

Charles County

2009



2009 Annual Report to the Citizens of Charles County

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Front Cover: The Indian Head Rail Trail is Charles County's exciting recreational trail. The trail is 13 miles of nature and scenery connecting the Town of Indian Head to Route 301 in White Plains.

Visit us at

www.charlescounty.org



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.

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.

Charles County Commissioners



Wayne Cooper
President



Edith J. Patterson, Ed.D.
Vice President
(District 2)



Samuel N. Graves, Jr.
(District 1)



Reuben B. Collins, II
(District 3)



Gary V. Hodge
(District 4)

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

Board Responsibilities

The Charles County Commissioners are responsible for:

- 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

Regular Board Meetings

Meetings of the Charles County Board of Commissioners are scheduled each week in the Charles County Government Building. The meetings are broadcast on the Charles County Government website, www.charlescounty.org, as well as on CCG-TV, Charles County's local government cable television station broadcast on Comcast channel 95 and Verizon channel 10.

Advisory Committees, Boards & Commissions

The Charles County Commissioners appoint more than 65 commissions, boards, committees, and task forces, which advise them on topics ranging from land use and development to housing. Through this system, civic-minded citizens can get involved in County government. The County, in turn, benefits from the knowledge, experience, and advice of its own citizens. Vacancies are announced in the local media, on the County Government website, www.charlescounty.org, and on CCG-TV.



Charles County...

... The “*Gateway to Southern Maryland*,” is located 22 miles south of Washington, D.C., and less than an hour’s drive from Annapolis in historic Southern Maryland. It’s bordered on the north by Prince George’s County, on the south and west by 150 miles of the Potomac River shoreline, and on the east by the Patuxent River and both Calvert and St. Mary’s Counties.

Named for Charles Calvert (1637-1715), England’s Third Lord Baltimore, Charles County was chartered in 1658 and boasts numerous historic sites and traditional landscapes.

Notable historic properties include the Dr. Samuel Mudd House, home of the physician who treated President Lincoln’s assassin, John Wilkes Booth, and the Thomas Stone National Historic Site, the homestead of one of the signers of the Declaration of Independence. Much of Charles County’s history revolves around agriculture, most notably tobacco farming. Thousands of wood-framed tobacco barns still define the character of the County’s rural landscapes.

Each of the communities in the County has its own unique history. Benedict was the landing site for British troops who marched on Washington during the War of 1812. Indian Head was founded in 1890 when the U.S. Navy established a proving ground that has evolved into the Indian Head Naval Surface Warfare Center. Several communities originally developed as railroad towns such as La Plata, the county seat, and Waldorf, a major retail hub.

Charles County is a place where:

- *Private initiative is rewarded and encouraged*
- *Local businesses grow and prosper*
- *Cultural heritage is valued and preserved*
- *Excellence in government services is achieved*
- *Government is efficient and effective*
- *Citizens experience the best quality of life in the region*

Charles County is a community where quality of life values — economic vitality, health and wellness, natural environment, public safety and education, among others — are revealed along every road and in every neighborhood. A rural history, quality schools, vibrant culture, and valuable business opportunities all make Charles County a unique place that its citizens are proud to call home.



Traffic Signal: Billingsley Road at St. Patricks Drive



St. Charles Parkway/Rosewick Road Ribbon Cutting



Waldorf Library Concept Plan • East Elevation

Planning & Growth Management

Charles County's Comprehensive Master Plan

The *Department of Planning and Growth Management* ensures that any development in Charles County is done in accordance with the County's Master Plan.

The Department manages the location of County growth by focusing development within the northern and western portions of the County, which is designated as the development district. Designating a development district ensures population growth in Charles County is supported by adequate facilities and services in an efficient and cost-effective manner. The strategy allows for retention of rural character and continued agricultural use and activity in other currently rural areas.

Major accomplishments during fiscal year 2009 include:

- Initiated a partnership with Competitive Power Ventures, Inc. (CPV) to build a \$500 million, 640-megawatt, natural gas, combined-cycle power plant on Billingsley Road in Waldorf.
- Initiated design plans for a state-of-the-art, multi-use library in Waldorf.
- Constructed two traffic signals, at St. Patrick's Drive at Billingsley Road and Rosewick Road at Washington Avenue, which reduced accidents and injury to Charles County residents at these busy intersections.
- Opened the north-south Rosewick Road/St. Charles Parkway extension, a vital link between Waldorf and La Plata, which improved local traffic circulation and serves as an alternate route to Crain Highway (MD US 301).
- Completed a transportation study that analyzed road networks, intersections, transit service, sidewalks, and bicycle/pedestrian paths in the Town of La Plata, to determine ways to improve traffic circulation while meeting the goals of a walkable community.
- Approved a cost-saving amendment within the existing Agricultural Land Preservation prioritization system.
- Opened a satellite permit office at 3670 Leonardtown Road in Waldorf, which now provides services to citizens and businesses in the most densely populated area of the County.
- Broke ground to expand the Maryland Airport.
- Completed the Waldorf Urban Design Study, a plan for the future of Waldorf's central core and transit that takes advantage of existing services and provides more transportation options.

Green Initiatives

(Current & Ongoing)

Below is a sampling of green initiatives implemented by Charles County Government during fiscal year 2009:

- Applied for the Energy Efficiency Conservation Block Grant through the American Recovery and Reinvestment Act of 2009.
- Developed a Charles County Energy Conservation Plan.
- Implemented an Energy Watch Dog Program.
- Designed the Waldorf West Library as a green building
- Adopted the use of greener cleaning products.
- Initiated Indian Head Science and Technology Park public/private partnership with Facchina Development, LLC, and Corporate Office Properties Trust (COPT).
- Completed green renovations to the County Government Building in La Plata.

Education

Charles County's Public Schools & Colleges

Charles County Public Schools

Where success is measured one student at a time.

In Charles County, public elementary and secondary schools are of the highest priority because quality education is essential to the fulfillment of every young person's potential, and the successful development of the County's economy. Many home buyers use school statistics as a major criteria before selecting a place to raise a family, and the quality of public education is a major factor in business location decisions.

In fiscal year 2009, the Board of Commissioners voted to provide \$145.3 million to the *Charles County Board of Education* for the general operation of the county schools. *Charles County Public Schools* operates 21 elementary schools, eight middle schools, six high schools and four educational centers. Last year, school cafeterias served 2.5 million lunches and 525,000 breakfasts and school buses traveled 33,996 miles daily, which equated to 6.1 million miles per year. The school system met Adequate Yearly Progress (AYP) at all levels – elementary, middle, and high school. AYP is the gain that schools, school systems, and states must make each year in the proportion of students achieving proficiency in reading and math.

College of Southern Maryland

The fifth largest community college in Maryland, the *College of Southern Maryland* (CSM) has served Charles County for more than 50 years. CSM partners with four-year institutions to provide a smooth transfer to local and statewide bachelor degree programs. More than 62% of Southern Maryland residents who attend undergraduate higher education institutions choose to start their futures at CSM.

CSM serves more than 23,000 students annually at its three campuses and four centers and is continually evolving to meet community needs with new facilities and programs. Its newly opened Center For Trades and Energy Training in Waldorf provides state-of-the-art, accelerated training for individuals wishing to learn a trade in under 16 weeks. Its newly renovated Dr. Francis P. Chiamonte, M.D. Center for Science and Technology provides a variety of high-tech courses.

Waldorf Center for Higher Education

The Waldorf Center for Higher Education combines the educational talents and resources of the College of Southern Maryland (CSM), University of Maryland University College (UMUC), and other higher education partners to provide comprehensive, high-quality associate, bachelor, graduate, and professional programs and specialized workforce development training to the residents of Southern Maryland.

One of eight higher education centers statewide, the Center serves more than 3,000 credit students annually.



North Point High School



College of Southern Maryland



Waldorf Center for Higher Education

Economic Development & Tourism

Attracting Business & Visitors to Charles County

The Economic Development & Tourism Department is repositioning Charles County's economic development message to take advantage of our central location in the Baltimore/Washington/Richmond corridor. In fiscal year 2009, this wider view of our regional assets opened new opportunities for attracting large defense and government contractors to the County, bringing in higher-paying, professional jobs, and visitors and groups such as motor coach tours, meetings, and reunions.

More than 300 business people gathered for the 11th Annual Charles County Economic Development Summit in October 2008 to hear about the County's economic development programs and progress. The County Commissioners and local, regional, and international business representatives made two important announcements: a partnership agreement with Facchina Development, LLC, and Corporate Office Properties Trust (COPT), to develop the Indian Head Science and Technology Park; confirmation of Martin-Baker, a United Kingdom-based company, as the technology park's first tenant.

Indian Head Science and Technology Park received final zoning approvals with unprecedented public support from the business community during fiscal year 2009.

Charles County's strategy to target defense contractors and related industries moved forward significantly as the County was represented at the Paris Air Show. The Department convened working groups with the Energetics Technology Center and the Indian Head Division Naval Surface Warfare Center to identify and pursue prospects.

Successful programs in fiscal year 2009 include: the Business Retention and Expansion Program, which saved 250 manufacturing jobs that would have left the County; the newly created Entrepreneur of the Month Program, which promoted a positive image of the County and offered new opportunities for existing businesses; and, the Minority Business Program, which identified opportunities for minority and women-owned businesses.

The Hub and Spoke tourism strategy commenced in fiscal year 2009, focusing on encouraging overnight visitors to generate tax revenue for the County. Building on Charles County's strategic location and retail/dining/lodging hub, initial marketing efforts target bus tours, small conventions, and youth/amateur sporting events.

The 2009 openings of The Courtyard by Marriott and the Residence Inn demonstrate that higher tier hotels recognize the strategic location of Charles County. Hotel room stays increased to 1,140.

Also in fiscal year 2009, Charles County surpassed the State of Maryland's indicator for tourism impact, which is measured by the revenue-generating performance of Comptroller-identified state tourism sales tax codes. Maryland Governor Martin O'Malley acknowledged this outstanding accomplishment by presenting a State Office of Tourism Development Economic Engine Award to the Charles County Board of Commissioners.



2008 Economic Development Summit



Entrepreneur of the Month (Dec 2008):
Zekiah Technologies



Blue Crabs Stadium



Kayaking on the Potomac

Public Safety

Protecting the safety, health, and well-being of the community



Emergency Services

The *Department of Emergency Services* manages the 911 Fire/EMS Communications Division, and provides 24-hour-a-day emergency response.

In 2009, Charles County introduced the Citizen Notification System (CNS). The project was paid for using grant funds from the United States Department of Homeland Security.

During fiscal year 2009, the Animal Control Division deployed the first operational Community Animal Response Team (CART) in the State of Maryland. CART is a network of animal and animal-agricultural resources



available for planning, prevention, protection, mobilization, response, and recovery of animals as it relates to emergency incidents within our community (tornado, fire, flood, etc.).

Safety Office

The Charles County Government's *Safety Officer* manages and coordinates all aspects of occupational safety and health for County employees. During fiscal year 2009 the County Safety Office underwent an audit by the Injured Workers Insurance Fund to determine the accuracy of the workers compensation premium that the County currently pays. The successful audit resulted in a \$56,700 decrease to the County's workers compensation premium.

Sheriff's Office

The *Charles County Sheriff's Office* is led by Sheriff Rex W. Coffey and comprises more than 600 police officers, correctional officers, and civilian personnel. It is headquartered in La Plata, with district stations in La Plata,

Indian Head, and Waldorf. A full-service law enforcement agency, the Sheriff's Office provides police protection for the entire County and operates the Charles County Detention Center. The County maintains a ratio of one police officer for every 500 County residents.

In fiscal year 2009, the Sheriff's Office celebrated its 350th birthday with notable achievements including a significant reduction in crime, sound fiscal management during tough economic times, improved operating facilities, and enhanced technology. In addition, the agency was recognized for their award-winning community outreach programs, creating strong public safety campaigns, and providing unique jail programs.

The Sheriff's Office upgraded and utilized the Reverse 911 system — a program that enables the Sheriff's Office to leave voice-recorded messages about public safety issues on County home and business phones.

The Sheriff's Office developed numerous safety campaigns including the Teen Safe Driving Campaign. This campaign was created to address the alarming number of traffic fatalities that occurred in the 2007-08 school year during which nine teenagers died in motor vehicle crashes. The campaign saw immediate results — zero motor vehicle deaths involving teens.

Corrections Staff created the Successful Transitioning and Reentry Skills (STARS) program to help inmates re-enter the community. To date, 17 people have graduated from the program, which boasts an 88% success rate.

In addition to the Charles County Sheriff's Office, public safety is also provided to Charles County citizens by Maryland State Police and the Town of La Plata.



Community Services

The Charles County *Department of Community Services* serves the quality-of-life needs of the community and citizens of the County.

Aging & Community Centers

Richard R. Clark Senior Center • Indian Head Senior Center • Waldorf Senior Center • Nanjemoy Community Center

The Department serves as the designated Area Agency on Aging for Charles County and provides programs and services to promote independence and improve the quality of life for older persons.

Aging & Community Centers expanded its reach into the community with new emergency preparedness, education, and health initiatives. In fiscal year 2009, the Division served 3,512 older adults and caregivers.

The Nanjemoy Community Center continued to expand its outreach to the community by featuring a number of programs geared toward people of all ages and backgrounds. The Center held a highly successful summer camp and meals program, which offered a camp opportunity to more than 30 children. During this program, camp participants and adult residents were served 238 breakfasts and 542 lunches.

Housing Authority

The Housing Authority administers, provides, and supports a variety of housing programs aimed at assisting low and moderate-income persons in attaining decent, safe, and sanitary housing.

The Department of Community Services received a \$1.1 million grant for the Neighborhood Conservation Initiative (NCI) Down Payment Assistance Program. The NCI program works to encourage affordable housing in targeted Charles County neighborhoods most affected by foreclosures and sub-prime lending.

The Housing Authority received \$375,000 through the Homelessness Prevention and Rapid Re-Housing Program (HPRP) grant. The HPRP grant provided funds to needy households to help prevent homelessness.

In fiscal year 2009, more than 750 households were assisted by the Housing Choice Voucher Program, and 100 new participants entered the program.

Core Service Agency

The Core Service Agency (CSA) plans, manages, and monitors the Public Mental Health System. Each year, it serves more than 1,800 children and adults through programs ranging from individual treatment to housing. About 75% of CSA's consumers have Maryland State medical benefits of Medicaid, Primary Adult Care, or the Maryland Child Health Insurance Program. CSA arranged for expedited psychiatric appointments for 94 citizens.

As part of the Lt. Governor's Veterans Initiative, the CSA mobilized community groups to examine veterans' issues and worked with individual veterans on mental health care, somatic care, housing, benefits, and employment.

Local Management Board

The Local Management Board (LMB) plans, manages, and evaluates services to families and children.

The LMB and Southern Maryland Child Care Resource Center hosted a series of Literacy Learning Parties sponsored by the Ready at Five program.

The Early Care and Education Committee of the LMB hosted the Early Childhood Day. The participants were provided with community information, activities, education, and nutritious snacks to benefit Charles County's children.



Charles County Department of Community Services

Public Transit Services



www.GO-VANGO.com

The *VanGO Public Transit* is administered by the Department of Community Services, and is committed to providing safe and reliable transit and quality service for Charles County residents.

VanGO services are supported through federal and state funds supplemented by the Charles County Government, passenger fares, agency partnerships, and advertising revenues.

VanGO Public Transit provides transportation within Charles County and serves destinations including the College of Southern Maryland, St. Charles Towne Center Mall, employment locations, medical facilities, and shopping centers.

VanGO also operates specialized transit services for seniors and disabled individuals and for medical assistance recipients who have no other means of transportation.

In fiscal year 2009, VanGO provided more than 607,000 passenger trips for Charles County residents, a 16% increase over the previous year. VanGO also upgraded its fleet by adding two new public transit vehicles.

VanGO reduced fixed route and specialized services to achieve fiscal objectives following significant reductions in funding but maintained ridership levels on specialized services through more efficient scheduling. Ridership continues to grow on fixed route services. In addition, the County received a federal grant for electronic fare box collection systems and 15 new vehicles.



VanGO Public Transit Bus



VanGO Specialized Services Bus



VanGO Specialized Services Car



Transportation Services Commuter Bus

Maryland Transit Administration

In cooperation with the Maryland Transit Administration (MTA), the County's transportation services provide safe and convenient bus service from La Plata and Waldorf to Washington, D.C.

For more information, contact MTA at 410-539-5000 or 1-866-RIDE-MTA, or visit www.mtmaryland.com.

Public Facilities

Infrastructure Maintenance

The *Department of Public Facilities* provides front-line service to Charles County residents through its four divisions: Buildings & Trades, Environmental Resources, Roads, and Parks & Recreation (see pg. 12).

Buildings & Trades

The *Buildings & Trades Division* is responsible for the efficient operation and maintenance of 160 County facilities, covering nearly one million square feet. This division also performs capital improvement projects, including new construction and renovation of existing facilities.

Energy efficiency upgrades at multiple facilities were accomplished during fiscal year 2009.

Recycling

The *Environmental Resources Division* is responsible for the County's sanitary landfill and also administers environmental programs such as Household Hazardous Waste collection, the Adopt-A-Road program, the Potomac River Watershed Cleanup, and the County's recycling program.

Funded through Charles County's annual environmental service fee, the residential recycling program consists of four convenience centers and seven oil and antifreeze drop-off centers. In addition to these facilities, curbside collection is provided to approximately 32,000 homes located in the more densely populated areas of the County. State mandated to recycle 15% of its waste stream, Charles County surpassed state requirements, achieving a total waste reduction rate of 47.8%.

The Environmental Resources Division managed the opening of Cell 3A at the Charles County Landfill. The two-year design and construction process of Cell 3A concluded in fiscal year 2009. A lined municipal solid waste landfill cell, 3A will provide additional refuse storage capacity of 650,000 cubic yards over a 7.7-acre site, and has a projected life of five years.

The Environmental Resources Division received a \$41,000 e-cycling grant to recycle used electronics such as computers, televisions, and cell phones.

Roads

The *Roads Division* performs repair and maintenance for more than 1,800 lane miles of County roadways. The division is responsible for resurfacing, deep patching, tree trimming, mowing, culvert and shoulder maintenance, traffic safety, snow removal, and emergency response to weather-related activity.

In fiscal year 2009, Roads Division projects included: constructing the road to Mallows Bay Park, a new Charles County recreational facility; clearing and excavating the building site and constructing storm water control devices at the White Plains Salt Shed; and, grading and paving the Indian Head Rail Trail.

The Roads Division also manages the County's overlay program. Since pavement deterioration is cumulative and subject to outside factors such as weather, traffic, and frequency of maintenance, overlay is necessary to preserve roadways' longevity. In fiscal year 2009, the division provided 16 miles of asphalt; 21 miles of modified seal; 10 miles of slurry seal; 25 miles of crack seal; 1,300 tons of patching; 33,000 square yards of curb milling, and 250 miles of line striping.

Also in fiscal year 2009, the Roads Division began using a "contractor phase-in implementation system." Under this system, contractors are activated based on the severity of a snow event and/or the accumulation of snow. This phase-in implementation system resulted in significant cost savings.



Utilities

Environmental Infrastructure

The *Department of Utilities* is responsible for the operation, maintenance, and compliance monitoring of the water and sewer facilities owned by the County, including wells, booster stations, storage tanks, water mains, fire hydrants, water meters, manholes, pump stations, sewer mains, and wastewater treatment plants.

Integrated Technology Improvement Plan

The Department operates public and private community water and sewage treatment systems that encompass 132 facilities, all of which require daily monitoring. In fiscal year 2009, The Westin Group, an outside vendor, developed a five-year integrated automation and technology improvement plan to bring the utility's use of technology up to current industry standards. Based on a detailed analysis of all aspects of the County's utility management and operation, The Westin Group will develop modern management software and business process solutions to improve efficiency and provide project management services to assist with implementation. A major component of the improvement plan is replacement of the failing Supervisory Control and Data Acquisition (SCADA) equipment to allow for remote monitoring of the Department's facilities.

Asset Management for Equipment

The Department began developing a modern preventive maintenance program. This effort improved operating equipment reliability and helped familiarize staff with automated asset management techniques.

Water Reclamation Facility Automation

The Mattawoman Water Reclamation Facility is one of the first major wastewater treatment plants in Maryland upgraded with an enhanced nutrient removal process. This removal process ensures that the facility consistently meets more stringent discharge permit limits and provides highly treated water for current and proposed water reuse projects, while maintaining affordable service costs. The Department has also begun the first phase of a SCADA system for the Mattawoman Water Reclamation Facility.

Water Purchase

An agreement between the County Commissioners and the Washington Suburban Sanitary Commission (WSSC) opened an inter-County water line connection that aids in relief of the aquifers. The WSSC agreement allows the aquifers that supplied water to the Waldorf area to recover. Since the agreement was signed, the WSSC Booster Station has been refurbished and placed in service to supplement the water supplies in the Waldorf area. The agreement allows Charles County to purchase up to 1.4 million gallons of drinking water per day from WSSC.

Customer Satisfaction

Department of Utilities staff developed and implemented a customer satisfaction survey program to evaluate staff responses to customer complaints. Results generated during the program's first six months show greater than 90% customer satisfaction.



Indian Head Rail Trail



Laurel Springs Park Handicapped Accessible Play Area



Lackey High School Community Indoor Pool



Capital Clubhouse Recreation Center

Parks & Recreation

Public Leisure Amenities

The *Charles County Parks & Recreation Division* enhances the quality of life of our residents through enjoyable leisure services.

Parks

Through its Federal Lands to Parks Program, the U.S. Dept. of the Interior generously gifted the land to Charles County for the Indian Head Rail Trail. Construction of the trail continued in fiscal year 2009, making approximately 10 miles open for public use. The following funds supported the construction of the Trail: \$1.6 million from the Maryland State Program Open Space; \$200,000 from Maryland Heritage Authority Grants, \$440,000 from salvaged railroad materials; and \$12,000 from private donations.

Development of Pisgah Park continued, bringing it to approximately 35% completion. Partial opening is scheduled for spring 2010. The park will be home to one football, one regulation baseball, two little league baseball, four soccer, and several multi-purpose fields.

Parks & Recreation was successfully awarded grants for: Cobb Island Open Space Acquisition, Bensville Park Acquisition, Popes Creek Acquisition, Waldorf Park Development, and the Heritage Area Grants.

Recreation

Recreation's core consists of aquatics, community centers, trip and tour programs, gymnastics, sports, and summer camps, and provides support to Special Olympics Charles County.

During the spring and summer, Parks & Recreation offers discount amusement park admission tickets to residents.

Elite Gymnastics & Recreation Center offers gymnastics, karate, dance, cheerleading, parent/child classes, grant supported special needs/inclusion classes, home school programs, and birthday parties. The facility is self-supporting through lease agreements with private organizations and general public hourly rentals. Elite Gymnastics had more than 20,631 visits to the center for the various dance programs, karate classes, special events, etc.

During fiscal year 2009, more than 34,000 visits were recorded at the two indoor community pools, and three outdoor community pools for aquatics programs. 265,000 youth and adults participated in programs and events at the eight school-based community centers. More than 4,000 people took part in the many sports programs and sporting events offered through Recreation.

The Capital Clubhouse, operated by Rink Management Services Corporation, is a 90,000 square foot year-round sports center with programming for individuals and families of all ages. Each year, approximately 65,000 people visit the Center. Rink Management Services is the largest operator of ice skating facilities in the United States.

Internal Audit Office

The *Internal Audit Office* (IAO) performs audits and non-audit services for the Board of County Commissioners. Audit objectives generally include assessments of effectiveness, efficiency, internal control, and compliance. All audit work is performed in accordance with Generally Accepted Government Auditing Standards (GAGAS). Non-audit services provided by the IAO include, but are not limited to, providing information for decision making, responding to requests for advice or assistance, following up on prior audit recommendations, and conducting investigations. Management can use the information to improve performance and operations, reduce costs, facilitate decision making, initiate corrective action, and contribute to public accountability.

IAO underwent its first peer review in February 2009. A peer review team from the Association of Local Government Auditors (ALGA) conducted the review. Some of the projects reviewed were: the Purchasing Division Audit and the Capital Improvement Program Audit.

The peer review team issued a report dated February 4, 2009, stating that the IAO's internal quality control system was suitably designed and operating effectively to provide reasonable assurance of compliance with GAGAS for audits and attestation engagements during the period of April 1, 2007, through December 31, 2008.

The results of the peer review were presented by the IAO to the Board of County Commissioners on February 10, 2009. The report is available at www.governmentauditors.org.



Human Resources

Employee Development, Recruitment, Classification & Benefits

The *Department of Human Resources* administers the personnel policies and procedures for approximately 700 County employees within the eight departments reporting to the County Administrator. The Department is responsible for the overall management of all facets of employee development, employee relations, recruitment, compensation/classification, and benefits. The Department manages the benefits of 1,300 County, Sheriff's Office, and outside agencies' employees who participate in the County's health insurance and pension plans. Additionally, the Department services more than 300 retirees.

The Department of Human Resources is committed to attracting, developing, and retaining a skilled and diverse workforce to better serve the citizens of Charles County. The Department facilitated a number of training initiatives designed to enhance customer service, develop supervisory skills, and increase employee core competencies. Continuing efforts to maximize the training budget, the County tailored several programs to meet County employee needs through customer service and supervisory training. In fiscal year 2009, the County offered 17 classes with a total attendance of 312.

In March 2009 the County Commissioners approved a Telework Pilot Program for Charles County Government employees. Designed to provide flexible workplace options, teleworking also offers a proactive approach to continuity of operations planning. From April–December 2009, four employees participated in the pilot program, for a total of 224.5 hours.



CNS is a free, subscription e-mail/text service that allows citizens to receive timely notifications that affect Charles County residents. Notification types include severe weather advisories and homeland security alerts, as well as notices regarding County announcements, new services, special events, recreational programs, and more.

Notifications are sent to registered users through any device capable of receiving e-mail or text messaging. The CNS program currently has 1,592 registered users.

CNS was introduced to Charles County residents in April 2009. Residents may register at www.charlescountycns.com.



Fiscal & Administrative Services

Financial & Information Technology Management

The *Department of Fiscal & Administrative Services* oversees the County's accounting and financial reporting, financial management, utilities billing, budgeting, purchasing, and information technology functions.

Each year our government issues debt in the form of bonds and those bonds are evaluated and rated by three national agencies. The County maintains positive bond ratings — an AA+ rating from Fitch, Aa2 rating from Moody's, and a AA rating from Standard and Poor's.

In fiscal year 2009, for the 14th consecutive year, the Department of Fiscal & Administrative Services received the Distinguished Budget Presentation Award from the Government Finance Officers Association. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as an operations guide, as a financial plan, and as a communications device.

The *Information Technology (IT)* Division's areas of responsibility include any information technology related hardware and software acquisition, implementation, operation, maintenance, and support. In addition, IT is responsible for all telecommunications operations within the Charles County Government.

In 2009, for the seventh consecutive year, Charles County received the *Center for Digital Government's Nation's Most Digitally Advanced County Award* for its population size of <150,000. The Digital Counties Survey is conducted annually in partnership with the National Association of Counties (NACo). All U.S. counties are invited to participate (consolidated county-city jurisdictions are invited to participate in the Digital Cities Survey in the summer).

Treasurer's Office

Jerome E. Peuler, Jr., Treasurer

The *Treasurer's Office* is responsible for the collection and investment of all County funds, except pension plans. The Office collects County property taxes, as well as taxes for the incorporated towns of Indian Head and La Plata, and for the State of Maryland. The Treasurer's Office also collects payments for County-sponsored services such as utility bills, tag-a-bags, liquor licenses, permits, dog tags, motor vehicle registration stickers, red light fines, and other various fees and fines.

The office maintains all property tax accounts. Deeds must also be researched and validated through this office prior to recording at the Court House. The Treasurer's Office is responsible for the tracking and maintenance of bankruptcy cases. All accounts payable and Section 8 rental assistance checks are disbursed by this office.

The Treasurer's Office has the ability to accept credit and debit cards, as well as e-checks, for the payment of County bills.

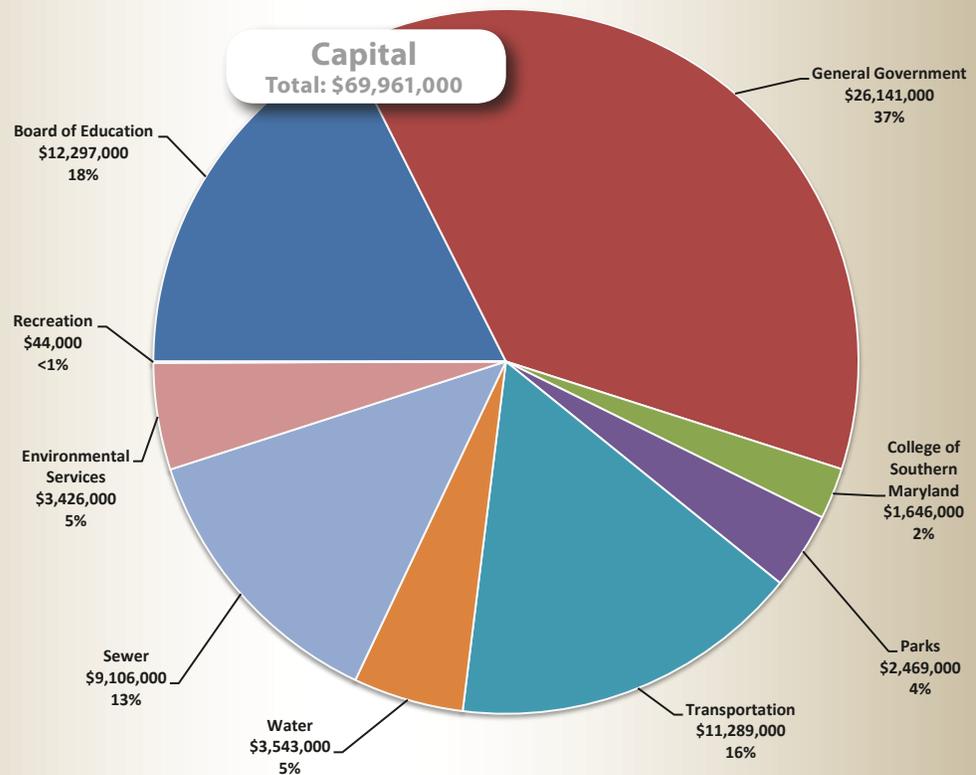
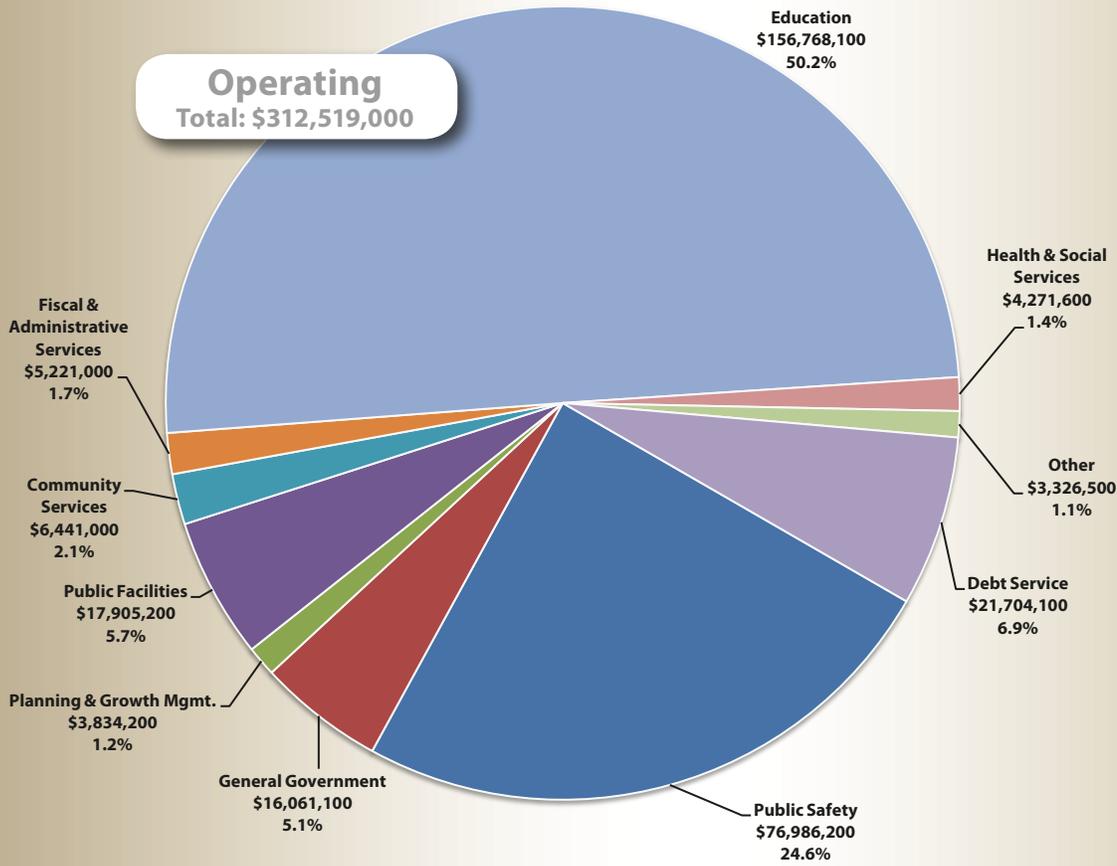
During fiscal year 2009, the Treasurer's Office had 27,413 visitors. The new Waldorf office, which opened in July, had 3,778 visits since opening. The total number of Treasurer's Office transactions in fiscal year 2009 was 374,409, and the use of credit cards resulted in 33,618 transactions.



New Treasurer's Office Satellite Location at 3670 Leonardtown Road, in Waldorf, MD

FY2009 Operating & Capital Budget

(July 2008-June 2009)



Charles County Government



Dr. Rebecca Bridgett
County Administrator

The Charles County Government is responsible for the writing, production, and distribution of this publication.

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CHARLES COUNTY GOVERNMENT

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Did You Know...

Official Tree...Dogwood

The Dogwood tree produces beautiful flowers each spring. These flowers are usually small and have four or five petals. The berries that appear in the fall are commonly eaten by birds in the winter.

Official Bird...Great Blue Heron

The Great Blue Heron is the nation's tallest bird. The bird is abundant along rivers and creeks and is a superb fisherman.

Official Flower...Queen Anne's Lace

Queen Anne's Lace, also called wild carrot, is commonly found along roads and through fields. Queen Anne's Lace is a biennial with 1 to 3 foot stems and lacy flowers that do not blossom until their second year.

The Charles County Seal



The Charles County seal incorporates a part of the Maryland State seal, which is designed from the First Lord Baltimore's escutcheon.

The coronet is a silver gilded band, covered with yellow lacquer. The five spheres on top of the crown are plain silver balls. The brim is white with small strawberry leaves.

The cross of red and white on the shield symbolizes the arms of the Crossland family, which was the family of the mother of the First Lord Baltimore.

The black and gold design on the shield is that of the Calvert family. It was given to Calvert as a result of storming a fortification in battle.

The date of 1658, which is on the bottom of the Seal, is the date when the order of erection was approved by the Colonial Governor.

Charles County was established on May 10, 1658, and named for Charles Calvert, England's Third Lord Baltimore.