

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



Reporting Period: October 1-30, 2018



**Economic Development Department**  
**Annual Fall Meeting: "Closing the Workforce Gap"**  
Tuesday, Oct. 30, 2018



## MedSurg Joins the Drug Take Back Program

Commissioners hosted a ribbon-cutting at Med-Surg Pharmacy in Bryans Road, and recognized the business for becoming the seventh pharmacy in the county to participate as a drug take-back location.



## Nanjemoy Heritage Day

On Oct. 6, the 18th annual Nanjemoy Heritage Day was held at Nanjemoy Community Center. Festivities included a parade, live music, area artists, local heritage displays, classic cars, and more.





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**Monthly Report**

Production of the Monthly Report is managed by the  
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# Charles County Board of Commissioners



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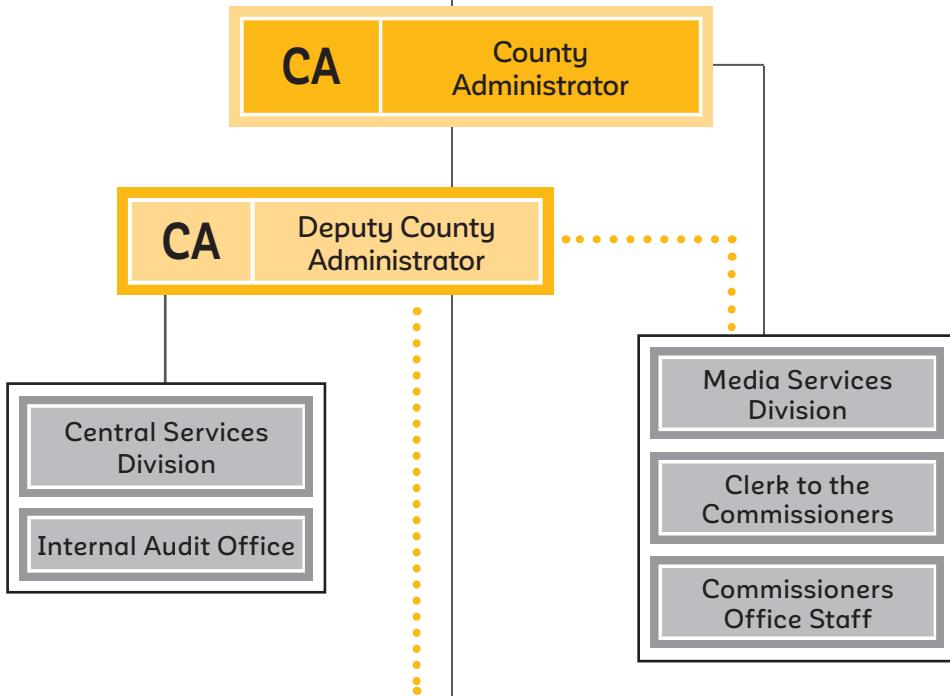


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## Charles County Government



**ATTY**

Office of the  
County Attorney

**CS**

Community  
Services

**ED**

Economic  
Development

**ES**

Emergency  
Services

**FAS**

Fiscal & Admin.  
Services

**HR**

Human  
Resources

**PGM**

Planning & Growth  
Management

**PW**

Public Works

**RPT**

Recreation, Parks  
& Tourism

A MESSAGE FROM

# The County Administrator



In October, all three bond rating agencies affirmed the county's AAA bond rating for the third consecutive year. These ratings are beneficial to our residents and positively reflect the county's conservative financial planning and strong fiscal management. In addition to County Government's careful stewardship of our resources, the county's quality of life, including good schools, low crime, and stable tax base, all contribute to the top credit rating we have earned.

Charles County has held this AAA rating, the highest possible rating, from S&P Global Ratings (formerly Standard and Poor's) since 2015, Moody's Investors has assigned a rating of Aaa since 2016, and Fitch Ratings has rated the bonds AAA since 2010. Each year, the county has the opportunity to review and learn from the ratings through the bond rating agency reports. This year, S&P Global Ratings noted the county's very strong management, with "strong financial policies and practices." The report also emphasized the county's strong budgetary performance, with operating surpluses in the general fund and at the total governmental fund level in fiscal 2017. Moody's evaluation cites a "healthy financial position supported by formal fiscal policies and long-term planning to support stable financial operations going forward" as evidence for its Aaa rating. Fitch Ratings referenced "the county's solid revenue growth prospects, low long-term liability burden, healthy reserve levels, and superior inherent budget flexibility."

To assist with the bond rating process, our staff representatives participate in annual presentations in New York City to provide valuable information about the county to the three major national bond rating agencies. The presentations this year highlighted updates on the High Performing Organization Model, progress on various economic development projects, the strong fiscal practices/policies that are in place, year-end results for fiscal 2018, the fiscal 2019 Adopted Budget, and the various planning tools that the county utilizes. The agencies use this information to designate our county's bond rating.

Bond ratings (expressed in letters from "AAA" to "C") are grades given to bonds that indicate their credit quality. Private independent rating services provide these evaluations of a bond issuer's financial strength, or its ability to pay a bond's principal and interest in a timely manner. These agencies examine the health and stability of the county by reviewing our budget management, external audits, financial management, and economic development. Since AAA-rated bonds are perceived to have the smallest risk of default, these bonds offer investors the lowest yields which results in interest savings to the Charles County residents.

Obtaining and maintaining a triple-A rating is one of our highest priorities. It enables Charles County to finance many infrastructure projects such as roads, water, facilities, and schools, to name a few, at very low interest rates. This year, the county will borrow \$60 million to fund improvements in schools, general government facilities, stormwater improvements, and water and sewer projects. Through effective leadership and sound management practices, the county's fiscal position is strong and is expected to remain so in the future.

On behalf of the directors and employees of Charles County Government, I hope you find this report a useful tool that provides you with transparency and information and assists our policymakers in better serving Charles County. I look forward to hearing your feedback.

A handwritten signature in black ink, appearing to read "Michael D. Mallinoff".

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

# Infrastructure Investments in Your County

## DEPARTMENT OF PUBLIC WORKS Capital Services Division

The Capital Services Division's mission is to provide project oversight of capital improvement projects (CIP) to ensure feasible and cost effective designs and construction management for the enrichment of the lives of the residents of Charles County. The division's overall objective is to provide residents with safe infrastructure and resources for the betterment of our community.

Learn more: [www.CharlesCountyMD.gov/PW/CS/Capital-Services](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 architect provided 100 percent design drawings on Oct. 12 for county review. Comments from the Capital Services Division were provided to the architect on Oct. 17. Fire suppression system testing was performed on Oct. 18 and 19 and results were provided to architect on Oct. 26. A meeting with the fire marshall is being scheduled to finalize the design drawings for submission to the Department of Planning and Growth Management for the permit.

#### **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 and the dedication project sign has been designed and ordered.

#### **Closed Loop Project at Mattawoman**

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

#### **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 Department of Planning and Growth Management's traffic engineer, the final plans for the trail and waterfront promenade are ready for submittal for final review by development services.

#### **Solar Energy**

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

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

A Review Complete Letter was received from the Codes, Permits, and Inspection Services Division on Oct. 2. The Capital Services Division submitted a letter to the Soil Conservation District requesting a permit extension on Phases 3A-1 and 3A-2 and Phase 3-temporary stockpile. The stormwater management concept plan for Phase 3A-3 was submitted to the Codes, Permits, and Inspection Services Division on Oct. 26. The Phase 3B stormwater management concept plans were submitted to the division on Oct. 29.

## Infrastructure Investments in Your County

### CAPITAL IMPROVEMENT PROJECT HIGHLIGHT

# Waldorf Senior and Recreation Center



### About this Project

The county purchased a 31,447-square-feet former recreational facility in Waldorf. This project will renovate the facility to provide for a variety of programs for all ages. The primary use of this facility during daytime hours will be for senior center program operations. Recreation programs and activities will primarily take place during the afternoon, evenings, and weekends. The center will have a multipurpose area, classroom/meeting space, reception area, art room, fitness room/exercise, gymnasium, racquetball courts, toddler/youth program area, and staff offices. The facility will also have a commercial grade kitchen facility to support the senior center meals programs. All areas of the building will meet full universal design/Americans with Disabilities Act accessibility.

### Progress Update

The renovation contract was awarded in October and the Notice to Proceed given to begin the project. The Commissioners participated in a wall-breaking ceremony to recognize the start of this long awaited project.

# Department Monthly Updates

## OFFICE OF THE County Administrator

### Good News

- » Hosted our International Fellow, Aprianto, from Indonesia for the majority of October. Aprianto concentrated on land conservation and management during his work study program here in Charles County. His stay included a myriad of site visits and several home stays.
- » Held the “Bike with Mike” event on Oct. 3. The ride was well attended by employees and included a ride on the Indian Head Rail Trail. The bike ride promoted health, wellness, and fitness for our employees.
- » Held our semi-annual All-County Employee Meeting on Oct. 31. The program included information on our department surveys, an update on our new Performance Management System, and a technology update. The program also included a Halloween costume contest for employees.

### Progress In Action

- » Traveled to New York City to provide our annual Credit Rating Presentation to the three credit rating agencies. The county reaffirmed our triple-A bond rating, which provides us with excellent interest rates on our debt. The month concluded with our bond sale of \$60 million for infrastructure projects.
- » Hosted the Maryland State Treasurer Nancy Kopp and Secretary of the State for the Department of Natural Resources Mark Belton, on Oct. 30, to tour the Chapel Point State Park and celebrate our recent lease partnership and development improvements in the park.
- » Held the annual Maryland Department of Transportation’s Transportation Tour Meeting on Oct. 30. The meeting provides an overview and details regarding the state’s financial support of transportation projects in the region and in Charles County specifically.



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



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

## Department Monthly Updates

# DEPARTMENT OF Community Services

The Department of Community Services painted the town pink in October for the 13th Annual Breast Cancer Awareness Walk in Indian Head, which benefited Sisters at Heart, a local breast cancer support group. Additional breast cancer awareness events were hosted across the county. Department professionals also kicked off Medicare's annual open enrollment period; helped eligible residents apply for property tax credits; and enrolled eligible beneficiaries in state energy assistance programs.



**Dina Barclay**

Director

### Good News

- » Applied for and was awarded a grant from Charles County Arts Alliance to be used to enhance programing and the celebration of art and drama productions for senior citizens. We were awarded \$1,000 for Nanjemoy Community Center and \$2,000 to be used at the remaining centers.
- » Received confirmation, from the Governor's Office for Children, that the Local Management Board's revised application for the fiscal 2019 Notice of Funding Availability was preliminarily approved to fund the remainder of fiscal 2019 programs. The department is satisfying its remaining clarification items with sub-recipient providers. Staff conducted service outreach at the Judy Center.
- » Received a high performer designation from the Department of Housing and Urban Development for successful administration of the Housing Choice Voucher Program. This once-a-year program review scores the program's goals and objectives and the Housing Division received the highest score in all program areas.

### Progress In Action

- » Continued to assist clientele of low-income and uninsured patients at the dental clinic at Nanjemoy Community Center, operated by Health Partners, Inc. The health clinic is in the process of hiring a new staff member, which will increase the availability of primary care services at the Nanjemoy location.
- » Logged more than 408 hours of walking through senior programs in celebration of "Walk Maryland," a state initiative to promote walking for better health. There were 514 senior participants this year and all senior centers were represented. To further support the walking initiative, the Clark Center also organized a golf tournament with 14 players who walked the course for friendly competition and fitness.
- » Leased up nine new clients for the Housing Choice Voucher Program and recovered more than \$1,000 in overpaid Housing Assistance Payments. Thorough compliance reviews by Housing Authority personnel for potential fraud, waste, or abuse by program participants, resulted in an annual savings of \$79,000 in Housing Choice Voucher public funds.



### Quick Data Measure

Hosted 76 youth participants at Nanjemoy Community Center for a "Monster Mash" Halloween celebration.

# Department Monthly Updates

## OFFICE OF THE County Attorney

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



**Rhonda L. Weaver**

County Attorney

### Good News

- » Legislative Initiatives:
  - Bill #2018-06 Consolidated Storage: Consolidated storage was added as a permitted use, subject to special exception, within the Core Retail Residential and Village Commercial Zones.
  - Bill #2018-07 Plastic Straws, Stirrers: Legislation to prohibit restaurants in Charles County from distributing certain disposable products, i.e. plastic straws and stirrers. Public hearing was held Oct. 16 and passed Oct. 23. Law becomes effective July 1, 2020.
  - Bill #2018-08 Septic Tank Risers: Legislation requires developers of new home construction on private onsite septic systems, to construct a visible tank riser and encourages existing homeowners to have tank risers installed with a partial reimbursement incentive. Public hearing was held Oct. 16 and passed by unanimous vote.
  - Bill #2018-09 Revisions to Core Employment Residential Zone: Legislation reduced the minimum rear-yard requirement from 50 feet to 20 feet for commercial use and removed the minimum two-story requirement for service-oriented and commercial uses in the CER Zone. Public hearing held Oct. 23 and was passed by the County Commissioners.
- » Hosted a "Walking Tacos and Mockarita" lunch fundraiser, in support of United Way Fundraising Campaign, for county employees. Our office donated time and resources for this event. Safeway, Giant, and Frito Lay donated goods. The event raised \$355 for United Way.
- » Held second public hearing on Oct. 23 on the Deed of Conservation Easement to the Conservancy for Charles County. The easement would place a large portion of the county-owned Indian Head Science and Technology Park in perpetual conservation. The deed was approved on Oct. 30.

### Progress In Action

- » Issued, via the clerk to the Board of License Commissioners, eight temporary and two transfer alcoholic beverage licenses. The clerk to the Gaming Board issued five gaming permits. The Animal Matters Hearing Board adjudicated four matters.
- » Participated in International Municipal Lawyers Association Annual Conference featuring code enforcement programs, and many presentations on government affair law topics.
- » Provided staffing and counsel for 11 board and commission meetings. Logged 235 documents for review and further processing.

## Department Monthly Updates

# Economic Development

## DEPARTMENT

The Economic Development Department hosted its annual Fall Meeting titled, "Closing the Workforce Gap," on Oct. 30, to discuss how to grow and maintain a successful workforce in Charles County. Influential community leaders from the public and private sectors participated in panel discussions to share their experiences with educating, training, and sustaining the workforce. The panels also addressed current workforce programs in Charles County that are helping to create a more well-rounded, local workforce. More than 160 people attended; photos of the event are available at <https://bit.ly/2ERfrbs>.



**Darréll A. Brown, Esq.**

Director

### Good News

- » Released the 2018 Charles County Workforce Study, conducted by the Regional Economic Studies Institute at Towson University, during the Economic Development Department Fall Meeting. This study described how Charles County's skilled workforce affected the region and how it could be an asset in attracting industry to the area. It can be viewed at [www.MeetCharlesCounty.com](http://www.MeetCharlesCounty.com).
- » Attended the ribbon-cutting ceremony for Smokers Delight BBQ's, LLC and their new food trailer at the La Plata Farmers Market, which was purchased with the help of a Business Development Loan.
- » Made a presentation to the Southern Maryland Association of Realtors about related economic development programs and redevelopment initiatives such as the Waldorf Urban Redevelopment Corridor and the new Opportunity Zone designations in the county.

### Progress In Action

- » Met face-to-face with 22 county businesses and held a Business Retention and Expansion Task Force training meeting to begin the process of reviewing questionnaires completed during these visits.
- » Received, analyzed, reviewed, processed, and approved nine business applications for business entry into the county's Small Local Business Enterprise and/or Minority Business Enterprise procurement programs.



### Quick Data Measure

Our most popular Facebook Live post to date, on Oct. 25, promoting the Fall Meeting, reached 6,799 people, had 4,033 video views, and 28 engagements.

## Department Monthly Updates

# DEPARTMENT OF Emergency Services

October saw the long-anticipated award of a contract for the design and engineering of the new animal care and sheltering facility to serve county residents. This month we are engaged with the design firm Mann's Woodward to develop detailed specifications for construction materials, operating systems, finishes, floor planning, and shelter capabilities that will result in a state-of-the-art facility. Upon completion of these design meetings and the development of approved construction documents, the county's Procurement Division can solicit bids for construction.



**Bill Stephens**

Director

### Good News

- » Completed the Internet Protocol (IP) between the primary Public Safety Answer Point (PSAP) and the backup PSAP and the installation of the IP audio recorders is progressing.
- » Had staff member, Chief of 9-1-1/Communications Tony Rose, recognized by the Association of Public Safety Communications Officials as the Center Director of the Year and appointed to the Commission to Advance NG9-1-1 Across Maryland by Governor Larry Hogan.

### Progress In Action

- » Having a new Internet Protocol (IP) phone trunk installed at the backup Public Safety Answer Point, and new IP circuits are being installed at the Department of Emergency Services building to accommodate the new IP phones.

# Department Monthly Updates

## DEPARTMENT OF Fiscal & Administrative Services

October was National Cyber Security Awareness Month. The department sent out weekly cyber security emails, created a CyberAware Intranet page, and presented on cyber security safety to all county employees. The budget calendar was approved in October, as preparation of the fiscal 2020 budget is already underway.



**Jenifer Ellin**

Director

### Good News

- » Presented to bond rating agencies and received triple-A bond ratings from all three agencies for the third year in a row. The county issued \$60 million in bonds which will be used to fund improvements in schools, general government facilities, stormwater improvements, and water and sewer projects.
- » Implemented the Incident Resource Inventory System for the Department of Emergency Services. This Federal Emergency Management Agency software provides emergency management personnel with the ability to identify and inventory their resources, consistent with the National Incident Management System resource definitions, for the purpose of mutual aid operations based on mission requirements, capability of resources, and response time.
- » Awarded the contracts shown below. View completed bids at [www.CharlesCounty.org/apps/bidboard/public/index.jsp](http://www.CharlesCounty.org/apps/bidboard/public/index.jsp).
  - RFQ 18-33 Energy Performance Contracting to Noresco, LLC
  - RFP 19-09 Mattawoman Waste Water Treatment Plant Flow Equalization to GHD, Inc.
  - ITB 19-14 Waldorf Senior and Recreation Center Modifications to S.E. Davis Construction, LLC



### Quick Data Measure

The county website received 72,103 visitors in October 2018. Of those, 33 percent were returning visitors and 70 percent were new visitors. The most popular search terms used on the county website for October 2018 were 'Halloween', 'trick or treating', and 'early voting'.

### Progress In Action

- » Implemented the county's new Community Development software, EnerGov and retired our New World Systems permitting software. Migrated more than 3.5 million records from our legacy system to EnerGov.
- » Assembled three core groups to redesign and implement three websites: the county's main website, the Tourism website, and the Parks and Recreation website. The redesign process has started with the Discovery Phase, during which the county and the external vendor will research and analyze various data in order to work towards the most effective and efficient design.
- » Implemented AutoAgent for tax payments. AutoAgent is a free web-based portal designed to simplify escrow and mass property tax processing and payments from mortgage lenders tax services. This service has decreased our refunds to individuals and mortgage companies by 75 percent.

## Department Monthly Updates

# DEPARTMENT OF Human Resources

Wellness was the Department of Human Resources' focus in October. From fostering an atmosphere of camaraderie, to encouraging employees to adapt healthy habits, the department championed a number of wellness initiatives throughout the month.

### Good News

- » Welcomed Shelly San Felice, our new recruitment and retention administrator, to our team. She started on Oct.15.
- » Administered 363 flu shots to county employees, retirees, Town of La Plata employees, and employees of our partner agencies who requested them.
- » Had a record number of attendees at the annual Truck Rodeo and Wellness Fair this year—with approximately 340 employees and 28 vendors in attendance. A number of employees tested their mettle and got bragging rights by competing in the rodeo, an event in which participants drove through obstacles courses while adhering to the county's safety standards.

### Progress In Action

- » Conducted the first of a series of training with the new performance management software, Perform.
- » Unveiled the High Five Program during the All-Employee Meeting. The High Five Program encourages employees to give their colleagues positive feedback through various creative means such as a praise jar, celebrations, potlucks, and other team building actions.
- » Began drafting recommendations via the Part-Time Committee for the Commissioners to consider regarding pay parity for part-time employees.



**Paul M. Rensted**

Director



### Quick Data Measure

Exceeded training goal by 113 percent.

# Department Monthly Updates

## DEPARTMENT OF Planning & Growth Management

The Department of Planning and Growth Management went live with the new software system, EnerGov. This new software will enable residents, developers, and the engineering community to apply for permits, monitor permit status, and pay online. The reviews will also be performed online, which will allow for simultaneous review by county staff, as well as various other agencies involved in the review process. The transition was successful because of the hard work and diligence of the department's staff and Information Technology staff and the patience of our customers. The department continues to make strides in efficiency to meet the needs of county residents, while maintaining a safe and productive environment for all.



**Steve Kall-Ziegler, AICP**

Director

### Good News

- » Hosted the annual Maryland Department of Transportation Tour Meeting with state officials and the County Commissioners to discuss the county's Transportation Priorities. The Commissioners and staff discussed the progress of existing projects, as well as the need for funding of the county's top projects to improve safety and commuter patterns.
- » Conducted interviews for transit specialists to fill two open positions in the Transit Division. Final hiring decisions will be made in early November.
- » Hosted the International City/County Managers Association (ICMA) "Fellow" from Indonesia during October. The Planning Division staff took the lead role in hosting the guest ICMA member, in an effort to share our experiences in growth management and environmental planning. This wonderful experience allowed staff to expose our peer to local practices of regulation and preservation efforts.

### Progress In Action

- » Began cross training engineer staff in the review of building permits and floodplain. Currently, there is one staff member assigned to this task. The review includes stormwater management, flood plain, drainage, and grading. The cross training within the engineering section will ensure adequate staff is available to review permit applications in a timely manner and better serve our patrons.
- » Worked on Phase II of the VanGO operations and maintenance facility, which is nearing completion. Staff is finalizing the public process and Title VI analysis that is required by the Federal Transit Administration.



### Quick Data Measure

There were 26 Site Development Architectural Review inspections performed in October.

# Department Monthly Updates

## DEPARTMENT OF Public Works

The Roads Division held their annual snow contractors meeting on Oct. 25 to kick off the fiscal 2019 snow removal program. The county has limited in-house staff that can handle minor winter events and like the State Highway Administration, relies heavily on contract equipment operators to handle the larger storms. Residents wanting to learn more about our snow removal program can visit the Roads Division website at [www.CharlesCountyMD.gov/pw/roads/snow-removal](http://www.CharlesCountyMD.gov/pw/roads/snow-removal).



**Bill Shreve**

Director

### Good News

- » Recognized the beginning of the work on the Waldorf Senior and Recreation Center with the Commissioners' wall breaking ceremony. They were joined by Capital Services Division staff and the contractor who was awarded the contract to complete the renovations.
- » Completed work for the new Vista Conference Room by working with Information Technology Division staff. This new state-of-the-art meeting room, created as part of the Capital Services Division's Atrium Project, is in the Charles County Government Building and adds much needed meeting space.
- » Made major repairs to drainage systems after the torrential rains from the remnants of Hurricane Michael, with the help of contractors, which included: Wexford Village sinkhole, Hidden Valley Drive pipe/slope failure, and Estevez Road culvert collapse.

### Progress In Action

- » Replaced malfunctioning Well #1 at Newtown water system. A.C. Shultes, Inc. contractor assisted with this project. Well #1 is the major well at Newtown system; during the past six weeks, the Operations team has been using a backup well to provide water to the residents. This new well returns the system to normal.
- » Continued communications with residents on yard waste program. During October, residents requested 406 collections of yard waste. The division mailed a leaf collection postcard in its continual effort to educate the 15,836 residents that converted to the on-call yard waste collection program in July. This is part of our reaching out to ensure all residents are aware of the service and how to use it.
- » Joined with the Department of Planning and Growth Management staff to kick off a space-needs analysis for all county and county-supported agencies. This study will evaluate the current and future needs of these government activities, as well as look at increasing space in existing structures and the availability of space in the county.



### Quick Data Measure

On Oct. 13, the Environmental Resources Division hosted a shred event providing free paper shredding to residents. The event was the 11th Shred Event that the division has held during the past six consecutive fiscal years. At the event, 328 residents took advantage of the paper shredding services and 10 tons of paper were shredded and recycled. A total of 26 compost bins were distributed to Charles County residents.

## Department Monthly Updates

# DEPARTMENT OF Recreation, Parks & Tourism

On Oct. 30, officials from Charles County Government, State of Maryland, and Piscataway Conoy Tribal Counsel gathered to dedicate the Chapel Point State Park partnership project. The event featured a tour of the natural, cultural, and historical amenities found on the site, as well as a brief presentation on the history of the property by Father Clifford of St. Ignatius of Chapel Point Parish. A proclamation was given to the Piscataway Conoy Nation declaring November as American Indian Heritage Month.

### Good News

- » Secured \$427,500 in Program Open Space Grant funding which will cover 75 percent of the development costs for four park projects: Chapel Point State Park Rehabilitation, Gilbert Run Boardwalk Replacement, Gilbert Run Park Children's Zipline, and upgrades to the White Plains Park Playground.
- » Worked in partnership with our Media Services Division team to release the fall edition of the "Rec and Parks Report." In this edition, we provided our viewers with a highly entertaining competition between Halloween and Christmas, details of our new Rec Pass program, and the Holiday Trail event on the first week of December.
- » Visited 14 local Charles County businesses to create one-on-one contacts and foster working relationships that will aid in attracting visitors to the county, as well as implementing Tourism's branding marketing materials. Two of the business visits included alcoholic beverage production companies, Patuxent Brewery Company and Purple Magnolia Winery, to assist the rapidly growing industry.

### Progress In Action

- » Completing design and procurement phase of the White Plains Golf Course Clubhouse rehabilitation. This \$100,000 project is funded by \$75,000 Program Open Space Grant and will include renovations to the restrooms, stairway, and concession area.
- » Participated in the wall breaking ceremony for the Waldorf Senior and Recreation Center on October 23.
- » Continued to work with CycleLife HQ on the selection of various bicycling routes and the determination of their level of difficulty to attract cyclists of all levels to the county, as well as allowing cyclists to make informed decisions on their chosen routes.



**Eileen Minnick**

Director



### Quick Data Measure

The Registration Office handled 1,931 program registrations during October: 1,224 online and 707 walk-ins.

There were 31 vendors and approximately 170 shoppers that participated in our semi-annual Baby Bazaar on Oct. 6.

There were 40 goons and goblins ages 5-14 that joined us for the annual Spooktacular Saturday Night at Elite Gymnastics on Oct. 20.

## Public Information and Promotions

# Media Services

During October, the Media Services Division begin a full-fledged promotion for the newest communication service — “Charles County Unscripted” — Charles County Government’s podcast. The promotion provided a special opportunity to call attention to our latest Halloween episodes featuring local ghost stories. On Tuesday, Oct. 30, Podcast Host Brent Huber and local 19th Century Murder Researcher Kate Taylor were featured on the Star FM 98.3 T-Bone and Heather show. It was a great opportunity to promote the new podcast to local listeners along with highlights from our Halloween special episode. Other promotions included e-newsletters, giveaways, and more.

### Good News

- » Covered the 2018 Economic Development Department Fall Meeting. The Charles County Government Television (CCGTV) crew created three video presentations that were shown during the meeting, as well as provided full event coverage. Media Services Division staff facilitated live updates on Facebook, prior to and at the meeting conclusion. Following the event, CCGTV created a five-minute video showcasing the highlights of the event. Chief of Media Services Jen Harris delivered the State of the County Address reflecting on the positive AAA bond rating, capital improvements, and future directions for Charles County Government.
- » Attended the Public Information Leaders of Today meeting with other jurisdictional public information officers and a regional reporter to learn best practices and lessons learned from the Great Mills High School shooting.
- » Provided promotion and event coverage for the Nanjemoy Heritage Day, Indian Head Breast Cancer Awareness Fitness Walk, and Fall Baby Bazaar. All three popular events were well attended. The county’s photo galleries depict the fun at each event ([www.flickr.com/photos/charlescountygovernment/sets/](http://www.flickr.com/photos/charlescountygovernment/sets/)).

### Progress in Action

- » Promoted the National Citizen Survey, which includes questions about the quality of life in the community, local policies, rating of local government services, and residents’ use of services, to get a large sampling from our county residents.
- » Continuing to work with the “Maryland Independent” to create an article/possible series on the partnership between Preservation Maryland and Charles County Government for the Six-to-Fix Program to revitalize the Winstead Tobacco Packing Plant located in Hughesville, Maryland.
- » Installed new sound equipment in the Commissioners Meeting Room to improve the audio quality for the audience. Speakers have also been installed in the balcony area.



### Quick Data Measure

The “Charles County Unscripted” podcast episode, “The Ghosts of Charles County,” had a successful reach to 2,871 people, 960 soundbite views, 33 reactions, 2 comments, 18 shares, and 174 post clicks.

The companion e-newsletter was sent to almost 3,000 email addresses with the Halloween podcast link receiving 28 percent clicks. In addition, 20 percent of our readers clicked on the site links for our featured guests.

# 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 four Commissioners' meetings during October, whereby the Commissioners approved offering a \$100,000 scholarship for College of Southern Maryland students studying hospitality programs at a location being considered in Bryans Road; passed legislation to allow surface mining by special exception in the Watershed Conservation District; passed legislation to allow consolidated storage in certain commercial zones; and approved a conservation easement for the property known as the Indian Head Science and Technology Park.
- » Encouraged participation in the La Plata Business Association's annual Rocktoberfest, in support for performing arts education, with Proclamation #2018-34. Also acknowledged Breast Cancer Awareness Month with Proclamation #2018-35; encouraged residents to properly discard of unwanted medications through the National Drug Take Back Day with Proclamation #2018-37; and acknowledged U.S. Armed Forces veterans with Proclamation #2018-39.
- » Held nine public hearings, resulting in approval of a bond issuance and subsequent bond sale; legislation to require all newly built homes on a septic system install a septic riser; a ban on restaurants providing plastic drinking straws or stirrers, beginning in July 2020; modifications to the annual Public Facilities Manual; and adjustments to setback and second story requirements for commercially zoned property in Bryans Road.

### Progress in Action

- » Hosted Maryland Department of Transportation officials during the annual Consolidated Transportation Tour. This meeting provided an opportunity for the Commissioners to communicate their transportation priorities to state officials and learn about the Governor's initiatives in our region.

## Organizational Accountability

# Internal Audit Office

The mission of the Internal Audit Office is to bring a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. The office conducts audits to help protect the public's interest and improve the performance, accountability, and transparency of Charles County Government.

### Good News

- » Submitted a cash handling checklist that will be included with the Cash Handling Procedures Policy. The checklist will assist departments in establishing and monitoring their cash handling systems.
- » Filled one of two 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.
- » Submitted an Internal Audit Oversight Committee presentation for review by the Deputy County Administrator. This presentation will discuss the Fiscal 2019 Audit Plan.

### Progress in Action

- » Continued working on setting up programs and systems in AutoAudit which will help organize and track the audit process.
- » Continued working on various Internal Control Questionnaires, which will allow the Internal Audit Office to assess the different departments.

# Central Services

### Good News

- » Completed another successful Truck Rodeo and Wellness Fair, which allows employees to enjoy friendly competition, get to know their coworkers, and learn about wellness options.
- » Posted random drug testing policies, Commercial Driver's License (CDL) positions, and safety sensitive positions on the ICG website.
- » Scheduled an Occupational Safety and Health Administration 10-hour training class for employees in November.

### Progress in Action

- » Starting random drug testing on Dec. 1, 2018. All CDL operators will go into testing pool.
- » Working to update Driver Policy and Safety Glasses Policy.
- » Working on Emergency Response Policy for County Government Building. Other facilities to follow.

### Risk Management Vehicle Claims

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

- August....4
- October....4

# County Government Working for You

			Aug./Sept. 2018	Oct. 2018	Target
	Environmental	Tons to Recycling Rate	52%	52%	35% State Mandate Rate
			1,676 / 1,805	1,428	
	Economic Development	Staff Time Dedicated to Business Engagement	5.4%	7.9%	20%
		Businesses Contacted/ Interacted	192	414	
	Fiscal Services	Fund Balance Ratio	16.86%	17.54%	8%-15% Triple A "AAA" from 3 rating agencies
		Bond Rating	Triple A	Triple A	
	Organizational Excellence	Number of Employees Trained	84	96	45
		Employment Turnover Rate	8%	8%	
	Planning and Growth Management	Commercial Building Permits Approved within 21 days	91%	100%	90%
		Resident Building Permits Approved within 14 days	100%	100%	
	Public Safety	Cardiac Arrest Patients Arriving at Hospital with a Pulse	40%	7%	9.5% National Average  90% American Heart Association Standard: Arrive in 9 min/
		EMS Dispatch to Arrival Response Time in 9 Minutes or Less	58%	61%	
	Public Transit	On Time Performance	97.10%	96.8%	95% In a 10 minute window  10-20% MTA Standard for small, urban systems
		Farebox Recovery Ratio	7.86%	8.2%	
		Passengers Per Revenue: Fixed Route/Hr Demand Response	10.79 / 1.73	13.08 / 1.61	
	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

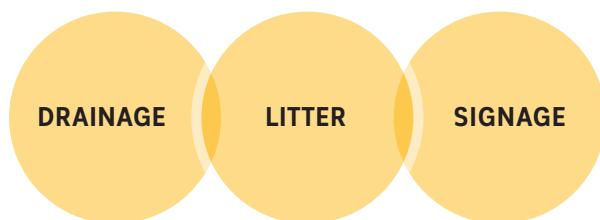
#### October 2018

- » Cases received ..... 70
- » Cases completed ..... 64

#### Totals for Fiscal Year 2019

- » Cases received in FY2019 ..... 356
- » Cases completed in FY2019 ..... 367

### Top Community Engagement Topics



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

#### October 2018 Cases Received By Commissioner District

8	District 1 (Robinson)
14	District 2 (Davis)
10	District 3 (Stewart)
11	District 4 (Rucci)
2	Outside of the County
27	Other/Multiple

#### FY2019 Year-To-Date Case Status

	Closed	Pending
● COMMISSIONERS OFFICE	15	9
● COUNTY ADMINISTRATOR	2	2
● COMMUNITY SERVICES	0	0
● COUNTY ATTORNEY	1	3
● ECONOMIC DEVELOPMENT	0	0
● EMERGENCY SERVICES	2	1
● FISCAL & ADMINISTRATIVE SERVICES	2	4
● HUMAN RESOURCES	0	0
● PLANNING & GROWTH MANAGEMENT	22	43
● PUBLIC WORKS	10	24
● RECREATION, PARKS & TOURISM	0	1
● OUTSIDE AGENCIES	12	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 (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%
<b>\$181,410,084.13</b>			

<b>FY2019 Update</b>
As of Oct.. 30, 2018
<b>General Fund Budget:</b>
<b>\$407,428,210</b>
<b>Revenue:</b>
<b>\$237,970,843</b>
<b>%: 58%</b>
<b>Expenditures:</b>
<b>\$129,245,687</b>
<b>%: 32%</b>



# Emergency Services Fiscal Year Reporting

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

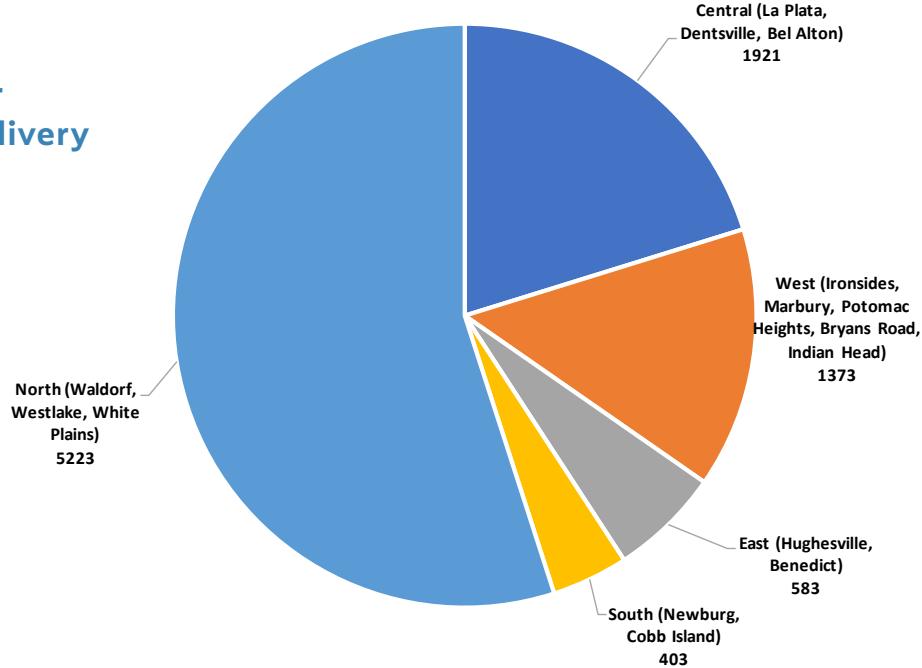
## Total EMS Transports

Advanced Life Support	Total Transports	
Career ALS Transports	2206	48%
Volunteer ALS Transports	90	2%
Mutual Aid ALS Transports	126	3%
Basic Life Support	Total Transports	
Career BLS Transports	1030	22%
Volunteer BLS Transports	1084	24%
Mutual Aid BLS Transports	76	2%
<b>TOTAL TRANSPORTS</b>	<b>4,612</b>	<b>100%</b>

## Priority One (Echo) Response Efficiency

Responses to Answered > within six minutes or less	
Calls Within Standard	56
Calls Outside of Standard	102
Total Echo Calls	158
Percentage Answered Within Standard	35%

## Total Call Volume for First Due Service Delivery



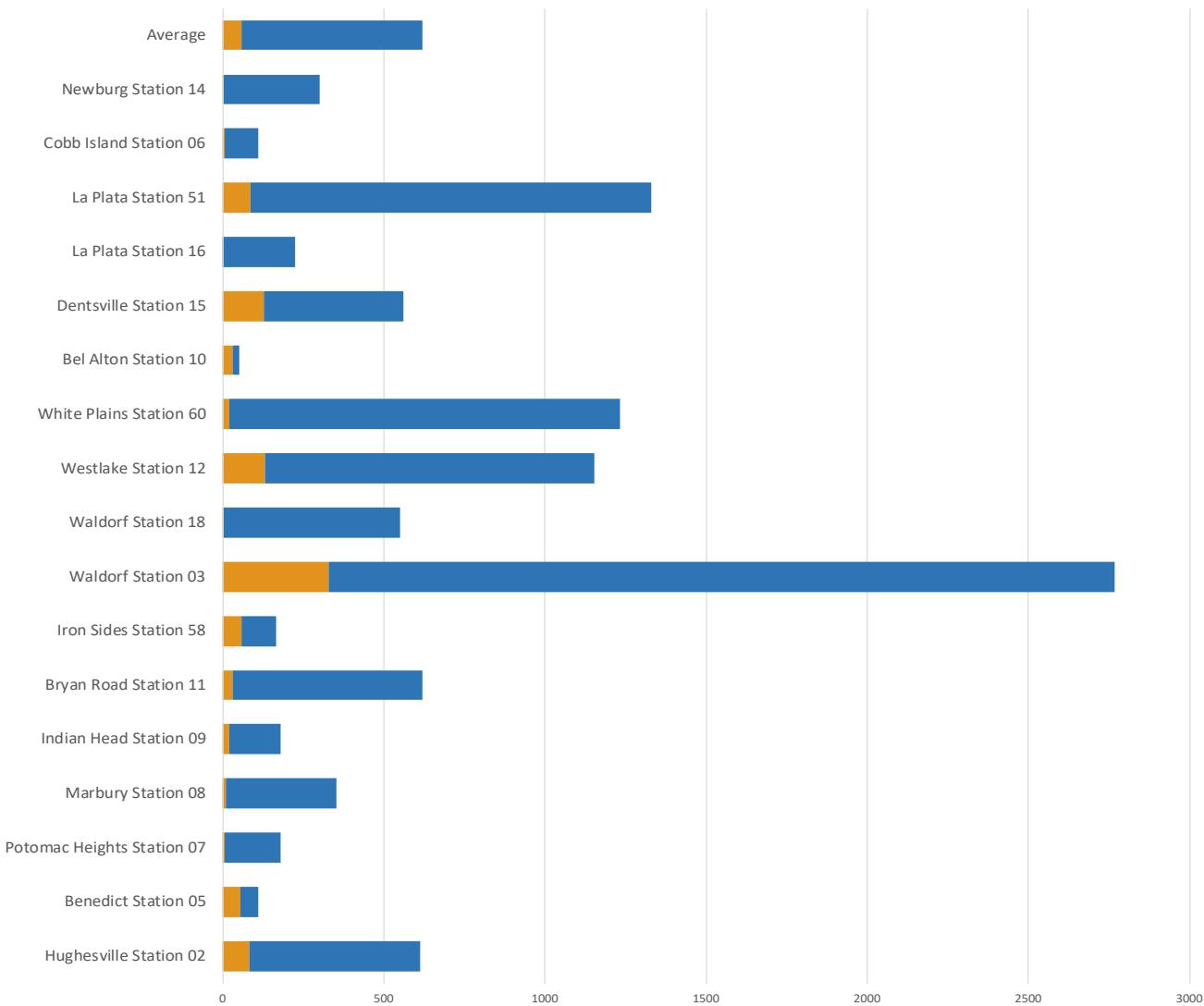
## Total Call Volume • First Due Service By Region

	Completed Calls for Service	Missed Calls for Service
Central (La Plata, Dentsville, Bel Alton)	1921	244
West (Ironside, Marbury, Potomac Heights, Bryans Road, Indian Head)	1373	126
East (Hughesville, Benedict)	583	139
South (Newburg, Cobb Island)	403	7
North (Waldorf, Westlake, White Plains)	5223	483
Average	1,901	200

# 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	84	527
Benedict Station 05	55	56
Potomac Heights Station 07	7	173
Marbury Station 08	8	344
Indian Head Station 09	21	159
Bryan Road Station 11	32	589
Iron Sides Station 58	58	108
Waldorf Station 03	329	2440
Waldorf Station 18	1	550

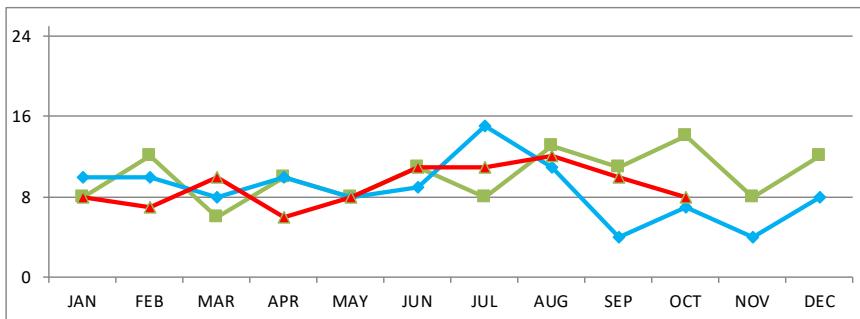
	Unavailable	Delivery
Westlake Station 12	132	1020
White Plains Station 60	21	1213
Bel Alton Station 10	32	18
Dentsville Station 15	126	433
La Plata Station 16	0	226
La Plata Station 51	86	1244
Cobb Island Station 06	6	104
Newburg Station 14	1	299
Average	59	559

# Growth Management Reporting

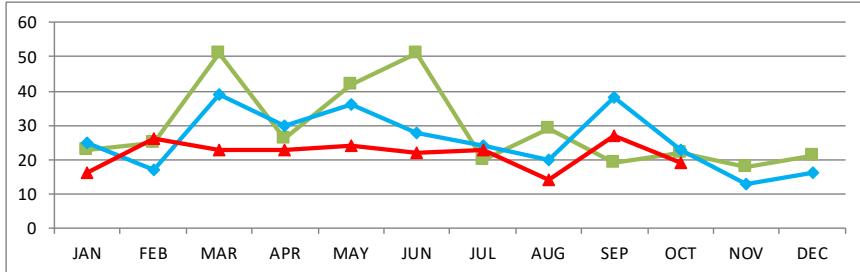
## Building Applications Submitted

2016   
2017   
2018 

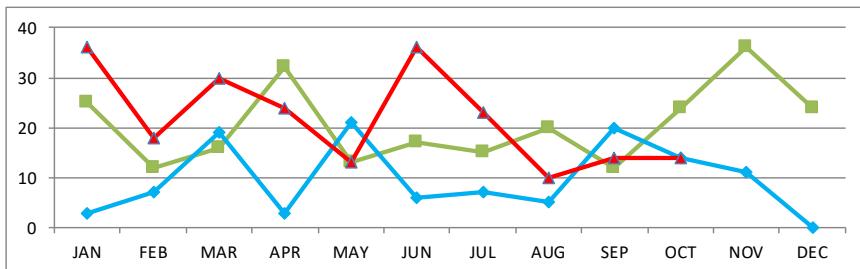
### New Single Family Units on Well/Septic



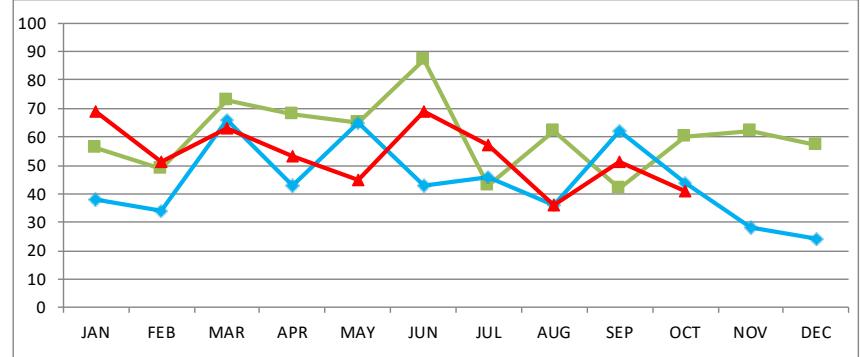
### New Single Family Units on Public Water/Sewer



### New Townhouse Units



### Total New Residential Living Units

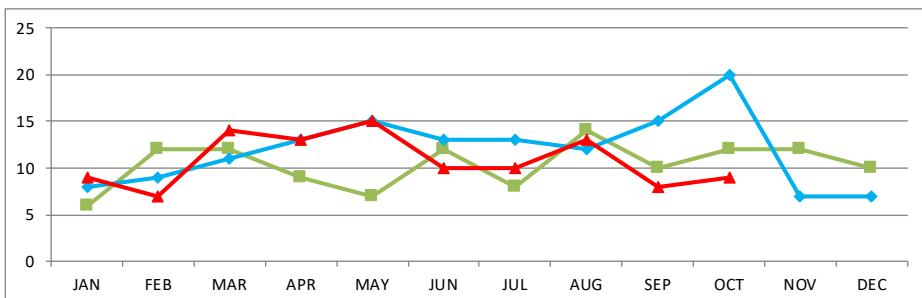


# Growth Management Reporting

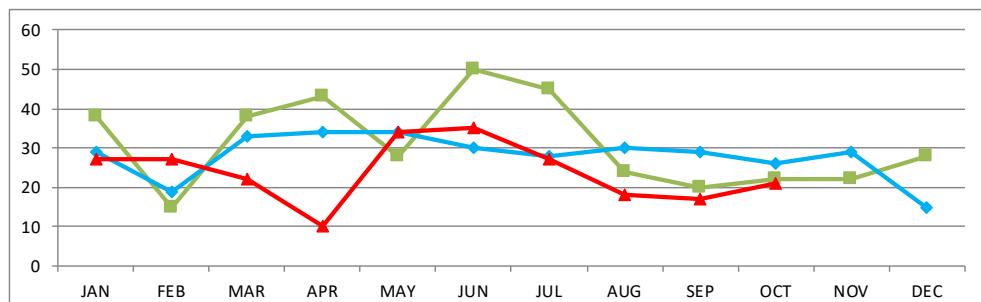
## Building Permits Issued

2016 —■—  
2017 —◆—  
2018 —▲—

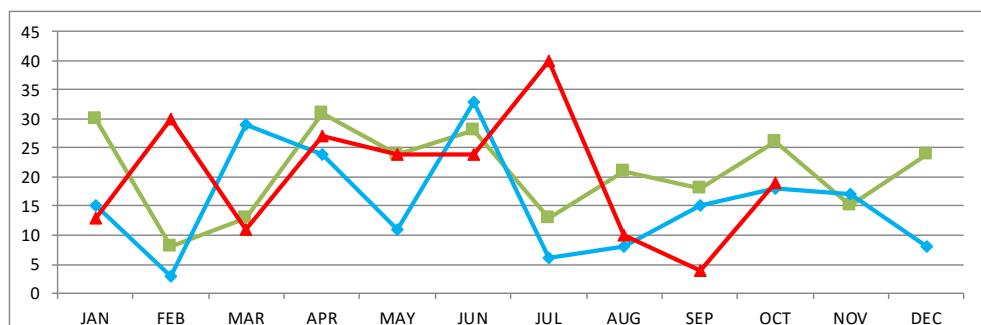
### New Single Family Units on Well/Septic



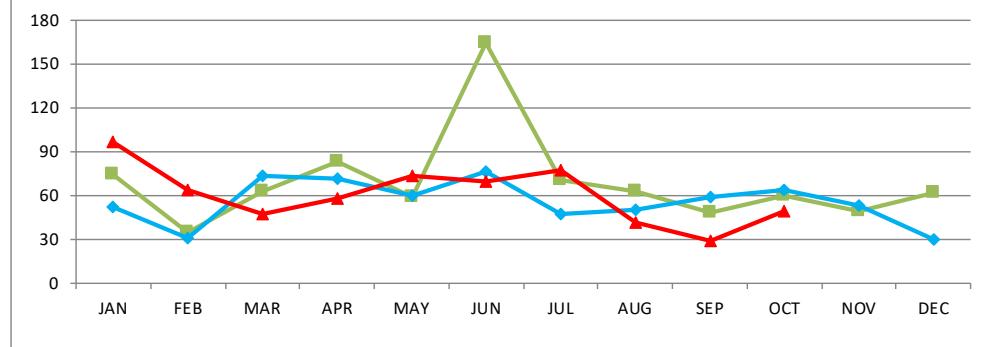
### New Single Family Units on Public Water/Sewer



### New Townhouse Units



### Total New Residential Living Units

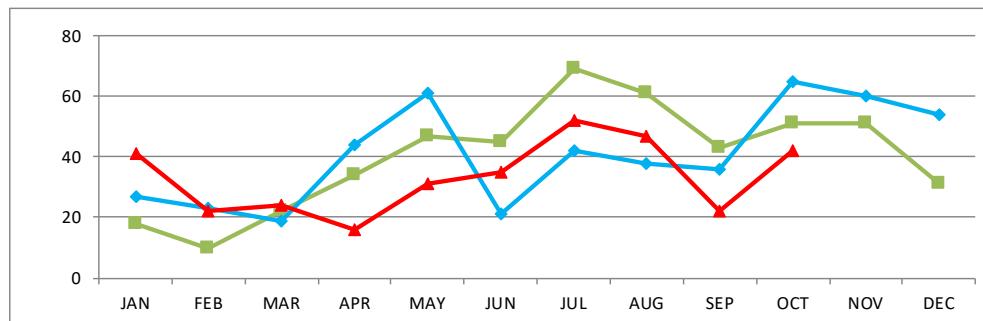


# Growth Management Reporting

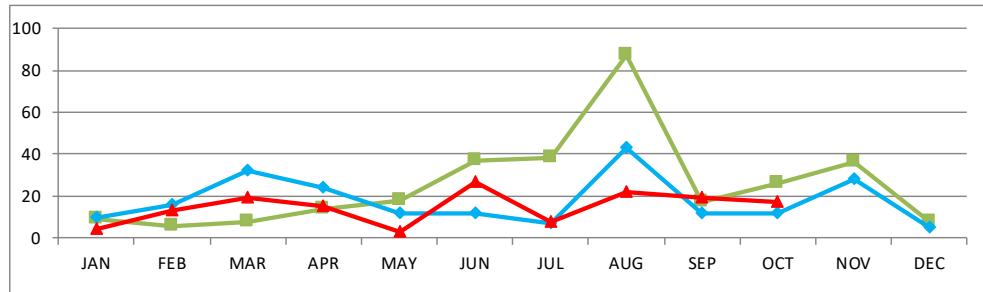
## Use and Occupancy Certificates Issued

2016  2017  2018 

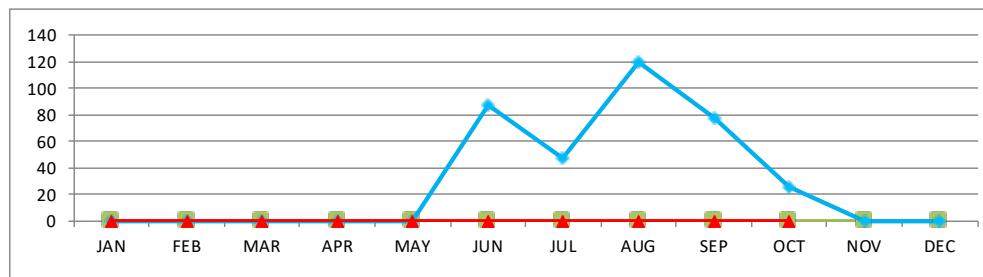
### New Single Family Units on Well/Septic



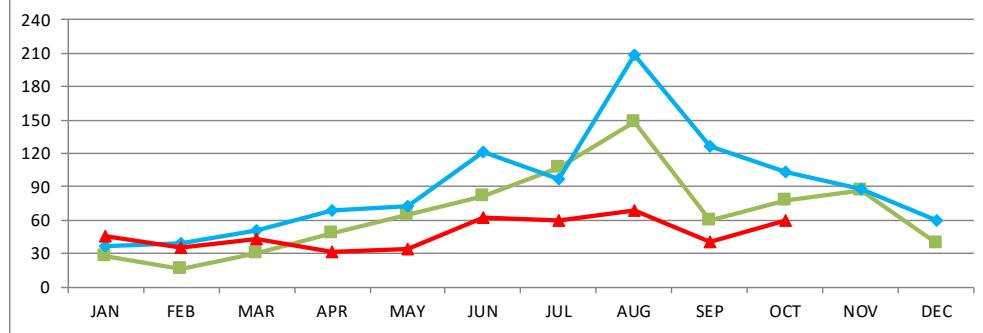
### New Single Family Units on Public Water/Sewer



### New Townhouse Units



### Total New Residential Living Units





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