

2018

Annual Report to the Citizens of Charles County



The Charles County Board of Commissioners



Amanda M. Stewart, M.Ed.
District 3

Ken Robinson
District 1

Peter F. Murphy
President

Debra M. Davis, Esq.
District 2

Bobby Rucci
Vice President, District 4

Charles County is a code home rule county governed by a five-member Board of Commissioners. The five Commissioners are elected at large to four-year terms of office. The Commissioner President is the presiding officer of the Board at meetings and hearings. The Commissioner President may reside anywhere in the county. The other four Commissioners must each reside in a Commissioner district.

Board Responsibilities

- Generating revenues to fund the county's capital and operating budgets, as well as other county departments and agencies.
- Providing for the public health, safety, and welfare of Charles County residents and visitors.
- Adopting and updating the Charles County Comprehensive Plan, Land Use Plan, and Zoning Ordinance.
- Overseeing the development process.
- Establishing, promulgating, and enforcing county rules, regulations, ordinances, policies, and procedures.
- Appointing boards, commissions, and task forces.
- Fulfilling the mission of Charles County Government.

Commissioner Board Meetings

Charles County Commissioners meetings are scheduled regularly and held in the County Government Building at 200 Baltimore Street in La Plata.

Town Hall Meetings

The Board of County Commissioners holds quarterly regional Town Hall Meetings, with locations rotating throughout the four Commissioner districts. Town Hall Meetings are open to the public, and provide an opportunity for attendees to ask questions and discuss items important to residents and the community. All five elected Commissioners and county department directors are scheduled to attend.

Commissioner Board Meetings and Town Hall Meetings are aired on Charles County Government Television, which broadcasts on Comcast channel 95 and Verizon channel 10. Board meetings also are streamed live on the Charles County Government website, www.CharlesCountyMD.gov.



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Charles County Government
Fiscal Year 2018 Annual Report

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 Equal Opportunity Employer



Dear Charles County residents,

As our Board of Commissioners completes its term as your local elected representatives, we are proud of the many projects, programs, and plans that have successfully been completed or put into place for our future. Our county government has achieved milestones that we can all celebrate and have helped us to leverage the assets our county has to offer. We are especially pleased to report the accomplishments that will pay dividends for years to come.

Over this past term, the Board has concentrated on executing positive results that impact growth in the county, transportation, safety and well-being issues for our citizens, as well as signed agreements to improve the quality of life by creating opportunities for new parks, trails, and recreational opportunities.

And so, with such great promise for our future, I thank you most sincerely for your support and collaboration in helping this Board's vision become a reality for everyone that calls this community their home.

Sincerely,

A handwritten signature in black ink that reads "Peter F. Murphy". The signature is written in a cursive style with a large, prominent initial 'P'.

Peter F. Murphy
Commissioner President

FINANCIAL STABILITY

Awarded **AAA bond ratings** for the past three consecutive years — property tax rates were not raised, and residents' home values consistently increased.

PLANNING AND GROWTH MANAGEMENT

Passed the 2016 **Comprehensive Plan** to ensure responsible and sustainable growth policies.

Approved the **Watershed Conservation District** to prevent urban sprawl, soil erosion and flooding while protecting the Mattawoman Watershed.

Funded **fiber broadband** in Indian Head to provide internet/cable access for residents.

ECONOMIC DEVELOPMENT

Continued to work to implement the development of **Waldorf Station**, that include a mixed-use town center for retail, entertainment, office, hotel, residential, and civic elements.

Funded and planned the new **Army Reserves Training Facility**, which will generate economic benefits to the county in the form of hotel room nights, food and beverage expenditures, and other direct spending.

EDUCATION

Allocated substantial funds to pay for **enhanced school security**, and to complete construction of the Billingsley Elementary School, and also pursued opportunities to renovate and **modernize older schools** within the county.

Allocated funding to ensure Charles County **teacher salaries** are the highest in the region.

TRANSPORTATION

Addressed **commuter concerns** with the opening of the Billingsley Road roundabout, Western Parkway Phase II, and beginning construction on Western Parkway Phase III. Addressed the designation of \$13 million in state funding to expand the US Route 301/Maryland Route 5 interchange.

Upgraded **VanGO** buses and expanded the number of bus routes.

PUBLIC SAFETY

Increased the number of **Sheriff's officers** and financed a **digital forensic lab** for faster criminal investigations.

Established a **Protection Plus** program to procure paid locksmith services for victims of domestic violence.

HEALTH AND WELL-BEING

Opened a **medical and dental clinic** to provide affordable healthcare to Nanjemoy residents.

Initiated "**Backpacks of Love**" program to provide support to children entering emergency foster care.

Developed a **Drug Take Back program** to help reduce opioid accessibility. Expanded Narcan supplies to save lives.

QUALITY OF LIFE

Supported Charles County's nonprofit sector by establishing the **Charles County Charitable Trust**.

Launched plans for a new **La Plata Library**, and supported a **mobile library** that travels throughout the county to make public library resources accessible to all residents.

Launched plans for the **Waldorf Senior and Recreational Facility**, and dedicated the site for the new **Charles County Animal Shelter**.

Honored veterans by transferring the property for the Maryland Veterans Museum, as well as by establishing a first-ever **Charles County Commission for Veterans Affairs**.

PARKS AND OPEN SPACE

Opened the **Port Tobacco River Park and Tom Roland Natural Resources Center** to expand parks and open space.

Transferred management of **Chapel Point State Park** to the county from the Department of Natural Resources.

Launched plans for opening the **Popes Creek Rail Trail**. We remain confident that the county will also receive the National Marine Sanctuary designation for **Mallows Bay**.

Charles County Board of Commissioners



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President



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District 4
Vice President



Ken Robinson
District 1



Debra M. Davis, Esq.
District 2



Amanda M. Stewart, M.Ed.
District 3

Charles County Government

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

Deputy County Administrator
Deborah E. Hall, CPA

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Division

Internal Audit Office

Media Services
Division

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Commissioners

Commissioners
Office Staff

Office of the County Attorney
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Community Services
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Bill Stephens, Director

Fiscal & Administrative Services
Jenifer Ellin, Director

Human Resources
Paul M. Rensted, Director

Planning & Growth Management
Steve Kaii-Ziegler, AICP, Director

Public Works
Bill Shreve, Director

Recreation, Parks & Tourism
Eileen Minnick, Director



Charles County is pleased to share its annual report on the progress that has been made over the past year. It's a privilege to serve as the County Administrator along with an exceptional Executive Leadership Team. We are proud to report that your government is delivering high-quality services using a fiscally-responsible approach that serves our taxpayers well. It's important to share good news about these efforts and promote the positive ways that we are taking on challenges and partnering with our community to address them.

Charles County earned triple-A bond ratings for the third year in a row. Top bond ratings are the foundation for borrowing money at the lowest interest rate and investing it in capital needs to support the growth of our county. Our local government leaders have made sound financial decisions that help pay for community priorities, including schools, public safety, parks, roads, and recreational opportunities that enhance the quality of life for residents.

Internally, Charles County Government is committed to transparency and accountability as the centerpiece for effective governance. We are continuing implementation of the High-Performing Organization Model, which is taking root as we have modeled our Leadership Philosophy and developed core values that exemplify how we execute our work. These values were chosen by our employees, and we have committed ourselves to them. Our core values are communication, innovation, integrity, initiative, respect, teamwork, and well-being. They define our behaviors and are integrated into our work culture.

Our community is growing, and that growth is embedded with challenges that we are working to address. We are investing in infrastructure to support growth, with capital investments to improve roads and public transit and provide renovations at the county's wastewater treatment plant to ensure it continues to operate efficiently and safely. Our Economic Development Department is collaborating to retain and grow businesses and initiate redevelopment in areas of the county that need it. The county is upgrading its technology in several areas, to improve 9-1-1 services, manage fiscal and human resources operations effectively, provide efficient planning and permit services, and enhance communications tools to make our government more accessible.

Our government is committed to serving you, the resident. We are dedicated to being transparent and providing information that demonstrates the efficiency and effectiveness of your local government here in Charles County. I look forward to hearing your feedback.

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

High-Performing Organization

HPO Model and Leadership Philosophy

Three years ago, Charles County Government began developing and maintaining a High- Performing Organization (HPO). Both the County Administrator and the Deputy County Administrator previously attended a training through the Senior Executive Institute at the Weldon Cooper Center for Public Service located at the University of Virginia. The training is an eight-day intensive immersion in managing government at an executive level. One of the concepts taught is the HPO Model, and how and why it should be implemented. Charles County has a strong base of employee involvement, and the County Administrator and Deputy County Administrator both felt passionate that the HPO Model would work here in our county to improve our operations.



Charles County Government *Leadership Philosophy*

We are a **diverse, talented, and engaged** workforce responsive to our community's needs.

We **actively share** information, knowledge, and ideas to guide our collaborative decision making and perform challenging work.

We are **careful stewards** of our resources.

We are **empowered** to develop and deploy our talents and skills to provide high-quality services that strengthen our community.

We are **creative and innovative** and work in a fair and supportive team environment.

We are **committed to excellence** in public service.

We **lead by serving.**

We are the employees of Charles County Government

What is HPO?

The basic premise of the HPO Model is to invert the traditional hierarchical organization model and let the line leaders (experts in the field) help make decisions and drive the decisions from bottom-to-top, versus the traditional top-to-bottom structure. At its core, it is a cultural change for the government. There are several reasons why HPO makes sense. It involves:

- Sharing information, knowledge, and ideas to yield better results.
- Doing business in a different way, to enhance services to our residents.
- Empowering employees to make decisions and provide input on their work.
- Creating a positive work environment.
- Making better decisions and involving the subject matter experts – THE EMPLOYEES.
- Everyone rowing the decision-making oars instead of a select few.
- Engaging our employees in order to have happier employees.

Charles County has worked hard to make significant progress on deploying the HPO Model. We have had several successes including the Standard Operating Procedures (SOP) Congress and adopting a leadership philosophy. The SOP Congress is an employee committee that worked to resolve long-standing issues with the county's arduous SOP process. The end-result was a more streamlined and understandable SOP organization and approval plan. The leadership philosophy was developed by having several workshops with many employees involved in the decision making. You will find that each of our facilities has the leadership philosophy displayed in a prominent place, typically at the entrance of the building.

The HPO Model has many facets and is a long-term plan to change not only our internal work culture, but to also drive our performance and what our

customers want most from county government — better service. We want to work together to create an organizational culture that is positive, welcoming, and empowers employees at all levels to make decisions and take action. We have many additional trainings planned that are designed to guide county government to become a place of excellence.

Core Values and Behaviors

One of the next steps to improve our work culture was to adopt core values. Most recently, we worked with various teams within County Government to define and select core values for the organization.

CORE VALUES AND BEHAVIORS

Communication Listening to and sharing clear and accurate information and ideas.

Innovation Curious, creative, and willing to take risks towards continual improvement.

Initiative Start or take action to get the work done.

Integrity Exhibiting ethical, honest, and trustworthy behaviors to do the right thing all the time, even when it's hard.

Respect Treat all people right all the time.

Teamwork Working together for a common purpose.

Wellbeing Leading with mind, body, and spirit to create a work culture that is supportive of career, emotional, financial, physical, and social wellness.

Fiscal Responsibility and Government Accountability

County Retains AAA Bond Rating

The county maintained a AAA bond rating for the third consecutive year. It is the highest possible rating assigned to an issuer's bonds by credit rating agencies. AAA bonds are considered the absolute safest by the bond rating agencies responsible for determining their grade. Ratings were assigned by major credit rating agencies—Standard & Poor's, Moody's, and Fitch—and indicate that the borrowing entity is extremely unlikely to default on its debts. The AAA bond rating means the county can borrow money at most-favorable interest rates at the time the bonds are issued which translates into interest savings for the county.

These ratings reflect the conservative financial planning and strong fiscal management that the county has put in place. In addition to 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 the county has earned. The county's fiscal position is strong and is expected to remain so in the future. Charles County sold \$60 million general obligation bonds to pay for improvements in schools, general government facilities, and water and sewer projects.

Fiscal 2019 Budget

The annual budget process is very important because the adopted budget should accurately represent the community's values, demonstrated by county's spending priorities. This year, in concert with the Commissioners' goals, the budget was developed with the assumption that there will be no property or income rate increase. Consequently, departments and agencies identified operational efficiencies or cost savings to help fund new initiatives. This framework helps to ensure that the county's budget will remain sustainable in future years.

The proposed budget was first presented to the Board of County Commissioners on April 10, followed by a public hearing. Following the formal presentation, Commissioner President Peter F. Murphy, County Administrator Michael D. Mallinoff, Esq., ICMA-CM, and County budget staff presented the budget at two additional public meetings. They provided an overview of the county's estimated revenues, proposed spending, and capital improvement program investments and responded to the public's questions and concerns about the proposed budget.

Commissioners held several work sessions to discuss changes to the proposed budget, and on May 15 they adopted a balanced General Fund budget of \$404,659,200 for fiscal 2019, an increase of 3.4 percent from the previous year. For the fifth consecutive year, the budget was balanced without raising property and income tax rates. The adopted budget protects core services, invests in education and public safety priorities, and incorporates efficiencies in county operations.

[Budget highlights can be found on page 47.](#)

Internal Audit

In 2018, the county hired an internal auditor. The Internal Audit Office conducts audits to help protect the public's interest and improve the performance, accountability, and transparency of Charles County Government. We are here to help Charles County accomplish its mission and strategic objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. The internal auditor reports administratively to the Charles County Administrator or designee and functionally to the Internal Audit Oversight Committee. The oversight committee is setup to advise the County Commissioner and the County Administrator on significant matters pertaining to the Internal Audit Office.

Performance Measures

Over the last year, the county has been working with an internal committee to develop and implement performance measures (by department) for the county. Our goal was to create a grass roots effort from within that can train, assemble, and review performance measures. The county opted not to use an outside trainer in order to establish an internal team that spans multiple discipline areas, so that performance measure assembly and tracking become ingrained in the fiber of Charles County. Currently, the team is working on assembling a training manual (to include presentations) and determining the work plan for fiscal 2019.

The Media Services Division is responsible for public information, media relations, community engagement, e-mail newsletters, social media, and television and audio broadcasts. Our goal is to ensure the county shares “one message” with many voices amplifying our communications to all residents. Over the past year, several new initiatives have been launched or expanded to improve our efforts.

Media Services has revised **e-mail communications**, which is one of the most preferred methods of contact for residents, according to the 2016 National Citizen Survey. Charles County offers residents subscriptions to e-newsletters for Charles County Government, Charles County Parks and Recreation, the Tri-County Animal Shelter, and Senior Centers. New e-newsletters have been added to focus on specific topics of interest and to provide a bi-monthly “Commissioner Connection” update on meetings, policy issues, and legislative agendas.

Staff designed new communication materials and conducted outreach about the **fiscal 2019 budget process**. An insert for tax bills was created to explain the county’s spending through a dollar bill graphic and a new pocket guide called “Your Tax Dollars at Work” was developed to provide an overview of the approved fiscal 2019 budget. Budget and media staff also coordinated community meetings to inform residents about the proposed budget and solicit questions and input before the final budget was approved.

Media Services has leveraged the use of **Facebook Live** to broadcast interviews about important services provided by Charles County Government. This platform empowers staff to reach thousands of local followers with good news and curate our own audience to share positive stories about Charles County. Facebook Live has covered a variety of topics from sandbag distribution to preparing an emergency kit and a tour of the historic site renovations at Rich Hill.

CCGTV launched a new podcast called, “**Charles County Government Unscripted.**” Podcast subscribers can tune in and listen to county stories, news, and information at home or on the go, on any mobile device. County staff interview a variety of guests who provide an inside look at the people, places, and events that shape Charles County Government and our community. The podcasts are available at www.CharlesCountyMd.gov/podcasts or by subscribing on Apple Podcasts, Google Play, or Stitcher. Search “Charles County Government” to locate specific shows and download the latest episodes.

The Media Services Division had the wonderful opportunity to be involved with the History Channel’s “**It’s How You Get There**” show featuring Charles County. Charles County Government Television (CCGTV) filmed “The Story Behind the Story” to highlight the production of the History Channel’s show. The 5-minute piece gave a behind the scenes look at producers working on the Charles County feature.

The Media Team promoted the “The Story Behind the Story” through social media and e-newsletters that resulted in a record high viewing of the County Government produced video, with online viewership of more than 20,000. The “It’s How You Get There” episode will air on Nov. 25 on the History Channel.

Check out the “Behind the Scenes” video:
<https://youtu.be/IBvofnNCsVg>





Quality of Life

Waldorf Senior and Recreational Center

The Waldorf Senior and Recreational Center, located at 90 Post Office Road, is an inter-departmental project with the Capital Services Division currently overseeing the renovation project. The building, which was the former Waldorf Sport and Health Club, was purchased on June 9, 2017. This is a two-story, 31,000-square-foot facility that will house the Waldorf Senior Center and further provide community recreational programs to people of all ages. This facility will be managed by the Recreation Division with the senior center operated under the Aging and Human Services Division.

Once completed the facility will operate seven days a week and provide senior programs during the day with community programs in the evenings, weekends, and holidays. The public accommodations will include a large multi-purpose room, multiple classrooms, art room, gymnasium, separate youth program area, racquetball courts, exercise room, group fitness room, and social space. A commercial kitchen will also be installed to allow for continuation of the senior meal program. This facility will offer a variety of programs and services including: senior programs, health and wellness programs, nutritional programs, arts and crafts, personal enrichment, group fitness and exercise class, youth programs, and sports programs.

Feasibility and design options were reviewed in fall 2017 with a concept plan adopted in December 2017. Architectural designs and drawings were created in the spring 2018 and finalized in summer 2018. Procurement and permitting began in August 2018 with renovations beginning in the fall of 2018. The anticipated opening date is by mid-late spring 2019.





Charles County Animal Shelter

The Tri-County Animal Shelter was built approximately 50 years ago to serve the regional population of 87,500 residents. Today, the service population has grown to more than 360,000. Over the years, numerous additions and renovations have been completed in an effort to keep up with evolving shelter practices, population growth, and demands for service. However, the facility remains outdated, inadequate, and in need of major improvements. After reviewing the findings of a feasibility study, the Charles County Commissioners approved funding for a new animal shelter. This new animal shelter will serve the Charles County residents and be a modernized efficient animal care facility situated in a customer centric location with improved accessibility and visibility.



Bel Alton High School Multi-Service Center

The Department of Community Services has worked in concert with the Department of Public Works on a major renovation and restoration project for the Bel Alton High School, an important historic and cultural landmark in Charles County. This beautiful property now houses the recently relocated University of Maryland Extension Office, which provides many beneficial services to Charles County residents, as well as the Bel Alton High School Community Development Corporation, a 501c(3) non-profit organization whose mission is to preserve the historic school for the benefit of future generations. Additional work at this site will continue in future phases, but with the majority of the renovation work now completed, the Bel Alton High School Multi-Service Center was occupied and operational for both organizations by September 2018.



The Parks and Grounds Division replaced the **irrigation system at White Plains Golf Course**. Replacing this aging infrastructure (installed in 1972) has virtually eliminated line breaks and leaks which often occurred on a weekly basis during the busy season. This project has greatly improved the quality of play for golfers at Charles County's only public golf course and significantly reduced the amount of water needed to maintain the facility.



Strategies and Solutions for Sewer Overflow

The county provides treatment of community wastewater to effectively protect the environment. The county's sewer overflow prevention strategies and solutions include a four-point approach. The four primary projects that are underway to prevent sewer overflows include:

1 Mattawoman Plant Flow Equalization Tank \$18 million construction est., \$770,000 for design

This project will construct a 8.6-million gallon concrete flow equalization tank with associated equipment at the Mattawoman Wastewater Treatment Plant (MWWTP). The flow equalization tank will store excess wet weather flow surges and regulate the daily flow to downstream processes. Evaluation of bids for the detailed design was recently completed.

2 Manhole Securing Projects \$929,000 total project

This project includes modifications to 75 existing manholes nearest to MWWTP that are at the highest risk for potential sanitary sewer overflows. The project is intended to protect the environment from overflows, as well as protect the sewer system from inflows at times when the Mattawoman Creek floods the area. To date, 23 manholes are complete and the remainder are under construction.

3 Closed Loop Project \$15 Million

This project (*pictured*) is the complete rehabilitation of the MWWTP Influent and Effluent Pump Stations, which are 40 years old. The project includes replacement of all critical equipment that has reached its useful life to improve system reliability. Construction began in December 2017. The Electrical Building expansion is complete and major electrical upgrades are currently well underway. When complete, the project will increase the MWWTP's peak pumping capacity to 60 MGD.

4 Infiltration and Inflow Projects \$1.3 million/year

This a multi-phased, multi-year program to eliminate Infiltration and Inflow (I&I) in the county's public sewer system. The first two projects are the Zekiah and Bryans Road rehab projects that will address the I&I issues that were identified in those areas through flow monitoring and television inspection. Rehabilitation work on these projects began in July 2018.



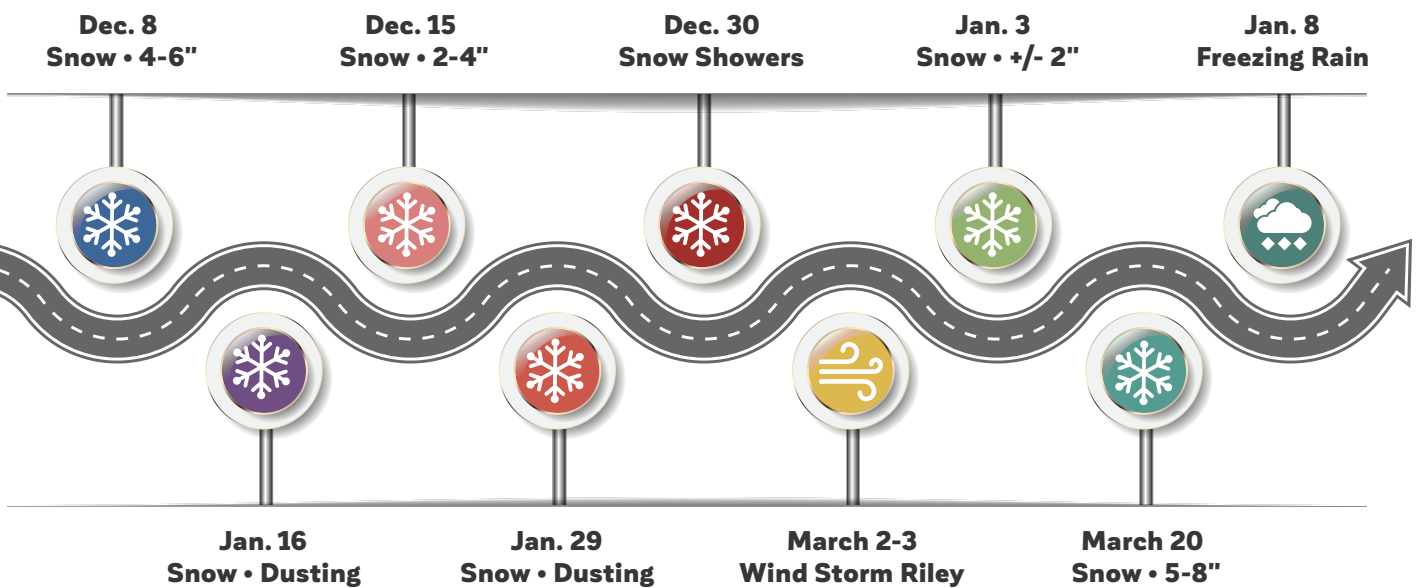
Snow, Ice, Wind, and Rain

Handling Weather Situations

During fiscal 2018, the Roads Division mobilized for eight winter weather events. The first storms occurred earlier than usual in December, with three weather events; followed by four in January. Spring and summer rainstorms kept Roads crews busy with several inches of rain and flooded roads.

March 2-3 Wind Storm Riley became an intense nor'easter and Roads crews worked around the clock to open roads of downed trees. More than 100 roads were shut down and all were reopened by March 5. Crews continued cleanup efforts for the entire month of March, providing service to more than 200 residents who requested to have vegetative debris removed from their properties.

We had an unusually late storm on March 20 where we received 5-8 inches of snow. This storm turned out to be our largest storm of the year, however, due to late March rising temperatures, it quickly melted the following day.

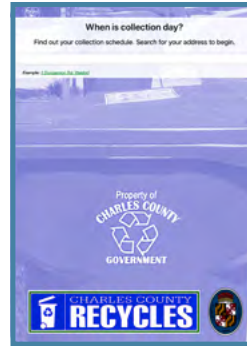


Quick Data: 2,000 roads were cleared during each snow event.

Environmental Resources

Recycling

The Environmental Resources Division continues to work on improving its recycling and waste reduction programs. The county's recycling rate of 52% surpasses the state-mandated recycling rate of 35%. The division operates two full-time recycling centers, two part-time recycling centers, curbside recycling collection, curbside yard waste collection, and recycling collection in County Government Buildings. The addition of the recycling waste wizard in 2017 continues to be an effective online tool in educating residents on proper disposal and recycling options within the county.



Household Hazardous Waste

Household Hazardous Waste (HHW) includes household items that are toxic, flammable, corrosive, or reactive. Improper disposal of HHW can contaminate ground and surface waters, posing a direct threat to human health and the environment. The county's HHW program provides free, proper disposal options to residents. In fiscal 2018, the county expanded the program to a once a month event, eliminating the need for residents to store household chemicals over the winter season.



Did you know...

The Building and Trades division's energy-saving efforts are estimated to be saving the county \$13,817.86 annually and over 25 years, could save more than \$345,000.

Two rain barrel and composting bin training/workshop events were held this year — 76 Geobins and 82 Rainbarrels were provided to residents through these popular events.



Fiscal 2018 Recycling and Collection Highlights

190 tons

Total litter removed through county litter removal activities and cleanups, including adopt-a-road, community cleanups, schoolyard and watershed cleanups.

6,643 tons

Curbside recycling collected from 45,910 homes.

2,953 tons

Total yard waste collected curbside.

43 tons

Total tons collected from three Shred It events held throughout the year.

22.64 tons

Household hazardous waste collected at 12 events held monthly.

11 tons

14 Potomac Watershed Cleanups with 830 volunteers helping to remove trash from the County's watershed.

51.55% • 20,441 Actual Tons Collected

Water Quality

Our Drinking Water Supply

Fresh, safe, and reliable drinking water is a top health and safe environment priority for the county. The Utilities Division is responsible for the operation, maintenance, and compliance monitoring and reporting of all county-owned water and wastewater facilities. The county operates and maintains wells, water storage tanks, fire hydrants, water meters, and pump stations; manages 780 miles of water and sewer lines; and is responsible for nearly 29,000 water connections.

Charles County conforms to some of the most stringent safe water drinking practices in the country. Employees conduct thousands of tests on the drinking water supply each year and the county publishes its drinking water quality reports annually. In addition, the County provides for tangible return on investment with an aggressive capital infrastructure renewal and replacement program. Finally, Charles County is among the top performers in preventing loss of clean drinking water, and proactively protects this precious natural resource with a sustainable supply projected through 2040.

Managing 780 miles of water and sewer lines; and responsible for nearly 29,000 water connections.



Stormwater Management

Charles County has experienced one of the wettest years on record, with a multitude of storms and flooding events that presented many challenges to stormwater management. During excessive rain in July and September of 2018, the county distributed several tons of sand to residents to protect their properties from flooding. County staff are undertaking initiatives required by the state of Maryland to ensure stormwater is managed and treated properly.

Maryland state law and the Maryland Department of the Environment's Municipal Separate Storm Sewer (MS4) permit require the county to perform inspections of all stormwater management facilities, both the individual environmental site design treatment (ESD) practices, as well as the larger best management practices (BMP). This must be done at the initiation of construction for compliance to federal/state/county regulations. Maintenance inspections are performed one year after completion of construction and every three years thereafter. Unless grandfathered, all new residential lots and neighborhood developments, commercial and industrial projects

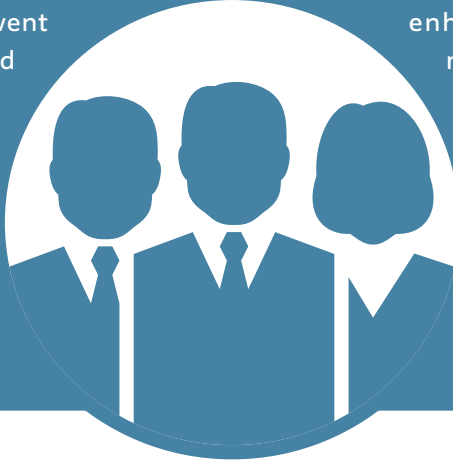
(including redevelopment), county projects, volunteer fire department projects, and the Charles County Board of Education projects are mandated to meet the treatment standards for stormwater management using ESD and BMP practices.

As part of the MDE reporting requirements, two comprehensive databases are maintained by the county, an individual single-family properties table and another for the remaining devices. These tables include the inspection history of all the devices and the next scheduled inspection. On single-family lots, the individual property owner is responsible to maintain their ESD facilities. The maintenance of non-single-family BMP's is the responsibility of the individual facility owner, which could include a Homeowners Association, the county's Department of Public Works, volunteer fire department, or the Board of Education. The county inspections program determines if the devices are generally functioning as designed and determines if any maintenance or repair is required to help prevent structural failures, which can be costly to correct.

Planning and Growth

Achieving Efficiency Through Reorganization

The Department of Planning and Growth Management underwent a holistic evaluation and reorganization. Each staff member's duties, abilities, and strengths were reviewed to utilize them to the utmost performance and enhance the efficiencies of each division. New employees have



been recruited; filling vacancies will help enhance the department's performance and efficiency. Throughout the year, a comprehensive review and overhaul of policies and procedures will be performed with the goal of making updates and streamlining processes to create a department that is on the forefront of cutting edge forward thinking and performance.

Docket 90

Docket 90 is the formal Zoning Order that originated with the original approval of the Planned Development Zone, Zoning Map Amendment, which created the base zoning for the project known as St. Charles.

Docket 90, as originally created, contains the development parameters for the master planned community of St. Charles. The Zoning Indenture contains all conditions of approval that were determined necessary to achieve a balanced and sustainable mixed-use community that includes various residential uses contained in specific villages and neighborhoods, as well as the commercial and industrial components. Docket 90 provides the approved land uses, and rate and density of development for the master planned community.

During 2013, an effort was begun to create a revised and restated version of Docket 90. This effort by both the county and St. Charles removed portions of the Zoning Order that had been repealed, superseded, or fully performed by St. Charles. The resulting version of the document, formally adopted in 2014, now provides a more streamlined and easier to use document for the remaining sections of the Planned Unit Development (PUD) Zone.

Presently, the county is entertaining a formal amendment to Docket 90 that addresses certain issues regarding the issuance of school allocations, as well as provides an overall reduction in the total remaining residential units programmed for future/final development. Through this effort, county staff, in conjunction with St. Charles, has sought to improve certain future development considerations, including the provision of new, wooded buffers to future sections of the project.

Joint Land Use Study

Adopted in December 2016, the Naval Support Facility (NSF) Indian Head Joint Land Use Study (JLUS) is the result of a collaborative land use planning process with a broad array of stakeholders representing Charles County, the Town of Indian Head, NSF Indian Head, and various community groups. The goals of the Indian Head JLUS are to protect and preserve the mission at NSF Indian Head, while supporting continued community economic development, and to protect the health, safety, and welfare of the surrounding community. The intent of the study is to develop a blueprint of best practices to guide military and community policy actions to protect the military mission while sustaining local growth. The project was sponsored by Charles County, in collaboration with NSF Indian Head and the Town of Indian Head, through a grant from the Department of Defense Office of Economic Adjustment.

In 2017, the county formed a JLUS Implementation Work Group to oversee the implementation of the recommendations in the JLUS report. The group meets quarterly to work on various implementation strategies including enhancing economic development in the town, working with the Navy to preserve land around the NSF Indian Head installation, and coordinating the progress of local plans, programs, and projects as they affect compatibility between the military and the community.

Planning and Growth

Historic Preservation

Over the past year, the Historic Preservation Program completed significant projects including the Port Tobacco Village Square Design, the Rich Hill Stabilization Design, and the Hughesville Commercial and Tobacco Warehouse District National Register Nomination. All were grant-funded projects intended to enhance Charles County's unique and irreplaceable historic sites and villages. Other preservation assistance was provided to local non-profit organizations, working with members of the Mount Hope Missionary Baptist Church in Nanjemoy for historic cemetery documentation, the Friends of Smallwood State Park for preservation of the John Grinder House, the Farm Heritage Conservancy for preservation and relocation of the Robertson Log House, and the Charles County Fair Board for the preservation of the McConchie African American One-Room Schoolhouse. The Public Archaeology Program and the Port Tobacco Archaeology Lab completed excavations of the 19th century print shop in the Port Tobacco Village and continued to clean and catalogue artifacts from this and other investigations.

During 2018, two interns within the Department of Planning and Growth Management completed valuable research on recent acquisitions in Port Tobacco. Their work provided important background on key archaeological sites in the

district including the early 18th century John Muschett brewery and an 18th century tavern well-known during the American Revolution.

Staff oversees design and production of the "Preservation Matters" magazine, a popular annual publication that celebrates a wide variety of preservation initiatives from the previous year.

The Charles County Historic Preservation Commission (HPC), managed by staff, reviews impacts to historic resources during the development process. This year, the HPC approved three historic-area work permits and reviewed impacts to 16 new historic and archaeological sites. Charles County is represented by staff in statewide preservation efforts through participation on the Advisory Committee for the development of the Maryland Historical Trust State Preservation Plan and membership on the Board of Directors for the Maryland Association of Historic District Commission. During 2018, staff successfully applied to Preservation Maryland's Six to Fix program for the historic Winstead Packing Plant in Hughesville. This program will provide targeted assistance for the reuse of these historic tobacco warehouses in Hughesville to support agricultural economic development in the region.



Pedestrian Safety Improvements

Charles County–Waldorf Urban Area

Bicycle/Pedestrian Connectivity Analysis

Staff completed a report that analyzed opportunities for bicycle and pedestrian connectivity in the Waldorf urban area. It included a review of existing conditions, progress on current master plan projects, and challenges to integrating bicycle and pedestrian paths with current roads and transportation networks. Staff provided design and policy recommendations that could be considered in planning for future improvements.

County staff are also exploring ways to attract bicycle tourists. CycleLifeHQ has been hired to provide a tourism assessment and create a hosting web and mobile service to establish the county as a bicycling destination and connect local business with bicycle tourists. Through these efforts, cyclists will have access to information all in one place to determine when and where to travel to take full advantage of all our beautiful county has to offer them.



Pedestrian Crossings

In non-signalized locations that require heightened safety measures for pedestrian crossings, Rectangular Rapid Flashing Beacons (RRFB's) are used to alert/warn traveling vehicles of pending pedestrians crossing the roadway. RRFB's are primarily installed in mid-block locations or non-signalized intersections.

During fiscal 2018, new pedestrian crossings were installed at Bumpy Oak Road at the Indian Head Rail Trail, and Middletown Road at the Indian Head Rail Trail.

Sidewalks and Hiker/Biker Trails

During fiscal 2018, new pedestrian crossings were installed at the following locations: Village Street/King Street to P.D. Brown Public Library Branch; Hiker/Biker Trail installed in conjunction with Western Parkway Phase II Road Improvements; and St. Patrick's Drive and Western Parkway.

Traffic Improvements

Intersection improvements associated with new traffic signals include new handicap accessibility measures, pedestrian crosswalks, and signals. During fiscal 2018, new traffic signals were installed at two Waldorf locations: Smallwood Drive and McDaniel Road; as well as St. Patrick's Drive and Smallwood Drive.

Billingsley Road Roundabout

The Billingsley Road Roundabout was completed to help traffic move safely and more quickly through the intersection that connects to Middletown Road. Prior to its construction, the intersection was a four-way stop where traffic delays routinely occurred. The roundabout allows traffic to flow more freely because it is designed to promote the continuous, circular flow of traffic. Speeds in the roundabout are typically between 15 and 20 miles per hour, making it much safer than a traffic light. Few collisions occur in roundabouts and if they do, accidents are typically minor and cause few injuries since they occur at such low speeds. Traffic exiting the roundabout comes from one direction, rather than three, and moves slowly enough to allow drivers to have visual engagement with pedestrians, ensuring greater safety for them.

Western Parkway

The county broke ground on this project in January 2017, and it was completed in July 2018. This project marks the second of three phases spanning from Berry Road to a terminus at U.S. Route 301 and Mattawoman Drive. Phase III will provide a four-lane divided highway between Pierce Road and U.S. Route 301 north of Mattawoman Drive. Phase III is the final phase of improvements for a north/south alternative route to U.S. Route 301.

Turkey Hill Road Assessment

In July, County staff presented an assessment for Turkey Hill Road to the Board of Commissioners, based on a review conducted by the Traffic Safety Committee. Staff shared recommendations for improvements to be made, including reconstruction of the road from Route MD 227 to Route US 301, and realignment of a sharp 90-degree bend from south of Skylark Drive to Spalding Drive. These improvements would address causes of major accidents on the road over the past 25 years. Based on the county staff and the committee chairperson's request, Commissioners authorized the allocation of funds to complete a safety improvement and alignment study. The results of the study will be used to determine the specific roadway improvements, the scope of the formal design, and construction project to follow.

Public Transportation Services

VanGO public transportation services transported nearly 800,000 passengers in combined fixed route and specialized door-to-door programs, operating 1.8 million miles and logging 92,000 hours of service.

In addition to some replacement buses that arrived in the spring 2017, more replacements arrived in late fall 2017 significantly improving the VanGO fleet reliability. A formal procurement for larger buses was completed and a contract awarded. The larger buses can be utilized on the more heavily patronized routes that sometimes experience standees.

Planning and preparing for a county-owned transit operations and maintenance facility continues. Phase II is nearing completion that includes site selection, preliminary design, some environmental analysis, and public outreach. Design and engineering are planned to begin in fiscal 2020.



CHARLES COUNTY SHERIFF

HEADQUARTERS

Charles County Sheriff's Office

Sheriff Troy D. Berry leads the Charles County Sheriff's Office (CCSO), one of the largest employers in Charles County with more than 650 personnel including police officers, corrections officers, and civilians. Elected in 2014, Sheriff Berry is the first African American to serve as sheriff in the agency's 359-year history.

The Sheriff's Office is headquartered in La Plata with district stations in La Plata, Indian Head, and Waldorf. As a full-service law enforcement agency, the CCSO provides police protection and other law enforcement services for the entire county and also operates the Charles County Detention Center.

The men and women of the CCSO are dedicated to service through superior performance and respect. The protection of life is the agency's highest priority. In 2017, officers responded to more than 257,800 calls for service. Last October, during the agency's Annual Awards Banquet, five officers received Bronze Medals of Valor for acts of bravery that put them at extreme risk while saving someone's life. Five employees received Meritorious Service Awards for superior performance, seven people were honored with Sheriff's Awards, six employees received Letters of Commendation, two received Life Saving Awards, and two employees were recognized with Letters of Appreciation.

Community Partnerships

"The alliances we have with local community organizations, as well as our citizens are imperative to our mission of protecting people and property," said Sheriff Berry. In 2017, the CCSO continued to join forces with organizations such as the Center for Abused Persons, Charles County Crime Solvers, and Lifestyles of Maryland, Inc. Citizens got involved at the Crime Watch Kick-Off in March, the 33rd Annual National Night Out in August, and the Citizens Advisory Council meeting in November.

There's more... The CCSO, along with the Charles County Correctional Officers Association (CCCOA) and the Charles County Black Officers Association (CCBOA), also continued its support for organizations such as the Children's Aid Society through their annual Christmas Connection Program (*pictured*), the

United Way of Charles County with employee donations and participation in the annual "Day of Caring," and Special Olympics Maryland through fundraising at the Torch Run, Cops on Rooftops, and the Zombie Invasion 5K. Through these efforts, more than \$70,000 was raised for Special Olympics Maryland.

On Dec. 2, the Charles County Fraternal Order of Police, Lodge 24 hosted its 10th annual Shop with a Cop event with help from members of the La Plata Police Department, Maryland State Police, and Maryland Transportation Authority Police (Harry Nice Bridge), taking 81 Charles County children to Walmart where each child was able to purchase gifts for themselves and their families.



Legislative Changes

Two Charles County Sheriff's officers greatly influenced the 2017 legislative process. Detective Jennifer McKenzie (CID) and Sgt. Jon Burroughs (Traffic Operations) drafted proposals which were subsequently passed into law. One bill prohibits scrap metal dealers from paying money for cell tower batteries to unauthorized persons, and the other bill allows Charles County Commissioners to adopt county code to require towing companies to be regulated by permits. Both laws went into effect on Oct. 1.

Accreditation

The CCSO has been accredited by the Commission on the Accreditation of Law Enforcement Agencies (CALEA) — the premier credentialing authority for law enforcement agencies worldwide — since 2001. In January 2012, CALEA designated the CCSO as a flagship agency following a CALEA audit the previous August. The designation recognizes the CCSO as one of the best law enforcement agencies in the world. When other agencies begin seeking accreditation, CALEA refers them to the flagship agencies for guidance.

Crime Numbers

Preliminary crime numbers show that there was a slight decrease in crime in 2017 over 2016, and there was an 11 percent decrease in crime compared to 2015. Violent crimes such as rape, robbery, and aggravated assault decreased. The CCSO was recognized in December by the Governor's Office of Crime Control and Prevention for its outstanding crime prevention programs.

Corrections

In fiscal 2017, the agency purchased two key pieces of technology to enhance safety at the detention center and streamline operations. A body scanner was purchased to help corrections officers better search inmates who will be housed at the detention center. The scanner helps detect contraband that may be hidden on a person thus making it extremely difficult to smuggle these items inside the units. In addition, a Guardian Unit was purchased which allows better record keeping of how inmates are monitored throughout the course of a day.

While the protection and safety of inmates is the primary function at the Charles County Detention Center (CCDC), Corrections staff are known for their compassion toward helping offenders who seek to improve their lives. In April, the CCDC announced the graduation of three inmates from the STARS program. STARS, which stands for Successful Transitioning and Reentry Skills, is a 12-14-week program during which participants learn a variety of practical skills, such as how to manage money or how to prepare for a job interview, to help them succeed once they are released.

The Corrections Division also made many positive impacts to local communities and inmates by organizing the annual Toy Drive in support of Christmas Connection, a Reentry Fair for inmates preparing for release, and a Christmas in April project in which an elderly woman's home was repaired and renovated.

New Endeavors

The CCSO launched several new programs in 2017 which enhanced our crime fighting and crime solving strategies. In late summer, we began utilizing Unmanned Aircraft Systems (UAS) to assist in high-risk situations and police-related investigations. Five officers are trained and certified UAS pilots, and they deploy the drones in critical situations such as missing persons' cases, searches for suspects, and search warrants involving the Emergency Services Team.

In the fall, the Criminal Investigations Division (CID) organized a Cold Case Unit. The Unit, comprised of officers from divisions throughout the agency, will utilize new technology and advancements in DNA to try to solve cold cases that occurred in Charles County.



Safe Communities – Opioid Response



Opioid Education & Prevention Fair

Charles County Government has been actively involved in fighting the opioid crisis. The Department of Health heads the Drug and Alcohol Abuse Council. In October 2017 the county organized the Opioid Education and Prevention Fair. The event included Narcan training, a vendor fair, and multiple workshops, and was well attended by the public. Charles County Government screened the movie "Playing with Fire," a production created by Charles County Government Television. The county continues to seek out opportunities to engage and inform the public on the opioid crisis.

Leave Behind Narcan Campaign

A partnership between the Department of Emergency Services, Charles County Department of Health, Parents Affected by Addiction, and the Maryland Coalition of Families, implemented a pilot Leave Behind Narcan program. As part of Governor Hogan's initiatives to combat the opioid epidemic plaguing the country, the Leave Behind Narcan program is designed to give the forgotten victims of the epidemic—the families—the tools and resources they need to possibly save their loved one's life. A majority of overdose calls for service result in the patient being revived by Narcan from a near death state and then simply refusing to go to the hospital. This sad truth leaves the patient's family confused and wondering what to do to help their loved one get the assistance they need to beat their addiction.

Because of the new program, Emergency Medical Services providers can now leave behind an Opioid Overdose Kit with the patient's family or friend which empowers them to intervene and make a difference. Each kit contains a lifesaving dose of Narcan, easy to use instruction sheet, addiction resource pamphlet, and an addiction resource fridge magnet. Every kit left in the hands of a loved one gives those affected by addiction an opportunity to live another day and hopefully seek the path to recovery. Learn more at: <https://youtu.be/tlZKuv9JIQQ>.

Outpatient Treatment

The Department of Health Behavioral Health Division continues to provide comprehensive outpatient treatment to adolescents and adults with mental health and/or substance use barriers. This fiscal year, 1,063 clients were treated from the tri-county area with individual visits totaling 10,500. The program introduced two successful Women’s Trauma Recovery Empowerment Groups, both lasting 33 weeks. Two more sessions will be offered next fiscal year.

The program continues to increase coordination of services with the Substance Use Services Program as the Behavioral Health Division grows. Both programs participated in two Parents and Teens United Against the Opioid Crisis Summit workshops at the College of Southern Maryland, which focused on a variety of topics such as: substance use, mental health, treatment resources, peer pressure, and sexually transmitted infection education. Narcan training was made available to interested participants. The summit provided parents and teens an opportunity to learn how to improve communications on these topics and help teens build their skills for preventing unsafe behaviors.

Drug Take Back Program

The Board of Charles County Commissioners Drug Take Back Program is a public-safety, community-oriented initiative to provide a safe, secure and county-wide service for all residents to dispose of over-the-counter and prescription drugs. The addition of this drug disposal program provides a proactive approach to protect vulnerable citizens and wastewater treatment systems from hazardous and potentially dangerous drugs. With the use of modern technology drug receptacles, hazardous and unused medications are safeguarded and kept securely away from children, potential addicts, and the County’s wastewater systems.

Upon its inception in August 2016, Charles County was the first county in Maryland to initiate a program such as this beyond its law enforcement and first responders. Based upon the statistics from the Charles County Department of Health, Charles County opioid deaths decreased in 2017. This program has collected over 4,167 pounds in our six (6) small-business participating pharmacies in a 26 month period. Along with the Drug Enforcement Agency, Charles County has also participated in the National DEA Drug Take Back Day to which Charles County Government has collected 112 additional pounds for those efforts. Our program is expanding, too, we have just integrated our 7th participating pharmacy in Bryans Road, Maryland!



CHARLES COUNTY DRUG TAKE BACK

The **Drug Take Back** service provides our community with a safe, convenient, and responsible means of disposing of all medications.

The Drug Take-Back service addresses a crucial public safety and public health issue. According to the 2014 National Survey on Drug Use and Health, 6.5 million Americans abused controlled prescription drugs. That same study showed that a majority of abused prescription drugs are obtained from family and friends, including from the home medicine cabinet.

— Drug Enforcement Agency

LEARN MORE:
301-645-0550 • 301-870-3000



Raising Awareness

With heroin and opioid addiction on the rise, the CCSO, along with the Maryland State Police, La Plata Police Department, Maryland Transportation Authority Police, State’s Attorney’s Office for Charles County, and the Charles County Health Department took a stand against the heroin and opioid epidemic. In 2017, signboards were installed in various locations throughout Charles County (similar to the DUI boards), which tell the number of overdoses, lives lost, and lives saved through the use of Narcan.

Health and Well-Being



The Charles County Department of Health works to fulfill our mission to promote, protect, and improve the health of our community. During the fiscal year, the Southern Maryland Women, Infants, and Children (WIC) Program has partnered with Johns Hopkins University in the My Hospital Experience Research Project. Funded by the U.S. Department of Health and Human Services Maternal and Child Health Bureau, the research project aims to study the hospital experiences of Maryland WIC moms, to understand what it means for them and the way that they feed their babies if they deliver in a Baby-Friendly Hospital (BFH) or a non-BFH.

Southern Maryland WIC moms will have an opportunity to voluntarily share their experience and contribute to exciting research in breastfeeding. Southern Maryland is one of four local WIC agencies contributing to the research. The Southern Maryland WIC Program services more than 5,000 participants annually throughout the Charles, Calvert, and St. Mary's tri-county area.

The dental program received a grant from the Maryland Department of Health Office of Oral Health to maintain the oral disease and injury prevention services at the department to continue the dental sealant program in 11 elementary schools in the county. During the fiscal year, the department screened 2,057 children at 11 elementary schools in the county. In the dental clinic, 646 adults and 323 children were treated as emergencies. The Charles County Health Department was recognized by the Maryland Dental Action Coalition as one of five participating practices that screened patients for hypertension. Charles County, as a whole, completed the most screenings in Maryland.



The Charles County Department of Health, in collaboration with the University of Maryland Charles Regional Medical Center and the Charles County Department of Emergency Services, has established the Charles County Mobile Integrated Healthcare (MIH) project, to address the health and social determinants leading to repeated use of emergent care. MI Health received four awards including the Governor's Customer Service Heroes Award.

What is Mobile Integrated Healthcare?

MIH is a program that involves a nurse, a paramedic, and a community health worker visiting you in your home to help you reach wellness.

The first visit occurs soon after being in the hospital or in other healthcare settings. We will request your consent before making this visit. Follow-up visits may occur if determined to be needed by the staff, and if you agree to it.

"MI" Health Team in the Home

The MIH team members are trained to provide home assessments as well as address acute emergencies in a 9-1-1 setting. During our home visit, we are focused on you. Services may include: assistance with hospital discharge instructions, physical assessment and obtain vital signs, identify gaps in the health care of citizens, home safety assessment, connections to primary and specialty care, and other county and regional resources, as well as assist in chronic disease management, and more.

Working together in the comfort of your home, the goal is to help you take control of your health.



University of Maryland Charles Regional Medical Center

Expanding Our Network of Care

University of Maryland Charles Regional Medical Center (UM CRMC) is an acute-care community hospital serving Charles County. UM CRMC has earned the distinction of being designated as a Primary Stroke Center by the Maryland Institute for Emergency Medical Services Systems. UM CRMC has provided excellence in acute health care and preventive services for more than 75 years.

The UM CRMC pavilion (*pictured*) opened in spring 2017 offering outpatient services for rehabilitation, imaging, and primary care. In 2019, the pavilion will also be home to the new Julie and Bill Dotson Center for Breast Health, the first clinic focused on multidisciplinary breast health in Charles County.

Tele-Medicine Program

In partnership with Qler Solutions, UM CRMC began offering tele-medicine services in fall 2017, with board-certified psychiatrists providing behavioral healthcare 24 hours a day, 365 days a year to patients. Tele-medicine services in the hospital Emergency Department expand access to care, reduce wait time for specialist care, and accelerate treatment for patients.

UM CRMC also offers state-of-the-art care for patients admitted with serious infections through the Infectious Disease Telemedicine Program. Infectious disease specialists at the University of Maryland Medical Center work with experienced medical and surgical staff to provide expert consultation and highest quality of care.

Awards for Stroke Care and Business of the Year

The American Heart Association/American Stroke Association awarded UM CRMC the Get with The Guidelines®-Stroke Gold Plus Quality Achievement Award for their commitment to ensuring stroke patients receive appropriate treatment. UM CRMC also received the association's target, the Stroke Honor Roll Award, for meeting quality measures.

UM CRMC received the 2018 Reed W. McDonagh Business of the Year Award from the Charles County Chamber of Commerce for its substantial and continual contributions to business and community development, improving the quality of life for Charles County residents.

Community Health Needs Assessment

UM CRMC completed a comprehensive Community Health Needs Assessment in June 2018. The assessment will help identify the top health needs of Charles County residents and serve as a benchmark for community health improvement initiatives over the next three years.

Center for Diabetes Education

The Center for Diabetes Education celebrated its two-year anniversary in 2018, with a mission to teach, train, and empower patients with the self-management skills necessary to improve their quality of life and better prevent, delay, or manage diabetes and its complications. Certified Diabetes Educator Cindy Adams, RN, BSN, CDE, continues to help people with diabetes learn facts and practical tips about healthy eating. Since opening the center, the team has cared for more than 500 patients, with approximately 1,400 patient visits.



Parks and Open Space

Our parks and recreational spaces throughout the county offer wonderful opportunities to explore the outdoors. It brings to mind a visionary landscape architect, Frederick Law Olmsted, who was best known for his work on places like Central Park (Manhattan, New York), the U.S. Capitol grounds and the West Front Terrace, Prospect Park (Brooklyn, New York) and the Biltmore Estate grounds (Asheville, North Carolina). He spent almost 20 years working on the “Emerald Necklace,” an effort to create parks as spaces for both active and passive recreation that offered a retreat from the daily pressures of life. Our parks throughout the county offer that same type of opportunity for all who live, work, and visit here.



Chapel Point Park Partnership

The Charles County Commissioners will be entering into a 25-year lease agreement with the Maryland Department of Natural Resources to manage, operate, and rehabilitate Chapel Point State Park (pictured left). This lease and partnership agreement were ratified in summer 2018 and will encompass the 49-acre parcel adjacent to the Port Tobacco River.

The Department of Recreation, Parks, and Tourism anticipates starting the design and engineering phase of the project in early 2019 with construction of onsite improvements beginning in the fall. Plans include realigning the entrance and installing an electronic gate system, storm water management and roadway repairs, installing new and improved park areas, a floating kayak launch, picnic areas, nature trails, interpretive signage, and improvements to the existing small watercraft launch area.



Popes Creek Rail Trail And Promenade

The engineering and design phase for this nature trail and waterfront promenade is nearly complete and final plans will be presented to county planners for approval in the fall 2018.

The Popes Creek Rail Trail will begin at the Popes Creek waterfront area where park visitors can walk through a succession of

ecosystems including coastal wetlands, tidal marshes, and upland forest areas. The trail will feature more than 1,000 feet of elevated boardwalk and a historic railroad trestle converted into a scenic overlook/observation platform.

The Popes Creek Waterfront Promenade will allow county residents and visitors a unique opportunity for passive water access. This park, located adjacent to the original SMECO power generating station, will feature the natural and historic wonders of the Popes Creek region. Interpretive displays will cover a wide array of topics including the rural electrification of the county; the importance of rail and river commerce to early 20th century merchants, watermen, and farmers; and the region's natural resources. Park amenities will include a brick promenade walkway, raised boardwalks and observation decks, a 90-foot riverfront pier with access to the water's edge, parking areas, and restroom facilities.

Construction of both sections of this unique county resource could begin as early as spring 2019.

Port Tobacco River Park

The Charles County Commissioners dedicated the Port Tobacco River Park Tom Roland Natural Resource Area in September 2017. The park was named in honor of long-time Chief of Parks Tom Roland who retired in 2016. The 149-acre park is a showcase of Charles County's unique natural resources and is located just three miles from downtown La Plata. Park amenities include four miles of nature trails, wildlife observation decks, rest areas, interpretive signage, a small picnic grove, and active bald eagle nest viewing platform.

Welch Memorial Garden

The Parks and Grounds Division designed and installed a memorial garden on the grounds of the new National Guard Readiness Center on Rose Hill Road in La Plata. This acre parcel is open to the public and features the restored navy deck gun from the original La Plata Armory, a brick walkway, patio and seating area, and improved landscaping. The garden was donated in memory of long-time Charles County resident, Robert Lee Welch, whose family donated the land for the new center.



Public Education

Charles County Public Schools

Charles County Public Schools (CCPS) is nationally recognized for educational excellence in areas such as science, technology, engineering, and mathematics (STEM), its computer science program, and the availability of career and technology education offerings for students interested in hands-on learning experiences. CCPS is composed of 36 schools, with 21 elementary, eight middle, and seven high schools that provide engaging learning opportunities for children ages three through Grade 12. CCPS also maintains four specialized learning centers that focus on advanced special education services, adult education programs, alternative and distance learning for high school students, and environmental education.

Celebrating Our Graduation Rate

Supports in place to help students succeed

The CCPS graduation rate rose to a record high in recent years with 94.74 percent of the Class of 2017 graduating on time. This is the highest graduation rate CCPS has shown since the 2010-2011 school year, when Maryland standardized the way schools report rates. The graduation rate rose from 92.17 percent in 2016. CCPS attributes its graduation rate success to the focus of its teachers on monitoring student progress and adapting instruction to meet the needs of all students. Other programs are in place to support high school students in meeting graduation requirements including alternative learning programs such as grade recovery, evening high school and the Virtual Academy, and targeted intervention plans for students in need of additional help.

Construction and Capacity

Billingsley Elementary

Construction crews are working daily at the site of Billingsley Elementary School, the school system's 22nd elementary school, to prepare for its opening in September 2019. Located off Billingsley Road in White Plains, the 94,797 square-foot school will house 758 students. Design aspects include 35 classrooms; environmentally-friendly landscaping; and four outdoor activity areas including softball fields, a nature and exercise trail, and a soccer field in front of the school. The opening of Billingsley Elementary also helps to alleviate overcrowding at other CCPS elementary schools. The Charles County Board of Education approved an elementary school redistricting plan to coincide with the opening of Billingsley Elementary School. The redistricting takes effect with the 2019-2020 school year and several schools are affected. Complete redistricting details are posted on the CCPS website at www.ccboe.com/index.php/redistricting-elementary.

Dr. Samuel A. Mudd Elementary

The Dr. Samuel A. Mudd Elementary School campus located on Stone Avenue in Waldorf is undergoing a renovation. The renovation project began in 2017 and includes building enhancements such as a new main entrance, separate cafeteria, and separate gymnasium areas. The renovations are set to be complete in 2019. Dr. Mudd students are currently attending classes in a transition school located at 3155 John Hanson Drive in Waldorf. The transition school features traditional classrooms, a gymnasium, cafeteria, and playground. Dr. Mudd students transition back to the Stone Avenue campus at the start of the 2019-2020 school year.

Arthur Middleton Elementary

Arthur Middleton Elementary School underwent a renovation during summer 2018 to remodel existing open-space classrooms and enclose other open-space learning areas in the school. Designs for future modernizations and additions at two other schools that feature open-space classroom areas—Eva Turner Elementary School and Benjamin Stoddert Middle School—are moving forward for consideration for state funding.

Security Enhancements

Changing the Way the Public Visits Our Schools

To help enhance the safety and security of students and staff, the entry areas of nine schools were remodeled at the start of the 2018-2019 school year to guide visitors directly to the school main office. Visitors to Henry E. Lackey, La Plata, Thomas Stone and Westlake High Schools; John Hanson, Mattawoman, and Benjamin Stoddert Middle Schools; and Daniel of St. Thomas Jenifer, Middleton, and William B. Wade Elementary Schools will now enter the school through an enclosed entryway that connects to the main office. Plans are underway to remodel entryways at several other schools.

See Something, Say Something

CCPS launched the See Something, Say Something initiative this year to encourage students, parents, staff, and community members to report anything they feel threatens the safety of others. All reports are thoroughly investigated, many with the assistance of school resource officers and the CCPS director of Safety and Security. CCPS launched an anonymous online reporting system at www.ccboe.com, where anyone can report a safety threat at any time, and manages an anonymous reporting hotline, 301-302-8305.

Screening Improvements for Volunteers

New this school year for CCPS is a volunteer screening registration process. Any volunteer interested in working with students must complete the process, which includes a background check and safe schools training requirements. Approval is good for one school year. The process applies to any volunteer who works in CCPS schools, as well as those who attend special events with children, such as field trips. CCPS staff who want to serve as volunteers also must complete the process. Volunteer information is posted at www.ccboe.com/index.php/volunteers.

Photo Identification for All

CCPS requires all visitors, including staff, to provide photo identification prior to gaining access to any school. All schools are equipped with a video and camera system to monitor visitor arrivals. Visitors must first press a doorbell and show photo identification to gain entry to all schools and centers. Additionally, visitors must sign in at the main office using the ScholarChip computer system, which scans photo identification. ScholarChip also compares visitor information against the National Sex Offender Registry.



Public Education

Fiscal 2018 Historical Perspective | College of Southern Maryland

Recognizing its **60th anniversary** during 2018, the College of Southern Maryland (CSM) celebrated several notable achievements during fiscal 2018, including the inauguration of Dr. Maureen Murphy, the college's fifth president.

Last fall, CSM was recognized as one of the **top 150 community colleges** in the nation by the Aspen Institute for the college's innovative initiatives. CSM dates back to 1959, when the Charles County Junior College was established, as part of the continuing expansion of the community college in America. The La Plata Campus opened in 1968 and the college expanded its services to St. Mary's County in 1978 and Calvert County in 1980.

Today, CSM is a regionally accredited community college that provides programs and services with a special focus on local workforce development to maintain and grow a healthy economy and community. CSM serves **more than 23,000 credit and continuing education students** at its campuses located in Hughesville, La Plata, Leonardtown, and Prince Frederick, as well as a Higher Education Center shared with University of Maryland University College in Waldorf and a Center for Transportation Training in La Plata.

During fiscal 2018, CSM was **awarded a \$500,000 endowment**, the first community college to receive this prestigious award, which was matched by the CSM Foundation, as one of three academic recipients of the Maryland Department of Commerce's Maryland E-Innovation Initiative Fund (MEIF), in support of the college's future Velocity Center, located in Indian Head. MEIF is a state program created to spur basic

Public Education

and applied research in scientific and technical fields at the state's colleges and universities. CSM's future Velocity Center in Indian Head will provide resources for a variety of activities related to entrepreneurship, innovation, and workforce development and retention.

Located at its Center for Transportation in La Plata, CSM activated its **truck driving simulation training** as one of only two programs within the state to deliver this virtual reality training.

Additionally, funding for the **Center for Health Sciences** at the Regional Hughesville Campus was approved by the Maryland State Legislature in its fiscal 2018 budget. The college has contracted Grimm and Parker Architects for the design and Scheibel Construction for the construction management services for the facility and construction is expected to begin during summer 2019.

During the 60th anniversary, the college's foundation has completed its **Impact Campaign**, exceeding an initial \$10-million goal to raise more than \$12 million to support scholarships; programs, technology, and facilities; and entrepreneurship and innovation.



CSM SNAPSHOT

DID YOU KNOW...

- ...that CSM was named **one of 150 top community colleges** nationwide by the Aspen Institute?
- ...that CSM serves **over 20,000 learners** each year?
- ...that CSM is the **fifth largest veteran-serving college** or university in Maryland?
- ...that **1/3 of CSM students are on financial aid**?
- ...that **65% of all Southern Maryland high school graduates** going to college chose CSM?
- ...that **63% of CSM students attend part-time** and work ten or more hours per week?
- ...that the **average age of CSM students is 25** and that over 83% are of voting age?
- ...that the **racial and ethnic diversity is greater among CSM students** than in the general Southern Maryland population?
- ...that the Baltimore Business Journal reported that **CSM graduates have the highest salaries** of all graduates of Maryland community colleges?

WHO WE SERVE

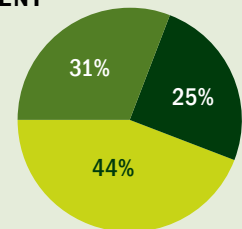
2017

23,244
10,810

TOTAL STUDENTS
CREDIT STUDENTS

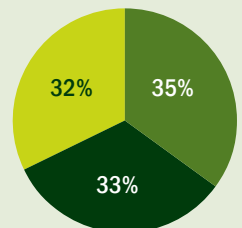
CREDIT ENROLLMENT BY COUNTY

- CALVERT
- CHARLES
- ST. MARY'S



ENROLLMENTS BY TYPE

- CREDIT
- WORKFORCE
- LIFELONG LEARNING



Public Libraries

The Charles County Public Library has made excellent progress toward **OUR GOALS** set out in our strategic plan:

Position the library as an indispensable community asset to ensure awareness of services, supportive partnerships, and adequate funding.

The library strengthened its already great partnership with the public schools through our summer reading program. Each middle school in the county used the library's summer reading program for their students during the summer break. A paper version of our online program was shared with all schools and sent home with every fifth, sixth, seventh, and eighth grade student in June. Each student that completed the program received up to five points of extra credit in their English class (depending on the school).

- 1,038 middle school students registered for the summer reading program through Beanstack.
- 54 percent, or 560 students, completed the program through Beanstack or the Mobile Library's paper version of the program.

Deliver library services and programs that are data and customer driven.

The library and our staff provided new programs and services to our community that have been long awaited:

- SOAR Innovation Space
- Mobile Hotspots
- Kids Grow Garden
- Fine Free Children's Books to support the 500 by 5 initiative
- Notary public services are now available at all branches

Develop a capable and dedicated staff to maximize productivity and to deliver patron-centered services.

The team from Charles County Public Library was chosen to participate in the first cohort of the EXCITE Transformation for Libraries project, an innovative training program that focused on the overall culture of the library and the way the library staff interact with each other, the public, their partners, and stakeholders. This training resulted in a new service being added to the library, the Drop the Mic Recording Studio.

Modernize library facilities and technologies to exceed community expectations.

Wireless printing is now available at all branches.

Our Library By the Numbers

548,588

Branch Visitors

4,399

Mobile Visitors

860,773

Books & More
Circulation at
Branches

85,787 Digital Circulation
at Branches

24,629 Mobile Library
Circulation

730.5 Mobile Library
Total Hours

946,560 Total Circulation
Branches & Mobile





Affordable Housing

The homeownership rate in Charles County is 77.4%, which is higher than the national average. With the median home price of \$287,600, the cost of homeownership remains out of reach for some residents. The County is working to ensure affordable housing options are available to those who need it.

Housing Authority

The Charles County Housing Authority administers a variety of housing programs directed at assisting low- and moderate-income families. The largest program administered by the Housing Authority is the Housing Choice Voucher Program. The Housing Choice Voucher Program provides ongoing assistance to eligible families to ensure that rental housing is affordable based on the family income. Rental properties are regularly inspected to assure that conditions are decent, safe, and sanitary in accordance with housing quality standards.

The Housing Authority offers programs for first-time homebuyers, housing rehabilitation, and more (see below). Additional information can be found online at: www.CharlesCountyMD.gov/cs/housing/housing-authority. Other homeownership initiatives are offered by the Maryland Department of Housing and Community Development (mmp@maryland.gov).

Housing Choice Voucher Program

The Housing Authority personnel have recently identified new efficiencies in the administration of the Housing Choice Voucher Program that enabled better management of the extensive wait list, which had been closed to new applicants for several years. As a result of new efficiencies, the Housing Authority anticipates reopening its application process to county residents within fiscal 2019.

Settlement Expense Loan Program

11 loans were closed in fiscal 2018 totaling \$66,000 in assistance.

Housing Choice Voucher Program

388 applicants were selected from the wait list in fiscal 2018 and approximately 33 percent of those were determined eligible to receive ongoing assistance.

First Time Home Buyers Settlement Expense Loan Program (SELP)

Provides up to \$6,000 in settlement expense assistance to first-time home buyers.

Special Loan Programs

Low-interest or deferred loans to improve the basic livability of single-family homes for low and moderate-income families.

Housing Rehabilitation Special Loan Program

Provides low-interest and no-interest bridge loans to eligible homeowners to finance home improvements.

Aging and Human Services

The Department of Community Services has successfully transitioned some of its previous grant-based programs for Aging and Human Services into self-sustaining, fee-for-service operations that have improved fiscal resources. This has allowed the department to expand its services to a larger segment of the eligible target population, with little to no direct fiscal impact on county general funds.

Serving our Seniors

The Aging and Human Services Division serves as the designated Area Agency on Aging in Charles County. It also operates as the lead agency for the Maryland Access Point, a statewide initiative for creating a “no wrong door” for options counseling on long-term care and supportive services for aged and disabled adults. Through a combination of federal, state, and county support, the division assisted 4,631 older adult residents in fiscal 2018, with a year-end total of 271,870 units of service to senior citizens, disabled adults, and their family caregivers.

Four senior centers serve older adults, aged 60 or older, and are located in Waldorf, Indian Head, La Plata, and Nanjemoy. Combined attendance at the division’s four senior center included 3,741 unique older adults who participate in health promotion and fitness activities, special events, recreational classes, educational and personal enrichment programs, weekday meals, and nutrition education. The centers also provided benefits coordination and supportive services for seniors with physical, cognitive or socioeconomic needs.

Nanjemoy Heritage Day





Clark Senior Center Show Troupe



Senior Prom



Volunteer Recognition Luncheon



Senior 2-N-1 Club



Fitness at Indian Head Senior Center



Art at the Waldorf Senior Center

Supporting Children, Youth & Families

Youth Sports Opportunities

A variety of recreational and competitive sport opportunities are offered to youth ages 4-18 throughout Charles County. Depending on the sport, these programs are either run in partnership by local sports organizations or offered directly through the Recreation Division.

The Recreation Division is directly responsible for the offering and organizing youth basketball, kickball, volleyball, and indoor soccer, which served more than 2,000 participants this year. For youth outdoor soccer, the division oversees the Southern Maryland Youth Soccer League which partners with six local volunteer youth organizations which had 158 teams this past year in the spring and fall. The Recreation Division also operates Elite Gymnastics and Recreation Center, offering both recreational and competitive gymnastics as part of USA Gymnastics. There are also two local USA Swim Teams, as well as the Charles County Swim Club, that utilize the indoor pools operated by the division at Henry E. Lackey High School, North Point High School, and Donald M. Wade Aquatics Center. Finally, the division utilizes partnerships with local sports vendors, coaches, and Charles County Public Schools to host and provide sports-related camps, instructional clinics, and special events throughout the year.

There are also several larger youth organizations which offer a variety of other youth sports in Charles County. Football, baseball, softball, and lacrosse all have independent leagues that work directly with our Parks Division and utilize many of our regional parks for field usage for practices and games. The Capital Clubhouse, located in Waldorf, is home to the Southern Maryland Sabres youth hockey organization and the Figure Skating Club of Southern Maryland. Charles County is also host to many independent competitive travel teams in a variety of sports, all which participate in state, regional, and national tournaments.



As sportsmanship is a key component with youth sports, the Department of Recreation, Parks, and Tourism Sports Office introduced the “Good S.P.O.R.T.S Charles County” initiative.

Our Good S.P.O.R.T.S value system, symbolized by the acronym S.P.O.R.T.S., serves as the foundation to maintain a high standard of good sportsmanship allowing residents to enjoy their experience while playing, observing, or coaching in Charles County. The pillars of these core values are: Sportsmanship, Positive Attitude, Obey the Rules, Respect, Teamwork, and Strive for Success.



More than **11,400** activity registrations were received in fiscal 2018 for programs such as arts and craft classes, cooking classes, dance and fitness programs, summer camps, swim lessons, water aerobics, sports leagues, instructional clinics, and special events – like the Princess Party, pictured.

Charles County Sheriff's Office Is Making Investments In Our Youth

For the third year in a row, Sheriff Berry had the opportunity to visit every elementary and middle school in Charles County in order to conduct “wellness visits.”

Our school resource officers also continued their tradition of hosting several camps for the elementary and middle school students throughout the year. They kicked off the summer with the Ladies Leadership Soccer Camp. The Cops for Kids Football Camp, followed by the Badges for Baseball Camp. They also hosted the Summer Youth Achievement Program for four weeks during the summer, the Just Say No Camp, and a two-day basketball camp.



Building a Strong Foundation for our Youth

The Charles County Advocacy Council for Children, Youth, and Families (CCACCYF) hosted “**Early Childhood Day**” on Aug. 4, 2018 (pictured). This annual event served approximately 150 local families, including nearly 375 children. Participating families met with over 30 different community providers and exhibitors that represent a variety of children’s resources in Charles County, plus fun activities, games and free promotional items.

The CCACCYF provided backpacks to all participating children, stuffed with school supplies to facilitate school readiness. In addition, every attendee received a commemorative water bottle and drawings for door prizes awarded throughout the day. This year the Early Childhood Day mascot “Charlie” came to life as a fully costumed character to match the one used in the event advertising. “Charlie” interacted with the children and posed for photos during the event.

Family Navigator Services is a key program funded through the CCACCYF. It helps at-risk youth and families access interventions and supportive services. Of youth served through Family Navigation, 94.5% reported positive outcomes for family stability and improved living conditions as a result of the services received.



The Charles County Economic Development Department is an economic development organization that supports and promotes the economic vitality of Charles County, a dynamic and fast-growing region in the Washington, D.C. metro area. We serve as a first point of contact for local businesses and for companies seeking to locate or relocate to Charles County. The primary role of the department is to spur growth and opportunity, create an environment where businesses want to invest in the county, and promote investment into the county.



NAMMO Energetics Indian Head

One of the county's largest economic development attraction projects, NAMMO Energetics Indian Head (NEIH) is the American subsidiary of a Norwegian aerospace and defense firm. The company has an agreement with Naval Surface Warfare Center Indian Head Explosive Ordnance Disposal Technology Division (NSWC IHEODTD) to upgrade manufacturing facilities on the installation and share those facilities for manufacturing of rocket motors. NAMMO will invest \$30 million dollars in the project and will ultimately create 160 new, high-paying jobs. NEIH has relocated their former headquarters in Northern Virginia to Charles County; employees are currently operating in temporary leased space in Waldorf. The company is acquiring a site in the Town of Indian Head to construct a new, 10,000-square-foot building that will be the company's permanent location. The attraction of NAMMO Energetics Indian Head was facilitated by a partnership between the State of Maryland and Charles County which have offered to provide forgivable loans of \$600,000 and a Economic Development Department/County Government 10 percent match of \$60,000 respectively to the company for the relocation. If the company meets the expected job creation, the loan would not have to be repaid.

Redevelopment

The Economic Development Department, the Planning Division, and the Capital Services Division are working closely with local utilities—SMECO and Verizon—to devise a solution to burying utilities along Maryland Route 925/Old Washington Road, in order to facilitate roadway and infrastructure improvements planned for the Waldorf Urban Redevelopment Corridor. Once the preferred alternative is chosen, the project can move forward with final planning and construction can commence.

Agriculture Business

The department's agriculture program supports the county's agricultural industry by developing, implementing, and administering initiatives to enhance and market the county's agricultural enterprises. The manager is developing regional partnerships in both urban and rural agricultural communities through involvement in both the Southern Maryland Agriculture Development Commission and the Metropolitan Washington Council of Governments' Regional Ag Work Group. Marketing activities included advertising the county's farmers markets, handout cards with market hours and harvest schedules, and directional signs. The agriculture manager is collaborating with the Department of Planning and Growth Management to implement a craft beverage zoning text amendment that creates the necessary framework to make the county a competitive destination for the alcohol production industry to include breweries, wineries, and distilleries.

Waldorf Station

The Economic Development Department continues to work with the Department of Planning and Growth Management and Greenberg Gibbons to implement the development of this important transformational project. Plans call for a mixed-use town center development that will comprise retail, entertainment, office, hotel, residential, and civic elements. The project's developer is in the process of negotiating Memoranda of Understanding with potential users, and an Opportunity Fund has already been created for one element of the project.

Opportunity Zones

In 2018, Charles County was awarded Opportunity Zones designations for three census tracts: 1) the Town of Indian Head; 2) an area west of U.S. Route 301 encompassing the proposed Waldorf Station (Greenberg Gibbons) development; and, 3) an area east of U.S. Route 301 encompassing the Waldorf Urban Redevelopment Corridor. The two Waldorf census tracts extend from the county's border with Prince George's County to Maryland Route 228/ Leonardtown Road. Opportunity Zones allow for federal tax incentives tied to the investment of unrealized capital gains in Opportunity Funds set up in the zones.

Office and Hotel Analysis

The department prepared market analyses for both the commercial office and hotel sectors. The purpose of these assessments is to provide stakeholders and potential investors in Charles County an understanding of the forces that influence their respective supply and demand characteristics and inform the department's planning and strategies for the next three years.

SLBE/MBE

In fiscal 2018, the Economic Development Department received 105 requests from businesses interested in registering with the county's Small Local Business Enterprise (SLBE) and Minority Business Enterprise (MBE) programs. Of those, 41 companies received technical assistance, 18 were certified with the SLBE program, and 23 firms were registered with the MBE program. In the fiscal year, Charles County Government procurement went to 58 county-based SLBE firms with total contracts valued at \$5,056,087.13.

Loan Program

The department manages two loan funds, the Targeted Industries Incentive Loan Fund and the Business Development Loan Fund. The Targeted Industries Incentive Loan Fund provides financing up to \$100,000 to existing businesses in Charles County and businesses relocating to Charles County. The Business Development Loan Fund provides micro-loans up to \$35,000 to minority-owned, woman-owned, and veteran-owned businesses located in Charles County. In fiscal 2018, the department closed three loans totaling \$166,114.69.

Charles County Workforce Study

The Economic Development Department hired the Regional Economic Studies Institute at Towson University for a study of commuters who work outside the county. The final report provides information

about the industries, occupations, skills, and education of Charles County residents, which will be used in business attraction initiatives to demonstrate a talented, well-educated workforce.

The image shows three vertical banners with a blue top and bottom section and a central colored section. Each banner features the 'Charles' logo at the bottom. The first banner is orange and titled 'ENHANCE THE PRODUCT' with three items: Business Sites, Infrastructure, and Incentives. The second banner is red and titled 'EXECUTE EFFECTIVELY' with three items: Service Delivery, Target Industries, and Collaboration. The third banner is green and titled 'TELL THE STORY' with three items: Website (MeetCharlesCounty.com), Social Media, and E-News & Updates.

Tourism



Charles County

MARYLAND

Legends, Lore and Room to Explore

“Legends, Lore and Room to Explore” ... The new tourism strapline invites you to take a fresh look at Charles County’s recreational and tourism assets.

The Tourism Division is dedicated to putting a new spin on Charles County’s image as a destination for exploring the great outdoors and immersing visitors of all ages in the wide array of recreational attractions. The division is working to strategize a thoughtful rollout of the new philosophy and branding image. First and foremost, Tourism staff previewed a new look and wider distribution for the “Visitor Guide,” restyled marketing profile sheets and traveling displays. Soon-to-follow will be a total website

makeover and the coordinated restyling of the printed brochures and advertising materials. The Charles County Tourism Division and George Washington University have partnered with graduate students to provide them the opportunity to create a strategic marketing plan for the new tourism’s new brand. Be sure to keep an eye on the Department of Recreation, Parks, and Tourism as we strive to help our visitors and residents create and celebrate their own legendary memories in Charles County.

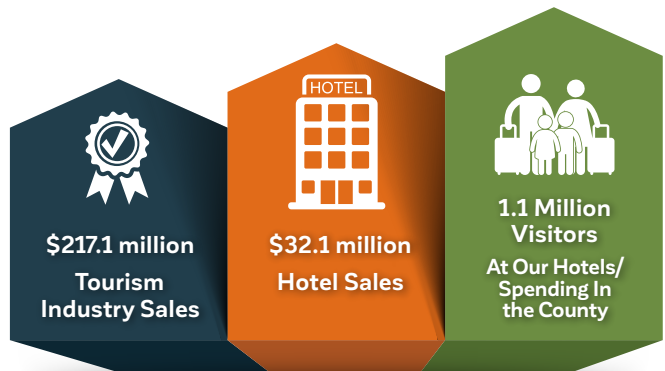
Welcome Center

The Crain Memorial Welcome Center in Newburg closed out fiscal 2018, having served more than 80,000 visitors! Travel counselors help each visitor develop a custom itinerary, learn about local events, get directions to their next stop, or reserve lodging. This is a great resource to plan a staycation, weekend outings, or just explore your beautiful home county. Our travel counselors also answered 14,522 telephone, email, and mail inquiries.

Updated seasonal exhibits included posters reflecting Tourism’s new branding. Exhibits were received from the St. Mary’s County Museum Division, Mattawoman Creek Art Center, and Ag Tourism. Work is ongoing with the Piscataway Conoy Tribe to bring their “Through Piscataway Eyes” exhibit to the Crain Memorial Welcome Center. This exhibit will educate visitors and provide insights and perspectives relating to Piscataway Conoy culture, heritage, and traditions.

Tourism Revenue

Charles County continues to experience growth in revenues generated by travelers and tourism initiatives. The latest report, provided by the Maryland Office of Tourism, shows Charles County realized \$217.1 million in tourism industry sales, with \$32.1 million of that in hotel sales. Approximately 1.1 million visitors stayed in hotels and/or spent money at local businesses, restaurants, and county amenities.



Upgrading Technology

The county's rapid growth depends on improving its technology to keep pace with increasing demand from our population. We have made progress on several fronts. These changes are leading the way to a more responsive, effective government.

Online Permitting Software Launched

The Department of Planning and Growth Management transitioned to EnerGov — a permitting system used to provide electronic review, submittal, fee payment, and inspection requests for permits and plans. Residents have access to their own portal where they can check the status of plans, see any sub records, pay fees, request inspections, apply for new applications, and resubmit documents or drawings. To create an easier review process and reduce paper waste, staff have access to previous and new submittals electronically for review and comment. The department envisions implementation of this new system will provide experiences in streamlined review process and better customer service.

Transition to Next Generation 9-1-1

In today's legacy 9-1-1 environment, the public can primarily make only emergency voice calls and Teletype calls (by deaf or hearing impaired persons). Only minimal data is delivered with these calls, such as Automatic Number Identification and Automatic Location Identification, when those services are available. As the county transitions to the Next Generation 9-1-1 environment, the public will be able to make voice, text, or video emergency "calls" from any mobile device via Internet Protocol-based networks. In addition, our Public Safety Answer Point (PSAP) will eventually be able to receive data from personal safety devices such as Advanced Automatic Collision Notification systems, medical alert systems, and sensors of various types. The new infrastructure will support national inter-networking of 9-1-1 services, as well as transfer of emergency calls and data to other PSAPs.

NEOGOV • Human Resources Management

NEOGOV software has been implemented to facilitate efficiency in recruitment, hiring, and performance evaluation for county government staff. The applicant tracking system automates the recruiting and hiring process to improve efficiency. Employee reviews have been revised and integrated into NEOGOV to ensure employee performance is consistently and regularly evaluated based on the county's core values and behaviors.

Upgrade to Microsoft Office 365 Outlook

The county has upgraded from its long-standing enterprise email system, GroupWise, to Microsoft Office 365 Outlook. Outlook is a reliable and high-functioning email system which integrates seamlessly with many of the county's current applications. Moving to Outlook provides staff with software that is consistent in both functionality and appearance with other software they currently utilize. Office 365 Outlook provides the county with enhanced email security and better disaster recovery through the use of multiple data centers. All county staff has migrated to Outlook. This translates to more than 10 million mail items for more than 800 employees.

Cybersecurity Initiative

Protecting the Charles County Government's information and technology assets is a high priority. The county's cybersecurity program is constantly evolving and improving to help protect County Government from continuously emerging cybersecurity threats. Highlights of the county's cybersecurity program over the last fiscal year include: Education and Awareness, Policy, Monitoring, and Vulnerability Assessment.

Website Redesign

Charles County Government is in the process of implementing a new state-of-the-art county website. The new website will have a sleeker and cleaner look, balanced with functionality, in order to provide the best experience for our site visitors. Our overarching goal is that our site visitors will be able to find the information they need quickly and easily regardless of the device they are using. We are also focusing on implementing a solution that will allow us to provide a cutting-edge County Government site for the foreseeable future, without having to overhaul it, in order to maintain its relevancy and effectiveness. An internal committee with representatives from several county departments developed a statement of work, evaluated various other county websites and website vendors, and selected a vendor to implement the new website. We look forward to rolling out our new county site in 2019.

Human Resources

The Department of Human Resources serves more than 700 full-time staff and supports outside county agencies in meeting human resource needs. The department is committed to attracting, developing, and retaining a skilled and diverse workforce.

Employee Committee

The Department of Human Resources Employee Committee was created in 2011 as a way for employees to plan an employee picnic. The committee has grown into a dynamic group of employees who make recommendations to the County Administrator and County Commissioners about employee concerns, workplace issues, and ideas. These employees have made presentations to the County Commissioners during regular Commissioner meetings, presented to employees during all-hands meetings, and acted as the liaisons for their respective departments. The committee has representation from all departments and most departments have at least two representatives. These representatives change every one to two years so that more employees get an opportunity to be the voice of their department.

Every two years the committee is responsible for publishing an employee survey. They review the results and read all the comments from employees. They take the results, comments, and form recommendations to the County Administrator and County Commissioners. Over the past few years, the committee has recommended and been able to implement several initiatives.

Introduced two all-hands **employee meetings** each year with the County Administrator

Enhanced **Years of Service Awards** program

Recommended changes to the County Commissioners that were used to **update the nepotism policy**

Based on feedback from employees, the county began offering **Intro to Computer classes**

Added **departmental surveys** so employees have an additional chance to offer feedback

Made the **Self-Appraisal Form** mandatory prior to annual evaluations

Created a **Thank You and Gratitude culture** within the workforce

Developed a **Mentorship Program**

Convened a committee to review the **part-time employee structure** and pay scales

Began a county-wide **Classification/ Compensation Study**

Began to develop **succession planning**

Encouraged regular **“Stand-Up” Staff Meetings** within divisions to better share information

Employee Wellness Team

The Wellness team offers employees an award-winning wellness program which focuses on mind, body, and spirit. Additionally, we offer our employees weekly yoga classes at two locations and 10-minute seated massages. We have also sponsored events such as a Chili Cook-off, “Souper” Bowl, walking clubs, and other events. We have offered seminars on retirement, Social Security benefits, healthy eating, and published a video on office exercises starring our own employees. Each year, we partner with the Central Services Division to host the Annual Rodeo and Health and Wellness Fair.

Our commitment to employee wellness is directly linked to healthcare costs. Charles County Government’s healthcare is self-insured. In self-insured health care, the employer assumes the direct risk for payment of the claims for benefits. The employees were very happy to hear that this fiscal year, the county was able to keep the healthcare premiums the same as last fiscal year.



Collective Bargaining

Fraternal Order of Police • Charles County Correctional Officers Association Emergency Medical Services Division









In October 2016, the County Government began collective bargaining with the Charles County Sheriff’s Offices’ two unions, the Fraternal Order of Police and the Charles County Correctional Officers Association. The negotiating team for the County Commissioners consisted of Deputy County Administrator Deborah Hall, Director of Human Resources Paul Rensted, and Assistant Director of Human Resources Megan Donnick. The county was represented by Eric Paltell, Esq., from Kollman & Saucier PA.

Collective Bargaining agreements were signed by the County Commissioners for fiscal 2018–2020 with the Charles County Sheriff’s Office and the Fraternal Order of Police Lodge 24 and with Charles County Sheriff’s Office and the Charles County Correctional Officers Association for fiscal 2018–2020.

In 2018, the County Commissioners entered into collective bargaining with the Emergency Medical Services Division and their union, International Association of Firefighters Local 4658. The same county negotiating team and legal counsel along with Director of Emergency Services William Stephens worked with the IAFF in collective bargaining.

Summary of Collective Bargaining Agreements

	Fraternal Order of Police	Charles County Correctional Officers Association	Emergency Medical Services Division
Fiscal Year 2018	<ul style="list-style-type: none"> • Step increase • Increase in sick leave towards pension • Decrease in DROP interest rate 	<ul style="list-style-type: none"> • Merit increase • \$250 bonus 	<ul style="list-style-type: none"> • N/A
Fiscal Year 2019	<ul style="list-style-type: none"> • Step increase • 2 percent COLA due to MSP pay scale adjustment (COLAs are not subject to negotiation) • Multi-year agreement 	<ul style="list-style-type: none"> • Merit increase • Progressive Pay Adjustment (PPA) • Multi-year agreement 	<ul style="list-style-type: none"> • Merit increase • 24/72 hour schedule • 1 percent COLA in 2019 • Pension vesting - 5 years • Dues/PAC deductions • Multi-year agreement
Fiscal Year 2020	<ul style="list-style-type: none"> • Limited to step increase 	<ul style="list-style-type: none"> • PPA Adjustment • Merit increase if all other units receive one 	<ul style="list-style-type: none"> • Limited to wages

Performance Dashboard		Fiscal Year Averages	Target
<i>Figures reflect averages for July 1, 2017-June 30, 2018.</i>			
	Environmental Tons to Recycling Rate	51.55% <i>20,441 (actual)</i>	35% State Mandate Rate
	Staff Time Dedicated to Business Engagement	4.98%	20%
	Businesses Contacted/Interacted	98	100
	Fund Balance Ratio	16.45%	8%–15%
	Bond Rating	Triple A	Triple A "AAA" from 3 rating agencies
	Vehicle Claims <i>(Incl: Sheriff's Office; not third-party or VanGO)</i>	5	0
	Trainings Attended by Employees	83.46%	25%
	Employment Turnover Rate	7.55%	< 10%
	Commercial Building Permits Approved within 21 days	92.27%	90% Mandated KPI
	Resident Building Permits Approved within 14 days	94.82%	90% Mandated KPI
	Cardiac Arrest Patients Arriving at Hospital with a Pulse	16.18%	9.5% National Average
	EMS Dispatch to Arrival Response Time in 9 Minutes or Less	62.18%	90% American Heart Association Standard: Arrive in 9 min/<
	On Time Performance	97.53%	95% In a 10 minute window
	Farebox Recovery Ratio	7.35%	10–20% MTA Standard for small, urban systems
	Passengers Per Revenue: Fixed Route/Hr Demand Response	11.62 / 1.65	12–16/1.5–3.0
	Roads Paved Land Miles Assessed as Satisfactory	98.00%	85%

About the Charles County Budget

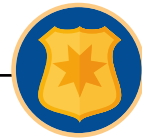
Your Tax Dollars at Work



Education

48.5% • \$196,122,500

Board of Education Total: \$181,982,100



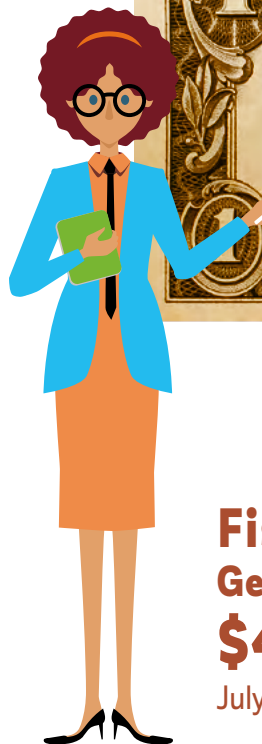
Sheriff's Office

22.3% • \$90,287,800



County Government

15.7% • \$63,398,600



**Fiscal Year 2019
General Fund Budget
\$404,659,200**

July 1, 2018 to June 30, 2019



Debt Service

7.4% • \$29,956,800



Other Agencies

3.2% • \$13,178,000

State's Attorney, Health Department,
Circuit Court, Election Board, Other



Miscellaneous

2.9% • \$11,715,500

Retiree Fringe, Central Services, Contingency,
Capital Project Transfer, Watershed Fund Subsidy

Budget Highlights...

- ★ \$6.5 million increase for Charles County Public Schools, to fund a step increase and other enhanced employee compensation measures to support staff recruitment and retention.
- ★ Support for Sheriff's Office, for increased compensation for employees, hire additional sworn and correctional officers, and two new forensic examiners.
- ★ \$457.5 million allocated for the five-year capital improvement program (fiscal years 2019-23) to pay for enhanced school security, to complete construction of the Billingsley Elementary School, upgrading the county's 9-1-1 system and investments in new or improved assets including roads, parks, water and sewer infrastructure, and other public facilities.
- ★ Major progress on Western Parkway, with second phase completed by August 2018 and Continued implementation of a countywide economic development strategic plan.
- ★ Fiber broadband installation, joint land use studies and military partnerships implemented to spur revitalization and investment in Town of Indian Head.
- ★ Completion of the first-of-its-kind Waldorf Senior and Recreational Facility, opening 2019.
- ★ Expansion of the curbside recycling program.

GET CONNECTED TO CHARLES COUNTY GOVERNMENT

www.CharlesCountyMD.gov



About Charles County Government

The mission of Charles County Government is to provide our citizens the highest quality service possible in a timely, efficient and courteous manner. To achieve this goal, our government must be operated in an open and accessible atmosphere, be based on comprehensive long- and short-term planning and have an appropriate managerial organization tempered by fiscal responsibility. We support and encourage efforts to grow a diverse workplace. Charles County is a place where all people thrive and businesses grow and prosper; where the preservation of our heritage and environment is paramount; where government services to its citizens are provided at the highest level of excellence; and where the quality of life is the best in the nation.

It is the policy of Charles County to provide equal employment opportunity to all persons regardless of race, color, sex, age, national origin, religious or political affiliation or opinion, disability, marital status, sexual orientation, genetic information, gender identity or expression, or any other status protected by law.

CHARLES COUNTY GOVERNMENT

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