



Charles County
Government
2024

ANNUAL REPORT

DEDICATION POWERS
OUR **PROGRESS**

CHARLES COUNTY GOVERNMENT 2024 ANNUAL REPORT



- Charles County Board of Commissioners 4
- Your Charles County Commissioners 5
- Commissioner Highlights 6
- Resident Concerns 7
- Organizational Structure 10-11
- Year In Review 12
- Recognition & Acknowledgments 46
- A Look Ahead in 2025 47

DEPARTMENTAL REPORTS & ACHIEVEMENTS

RESILIENCY & SUSTAINABILITY

- Heritage Center At Mallows Bay 14
- Mallows Bay Park 15
- Climate Action Planning 16
- Planting Native Seedlings 17
- Recycling & Litter Prevention 18

QUALITY OF LIFE

- Sports & Wellness Complex 19
- Expanded Recreation Offerings & Parks ... 20-21
- Calm Cove Sensory Space 22
- Children and Family Resource Academy 23
- Tourism 24-25
- Housing Choice Voucher Program 26
- Public Transit 27
- Public Works & Infrastructure 28-29
- Southern Maryland Rapid Transit 30-31

EMERGENCY PREPAREDNESS, RESPONSE & SAFETY

- New Animal Care Center 32
- Public Safety Radio System Update 33
- Mobile Integrated Health 34
- New EMT Class 34
- Hot & Cold Dispatch 35

ECONOMIC DEVELOPMENT

- Berry Pointe 36
- Waldorf Station 37
- Western Charles County Technology Corridor . 38
- Innovation In Economic Development 39

INSTITUTIONAL GOVERNANCE

- Charles County's Budget 40-42
- County Government Recruitment 43
- Public Engagement & Transparency 44-45

ABOUT CHARLES COUNTY GOVERNMENT

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

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



Welcome

Commissioner President Reuben B. Collins, II, Esq.

It is with great pride and gratitude that I present to you the 2024 Charles County Government Annual Report. This year has been a remarkable period of progress, resilience, and innovation for our community. Our collective efforts, grounded in transparency, collaboration, and a deep commitment to service, have yielded tremendous results across every corner of the County.

Our **Board of County Commissioners** took important actions in 2024 to drive forward our vision of a more connected, resilient, and equitable Charles County. We adopted a balanced Fiscal Year 2025 Budget and maintained our AAA bond rating for the eighth consecutive year, demonstrating strong fiscal management, healthy reserves, and strategic economic growth. By carefully managing resources and leveraging American Rescue Plan Act (ARPA) funds, we supported economic recovery, strengthened local businesses, and built a foundation for long-term prosperity.

We prioritized the well-being of our residents through significant enhancements to **VanGO public transportation**, new and improved **parks and recreation facilities**, and bold actions to **increase affordable housing options** for seniors and working families. Our commitment to sustainability was further demonstrated with expanded **sustainability initiatives**, helping Charles County lead in environmental stewardship.

At the heart of these achievements is a profound partnership between county government and the community we proudly serve. Together, we are building a thriving Charles County — a place where every resident can succeed, diversity fosters belonging, and the future holds even greater promise for all who call it home.

On behalf of my fellow Commissioners, I thank you for your trust, your engagement, and your enduring commitment to our shared future. We are excited about all that lies ahead as we continue to move Charles County forward — together.

Sincerely,

A handwritten signature in blue ink, appearing to be 'RBC', written in a cursive style.

Reuben B. Collins, II, Esq.

Commissioner President

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 MEETINGS

BOARD MEETINGS — The Board of Commissioners meetings are scheduled regularly and held virtually and/or in the County Government Building at 200 Baltimore Street in La Plata. The public can watch meetings on Comcast 95, Verizon Fios 10, Roku, or Apple TV streaming devices (Charles County Government), and online at: www.CharlesCountyMD.gov/services/media-services/charles-county-government-television. For virtual meetings, residents without internet service or cable access can listen to the meeting at 301-645-0500. Meetings are advertised in advance at www.CharlesCountyMD.gov.

COMMUNITY MEETINGS — The Commissioners hold community meetings virtually and at convenient locations throughout Charles County. These meetings are open to the public and provide an opportunity for attendees to ask questions and discuss items that are important to the community.

CHARLES COUNTY BOARD OF COMMISSIONERS



COMMISSIONER PRESIDENT REUBEN B. COLLINS, II, ESQ. is a lifelong resident of Charles County, raised in Bryans Road. He is a graduate of Charles County Public Schools. For more than 20 years, he has practiced law for R.B. Collins Law, LLC. He served three previous terms as County Commissioner for District 3. This is his second term serving as Commissioner President. He is the first African American elected to this Charles County position.



COMMISSIONER VICE PRESIDENT RALPH E. PATTERSON, II, M.A. (DISTRICT 4) Commissioner Patterson enjoys giving back to his community through coaching youth in soccer and volleyball. He has a strong family background of service. Currently, he is a high school Special Education teacher in Prince George’s County.



COMMISSIONER GILBERT ‘BJ’ BOWLING, III (DISTRICT 1) is a lifelong resident of Charles County and lives in Dentsville. He owns and operates a fifth-generation family farm with his grandfather and father and has worked professionally in public safety for more than 20 years.



COMMISSIONER THOMASINA O. COATES, M.S. (DISTRICT 2) is a native of Charles County, proud graduate of Charles County Public Schools, and lives in White Plains. She owns a small business in Charles County and worked in information technology for the federal government for 30 years.



COMMISSIONER AMANDA M. STEWART, M.ED. (DISTRICT 3) is a 30-year resident of Charles County, proud graduate of Charles County Public Schools, and is serving her third term as a County Commissioner. She has more than 15 years of experience in public education and co-owns a small business with her husband.

YOUR CHARLES COUNTY COMMISSIONERS

DISTRICT 1

Commissioner Gilbert “BJ” Bowling

Farmers Feeding Charles County is an initiative led by Commissioner Bowling in partnership with local nonprofits and public school organizations to provide fresh, local produce and meats to underserved residents in Charles County. What began as a vision to promote local farm products and support the community through Fresh Food Giveaways has grown into a broader network of partnerships. Local nonprofits have since launched their own food insecurity outreach programs, inspired by this initiative. The Charles County Charitable Trust has played a vital role, working tirelessly to equip these nonprofits with the tools and funding needed to expand their food security efforts.

DISTRICT 2

Commissioner Thomasina Coates

Commissioner Coates continues to be a strong advocate for community engagement, youth empowerment, and local partnerships in District 2. In 2024, she donated 100 turkeys to the **Jolly Dream Foundation’s Thanksgiving Basket Giveaway**, providing meals to families in need. Her dedication to youth was evident through a co-sponsored birthday celebration for **Jabril “Brilly” Carroll**, a young Charles County resident battling DIPG, in partnership with Delegate Edith Patterson and the Jolly Dream Foundation.

Commissioner Coates also hosted two town halls — one independently in April and another jointly with Commissioner Patterson in October — to address topics including Charter Government, the Bryans Road Sub-area Plan, the grocery initiative, and plans for a multi-generational recreation center. Additionally, she collaborated with Senator Arthur Ellis on the opening of the Boys & Girls Club in Indian Head and worked with the Bryans Road Business Association to establish the Western Charles Farmers Market, bolstering both youth services and local economic development.

DISTRICT 3

Commissioner Amanda M. Stewart, Ed.D.

In 2024, Commissioner Stewart proudly celebrated the **11th Annual Back-to-School Fiesta** — an event that continues to grow in impact and reach. She provided school supplies to hundreds of students across Charles County, ensuring they were equipped and ready for a successful academic year. For many families, this support eases a financial burden and ensures every child starts the school year with confidence and the tools they need to thrive. Her commitment to uplifting our community remains strong, and this event is a powerful reminder of what can be accomplished when the community comes together.

Commissioner Stewart has committed to **expanding recreational opportunities for our seniors and youth**. Thank you to the residents who attend town halls and speak up — she heard you. A new rec center is coming to District 3 at the former Sears building, repurposing existing space with fresh, innovative ideas for our community.

She hosted seven town hall meetings, participated in over 40 community events, and held 23 meetings with constituents on county matters.

VICE PRESIDENT & DISTRICT 4

Commissioner Ralph Patterson

Vice President Patterson has been a visible and vocal leader in 2024, deeply committed to **community outreach and civic education**. A passionate proponent of Charter Government, he took part in a series of public discussions and a joint town hall with Commissioner Coates to help residents understand potential government structure changes.

He has remained highly engaged throughout the year — attending more than 42 public events and grand openings, representing the county at multiple career days, and maintaining a strong connection to residents through 15 one-on-one issue meetings and approximately seven town halls. His participation in both the **Summer and Winter Maryland Association of Counties (MACo)** conferences underscores his dedication to staying informed and advocating for Charles County on a broader stage.

COMMISSIONERS' KEY ACCOMPLISHMENTS

- Adopted a **balanced budget** for Fiscal Year 2025, without any increase to the current property or income tax rate. The budget expanded investments in education, public safety, and recreation priorities.
- Achieved **highest fiscal AAA bond rating** for the 8th consecutive year, which recognizes the county's responsible financial planning, economic development, and budget management. The rating allows the county to maintain low interest rates when repaying bonds.
- Funded the acquisition of the old Sears store at St. Charles Towne Center Mall, to convert the space into a future **sports and wellness complex**, featuring a competition-size swimming pool, aquatics programming and other recreational amenities.
- Continued collaboration with federal and state partners to advance funding support for the future development of **Southern Maryland Rapid Transit** to Charles County.
- Joined with other local and state leaders to celebrate the groundbreaking for a major new **Berry Pointe development** project located in Waldorf. This project is set to become the largest office, flex, R & D and retail development in the county's history.
- Approved a first-of-its-kind pilot called **Collaborative Community Improvement Project**. The project engages residents on their priorities regarding their specific neighborhood, implements measurable projects that align with Commissioner Goals & Objectives, and help foster knowledge about available resources and programs. Commissioners selected the Bryans Road area for the pilot, with the initiative launched in early 2025.
- Designation and support of the **Western Charles Technology Corridor**, which continues to yield new investments in the county. It strategically positions the region as a hub for innovation, attracting over 130 technology, research, and defense-related businesses by leveraging its proximity to key federal installations and a highly skilled workforce.

CAPITAL IMPROVEMENT PROGRAM HIGHLIGHTS

- National Pollutant Discharge Elimination System (NPDES) improvements are listed. The NPDES purpose is to protect water quality by setting limits on what can be discharged. The NPDES requires monitoring and reporting of discharges and helps to enforce the Clean Water Act.
 - » Public Facilities Wash Bay Design Commencement
 - » Ruth B. Swann Northern Stream Restoration Construction Commencement
 - » Westdale Drive Construction Completion
 - » Wilton Court Pond Construction Commencement
 - » White Oak Pond Retrofit Procurement
- Additional Capital Improvement project reports:
 - » Davis Road Bridge Design Commencement
 - » Animal Care Center Construction Contract Award and Groundbreaking
 - » Mill Hill SRTS Sidewalk Construction Contract Award
 - » Billingsley Road at St. Patricks Drive: Construction Commencement and Completion

Commissioner Sessions	
Board of Commissioners Sessions	34
Notice of Attendance Meetings	15
Public Hearings	14
Public Comments Sessions	20
Joint BOCC Town Hall Events	1
LEGISLATIVE ACTIONS	
Bills (Enacted in 2024)	19
Amendments: Docket 90/Docket 250	2
Resolutions	17
RECOGNITION	
Proclamations & Recognitions	139
Anniversaries, Birthdays, Retirements	92
Board of Education State Recognition	376
Charles County Seal Presentations	77
Condolence Citations	40
County Employee Awards/Presentations	392
Encased Flags	5

RESIDENT CONCERNS

INQUIRIES RECEIVED BY CONCERN	
Boards and Commissions	6
Broadband, Cable, Internet	10
Community Outreach	2
Community Services	4
COVID-19 State of Emergency	1
Economic Development	5
Emergency Services, Animal Control, Fire & EMS	17
Environmental Concerns	13
HOA Dispute Review Board	3
Homeowners Associations	4
Housing: General and Transitional/Special Exception	14
Inspections	68
Legislative Proposals	13
Miscellaneous: Outside Agency Issues: Charter Gov., Commissioner events, etc.	116
Miscellaneous: Various (Unemployment, State Highway, Social Services, etc.)	203
Neighborhood and Property Nuisances	16
Parks and Recreation	2
Permits	13
Praise and Compliments	3
Public Health and Public Safety	9
Senior Citizens	1
Signage/Sign Removal	11
Stormwater, Watershed Conserv. District, Roadway and Culvert Drainage	15
Taxes, Property (commercial/general), Fees, Citations	8
Traffic Safety Committee	6
Traffic, Roads, Sidewalks (General, snow, potholes, construction, etc.)	73
Trash, Landfill, Recycling, Litter	32
Treasury	2
Utilities - Water/Sewer Billing, Electric	7
VanGO	6
Veteran Services	25
Water and Sewer Issues or Questions	10
Zoning	21
Total Inquiries:	739

CITIZEN RESPONSE OFFICE

The Citizen Response Office (CRO) serves as a vital link between residents, the County Commissioners, and the appropriate departments within Charles County Government.

The county's mission is to streamline communications and ensure timely, effective responses to calls, emails, and letters from the community. Each request reflects the concerns of our community. All deserve the full attention of their local government.

Inquiries Report for Fiscal Year 2024 **739** **INQUIRIES RECEIVED**
693 **SUCCESSFULLY RESOLVED**

Since its establishment in 2011, the office has addressed more than 10,000 communications from residents.



SEE CLICK REPORT
CHARLES CO MD

In 2024, services were expanded with the launch of **SEECCLICKREPORT CHARLES CO MD**, a new platform that allows residents to conveniently report concerns online or through a mobile app.

The app is available for download on the Apple App Store and Google Play Store. Reports can also be submitted on the Charles County Government website.

www.CharlesCountyMD.gov/services/e-services/ee-click-report





CHARLES COUNTY GOVERNMENT LEADERSHIP PHILOSOPHY

We are a **DIVERSE, TALENTED, AND ENGAGED** workforce responsive to our community's needs.

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

We are **CAREFUL STEWARDS** of our resources.

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

We are **CREATIVE AND INNOVATIVE** and work in a fair and supportive team environment.

We are **COMMITTED TO EXCELLENCE** in public service.

WE LEAD BY SERVING.

We are the employees of Charles County Government





A Message from the Acting County Administrator

Deborah E. Hall, CPA

It is my pleasure to present the 2024 Annual Report for Charles County Government. This year's theme, "*Charting the Course: Tying Strategic Initiatives to Results*," reflects our continued commitment to planning with purpose and delivering results that matter to our residents.

Our strategic priorities — **Economic Development; Institutional Governance; Emergency Preparedness, Response & Safety; Resiliency and Sustainability;** and **Quality of Life** — serve as our guideposts. We are proud to share how these goals are being translated into real progress across the County. Through focused planning and collaboration, we are laying the foundation for a stronger, more vibrant Charles County.

This year brought exciting milestones. One of our most anticipated announcements is the development of a new **Sports and Wellness Complex** in the former Sears building at St. Charles Towne Mall in Waldorf. This transformative project will provide new recreational opportunities, promote community wellness, and breathe new life into a key commercial space.

We are also proud of our continued AAA bond rating, a recognition of our sound fiscal management and long-term financial planning. This achievement enables us to invest more effectively in infrastructure, services, and quality-of-life improvements for all who live and work here.

As Charles County continues to grow, we are responsibly managing that growth with **infrastructure investments** that ensure we meet current and future community needs. This includes millions of dollars dedicated to repairing and maintaining stormwater management systems, helping us build resilience and reduce the risk of flood damage in the years ahead.

Our focus on economic development is producing meaningful results. Significant new investment is on the horizon at the Naval Surface Warfare Center in Indian Head, which is poised to anchor growth in the **Western Charles County Technology Corridor**. This positions Charles County as a hub for innovation and defense-related industries, bringing high-quality jobs and new opportunities to our region.

As you explore this report, I invite you to learn more about our strategic goals and how we are tracking our progress. These priorities are not just plans on paper — they are shaping the investments, partnerships, and programs that improve the lives of our residents every day.

I'd like to close by stating that our county always looks to put you first. We won't do anything for you without you, which is why you have been, and will continue to see us out in the community and asking for your input, both in person and online. Public involvement and engagement continue to be one of my top priorities as we move forward, together.

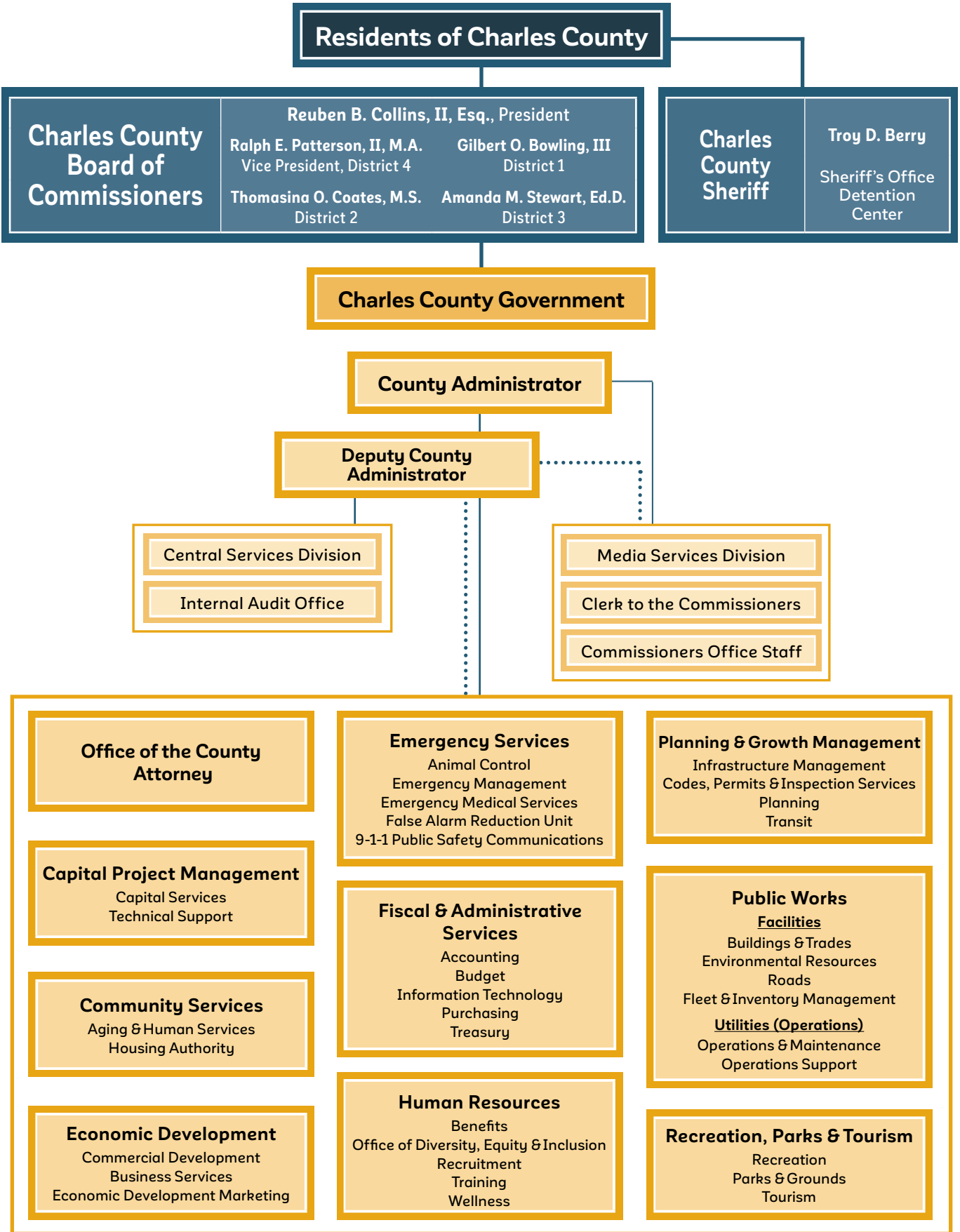
Sincerely,

A handwritten signature in black ink that reads "Deborah E. Hall". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Deborah E. Hall, CPA

Acting County Administrator

ORGANIZATIONAL STRUCTURE



DEPARTMENT FUNCTIONS



The value of highly functioning teams cannot be underestimated, and a foundation of trust must be at the center.



OFFICE OF THE COUNTY ADMINISTRATOR

The County Administrator's office is responsible for the day-to-day operations of County Government. The County Administrator ensures that the Board of Charles County Commissioner (BoCC) policies are carried out effectively and efficiently. The office ensures the BoCC is informed of county issues. The County Administrator works with each department (see below) to establish long-term and short-term goals, and ensures their implementation. Additional offices and divisions overseen by the County Administrator include Administration, Clerk to the Commissioners, Central Services Division, Media Services Division, and the Internal Audit Office.

COUNTY GOVERNMENT DEPARTMENTS

The primary mission of the **OFFICE OF THE COUNTY ATTORNEY** is to support the County Commissioners, County Administrator's Office, and other county departments, boards, and commissions by providing legal advice, representation, and other legal assistance for the essential tasks they perform daily.

COMMUNITY SERVICES serves as a primary point of entry for a wide range of services that support county residents. The department primarily serves as an information and service gateway for county residents, from administering the Housing Choice Voucher program to providing service coordination and access to long-term care programs for frail elderly, disabled persons, and their family caregivers; and state programs that support children, youth, and families.

ECONOMIC DEVELOPMENT is an economic development organization supporting and promoting the economic vitality of Charles County. The primary role of the department is to spur growth and opportunity, create an environment where businesses want to invest in the county.

EMERGENCY SERVICES provides multi-component services that include 9-1-1 Public Safety Communications, Animal Care and Control, Emergency Management, Emergency Medical Services, Hazardous Materials Response, and False Alarm Reduction.

FISCAL AND ADMINISTRATIVE SERVICES is responsible for the financial and technological administration by effectively and efficiently managing government fiscal operations. Fiscal Services includes Budget, Accounting, Purchasing, Treasury, and Information Technology.

HUMAN RESOURCES administers a comprehensive program providing a wide variety of human resources-related services to Charles County departments, agencies, employees, retirees, and residents.

PLANNING AND GROWTH MANAGEMENT provides solutions for land development, planning, and capital improvements in Charles County. We offer the public assistance through the regulatory process for achieving approval.

PUBLIC WORKS consists of two divisions. **FACILITIES** is responsible for maintaining County owned roads and bridges (including weather-related road conditions and snow removal), buildings, vehicles, equipment; and managing the landfill, recycling, and litter control. **UTILITIES** is responsible for operating and maintaining water and wastewater facilities; maintaining and repairing water lines, sewer lines, and sewer conveyance systems; and development and engineering solutions.

RECREATION, PARKS, AND TOURISM provides quality of life services to our residents and visitors through recreation, parks, and tourism opportunities, while preserving and protecting open spaces within the county.

YEAR IN REVIEW



BROADBAND EXPANSION

Charles County significantly expanded rural broadband through the North Nanjemoy and Neighborhood Broadband Buildout projects, connecting hundreds of previously underserved homes.

CLIMATE REPORT CARD AND RESILIENCE INITIATIVES

The county launched the process to develop its first-ever Climate Report Card and the Charles County Resilience Authority obtained several grants to expand sustainability initiatives.

ACQUISITION OF OLD SEARS STORE FOR NEW SPORTS AND WELLNESS COMPLEX

Charles County purchased the old Sears store at St. Charles Towne Mall to convert into a Sports and Wellness complex, which will feature a competition-size pool and other fitness amenities.

VANGO PUBLIC TRANSPORTATION ENHANCEMENTS

VanGO introduced new routes, improved ADA accessibility, and expanded service hours to better serve the county's transportation needs.

EXPANSION OF EMERGENCY SERVICES

Investments in emergency services included the recruitment and training of additional EMTs, preparation of a new station in Pinefield, and significant upgrades to radio systems.

AFFORDABLE HOUSING INITIATIVES

Through Housing Services, Charles County launched new programs and funding to increase affordable housing availability, particularly targeting seniors and low-income residents.

ECONOMIC DEVELOPMENT GROWTH

The Economic Development Department reported strong commercial growth and job creation across the county, and promising new opportunities for expansion with the Western Technology Corridor and defense spending at Naval Surface Warfare Center in Indian Head.

COMMUNITY ENGAGEMENT AND TRANSPARENCY

The launch of enhanced media outreach, public surveys, expanded community engagement and use of digital tools is improving access and public engagement with county government.

DEPARTMENTAL REPORTS & ACHIEVEMENTS

The Charles County Board of Commissioners approved its 2023-2026 goals and objectives. The goals and objectives were developed by executive leadership members who manage delivery of programs and services throughout county government. They consulted with the elected Board of County Commissioners, reviewed recent community survey results, and aligned the process of selecting goals with its county's commitment to diversity, equity, and inclusion.

Five focus areas were chosen as the most important priorities for Charles County from 2023 to 2026. Detailed descriptions of the goals per focus area and the related objectives were implemented. Objectives are used to measure and evaluate the county's progress.



Resiliency & Sustainability

Protecting and securing our natural resources, environment, infrastructure, and assets for future generations.



Quality of Life

Creating space for community, leisure, and wellness activities, along with social supports, to enhance the experiences of residents and visitors.



Emergency Preparedness, Response & Safety

Answering the call to connect our community to critical life-impacting services alongside our volunteer fire/EMS, law enforcement, and other response partners.



Economic Development

Accelerating business development, attraction, retention, and expansion in key/targeted industry sectors.

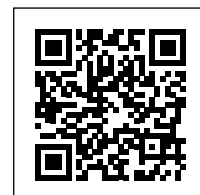


Institutional Governance

Collaborating with county employees, agencies, and the community to manage operations more effectively, efficiently, and responsibly.

Watch the Video explaining the Goals & Objectives at:

youtu.be/tfCZ9lgkewg



RESILIENCY & SUSTAINABILITY

Federal Grant Paves Way for Heritage Center at Mallows Bay

Charles County has received **\$5 MILLION IN FEDERAL GRANT FUNDING** to support pre-construction and design efforts for the future Mallows Bay Heritage Center at the Mallows Bay-Potomac River National Marine Sanctuary.

Investments into Mallows Bay are part of a \$3.3 billion investment by the National Oceanic and Atmospheric Administration (NOAA) from the federal Bipartisan Inflation Act. Grant funds dispersed as part of federal Inflation Reduction Act.

The Mallows Bay — Potomac River National Marine Sanctuary has a rich commercial fishing heritage and historical connections to the Revolutionary and Civil Wars. It is the final resting place of some 100 historic shipwrecks, also known as the “Ghost Fleet,” wooden steamships constructed as part of the United States Emergency Fleet Corporation during World War I. Mallows Bay is recognized by the National Register of Historic Places and listed as a National Treasure by the National Trust for Historic Preservation.

This new heritage center in Charles County will make Mallows Bay a focal point for outdoor recreation and tourism through increased accessibility, educational opportunities and improved amenities for visitors, all of which will impact our community economically. The future heritage center would also invite visitors to learn about its significant cultural impact, including the heritage of the Piscataway Conoy Tribe and the Piscataway Indian Nation. The traditional Piscataway tribal homelands

include the land where the marine sanctuary now sits and is an essential part of the newly recognized Southern Maryland National Heritage Area.

“This remarkable project highlights our county’s unique cultural and ecological treasures and directly supports the County Commissioners’ goals of Resiliency & Sustainability as well as Economic Development,” said Deborah Hall, Acting County Administrator. “By preserving our rich history and fostering sustainable tourism, this investment will strengthen our community, bolster our economy, and ensure that Charles County remains a vibrant and resilient destination for generations to come.”



MALLOWS BAY IS A TREASURE that tells the story of resilience, innovation, and the bond between our community and the environment. This new heritage center will serve as a beacon for education, exploration, and economic opportunity, connecting visitors and residents alike to the wonders of the Potomac River and the stories it holds.

— Reuben B. Collins II, Esq.
Commissioner President



The Mallows Bay designation is a first for the state of Maryland and Chesapeake watershed. The designation attracts tourists from around the globe and promotes county economic development. The designation continues to **protect and conserve** the environmental and cultural resources within the park and watershed.

RESILIENCY & SUSTAINABILITY

MALLOWS BAY PARK

Mallows Bay is located along the Potomac River on the western shore of Charles County. The site is home to the largest ship graveyard in the Western hemisphere. Comprised of over 100 vessels dating from the American Revolution through World War I, the sunken vessels are often referred to as the Mallows Bay "Ghost Fleet."

The "Ghost Fleet" includes the partially submerged remains of wooden steamships that were built in response to threats from World War I-era German U-boats that were sinking ships in the Atlantic. Although the ships never saw action during the war, their construction at more than 40 shipyards in 17 states reflected the massive national wartime effort that drove the expansion and economic development of waterfront communities and maritime service industries. The fleet was brought to the Potomac River to be salvaged for scrap metal by a company in Alexandria, Virginia, not far from the sanctuary site.

In July 2019, National Oceanic and Atmospheric Administration (NOAA), the state of Maryland, and Charles County announced the designation of Mallows Bay-Potomac River as a national marine sanctuary.

Located along an 18-square mile stretch of Potomac River coast in Charles County, Maryland, the sanctuary boasts a collection of historic shipwrecks dating back to the Civil War, as well as archaeological artifacts nearly 12,000 years old. Its rich landscape also includes sites that represent the history of Native American communities in the area, the once-booming Potomac River fishing industry, and the Civil War.

Mallows Bay Park offers a combination of recreation and educational experiences — fishing, paddling, wildlife viewing, and hiking provide many alternatives for experiencing the unique, serene, and sometimes surreal environment of one of Maryland's most unique historic sites. Visitation to the park continues to increase as does its popularity.

Charles County Recreation, Parks, and Tourism in partnership with the National Oceanic and Atmospheric Administration (NOAA), and the State of Maryland Department of Natural Resources (DNR), and Maryland Historic Trust (MHT) are in the process of planning and development of a **"Center" for Mallows Bay Potomac River National Marine Sanctuary** which will serve as a community resource that will feature historical, cultural, and natural resources and will serve as a gateway between the sanctuary and the public. This building is envisioned as a both a community hub and tourism destination, with exhibit and office space for the sanctuary and partners, a classroom for educational programs, flexible space for local groups and town/county events, and open areas for public space and outdoor installations. The purpose of this feasibility study is to help determine the best location and preliminary design for the future Visitor Center for Mallows Bay-Potomac River National Marine Sanctuary.

RESILIENCY & SUSTAINABILITY

CLIMATE ACTION PLANNING UNDERWAY IN CHARLES COUNTY

Charles County Government is undertaking a Climate Action Planning (CAP) process in two parts to guide us towards a cleaner and more resilient future. The plan is part of the county's ongoing climate action initiatives. Between record heat waves, increasingly severe storms, flooding, drought, warming water temperatures, and the loss of the pollinator species that help cultivate our crops, it is becoming increasingly important that the county addresses the changing climate. The Climate Action Plan will identify necessary government and community actions needed to ensure resilience to the effects of

climate change, reduce greenhouse gas emissions, and sustain the health and vitality of Charles County.

The county hosted public meetings and a series of interactive webinars to gather community input to develop a resilient, actionable, and equitable Climate Action Plan. The community was able to learn more about climate change basics and the fundamentals of climate action plans. The meetings featured live and interactive polling and a question-and-answer session to gather feedback, establish new relationships, and build upon existing stakeholder and community partnerships.



ENGAGE WITH CHARLES COUNTY CLIMATE ACTION PLANNING

CharlesCountyMD.info/3Mju5IB

Climate Action Plan Timelines • Community Surveys
Schedule of Public Meetings

CLIMATE ACTION PLANNING INVOLVES ALL OF US.



RESILIENCE AUTHORITY PLANTS NATIVE SEEDLINGS AT THOMAS STONE HIGH SCHOOL

On December 7, 2024, the Charles County Resilience Authority held a tree-planting event at Thomas Stone High School to plant **481 native seedlings**. The planting operation occurred at Thomas Stone High School, identified as an Overburdened and Underserved Area by the 2021 Tree Solutions Now Act.

"Thomas Stone is in an Urban Heat Island, and trees help us adapt to increasing temperatures by providing cooling benefits with shade and reducing both air and surface temperatures; these newly planted trees will contribute to energy conservation and improve air quality while storing carbon dioxide, a primary driver of climate change," Stacy Schaefer, Executive Director of the Resilience Authority of Charles County, said.

Volunteers included students and young adults from the Resilience Authority Youth Corps, a group hosted by the Student Conservation Association; the group offers a range of environmental programs to give students hands-on experience in conservation fields such as urban sustainability, historical preservation, wildlife, and more.



601 NATIVE & BIODIVERSE TREES PLANTED AND MAINTAINED

INLAND URBAN HEAT ISLANDS

Increasing temperatures from climate change affect everyone, and communities in urban heat islands (areas characterized by more heat-absorbing buildings and pavements and fewer cool spaces with trees and greenery) are more likely to experience heat-related illnesses and mortality, with related negative effects including poor air quality and a higher air conditioning cost burden. Urban heat islands are caused by the uneven, inequitable spread of land covers in the urban landscape, leading to more heat-absorbing buildings and pavements and fewer cool spaces with trees and greenery.

As part of **Maryland's Five Million Trees (5MT)** effort, the Resilience Authority secured funding to plant 600+ biodiverse trees native to the coastal plain of Maryland at nine Charles County Public Schools and a County Senior and Recreation Center – all which serve overburdened communities, and all in heat islands. Planting trees is not enough – the trees must be watered and maintained to ensure survivability and to provide the associated benefits of community adaptation to the effects of climate change. From Maryland Forest Service's Community Catalyst Fund, the Resilience Authority received over \$200,000 in 2024 to not only plant native trees, but to provide the necessary watering and maintenance of these trees.



Project has been funded wholly or in part by the United States Environmental Protection Agency (EPA) under assistance agreement C2-96389001 to Maryland Department of Natural Resources (MDNR) and/or C2-95306601 to Maryland Department of Environment (MDE). Contents of this document do not necessarily reflect the views and policies of the EPA, nor does the EPA endorse trade names or recommend the use of commercial products mentioned in this document.



RECYCLING & LITTER PREVENTION

Charles County Government is proud to "Keep Charles County Beautiful." We all have a vested interest in the beauty and environmental health of Charles County. This initiative is expanding through partnerships with the Maryland State Highway Administration (SHA) and the Charles County Public Schools (CCPS).

The Department of Public Works (DPW) and the SHA partnership removed **641 unauthorized signs** from County roadways in one weekend.

DPW's Environmental Resources Division visited many CCPS classrooms to give presentations discussing the importance of keeping our community clean. These presentations left lasting impressions with thousands of children.

Protecting and securing our natural resources, environment, infrastructure, and assets for future generations.

ADOPT-A-SPOT PROGRAM

Adopt-A-Spot is an opportunity for the community to participate in cleanup activities. Groups clean their adopted spot three times within a calendar year. The number of **Adopt-a-Spot areas has increased from three to eight in just one year.**

RECYCLING BICYCLES

DPW partners with the nonprofit, **Bikes for the World**, who repairs and salvages parts from the bikes collected. After being refurbished, the bikes are redistributed to people in need locally and globally. Charles County is one of 33 collection sites in the Metro DC area. Since August 2023, the county has collected **932 bicycles.**

IRECYCLE SMART

Environmental Resources partnered with CCPS for the "iRecycle Smart" program. Each of our county schools produce an estimated two tons of paper each year. DPW provided **1,200 recycling bins** to aid in capturing school recyclables. The division continues to work with CCPS by educating staff and students on best practices and strategies to improve school recycling.

REUSE DIRECTORY

A new, digital Reuse Directory was developed to assist our community with disposal of unwanted items. The online directory at **ReUseDirectory.CharlesCountyMD.gov** is designed to make it easier for residents to find organizations or businesses that accept donations of unwanted items. Outreach to local nonprofits and agencies is ongoing to increase the number of acceptance locations.

MATTRESS RECYCLING

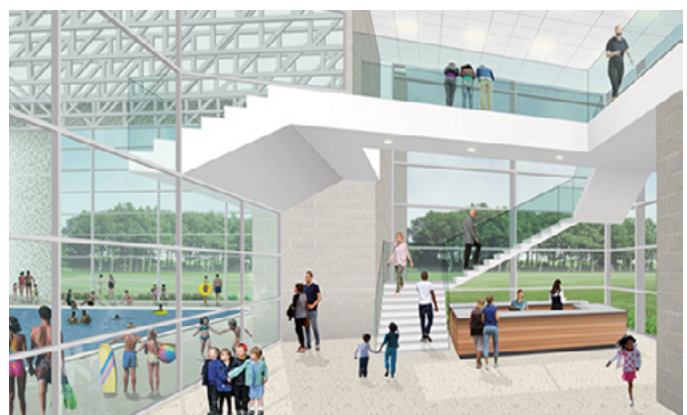
The new mattress recycling program began August 1, 2024. Mattresses and box springs consume landfill space, create flammable air pockets, and damage equipment used at landfills. By recycling mattresses we are reducing unnecessary items in the landfill. Through this valuable new program, our Maryland-based processor collects and breaks down the mattresses to recyclable components. **The program recycled 3,003 mattresses within 3 months of implementation.**



CHARLES COUNTY SPORTS & WELLNESS COMPLEX

On July 24, 2024, the Charles County Board of Commissioners, along with the Department of Recreation, Parks and Tourism (DRPT), and the CCDEDD, celebrated the purchase of the former Sears Building for \$7.5 million to create a sports and wellness complex.

- The facility aims to address the low percentage of recreational amenities per capita in Waldorf, significantly increasing recreational opportunities for residents.
- The project is part of a public-private partnership, leveraging collective resources to spur investment and enhance the community's quality of life.
- The acquisition stems from a comprehensive study conducted by the DRPT in 2022, which identified a strong need for increased sports and wellness facilities in the Waldorf area.
- The new complex will include a 50-meter by 25-yard competition swimming pool with amenities such as a splash pad, diving areas, a spa/whirlpool, sauna, and lap pool.
- This facility aims to revitalize the unused Sears location since 2020, following successful examples of transforming mall spaces into public use areas, like the Annapolis Mall.
- The center is envisioned as a dynamic destination offering recreational activities and leisure, creating a vibrant atmosphere that benefits our community.



STAY ENGAGED WITH THE SPORTS & WELLNESS COMPLEX STATUS

charles-county-md.civilspace.io/en/projects/sports-and-wellness-complex

QUALITY OF LIFE

RECXPRESS

Charles County Government strives to provide **DIVERSE RECREATION, OUTDOOR, AND TOURISM** opportunities for residents and visitors, and the objective is to increase leisure opportunities within the County.

2024 EXPANDED RECREATION OFFERINGS

The RecXpress bus mobile recreation unit is the county's traveling FUN! The bus visits communities and parks in Charles County to broaden program access, including visits to Nanjemoy, Newburg, and Indian Head, as well as our public libraries and local community events. The emphasis is on increasing exposure and awareness of our many recreation offerings, such as line dance programs in parks and play dates at community centers.



Visit CharlesCountyParks.com/recreation/mobile-recreation to learn more about our mobile recreation schedule.



ENHANCING OUR PARKS

The Parks Division works to maintain and update parks, trails, historic sites, and recreation facilities for active and passive use.

During this past fiscal year, planning began for a synthetic multi-purpose field at **Bensville Park** (located at 6980 Bensville Road, White Plains, MD). The new, multi-purpose turf field will be available for football, soccer, and lacrosse games.

Bensville Park offers athletic playing fields, a playground and a small pavilion. Additional sports fields include: one regulation-size basketball court, one regulation-size baseball, three little league baseball, three soccer, and one football field. A separate field has been designated as an area for general community use.

Additional turf fields are located at Laurel Springs Regional Park in La Plata, and White Plains Regional Park in White Plains.

The parks in Charles County offer hours of fun, and many include public playgrounds and play areas. The play equipment is contemporary, encourages innovative play, and meets all industry standards for safety compliance. Facilities are designed to accommodate all levels of abilities, including special needs.

FACILITY ENHANCEMENTS AT OTHER PARKS

- Indoor bathroom renovations at Laurel Springs and White Plains Parks
- Electronic entrance gate at Chapel Point Park
- Athletic field LED light upgrades at Oak Ridge Park
- Building renovations and vault table replacement at Elite Gymnastics & Recreation Center
- New gymnasium scoreboard at Waldorf Senior & Recreational Center

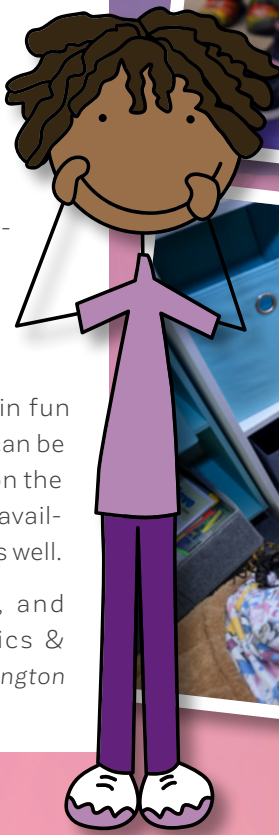


CALM COVE SENSOY SPACE

The Calm Cove was developed to meet our communities' needs through the county's Therapeutic Recreation program, which offers recreational opportunities to individuals with special needs. A ribbon cutting and grand opening for the center was held Wednesday, March 6, 2024.

Participants can take part in entertainment for all senses including touch, sight, taste, sound, and smell in a controlled and intentionally created space. The Calm Cove provides multi-sensory resources to enable participants to engage in fun and engaging activities. The space can be calming or stimulating depending on the needs of those present and will be available for reservations upon request as well.

The center is open to all ages, and is located at the Elite Gymnastics & Recreation Center (2745 Old Washington Road, Waldorf, MD).





CHILDREN AND FAMILY RESOURCE ACADEMY

The Media Services Division partnered with the CCACCYF to implement the Children and Family Resource Academy. This pilot program was offered from January through March to county residents who identify as parents, caregivers, and youth supporters to provide information about the variety of community-based programs and supports available for school aged-children. 12 participants participated in the 6-week program which included certification in Youth Mental Health First Aid; an opportunity to meet, network, and talk with community resource providers; and the completion of a class project which focused on supporting the CCACCYF in gaining community engagement to update their strategic plan. The program will culminate with an Academy-hosted community celebration in June to promote awareness of resources available for youth and the adults who support them in Charles County.

CHARLES COUNTY ADVOCACY COUNCIL FOR CHILDREN, YOUTH, AND FAMILIES

The CCACCYF (Local Management Board) is responsible for developing a comprehensive array of human services for all children, youth, and families in Charles County as well as monitoring and evaluating contracts for services, outcomes, and results provided by the county and private human services.

With the exception of advocacy and information, the CCACCYF does not provide human services directly but contracts with public and private agencies to provide a variety of services for which the CCACCYF has received funding. Funding for programs offered through the CCACCYF originate from the Governor's Office for Children, the Maryland State Department of Education, and the Department of Juvenile Services.

The overall mission is to improve the quality of life for Charles County children, youth, and families by ensuring that human service programs are plentiful, accessible, and excellent. Working with citizens, government, public and private human service agencies, the Local Management Board strives to make Charles County a better place by aligning our focus with the Maryland's Results for Child Well-Being.

The Children and Family Resource Academy helps Charles County become stronger and more knowledgeable advocates for the children in your family and community.



SPORT TOURISM — FISHING TOURNAMENTS

Major League Fishing (MLF) brings the high-intensity sport of competitive bass fishing into America’s Living rooms on national television networks and streams in real time online. MLF and their partners conduct more than 290 bass fishing tournaments around the world. The upper part of the Potomac River has an amazing history as a natural habitat and fisheries breeding area for largemouth bass and other native fish. From July 2023 to June 2024, Charles County Government partnered with MLF and Smallwood State Park to host five fishing tournaments. Participants from across the United States and Canada traveled to Charles County to compete.

FISHING TOURNAMENTS HOSTED BY CHARLES COUNTY GOVERNMENT

1. MLF Bass Fishing League Northeast (May 11)
2. MLF Bass Fishing League Shenandoah (May 18)
3. Toyota Series (June 5-7)
4. MLF Bass Fishing League Shenandoah (June 22)
5. Secured 2025 MLF Bass Pro Tour Stage 6 at Potomac River (June 26-29, 2025)

During the season, the fishing tournaments brought –

**MORE THAN
1,700
ATTENDEES
TO THE COUNTY.**

Due to the success of these events, additional tournaments have been negotiated for fiscal year 2025.

EVENTS & OUTREACH

Visitors to Charles County are crucial for generating revenue because they drive sales, increase brand awareness, and foster community engagement, all of which contribute to success.

The Tourism Division plans and develops many events for not only our local community, but also to attract visitors from other areas.



Classic CHARLES COUNTY **CARB SHOW**

The Shops at Waldorf Center's **CLASSIC CAR SHOW** Meets the Charles County **CLASSIC CARB SHOW** featuring your favorite local food trucks!

SAT • MAY 11
9 a.m. to 3 p.m.

The Shops at Waldorf Center
2952 Festival Way, Waldorf, MD
(Lot adjacent to Cava)

FREE ENTRANCE TO THIS FAMILY FRIENDLY EVENT

The Charles County Department of Recreation, Parks, & Tourism is proud to partner with the Shops at Waldorf Center.

  **Charles County**
Legends, Love and Room to Explore

ExploreCharlesCounty.com
8190 Port Tobacco Road, Port Tobacco, MD
301-932-3470 (MD Relay: 7-1-1)

CLASSIC CARB SHOW

In 2024 staff produced the Charles County Classic Carb Show in partnership with The Shops at Waldorf and DMV Rods & Classics Car Club. This family friendly event featured a food truck festival and classic car show. The event yielded an **estimated 4,500 attendees**. Staff will continue to produce signature events that both benefit residents and attract overnight visitors.

TRAVEL & TOURISM REVENUE

The county continues to experience growth in revenues generated by travel and tourism initiatives. In 2023 (most current data), Charles County realized **\$240,800,000 in tourism industry sales** (industry sales include lodging, food and beverage, retail, recreation, transportation).

Over 1 million visitors stayed in hotels and/or spent money at local businesses, restaurants, and other local amenities in 2023. This data was produced by Tourism Economics and D.K. Shifflet.

WELCOME CENTER

The Crain Memorial Welcome Center located in Newburg served more than **104,600 customers in 2023**. Travel Counselors help visitors develop a custom itinerary, learn about local events, get directions to their next stop or reserve lodging. This is a great resource to plan a staycation, weekend outing, or vacation to Charles County.



1,061,500 Vacationers!

 **626,600**
Day Visits
2.5% Growth in 2022

 **434,900**
Overnight Stays
1% Growth in 2022



MORE OUTREACH & STRATEGIC PARTNERSHIPS

- Maryland Association of Counties Summer Conference with our first **RPT COLORING BOOK**.
- Launched first **BLACK BUSINESS MONTH** that featured 26 participating businesses.
- Sponsored local community and tourism events including SMADC **"BUY LOCAL" CHALLENGE AND TRIOFEST**.



QUALITY OF LIFE

HOUSING CHOICE VOUCHER PROGRAM COMMUNICATIONS STRATEGY

The Charles County Board of Commissioners established a priority to **create a policy to promote safe, quality, and affordable housing** across a range of income brackets to meet the needs of our residents.

The goal is to develop a communications strategy for the Housing Choice Voucher program enrollment and leasing deadlines.

Between October 2023 and June 2024, the Housing Authority staff processed 217 applications from the Housing Choice Voucher program waiting list. The annual plan states that vouchers should be in use within 60 days of issuance. This is a national performance measure for HUD.

In fall 2023, the Housing Authority initiated an enhanced communication and customer service protocol for new voucher participants.

Staff made over 100 calls/contacts to remind participants of the 60-day deadline and offer search resources. As a result of the new protocol, **the 60-day voucher utilization rate improved by nearly 60%** this year. The number of search time extensions requested by new voucher holders **decreased by 70%**.



Between October 2023 and June 2024, the Housing Authority staff **PROCESSED 217 APPLICATIONS** from the Housing Choice Voucher program waiting list.

INCENTIVING AFFORDABLE HOUSING

AFFORDABLE HOUSING WORK GROUP

As part of the Quality of Life Goal, the Housing Authority is tasked with **revising the zoning code to incorporate regulatory measures that manage, encourage, and incentivize affordable housing.**

Moving to that goal, the Housing Authority is working to develop a comprehensive affordable housing strategy.

DEVELOPED SHORT, MEDIUM, AND LONG-RANGE STRATEGIES INCLUDING:

1. Zoning Changes — accessory dwelling units and inclusionary zoning with a percentage of units designated as affordable
2. Addresses incentives and mandatory requirements
3. Considers rental and fee simple housing options with a range of housing types
4. Implemented through zoning text amendments, overall Zoning Code update, and Comprehensive Plan

DEVELOPED A COMMUNICATION STRATEGY WITH MEDIA

5. Provide public education and present a range of policy tools
6. Created an Affordable Housing Engage Page which includes a survey (closed Oct. 31, 2024)
7. Filming a “Charles County Now” episode in September

VAN GO

PUBLIC TRANSIT

VanGO is Charles County's public transit system that provides safe and reliable transportation services with connections to Calvert, St. Mary's, and Prince George's Counties. The service is managed by the Charles County Department of Planning and Growth Management, Transit Division.

Since 2023, all VanGO passengers ride for free. This endeavor has made it possible to give back to our community.

PLANNING YOUR TRIP IN ONE APP

In 2024, the Charles County Transit Division offered the TripShot app. The app features a powerful suite of tools, including live bus tracking, real-time schedule updates, custom notifications for arrivals and delays, trip planning, and more.

While using the app, customers can plan their trip easily and see everything from points A to B, check to see available stops and routes in real time, and receive notifications for fast and accurate service information.

The free app is available to download from the Apple or Google store. Search "TripShot," and, once you install the app, open the menu and select "Choose public system," and pick "Charles County VanGO" from the list.



TRIPSHOT!



TRIP PLANNING

See everything you need to plan your trip from points A to B.



BUS LOCATION

Check the app to see available stops and routes in real time.



NOTIFICATIONS

Get fast and accurate notifications about VanGO.

QUALITY OF LIFE

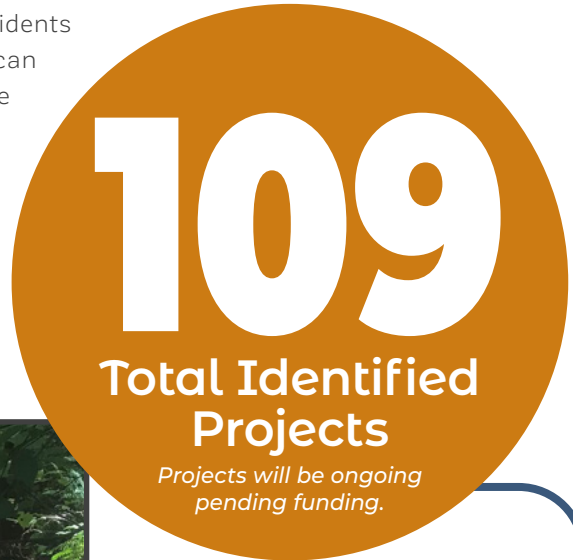
PUBLIC WORKS & INFRASTRUCTURE

Charles County Government is developing plans, policies, and strategies to bolster adaptation, resilience, and mitigation to the impacts of climate change. The objective is to design and construct the **RESIDENTIAL DRAINAGE IMPROVEMENT PROGRAM** established by the Resilience Authority.

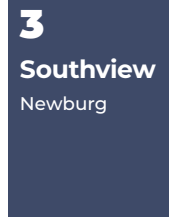
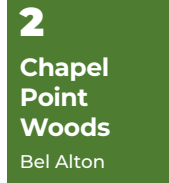
The county has received hundreds of drainage related complaints over the last few years from residents. When extreme weather occurs, residents may experience stormwater drainage issues and flooding that can impact their properties. There are numerous reasons why these kinds of issues can occur. The increase in frequency and intensity of extreme weather events is expected to continue, and even worsen in the future, primarily due to climate change.

To learn more about the program, please visit the county's Residential Stormwater Drainage Improvement Program at:

www.CharlesCountyMD.gov/DrainageImprovementProgram



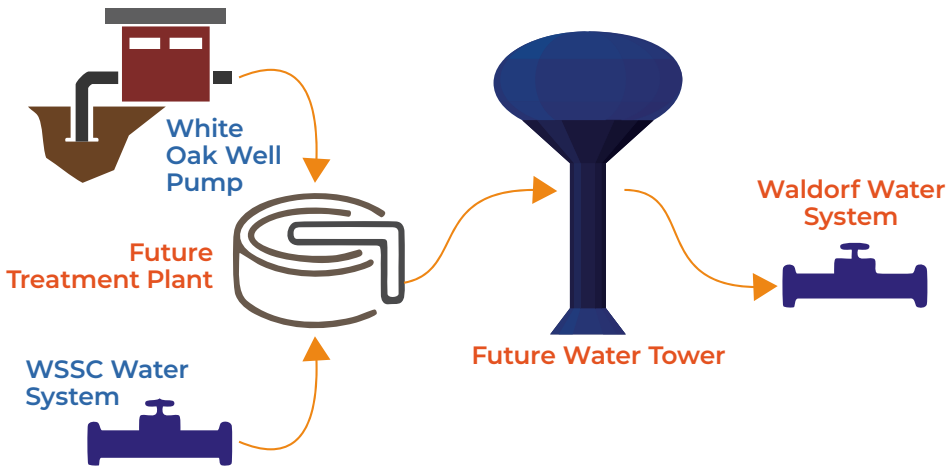
Easements Obtained Per Neighborhood



PUBLIC WORKS & INFRASTRUCTURE

The county's goal is to assure and enhance water supply and infrastructure to support continued advancement.

The objective is to implement the alternative water source resource plan for the Waldorf Interconnection Project in a phased approach in order to diversify the water sources for the public supply.



The WSSC Waldorf Interconnection project includes:

- Design and construction of an interconnection pipeline to Washington Suburban Sanitary Commission (WSSC) in Prince George's County — down Route 301, and into the Waldorf water system
- Bacteria Activated Carbon Water Treatment Plant to re-treat WSSC water
- Provide up to five million gallons per day of additional potable water.

WSSC WALDORF INTERCONNECTION PROJECT

FUNDING RECEIVED \$250,000

The project will provide short-term water supply needs while still accommodating for projected growth.

COMPLETION ESTIMATES

- Design > November 2025
- Construction > June 2028

NEW PIPELINE & TREATMENT PLANT FOR UP TO —

5 MILLION GALLONS PER DAY



QUALITY OF LIFE

SOUTHERN MARYLAND RAPID TRANSIT

The goal for Charles County Government is to work towards ensuring there is broad access to public transportation. The county has worked diligently on moving forward with a rapid transit system for our community.

NEED FOR AN INTERCONNECTION PIPELINE

The Southern Maryland Rapid Transit (SMRT) project includes design and construction of an interconnection pipeline to Washington Suburban Sanitary Commission (WSSC) in Prince George’s County, down Route 301, and into the Waldorf water system and a Bacteria Activated Carbon Water Treatment Plant to retreat WSSC water, up to five million gallons per day of additional potable water for the Waldorf water system.

The project funds needed are to complete the design, engineering, and National Environmental Policy Act (NEPA) process and secure a Record of Decision for the project.

THE CURRENT STATUS

- Completed MOU with the State and Prince George’s County to kick off the project.
- Secured second **\$5M EARMARK** to help fund the project.
- Pending fiscal 2025 Federal earmark for an additional **\$5M IN FUNDING.**
- Steering committee began meetings for project planning.

The objective is to advocate for and support all efforts for the SMRT project.



FUNDING

CURRENT PHASE \$30 to \$35 Million

Funds are needed to complete the design, engineering, and National Environmental Policy Act (NEPA) process and secure a Record of Decision for the project.



NEXT...

Secure remaining **\$5 to \$10 million** to complete NEPA process, secure a Record of Decision, and final design.



2025

Charles and Prince George's Counties applied for add'l **\$5 million** of federal funds (earmark) – Pending outcome of Federal fiscal year 2026 appropriations.



2022 & 2024

Federal delegation appropriates **\$5 million** (via earmark) in fiscal 2022 and fiscal 2024, respectively, for Planning/NEPA – State and Federal match totals **\$20 million**.



2021

Maryland Legislature passed House Bill 414/Senate Bill 81 — Requires State funding match pending Federal funds for SMRT, up to **\$30 million**.



2015-2017

Funded for alternatives analysis (Pre-NEPA Study).



Charles County Government Annual Report • 2024



EMERGENCY PREPAREDNESS, RESPONSE & SAFETY

CHARLES COUNTY BREAKS GROUND ON NEW ANIMAL CARE CENTER THE NEW SPACE INCLUDES NEW EDUCATION SPACE AND COMMUNITY ROOMS.

On Oct. 8, Charles County Commissioners joined with staff from the Charles County Department of Emergency Services, and community members for a groundbreaking on the new Charles County Animal Care Center.

The new animal care center shelters and cares for the county’s stray, sick, injured, and unwanted domestic animals until they can find their forever homes. The new facility at 5690 Piney Church Road in Waldorf will replace the old facility, which has served Charles county’s animal population for over 60 years.

The new center will house both the Animal Control and Animal Sheltering Divisions and include improvements for animal care and community engagement.

The center will include 60 dog kennels, 95 cat cages, and small animal holding cages; a livestock barn with paddock; several community cat rooms, including a “catio,” and indoor meet-and-greet areas for both dogs and cats. Other amenities include a medical clinic with a surgery suite of spay and neuter services, educational rooms, soundproofing to buffer barking sounds and other improvements.

“This shelter isn’t just a win for the animals, it’s a **win for the community**. It will serve as a place where compassion, education, and public service come together.”

— Michelle Lilly, Director
Department of Emergency Services



LEARN MORE:
Charles-County-MD.civilspace.io/en/projects/new-charles-county-animal-care-center

Pet of the Week



View our friend of the week videos on our YouTube channel at www.youtube.com/@CCGTVCommissioners/ and search "Pet of the Week."

EMERGENCY PREPAREDNESS, RESPONSE & SAFETY



PUBLIC SAFETY RADIO SYSTEM UPDATE

Construction has begun on **nine new radio tower sites**. The new radio towers will enhance Charles County's coverage of service.

Currently there are 10 sites. New construction will include 9 additional towers.

Scheduled completion is set for June 2025, and testing by summer of 2026.

Existing Towers

1. Waldorf
2. New Landfil
3. Indian Head (NSWC)
4. Pisgah Landfill
5. New Landfill
6. Port Tobacco Community Ctr
7. Animal Care Center
8. Gilbert Run Park
9. Nanjemoy
10. Glasva School
11. Breeze Farm

New, Planned Towers

1. Waldorf Watertower
2. Bryans Road Watertower
3. Marbury
4. Bensville Watertower
5. Radio Station Road
6. Port Tobacco
7. Maryland Point Road
8. Maryland First Tower

EMERGENCY PREPAREDNESS, RESPONSE & SAFETY

MOBILE INTEGRATED HEALTH EXPANDING ACCESS & BRIDGING GAPS IN CARE

In 2024, Charles County significantly expanded its Mobile Integrated Health (MIH) program to 24/7 operations, marking a transformative step in community-based healthcare delivery. First established in 2017, MIH — also known as **COMMUNITY PARAMEDICINE** — operates under a partnership between the Department of Emergency Services, the Charles County Department of Health, and Charles Regional Medical Center. The program enhances traditional EMS services by integrating paramedic, nursing, and case management roles to better serve residents with chronic health conditions and social service needs.



Funded through a blend of county budget, ARPA, Opioid Restitution Funds, and grants, the expanded MIH team includes a registered nurse program manager, a paramedic supervisor, and dedicated 24-hour paramedics and EMTs.

A key component of the program is its chronic disease management efforts — particularly in **DIABETES AND HYPERTENSION** — through patient education, in-home care, in-home safety checks, and improved self-management. They also install smoke alarms. The MIH also participates in Maryland Institute of Emergency Medical Services System’s Model-T Protocol, helping address opioid use disorder through coordinated treatment and follow-up.

The program’s success is evident in reduced reliance on emergency services and improved quality of life for residents, making MIH a cornerstone in Charles County’s commitment to **INNOVATIVE, COMPASSIONATE, AND ACCESSIBLE HEALTHCARE DELIVERY.**



MIH FOCUSES ON:

Improving access to care

Reducing emergency department visits and 9-1-1 calls

Decreasing 30-day hospital readmissions

Connecting individuals with vital community resources

NEW EMT CLASS

11 NEW FULL-TIME EQUIVALENT EMT STAFF

On September 9, 2024, the Charles County Department of Emergency Services welcomed a new EMT class, adding eight EMTs and three paramedics to the staff roster.



EMERGENCY PREPAREDNESS, RESPONSE & SAFETY

HOT & COLD DISPATCH

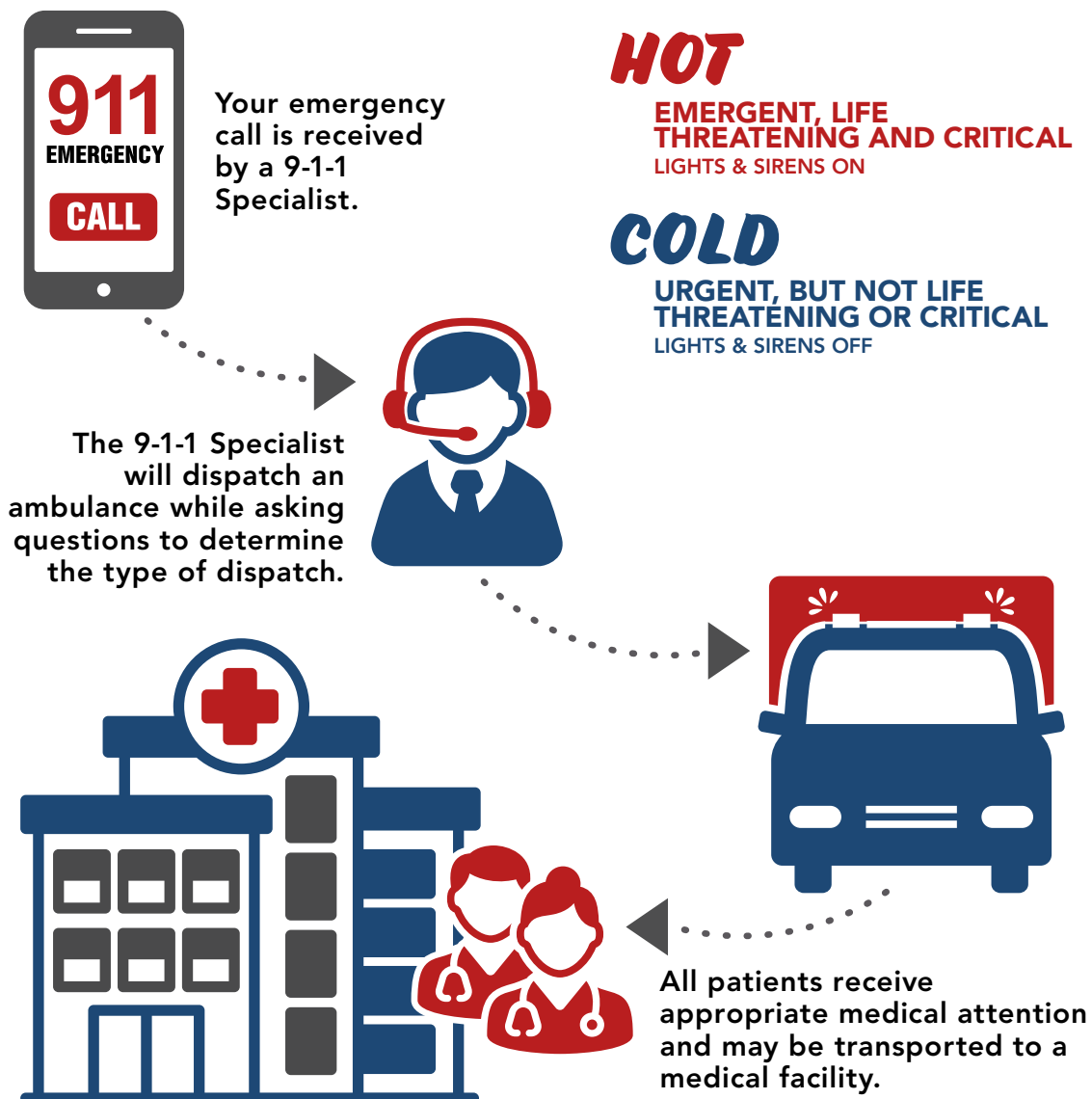
In 2024, the Department of Emergency Services began the "Hot and Cold Dispatch" policy. In the context of emergency dispatch, "hot" dispatch refers to sending responders with lights and sirens, while "cold" dispatch means dispatching responders without lights and sirens, adhering to regular traffic laws. This differentiation helps prioritize responses to serious emergencies while minimizing risks to both responders and the public.

HOT DISPATCH refers to responders, such as ambulances, sent to the scene with lights and sirens activated, allowing them to navigate traffic quickly and reach the location as soon as possible. This is typically reserved for life-threatening or time-sensitive situations.

Dispatchers use **TRIAGE SYSTEMS** to evaluate the urgency and severity of calls, determining whether a "hot" or "cold" response is necessary.

COLD DISPATCH refers to responders sent to the scene without lights and sirens, adhering to normal traffic rules and flow. This approach is used for incidents that are less critical and do not require immediate attention.

Benefits of cold dispatch center around reducing the risks associated with high-speed driving and minimizing potential accidents, which can be a significant benefit of using cold responses for less critical situations.





ECONOMIC DEVELOPMENT

BERRY POINTE

St. John Properties has begun development on the Berry Pointe Business Park in Waldorf. The project is slated to comprise 518,400 sq ft of flex/R&D space, 93,000 sq ft of office, and 22,500 sq ft of supporting retail. The development is projected to support over 2,100 jobs at full build-out and occupancy.

Approval from the Planning Commission on their revised Preliminary Subdivision Plan was approved in June 2022. Submission of individual Site Plans for pad sites and light industrial buildings is in progress.

Berry Pointe is set to become the largest office, flex, R&D, and retail development in the county's history.

WALDORF STATION

Waldorf Station is a proposed 145-acre mixed-use project in Waldorf, Maryland at the intersection of U.S. Route 301 and Maryland Route 5.

The project is slated to comprise residential elements, including townhouses, conventional apartments and assisted living. Non-residential components will include retail, hospitality, entertainment and office space.

Greenberg Gibbons will be developing the site into an open-air mixed-use development and will lease and manage the property bringing quality shops and restaurants to the region.

This transformational project will serve as an attractive gateway to Waldorf and Charles County. It will create a sense of place and “downtown,” which currently do not exist in the County.

A fiscal impact analysis prepared by CCEDD shows an estimated value of the project of approximately \$346.7 million at build-out and stabilization, generating an estimated \$5.9 million in annual municipal revenues and \$4.3 million in annual municipal costs, for an annual surplus of \$1.6 million in 2019 dollars.

The Charles County Planning Commission and the County Board of Commissioners have approved a development agreement with Greenberg Gibbons.

Additional projects have been approved in the county’s fiscal 2025 to 2029 Capital Improvement Program to improve the intersection at Mattawoman/Beantown Rd., the intersection of Pinefield Rd./MD Route 5 Business, as well as roadway improvements on Substation Rd. to support this project.

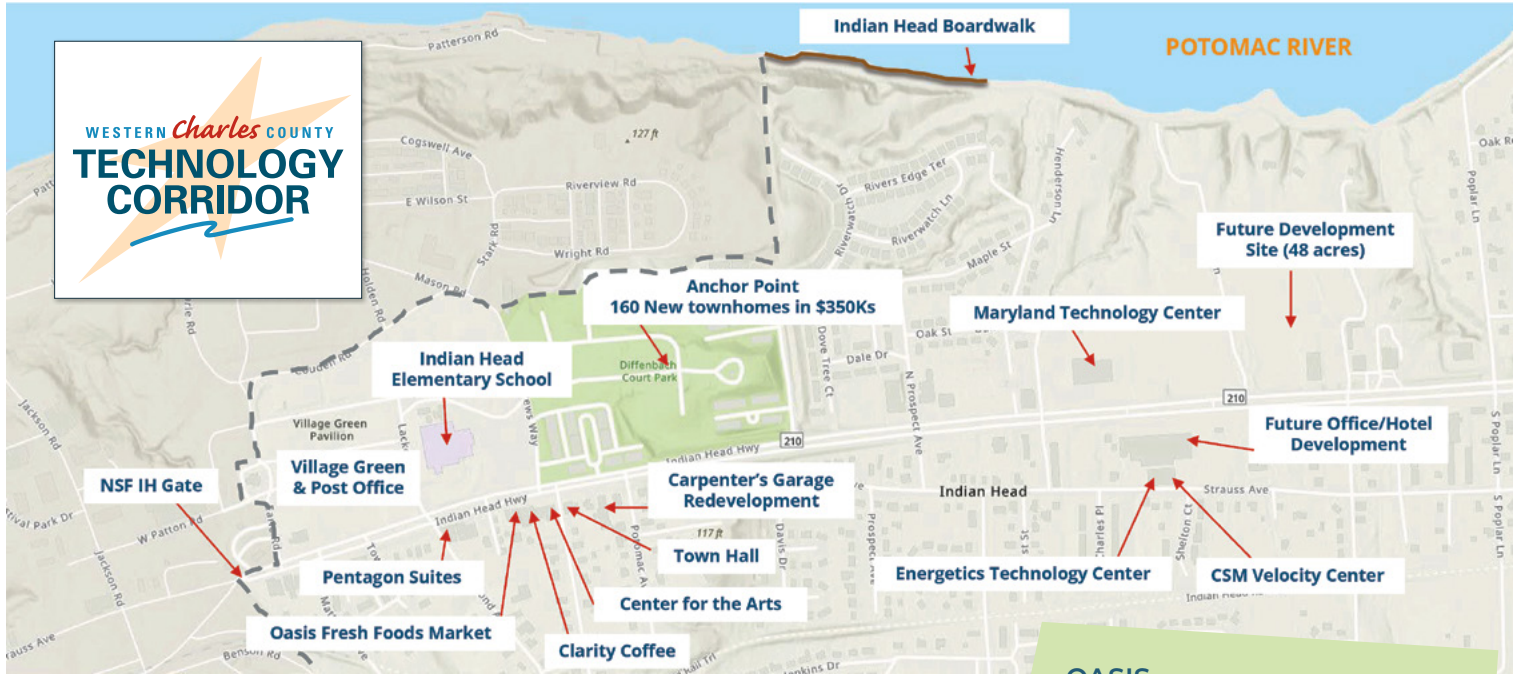
Planning, Permits, and CCEDD meet bi-weekly with Greenberg Gibbons personnel to discuss the progress and status of relevant regulatory and approval issues with regard to the Waldorf Station development project prior to the issuance of building and construction permits.



PHASE I OF WALDORF STATION is under construction on the east side of U.S. Highway 301 and will comprise a mix of townhouses, apartments and neighborhood serving retail.

Concurrent with the construction of Waldorf Station will be the completion of the Western Parkway, which will link the St. Charles Towne Center in south Waldorf to U.S. 301 at Waldorf Station. The first two phases of construction are complete, and the final phase of the Western Parkway is underway.

ECONOMIC DEVELOPMENT



WESTERN CHARLES COUNTY TECHNOLOGY CORRIDOR

RESILIENCY STUDY

A technical advisory group has been established to create a Town of Indian Head Transportation Corridor Resiliency Study, led by Tri-County Council of Southern Maryland. The study is funded by the Department of Defense. This study features a transportation and pedestrian analysis of the area of concern along the MD Route 210 corridor. The final report shall include an implementation and cost analysis strategy including financing opportunities and recommendations, conceptual planning of alternatives, emergency preparedness tabletop scenario, and a communication plan for the initial kickoff and selected alternatives.

NAVAL SURFACE WARFARE CENTER INDIAN HEAD DIVISION

The Navy is using an all-hands-on-deck strategy to bolster its munitions capability and capacity. As the Navy's only arsenal, Naval Surface Warfare Center Indian Head Division (NSWC IHD) provides surge capacity and advances state of the science and technology of energetics, encompassing propellants, explosives and missiles, providing enduring comparative advantage.

Alongside traditional investments in the Military Industrial Base, the Navy also aims to revitalize its capabilities and capacities via the Energetic Comprehensive Modernization Plan (ECMP). The vision for the ECMP is to provide an arsenal that is safe, agile, resilient and ready to provide the capabilities and capacity required for wartime preparation, surge and replenishment. ECMP includes more than 500 infrastructure modernization projects, balanced across all of the Navy's core competencies including the NSWC IHD. One of these projects is the planned 5,000 sq ft Combustion Lab, a new research facility in the diagnostics of flames and combustion.

OASIS FRESH FOODS MARKET

With help from the EDD, the Oasis market project identified state and federal funding opportunities and received recommendation letters from the EDD office for their applications.

The project secured \$2.1 million in low-cost state funding from the Maryland Department of Housing and Community Development and approximately \$1 million from various state grants. Marilyn and Mark Steele personally guaranteed the state loan and contributed substantial additional funding, bringing the total building costs to approximately \$5 million. Construction began on the 6,000-square-foot market in September 2023 and officially concluded in September 2024.



**INNOVATION
IN ECONOMIC
DEVELOPMENT**

The Economic Development Department received the **2024 Excellence in Economic Development Silver Award** from the International Economic Development Council (IEDC). The award was bestowed specifically for the organization’s work in the Innovation in Economic Development Week category, impacting 25,000-200,000 residents. The department was acknowledged and honored at the IEDC 2024 Annual Conference in Denver, CO, September 15-18.

"Charles County Economic Development is setting the standard of excellence for economic development with its Business Appreciation Week 2024 and "With Love From Charles" Digital Gift Card Launch. This award highlights their commitment to the community and demonstrates the transformative impact of economic development," said Nathan Ohle, IEDC President and CEO. "It is with great pride that IEDC presents this award to the Charles County EDD, celebrating their leadership and innovation in the field of economic development."

**A GIFT THAT GIVES BACK...
WITH LOVE FROM CHARLES**

The CCEDD and the Charles County Department of Recreation, Parks, and Tourism are proud to celebrate the successful launch of the "With Love From Charles" digital gift card program. Officially kicked off during the Charles County Business Appreciation Week in May, this initiative continues to champion our local businesses every day.

Through a user-friendly digital storefront, residents and visitors can purchase valid gift cards at a wide range of participating businesses in Charles County.

"We're thrilled to share 'With Love From Charles' with the community! This has been a joint labor of love, years in the making, aimed at giving everyone a way to celebrate and support our local businesses," says Economic Development Director Kelly Robertson-Slagle. "Every purchase of a 'With Love From Charles' gift card brings your hard-earned dollars back to our community, supporting local businesses like a boomerang of economic benefit."

Ashley Chenault, Chief of Tourism for Charles County's Recreation, Parks, and Tourism Department, is optimistic about the program's impact. "We're excited to see the positive reception from residents and businesses alike and are confident in its potential as a powerful tourism tool for Charles County. This program not only supports local businesses but also encourages visitors and residents to deepen their engagement with our community."

"So often, we're tasked to find thoughtful presents for holidays, appreciation occasions, and milestones throughout the year. It can be a struggle to find the time to get a unique, meaningful gift for everyone that will hit a variety of interests and tastes," adds Robertson-Slagle. "The exceptional part of 'With Love From Charles' is that every dollar spent supports your neighbors and friends."

For local businesses, participating in the "With Love From Charles" program offers a unique opportunity to boost visibility and attract new customers. Visit MeetCharlesCounty.com to learn more and purchase your "With Love From Charles" gift cards and support Charles County businesses.



"With Love From Charles" instills a heightened sense of pride in the Charles County community among residents, business owners, and visitors alike.

Giving 'With Love From Charles' gift cards gives an extra sense of meaning. You're not just giving a thoughtful gift — you're investing in the future of our community.

FIDUCIARY RESPONSIBILITY

Did you know?

Charles County Government is responsible for collecting payments and fees, and administering funds for these public programs and services.



Emergency Services

9-1-1 Calls and Emergency Response



Public Works

Water/Sewer, Landfill, Recycling, Stormwater Management, and Maintenance



Transportation

County Road Maintenance and Public Transit



Economic Development

Business Attraction and Retention



Housing Authority

Housing Assistance for Low- and Moderate-Income Households



Infrastructure

Broadband Expansion, Wastewater Treatment, and Supplying Potable Water



Parks and Recreation

Sports, Camps, Recreation Centers, and Public Parks



Community Services

Programs and Support for Seniors, Families, and Children



Animal Care Center

Temporary Housing, Care, and Adoption of Pets



Planning and Growth

Permits, Inspections, Development Process, and Historic Preservation



Tourism

Promoting Local Attractions and Travel to Charles County

Charles County Government's budget represents the allocation of resources based upon the delivery of essential programs and services. Each year, the County Administrator and fiscal leaders develop the budget process by:

- **Estimating revenues** from state and local taxes, federal and state grants, and user fees and charges;
- **Evaluating budget requests** from the Charles County Board of Education, Sheriff's Office, Public Libraries, State's Attorney, Courts, College of Southern Maryland, and other local agencies, and the county's Executive Leadership Team, and
- **Proposing a balanced budget** for the board to review.

IN DEVELOPING THE BUDGET, OUR APPROACH IS:

- **Build** a fiscally responsible budget
- **Discuss** department and agency priorities
- **Balance** budget through internal reallocation of resources; no tax rate increase
- Plan for a sustainable budget to meet future needs

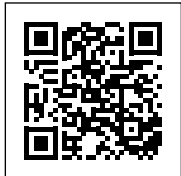
The **Capital Improvement Program** (CIP) is budgeted for funding one-time expenditures that pay for community assets. The Board of Commissioners reviews the CIP annually to designate funds for land preservation, construction and/or renovations of infrastructure. Government projects are supported by general fund revenues and bonds which cover schools, transportation, land preservation, and parks.

Enterprise projects are supported by user fees that pay for stormwater, water and sewer, landfill, and environmental services related projects.

The Board of County Commissioners receives public comments, makes changes based on community input, and approves the final budget by the end of May. The fiscal 2025 budget timeline is available online. Budget approval is anticipated in May 2025.

BE INVOLVED IN THE BUDGET PROCESS

Visit the new, online engagement platform.
Charles-County-MD.CivilSpace.io



- View the budget timeline
- Tune into episodes of "Let's Get Fiscal"
- Find answers to frequently asked questions
- Sign up for notifications

COUNTY RETAINS AAA BOND RATING

All three major national bond rating agencies: Fitch Ratings, S&P Global Ratings, and Moody's Investor's Service, have reaffirmed the county's AAA bond rating. Bond rating experts met with county leaders to review the health and stability of the county based on budget management, external audits, financial management, and economic development. This allows the county to maintain low interest rates when repaying bonds.

"Retaining our AAA Bond Rating for the eighth consecutive year highlights the strength and stability of Charles County's financial stewardship. This achievement is a testament to the hard work and dedication of our county staff, who ensure we remain fiscally responsible and administratively sound," Commissioner President Reuben B. Collins II, Esq said. "It also reaffirms the resilience and promise of our community. On behalf of myself and my fellow Commissioners, we remain committed to setting equitable policies that address the needs of all residents and uphold the trust placed in us to secure a thriving future for Charles County."

On Dec. 3, 2024, the county sold \$73 million in consolidated public improvements bonds to fund capital improvements.



FINANCIAL SUMMARY



FISCAL 2025 GENERAL FUND BUDGET HIGHLIGHTS (July 1, 2024–June 30, 2025)

- \$12.64 million increase for Charles County **PUBLIC SCHOOLS**, which exceeds maintenance of effort by nearly \$11.7 million and doubles last year's total funding increase, in part to pay for costs associated with the Blueprint for Maryland's future. It also includes funding to support salary increases for their employees and the opening of the Waldorf Early Learning Center for Pre-K students. The total allocation, which also includes funding for the Charles County Public Library and College of Southern Maryland, is \$248.77 million, or 44.3 percent, of the General Fund budget.
- \$9.28 million increase for the Charles County **SHERIFF'S OFFICE**, with a total allocation of \$130.59 million, or 23.3 percent of the General Fund budget. It includes funding for 10 new sworn officers, the continuance of the body-worn camera program to include four new record technicians, two other positions, and salary increases for staff.
- \$10.36 million increase for county **GOVERNMENT OPERATIONS**. The total allocation is \$100.07 million, or 17.8 percent, of the General Fund budget. New spending is proposed for emergency services with the addition of 10 emergency medical technicians (EMTs), additional staff for recreation and community services, a new position to support commercial development in the County's Western Technology Corridor, and administrative tools and support for technology, security, equity, and accountability.

- **DEBT SERVICE** totals \$32.6 million for FY25 and remaining items are \$27.4M for a combined 10.7% of the General Fund Budget.
- A total allocation of \$21.85 million, or 3.9 percent, for **OTHER GOVERNMENT FUNCTIONS**, including the State's Attorney's Office, Health Department, Circuit Court, Election Board, and other local government agencies.

The fiscal year 2025-29 **CAPITAL IMPROVEMENT PROGRAM (CIP)** budget was approved at \$1.07 billion. It provides for county infrastructure, including schools, county buildings, roads, parks, water and sewer facilities, and stormwater management.

The **REAL PROPERTY TAX RATE** was maintained at \$1.141 for County Government and \$0.064 for Fire and Rescue per \$100 of assessed value. The income tax rate of 3.03 percent remained unchanged.

COUNTY GOVERNMENT RECRUITMENT

In 2024, the Human Resources team continued its commitment to fair, effective, and community-reflective hiring practices. One of the most significant metrics we monitor is **TIME TO HIRE**, which reflects the efficiency and responsiveness of our recruitment processes. This year, our time to hire reached a peak of **183 days**, a figure influenced largely by roles placed on hold or those deemed especially difficult to fill. In response, we launched focused strategies to streamline hiring workflows and address recruitment bottlenecks. These efforts are yielding results, with a **downward trend** now in progress as we move steadily toward our **target of 90 days**.

We emphasize **equity, inclusivity, and transparency** in our recruitment practices. Employment decisions are never based on race, ethnicity, gender, age, or any other protected characteristic. Instead, our focus remains on qualifications, competencies, and alignment with organizational needs and values. Importantly, our recruitment data reflects a strong correlation between the applicant pool and the demographics of our community.

As **SELF-IDENTIFICATION** of race and ethnicity becomes more normalized among job applicants, we are gaining clearer insights into who is applying and progressing through our hiring processes.

How do applicants self-identify?
(Percentages are approximate)

55% Black
30% White

Among candidates interviewed —
(Percentages are approximate)

50% Black
40% White

Those extended position offers —
(Percentages are approximate)

50% Black
40% White

The figures shown underscore our progress in ensuring that all qualified individuals have equitable access to employment opportunities, and that our workforce reflects the diversity of Charles County.



PUBLIC ENGAGEMENT & TRANSPARENCY

Charles County Government
is committed to
**STRENGTHENING
COMMUNITY TRUST**
through meaningful public
engagement and transparent
communication.



In 2024 and into 2025, the county launched several initiatives to ensure residents have greater opportunities to connect, share feedback, and access information.

COMMUNITY OUTREACH EFFORTS

Led by the Media Services Division, targeted community outreach efforts have brought county government services and information directly to residents. Through partnerships with local agencies and organizations, neighborhood visits, and informational campaigns, the county has made deliberate efforts to meet people where they are and ensure broad, diverse community representation.

OUTREACH/PARTNER COMMITTEES

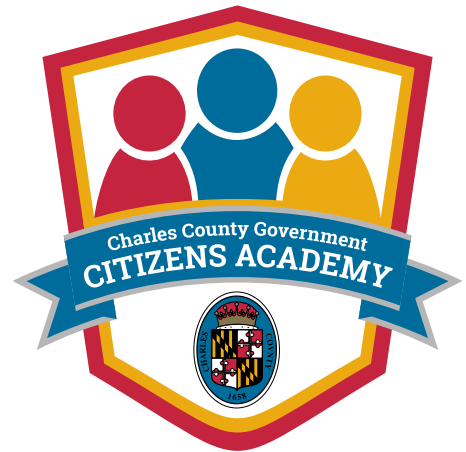
- Annual Point in Time Census for Homelessness
- Multi-Lingual/ESL Resource Collaboration
- Charles County Resource Connection website planning committee
- Charles County Community Resource Connection Day planning committee
- Charles County Pride Planning Committee
- National Heritage Area Steering Committee
- Partnerships for a Healthier Charles County

PUBLIC MEETINGS, FORUMS, AND ENGAGEMENT INITIATIVES

Throughout 2024, the county hosted numerous public meetings and forums on key issues, including transportation, housing, public safety, and environmental initiatives. These forums provided residents with opportunities to speak directly to county leadership and contribute to shaping policies and projects.

CITIZEN FEEDBACK AND RESPONSE

Charles County continues to prioritize responsive government through improved tracking and reporting of citizen feedback. The Citizens Response Office (CRO) collects and analyzes resident concerns, questions, and service requests. Data collected helps the county respond efficiently and guides improvements in operations and services.



CITIZENS ACADEMY ACCOMPLISHMENTS AND ENGAGEMENT

The Citizens Academy continued this year with cohorts in the spring and fall. The program included presentations from County departments and divisions, introductions to partner agencies, and field trips to unique locations around the county.

Each cohort completed class projects on improving community engagement in county government. Recommendations from these projects included the creation of an annual Community Guide and the establishment of a Citizens Academy Ambassador Commission.



Stay Engaged, Charles County

Your engagement makes a better Charles County.



Community Engagement

Charles County conducts community engagement and outreach activities on important policy issues, programs, and initiatives that affect the public to keep them informed and solicit input.

[View Category](#)



Housing

Charles County is home to a diverse and growing community. Housing involves related services, resources and information for tenants and homeowners.

[View Category](#)



Planning and Development

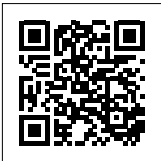
Planning and Development projects cover tremendous scope and provides immense value to the Charles County community.

[View Category](#)

STAY ENGAGED, CHARLES COUNTY

The **Stay Engaged, Charles County program** serves as a central hub for public participation, offering residents clear pathways to get involved with county projects, meetings, and decision-making processes. Through a combination of in-person events, virtual platforms, and innovative tools like “Meeting in a Box,” Stay Engaged has expanded access and made civic engagement more convenient and inclusive.

Visitors to the Engage page platform also have the opportunity to sign up to receive project notifications, complete surveys, and submit feedback.



Visit online:
Charles-County-MD.civilspace.io/en

ENGAGE PAGE STATISTICS

How many engagement opportunities are online? **12**

How many surveys responses have been submitted? **1,521**

How many have subscribed to receive notifications? **802**

UPCOMING PROJECTS

- Fiscal Year 2026 Budget
- Affordable Housing Comprehensive Plan
- Sports and Wellness Complex
- Climate Action Planning

STAY CONNECTED

The County's Stay Connected webpage is your resource guide to engaging and staying connected with Charles County Government. Links are provided to the many platforms available to you to gain information on the programs, services, and notifications available.

Visit: CharlesCountyMD.gov/StayConnected



RECOGNITION & ACKNOWLEDGMENTS

COLLABORATIVE COMMUNITY IMPROVEMENT PROJECT

In early 2024, Charles County Government staff were tasked in providing recommendations on how the Board of County Commissioners could work with residents to make improvements to the community. Staff from the Office of Diversity, Equity, and Inclusion and Community Engagement worked together to design and propose the Collaborative Community Improvement Project.

The pilot program is designed to promote dialogue and collaboration between Board of County Commissioners, County Government Departments, and community members to —

Provide **EDUCATION** about available resources and programs that can benefit the community.

Encourage and facilitate **DIALOGUE** between Charles County Government and community members on possible needs and improvements.

Implement a **MEASURABLE** project that aligns with Commissioner Goals and Objectives.

The Board of County Commissioners approved this project and allocated funding to support its implementation. In October 2024, Bryans Road/Indian Head (Census Tracts 8501.02 & 8502.02) was selected as the community for this project.

In 2025, Charles County Government will launch a coordinated effort with internal and external stakeholders to plan and host community meetings, supported by additional engagement activities such as virtual sessions, small group discussions, and a "Meeting in a Box" toolkit. A draft project plan will be shared for public feedback, finalized based on input, and implemented. Project completion is anticipated in 2026.

2024 TOP PERFORMER OF THE YEAR WINNERS

Our 2024 Top Performer of the Year Award goes to five employees who went above and beyond their duties to save a life while exhibiting the Charles County Government core values of communication, initiative and teamwork.

On March 30, 2024, an individual at a Charles County Senior Center went into cardiac distress and was unconscious and not breathing. Responding quickly and calmly to the individual's distress, Karolina Krzywda, Office Associate II in the Department of Community Services – Aging & Human Services Division, provided CPR/AED until paramedics arrived.

Supporting Karolina in her efforts were additional members of the Department of Community Services – Aging & Human Services Division, Carolyn Savoy, Aging Program Specialist, Renee Nesbitt and Emma Newcomb, Program Assistants I, and Ashley Caywood, Nutrition Aide, who took the initiative to make necessary calls, control onlookers and administer care, which in turn, saved the individual's life.



Watch the special feature video on Youtube:

[Youtube.com/watch?v=YThXNdHskY4](https://www.youtube.com/watch?v=YThXNdHskY4)

BUILD ON THE SUCCESSES OF 2024

Charles County Government remains focused on continuous improvement, innovation, and community engagement. In 2025, we are launching several important initiatives designed to enhance customer service, strengthen government operations, and lay the groundwork for a vibrant, resilient future. These efforts reflect our commitment to transparency, operational excellence, and delivering high-quality services to all who live, work, and invest in Charles County.

CLASSIFICATION AND COMPENSATION STUDY

A comprehensive **Classification and Compensation Study** is currently underway to ensure the County remains competitive in attracting and retaining a highly qualified workforce. This effort will review all positions and salary structures, providing recommendations to promote fairness, equity, and recruitment and retention of an exceptional workforce.

WATER AND SEWER E-BILLING

By spring 2025, Charles County residents and businesses will benefit from the launch of a new **Water and Sewer E-Billing system**. This modern service will make it easier and more convenient for customers to receive bills electronically, manage their accounts online, and reduce paper waste.

SEE.CLICK.REPORT RESIDENT REPORTING SYSTEM

In spring 2025, Charles County will introduce **See.Click.Report**, an online platform that empowers residents to easily report non-emergency issues — from potholes to streetlight outages — directly to county staff. The system will improve responsiveness, transparency, and community participation.

COMPREHENSIVE PLAN LAUNCH

The county will officially launch its **Comprehensive Plan** update process in 2025. This critical planning initiative will engage the community in shaping the long-term vision for growth, land use, transportation, environmental stewardship, and economic development in Charles County for years to come.

PERFORMANCE MEASUREMENT ONLINE DASHBOARD

To further enhance transparency and accountability, Charles County will debut an online **Performance Measurement Dashboard** in 2025. This new tool will allow residents to easily track the county's progress on key initiatives, department performance goals, and service delivery metrics that provide accountability to the public by reporting measurable outcomes for service delivery.

NEW HOME FOR RECREATION, PARKS, AND TOURISM DEPARTMENT

In 2025, Charles County is opening a brand-new home for the Department of **Recreation, Parks, and Tourism** on Centennial Street in the heart of La Plata. This central location provides expanded services, improved accessibility, and strengthen connections with the community.

NEW FLOW EQUALIZATION BASIN

The Department of Public Works is completing construction on a new **Flow Equalization Basin** to improve wastewater management, enhance system capacity, and support future growth, ensuring environmental protection and service reliability.

NEW LA PLATA LIBRARY

Charles County will break ground on a brand-new, state-of-the-art **La Plata Library!** Designed with expanded space, modern technology, and vibrant new programming, the future library will be a cornerstone for learning, creativity, and community connection for generations to come.

OPENING OF PINEFIELD EMERGENCY SERVICES STATION

Charles County will open a new **Emergency Services Station** in Pinefield, expanding access to critical public safety resources. This modern facility will enhance emergency response times, support the growing needs of the community, and ensure faster, more efficient service for residents in the surrounding areas.



CharlesCountyMD.gov/StayConnected



CHARLES COUNTY GOVERNMENT

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301-645-0550 | Fax 301-645-0560
Maryland Relay: 7-1-1 (TDD: 1-800-735-2258)