and cultural resource protection throughout the Chesapeake Bay watershed. Highlights of Aprianto's itinerary include: Alice Ferguson Foundation's Environmental Education Center, a visit with members of the Piscataway Conoy Tribe, Patuxent River Park, Smithsonian Environmental Research Center, Mattawoman Wastewater Treatment Plant, Clover Hill Dairy, Gilbert Run Park, and more.

There were numerous discussions about policy, cultural norms, and environmental degradation challenges that were informative and rewarding for staff and Aprianto. The overall goal of the exchange program is to create a global network of emerging local government leaders to positively impact practices at their organizations and in their communities. These experiences will enrich their leadership skills and cultural understanding and provide opportunities for knowledge exchange and ongoing collaboration. We hope to achieve this goal by continuing our professional relationship and friendship with Aprianto for years to come.

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

# 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

#### Bel Alton Community Center

The new storm windows are still being fabricated and expected to be delivered in November. The contractor is working on a proposed change order to thoroughly clean the exterior of the windows before installing the new storm windows.

#### Blue Crabs Stadium Seating Area Cover

The design architect received the sealed set of structural drawings, and the sealed mechanical/electrical/plumbing drawings are expected by early December. The design package will then be submitted electronically to the Department of Planning and Growth Management (PGM) for permit. The testing of sprinklers showed existing sprinklers needed to be replaced. The fire protection engineer completed their report to be submitted to the PGM. The fire marshal's approval was received much later than anticipated and may jeopardize project completion by start of 2019 baseball season. Procurement options to mitigate the potential delay are being explored.

#### Charles County Animal Shelter

A design services contract for the project was awarded to a contractor and the Notice to Proceed was given. A design kick-off meeting was held. The site dedication by the Commissioners took place on Nov. 14.

#### Energy Performance Contract

The project is currently in data-gathering phase. There are weekly conference calls to track progress of data gathering by the Facilities Division and review of Investment Grade Audit by the County Attorney's Office.

#### Popes Creek Rail Trail

Final recommendations for the Popes Creek Road Trail crossing and parking lot entrance/exit adjacent to the old power plant have been provided by the traffic engineering consultant. Pending approval by the PGM traffic engineer, the final plans for the trail and waterfront promenade are ready for final review by development services.

#### Solar Energy

The draft Power Purchase Agreement for Davis Road, Pisgah, and Willets Crossing were provided to county for review. Energy Ventures is still negotiating with the landowner for purchase of the Mattawoman site. The contractor will explore solar opportunities at the stadium once these solar-site programs are finalized.

#### Waldorf Senior and Recreation Center

Work is ongoing and currently 30 percent complete. After receiving approval from fire marshal, the construction permit was approved on Nov. 28 and picked up by contractor on Nov. 30.

#### Western Parkway Phase 3

The design phase is ongoing. Final drawings were submitted to the Soil Conservation District on Nov. 28. Stormwater concept drawing comments were received from PGM on Nov. 28.

### CAPITAL IMPROVEMENT PROJECT HIGHLIGHT

## Closed Loop Project at Mattawoman



### About this Project

This project represents a critical infrastructure investment by the Charles County water and sewer rate payers, as we replace equipment that was originally installed more than 30 years ago. With this project, we will improve our reliability, efficiency, and ability to perform our core mission of preserving and protecting the environment.

### Progress Update

The effluent bypass pumping setup has been completed and is functional. The new effluent pumps, motors, and electrical equipment have been delivered to the site and are being installed. The project is progressing as planned.

# OFFICE OF THE County Administrator

### Good News

- » Continued our International Fellows Program with Aprianto throughout November. Many staff were involved in tours to provide a program overview of our county's and other jurisdictions' land preservation policies. This month also included home stays that enriched our fellow's stay. At the conclusion of the program, the county received a comprehensive presentation on all the activities and the fellow's review of the program.
- » Completed our work on the Orientation Manual for the newly elected Commissioners, which culminated into a briefing to provide an operational overview of the Executive Leadership Team, the departments and the divisions within County Government.
- » Continued the Executive Leadership Team's study of the High Performing Organization Model with a book study on "Water the Bamboo – Unleashing the Potential of Teams and Individuals." The study is led by our assistant director of Human Resources and focuses on building and improving our leadership team.

### Progress In Action

- » Continued negotiations with Comcast. Staff held several conference calls and meetings with attorneys and consultants to discuss finalizing our agreement.
- » Held quarterly retirement meetings in November for the Sheriff's Office and Charles County Employee pension plans. Both plans had quarterly investment review and amendments were made to the Plan Documents.
- » Held several budget meetings with internal staff and divisions to prepare for final budget submissions.



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



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



## DEPARTMENT OF Community Services

November was National Caregivers Month — a special time to give thanks to those who provide care for and healing to our senior community. Activities that honor and support caregivers for persons at all ages and stages were held throughout the county.

### Good News

- » Hosted International City Managers Association (ICMA) Fellow by having staff provide a home replacement program tour, host home-stays, and social outings in support of Charles County Government's ICMA Fellowship Exchange Program.
- » Conducted eight Medicare Part D prescription enrollment workshops in our computer lab at the senior center. This allowed senior citizens to attend in small groups and enroll or make changes to their Medicare Part D plans with staff available to answer questions and provide support.
- » Held a Holistic Health Fair at the Richard R. Clark Center. There were multiple vendors in attendance ranging from health screening, health promotion information, and wellness demonstrations. Approximately 70 seniors attended.

### Progress In Action

- » Conducted door-to-door outreach to 15 homes for the Housing Authority's Special Loan Program and visited one local senior center to share Special Loan information with center participants.
- » Leased up 10 new Housing Choice Voucher participants, one of whom was previously residing at a homeless shelter before entering the program and processed 25 waiting list applications.
- » Processed more than 300 applications for the upcoming Christmas Connection program which will match seniors in need with a volunteer that will deliver a food basket to them for the holiday.



**Dina Barclay**  
Director



### Quick Data Measure

Enrolled more than 60 seniors in Medicare Part D through one-on-one appointments with a trained, certified staff member. This was in addition to the group workshops that were held in the computer lab.

### OFFICE OF THE County Attorney

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



**Rhonda L. Weaver**  
County Attorney

#### Good News

- » In an Unreported Opinion, the Court of Special Appeals (COSA) upheld the county's position and affirmed the Circuit Court's dismissal of the Matter of Paul Genevie v. County Commissioners for Charles County, Maryland. The COSA ruled in favor of the county, citing among other reasons, "...a court cannot compel local officials to create a position that is not mandated by law, or to appoint a position which does not exist, and the creation of which would be discretionary."
- » Held work session on preliminary legislative package for 2019 General Assembly, including submissions from the Sheriff's Office, Board of License Commissioners, and Homeowners' Dispute Resolution Board.
- » Drafted County Code Amendment to add International Association of Fire Fighters, Local 4658, Member Type to Board of Fire and Rescue.
- » Participated in preparation of bylaws for the Commission for Veteran Affairs.
- » Reviewed and approved Health Partners Memorandum of Understanding and Comcast Franchise Agreement for legal sufficiency.

#### Progress In Action

- » Finalized and submitted the fiscal 2020 online budget request.
- » Participated in International Municipal Lawyers Association webinars: Maryland Bar Association E-Discovery Class; and Maryland Alcohol Licensing Association Administrator Network Meeting.
- » Provided staffing and counsel for five board and commission meetings. Meetings resulted in 202 documents logged for review and further processing; as well as issued one temporary alcoholic beverage license and three gaming permits. The Animal Matters Hearing Board adjudicated 15 matters.

# Economic Development DEPARTMENT

Agriculture Business Development Manager Martin Proulx was selected for Class XI of the LEAD Maryland Foundation Fellowship for 2019-2020. Charles County Farmer Karl Shlagle was also chosen. The fellowship's curriculum focuses on providing public issues education, skills building, leadership development, and personal growth within agricultural and rural communities, creating leaders that are better equipped to solve problems, identify resources, engage and educate others, and influence public policy.

## Good News

- » In November, the Business Retention and Expansion (BRE) team met face-to-face with six county businesses. A total of 40 businesses have been visited to-date since the start of the BRE program.
- » Attended and participated in the 23rd Annual Legislative Black Caucus Weekend in Annapolis, sponsored by the Maryland Black Caucus Foundation, as a panelist for the "Minority Business Enterprise Program (MBE) Participation: Monitoring and Measuring Goals" panel discussion. The panel addressed monitoring and measuring procedures, strategies MBEs can use to protect themselves, and how to ensure their contracts are fully executed.

## Progress In Action

- » Received three business loan applications totaling \$170,000 (\$100,000 Targeted Industries Loan and \$70,000 Business Development Loan). The loan applications are pending analysis and review by the Loan Review Committee.
- » Finalized an update of the department's website, [www.MeetCharlesCounty.com](http://www.MeetCharlesCounty.com), as part of the department's fiscal 2019 marketing plan. The department contracted with a firm, Platinum PR, in July 2018 to refresh content, visuals, and data on the website. The project was completed in November.



**Darréll A. Brown, Esq.**  
Director



### Quick Data Measure

EDD Facebook post on Nov. 28 about Patuxent Brewing Company's plan to open in Charles County was a huge success with 8,506 reached, 2,345 engagements (including 1,655 clicks on the article), and 71 shares. The company is on track to open Charles County's first-ever craft brewery in early 2019.

### DEPARTMENT OF Emergency Services

The county's Mobile Integrated Healthcare (MIH) team was featured on Nov. 15 for National Rural Health Day, as one of the nation's rising community stars in delivering healthcare to rural America. The team received the National Rural Health Community Star Award, which is the team's first nationally-recognized award. Additional information about National Rural Health Day can be found at [www.powerofrural.org](http://www.powerofrural.org). To learn more about the team and their national award, tune into an upcoming podcast episode on Charles County Government Unscripted ([www.CharlescountyMD.gov/podcasts](http://www.CharlescountyMD.gov/podcasts)).



**Bill Stephens**  
Director

#### Good News

- » Participated in the Board of County Commissioners' site dedication of the new animal shelter property on Piney Church Road across from Regency Stadium on Nov. 14.
- » Received the 2018 Health Quality Innovators of the Year Award for Collaboration for the Charles County Mobile Integrated Healthcare team. The Health Quality Innovators of the Year Awards Program recognizes organizations for using evidence-based approaches to improve quality of care, create healthier communities, and lower health care costs.

#### Progress In Action

- » Scheduled and conducted all employee briefings on the responses received in the employee survey via the Engagement Committee. Proposed strategies were also outlined in furtherance of the department's high performing organization initiatives.
- » Continued contract negotiations with the vendor towards acquisition and expansion of the next generation public safety radio system. This project includes the replacement of mobile radios in emergency vehicles and handheld portable radios, as well as support of infrastructure at the existing antenna site. It will also add additional antenna sites to enhance coverage countywide.
- » Progressed a number of high-profile, long-term projects including the long-anticipated Charles County Animal Shelter, transition to Next Generation 9-1-1, and Emergency Services Strategic Plan.



## DEPARTMENT OF Fiscal & Administrative Services

In preparation for the winter months, a centralized operating status webpage was developed for the county's website, [www.CharlesCountyMD.gov](http://www.CharlesCountyMD.gov), which will be used during a weather emergency to display the operating status of various agencies and directly linked to the County's home page. The webpage can be updated directly by both county staff members and external agencies' staff members.

### Good News

- » Worked with the Department of Emergency Services, Sheriff's Office, Mission Critical Partners, and SecuLore to conduct a Security Assessment of the Public Safety Answering Point (PSAP). This assessment was part of a statewide effort to assess the information security of PSAPs throughout Maryland.
- » Established email accounts for all county employees in preparation for the rollout of our new performance evaluation software, NEOGOV Perform.
- » Awarded the following contract. View completed bids at [www.CharlesCounty.org/apps/bidboard/public/index.jsp](http://www.CharlesCounty.org/apps/bidboard/public/index.jsp).
  - RFP 19-10 Economic Development Marketing Support Services to Platinum PR

### Progress In Action

- » Received fiscal 2020 budget requests from county departments and agencies, excluding Board of Education and College of Southern Maryland. Budget staff will begin the process of reviewing requests and meeting with the Departments and Agencies in the upcoming months.
- » Working on the implementation of a new security awareness tool to assist county staff in identifying suspicious emails. The tool will display an email banner, which will alert county staff if the email is from an outside source. Frequently, emails are received at the county which appear to be from county email addresses but actually are not because the true email address is hidden.
- » Posted citizen surveys on our websites to provide residents with the opportunity to share their input as we move forward with developing the county's three new websites. Additionally, heatmap studies and analytics reports for the county's existing sites were completed this month. These reports will assist in the redesign process of our website.



**Jenifer Ellin**  
Director



### Quick Data Measure

The Board of Elections' webpage received 13,515 pageviews.

Google's web search was the most popular referrer of the county's main website traffic with 8,490 visitors. The second largest number of site visitors, 4,133, entered the county's website directly.

The most clicked link was the county's available jobs.

### DEPARTMENT OF Human Resources

November was full of training opportunities, and 94 employees participated in trainings — more than double our goal of 45 for the month. The month also centered on finalizing major updates to the personnel manual and plan documents for the retirement plans.

#### Good News

- » Updated the Personnel Policy and Procedures Manual, which was approved by the Commissioners on Nov. 27, which includes updates on Sick and Safe Leave, our Charles County Government core values, and acting appointments.
- » Restated the Charles County Pension Plan document and the Charles County Sheriff's Office Retirement Plan document. The restatement of these documents incorporates each plan's respective amendments into an easier-to-read format.
- » 220 employees participated in the Leave Sell Back Program, which allowed eligible employees to "sell back" up to a week of annual leave.

#### Progress In Action

- » The Benefits team began analyzing employee and dependent information for Affordable Care Act processing.
- » Conducted several NEOGOV Perform training classes. Additional classes have been added through February 2019. Perform is our new performance management online system designed to streamline and track employee performance and development.



**Paul M. Rensted**  
Director



#### Quick Data Measure

Exceeded training goal by 109 percent.

## DEPARTMENT OF Planning & Growth Management

The “Planning Commission Annual Report” was presented to the Planning Commission for approval. County Planning staff gave a detailed presentation of growth trends and development history to the Commission, including a review of policy changes and overall housing market data. The Planning Commission approved the report, which will be sent to the County Commissioners and the Maryland Department of Planning.

### Good News

- » Can now issue combined and concise status letters due to our new electronic permitting system, EnerGov. Letters are sent via email to applicants for residential and commercial building permits. Previously, each reviewing entity sent separate permit status letters. Now one letter is sent once all initial reviews have been completed, alleviating confusion. The first combined status letters were sent in mid-November. This is a huge step toward better customer service for our homebuilders, home improvement contractors, and commercial contractors.
- » Expanded the ability of Inspection staff to perform inspections related to road work through cross-training. Inspectors assigned to zoning cases obtained certification as temporary traffic control managers from the Maryland State Highway Administration.
- » Completed and submitted the fiscal 2018 National Transit Database Report to the Federal Transit Administration.

### Progress In Action

- » Held staff level work sessions with the developer of Maryland Solar 1 and 2 Projects. PGM has been working with the applicant for these important Solar Farm projects to review the county regulations and articulate project requirements. These projects help meet the goals and objectives of the county’s energy efficiency portion of the Charles County Comprehensive Plan.
- » Completed a Title VI equity analysis of a county-owned parcel for the VanGO operations and maintenance facility. Presented the findings to the Board of Commissioners and obtained approval to continue with design and engineering with that facility location.



**Steve Kaii-Ziegler, AICP**  
Director



#### Quick Data Measure

Received building permit applications for the latest phase of Abberly Square Apartments (Waldorf). This latest phase of permits consists of two, three-story buildings with 24 units each and four, two-story buildings with eight units each.

## DEPARTMENT OF Public Works

The Buildings and Trades Division team went above and beyond to ensure every detail was addressed for the Commissioners Oath of Office Ceremony. Staff worked diligently to turn over offices on a very tight timeframe for the new Commissioners: including painting, carpet cleaning, moving furniture and office accessories; installing signage, pictures, and frames; deep cleaning office spaces and the Commissioner Meeting Room; as well as many other maintenance tasks to ensure the building is in excellent condition.

### Good News

- » Completed the installation and start-up of the replacement generator at Bryans Road Pump Station. This is the first of five locations slated for replacement. Generator redundancy is critical to avoiding sewage spills in the event of an electrical outage.
- » Completed the annual Snow Removal Program start up procedures, which involves contractor meetings, equipment inspections, and route assignments for more than 100 contractors with 200+ pieces of equipment. The division is fully prepared for the snow removal season.

### Progress In Action

- » Completed sewer system smoke testing in Mount Carmel on Nov. 7. The Pump Station 925 service area was smoke tested on Nov. 29 and 30. All broken or missing cleanouts and caps are being repaired. Smoke testing will continue throughout the county to help identify and reduce intrusion and infiltration, a major problem for our wastewater systems.
- » Completed the final county road mowing of the season. The county's two boom-axe mowers will continue to mow throughout the winter season mowing the entire right-of-way to improve sight distance on rural roadways throughout the county.
- » Began planning stages for tabletop exercises for dams with the Department of Emergency Services, per Maryland Department of the Environment's request for annual dam inspections (via the Environmental Resources Division).



**Bill Shreve**  
Director



### Quick Data Measure

Expanded the Curbside Recycling and Yard Waste Collection programs to include 534 additional homes. The current house count is 46,444 for curbside recycling; 30,481 for weekly yard waste collection; and 15,963 for as-scheduled yard waste collection.



# DEPARTMENT OF Recreation, Parks & Tourism

The eagle cam is rolling live at Port Tobacco River Park, and nesting season is just around the corner. The Parks Division has teamed up with the Port Tobacco River Conservancy and the Southern Maryland Audubon Society to form a team of nest monitors who will spring into action when nesting time begins. Stay tuned for upcoming news on special events, as well as an eagle naming contest.

### Good News

- » Hosted the high school Southern Maryland Athletic Conference and Regional Cross-Country Championships at Oak Ridge Park. Our seven miles of equestrian and hiking trails within the park are ideal for these types of major sporting events which involved 18 high schools from four counties, 140 athletes, and more than 700 spectators.
- » Attended the Maryland Travel and Tourism Summit which was held in Cambridge, Maryland, and provided an opportunity to network and learn new strategies in advancing Maryland's Tourism industry.
- » Continued promoting "It's How You Get There: Meet Me in Maryland" episode, which showcased Charles County, and aired on Nov. 25 on The History Channel. The episode will be available for viewing on Amazon Video at a later date.

### Progress In Action

- » Completed renovations to the White Plains Regional Park tennis courts. Improvements included repairs to the playing surface, new vinyl fencing, and new striping with lines for pickleball.
- » Continuing to enhance efforts to increase attraction of tour groups. Staff has developed robust tour itineraries that focus on Charles County's unique assets, while working with local hotels on group rates designed at targeting the Richmond, Virginia; Northern Virginia; and Washington D.C. tour markets. The new seasonal itineraries with exclusive hotel rates for tour groups will be a great tool at both the Maryland Bus Association and Pennsylvania Bus Association Market Places held in March.
- » Updated the Recreation Division's part-time employee handbook and conducted a division-wide staff training on Nov. 6 at Elite Gymnastics in Waldorf with a focus on improving the standard of service in all aspects of Recreation programs. The division employs 150 to 200 part-time employees annually depending on the season and programs throughout various positions.



**Eileen Minnick**  
Director



### Quick Data Measure

Completed the Youth Winter Sports registration and volunteer coach recruitment for volleyball, basketball, and indoor soccer with 175 teams and 1,603 participants. Practices began on Nov. 26 and games will start in early January.

# Media Services

The Media Services Division developed and produced an extensive Commissioner Orientation Manual that the newly elected Board of Commissioners will have as a tool for navigating all County Government departments. The manual provides insight into the function of each department along with their allocated budget, as well as a detailed list of projects, accomplishments, and department highlights. Along with the Orientation Manual, each department was provided a template and outline to prepare a presentation to the Commissioners at the Orientation Session.

## Good News

- » Finalized the 2018 Annual Report ([www.CharlesCountyMD.gov/AnnualReport](http://www.CharlesCountyMD.gov/AnnualReport)), which features an overview of 2018 highlights for projects, services, and initiatives within County Government. The report also contains information for the Sheriff's Office, Department of Health, Board of Education, College of Southern Maryland, each of the public library branches, and the University of Maryland Charles Regional Medical Center. Printed versions of the Annual Report are available by contacting the Media Services Division at 301-885-2779 or by email at [PressRoom@CharlesCountyMD.gov](mailto:PressRoom@CharlesCountyMD.gov).
- » Held the first Community Engagement meeting, which is attended by the Media Services Division and representatives from each County Government department. This newly formed group will meet to establish improved practices for promoting county news, projects, and more. The group will review and discuss items and information that may be important to circulate to the public.
- » Finalized a video and promotion featuring the Bel Alton High School's newest tenant, the University of Maryland Extension (UME) Charles County. The video provided information on UME and the variety of programs offered, such as 4-H, financial management classes, as well as programs on health and wellness.

## Progress in Action

- » Developed event plans for the Oath of Office ceremony that will be held in December for the newly elected Charles County Commissioners, judges for Circuit and District Courts, and Sheriff. The media team coverage will document the official swearing in process for all elected officials.
- » Began production for a podcast featuring WUSA9 Meteorologist Howard Bernstein, who provided winter seasonal weather predictions for Charles County. The podcast highlighted the difficulty in forecasting weather, how Mr. Bernstein started his career as a meteorologist, and more. This podcast, along with a snow removal video, and winter preparedness information will be released in December.
- » Coordinated with the Tourism Division on a variety of promotional materials for upcoming holiday activities, such as art shows, concerts, and the Annual Holiday Trail.



### Quick Data Measure

The Charles County Government YouTube channel gained 60 new subscribers, and had 25.5K views with more than 87.9K minutes of watch time.

The most viewed video was "Get Fit – Sitting Exercise" with 5,835 views – which accounts for 22.9 percent of all views for November.

# Clerk to the Commissioners

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

### Good News

- » Held two Commissioners' meetings, whereby the Commissioners approved creation of the new Commission of Future Leaders and approved the bylaws for the recently created Commission for Veterans Affairs.
- » Introduced legislation that designates one member on the Board of Fire and Rescue as an International Association of Firefighters Local 4658 member.
- » Recognized the Adoptive Parents of the Year through the Department of Social Services, 2018 Employee Truck Rodeo award winners, and employees celebrating milestone years of service with County Government in November.

### Progress in Action

- » Held a public hearing to consider amendments to St. Charles Docket #90 and adopted amendments as presented. Closed public hearing on VanGO operations facility location, and approved the Driggs site, located on Piney Church Road in Waldorf, Maryland as the new site for it.
- » Agreed to fund needed replacement and repair of the Blue Crabs Stadium electronic scoreboard and marquee.



On Nov. 27, 2018, the Charles County Board of Commissioners honored the Department of Social Services' 2018 Adoptive Parents of the Year, Sadiqq and Tashia Abdullah.

# 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

- » Notified the Department of Public Works through an engagement letter of an upcoming audit on the Charles County Landfill Scale House. The letter provided them with important information to help them prepare for the audit.
- » Conducted an entrance conference with Charles County Landfill Scale House, and discussed the objectives, scope of the audit, timeline, and other pertinent information.
- » Filled both openings for the Internal Audit Oversight Committee. The committee is comprised of the County Commissioner President, County Administrator or designee, County Attorney or designee, and two Charles County residents that are approved by the Board of Commissioners.

### Progress in Action

- » Began conducting performance audit on the Charles County Landfill Scale House.
- » Continued working on various Internal Control Questionnaires which will allow the Internal Audit Office to assess the different departments.
- » Started working on Audit Plan to present to the Internal Audit Oversight Committee. This plan will outline the audits to be performed during fiscal 2020.

---

# Central Services

### Good News

- » Completed after-action review of and critique for the Employee Truck Rodeo to assist with next year's function.
- » Completed and turned in fiscal 2020 budget submission.
- » Completed Occupational Safety and Health Administration 10 Class.

### Progress in Action

- » Continuing work on the Employee Emergency Notification System with the Information Technology Division. Upgrades to our current system seem inevitable and will enhance what we currently have.
- » Continuing work on the Standard Operation Procedures for Food Truck Friday with Economic Development Department.









### Risk Management Claims

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

- 4 Vehicle claims
- 11 Workers Compensation claims



# County Government Working for You

		Oct. 2018	Nov. 2018	Target
	Environmental			
	Tons to Recycling Rate	52%	52%	35%
		1,428	1,781	State Mandate Rate
	Economic Development			
	Staff Time Dedicated to Business Engagement	7.9%	6.6%	20%
	Businesses Contacted/ Interacted	414	89	100
	Fiscal Services			
	Fund Balance Ratio	17.54%	17.92%	8%–15%
	Bond Rating	Triple A	Triple A	Triple A “AAA” from 3 rating agencies
	Organizational Excellence			
	Number of Employees Trained	96	94	45
	Employment Turnover Rate	8%	8%	< 10%
	Planning and Growth Management			
	Commercial Building Permits Approved within 21 days	100%	100%	90%
	Resident Building Permits Approved within 14 days	100%	100%	90%
	Public Safety			
	Cardiac Arrest Patients Arriving at Hospital with a Pulse	7%	5%	9.5% National Average
	EMS Dispatch to Arrival Response Time in 9 Minutes or Less	61%	63%	90% American Heart Association Standard: Arrive in 9 min/<
	Public Transit			
	On Time Performance	96.8%	97.2%	95% In a 10 minute window
	Farebox Recovery Ratio	8.2%	8.4%	10–20% MTA Standard for small, urban systems
	Passengers Per Revenue: Fixed Route/Hr Demand Response	13.08 / 1.61	12.22 / 1.62	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

### November 2018

- » Cases received .....86
- » Cases completed .....50

### Totals for Fiscal Year 2019

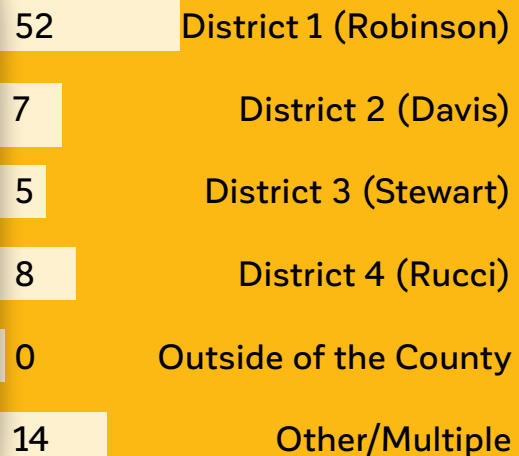
- » Cases received in FY2019 .....442
- » Cases completed in FY2019 ..... 417

## Top Community Engagement Topics



Addressed resident concerns primarily regarding drainage, litter, signage, and neighbor complaints.

### November 2018 Cases Received By Commissioner District



### FY2019 Year-To-Date Case Status

	Closed	Pending
● COMMISSIONERS OFFICE	6	10
● COUNTY ADMINISTRATOR	3	2
● COMMUNITY SERVICES	1	1
● COUNTY ATTORNEY	0	4
● ECONOMIC DEVELOPMENT	0	0
● EMERGENCY SERVICES	0	1
● FISCAL & ADMINISTRATIVE SERVICES	3	2
● HUMAN RESOURCES	0	0
● PLANNING & GROWTH MANAGEMENT	23	76
● PUBLIC WORKS	14	21
● RECREATION, PARKS & TOURISM	0	1
● OUTSIDE AGENCIES	6	1

# 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 (July-September 2018)			
Avg. Daily Balance for Quarter		Per Policy, Not to Exceed	
Savings	\$1,080,963.26	1%	100%
MLGIP	\$96,090,491.44	53%	60%
T-Bills	\$33,795,995.32	19%	100%
Agencies	\$32,581,113.41	18%	40%
Sweep	\$17,861,520.70	10%	20%
\$181,410,084.13			

FY2019 Update
As of Nov. 30, 2018
<b>General Fund Budget:</b> \$407,432,010
<b>Revenue:</b> \$282,056,593 %: 69%
<b>Expenditures:</b> \$162,699,652 %: 40%



# Emergency Services Fiscal Year Reporting

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

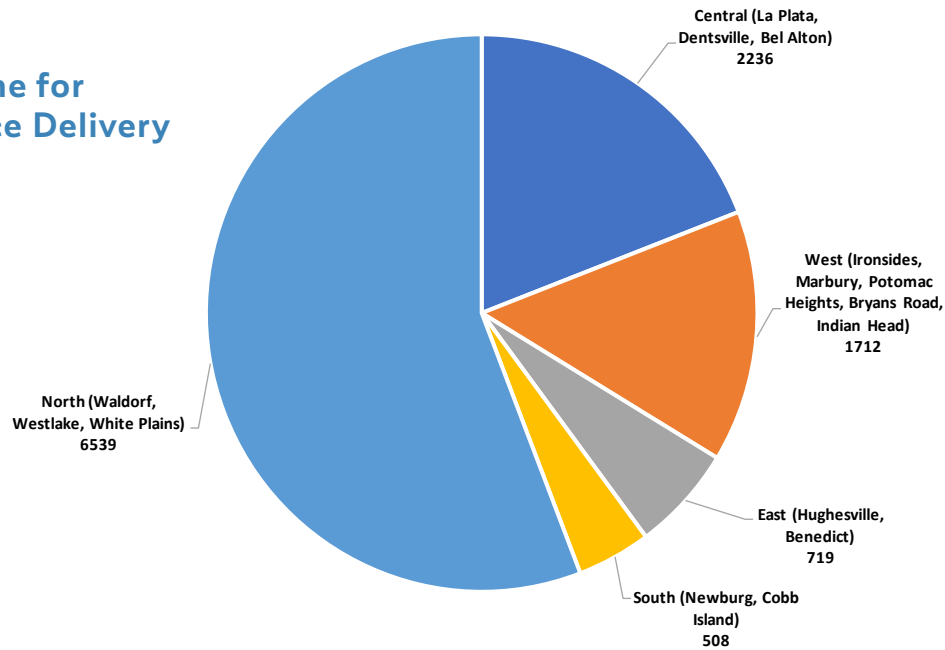
## Total EMS Transports

Advanced Life Support	Total Transports	
Career ALS Transports	2734	48%
Volunteer ALS Transports	122	2%
Mutual Aid ALS Transports	158	3%
Basic Life Support	Total Transports	
Career BLS Transports	1295	23%
Volunteer BLS Transports	1321	23%
Mutual Aid BLS Transports	88	2%
<b>TOTAL TRANSPORTS</b>	<b>5,718</b>	<b>100%</b>

## Priority One (Echo) Response Efficiency

Responses to Answered > within six minutes or less	
Calls Within Standard	76
Calls Outside of Standard	127
Total Echo Calls	203
Percentage Answered Within Standard	37%

## Total Call Volume for First Due Service Delivery



## Total Call Volume • First Due Service By Region

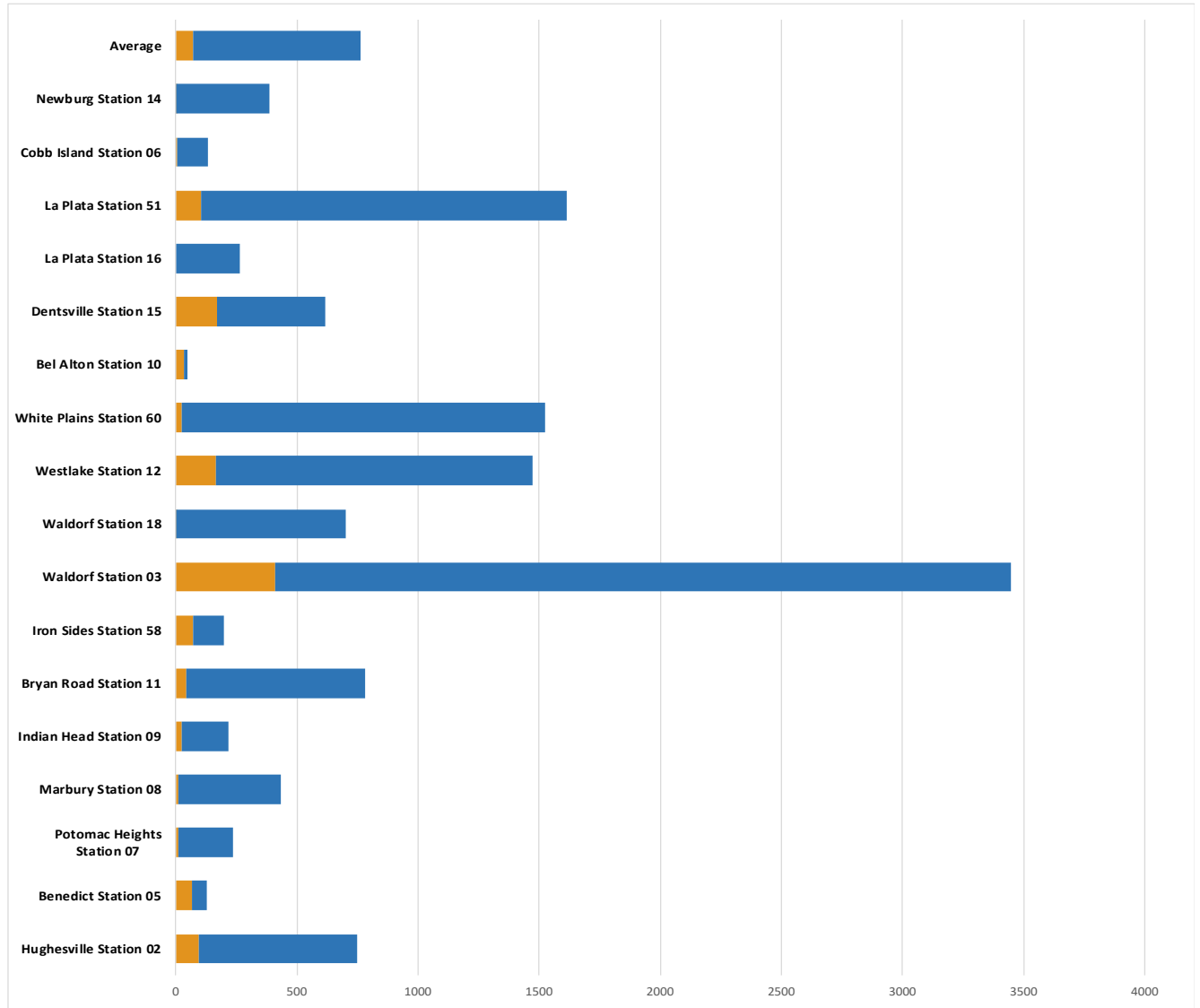
	Completed Calls for Service	Missed Calls for Service
Central (La Plata, Dentsville, Bel Alton)	2236	305
West (Ironsides, Marbury, Potomac Heights, Bryans Road, Indian Head)	1712	151
East (Hughesville, Benedict)	719	158
South (Newburg, Cobb Island)	508	9
North (Waldorf, Westlake, White Plains)	6539	602
Average	2,343	245



# Emergency Services Fiscal Year Reporting

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

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



	Unavailable	Delivery
Hughesville Station 02	93	657
Benedict Station 05	65	62
Potomac Heights Station 07	8	226
Marbury Station 08	8	425
Indian Head Station 09	24	194
Bryan Road Station 11	41	738
Iron Sides Station 58	70	129
Waldorf Station 03	410	3035
Waldorf Station 18	1	700

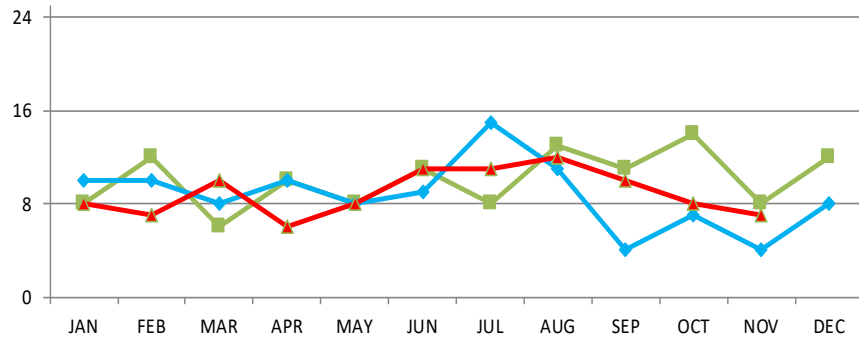
	Unavailable	Delivery
Westlake Station 12	167	1305
White Plains Station 60	24	1499
Bel Alton Station 10	32	18
Dentsville Station 15	169	447
La Plata Station 16	0	263
La Plata Station 51	104	1508
Cobb Island Station 06	7	125
Newburg Station 14	2	383
Average	72	689

# Growth Management Reporting

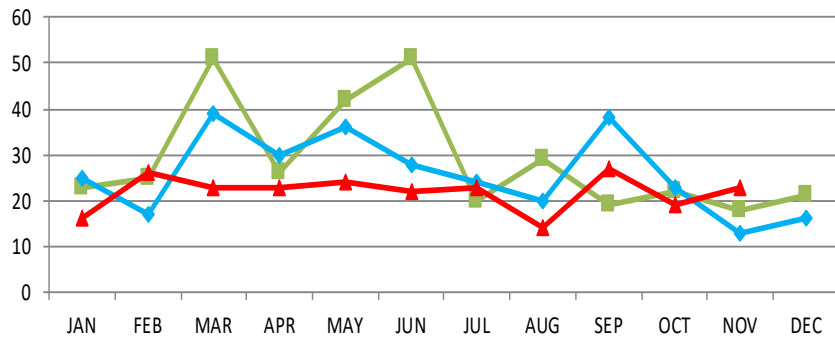
## Building Applications Submitted



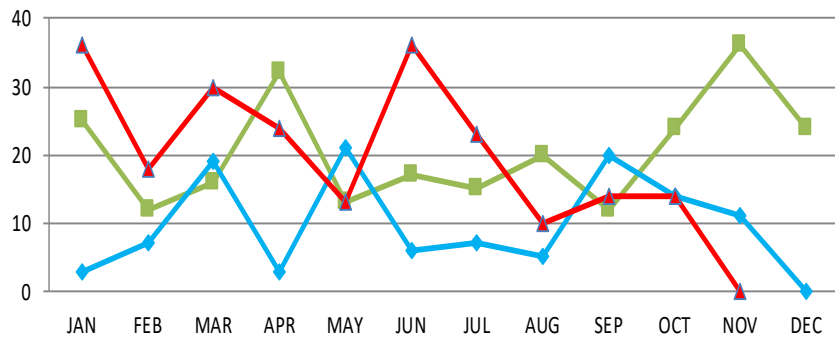
New Single Family Units on Well/Septic



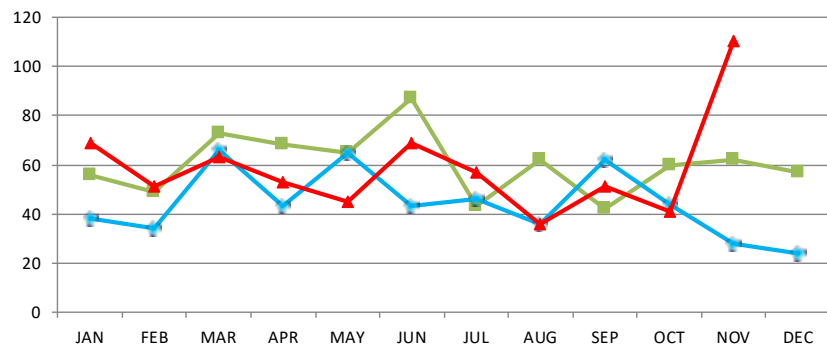
New Single Family Units on Public Water/Sewer



New Townhouse Units



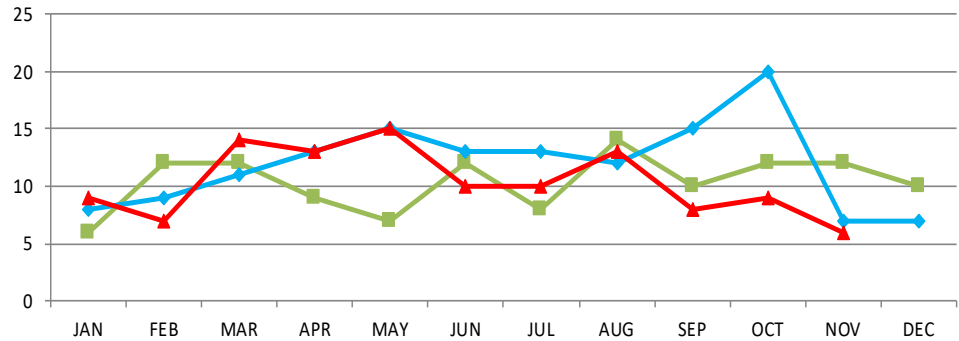
Total New Residential Living Units



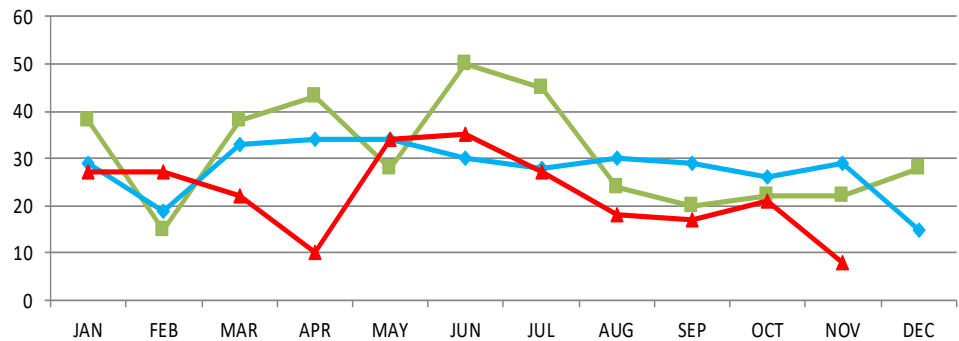
# Growth Management Reporting

## Building Permits Issued

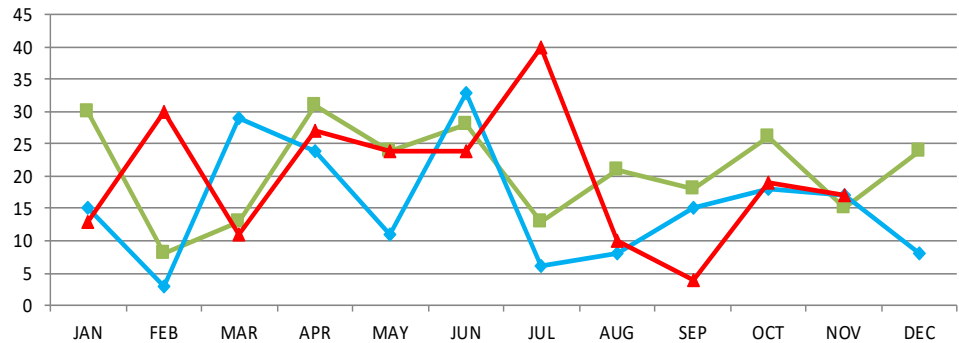
New Single Family Units on Well/Septic



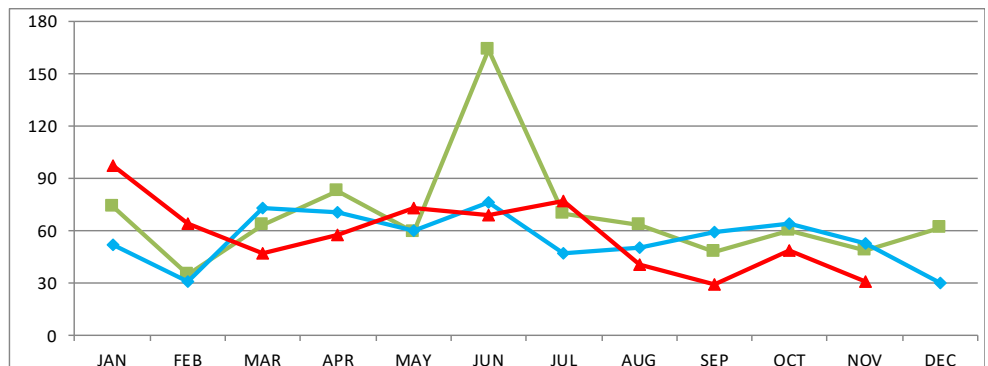
New Single Family Units on Public Water/Sewer



New Townhouse Units



Total New Residential Living Units

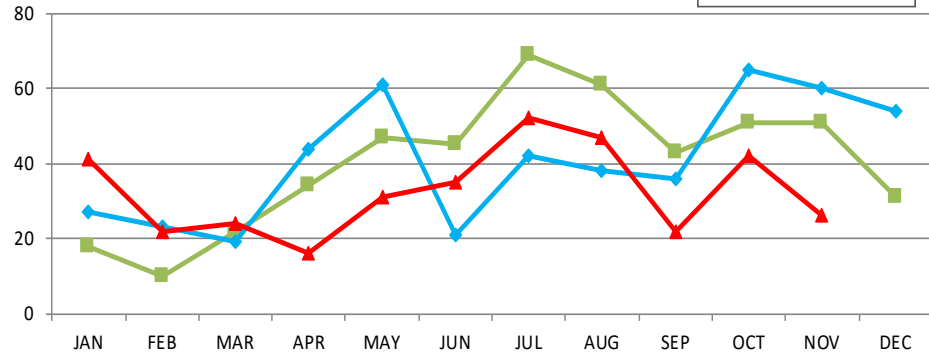


# Growth Management Reporting

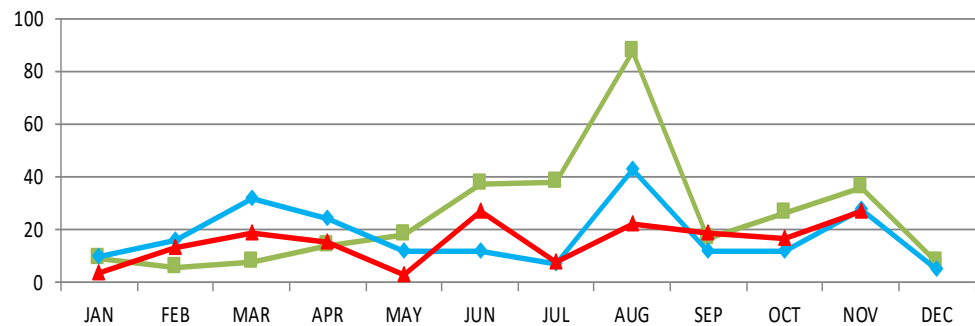
## Use and Occupancy Certificates Issued



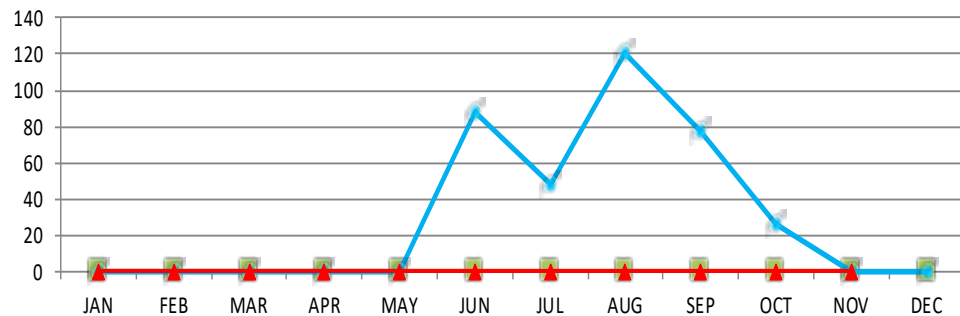
**New Single Family Units on Well/Septic**



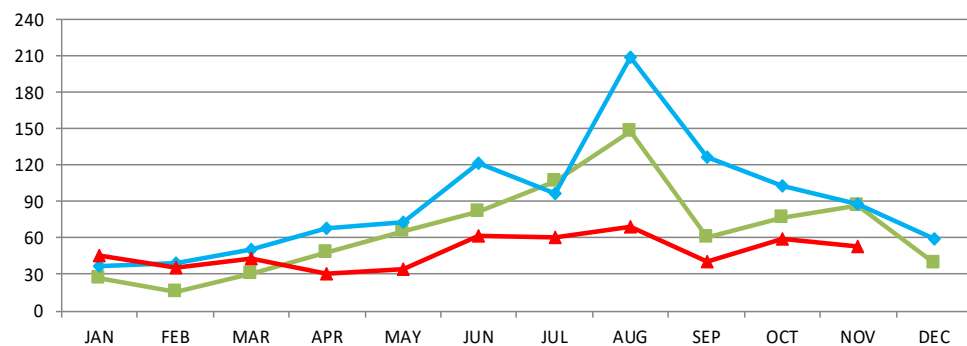
**New Single Family Units on Public Water/Sewer**



**New Townhouse Units**



**Total New Residential Living Units**







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