



DORCHESTER COUNTY GOVERNMENT

ANNUAL REPORT

FISCAL YEAR 2023-2024

DORCHESTER COUNTY COUNCIL

GEORGE L. PFEFFER, JR., PRESIDENT
MIKE DETMER, VICE PRESIDENT



District 1
District 2
District 3
District 4
District 5

Rob Kramer, Jr.
William V. Nichols
Ricky C. Travers
George L. Pfeffer, Jr.
Mike Detmer

COUNTY HISTORY

EST. 1669

The County Seal was designed by Andrew Tolley and adopted by the County Commissioners in 1967. It depicts a waterman holding a pair of oyster tongs and a crab pot facing a farmer holding a cornstalk and pitchfork with the popular “blue crab” at the top. The center shield is divided to show county interests: sailing, religious heritage, industry and shorelines. The background is a map of the County surrounded by blue water. On the small banner under the shield is written in Latin “Populus prope deum habitans” or “people living under the care of God”. The gold banded border is imprinted with the County’s name and 1669, the year the County became a unit of government.



The County is bounded north by the Choptank River & Caroline County; east by Nanticoke River & Delaware; south by the Tangier Sound; and, west by Chesapeake Bay.

MUNICIPALITIES

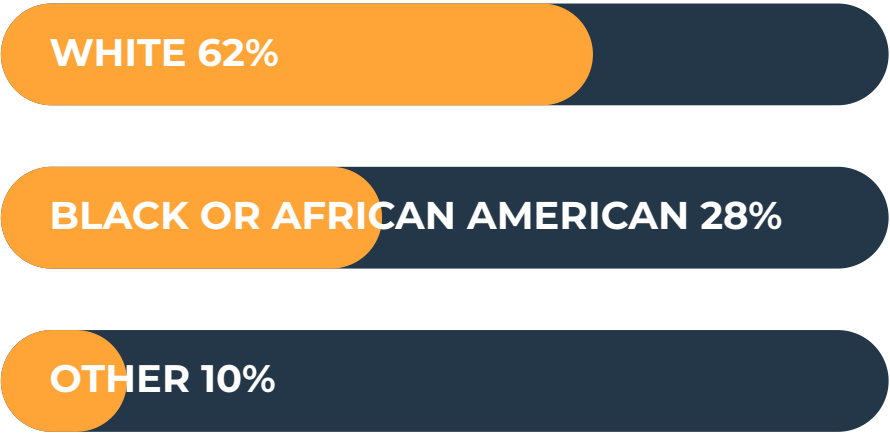
- Brookview
- Cambridge
- Church Creek
- East New Market
- Eldorado
- Galestown
- Hurlock
- Secretary
- Vienna

HISTORIC RESIDENTS

- Harriet Tubman
- Anna Ella Carroll
- John Henry
- Charles Goldsborough
- Thomas King Carroll
- Thomas Holiday Hicks
- Henry Lloyd
- Emerson C. Harrington
- Phillips L. Goldsborough

DEMOGRAPHICS

COUNTY POPULATION



U.S. CENSUS

| Population | | |
|------------------|--|-----------|
| County | | 32,531 |
| Maryland | | 6,177,224 |
| 65+ Years Old | | |
| County | | 21.9% |
| Maryland | | 16.9% |
| Employment Rate | | |
| County | | 56.2% |
| Maryland | | 63.7% |
| Median HH Income | | |
| County | | \$57,490 |
| Maryland | | \$94,991 |

COUNTY MANAGER

JERRY JONES



Photo Credit:
Maggie Trovato
Star Democrat

It is with great pleasure that I present to you the annual report for Dorchester County, Maryland for fiscal year 2024. As I write this message, I am finishing my fourth month as County Manager. While fully immersed in learning about Dorchester County government, what is clear to me is we face many challenges. Anyone who is in tune with our operation knows this to be so.

As you review this report, please do not hesitate to reach out to me with any questions you may have. As critical as transparency is in government business, it is equally important for our constituents to ask questions and get the facts. Improvement is a daily dialogue with our team and I invite you to be part of that dialogue.

Fortunately, I have joined County directors and staff that share my vision of building our people, our processes, and our reputation to provide outstanding constituent service.

In the short time I have been in this position, we have enjoyed newfound successes, which reflect the unwavering dedication of our team. The most rewarding part of my job, thus far, is working with the community and receiving their feedback. Being available to residents to discuss issues, or simply have a conversation, improves the relationship between local government and its constituents while building our reputation. Building our reputation will be key to our success and I know that goal will be reached one positive interaction at a time. Together, we will get there!

Thank you for taking the time to review this annual report, I hope you find it informative as you learn more about the outstanding work of the Dorchester County Government this year.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jerry Jones", written over a background of water with sunlight reflecting off the surface.



BUDGET

JULY 1, 2023 THROUGH JUNE 30, 2024

GOVERNMENT FUNDS

| | |
|-----------------------|--------------|
| General Government | \$6,180,337 |
| Public Safety | \$18,503,384 |
| Social Services | \$391,699 |
| Public Works | \$3,408,415 |
| Miscellaneous | \$11,114,753 |
| Recreation and Parks | \$746,446 |
| Natural Resources | \$370,877 |
| Economic Development | \$456,369 |
| Tourism | \$489,713 |
| Debt Service | \$3,624,047 |
| Education | \$25,176,321 |
| Health | \$1,168,491 |
| Special Revenue Funds | |
| Transfer Tax | \$1,110,745 |
| ESIC Fund | \$1,679,370 |
| Enterprise Funds | |
| Airport | \$806,107 |
| Landfill | \$5,397,260 |
| Fiduciary-OPEB Trust | \$300,000 |

FY24 Budget

| | |
|--------------|---------------------|
| Operating | \$79,414,335 |
| Capital | \$10,981,880 |
| Grant | \$1,967,573 |
| Total | \$92,363,788 |

| | |
|--|----------------|
| Real Property Tax Rate (Per \$100 of Assessment) | \$1.00 |
| Real Property Tax Revenue | \$31,069,276 |
| Homestead Property Tax Credit % Allowed | 5.00% |
| Local Income Tax Rate | 3.20% |
| Local Income Tax Revenue \$ | 19,858,575 |
| Recordation Tax Rate (Per each \$500) | \$5.00 |
| Recordation Tax Revenue | \$3,000,000 |
| Transfer Tax Rate | 0.75% |
| Transfer Tax Revenue | \$1,110,745.00 |
| Hotel Tax | 5.00% |
| Hotel Tax Revenue | \$466,385 |

GRANTS ACTIVITY

FY24 GRANT AWARDS

| | |
|---|-----------|
| MDOT Maryland Aviation Authority | \$348,750 |
| Federal Aviation Administration Grant | \$52,538 |
| Family Services Jurisdictional Grant | \$257,816 |
| Problem-Solving Court | \$475,000 |
| Grant Administration | \$61,546 |
| DNR Waterway Improvement Fund(2)* | \$43,000 |
| Transportation | \$731,646 |
| Critical Area Commission Grant | \$9,000 |
| Governors Office of Prevention & Policy (11)* | \$377,930 |
| Maryland Heritage Area Authority (2)* | \$125,000 |
| Historical Trust Grant | \$38,461 |
| OTD DMO Grant | \$38,101 |

ACTIVE GRANTS AWARDED PRIOR TO FY24

| | |
|--|-------------|
| Rural MD Economic Development Fund | \$3,233,333 |
| Department of Housing & Community Dev. | \$250,000 |
| State Homeland Security Program | \$100,231 |
| Emergency Management Performance (2)* | \$202,827 |
| DNR Waterway Improvement Fund(5)* | \$1,037,662 |
| Program Open Space(15)* | \$3,107,732 |
| Maryland Heritage Areas Authority | \$100,000 |
| All American Road Grant | \$50,000 |
| FAA Airport Improvement Program (4)* | \$799,901 |
| American Rescue Plan Act | \$6,201,834 |
| Local Assistance and Tribal Consistency Fund | \$203,771 |

*Denotes number of grants awarded from the agency

EDUCATION

35% of the General Fund Operating Budget is devoted to education.



Elementary Schools

Choptank Elementary
Hurlock Elementary
Maple Elementary
Sandy Hill Elementary
South Dorchester School
Vienna Elementary
Warwick Elementary



Middle and High Schools

Mace's Lane Middle School
North Dorchester Middle School
Cambridge-South Dorchester High School
North Dorchester High School
Dorchester Career & Technology Center



Other

The Judy Center
New Directions Learning Academy
Chesapeake College



LEGISLATIVE BILLS PASSED

SUMMARIZED

- **2023-8** TO ADD THAT THE ETHICS COMMISSION SHALL MEET AT LEAST ONE TIME EACH YEAR, AND TO INCORPORATE AMENDMENTS ENACTED BY THE MARYLAND GENERAL ASSEMBLY PURSUANT TO HOUSE BILL 363 – CHAPTER 252, ACTS OF 2021, AND HOUSE BILL 1058 – CHAPTER 425, ACTS OF 2021
- **2023-9** TO REPEAL AND REENACT SECTION 144-36.1 TO CHAPTER 144 (TAXATION) OF THE DORCHESTER COUNTY CODE, ARTICLE X (BUILDING EXCISE TAX) FOR THE PURPOSES OF PROVIDING THAT THE BUILDING EXCISE TAX IS SUSPENDED FOR A PERIOD OF ONE YEAR COMMENCING ON JULY 1, 2023, AND ENDING ON JUNE 30, 2024, AND THAT THE BUILDING EXCISE TAX DOES NOT APPLY TO BUILDING PERMITS FILED BETWEEN JULY 1, 2023, AND JUNE 30, 2024
- **2024-1** FOR THE PURPOSES OF REGULATING VACANT BUILDINGS, SHORT-TERM RENTALS, AND RENTAL DWELLING UNITS IN DORCHESTER COUNTY, INCLUDING WITH RESPECT TO REGISTRATION, APPEALS, AND ENFORCEMENT REGARDING THE SAME AND DEFINING TERMS ASSOCIATED THEREWITH
- **2024-3** FOR THE PURPOSE OF AMENDING § 155-50(A)(1)(D) REGARDING THE SIZE OF RESIDENTIAL ACCESSORY STRUCTURES
- **2024-4** AN ORDINANCE CONCERNING: 2024-2025 ANNUAL BUDGET AND APPROPRIATION ORDINANCE OF DORCHESTER COUNTY
- **2024-5** TO AMEND CHAPTERS 65 (BUILDING CODE), 102 (HEATING, VENTILATION, AIR CONDITIONING AND REFRIGERATION), AND 119 (PLUMBING), OF THE DORCHESTER COUNTY CODE
- **2024-6** FOR THE PURPOSES OF PROVIDING THAT THE BUILDING EXCISE TAX IS SUSPENDED FOR A PERIOD OF ONE YEAR COMMENCING ON JULY 1, 2024, AND ENDING ON JUNE 30, 2025, AND THAT THE BUILDING EXCISE TAX DOES NOT APPLY TO BUILDING PERMITS FILED BETWEEN JULY 1, 2024, AND JUNE 30, 2025

RESOLUTIONS ADOPTED

SUMMARIZED

- **656** TO MAKE OFFICIAL THE INTENT TO ASSUME CONTROL OF THE DORCHESTER COUNTY SANITARY DISTRICT, INC
- **657** TO DESIGNATE A RESIDENT AGENT
- **658** TO AMEND THE COUNTY'S INVESTMENT POLICY
- **659** FOR THE PURPOSE OF ACCEPTING A 328-FOOT EXTENSION OF OAK CREEK LANDING AS A PUBLIC COUNTY ROAD, SITUATE, LYING, AND BEING IN THE MILL POND AT CABIN CREEK SUBDIVISION IN THE FOURTEENTH ELECTION DISTRICT OF DORCHESTER COUNTY, MARYLAND
- **660** TO AMEND THE 2004 DORCHESTER COMPREHENSIVE WATER AND SEWER PLAN BY CHANGING THE SEWER CLASSIFICATIONS OF THOSE REAL PROPERTIES LOCATED IN MCKEIL POINT 2, TAX MAP 39, PARCEL 18, SECTION 2, LOTS 1 THROUGH 4, AND MCKEIL POINT 3, TAX MAP 39, PARCEL 18, SECTION 3, LOTS 1 THROUGH 14, ZONED RURAL RESIDENTIAL, FROM "NO PLANNED SERVICE" TO S-1 (SEWER AVAILABLE)
- **661** TO FILL A VACANCY ON THE DORCHESTER COUNTY BOARD OF EDUCATION
- **662** TO AUTHORIZE INVESTMENTS OF MUNICIPAL FUNDS IN THE LOCAL GOVERNMENT INVESTMENT POOL CREATED BY THE STATE OF MARYLAND; DESIGNATING THE MUNICIPAL OFFICIAL(S) RESPONSIBLE FOR THE DEPOSIT AND WITHDRAWAL OF SUCH FUNDS; AND MATTERS GENERALLY RELATED THERETO
- **663** TO AMEND THE COUNTY'S SCHEDULE OF FEES
- **664** TO INCLUDE JUNETEENTH DAY AS A COUNTY PAID HOLIDAY
- **665** TO CHANGE GRANTED BEREAVEMENT DAYS TO 5 (MAX 40 HOURS) AND REFER TO AS BEREAVEMENT LEAVE (NOT FUNERAL LEAVE)
- **666** TO REMOVE CORRECTION PERSONNEL FROM THE HOURS IN EXCESS OF 171 IN A 28-DAY WORK CYCLE



AIRPORT

Steve Nuwer, Director

Accomplishments

- Oversaw the CGE Airport operations and maintained safety and compliance to local, State and Federal regulations. Also maintained the core airport staff and managed additional resources through seasonal temp help and Dorchester County Detention Center inmates. Completed FY24 within the Airport's capital and operational budget.
- Successfully changed fuel suppliers from Phillips 66 to Titan Fuels including a two year waiver of lease fees for Jet A and Avgas refueler trucks resulting in direct savings of \$13,400 annually. Indirect savings are an average of \$.15/gallon lower cost than Phillips. In addition, the Titan inspection of the CGE Airport's Fuel Farm facilities revealed required upgrades to current regulatory standards which were accomplished using Federal CARES Act funds.
- Completed avigation easements on three private properties for obstruction removal to maintain compliance with Federal Regulations Part 77 for navigable airspace around the CGE Airport. Trees removal on two of the three parcels completed in FY24.
- Proposed, drafted and received MDOT-MAA Special Grant, valued at \$348,750.00, for the replacement of the aged CGE Terminal HVAC system. The grant included provisions for separation of restaurant space electric utilities with private meters for accurate billing purposes. In addition to a installing high efficiency metro-split system, the hot water heat boiler system was eliminated saving additional costs of propane. Estimated cost savings in electric and propane is estimated at \$15,000.00 annually.

Accomplishments continued

- Proposed, organized and executed the CGE Airport's first annual Young Eagles Day in cooperation with the EAA resulting in 37 young people getting (in many cases), their first experience of flight for free. Also attending in support were Univ of MD Eastern Shore's Aviation Program and the Maryland Aviation Administration.
- Bid, reviewed and executed new five year contract with AECOM, Inc for Airport On-Call Engineering Services.

Grants

- Drafted and applied for FAA Grant for the Pre-Design Survey for Runway 16/34 Rehab project valued at \$88,515.00. Grant offer expected August 2024.
- Drafted and applied for FAA Grant for Land Acquisition reimbursement for Burns and Bartrum properties valued at \$110,040.00. Grant offer expected October 2024.
- Developed a land-lease agreement on Airport property with Windmiller Properties in NY to develop and construct three box hangars and up to four rows of t-hangars at the CGE Airport. Lease is pending a rail-banking and land-swap agreement with MDOT and FAA Section 743 (NEPA) determination with the FAA. Hangar space is in high demand throughout the Mid-Atlantic region and hangar development at the CGE Airport will increase tenancy and operations which will drive fuel sales and attract commercial interests to Dorchester County and the Airport.

Leases

- Completed new three year commercial lease of Airport Terminal office space to the aviation law firm of Schulte-Booth, effective 1/1/24.
- Renewed multi-year commercial leases for DalCom and iValue LED for consistency in tenant occupation.
- Negotiated new 10-year hangar lease with MDA-MCS to remain in the Airport's North Hangar and continue mosquito control operations from the CGE Airport.
- Negotiated and completed new three year lease for the CGE terminal restaurant space with Carol's Kitchen, a local Cambridge establishment that will move their operation from Sandy Hill Road to the Airport beginning September 2024.





COMMUNICATIONS DIVISION

Robbie Larimer, Manager

Accomplishments

- Reunified Fire Paging/Public Safety Radio link between Communications Center and at a Radio Tower Shelter
- Replaced 30-year old failing Air Conditioning Unit at a Radio Tower Shelter
- Replaced 22-year old failing Air Conditioning Unit at a Radio Tower Shelter
- Replaced 15-year old failing Air Conditioning System in Communications server room
- Installed Lab grade air filtration system in 9-1-1 center
- Installed fresh air intake/filtering/conditioning and stale air exhaust system in 9-1-1 center
- Replaced seven year old 9-1-1 dispatch center call taking console computers and monitors
- Changed to new language translation service with Artificial Intelligence language recognition and interpreters that have specialty fields
 - Launched the real time Text to 9-1-1 Translation project)
- Performed CJIS required physical record security upgrades in center
- Began work on Maryland 9-1-1 Board funded new hire training program, which after completion will be used as a template for 9-1-1 centers throughout the state
- Provided staffing and support operations for Ironman/ Eagleman Command Post
- Serviced UPS systems and generators at main and backup 9-1-1 center and all tower sites
- SOG and protocol updates

- Replaced UPS batteries at all tower sites (five year cycle)
- Replaced out of date no part available UPS at Main 911 center (70% of the cost covered by Maryland 9-1-1 Board)
- Two ECS participated in statewide 9-1-1 Board coordinated and funded recruitment commercial
- Obtained approximately \$118,000 reimbursement from the Maryland 9-1-1 board for County incurred phone costs required for 9-1-1 call-taking operations
- Raised 9-1-1 fee \$.50 bringing in approximately \$300,000 in additional 9-1-1 operations funding to the county
- Sent five ECS to the International Academy of Emergency Dispatch training conference in D.C. (conference fee covered by vendor and MIEMSS)
- Sent two ECS to the Spillman CAD training conference (conference registration fee covered by vendor)
- Sent two ECS to the National Emergency Number Association training conference (conference fee covered by 9-1-1 Board)
- Commendations from Council/citizens
- Short - Stroke
- Juvenile – Verizon Store - MVC
- 9-1-1 Day Proclamation
- Purchased and placed into service a modern 9-1-1 call simulator to use for public outreach events (Cost 100% Maryland 9-1-1 Board funded)
- Communications Manager appointed as MACo Emergency Management Affiliate Emergency Communications Committee, Policy and Standards Subcommittee Chairman / Maryland 9-1-1 Board Policy and Standards Subcommittee Co-Chairman
- Total Funding from the Maryland 9-1-1 Board for 9-1-1 call taking related equipment, training and projects was approximately \$406,000.00

Communications Division Workload

9-1-1 Line Average Time to Answer: 5 Seconds

Average Times for Fire/EMS Emergency Calls for Service

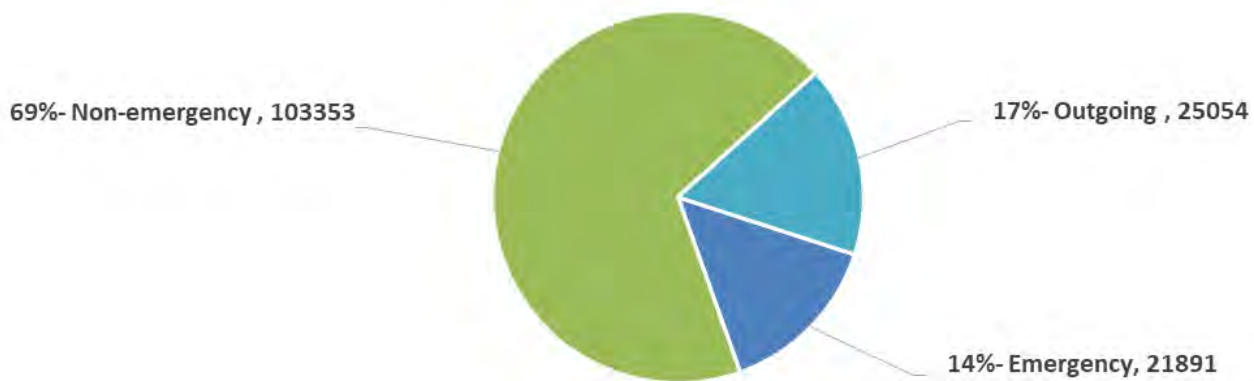
Receipt of 9-1-1 Call to Dispatch 1 Minutes 57 Seconds

Dispatch to Enroute 2 Minutes 30 Seconds

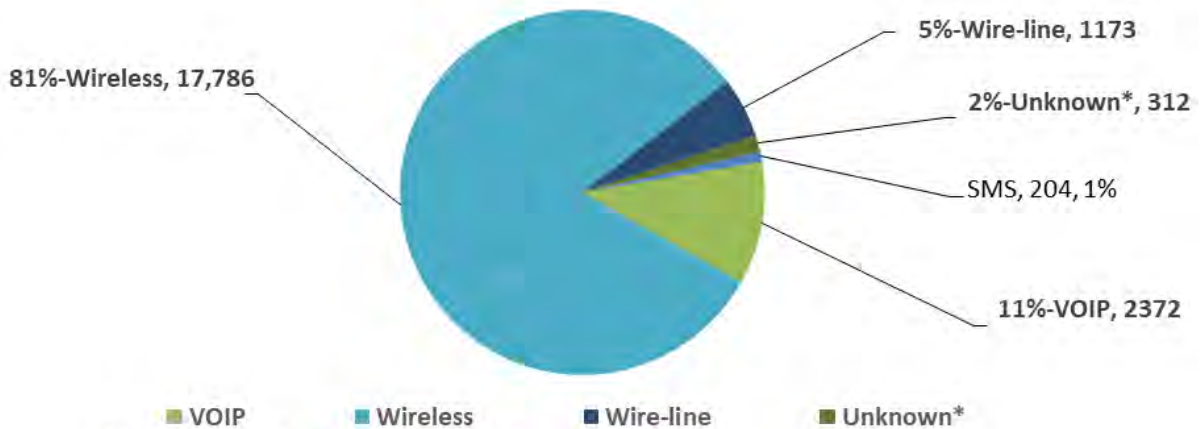
Enroute to On-Scene 7 minutes 18 Seconds

| Average Incoming Calls | DSO Lines | CPD Lines | Fire Lines | 911 Lines | Total |
|------------------------|-----------|-----------|------------|-----------|----------|
| FY 2024 | 16,372 | 32,489 | 12,399 | 21,847 | 83,107 |
| Per Month | 1,364.33 | 2,707.42 | 1,033.25 | 1,820.58 | 6,925.58 |
| Per Week | 314.8 | 624.8 | 238.4 | 420.1 | 1598.2 |
| Per Day | 44.9 | 89.0 | 34.0 | 59.9 | 227.7 |
| Per Hour | 1.9 | 3.7 | 1.4 | 2.5 | 9.5 |

FY 2023-2024 Calls by Origin

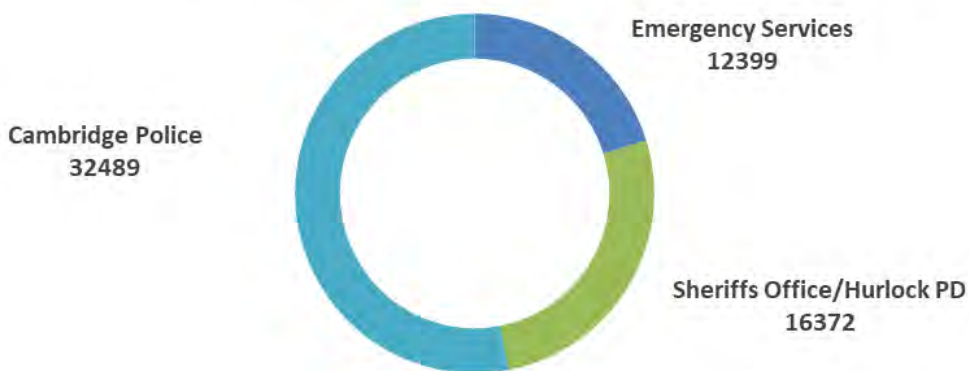


FY 2023-2024 Emergency Calls by Type

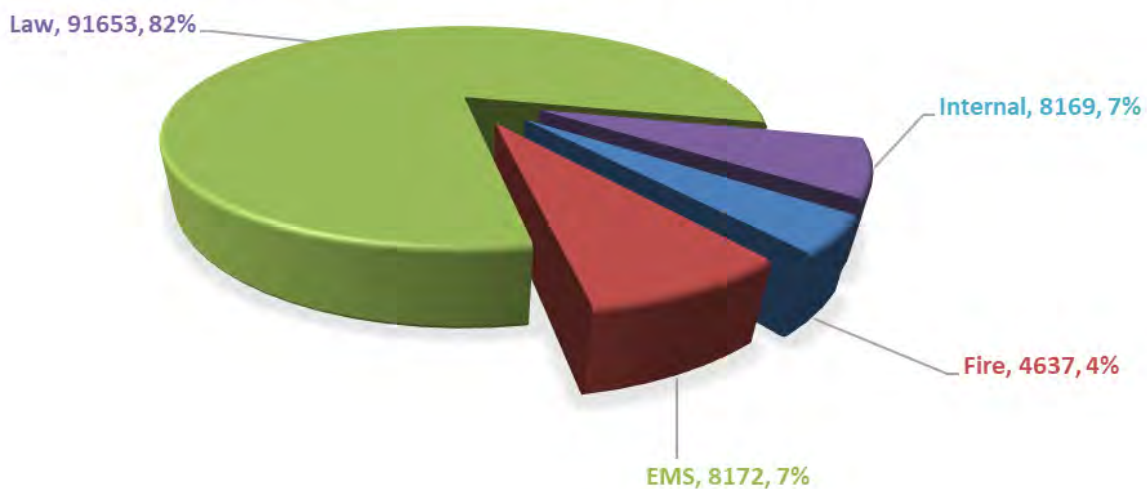


* Unknown origin calls are likely wireless calls

FY 2023-2024 Non-Emergency Calls



FY 2023-2024 CALLS FOR SERVICE BY TYPE



FY 2023-2024 FIRE/EMS CAD INCIDENTS





COUNCIL'S OFFICE

Jerry Jones, County Manager

Accomplishments

- Jerry Jones, County Manager, began working for the County on May 20, 2024
- Directed, supervised, and coordinated the administration and function of all departments, agencies, and offices of the County Government
- Assisted the Finance Department with completion of the FY25 County budget
- Coordinated County Council meetings, public hearings and legislative sessions
 - 15 Public Hearings held
 - 11 Resolutions Adopted
- Provided aid to Council in pursuit of legislative bills to alter specific codes pertaining to Dorchester County, and coordinated a discussion with Legislators
 - 7 Legislative Bills enacted
- Collaborated with Public Works and municipalities to establish a list of highway priorities to present to the Council and the Maryland Department of Transportation
- Communicated between Council, departments and agencies of local, State and Federal government
- Maintained records of meetings, contracts, leases, Council appointed boards and committees, etc.
- Partnered with Economic Development to host a tour and roundtable with Secretary Jake Day, Department of Housing & Community Development, municipalities and County leadership
- Acted as a liason for the Traffic Safety Committee, Ethics Commission, Charter Review Commission, Police Accoutability Board and Administrative Charging Committee



CORRECTIONS

Don Satterfield, Director

Accomplishments

- Worked with the Council and the Human Resources department to end the overtime threshold requirements pertaining to correctional staff
- Updated the following to ensure compliance with Local, State and Federal regulations:
 - Detainee Handbook
 - Detainee Law Library
 - Policies and procedures
- Purchased a new transport vehicle and repurposed a Sheriff's Office vehicle to include enhance the Correctional Transportation Fleet
- Completed an inventory on supplies and equipment
- Completed building maintenance, repairs and/or updates relating to the following:
 - Gym rooftop heating unit
 - HVAC Split System in female medical cells
 - HVAC exhaust fans and duct work
 - Officer's break room
 - Light fixtures
 - Main electrical room
 - Record storage room
 - Kitchen and food service areas
 - Fire Suppression System
 - Sprinkler Heads
 - Equipment



ECONOMIC DEVELOPMENT

Susan Banks, Director

Accomplishments

- 10 Month Marketing Campaign highlighting Businesses and Entrepreneurs in Dorchester County through Google Ads with 494,980 Impressions
- Several speaking engagements including the Women to Watch Summer Series and The Southern Delmarva Economic Forecast
- Published 12 Monthly Newsletters highlighting businesses, initiatives, community and workforce development. DCED updated the newsletter to a storybook platform creating a more interactive experience for the reader.
 - The platform will also be used for other marketing purposes
- Dorchester County Magazine – Profile of a County on the Move created, published and distributed to over 2,500 residents throughout the County and potential businesses for attraction purposes
- Two Business Sentiment Surveys and their results were distributed in conjunction with BEACON at Salisbury University and Eastern Shore Economic Development Offices
- Managed seven projects under the Rural Maryland Economic Development Funds to include the extension of the Woods Road Project that will connect a rails to trails from Washington St to Woods Rd aiming at creating a safe pathway for employees without transportation
- Assisted local businesses in acquiring funding, technical assistance, site selection and workforce training reimbursement

Accomplishments continued

- Visited over 30 business during Economic Development Week
- Sponsored the Annual Maryland Economic Development Association Conference at the Hyatt Regency Chesapeake Bay Golf resort, Spa and Marina and the first Annual AI Conference at Chesapeake College
- Added two new Businesses at the Eastern Shore Innovation Center increased coworking membership and conference space usage
- Hosted a Business Symposium, financial literacy workshops, and free business consulting with Maryland Capital Enterprises
- Hosted several tours/ Round Tables to include the Federal Reserve and the Maryland Secretary of Commerce
- Extended business resources at ESIC to provide Notary Services



Photo Credit: DHCD



EMERGENCY SERVICES

Debbie Wheedleton, Chief

Emergency Medical Services

- Placed a Bariatric Unit in service
- Provided EMS Services at the following events:
 - IRONMAN/Eagleman
 - National Outdoor Show
 - Cambridge Powerboat races (2)
 - Cambridge South Dorchester High School Football Games
 - Hurlock Fall Fest
 - Secretary Night Out
 - Warwick River Raft Race
 - Music on the Nanticoke (3)
 - Native American Festival
 - Baywater (5)
 - Eagle Festival
 - Young Eagle Rally
 - St. Michaels Running Fest
 - Christmas Parades (3)
 - Career Day - DCTC & Maple Elementary
 - Hoopers Island Boat Docking
 - Taylors Island Boat Dockings
 - Gran Fondo New York Cycling Marathon

EMS continued

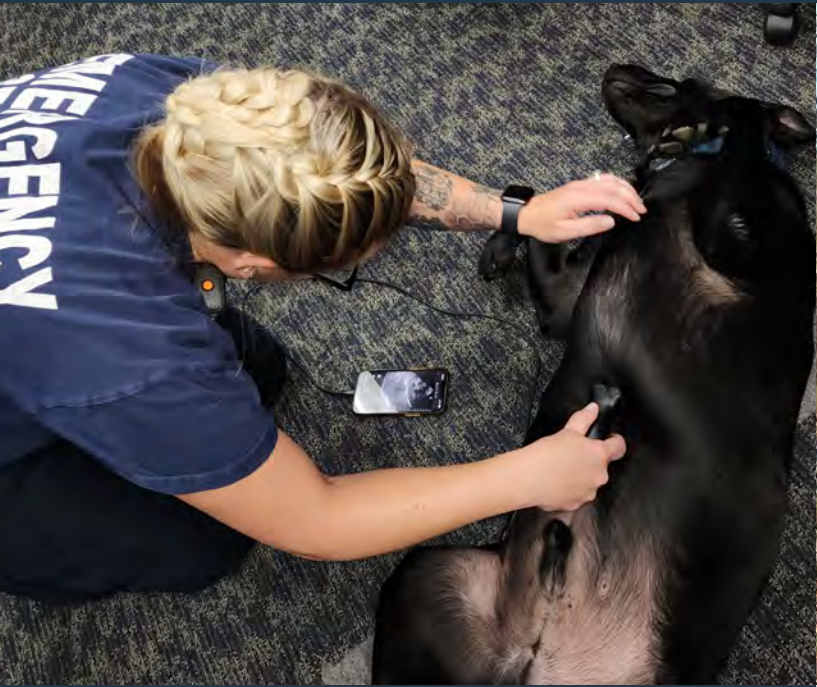
- Provided the following training:
 - 12 Lead Training for Basic Life Support
 - IV Tech Training for BLS
 - Mega Codes for Advanced Life Support
 - Ultra Sound for ALS
 - Mental Health Training
 - Hoist Training with Trooper 6
 - Cardiopulmonary Resuscitation
 - Tactical Care
 - Advanced cardiac life support
 - Pediatric Advanced Life Support
 - Prehospital Trauma Life Support
 - FEMA Response to Suicide Bombs
 - Resuscitation Academy
 - Paramedic Refresher
 - EMT Refresher
- Provided CPR training to the following:
 - Deputies
 - Highway Division staff
 - Blackwater
 - Maple Elementary 5th graders



Emergency Management

James Windsor, Emergency Management Planner

- Maintained plans related to the County's All-Hazards Emergency Management Program
- Coordinated partial Emergency Operations Center activations for storm-related events
- Began the overhaul and rewrite of the Dorchester County Emergency Operations Plan and Continuity of Operations Plan
- Successfully completed the 2024 CALVEX exercise
- Coordinated with partners on shelter preparedness
- Command and control for several events, including Eagleman 2024 and Ironman 2024
- Completed a Federal Emergency Management Agency grant-funded elevation project
- Ensures emergency drills are compliant with FEMA rules and regulations.
- Secured grant funding to re-equip the Dorchester County Mass Casualty Trailer
- Assisted other departments with emergency preparedness related projects
- Provided weather alerts to spread awareness of potential threatening storms





FINANCE

Karen Tolley, Director

Accomplishments

- Built out an internal Director level financial dashboard within our ERP system.
 - Assisted with vendor training for all County Directors to provide quick view and account level detail of each Department's Income, Expenses, and Budget line items including historical data for the past four years to assist with best financial operational decisions
- Revised Investment Policy for Dorchester County Council and State Treasurer review and final adoption
 - Allows the County to invest public funds in a manner which will conform to all State of Maryland and County statutes governing the investment of public funds while meeting its daily cash flow demands
 - Maintaining primary objectives, in priority order, of the County's investment activities are safety, liquidity, and return on investment
- Migrated the payroll platform from existing ERP system to a more robust integrated system tying in Human Resources with recruitment, tax services providing timely and accurate legal reporting, payroll processing enabling mobile access and reporting and time and attendance with the latest timekeeping technology
 - Bi-weekly monitoring of the integration with imports and exports as necessary

Accomplishments continued

- Implemented the Maryland certified and approved mortgage electronic recording platform “Simplifile”.
 - Launched April 1, 2024, countywide, making it easy to eRecord deeds online
 - Six (6) months of Internal staff training with a live demo view November 9, 2023.
 - Continuing to assist all municipalities within the County to also eventually convert to eStamping through Simplifile
 - Customer access is available 24/7, ease and speed of accurate payment is greatly enhanced, and recording time is significantly reduced
- Develop enriched vendor experiences through account updates and consolidation, rebate programs, faster payment methods, and volume pricing
 - Fiscal Year 2024 local Dorchester County disbursements = \$44,750,553
 - Over 90% of all vendor payments are disbursed within 30 days of accurate invoice receipt. Typically, vendor payments are disbursed within fifteen days
 - Increased emphasis on promoting vendor direct deposit payments
 - Increased focus on Vendor onboarding which includes complete and accurate setup ensuring timely and accurate year-end tax informational reporting as required

Vendors by State





HUMAN RESOURCES

Kristin Budd, Director

Accomplishments

- Developed a Human Resources team with the addition of a Human Resources Generalist & Human Resources Administrator
- Attend multiple job fairs
- Hired 83 employees
- Enhanced the new hire orientation process
- Revamped the off-boarding process
- Converted to new payroll system
- Revised job descriptions for all positions in the County to include FLSA rules, identifying safety sensitive positions, etc.
- Completed Salary Surveys
- Created Performance Appraisal forms
- Completed performance evaluations on all full-time employees
- Re-established relationship with Delmarva Blood Bank
 - Held first blood donor drive at the County Office Building
- Drafted and presented three resolutions to the County Council to amend the County Rules & Regulations
 - Added Juneteenth as a County holiday
 - Increased Bereavement Leave to 40 hours
 - Removing Garcia overtime ruling from Corrections Dept

Accomplishments continued

- Approval to increase Life Insurance for all full-time employees to \$20,000
- Added a \$20,000 life coverage for all active Councilmembers
- Participated in recruitment of new County Manager
- Medical Insurance comparisons/audits between Brokers & Payroll
- Completed Workers Compensation reporting
 - Worked with leadership to promote & provide light duty work
- Audited & updated medical insurance premiums for employees particating the Wellness Program
- Actively participated as a HR Affiliate within MACo and its events
- Coordinated and promoted a variety of employee engagement activities
 - Pizza on the Patio
 - Dorchester Goes Purple
 - Ugly Sweater Contest & Cookie Exchange
 - Employee Appreciation Day
- Managed Open Enrollment
 - Coordinated presentations from McWilliams Group
 - Organized benefits fair with Aflac, Nationwide, SECU & DoCo Health Dept.
- Built an active and informative working relationship with McWilliams Group
- Became a Certified Pension Coordinator with the MD State Retirement & Pension System
- Ensured the County is HIPAA compliant



HR follows an "Open-Door" Practice



INFORMATION TECHNOLOGY

Don Keyes, Director

Accomplishments

- Supported County staff and agencies in the operation and use of computer related equipment
- Serviced, maintained, and configured the phone system for County use
- Maintained daily computer operations
- Setup, configured, and installed 50 new computers on the network
- Installed, configured, and monitor new camera systems at Dorchester County tower sites
- Hired a Computer Technician
- Replaced network switches in each agency of the County
- Maintained Wi-Fi connections throughout County buildings: COB, Airport, Tech Park, Recreation & Parks
- Upgraded antivirus system
- Credit cards can now be accepted at the Landfill
- Transitioned multiple offices and agencies during leadership changes
- Trained staff on cyber security, CAD and new HIPPA rules that apply to technology
- Removed old radio equipment and tower from Public Works



PLANNING & ZONING

Susan Webb, Director

Accomplishments

- Purchased and began the implementation of a government technology platform that offers cloud software for public sector planning, permitting, licensing and citizen services to process permits electronically, from the application-to-issuance (includes liquor board licenses and contractor registrations)
 - Projected to decrease staff processing time
- Issued a total of 1,089 permits.
- Maintained a category "6" rating with FEMA's Floodplain Management, affording county residents a 20% discount on flood insurance
- Created and filled the position of Staff Planner, assisting the department in all zoning processes
- Hired a GIS Intern from Salisbury University for a summer work program
 - allowed staff to integrate important zoning and permit information onto the County's GIS layers.
- Hired a Zoning Intern from the University of Virginia School of Architecture to assist in research projects for future zoning regulations.
- Recommended seventeen agricultural parcels to be part of the State of Maryland's Maryland Agricultural Land Preservation Foundation Easement Program.
 - Each parcel was inspected and critically detailed by staff for state reporting

Accomplishments continued

- Participated in the Triannual Building Code Review Audit
- Performed a "Safety Audit" of the Government Office Building, and applied for grant funding that will cover 100% of the cost for safety upgrades
- Drafted and presented the the following amendments to the County Council:
 - Bill No. 2023-9 to repeal and reenact Section 144-36.1 to Chapter 144 (Taxation) of the Dorchester County Code, Article X (Building Excise Tax) for the purposes of providing that the building excise tax is suspended for a period of one year commencing on July 1, 2023, and ending on June 30, 2024, and that the building excise tax does not apply to building permits filed between July 1, 2023, and June 30, 2024
 - Bill No. 2024-1 for the purposes of regulating vacant buildings, short-term rentals, and rental dwelling units in Dorchester County, including with respect to registration, appeals, and enforcement regarding the same and defining terms associated therewith.
 - Bill No. 2024-3 for the purpose of amending § 155-50(a)(1)(d) regarding the size of residential accessory structures
 - Bill No. 2024-5 to amend Chapters 65 (Building Code), 102 (Heating, Ventilation, Air-conditioning and Refrigeration), and 119 (Plumbing), and of the Dorchester County Code.
 - Resolution No. 660 to amend the 2004 Dorchester Comprehensive Water and Sewer Plan by changing the sewer classifications of those real properties located in McKeil Point 2, tax map 39, parcel 18, section 2, lots 1 through 4, and McKeil Point 3, tax map 39, parcel 18, section 3, lots 1 through 14, zoned Rural Residential, from "no planned service" to S-1 (sewer available).





PUBLIC WORKS

Vacant

Highway

- Performed routine maintenance at County marine facilities
- Maintained County roads including blacktopping, road signage, ditching, bushing, roadside mowing, bridge maintenance and operation of a maintenance/repair shop
- Contracted with Marshall Property Management to mow County facilities and properties acquired by the County through the tax sale process
- Continued maintenance on the Hoopers Island Causeway
- Completed several guardrail replacement projects
- Completed several large culvert pipe replacements
- Road improvements such as grading dirt roads, tar and chip and hot mixed road surfaces
- Completed several Infrastructure bridge projects
- Assisted other departments with equipment maintenance as needed
- Maintained Work Order System of complaints and work requests. Completed/closed 656 Work Orders
- Purchased a replacement pickup truck and a 6 Wheel Dump truck
- Placed a new John Deere Tractor into service
- Refreshed Public Works building. Various projects such as paint, doors, windows, shop and sign shop

Engineering

- Performed routine grading permits, stormwater management and subdivision road construction inspections
- Prepared State Aid paving and pipe replacement projects
- Received Council's concurrence to place a dumpster at each of the County owned marine facilities for the 2024 season
- Prepared placement of portable toilets at the County's marine facilities for six months during the 2024 season, which cost is reimbursable through a Department of Natural Resources Waterway Improvement Grant
- Managed expenditures of Maryland Department of Natural Resources Waterway Improvement Grant funds to include countywide maintenance and sanitary services at County marine facilities
- Completed repairs to Smithville, Crocheron, and Hoopersville Boat Ramps
- Preparing future repair projects at Trenton Street and Tyler's Cove marinas

Landfill

- Continued working with Geosyntec Consultants on new landfill cell project
- Continued with Republic Services to better Dorchester County's recycling program
- Hosted Scrap Tire Event
- Created a new residential trash transfer station at Chesapeake Drive location
- Purchased new compactor
- Ongoing landfill brush grinding project

Maintenance

- Continued Recycling Program for County Offices and the Circuit Court House
- Maintained approximately 111,171 square feet of office space, including custodial services
- New HVAC system installed at the Health Department



RECREATION & PARKS

Duc Trieu, Director

Accomplishments

- New Recreational programs were offered throughout the year for youth and adults
 - Middle School Girls Volleyball
 - Indoor Soccer Clinics
 - Indoor Boys and Girls Youth Futsal Soccer Clinics
 - Youth Track and Field
 - Youth Spring Basketball Clinic
 - Youth Tennis Camp
 - Adult Pick-Up Futsal
 - Adult Pickleball Clinics for Beginners
 - Family Swim
- Provided J. Edward Walter Park to Cambridge Police Department and Governor's Office of Crime Prevention, Youth, and Victim Services for their RISE Flag Football program
 - 185 participants+ (K-8th grade)



Winter 2023

- Big and Little Basketball
 - Ages 4-5 years old
 - Ages 6-7 years old
- Dorchester County Indoor Soccer Clinic
 - Ages 4-5 years old
 - Ages 6-7 years old
- Indoor Boys and Girls Youth Futsal Soccer League
 - Junior Division-8-11 years old
 - Senior Division-12-14 years old
- Indoor Boys and Girls Youth Futsal Soccer Clinic
 - Ages 4-5 years old
 - Ages 6-7 years old
- Pee-Wee Basketball Clinic with Dr. Charles Pinkett
 - Ages 4-8 years old
- Square Dancing for Seniors
- Herschel Johnson Youth Basketball League (Partnered with Police Athletic League)
 - Junior Division-8-11 years old
 - Senior Division-12-14 years old
- Youth Track and Field
 - Ages 5-18 years old
- Adult Pickleball Clinic for Beginners
 - Ages 18+
- Adult Pick-Up Futsal
 - Ages 18+
- Adult Drop-in Pickleball
 - Ages 18+

Spring 2024

- Outdoor Soccer Clinics
 - Ages 5-7 years old
 - Ages 8-13 years old
- Youth Basketball Clinic
 - Ages 8-12 years old
- Youth Kickball League
 - Ages 7-11 years old
 - Ages 9 years old and up
- Adult Futsal League
 - Ages 18+



Summer 2024

- Youth Tennis Camp at Glasgow Tennis Courts
 - Ages 3-17 years old
- Pool Season June 15th, 2024-August 18th, 2024
 - Special Groups
 - Pool Parties
 - Hosted and partnered with the Cambridge Police Department in providing a successful community event (National Night Out)
 - Successful season renting the pool to local Shorefins Swim Team for practices and meets
 - Swim Lessons for ages 5 and up and adults
 - June
 - July
 - Family Swim Lessons
 - June
 - July

Fall 2024

- Youth Outdoor Soccer League
 - Junior Division
 - Senior Division
- Middle School Girls Volleyball Clinics





SOIL CONSERVATION

Karen Houtman, District Manager

Accomplishments

- On August 16, 2023 the Board of Supervisors recognized Mr. and Mrs. Carlton Nabb of North Yarmouth farm as 2023 Cooperator of the Year. The Nabbs have participated in the CRP Program installing buffers on their farm and in 2023 installed buffers through the MDA Conservation Buffer Initiative, as well as five EQIP contracts to restore an oyster bed lease he took over from a relative. They were honored for all they do in the Conservation of Land and Water.
- Prepared 92 Conservation Plans totalling 7,427.9 acres
- Cover crop sign-up – 89 applicants for 48,772.95 acres
- Dorchester SCD and Lower Shore sponsored the MD Association of Conservation Districts Annual Meeting at the Hyatt in Cambridge MD July 8 -10th, 2024
- 102 Best Management Practices were installed by 46 farmers on 3,804.8 acres:
 - Riparian Herbaceous Cover on 111.5 acres
 - Residue and Tillage Management on 1,831.0 acres
 - Conservation Crop Rotation – 1,749.7 acres
 - Heavy Use Area Protection - .3 acres
 - Nutrient Management – 11.67 acres
 - Alternative Crop/Switchgrass – 97.9 acres
 - Wetland Restoration – 2.8 acres
 - Grass Buffer on Watercourse – 32,675.6 feet
 - Forest Buffer on Watercourse – 622.3 feet

Accomplishments continued

- Adopted New By-Laws on June 12, 2024
- Assisted poultry integrators, contractors, landowners and farmers to ensure that they follow Maryland Department of the Environment and State regulations
- Prepared four Comprehensive Nutrient Management Plan for integrators
- Reviewed 90 Sediment and Erosion Control Plans:
 - Standard Plans- 44 on 20.88 acres
 - Forestry Plans - 10 on 887.65 acres
 - Engineered Plans – 28 on 164.56 acres
 - Shoreline Plans – 8 on 2.4 acres





TOURISM

Holly Gilpin, Director

Accomplishments

- Measurable digital analytics include:
 - 9,837,358 website visitors to www.visitdorchester.org
 - Facebook Ads received 3 million+ views
 - Videos received 318,500+ views
 - A 'Jimmy Charles' campaign that reached a new audience and new awareness of Dorchester County through its licensing of his highly successful, nationally acclaimed song "It's A Maryland Thing"
 - A day with Jimmy Charles and his family produced a video shoot with visits throughout Dorchester County that included Maritime history, farm and family, nature and historical sites
 - This video was the highest viewed video of the year for the Tourism department
 - Voice-overs of Jimmy Charles with his "It's A Maryland Thing" instrumental in the background were utilized in streaming audio commercials and were the highest performing audio commercials of the year
- Additional marketing analytics have shown that our audience is 55+ year olds by more than half, and is split nearly 50/ 50, female vs. male.
 - Mobile devices are the preferred device to view messages

Accomplishments continued

Tourism has consistently marketed to the Baltimore DMA, the Washington DC DMA, New Jersey, New York, Delaware, the Eastern Shore, Virginia, Virginia Beach, and the Carolinas to accomplish our growth goals. These are key markets that have proven to be visitors to Dorchester County through day trips and overnight stays. A recent Canadian campaign that included three major cities in Canada, Toronto, Ontario and Ottawa proved to be a new market for us to consider in our marketing efforts.

The portfolio of media tactics utilized to bring awareness to our County included the organizing of, through paid or earned media, included, but were not limited to:

- Broadcast Radio
- TV, Podcasts, Video
- Digital Marketing that included: Google Search, Google Display Network, Social Media, YouTube, Streaming Audio, Billboards, Geo-Fencing Digital Ads, Targeted online magazines
- Print in Travel/ Destination Magazines and the Wall Street Journal
- Local sponsorship of the Delmarva Show, April Brilliant weekly DJ Radio Show 106.3, The Morning Show on The Duck, servicing the entire Delmarva region, Morning Show on 96.7- Dorchester, Public Radio- Salisbury University, The Jazz Hour and Gospel Hour on WSCL/ WSDL/ WESM Public Radio Salisbury/ DE/ VA Shore.
- A new tech stack that included:
 - An updated, downloadable, free app available through Google Play and the Apple Store- highlights various trails and points of interest through the County and delivers a personal tour to the visitor via their cell phone. We look to add additional Trails and Points of Interest.
 - Virtual tours of 10 key Points of Interest throughout the County, Threshold 360 included 360' video footage of each destination, which was uploaded online to each entity's Google My Business listing, further enhancing the outreach and benefits of organizations working together and Dorchester Counties online presence. We look to add additional Points of Interest.
 - An online publisher and story teller for content, Studeo, is helping Dorchester County deliver 'Experiences That Inspire' through our new interactive monthly newsletters, which will become Storybooks to push out via social media and new targeted email campaigns. The monthly newsletter is delivered to over 9,000+ subscribers monthly and is an interactive, animated flipbook with tons of information, resources and links and has already shown an increase in open and click through rate. We look to grow our usage of this platform in the new fiscal year to gain additional subscribers and followers.

Directory

District #1

Rob Kramer, Jr.
rkramer@docogonet.com
(443) 477-4701

District #2

William V. Nichols
wnichols@docogonet.com
(410) 463-2124

District #3

Ricky Travers
rtravers@docogonet.com
(443) 521-2336

District #4

George L. Pfeffer, Jr.
lpfeffer@docogonet.com
(443) 521-3690

District #5

Mike Detmer
mdetmer@docogonet.com
(443) 477-5082

County Manager

Jerry Jones
jjones@docogonet.com
(410) 228-1700

Airport

Steve Nuwer, Director
5263 Bucktown Road
Cambridge, MD 21613
(410) 228-4571

Corrections

Don Satterfield, Director
829 Fieldcrest Road
Cambridge, MD 21613
(410) 228-8101

Emergency Management

James Windsor, EM Planner
829 Fieldcrest Road
Cambridge, MD 21613
(410) 228-1818

Finance

Karen Tolley, Director
501 Court Lane, Room 102
Cambridge, MD 21613
(410) 228-7291

Information Technology

Donald Keyes, Director
501 Court Lane, Room 205
Cambridge, MD 21613
(410) 228-6391

Public Works

Vacant
5435 Handley Road
Cambridge, MD 21613
(410) 228-2920

Soil Conservation

Karen Houtman, District Manager
204 Cedar Street, Suite 100
Cambridge, MD 21613
(410) 228-5640

Communications Division

Robbie Larimer, Manager
829 Fieldcrest Road
Cambridge, MD 21613
(410) 228-2222

Economic Development

Susan Banks, Director
104 Tech Park Drive
Cambridge, MD 21613
(410) 228-0155

Emergency Services

Debbie Wheedleton, Chief
829 Fieldcrest Road
Cambridge, MD 21613
(410) 228-2726

Human Resources

Kristin Budd, Director
501 Court Lane, Room 103
Cambridge, MD 21613
(410) 901-2406

Planning & Zoning

Susan Webb, Director
501 Court Lane, Room 107
Cambridge, MD 21613
(410) 228-3234

Recreation & Parks

Duc Trieu, Director
515 Leonards Lane
Cambridge, MD 21613
(410) 228-5578

Tourism

Holly Gilpin, Director
2 Rose Hill Place
Cambridge, MD 21613
(410) 228-1000

Commendations

The Council presented the following:

- Josh Davies, Paramedic, Emergency Medical Services, for saving the lives of a group calling for help from the middle of the Potomac River while he was visiting Harpers Ferry National Park in West Virginia
- Alfred Travers, Jr., Motor Equipment Operator IV, Public Works, congratulating him on his retirement and commending him for 18 years of service to Dorchester County
- Mya Woods for being selected as the 55th Campus Queen at the University of Maryland Eastern Shore
- Specific employees of Dorchester County within Emergency Medical Services, Cambridge Police Department, and, 9-1-1 Communications, along with volunteers from Rescue Fire Company, for the lifesaving efforts of a child due to a car accident
- The following first responders to applaud them for saving the life of William “Wes” Short, III, who had a massive stroke on October 31, 2022: Michael Fluharty, Paramedic; Hubert Meekins, Emergency Medical Technician; Tyler Jones, Emergency Medical Technician; Suzanne Short, 9-1-1 Dispatcher; Morgan Harris, 9-1-1 Dispatcher; Loreal Vaughn, 9-1-1 Shift Supervisor; and, Ashley Schanken, 9-1-1 Dispatcher
- Christopher Tolley congratulating him on his retirement and commending him for 17 years of service to Dorchester County
- Randy Lewis congratulating him on his retirement and commending him for 21 years of service to Dorchester County
- Katelyn Robinson for being named the Dorchester County Public Schools Teacher of the Year for 2024-2025
- Jordan Lewis and Haley Wright for being named the Dorchester County Public Schools First Class Teachers of the Year for 2024-2025
- Enazajah Young, student, Cambridge South Dorchester High School, for winning a gold medal at the Maryland Public Secondary Schools Athletic Association Track & Field State Championships
- Andrea Robinson, Sergeant, Sheriff’s Office, for her retirement after 21 years of service to Dorchester County



- Michael Marshall for his retirement after 14 years of service to Dorchester County



- Tori Willis, Jr. of Cambridge South Dorchester High School for claiming the 300 Meter Hurdle State Championship
- Kassidy Young of Cambridge South Dorchester High School for claiming the Discus State Championship
- Cambridge South Dorchester High School Men's Outdoor Track & Field Team for claiming the State Championship title

Proclamations

The Council presented the following:

- July 22, 2023 to July 29, 2023 as Historical Freedom Week
- September 2023 as Suicide Prevention Month
- October 15, 2023 as White Cane Awareness Day
- October 23, 2023 to October 27, 2023 as Economic Development Week
- November 13-19, 2023 as Apprenticeship Week
- January 2024 as Human Trafficking Awareness Month
- March 2024 as Endometriosis Awareness Month
- April 2024 as Sexual Assault Awareness Month
- April 14, 2024 to April 20, 2024 as Public Safety Telecommunicators Week
- May 6, 2024 to May 10, 2024 as Correctional Officers Week
- May 2024 as Motorcycle Safety and Awareness Month



- Dorchester County as Stroke Smart

DORCHESTER COUNTY GOVERNMENT

THANK YOU!

WEBSITE

dorchestercountymd.com

ADDRESS

501 Court Lane
Room 108
Cambridge, MD 21613

PHONE

(410) 228-1700 Office
(410) 228-9641 Fax
Info@docogonet.com

