

2016

Annual Report to the Citizens of Charles County



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CHARLES COUNTY GOVERNMENT

Mission Statement — 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.

Vision Statement — 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.

Equal Opportunity Employer — 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.

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. Vice President, District 2 Bobby Rucci 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 every Tuesday (and select Wednesdays) 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.



Thank you for taking the time to review the **2016 Annual Report** (Report). The Report is designed to review all of the major initiatives that took place on your behalf during the fiscal year. It also highlights the many amenities Charles County takes pride in offering to its citizens.

One of our featured highlights this year is passing the 2016 Charles County Comprehensive Plan. Residents and staff spent many long hours crafting a visionary plan to carry us through the next 10 years. There is a significant focus on preserving the Mattawoman Watershed and the environment, all the while focusing on smart growth and promoting a transit corridor. Our work is not done on this project. In fact, it has just begun. Over the next year staff will be working hard to develop work plans to implement the Comprehensive Plan.

Fiscal 2016 marked a good budget year. We were able to support staff and our outside agencies with raises, staffing, and new projects. The overall budget had a two percent increase with the bulk of the increase going towards education and county infrastructure. The budget provided resources to operate the new, state-of-the-art St. Charles High School and expands the College of Southern Maryland campus in the Hughesville area. A notable fact is 76 percent of the General Fund budget is appropriated for education, public safety, economic development, and comprehensive planning.

During the year we hired multiple new directors. We welcomed Rhonda Weaver, county attorney; Paul Rensted, director of Human Resources; Darrell Brown, director of Economic Development; and Steve Kaii-Zeigler, director of Planning and Growth Management. Each new hire brings a significant wealth of knowledge and experience to Charles County, and they have all hit the ground running. We look forward to the contributions they will make to improving County Government.

In addition to the new staff, in April we announced there would be a major county government reorganization to better align departments and match needs with available resources. After touring the county and meeting with Commissioners, department directors, and staff, and reviewing other county government structures, it was determined a reorganization was the best way to structure our staff and skills to meet the short- and long-range goals the Commissioners established for our community. We created the a new county Department of Recreation, Parks and Tourism, moved the Capital Services Division from the Department of Planning and Growth Management to the Department of Public Works, and shifted the Transit Division from the Department of Community Services to the Department of Planning and Growth Management. These changes better align services, allow for great synergies and teamwork, and ultimately provide more efficient and effective services to county residents.

Our government is committed to serving you, the resident. We are committed to being transparent and providing information you will find useful in your everyday lives here in Charles County. We look forward to hearing your feedback.

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



Chapel Point State Park

The Charles County Comprehensive Plan

On July 12, 2016, the County Commissioners adopted a new Comprehensive Plan after several revisions and five years of public debate. The process included extensive involvement from county residents who helped frame the plan's direction. The Comprehensive Plan is a policy document that sets forth direction and actions to guide future development and preserves sensitive natural resources. It serves as a blueprint for how and where the county grows for years to come. Plan policies are aimed at maximizing Charles County's strategic regional location in the metropolitan Washington, D.C. area, and its unique natural features combining rural and urban landscapes within a short drive to a major city.

The Comprehensive Plan incorporates 12 land use districts, which cover urban and rural areas throughout the county. The new plan establishes Charles County as being on the forefront of environmental sustainability in comprehensive planning in Maryland. It includes protection of a 37,454 acre Mattawoman Creek Watershed, one of the most biologically productive water bodies in the Chesapeake Bay watershed as a new Watershed Conservation land use district. It establishes a Priority Preservation Area of 134,000 acres of farm and forest lands. A state approved Tier Map is included in the plan, which limits the use of septic systems on major subdivisions in rural lands. A Transfer of Development Rights program, and a Purchase of Development Rights program, helps to limit growth in rural lands and transfer development rights to more appropriate locations, protecting the county's prime agricultural land. The plan also includes new chapters on Water Resources which controls pollution runoff and promotes stormwater retrofits of older commercial areas to clean and filter runoff from development. It mandates new affordable housing requirements to ensure housing is available for all income levels of our citizens. It has a chapter on Energy Conservation and establishes a baseline energy consumption standard to measure against future changes and policies and action items to promote energy conservation.



The plan supports economic development and growth in appropriate locations. It sets forth a new transit corridor for light rail transportation, town center redevelopment and it implements historic village revitalization plans. Growth areas include the northern county within the revised development district, the St. Charles Planned Development neighborhoods, and in a redevelopment and transit corridor that envisions light rail to connect to Washington DC metro system as a long term plan. It also promotes development of a new land use study to create a mixed use village in the southern county to create a new center for growth with traditional neighborhood design concepts serviced by sewer and water. Commercial centers are designated on the land use map to allow for growth in employment. It recognizes the recent expansion and potential of the Maryland Airport and supports tourism. The plan also supports redevelopment and revitalization of the towns of Indian Head and La Plata.

Planning and Growth Management staff is working to implement the Comprehensive Plan's direction. A project management team has been formed to work with consultants on a complete update of the Zoning Ordinance and Subdivision Regulations to reflect the new direction of the plan. In the coming year we hope to complete work on new affordable housing requirements, begin the land use study for the southern county, and complete and adopt new Watershed Conservation District Zoning regulations.



Planning and Smart Growth



Preserving the County's Working Farm and Forest Land

As interest in conservation continued to grow among rural landowners, the county's commitment to preserving farm and forest land remained strong. In fiscal 2016, the Commissioners allocated \$1.3 million to the Maryland Agricultural Land Preservation Foundation to purchase conservation easements on prime Charles County farm and forest land. This commitment leveraged an additional \$3.6 million from the state, creating a total funding source in excess of \$4.9 million.

The conservation partnership between Charles County and the Maryland Agricultural Land Preservation Foundation allowed the foundation to contract with Charles County landowners to purchase perpetual conservation easements on 1,200 acres across the county's rural landscape. These contractual agreements help to ensure productive farm and forest land will remain for future generations.

Indian Head Joint Land Use Study

In 2014, the county began a Joint Land Use Study (JLUS) for the Naval Support Facility (NSF) Indian Head. The Joint Land Use Study is a cooperative effort between Charles County, the Town of Indian Head, and NSF Indian Head to identify land use compatibility issues confronting the civilian community and the naval base, and to recommend strategies to address issues in the context of county and town planning policies.

The study is funded by a grant from the Department of Defense, Office of Economic Adjustment. The JLUS is a key tool to help ensure the continued viability of the naval base—one of the county's most important economic assets—while protecting the surrounding community. In fiscal 2016, the county, with assistance from study committees, consultants, and the general public, developed a draft study report containing recommended strategies for identified compatibility issues. Charles County Government and the Town of La Plata have recommended the draft report for adoption by the County Commissioners and Town Council.



Hughesville Village Revitalization Plan

In 2007, the County Commissioners adopted the Hughesville Village Revitalization Plan to address economic development and design improvements in the county's largest village. The plan includes a market analysis, urban design, streetscape, and adaptive reuse recommendations aimed at improving the village's overall appearance to help existing businesses and attract new business and investment.

The county is moving forward with several facets of the implementation of the Hughesville Village Revitalization Plan. The county is continuing work on a project, which begun in fiscal 2015, to evaluate alternatives for public sewer service to the village. The county is also continuing to work with a consultant and the public to draft new zoning to enhance infill development opportunities and improve design for the Village. The State Highway Administration, in partnership with the County and community, is developing designs for an attractive streetscape for Old Leonardtown Road, the historic "Main Street" of Hughesville. Also in fiscal 2016, the county began a grant-funded project to renovate the façade of one of the village's key historic tobacco buildings, and to create an adjacent public plaza. All of these efforts will serve as a catalyst to revitalize the Hughesville Village.

WURC Infrastructure

In 2008, the Charles County Commissioners initiated the Waldorf Urban Design Study (WUDS) to create a transit-oriented, mixed-use, walkable urban center in Waldorf. The Capital Services Division is currently managing the Waldorf Urban Redevelopment Corridor (WURC) Infrastructure Improvement design project. The WURC corridor limits are along Old Washington Road from MD Business Route 5 to Acton Lane. In April 2015, the division awarded the project to Brudis and Associates, who will prepare an overall base design for approximately 5,600 feet of road, sewer, and water service for the WURC corridor. They will also design the storm drainage system inclusive of stormwater management and treatment.

Design continues on the road and stormwater management concept plans. After several work sessions, the WURC team and consultant adopted a typical road section that meets short-term goals such as: providing an urban road section for construction; allowing the development community to modify the long-term goals to a walkable, transit-oriented development; and integrating innovative stormwater management techniques to achieve a green street design.

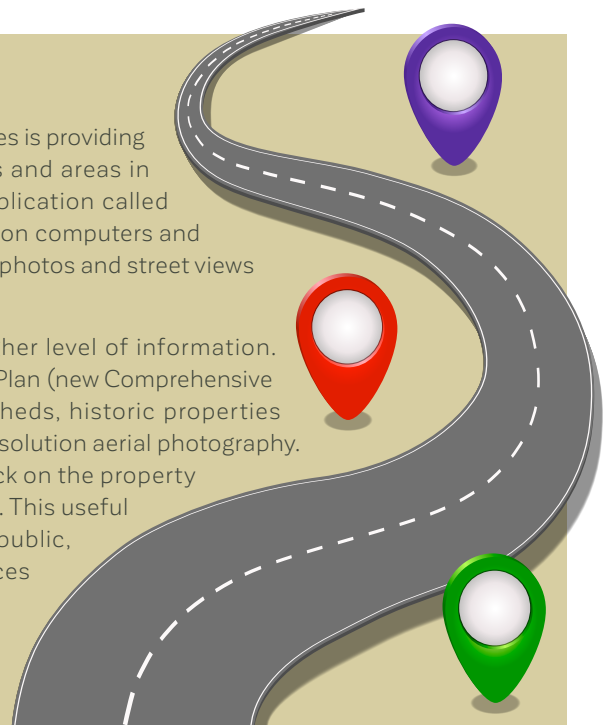
The consultant submitted typical and ultimate road sections for county review and approval. The consultant submitted to the county the 100 percent Stormwater Master Plan and Report for review and comment by the WURC team.

Online GIS Mapping Tool

One of the Department of Planning and Growth Management's priorities is providing customers with the resources to gather information on properties and areas in Charles County. The department developed an online mapping application called the County Mapping Tool. Such applications are now commonplace on computers and smart phones to search for addresses, get directions, or access aerial photos and street views of specific locations.

The County Mapping Tool takes a location or area search to a higher level of information. Customers can review subdivision activity, zoning, the 2016 Land Use Plan (new Comprehensive Plan map), the Charles County Tier Map, protected lands, watersheds, historic properties (Maryland Inventory), roadways, parcel boundaries, and local, high-resolution aerial photography. Once "zoomed-in" to a property (parcel boundary), the user can click on the property and be linked to State Department of Assessments property records. This useful tool improves efficiency by reducing staff consultations with the public, making information more accessible, and providing greater resources to customers worldwide.

To access the County Mapping Tool, visit: www.CharlesCountyMD.gov/Maps and click on "PGM GIS Interactive Map."



Planning and Smart Growth

Nuisance Abatement Rules

Clean and Lien Program

Charles County is authorized to implement “clean and lien” standards for Zoning Ordinance violations, Building Code violations, and nuisance violations. Based on the Nuisance Abatement Ordinance, complaints continued to increase, which are addressed by the Nuisance Abatement Board at monthly hearing. Between July 2015 and June 2016, nuisance properties increased to more than 100, and there were 37 clean and lien projects during that time. In order to begin cleanups at nuisance and building code violation sites, staff spent close to \$140,000 in contractor expenses to address nuisance-related and building code compliance issues.

The Department of Planning and Growth Management continued to follow the complaint process to address qualifying Commissioner’s Office inquiries as nuisance-related complaints, which improved the timely response to nuisance-related issues.

Engineering Improvements

Water, Sewer, and Roads

The Codes, Permits, and Inspection Services Division established several improved engineering specifications. The division updated and revised Construction Standards and Specifications, specifically on the construction of public water and sewer facilities. The division completed the review with the Department of Public Works. It was the first significant update to the construction manual since 1996. Revised chapters included: control of work, water facilities, sewer facilities, pump station, well house, and related designs.

The division released traffic calming details to enforce the new traffic calming legislation. The details addressed sidewalk and pedestrian ramps, new traffic calming speed humps, circles chokers, and markings. These standards are now in place for use with new subdivision designs and resident petition requests in existing communities.

Green Building Standards

Charles County Building Code

The Commissioners approved an ordinance that became effective in August 2015. This ordinance updates the Charles County Building Code to apply the 2015 International Construction Code. The Building Code update also addresses issues associated with safety, sewage backflow, and fire sprinkler standards for existing and new structures. The ordinance also adopted the 2015 International Energy Conservation Code, which sets forth the latest energy efficiency requirements for Charles County new construction projects.



Sign Enforcement

The Department of Planning and Growth Management played a major role in addressing Charles County’s zoning code violations.

At the request of the County Commissioners, the Codes, Permits, and Inspection Services Division staff initiated a review of county liquor store signs. Field review found more than 30 stores were in violation of the Zoning Ordinance provisions for signage. The division contacted store owners with violations, in order to improve the appearance of these stores.

With the assistance of the County Attorney’s Office and the Board of License Commissioners, the stores became code compliant without the need for court action.

The division created a standard operating procedure to outline a yearly inspection process for liquor store sites. The inspections will help keep these properties in compliance with county sign standards.

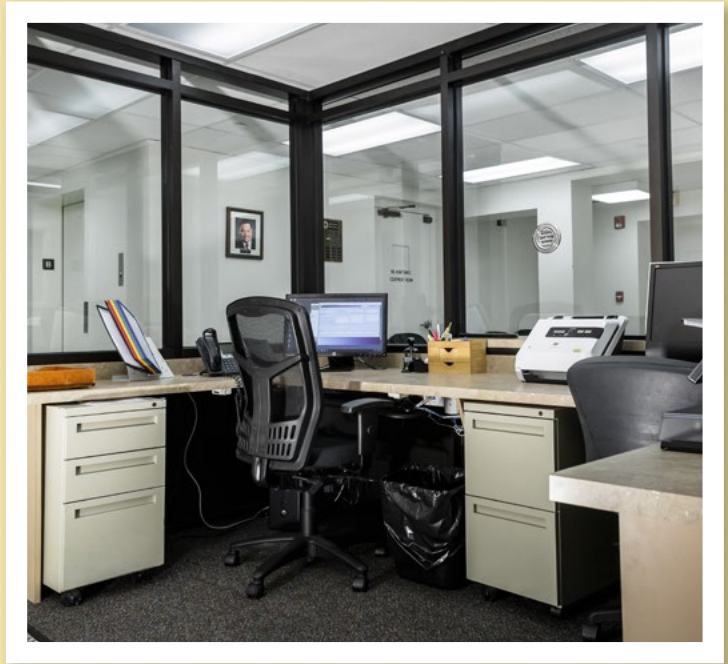
Government Facility Improvements

States Attorney's Office Renovation

The State's Attorney's Office renovation project included upgrades to existing facility components near or at the end of their useful life cycle. The project involved work on: carpeting; ceiling systems; lighting; painting; heating, ventilation, and air-conditioning systems; electrical systems; information technology systems; and furniture. The Building and Trades Division redesigned space to accommodate additional staff and security needs. Building and Trades Division staff managed the project.

With the State's Attorney's Office being one of County Government's most dynamic offices, it was truly a challenge to complete the project while keeping the office fully operational and ensuring minimal interruptions.

For their exemplary efforts, the Building and Trades Division staff team received a State's Attorney's Special Service Award.



Tri-County Animal Shelter

After more than 50 years serving Charles, St. Mary's, and Calvert Counties, the Tri-County Animal Shelter is on the brink of major changes. In January 2016, County Commissioners from Charles, St. Mary's, and Calvert Counties met to discuss the future of the Tri-County Animal Shelter. This meeting, hosted in Calvert County, reviewed the history of the Tri-County Animal Shelter and its current services to the community. The Commissioners of each county also committed to determining if they wanted to remain part of a group shelter operation, or if they wanted to break out on their own.

Recognizing the need for additional shelter staff, the Charles County Commissioners approved four additional, full-time animal attendant positions in the fiscal 2017 budget. These positions will enhance daily animal care, off-site adoption programs, adoption counseling, enrichment programs, and educational outreach. Dog kenneling area renovations continued to replace the damaged chain link with long lasting, stainless steel panels.

In May 2016, the Calvert County Commissioners held a news conference to announce plans to enter a public/private partnership to construct a new animal shelter in Calvert County. Since then, Charles and St. Mary's Counties have both approved up to \$50,000 each for feasibility studies to determine whether or not to remain partners in animal sheltering, or build a separate facility in each respective county. These two counties remain committed to providing their resident populations with modern animal sheltering capabilities.

Charles County Sheriff's Office Security Enhancements

The Department of Public Works' Buildings and Trades Division electrical staff worked with the Charles County Sheriff's Department on several major building access security enhancement projects, including a complete overhaul of the access control systems at the Sheriff's Headquarters; District 1, 2, and 3 Stations; and the crime lab. As part of this project, the Detention Center and Detention Center Annex underwent a complete replacement of their internal door control operating system.

Both of the above systems were past their expected life cycle. Unable to find parts for the outdated systems, Building and Trades Division technicians used creative methods to keep the systems up. This project satisfied a critical need for the Buildings and Trades Division, which is responsible for maintaining the systems.

Public Health



University of Maryland Charles Regional Medical Center

University of Maryland Charles Regional Medical Center (UM CRMC) has been the center of health care in La Plata, Charles County for decades. The 110-bed medical center has a rich history of providing quality care to the community since 1939. Today, it has grown significantly and expanded to meet the needs of the increasing population. UM CRMC serves the community's needs with distinction, delivers award-winning care, and is one of Charles County's largest employers.

New Urgent Care Center

Open seven days a week, University of Maryland Charles Regional Urgent Care opened recently across the street from the hospital. Patients can be seen for common illnesses like the flu, sinus problems, gout, urinary tract infections, minor cuts and burns, minor back pain, and minor bone breaks.

New Chief Medical Officer

In March, UM CRMC welcomed new Chief Medical Officer Joseph Moser, M.D. Dr. Moser comes to Charles Regional with 22 years of private medical practice in obstetrics and gynecology and 18 years as vice president for medical affairs with a single-hospital health system. He oversees clinical programs, patient safety, compliance with regulatory standards, physician coverage and recruitment, and the Medical Staff Office.

New Centers of Care

To keep pace with rapid changes in medical care and technology, UM CRMC began construction of a new outpatient health care center featuring three new service lines. The Washington Avenue site will offer sports and orthopedic rehabilitation programs, an advanced imaging center, and primary care services.

eICU program with UMMC

Telemedicine has arrived at UM CRMC. Using technology, the University of Maryland eCare (UM ecare) Tele-ICU program enhances access to highly trained and experienced UM eCare Shock Trauma specialists. The Tele-ICU provides 24-hour access to intensivists who provide support to our on-site ICU, which helps improve patient care and outcomes for our most critical patients.



Meeting Community Health Needs

This year we welcomed certified diabetes educator, Cindy Adams, R.N. to our team and the UM Center for Diabetes Education opened in summer 2016. UM CRMC also offered a new program, “Living Well with Chronic Conditions.” Developed at Stanford University, the free program empowers participants to better manage their pain, fatigue, frustration, and diet that can be associated with chronic disease.

Awards for Quality, Stroke Care, and Wound Healing

For the fourth consecutive year, UM CRMC was named a Top Performer on Key Quality Measures® by The Joint Commission, the nation’s top accreditor of hospitals. The award is given for attaining and sustaining excellence in management of heart failure, pneumonia, surgical care, and venous thromboembolism.

The hospital also was recognized with the Gold Plus Quality Achievement Award and a Target: Stroke® Honor Roll Elite designation as part of the Get With The Guidelines-Stroke® program from the American Heart Association and American Stroke Association. As a primary stroke center, UM CRMC received the award for its excellence in treatment and outcomes for stroke patients.

For the third consecutive year, UM CRMC received national excellence awards in Wound Healing. The center was awarded the Robert A. Warriner III, M.D. Center of Excellence; and the Healogics, Inc. Center of Distinction awards for delivering the highest quality care.



Public Health

Mobile Integrated Health Care

Mobile Integrated Health care (MIH) is a unique partnership aimed at improving health care outcomes among medically vulnerable populations. This integral partnership between the Charles County Department of Health, University of Maryland Charles Regional Medical Center, and the Department of Emergency Services creates a health care network that extends beyond the hospital, and carries health and wellness into the community. Program participants receive home visits from an MIH team comprised of a nurse practitioner, paramedic, and community health worker. The MIH team can monitor patients at risk for re-admission due to chronic illness, and connect patients with community resources, which improves health outcomes, reduces repeated trips to the emergency room, and reduces calls to 9-1-1.

EMSOP Re-Certification

In January 2016, the Charles County Emergency Medical Services Operational Program (EMSOP) re-certified its practices and credentials through the Maryland Institute for Emergency Medical Services System (MIEMSS). MIEMSS, which is the state regulatory agency for all EMSOPs conducts this process every five years with each jurisdiction across Maryland. During the re-certification process, the state examines the EMSOP's quality assurance plans and practices along with quality improvements and best practices. The county's EMSOP updated its Quality Assurance Plan and developed a comprehensive quality improvement plan, which will enhance the level of Charles County patient care.

Department of Health

The Charles County Department of Health works to fulfill our mission to promote, protect, and improve the health of our community. Some feel public health provides services only for those who are poor and in need; this belief could not be further from the truth. The reality is our services are available to everyone, and essential to the health of all residents and visitors. Services provided include: soil and water testing, restaurant inspection, septic and sewer inspections, communicable disease detection and investigation, prenatal care counseling and classes, behavioral health counseling, oversight of mental health and disability services, competency assessment of the aging, vaccinations and immunizations for all ages, and health education.

The Department of Health is the lead agency in the southern region of Healthiest Maryland Businesses (HMB) — a state-wide movement to create a culture of wellness. The department assists businesses in making the healthiest choice, the easiest choice — through policy, systems, and environment changes. The department was the first local HMB member. The department's workplace wellness program includes: free tobacco cessation classes, onsite fitness room, weight management classes, stress management classes, a wellness/safety committee that creates wellness policies, and WOO WHO (Walk Off Obesity With the Health Officer) walks twice a month. The Health Officer is available to go on WOO WHO walks with community groups or businesses. The HMB coordinator helps local business start and grow their workplace wellness programs.

The department provides a Naloxone training program to teach citizens the reverse opiate overdose by administering Naloxone. Law enforcement training is through a partnership with the Charles County Sheriff's Office and Town of La Plata Police. Department staff is available to train staff of community agencies to carry and administer Naloxone. We also train the public on how to use Naloxone to reverse opiate overdoses and potentially save the lives of their friends and family members. Trainings are held every Monday evening at the Charles County Department of Health. Off-site classes can be arranged for groups as space and schedule permits.

The Health Department is committed to reducing the incidence of infant mortality and helping women have healthier pregnancies. The department's Baby's Born Healthy Program started a Strollersize walking program, which takes place twice a month in the St. Charles Mall. Through this program, mothers, infants, and toddlers have a safe, climate-controlled place to walk. The Department of Health also provides information on children's health and safety, parenting, healthy pregnancy, and nutrition.

These are just a few of the ways we work to make our county healthier. The Charles County Department of Health, through its programs and outreach activities, continues to work to improve the health of Charles County.



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 600 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 358-year history.

The protection of life is the agency's highest priority. In fiscal 2016, agency members were honored for acts of bravery, including saving an unconscious man from a burning house, disarming a suicidal man, and apprehending armed robbery suspects. Corrections officers were honored for saving the lives of inmates who had medical emergencies, and civilian employees were recognized for outstanding work, and going above and beyond their regular job duties.

Enhanced community relations are another top priority. Early in fiscal 2016, Sheriff Berry established a popular diversity training program for all officers. The training included members of the community, and was taught by a highly respected professor. During the training, the officers and residents shared open and honest dialogue. As a result, attendees said they had a better understanding of each other.

The CCSO is also focused on building relationships with younger residents. The agency's School Resource Officer program has officers in daily contact with students in all schools. Two years ago, the Department of Justice visited Charles County to witness the CCSO school program firsthand. Following that visit, the Charles County Sheriff's Office was one of only six United States law enforcement agencies President Barack Obama invited last year to visit the White House. Discussion focused on the agency's community policing approach.

On a quarterly basis, the CCSO hosts citizen advisory meetings during which residents are encouraged to share their concerns about crime in their communities. The CCSO's community crime prevention programs include Crime Solvers, Neighborhood Watch, National Night Out, and Citizens on Patrol. Each year since 1988, the CCSO has earned the Maryland Governor's Crime Prevention Award for its successful programs.

The CCSO is deeply committed to public outreach programs. In fiscal 2015 and 2016, the agency hosted numerous events, including the Torch Run for Special Olympics, Crime Watch meetings, a youth basketball camp, football camp, and a baseball camp. In addition, the agency participated in Relay for Life, National Crime Victims' Rights Week, and Shop with a Cop.

The CCSO is headquartered in La Plata with district stations in La Plata, Bryans Road, and Waldorf. As a full service law enforcement agency, the CCSO provides police protection and other law enforcement services for the entire county, and operates the Charles County Detention Center.

The agency has mutual aid agreements with the Maryland State Police, La Plata Town Police, Department of Emergency Services, and Calvert and St. Mary's County Sheriffs' Offices, among others. Mutual aid agreements ensure allied agencies work together to address cross jurisdictional public safety issues.

The CCSO earned accreditation from the Commission on the Accreditation of Law Enforcement Agencies (CALEA) in 2001. The agency has since earned the Gold Standard of Excellence Award, designating it as one of the best among accredited law enforcement agencies worldwide.

Safe Communities

Public Safety Communications Enhancement Projects

The Department of Emergency Services is involved in a number of public safety communications enhancement projects. The current 9-1-1 system infrastructure is aging, and incapable of keeping up with the communications technology many residents have access to on their mobile devices. **Next Gen 9-1-1** (NG9-1-1) uses an IP-based network that enables the county's 9-1-1 Center to receive text messages, video messages, pictures, and voice calls. NG9-1-1 improves location accuracy, redundancy, safeguards, and failover planning. The Department of Emergency Services is taking a leadership role in a collaborative, regional effort to transition to NG9-1-1. The department is working with the Metropolitan Washington Council of Governments, Maryland Emergency Number Systems Board, Federal Communications Commission, and the National Emergency Number Association to identify essential core services, and craft a plan to transition into this critical new technology platform safely and efficiently.

Additionally, the 9-1-1 Center is in need of a technology enhancement. The reason for the enhancement is twofold: first, the center is more than 12 years old, with worn and outdated equipment. Second, the county is replacing its 9-1-1 equipment so we are prepared for the transition to NG9-1-1. The call station furniture, work station computers, phone equipment, security system, and the uninterruptable power supply unit that protects the 9-1-1 Center, must be replaced. The center will be expanded from its current 16 positions to 20, and additional safeguards will be installed.

With nearly 1,800 primary users on the county's radio system, including local and state public safety first responders



and County Government employees, many rely on the system daily for critical communications during county and regional emergency response and operations. The system's age and recent radio system infrastructure changes in neighboring jurisdictions resulted in the loss of communication with response partners in other jurisdictions. In an effort to restore the radio system's functionality, the department is replacing all mobile radios in the county fleet. The department is also working to replace all hand-held radios. Recently, the department began assessing the current radio system to identify functionality needs, coverage gaps, and first responder requirements that cannot be met by the current system. This assessment will be followed by creating a detailed design requirements document for the radio system infrastructure replacement process. It is imperative that emergency radio communications equipment is current, and the county is well underway. First responder safety and a coordinated, multi-agency/jurisdiction emergency response are primary benefits of reliable interoperable public safety communications.

Acquisition of Repetitive Flood Property

Following Hurricane Irene and Tropical Storm Lee in 2011, a La Plata property owner contacted the county concerning extensive flooding at their home. The county determined the property was eligible for the Federal Emergency Management Agency's Hazard Mitigation Grant Program, due to multiple, damaging flood events at the location. The county also applied for the U.S. Department of Housing and Urban Development's Community Development Block

Grant for homes damaged due to presidentially declared disasters. The county applied for and received both grants, awarded in summer 2014. Upon award, the county worked toward meeting property acquisition requirements for both grants. The county and the homeowners reached settlement on the property in February 2016. The property was demolished, and will be maintained as permanent open space.



Southern Maryland Full Scale Active Shooter Exercise at CSM

The Department of Emergency Services conducted a full-scale active shooter exercise in November 2015 at the College of Southern Maryland (CSM) La Plata campus. The department coordinated with the Maryland Emergency Management Agency, Charles County Sheriff's Office, Charles County Volunteer Fire and Emergency Medical Services, and the CSM. The exercise was in follow-up to a 2014 discussion-based exercise.

The exercise objectives were: 1) to demonstrate messaging and alerts during and after an incident to campus staff, students, parents, and the public; 2) to demonstrate regional response protocols for management an active shooter incident; and 3) to demonstrate and coordinate search and rescue techniques to respond to an active shooter incident.

UAV Technology Partnerships with the University of Maryland UAS Test Site

In fiscal 2016, the Department of Emergency Services continued its unmanned aerial vehicle (UAV) research partnership with the University of Maryland Unmanned Aircraft Systems Test Site. Building on the National Capital Region's Fire/Emergency Medical Services UAV Summit that Charles County co-hosted with Prince George's County and the University of Maryland this year, the allied partners conducted several unmanned aircraft system test flights. The flights were designed to incorporate this new technology into everyday life safety tools and situations. Aviation platforms tested in Charles County were engineered to aid first responders in missions geared for search and rescue, water rescue, and hazardous materials incidents. These tests are the foundation for further dynamic testing and prototype development for the commercial world.

Gilbert Run Dam's Hazard Specific Plan

In November 2013, the Department of Emergency Services, Department of Public Works, Maryland Department of the Environment (MDE) Dam Safety Division, Charles County Soil Conservation District, and the Natural Resources Conservation Service began working together to update three outdated emergency action plans for three Gilbert Run Watershed Dams—Jameson, Wheatley Run, and Trinity Church. The previous plans dealt with each dam individually, although the response protocols were the same. The group decided to consolidate the three response plans into a single document. This consolidated plan was the first of its kind in Maryland. In March 2016, the MDE Dam Safety Division approved the draft plan. In June 2016, the group executed all plan concurrences, and put the plan into official operation.

Storm Ready Program Renewal

The National Weather Service approved Charles County as a StormReady® county in 2010. StormReady® is a nationwide program helping communities better protect citizens during severe weather, from tornadoes to tsunamis. In order to be recognized as StormReady®, a community or county must promote public readiness, host the severe weather spotters training, and have the ability to receive weather alerts and broadcast them to the public. Updates and renewals are required every three years. Charles County successfully renewed its StormReady® status on March 3, 2016.



Educational Achievements

Public Schools

Charles County Public Schools (CCPS) students and staff were making headlines and making a difference during the 2015-2016 school year. Throughout the year, CCPS students, staff and programs collected dozens of national and state awards and recognitions, spanning academics, competitions, athletics, extracurricular activities, programs, and operations.

Outstanding achievements include:

- CCPS had its highest graduation rate ever, reaching 92.36 percent, up one point from the previous year and above the state average of 87 percent.
- The Class of 2016 wrapped up a school year of accomplishments, receiving more than \$66 million in scholarship offers, an increase of \$4 million from the previous year.
- Mt. Hope/Nanjemoy Elementary School Principal Kristin Shields was named the National Distinguished Principal for Maryland, an honor given annually to 50 elementary and middle school principals — one per state — in the country.
- North Point High School graduate Jewel Washington earned a silver medal in early childhood education and placed in the Top 10 at the National Leadership and Skills Conference.
- Matthew Henson Middle School's prosthetic arm team won second- and third-place awards in the national Mathematics, Engineering, Science Achievement (MESA) competition.
- Tiffany Taylor, a chemistry teacher at St. Charles High School, was one of six teachers nationwide to be named a recipient of the National Science Teachers Association Robert E. Yager Foundation Excellence in Teaching Award.
- The U.S. Department of Education named J.C. Parks Elementary School a National Green Ribbon School. The school was also recognized as a National Wildlife Federation Eco-School.
- Officials from the National Science Foundation came to Charles County to learn more about how CCPS has advanced computer science by increasing the number of classes and participation by minority groups. Superintendent Kimberly Hill was named as the county's 2016 Education Trailblazer for her success in making CCPS a model district for computer science.
- CCPS expanded efforts in career and college readiness, early childhood and science, technology, engineering and mathematics (STEM). More than 24,638 students visited the James E. Richmond Science Center, which also welcomed 4,000 community visitors.
- The school system also continues to grow. Kindergarten classroom expansions are underway at Mary H. Matula and Daniel of St. Thomas Jenifer elementary schools. The county and state have approved funding to build the 22nd elementary school off Billingsley Road in White Plains, and plans for the renovation and expansion of Dr. Samuel A. Mudd Elementary School are moving forward. CCPS is also adding a Virtual Academy in 2016, providing an alternative educational option for high school students.
- CCPS grew by nearly 50 students last school year, and officials anticipate additional growth, particularly in the northern area, in the coming year.





Public Library

The Charles County Public Library consists of four library branches located in La Plata, Indian Head, and two locations in Waldorf. An outreach van visits day care centers, Head Start classes, senior centers, and homebound residents. The library offers programs and services for all ages. Workforce development; Science, Technology, Engineering, Art, and Math (STEAM) programs; and early literacy support continue to be library priorities.

To support our continued efforts to help community members seeking employment and advancement, the library now offers access to Lynda.com, a leading online learning platform that covers business, technology, and creative skills. In addition to Lynda.com, the library continues to offer other community education databases, such as Learning Express library and Career Help through Brainfuse.

The library is striving to support the small business community with useful resources, such as the Encyclopedia of Small Business and Regional Business News. Businesses also have the opportunity to use library space for meetings, such as the Department of Economic Development's Quarterly Roundtable meetings. The library held a Seasonal

Retail Hiring Fair to help support local businesses hiring for the upcoming holiday season.

The Charles County Public Library is a vital educational institution providing high-quality, community education opportunities for all ages. Through our highly-rated story times, we are providing early literacy activities to bolster a child's readiness for school. Newberry Award-winning Author Kwame Alexander came to the library, and encouraged students to read widely and write daily. Our programs support a wide variety of educational and inspirational goals for our community.

In fiscal 2016, the library underwent many changes, including hiring new Executive Director Janet Salazar and Assistant Director Alyssa Williams, as well as many other key positions. With new leadership in place, the library also took on the challenge of strategic planning, conducting focus groups, and sending out an online survey to assess the community's needs. Our new strategic plan will take us through the year 2019, and can be viewed at www.ccplonline.org/about/CCPLStrategicPlan2016.pdf.

Educational Achievements

College of Southern Maryland

A regional community college serving Charles, Calvert, and St. Mary's counties, the College of Southern Maryland (CSM) serves more than 25,000 credit and continuing education students at campuses in Leonardtown, La Plata, and Prince Frederick, and facilities including Waldorf Center for Higher Education, Center for Trades and Energy Training (CTET), and Center for Transportation Training.

CSM dedicated the new, Regional Hughesville campus in October to provide specialized programs in a more cost-effective and convenient way. Its master plan includes five phases, with the first facility, CTET, anticipated to open spring 2017. The second phase, a state-of-the-art medical sciences building, will provide training for future health care professionals.

Last year, more than 1,700 CSM students transferred to 226 different four-year colleges and universities in 45 states and the District of Columbia. With more than 50 guaranteed articulation agreements with colleges and universities, CSM collaborates to make bachelor's degrees affordable and accessible. An articulation with Virginia Tech marks CSM as the first out-of-state institution that has an undergraduate agreement with Virginia Tech.

As the fifth largest veteran-serving Maryland college or university, CSM served approximately 750 students using the GI Bill, which accounts for more than \$1.4 million in tuition and fee payments annually. CSM earned the 2016 Military Friendly® School Designation for attracting and supporting student veterans and spouses. Working with CSM, the student Veterans Organization opened a veterans' lounge. The CSM Student Veterans of America (SVA) chapter was awarded \$9,212 through the Vet Center Initiative with SVA and The Home Depot for additional refurbishing of the lounge.

The U.S. Department of Education selected CSM as one of the 44 postsecondary institutions across 23 states to participate in an experiment that will allow students taking college-credit courses access to federal Pell Grants as early as high school. Also, CSM earned reaccreditation for its business programs through the Accreditation Council for Business Schools and Programs; was designated a National Centers of Academic Excellence in Cyber Defense 2-Year Education by the National Security Agency and the U.S. Department of Homeland Security for the second time; and

earned the Alliance for Workplace Excellence's Workplace Excellence and Health and Wellness seals, and the Higher Education Excellence in Diversity Award. Celebrating its 10th year, the St. Charles Children's Learning Center at CSM earned a Maryland EXCELS level three rating by the Maryland Department of Education, and is in the accreditation process.

With Maryland Emergency Management Agency and agencies including Charles County Sheriff's Office and the Department of Emergency Services, CSM conducted an exercise on its La Plata campus to test emergency notification systems, communication and response procedures, and to identify areas for improvement.

The Charles County Mediation Center was created to provide mediation, conflict resolution services, and outreach to individuals. The center is offering services and training volunteer mediators. The Diversity Institute held five focus groups to examine ways to shape a stronger Charles County. This input, with feedback provided during the 2015 Diversity Forum, is helping to formulate goals and priorities. The Nonprofit Institute expanded its support by offering Volunteer Southern Maryland, a free and comprehensive online database for connecting volunteers with local nonprofit agencies.

CSM launched an Entrepreneur and Innovation Institute, with the help of private funding obtained through the CSM Foundation's Make An Impact campaign. The \$10 million campaign is focused on raising funds that will help transform the college and its community through scholarships; enhanced facilities, programming and technology; and strategic partnerships.

Visit our website at www.csmd.edu for more information about CSM.



Parks and Trails

Girls Fast Pitch Softball Tournament

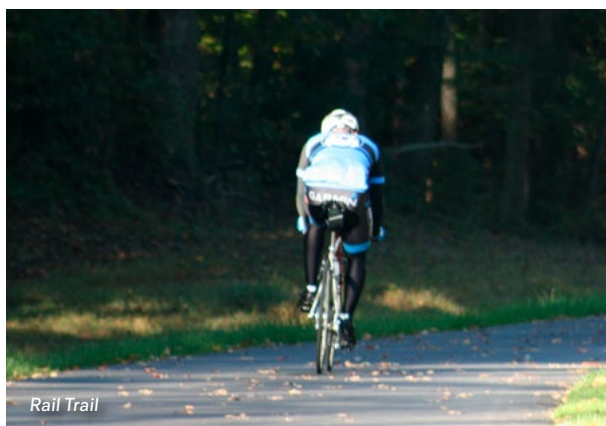
The 2016 Amateur Softball Association (ASA) held its Central Atlantic Territorial for the 18 and under category, and Gold Qualifier Softball Tournament for the girls 16 and under category at Laurel Springs Park in June 2016. Teams representing the District of Columbia, Delaware, and Maryland competed for a chance to go to the Gold National Championship, held at the ASA Hall of Fame Stadium in Oklahoma City, Oklahoma.

Indian Head Rail Trail

An 8-mile section of the Indian Head Rail Trail reopened in August 2015. This section of the trail closed for 18 months during a water line installation for the Competitive Power Ventures (CPV) power plant project. In a joint effort between the Department of Public Works' Parks Division, the Department of Planning and Growth Management, and CPV contractors, this popular amenity was restored to pre-construction conditions in late summer/fall 2015 with minimal impact to trail enthusiasts.



Rail Trail



Rail Trail

La Plata Park

The Department of Public Works' Parks and Grounds Division acquired the La Plata Park last fall. The park is 56 acres, and located in an easily accessible and convenient area in La Plata, which may become a mixed-use park to help serve the growing La Plata population and accommodate future planned development projects.

Mallows Bay

The National Oceanic and Atmospheric Administration (NOAA) has nominated Mallows Bay as a designated National Marine Sanctuary, a first in the State of Maryland. Through the Parks and Grounds Division's efforts first to acquire and then to develop this property, residents and visitors will have this jewel to be enjoyed now and for future generations.



Mallows Bay

Quality of Life

Offering Youth and Families Quality Activities

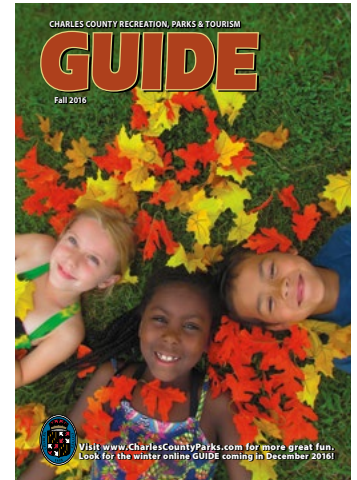
The Department of Community Services' Recreation Division provides residents of all ages with opportunities for fun, quality recreation and leisure activities. Focusing on indoor activities and sports, the Recreation Division consists of aquatics, community centers, trips and tours, gymnastics, sports, and summer camp programs. With a strong Charles County Public Schools partnership, the Recreation Division operates nine school-based community centers, and six shared use pools (three indoor and three outdoor). The Recreation Division also operates two stand-alone facilities, the Port Tobacco Recreation Center and Elite Gymnastics and Recreation Center.

Throughout the year, the division offers a variety of quality, fun programs, sports, and leisure activities for Charles County residents. The division received nearly 8,000 different activity registrations in fiscal 2016 for programs such as: middle school afterschool program, arts and craft classes, cooking classes, dance and fitness classes, summer camps, swim lessons, water aerobics, aquatic programs, drop-in programs, indoor sports leagues, instructional clinics, competitive and recreational gymnastics, and special events.

The Parks and Recreation Divisions, in partnership with the Mid-Atlantic Recreation and Parks' Sports Alliance, recognized three awardees at a special reception and awards

ceremony in Annapolis for their contribution to the sports programs. The award highlighted the time, effort, and outstanding service these staff team members provide to our community. The awardees included a league administrator/coach, a youth sports athlete, and a youth sports coach.

In addition to quarterly editions of **The GUIDE**, the Recreation Division expanded its marketing and outreach to promote programs through social media. The division partnered with Charles County Government Television to produce "The Rec Report" and several other short, promotional videos and commercials, which air on the county cable channel and are posted to the county's YouTube channel. The Parks and Recreation Facebook page engagement increased to more than 2,000 followers. Program information and updates, recaps, photos, and inclement weather or cancellation information is posted on the page.



Youth Triathlon



Baby Bazaar



Nanjemoy Heritage Day



Early Childhood Day

Serving our Youngest Citizens

The Charles County Advocacy Council for Children, Youth, and Families (CCACCYF) partnered with the University of Maryland School of Social Work to submit an application for funding to the Substance Abuse and Mental Health Administration. The council received \$4 million for the BRIDGE (*Building Resilience through Development, Growth and Empowerment*) program. This four-year program proposes to strengthen the Southern Maryland early childhood system of care by developing, financing, testing, and taking to scale a tiered, evidence-based service array for children 5 years old and younger with behavioral health problems. Fiscal 2016 was a planning year for contracts, training, and program model development.

Through partnership with Charles County Public Schools (CCPS), the summer meals program entered its seventh year of service to provide youth under 18 with lunches during the summer break. Youth in “area eligible” communities – as designated by the State Department of Education – received lunches through the summer meals program. This program fills a major void in the lives of children and adults who are hungry without access to nutritious meals.

The Summer Youth Achievement Program served 85 middle school youth through a collaboration between the Charles

County Sheriff’s Office and CCPS. Youth identified as “at risk” for poor outcomes based on school attendance, disciplinary problems, or low test results are recommended for the program. The youth enrolled receive life skills, are taught an anti-bullying curriculum, and participate in various field trips.

The Charles County Early Childhood Advisory Council, under the direction of the CCACCYF, hosted the seventh annual **Early Childhood Day** (pictured). This event promotes school readiness for youth ages 5 years old and younger. There were 33 vendors who offered learning activities for the 530 children and caregivers who attended the event. More than 150 backpacks, lunch boxes, and various door prizes were distributed during the event.

The Summer Youth Employment Program enrolled 33 youth identified as having, “Barriers to Success” in fiscal 2016. The program participants worked an average of 35 hours per week earning a minimum of \$9 per hour. The County Commissioners provided funding for the program, and established a memorandum of understanding with the Tri-County Council for Southern Maryland (TCCSM), allowing TCCSM to implement the program.

Quality of Life

Serving our Senior Citizens

The Aging and Senior Programs Division serves as the designated Area Agency on Aging in Charles County, and as the lead agency for the Maryland Access Point (MAP), 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 4,493 older adult residents in fiscal 2016, with a year-end total of 262,337 units of service to senior citizens, disabled adults, and their family caregivers.

In fiscal 2016, the Aging and Senior Programs Division implemented federal government operational changes to transition some key programs from grant-based funding to fee-for-service billing. This contemporary approach to the human services administration should facilitate more sustainable funding as grant-based services can be more subject to fluctuations in the state and federal budgets. Preliminary performance indicators point to successful implementation of the new billing practices.

Benefits coordination and access to services remain the division’s core mission areas. Throughout fiscal 2016, the division assisted aged and disabled residents, and their family caregivers. Services included: shelf-stable, emergency meal distribution; eligibility screening and completing applications for public benefits; hosting enrollment fairs to help Medicare beneficiaries understand and select Medicare plans; providing voluntary income tax preparation to more than 600 low-income, older adults; completing Maryland Energy Assistance Program applications for more than 250 older adult households; and supporting frail, low-income elders with home- and community-based services.

In April 2016, the Aging and Senior Programs Division hosted the 24th Annual Southern Maryland Caregivers Conference in partnership with the University of Maryland Baltimore Geriatrics and Gerontology Education and Research Program. Approximately 250 family caregivers and professionals from the aging network attended the event held at the Richard R. Clark Senior Center. The program included 17 educational seminars from aging experts.



Photos from the 2016 Senior Picnic



Senior Citizens in Action

The Aging and Senior Programs Division operates four Senior Centers, located in Waldorf, Indian Head, La Plata, and Nanjemoy, for county residents aged 60 or better. The division also operates the Nanjemoy Community Center, which provides recreation, education, health promotion, and community services for children, youth, and families throughout Western Charles County.

Combined attendance at the division's four Senior Centers included 3,480 unique older adults who participated a wide array of programs, including evidence-based health promotion and fitness activities, recreational and leisure activities, educational and personal enrichment programs, weekday lunch programs, nutrition education. The Senior Centers also provided benefits coordination and supportive services for seniors with physical, cognitive, or socioeconomic needs.

In 2016, Charles County's Senior Centers continued their tradition of excellence by providing award-winning,

innovative activity programming. The Maryland Association of Senior Centers (MASC) recognized the Charles County Show Troupe in the category of Expressive and Creative Arts for successful performances, which entertained residents throughout the community. MASC awarded the Indian Head Senior Center in the category of Nutrition, Fitness, and Health Promotion. These achievements are only a small representation of the high quality, innovative, and beneficial activities and services Charles County older adults enjoy on a regular basis. Senior Center personnel are dedicated to offering challenging, unique, and fun opportunities to continually enrich the lives of Charles County seniors.

The department made progress on and continues to work toward developing a new Multi-Generation Center in greater Waldorf. When the vision is fully realized, the Waldorf Multi-Generation Center will serve as a community focal point, uniquely staged to meet the diverse needs of residents in this most populated section of the county.

Safe and Affordable Housing



Federally Funded Housing Programs

Housing Choice Voucher Program

The Housing Authority administers a Housing Choice Voucher Program, funded by the U.S. Department of Housing and Urban Development. In fiscal 2016, more than \$9 million in program funding provided approximately 800 low-income households with monthly rental assistance. In excess of 70 new participants received assistance in fiscal 2016.

Three new participants were approved for the Housing Choice Voucher Homeownership Program in fiscal 2016. Through this program, monthly assistance payments are made towards the homeowner's mortgage. Participants eligible for the homeownership program must have sufficient income that will allow them to obtain mortgage financing through an independent lender.

For the first time in nearly two decades, the Housing Choice Voucher Program software received an upgrade. The upgraded software increased productivity and efficiencies in program administration.

Additionally, more than 10 military veterans and their families received assistance through the Veterans Affairs Supportive Housing Program in fiscal 2016.



State Funded Programs

The Housing Authority (HA) administers programs funded through the Maryland Department of Housing and Community Development (DHCD) to assist homeowners, home buyers, and local homeless shelters. The State Special Loans Program provides low-interest and no-interest loans to eligible homeowners for housing rehabilitation projects and total home replacements, where necessary. In certain cases, loans may be completely deferred until the property is sold or transferred. Housing rehabilitation such as new plumbing, windows, or doors can be financed through the program. In limited cases, grants are available for installing indoor plumbing in substandard units. The HA settled more than \$529,000 in rehabilitation loans during the fiscal year.

In fiscal 2016, DHCD awarded a record amount of funding for the **Emergency Solutions Grant program**. The HA managed more than \$132,000 for two emergency and transitional housing facilities and one homelessness prevention program.

A \$250,000 **Community Development Block Grant** for down payment assistance assisted 16 first-time home buyers.

In partnership with the Department of Emergency Services, the HA completed a Community Development Block Grant Disaster Recovery project to acquire and demolish a flood-prone property. This property will remain open green space.

County Funded Housing Programs

Rural Housing Initiative

In fiscal 2016, the Department of Community Services Housing Authority continued outreach efforts to inform residents about the Rural Housing Initiative. This program provides financial assistance for home and indoor plumbing repairs. Staff reached out to more than 1,000 residents through flier distribution, mailings, and phone calls.

Settlement Expense Loan Program

Charles County's Settlement Expense Loan Program (SELP) provides up to \$6,000 in settlement expense assistance to **first-time home buyers**. Staff processed 11 SELP loans totaling \$64,000, leveraging more than \$2 million in home loans. The program encourages first time home buyers to consider home ownership in existing residential communities in Charles County.



Robert J. Fuller House

The Robert J. Fuller House, a 21-bed, men's emergency and transitional living facility owned by Charles County Government is a "continuing home" program providing temporary housing intended to get men who are homeless into a safe, positive, living environment. The facility assisted 50 men during the fiscal year.

The Fuller House is managed by an on-site vendor manager. The vendor provides individualized case management to assist residents in obtaining permanent housing. The facility is equipped with a communal kitchen, dining area, living space, and bathrooms. Around-the-clock staffing is provided for the safety of the home and its residents. Transitional housing is a living situation with a supportive, positive, and social community of other men who have had similar experiences.

The services provided range from substance-abuse counseling, housing placement support, employment support, mental health services, individual development plan, and revision. Clients are encouraged to gain self-sufficiency by finding employment, a permanent residence, and a support system of friends and family.

Fuller House assists clients with moving to the next level of housing, which hopefully will be a more permanent, stable structure for that participant.

Martha's Place, another county-owned property operated by a contracted vendor, is a three-bedroom transitional house providing supportive living services for women and children experiencing homelessness.

Environmental Awareness



Environmental Resources Outreach Event

The Department of Public Works' Environmental Resources Division, in partnership with the Department of Planning and Growth Management and University of Maryland (UMD) Extension, provided two public **compost and rain barrel workshops**. Participants learned about the benefits of rain barrels, proper in-home installation, and green practices. A total of 91 rain barrels were sold.

In the compost workshops, enthusiasts and beginners constructed a compost bin, and learned how to compost. Several participants attended these 30-minute workshops, as well as constructed their own compost bins. UMD Extension staff and Master Gardener volunteers helped participants create environmentally friendly household items.

The compost and rain barrel events included **free and secure document shredding**. Residents could bring up to five boxes of personal documents for free, secure shredding services. There were 21 tons of paper shredded and recycled.



Potomac River Watershed Clean Up

The Potomac River Watershed Clean Up is an annual event occurring simultaneously at 265 sites throughout Washington D.C., Maryland, Virginia, and West Virginia. Charles County is responsible for 20 of these sites. In April 2016, more than 500 volunteers removed in excess of 20 tons of litter from the county's Potomac River Watershed.

In addition to the annual watershed cleanup, the Environmental Resources Division promoted community cleanups in April. More than a dozen communities participated in April's Beautification Month. The county's litter program and the April cleanups, including **Mallows Bay Park**, combined removed an additional 25 tons of litter.



Mallows Bay Cleanup Event



Infrastructure: Water

Engineering Improvements for Stormwater Management

The Department of Planning and Growth Management’s Codes, Permits, and Inspection Services Division established several improved engineering specifications relating to Charles County development.

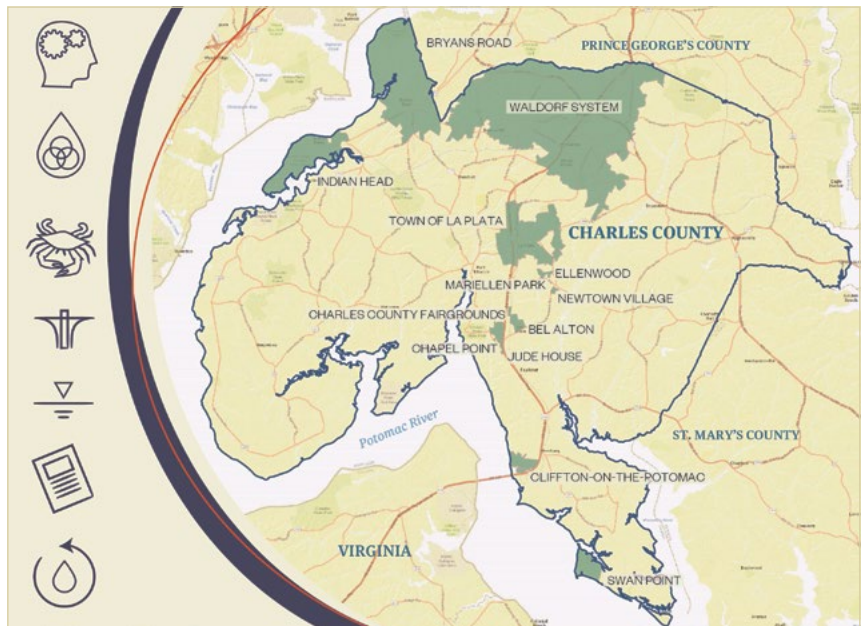
In the area of stormwater management, the division made significant progress on inspecting existing facilities and clarifying design specifications related to new development under construction. With the implementation of the new Maryland MS-4 permit, the division updated summary sheets and stormwater agreement forms to improve reporting associated with the permit. There were concerns about completing stormwater management facilities by May, 4, 2017. To address these concerns, staff released a detailed policy paper on construction completion. This policy paper gave the development industry proper guidance to proceed with completing construction in the next year.

Bryans Road Water Model

The Department of Planning and Growth Management’s Resource and Infrastructure Management Division developed computer simulation models of the two major water systems serving the county’s most populated areas. Among those water systems is a model of the Bryans Road public water infrastructure. This software allows county engineers to simulate the system, test for the benefits or impacts of proposed improvements, determine the system’s efficiency, and identify problem areas. A key component of the model is testing new developer proposals for expanding the water system infrastructure. This tool plays a critical role in ensuring optimum system efficiency and operational adequacy.

Alternative Water Source Feasibility Study

As our population grows, drinking water demand increases. To ensure a sustainable water supply to meet future needs, the Department of Planning and Growth Management’s Resource and Infrastructure Management Division initiated a study of water supply source alternatives. While the study is still ongoing, initial findings show that there are feasible alternative water sources that merit further analysis. Examples of feasible water sources are: expanded Washington Suburban Sanitary Commission water use; surface (river) water treatment options; better use of groundwater resources; and various water re-use options. The study will evaluate each option, or combination of options, to determine natural and socio-economic impacts, capital costs, operational costs, life-cycle costs, public acceptance, sustainability, and implementation. The county’s goal is to develop reliable and sustainable water sources that meet local needs while being good stewards of our natural resources.



Water Towers & Wells

Waldorf Water Tower No. 6

The Department of Planning and Growth Management issued a notice to proceed in September 2014 for site improvements and waterline extension design for the Waldorf Water Tower No. 6 project. The project goal is to supply potable water to a proposed 2 million gallon elevated storage tower. The tower will be of the composite type and includes interior office space to function also as a line maintenance yard. The anticipated production for the proposed well (designed by others) is 500,000 gallons per day. Waldorf Water Tower No. 6 will supplement existing peak demand storage and fire suppression storage in the Waldorf service area, and will connect to the Waldorf Water System via an existing 16-inch water main located along Billingsley Road.

Chapel Point Water Tower Relocation Feasibility Study

The feasibility study for the relocation of the Waldorf Fire House water tower to the Chapel Point water system was completed in October 2015. It was determined that relocation of the fire house water tower is not feasible, and the tower will likely be demolished. Construction of a new water tower for the Chapel Point and Bel Alton water systems is currently being considered.

Bryans Road Well No. 7 Design and Construction

The purpose of this project is to add a potable water production well to the Bryans Road water system to help ensure adequate capacity and pressure in the system. As compensation for denying access to existing wells located on the Chapman's Landing property, the Maryland Department of Natural Resources and Maryland Department of the Environment awarded the project \$1 million in grant funding.

In August 2014, the county completed the first phase of the project with the drilling of a well into the Patuxent Aquifer at a cost of \$530,000. Phase 2, which involved the extension of the existing Bryans Road waterline to the well site, is set to begin construction in the fall 2016. Phase 3, the site improvements and well pump house, is currently under design. Phase 3 design is expected to be completed in the fall 2016 and begin construction in the winter 2017.



Clifton Water System Improvements

Design for the Clifton Water System Improvements project is nearly complete. Charles County has determined that the existing water system is inadequate for both existing and additional connections with respect to pressure, storage, and fire protection. With the ever increasing customer base, additional storage will be needed and the existing piping system will have to be improved for sufficiency and reliability. The primary purpose of this project is to install new 8-inch ductile iron pipe water main and to construct a new 250,000 gallon elevated water storage tank in the Clifton area of Charles County.

Swan Point Tower Rehabilitation

The Capital Services Division issued a notice to proceed for the Swan Point Tower Rehabilitation project in April 2015. From May to October 2015, the contractor performed specified repairs, including interior and exterior painting, concrete repairs, repair welding, and new cathodic protection installation, to the existing 400,000-gallon, steel, spheroid tank located off Abelia Court in Issue. Construction was completed in October 2015.

Smallwood Drive East Tower Rehabilitation

The Notice-to-Proceed for the interior rehabilitation of the Smallwood Drive East Water Tower was issued on September 4, 2015. The selected contractor performed specified repairs, including painting of the interior, new cathodic protection installation, and various metal, pipe, and electrical work, to the existing 2 million gallon, multi-leg tank located off of Smallwood Drive in Waldorf from September 2015 through January 2016. Construction was completed in January 2016, and the work is currently under warranty through January 2017. The exterior painting of the tower is scheduled to take place in September 2016.



Providing Safe Drinking Water and Efficient Treatment of Wastewater

The Department of Public Works' Utilities Division, located at the Mattawoman Wastewater Treatment Plant in La Plata, improved its infrastructure and service capability. The division completed preventive maintenance on a major project, the main incoming feeder switchgear. Staff also performed major maintenance on the sand filters so they will continue properly treating wastewater. Another important project was installing a new PISTA® Grit No. 4 unit, which is used to remove sand and heavy incoming particles from the influent to Mattawoman.

The Utilities Division established a Brown Water Control Program to carry out periodic water hydrant flushing, to ensure predictable movement of the water supply and to help eliminate brown water symptoms. In-house lab staff continued enhanced water testing to ensure compliance with federal and state regulations.

The division inspected 116 manholes where overflows occurred, and made immediate repairs. A total of 66 manholes were slated for substantial rehabilitation, 14 of which have been rehabilitated to date. Also, the Wakefield sewage pump station and Cleveland Park Magothy aquifer well were rehabilitated. The Utilities Division continued the

V-Fire valve inspection and repair program, inspecting 7,800 valves. The division also completed the meter change-out program, which involved installing wireless meter reading capability throughout the system.

In addition, the division brought the XC2 software system online. This system allows contractors to register, submit test reports, and pay for water hydrant meters without coming to the office. The division benefits from an upgraded inventory management component. In cooperation with the Public Information Office, the division provided technical support for the hydrant meter campaign. In January 2016, the division hosted environmental groups for tours of the Mattawoman Wasterwater Treatment Plant.

The Department of Public Works established a series of managerial team building classes that will continue into fiscal 2017. The Utilities Division completed several of the required courses, and 26 Utilities employees obtained and/or renewed their water or wastewater licenses. During fiscal 2016, the division provided operational training for the equivalent of 600 employees in more than 75 different classes.

Infrastructure: Sewer

In fiscal 2016, the Department of Planning and Growth Management's Capital Services Division explored county repair and maintenance programs to address existing public safety issues.

Piney Branch Interceptor Sewer Capacity Upgrade Phase II

This project design was issued a notice-to-proceed in August 2014. Construction drawings updated were completed in June 2016, including surveying existing Piney Branch sewer connections close to new developments, updating all expired permits, and establishing survey markers.

A notice-to-proceed was issued in July 2014 for Bryans Road Interceptor Sewer Rehabilitation project design. As part of the inflow and infiltration study, the Bryans Road Interceptor sewer was identified as contributing 0.9 million gallons per day of inflow and infiltration to the Mattawoman Interceptor sewer. The overall project involves designing and constructing repairs to segments and structures in the Bryans Road Interceptor contributing to inflow and infiltration. A notice-to-proceed was issued in July 2014 for the Bryans Road Interceptor Sewer Rehabilitation project design. When complete, this project will save up to \$2,046/day in wastewater treatment costs.

The Mattawoman Sewer Service Area comprises northern Charles County and a portion of southern Prince Georges County (six connections from the Washington Suburban Sanitation Commission). The major interceptors transporting wastewater to the Mattawoman Waste Water Treatment

Plant are the Mattawoman Interceptor, the Piney Branch Interceptor, and the Bryans Road Interceptor sewers. The first portion of the sewer system, which was constructed in the late 1950s, is composed of asbestos cement pipe. The entire sewer system is composed of asbestos cement, PVC, and ductile iron pipes ranging in size from six to 66 inches. Operating expenses increased to three times the normal flow during wet weather which indicates significant infiltration and inflow exists in the system. To address this issue, the division performed a thorough evaluation/assessment on the existing sewer system to develop and implement a schedule of recommended prioritized rehabilitation projects and reduce inflow and infiltration within the Mattawoman Interceptor Sewer service area.

The division also manages the Maryland Route 5 Pump Station Forcemain design, which will redirect flows from the Route 5 Pump Station to the St. Mark's pump station. This will free up 150,000 gallons per day in the Route 5 pump station, which will allow for an equivalent amount of capacity for the Waldorf Urban Redevelopment Corridor. Design is about 70 percent complete.

Sewer Infiltration Repairs

Smoke Testing

One of the key steps in maintaining a public sewer system is reducing or eliminating water infiltration from the sewer pipes. Infiltrating water from rain storms or from groundwater sources takes up valuable space in a public sewer line, and can add to wastewater plant treatment costs from the added volume. To combat water infiltration, county staff and contractors perform "smoke testing," in which smoke is blown into a sewer line network so any line breaks or cracks can be noticed as smoke rises above the ground surface in that location. This process is quite effective in finding water infiltration sites. These sites are added to a repair list for county staff to seal the breaks.

The county completed smoke tests at several locations in fiscal 2016 as part of the Mattawoman Sewer Inflow and Infiltration Project, a complex, multi-year project to preserve public sewer system capacity and reduce treatment costs.



Roads and Transportation

Enhance Transportation Infrastructure

Backups exist during peak traffic times at the intersection of Billingsley Road and Middletown Road. Data analysis shows that installing a roundabout is the most effective way to allow traffic flow to move more freely through such an intersection. The project scope includes constructing a two-lane roundabout and 800 linear feet of four-lane divided highway from the recently completed Billingsley Road intersection signal to the roundabout to meet the roadway classification for Middletown Road as outlined in the county's Comprehensive Plan.

The Capital Services Division also investigated sub-standard roadway segments, linked recent crash data with needed improvements, completed a road safety evaluation, identified needed safety improvements, categorized identified improvements, and recommended priority improvement needs. The division completed low cost improvements, including tree removal and surface overlay.

The Mill Hill Road upgrade project has been downsized from four lanes to two with Road Ordinance safety improvements from Davis Road to Devonfield Avenue. The design consultant is addressing right of way plat issues, which require revisions to the construction drawings. After the plat is approved, the adjacent property owners will be notified and a public information meeting will be scheduled. When complete, this project will bring this portion of Mill Hill Road up to county Road Ordinance standards. The estimated cost for this project is \$3.4 million.

The Department of Planning and Growth Management continued work on the Western Parkway Phase 2 Road Improvements, which will upgrade Western Parkway from Acton Lane to Pierce Road. Design and permitting is complete. When complete, this road will provide the second of three links for a local bypass of Route 301 from the northern county line to St. Patrick's Drive.

The Board of County Commissioners voted to revert to the original alignment. This will require a modification to the environmental permits. Tennant relocations and final property acquisitions are underway. Solicitation for construction services anticipated for August of 2016.

VanGO Transit Services

VanGO is a countywide transportation system committed to providing safe and reliable transit and quality service for Charles County residents. In fiscal 2016, VanGO's specialized, door-to-door services began using mobile data terminals. This state-of-the-art hardware and software allows for more efficient scheduling, increases system capacity, improves data collection integrity, and improves the dispatchers' ability to add last-minute trips. Drivers are dispatched with the days' manifest stored electronically in the tablet, and proceed through their pickups and drop-offs using touchscreen technology.

A product called DoubleMap went into the testing phase toward the end of the fiscal year. DoubleMap uses GPS (global positioning system) equipment on the fixed-route buses to allow residents to see on their smart phone or computer buses moving along their routes. In addition to seeing bus locations, passengers can click on a bus stop to see when the next two buses will be arriving at that stop, in real time. Full implementation of this product will begin in fiscal 2017.

VanGO staff submitted an application to the Maryland Transit Administration requesting funding for the improvement of many bus stops along VanGO routes to make them more ADA (Americans with Disabilities Act) compliant. Concrete pads and curb cuts would be installed at more popular stops to allow disabled transit patrons improved accessibility to the fixed-route services.

VanGO completed major improvements at the U.S. Route 301 park-and-ride facility. Improvements include repaving and striping standard spaces in the parking lot, replacing bus shelters, and installing bike racks.

A formal study was funded and completed by the Metropolitan Washington Council of Governments Transportation Planning Board involving transit officials from Charles, St. Mary's, and Calvert Counties and the College of Southern Maryland (CSM). The study examined public transit service to the new CSM campus being built in Hughesville. The study proposes new transit routes as the student body grows, and the campus could serve as a hub for all three transit systems.

VanGO public transit services transported 908,796 passengers in combined fixed route and specialized, door to door services during fiscal 2016. Through the year, VanGO operated 86,000 hours of service, traveling more than 1.5 million miles.



Winter Storm Jonas

Winter storm Jonas arrived in Charles County on Friday, Jan. 22, 2016, and continued through Tuesday, Jan. 26. The Department of Public Works' Roads Division's snow removal forces battled the blizzard with whiteout conditions for 60 hours to clear county roads. Priority and major collector roads were passable by noon on Sunday, and all roads were clear and passable by 5 p.m. on Monday, well before the division's target response time of 48 to 60 hours after a storm ends.

The Roads Division snow removal team included 70 county staff and equipment from the Department of Public Works and the Department of Planning and Growth Management, including the following divisions: Roads, Vehicle Maintenance, Inventory Control, Environmental Resources, Utilities, Buildings and Trades, and Facilities Administration.

The Roads Division used approximately 250 pieces of contract equipment, including: tri-axle and six-wheel dump trucks; four-wheel drive vehicles with salt boxes; farm tractors; rubber tire loaders; road graders; skid loaders; and backhoes.

Snow totals ranged from 18 inches (south and east) to 24 inches (north and west). Cleanup costs totaled just under \$2 million. The Federal Emergency Management Agency reimbursed the county for a majority of the cleanup costs.

Western Parkway Phase 3 Road Improvements

The Capital Services Division continues to coordinate the design and construction of the Western Parkway Phase 3 Road Improvements project. This project will extend Western Parkway from Pierce Road to MD Route 301 north of Mattawoman Drive. When completed, this road will provide the final link for a local bypass of MD Route 301 from the northern county line to St. Patrick Drive. The Board of County Commissioners voted to revert to the original alignment. This will require plan revisions and a modification to the environmental permits. Design revisions are pending.

Tourism

Tourism Events Generate Economic Impact for Charles County

Maryland Office of Tourism data for 2014 (most recent data available) indicates Charles County generated \$194.3 million in tourism industry sales and \$49.6 million in tax receipts, and supported 3,188 hospitality jobs. An array of sport festivals and tournaments brought Charles County approximately \$1.3 million in economic impact. American Bass Anglers, Fishing League Worldwide, Maryland High School Rodeo and Fall Festival, Amateur Athletic Union Tae Kwon Do Maryland District Championship, St. Charles Running Festival, and Southern Maryland Baseball are an example of the events that brought overnight visitors to Charles County.

Mallows Bay, a Charles County site with the largest shipwreck yard in the Western Hemisphere, was nominated as a National Marine Sanctuary by the National Oceanic and Atmosphere Administration. A member of the steering committee generated interest in the community-based nomination process. As a result of the nomination, the site has received local, national, and international media coverage.

The division initiated the process to bid and select a premier branding, marketing, research, and planning firm to advance the county's branding goals. North Star Destination Strategies, Inc. is in place to begin developing a strong and meaningful branding program to carry Charles County to the next level of tourism marketing in the Mid-Atlantic states.

Celebrate Charles

Celebrate Charles, the premier signature series of events, continued in 2015. The Celebrate Charles: **A Fun Filled Fourth** event attracted a crowd of more than 10,000 attendees who enjoyed performances from Sam Grow and The British Invasion Tribute, the "Family Fun Zone," and local food vendors, during the Independence Day celebration at Regency Furniture Stadium. FallFest returned in October with an enhanced marketing campaign. Print ads in nationally and regionally recognized magazines, a strong social media and web presence, printed rack cards, and a billboard ad on U.S. Route 301 increased attendance to more than 5,000 guests. FallFest included an artisan and crafter marketplace with over 20 vendors, A Taste of Southern Maryland cooking demonstrations, a Trick-or-Treat trail, live music by The Sara Gray Band, and an interactive performance by The Balloon Nerd.



Mallows Bay



Mallows Bay



Celebrate Charles: A Fun Filled Fourth



Heritage Areas

In October 2015, the Tourism Division received the 2015 Maryland Office of Tourism Development Award in the “Cultural Heritage Tourism” category for the “**Lincoln 150 Commemoration: On the Trail of the Assassin**” event promotion. The event was held at the Dr. Samuel A. Mudd House Museum in Waldorf in April 2015. The award recognized outstanding investments and contributions in stewardship and/or development of Maryland’s cultural heritage product and engagement in regional and statewide tourism initiatives. The award was presented at the 35th Annual Maryland Tourism and Travel Summit in Ellicott City, Maryland.

During the last six months of fiscal 2016, Charles County’s heritage sites received a total of 17,393 visitors. The heritage sites are: Port Tobacco Historic Village in Port Tobacco, the Veterans Memorial Museum in Newburg, the Thomas Stone National Historic Site in Port Tobacco, and the Dr. Samuel A. Mudd House Museum in Waldorf.

Site staffing and enhanced marketing strategies for the Port Tobacco Historic Village netted new attendance and consistent, high-quality visitor services. Print advertising in three local newspapers, and social media advertising reached a record number of people—more than 10,000—and generated 126 unique website visits. The site’s rack card was redesigned, and the first interpretive exhibit panel for the Stagg Hall historic home was designed and prepared for fabrication. A visit from Maryland Governor Larry Hogan and dignitaries to the Port Tobacco Village in February 2016 was of special interest to the public. Events at the site included participation in the annual Charles County Holiday Trail and the **7th Annual Market Day**.



Port Tobacco Market Day

Charles County Board of Commissioners Grant

In fiscal 2016, the Tourism Division awarded grants to the Charles County Arts Alliance, the Mattawoman Creek Art Center, The Southern Maryland Carousel Group, Inc., and the Maryland Veterans Memorial Museum, Inc. These grants met the division’s goal to continue growing the county’s culture.

Crain Memorial Welcome Center

The Crain Memorial Welcome Center located on Crain Memorial Highway (Newburg, MD) is staffed by five part-time travel counselors and opened daily from 8:30 a.m. to 4:30 p.m. For fiscal year 2016, the center received 89,427 visitors, more than 33,000 of whom staff provided with travel assistance and arrangements.

Economic Development

Five-Year Economic Development Strategic Plan

An up-to-date, functional economic development strategic plan was at the top of the priority list when the department's new director, Darrell Brown, arrived in July 2015, just as the new fiscal year was getting underway. By September, the Department of Economic Development brought in two top economic development consulting firms—Development Counsellors International and Garner Economics—to begin work on the plan. The initial discovery phase involved a thorough assessment of Charles County's business climate, strengths, and weaknesses to identify and understand the area's competitive position for attracting, retaining, and growing businesses. The consultants analyzed data, toured the county, and most importantly, received feedback from businesses and residents through a series of focus groups and online survey.

The data and feedback were used to identify “target industries” for the county's economic development program—business sectors the county would like to attract. Businesses in these sectors are likely to do well here, given Charles County's unique assets, such as a well-educated workforce and proximity to Washington, D.C. The targeted industries are: federal contracting and high value professional services; health services; entrepreneurial and retail development; and research and development, engineering, and computing.

The final phase was delivery of the strategic plan itself. This report contains a five-year strategy for improving Charles County's competitive position in the economic development marketplace, attracting new employers, and making sure the businesses already here have what they need to stay, grow, and thrive. The 18 specific recommendations are grouped into three categories: “enhance the product” identifies changes that will make the county a more attractive business location; “execute effectively” includes steps to improve County Government services to businesses; and “tell the story” lists ways we can continue marketing the county and creating awareness as a place where companies can locate and operate successfully.

The economic development five-year strategic plan, “A Proactive Approach to Shaping the Economic Future of Charles County, Maryland,” is available for download in pdf (portable document format) at www.MeetCharlesCounty.com.

Redevelopment and Revitalization

During fiscal 2016, the Waldorf Urban Redevelopment Corridor (WURC) program became part of the Department of Economic Development. WURC involved numerous redevelopment activities, and has been the subject of an intense public planning process. The Department of Economic Development is helping the Towns of La Plata and Indian Head redevelop and revitalize underused and vacant properties. A key element to these efforts is the **Urban Land Institute's Technical Assistance Panel (TAP)** program (*pictured below*). TAP provides expert guidance to local governments facing complex land use and real estate issues. Panelists, selected from the Urban Land Institute's local membership, address land use challenges that require local knowledge to resolve. The department materially assisted with the preparation of background materials for the La Plata TAP (*pictured*), and is the co-sponsor of the Indian Head TAP.





Business Outreach

The Department of Economic Development initiated its first digital marketing strategy in November 2015. The campaign promotes Charles County throughout the Mid-Atlantic region. Advertisements have been featured on prominent business websites, such as Forbes.com; BizJournals.com (source of Washington Business Journal and Baltimore Business Journal); Kiplinger.com; BusinessInsider.com; and City-Data.com. From June 2015 to June 2016, visits to our website at www.MeetCharlesCounty.com increased by 160 percent.

The D.C. Metro area is one of the largest markets in the nation. Anyone with a Charles County business has at some point had to explain where Charles County is located. Using this challenge to our favor, staff presented a “**Charles County map pen**” with an accompanying video at the department’s 2015 Annual Fall Meeting. (See the video and full story at www.MeetCharlesCounty.com/blog/2015).

The response to the map pen was a resounding success, so the initiative changed into a map pen promotion. The department promoted the video on social media, and gave

map pens to locally owned and operated businesses to help drive traffic to those businesses. In March 2016, the department distributed a unique and catchy mailing to about 700 corporate executives and site selection advisors. Each received their own Charles County map pen with a card explaining its story and a link to the video.

In June 2016, the department made its first “Lunch and Learn” presentation to a Virginia real estate brokerage firm. The department uses these presentations to promote the county to professionals that advise clients about regional location decisions. The presentations are opportunities to tout the county’s assets, and express the county’s ability and willingness to work with them and their clients.

In the fourth quarter of fiscal 2016, the department developed and prepared its first direct lead generation program initiative. Lead generation will use the county’s new target industry list as a starting point to develop a list of businesses demonstrating indicators that could translate into new location needs. Such factors may include new leadership, company growth or downsizing, or consolidation.

Economic Development

New and Expanding Projects

Army Reserves Training Facility

A new, 90,000-square-foot Army Reserve Training facility will be built on a 15-acre site in White Plains, with site work expected to begin in late 2016. When the facility becomes operational in 2018, it will consolidate three existing smaller Maryland Army Reserves centers, creating 40 to 60 new full-time equivalent jobs in Charles County. Some 600 Reservists will train at the facility annually, stimulating local spending at hotels, restaurants, and other establishments.

Recovery Centers of America

Recovery Centers of America (RCA), a nationally branded chain of addiction treatment centers, has begun a \$16 million renovation and expansion to the existing 53,000 square-foot Changing Point / Save the Seed Ministry building on Billingsley Road. The new facility will create more than eighty (80) new jobs with average salaries exceeding \$50,000 annually. The 150-bed state-of-the-art recovery center will offer a full continuum of care; opening is planned for summer 2017.

PSEG Waldorf Solar Energy Center

Charles County is now home to Southern Maryland's only two utility-scale, solar farms. In August 2015, PSEG (Public Service Enterprise Group, Inc.) Waldorf Solar Energy Center, a 13-megawatt, solar, photovoltaic array on 80 acres, began operations. The facility uses approximately 40,000, 315-watt solar panels, and is projected to generate an estimated \$12 million in tax revenue to the county over 20 years. The Department of Economic Development has worked on this project since spring 2013, and facilitated site selection requests throughout SMECO's (Southern Maryland Electric Cooperative) efforts to select a solar developer.

Sky Zone

Charles County will soon have a new, 28,000 square foot indoor trampoline park, which will revive a formerly underutilized building space in White Plains. Opening of recreational facility is planned for September 2016. Sky Zone will offer activities and programs for youth and adults alike and will create 4 permanent and approximately 80 part-time jobs. Economic Development staff have worked with the owner to facilitate interactions with the County and to streamline approvals for the project.

White Plains Corporate Center Building

Construction started June 2016 on a new, \$10 million, Class A office building in White Plains. The building is designed with features attractive to medical users—one of the county's target industries. The building will house roughly 200 workers. Occupancy is planned for fall 2017.

The 60,000-square-foot, three-story office building will be among the largest county office buildings with private business space. It is designed to incorporate energy-efficient features, including rooftop solar panels.

The White Plains Corporate Center office park was developed in cooperation between Charles County and the developer, Meinhardt Properties, in a relationship that dates back to the early 2000s. The county extended water and sewer to make the project possible, and the developer has and is building some of the highest quality office space available in the county. The Department of Economic Development supported the center's development since its initiation, and continues to facilitate construction of this current office building.

Competitive Power Ventures and St. Charles Energy Center

Construction on Charles County's largest economic development project in decades continued in FY 2016. St. Charles Energy Center is a 725-megawatt, combined-cycle, natural gas-fired power plant on Billingsley Road, scheduled for completion later this year. The facility is one of the largest taxpayers in the county, generating approximately \$100 million in revenue over a 23-year term. Hundreds of jobs have been created during construction, and plant operations will create about 24 well-paying, permanent jobs and payroll approaching \$1.5 Million.

Also in FY 2016, contractors completed a 14+ mile reclaimed water line between the power plant and the county's wastewater treatment plant. This will enable the power plant to utilize processed wastewater from the county's treatment plant for cooling, limiting demand on aquifers or other potable water sources and reducing discharges into waterways and, ultimately, the Chesapeake Bay.



Business Events

The Department of Economic Development began hosting quarterly **Business Roundtables** (pictured top left) in spring 2015 to stay in touch with stakeholders and to keep the business community informed about the department’s activity. These one-hour sessions include a brief update on the department’s programs and priorities, followed by time for businesses and other stakeholders to ask questions. In fiscal 2016, roundtables were held in July, February, and May at the Waldorf West Library. The fall roundtable was replaced by the department’s larger Fall Meeting, which took place at the Waldorf Jaycees Community Center.

Attendance at the quarterly Business Roundtable is growing, and feedback is overwhelmingly positive. The meetings are held first thing in the morning and last about an hour so business people can get back to running their businesses. The May roundtable was a slightly expanded version with a more detailed presentation of the new five-year strategic plan.

The strategic plan was also front and center at the **annual Fall Meeting** (pictured bottom), attended by close to 200 business community members. The theme, “Are We on the Same Page,” focused on the importance of collaboration,

mutual trust, and partnership throughout the community to improve and advance Charles County’s economic opportunities and business climate. Jay Garner, one of the key consultants developing the county’s strategic economic development plan, was the keynote speaker.

The **Small Local Business Enterprise** (SLBE) (pictured top right) office also held two seminars on doing business with Charles County Government. There were 45 attendees at a November seminar featuring successful SLBE addressed state procurement.

The department partnered with the State of Maryland to present an exporting seminar, and worked to support business events held by community partners. The department assisted with events such as: the Southern Maryland Minority Chamber of Commerce’s Energy and Procurement Expo; the College of Southern Maryland’s Leading Edge Awards; and the Small Business Development Center’s Annual Eric Franklin Entrepreneurial Accelerator Investment Marketplace.

Monthly Report and Performance Measures

In November 2015, Charles County Government implemented a new publication, Charles County Administrator's Monthly Report (Report). The Report is a new document that details county government activities and includes a companion video highlighting the main topic of the Report.

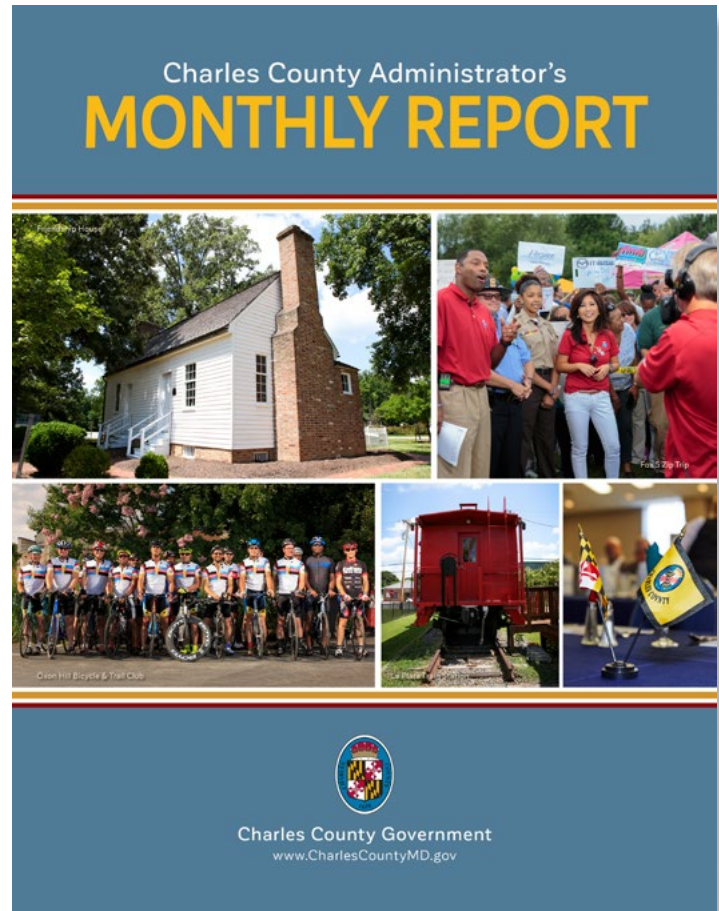
The County Administrator created an electronic Report to increase transparency and provide relevant information to the public and the County Commissioners. It begins with an opening letter from the County Administrator that focuses on an overarching topic. The second section summarizes the month's activities and the departments' achievements. The Report continues with a handy dashboard with national comparison data and a detailed listing of performance measures. It includes a summary review of the most visible county capital improvement projects and ends with fiscal reports and other analyses.

Visit our website to see the Report; it is truly a comprehensive, polished, and useful tool. Our website is www.CharlesCountyMD.gov. From the homepage click departments, go to County Administration, and the link is on the right hand side. Every month when the Report is published we advertise it on our rotating web ad on the website front page.

The Report is implemented by our County Administrator Michael D. Mallinoff, Esq., ICMA-CM, but there is an entire team behind him working on a monthly basis to provide the information and publish a sophisticated, information rich document. Truly this is a team effort and an example of how we, as a County Government, can come together to demonstrate to the public our dedication and commitment of service to our residents. It documents our efforts to improve our service delivery, how we are contributing to quality of life issues and enhancing our economic base, and we believe is a "best practice" for any local government.

Not to be forgotten is the companion video that enhances the Report. If residents wish to watch a video versus thumb through the Report, they have that option. We strive to make the video less than 15 minutes and interesting! Our staff does an amazing job of producing a show that is skillfully and cleverly assembled.

The Charles County Administrator's Monthly Report is of superb quality and is innovative and comprehensive. The Report gives residents, Commissioners, and anyone visiting our website a complete review of our activity for the month. It strives to keep us all accountable to the residents, and demonstrates our commitment to enriching the quality of life, in all aspects, for Charles County residents.



County Government Report Card

Reference: June 2016 Reporting Period

Environmental



51%

1,540 Tons to Recycling Rate
State Mandate Rate: 35%

Public Transit



96.9%

On Time Performance
National Standard: 95% within a 10 minute window

7.6%

Farebox Recovery Ratio
MTA Standard: 10 to 20% for small, urban systems

Planning & Growth Management



62%

Commercial Building Permits Approved within 21 days

99%

Resident Building Permits Approved within 14 days

Roads



98%

Paved Land Miles Assessed as Satisfactory

Public Safety



24%

Cardiac Arrest Patients arriving at hospital with a pulse
National Average: 9.5%

59%

EMS dispatch to arrival response time in 9 minutes or under
Industry Standard: 90% for dispatch to arrival in 9 minutes or under

Fiscal Services



13%

Fund Balance Ratio for May 2016
County Policy: 8% to 15% ratio

AAA & Aa1

Current Fitch & Standard and Poor's Rating. Moody's: Aa1
Goal: "AAA" from three rating agencies

5

Vehicle Claims (includes Charles County Sheriff's Office)
Previous Month: 3

Organizational Excellence

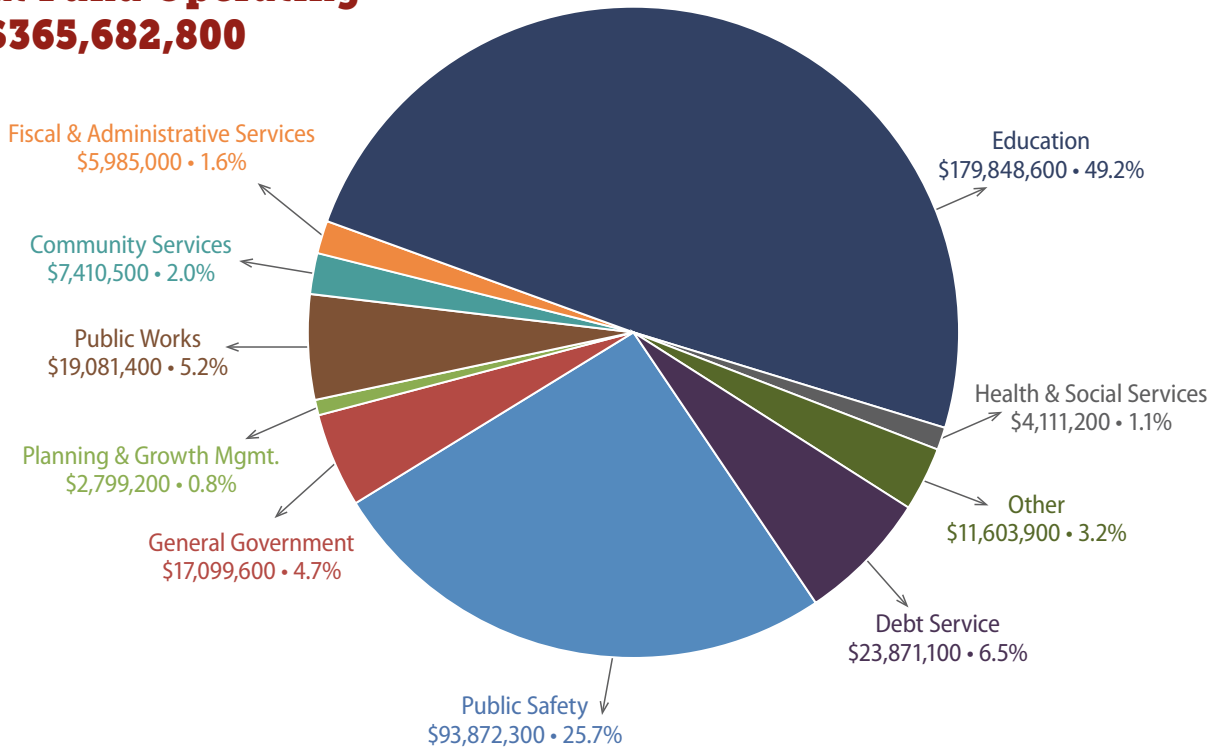


51%

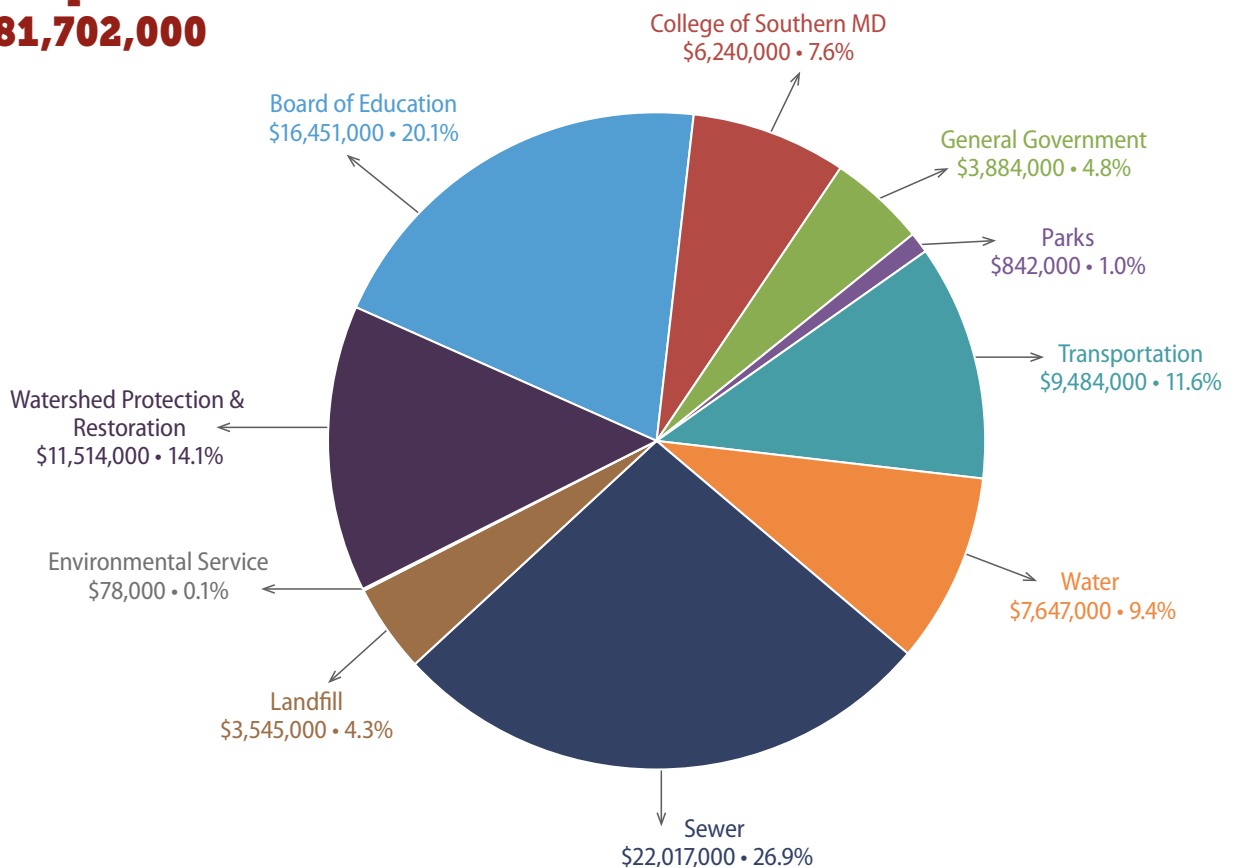
County Government Employees Attended Trainings
Target: 25%

Fiscal Year 2016 Operating and Capital Budgets

General Fund Operating \$365,682,800



Capital \$81,702,000



Government Efficiency and Accountability

Fiscal and Administrative Services

The Department of Fiscal and Administrative Services is responsible for the county's financial and technological services. The department's goal is to effectively and efficiently manage Charles County Government's fiscal operations based on sound, comprehensive, short- and long-term fiscal policies. The department consists of five divisions: Accounting, Budget, Information Technology, Purchasing, and Treasury.

Accounting

The Accounting Division is responsible for processing payroll, accounts payable, accounts receivable, risk management, and general accounting functions, including water and sewer billing. For the 14th consecutive year, the Accounting Division received the Certificate of Achievement in Financial Reporting for the fiscal 2015 Consolidated Annual Financial Report.

Budget

The Budget Division develops the annual budget and five-year capital improvement projects' plan, and monitors revenues and expenditures. For the 20th consecutive year, the Government Finance Officers Association of the United States and Canada awarded the Budget Division the Certificate of Distinguished Budget Presentation award for the fiscal 2016 budget book. The certificate is the highest form of recognition in the area of governmental budgetary reporting. To receive the award, a governmental unit must publish a budget document that meets program criteria as a policy document, operation guide, financial plan, and communication device. The budget book contains approximately 500 pages, and is available in local public libraries and on the county's website, www.CharlesCountyMD.gov/fas. The budget book provides descriptions of county programs and dedicated funds, in addition to facts, figures, and historical information.

Purchasing

The Purchasing Division is responsible for managing the formal procurement of supplies, equipment, services, and construction; overseeing county departments' non-formal procurement, over which the County Commissioners exercise expenditure control; and disposing of surplus property.

Treasury

The Treasury Division collects and invests county funds, excluding pension plans. The division manages and collects county property taxes, and taxes for the incorporated towns of Indian Head, La Plata, and for the State of Maryland. The division also promotes tax information of interest to residents, including the senior tax credit available to Charles County seniors. The division controls and collects the county transfer and recordation tax. The Treasury Division also collects payments for county-sponsored services such as utility bills, tag-a-bags, liquor licenses, permits, dog tags, motor vehicle registrations, red light fines, and speed camera fines. The division is headquartered at the Charles County Government building in La Plata, and has a satellite location in Waldorf, adjacent to the Sheriff's Office District III station.

The **Information Technology Division** acquires, designs, develops, maintains, and enhances technology infrastructure, applications, and telecommunications to support Charles County Government operations and services. The division is divided into three areas: applications, network services, and project management.

In 2016, the Center for Digital Government and the National Association of Counties selected the Information Technology Division as the **nation's second most digitally advanced county**. This is the 14th consecutive year for the division's recognition as a leading example of counties using technology to improve services and boost efficiencies.



Government Efficiency and Accountability

Office of the County Attorney

Legal Counsel to County Officials and Departments

The mission of the County Attorney’s Office is to provide legal counsel to county officials, departments, boards, and commissions. While the subjects are varied, the office’s major fiscal 2016 tasks included: the 2016 Comprehensive Plan, school capacity and development, and public information requests. Each month, the office logged hundreds of documents for review and further processing.

The County Attorney’s Office also represented the county before the courts or administrative boards in matters involving zoning, sign regulation compliance, contract matters, and collections. On a monthly basis, the office served as staff and counsel to several boards and commissions. The office was also centrally involved in issuing licenses, such as gaming and alcoholic beverages licenses.

The attorneys regularly participated in continuing education opportunities to stay abreast of legal development and trends. Attorneys attended summer and winter conferences sponsored by the Maryland Association of Counties, which present topics relevant to local governments.

Legislative Assistance

The County Attorney’s Office works with the County Commissioners, County Administrator, departments, and residents to draft, research, and review proposed legislation. In the last fiscal year, this legislative assistance covered a variety of topic areas including, but not limited to, benefit assessments for infrastructure improvements, salaries and compensation for the Charles County Sheriff’s Office, real property transfer tax, and clean energy loan program.

During the Maryland General Assembly Session (January through April), the County Attorney’s Office provided regular updates to the County Commissioners on the status of legislation in the Commissioners’ legislative package or other legislation, as requested by the County Commissioners. An end of year legislative report was also provided to the Commissioners.

Charles County Safety Office

Safety remains one of the County Commissioners’ top priorities. The Safety Division seeks to minimize and control the chance of loss by actively identifying and treating exposures and risks.

The Safety Division seeks to minimize and control the chance of loss by actively identifying and treating exposures and risks. Functions of the Safety Division are:

- Protect Charles County assets
- Provide a safe environment for employees and citizens
- Minimize the interruption of vital public services
- Reduce the cost of accidents and
- Reduce financial losses by Charles County Government

The Safety Officer performs safety inspections at more than 300 county sites, facilitating safety training, and performing accident and incident investigations.

The division administers the self-insured workers’ compensation and return-to-work program; handles Americans with Disabilities Act issues for Charles County; and reviews safety plans and policies for contract employees working on county projects.



Department of Human Resources

Best Practices, Training, and Compliance

The Department of Human Resources complied with Affordable Care Act mandates related to IRS Forms 1094 and 1095. The requirements were challenging and evolving, but staff distributed the required forms prior to the deadline.

The department worked on finalizing the reorganization of the Community Services, Planning and Growth Management, and Public Works departments, and the newly formed Department of Recreation, Parks, and Tourism. Additionally, staff finalized updates and some reclassifications for numerous County Government positions.



Training for County Government employees is an ongoing priority. The department researched ways to increase training efforts, including online webinars and in-house resources. Staff also sought input from department managers on focus areas for future training. In addition, all full-time county employees will receive diversity and inclusion training biannually. The training will include harassment prevention. The Leadership Academy, a training program available to all employees for the purpose of improving supervisory skills, is now mandatory for County Government supervisors and managers.

The department remained up-to-date with federal, state, and local employment law changes through training and memberships in local and national human resources organizations.



Recruitment and Diversity

The Department of Human Resources recruited 79 positions, and received more than 4,300 applications during fiscal 2016. Women comprised just over 53 percent of applicants, while minority applicants comprised nearly 63 percent. These positions were categorized as: officials/administrators, professional, technical, office/clerical, skilled craft, and service maintenance.

Continuing in its efforts to ensure that all positions, including part-time positions, are recruited using the online recruiting software, Human Resources staff worked with the departments to begin using online software to recruit for part-time positions. The Department of Emergency Services also used the recruiting software to complete the Emergency Medical Services candidate eligibility list.

Employee Incentives

The Department of Human Resources Employee Committee developed an initiative to save county funding, improve processes and customer service, and reward innovative thinking. A cost savings committee developed a Standard Operating Procedure (SOP) to provide a way for employees to submit cost savings and process improvement ideas. The SOP encourages Charles County Government employees to identify ways to make government more efficient and responsive to residents while ensuring good stewardship of resources.

The Benefits Division expanded the wellness program to include Tai Chi, Pilates, **yoga**, healthy cooking demonstrations, a walking club, and a concert series featuring local artists. The division also offered healthy living education classes focused on disease management.

Citizen Response Office

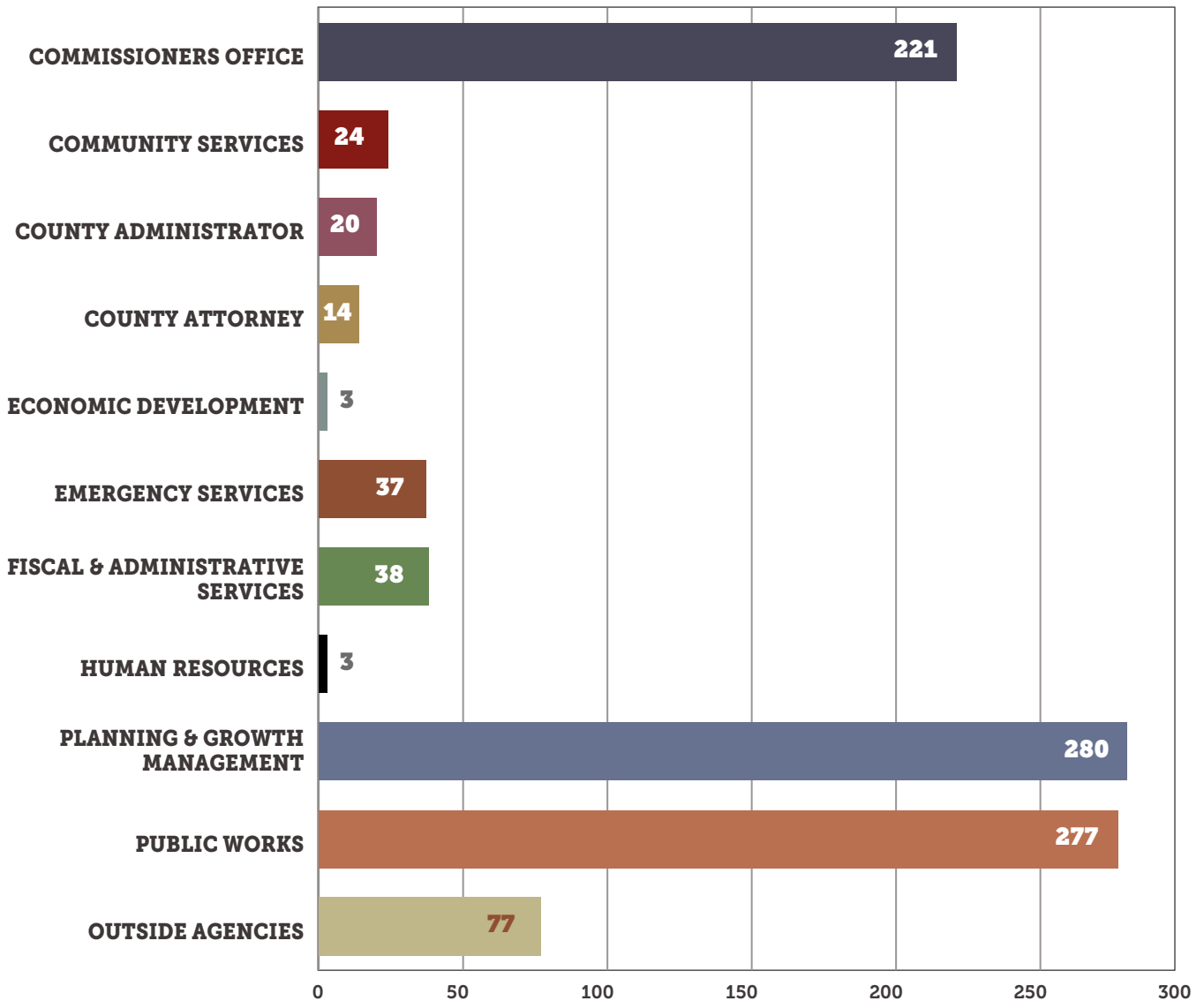
Under the direction of the county administrator, the Citizen Response Office responds to emails, telephone calls, letters, and in-person visits from citizens to provide assistance with issues of concern. Referrals of needs of citizens are also received from individual Commissioners, staff attending events (i.e., County Fair), and other sources.

During Fiscal Year 2016 the office received 994 cases for action. Cases are assigned to county and outside agencies such as the Charles County Board of Education, Department of Social Services, Department of Health, and the Sheriff's Office.

The Citizen Response Office gathers information through research with county departmental staff and/or other governmental agencies to provide a resolution or position.

Streamlining communications in an effective and timely manner with accurate information is the directive for this office. Included in the responsibilities are liaison duties with congressional and state offices, when appropriate, to meet the needs of the citizens.

Distribution of Incoming Cases for FY2016: 994



Charles County Government Reorganization

The reorganizational changes to Charles County Government were implemented on July 1. The Department of Recreation, Parks, and Tourism was created along with changes in the Department of Public Works, Planning and Growth Management, and Community Services.

“The reorganization sets the foundation for a more effective and efficient county government, and provides the unique opportunity to advance recreation and tourism in Charles County,” said County Administrator Michael D. Mallinoff, Esq., ICMA-CM. “As the restructuring begins, I look forward to upcoming enhancements to our operations and overall service to residents.”

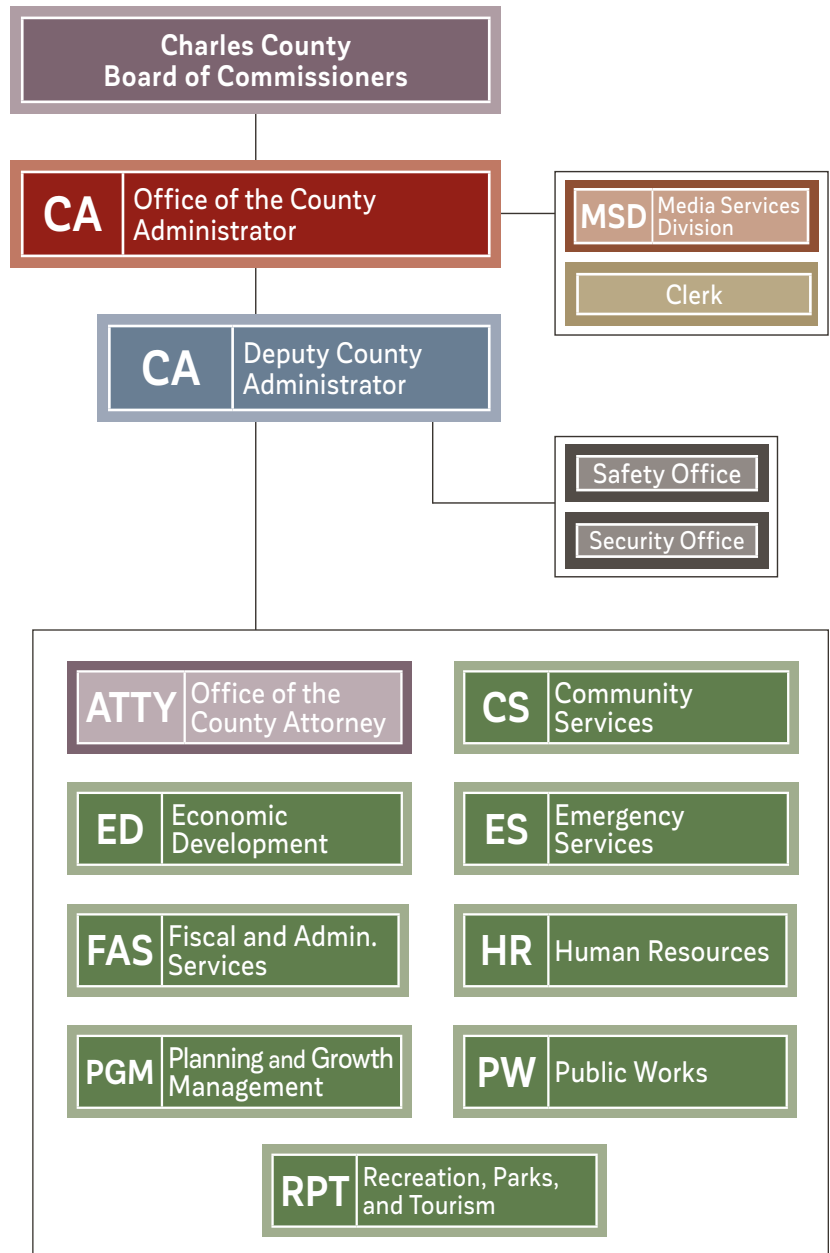
The changes are as follows:

Department of Recreation, Parks, and Tourism

Eileen Minnick (former director of the Department of Community Services) will serve as director of this newly created Department of Recreation, Parks, and Tourism. New to the department's staff are Debra L. Pence, chief of Tourism and Special Events, and Gregory A. Kernan, chief of Parks and Grounds. The Tourism and Parks Divisions will be relocated to the county building at 8190 Port Tobacco Road in Port Tobacco. The Grounds Division of the Department of Recreation, Parks, and Tourism will remain at the Audie Lane complex located in La Plata off Radio Station Road.

Department of Community Services

Recruitment efforts to fill the Department of Community Services director position are ongoing. The director will oversee Aging and Senior Programs Division, Housing Division, Vision 2020 Program, Local Management Board, and Child Care Center. The physical location of the Department of Community Services will remain at 8190 Port Tobacco Road in Port Tobacco.



Capital Services Division

The Capital Services Division is now within to the Department of Public Works. The physical location of the Capital Services Division will move at a later date to the Audie Lane complex located in La Plata off Radio Station Road.

Transportation Division

The Transportation Division is now within the Department of Planning and Growth Management. This change will allow for better coordination of public transit services alongside long-range transportation projects. The physical location of the Transportation Division will move to the County Government Building at 200 Baltimore Street in La Plata.

Charles County Government



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Parks and Recreation: CharlesCountyParksRecreation
Tri-County Animal Shelter: Tri County Animal Shelter
White Plains Golf Course: WhitePlainsGolfCourseMD



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