

TOWN ADMINISTRATOR'S REPORT
FOR THE MONTHS OF
JULY - AUGUST 2014



"Responsible and Responsive Government"

"It is not in the stars to hold our destiny, but in ourselves."

- William Shakespeare -

Monthly Objectives

1. Enhance Internal Administrative Structure.
2. Prepare and Host Major and Impactful Events.
3. Focus on impacts to the Town of Bladensburg of a possible nearby future development.

Objective 1: Enhance Town Internal Administrative Structure

- ✚ Attended a professional development school for senior managers.
- ✚ Met with Ms. Colleen Shannon, The Singer Group Re; Performance Evaluations
- ✚ Worked with Mr. Moe James regarding television studio replacement/ upgrade effort.
- ✚ Met with Town Technology Service vendor regarding upgrade of system.
- ✚ Met with Ms. Duncan re: YSEP program and TNI Summer Camp
- ✚ Met with Ms. Amy Fischer MML Intern Re: healthy Food Policy Adoption for Events
- ✚ Meet with Management Team to discuss Town fee review process.
- ✚ Met with the Public Works Team (Updated website)

Objective 2: Prepare and Host Major and Impactful Events

- ✚ Supported the Port Towns Performing Arts Camp
- ✚ Assisted in coordinating efforts for Port Towns Day
- ✚ Work and Facilitated the Port Towns Arts Camp Project.

Objective 3: Focus on Impacts to the Town of Bladensburg of Future Development

- ✚ Updated and Report Out on Community Trash Pilot Project (attached)
- ✚ Follow-up discussion with SHA Re; Ongoing Projects
- ✚ Met with Port Towns representatives regarding; Street Sweeper (Possible Grant submission).
- ✚ Met with Library Officials Re: future site and progress
- ✚ ** Followed-up with Jeanne E. Bilanin, Ph.D., P.E. ,Associate Director for Applied Research and Outreach, Institute for Governmental Service and Research Re: Assisting in the Town's Strategic Management Process.

Meetings

- ✚ Attended all Town meetings.
- ✚ Attended Port Towns Day Meetings
- ✚ Attended The Town's National Night Out Event
- ✚ Discussed legal matters with Town Attorney regarding ongoing legal action.
- ✚ Met with Office of Code Enforcement to discuss service issues.
- ✚ Met with Town Technology Service vendor regarding upgrade of system
- ✚ Met with and / or responded to various community members regarding service or related concerns issues.
- ✚ Met with Council Member Ficklin and Mr. Hall Re: Evergreen Cemetery clean-up.
- ✚ Met Chesapeake Bay Trust & the Low Impact Development Center for Rain Water projects.
- ✚ Attended the Port Towns CDC Meeting.
- ✚ Attended the Port Towns Quarterly Meeting

Administrative Projects

- ✦ Sent out various community employment and informational notifications.
- ✦ Prepared updates for website, to include updating all Town Meeting Minutes (placing them on the front web page).
- ✦ Assisted in preparing various correspondences for Council and others.

Community Notifications *(Most notifications are conducted multiple times.)*

- ✦ July 4th Commemoration at the Peace Cross
- ✦ Scheduled Maintenance for the Town Cable Channel
- ✦ JOB OPPORTUNITY, Workforce Development Instructor Position Description
- ✦ Town Community Forum Notes for July 26th Session
- ✦ School supplies at TNI Bladensburg High
- ✦ CKE Rock The Launch Party & CKE Rock Kids Land
- ✦ Town of Colmar Manor Sustainability Day, August 16, 2014 10:00 am -1:00 pm
- ✦ Prince George's Gazette "Bladensburg residents frustrated by rats, trash" - August 1, 2014
- ✦ The pedestrian safety video featuring the Ports Towns Youth Wellness Ambassadors
- ✦ Video of the Port Towns Performing Arts Camp
- ✦ Free Educational Conference for Parents and Children September 27th, 2014 8:00 am to 3:00 pm College park Marriot Hotel
- ✦ Gazette Article: "Bladensburg resident dedicates 'golden years' to helping others" - August 14, 2014
- ✦ ECO CITY FARM CLASSES!
- ✦ Bladensburg Town Manager Credentialed by International Local Government Management Organization (ICMA)
- ✦ Affordable Traveling Pet Clinic @ The Bladensburg Community Center!!
- ✦ Port Towns Art Camp
- ✦ Citizens' Action Committee of Bladensburg Meeting Notice Monday August 25, 2014 7:00 pm to 9:00 pm
- ✦ Undaunted Weekend
- ✦ The Undaunted Weekend (LISTING OF EVENTS)
- ✦ Port Towns Performing Arts Camp Performing at the Undaunted Festival Main Stage Saturday @ 2:00 pm!!!!!!
- ✦ Undaunted Weekend Fireworks Postponed Until Sunday @ 8:30 pm
- ✦ Arnold resident instrumental in creation of Battle of Bladensburg monument
- ✦ Where We Live: Bladensburg, Md., is a port town with history (The Washington Post)
- ✦ Recreation Council Meeting Monday August 25, 2014
- ✦ 200th Anniversary of Battle of Bladensburg - CBS DC
- ✦ Beyond the Battle of Bladensburg (University of Maryland Website)



Town of Bladensburg

**Performance Management Program
Handout to Town Council
September 8, 2014**

Performance Management Program

Agenda

- Background
- Data Review
- Design Goals
- Program Review
- Integration with Compensation
- Next Steps

Background

Why Update the Town's Program?

- Encourage and recognize exceptional performance
- Focus on timely communication and feedback
- Identify developmental plans/training needs
- Clarify accountability and performance expectations
- Promote consistency
- Simplify – decrease frustration

Data Gathered

- Reviewed existing materials
- Met with management
- Conducted employee focus group
- Conducted an employee survey – reviewed results
- Provided study hotline
- Validated program design with management and employee groups

Findings

- The current performance program is not working:
 - Too cumbersome
 - Used inconsistently
 - Often manipulated to justify salary recommendations
- Ratings should be removed, if possible, to re-focus the program on performance discussions vs. salary actions
- Communication should be increased about the performance program (including the process and timeline)
- Job descriptions do not reflect current duties

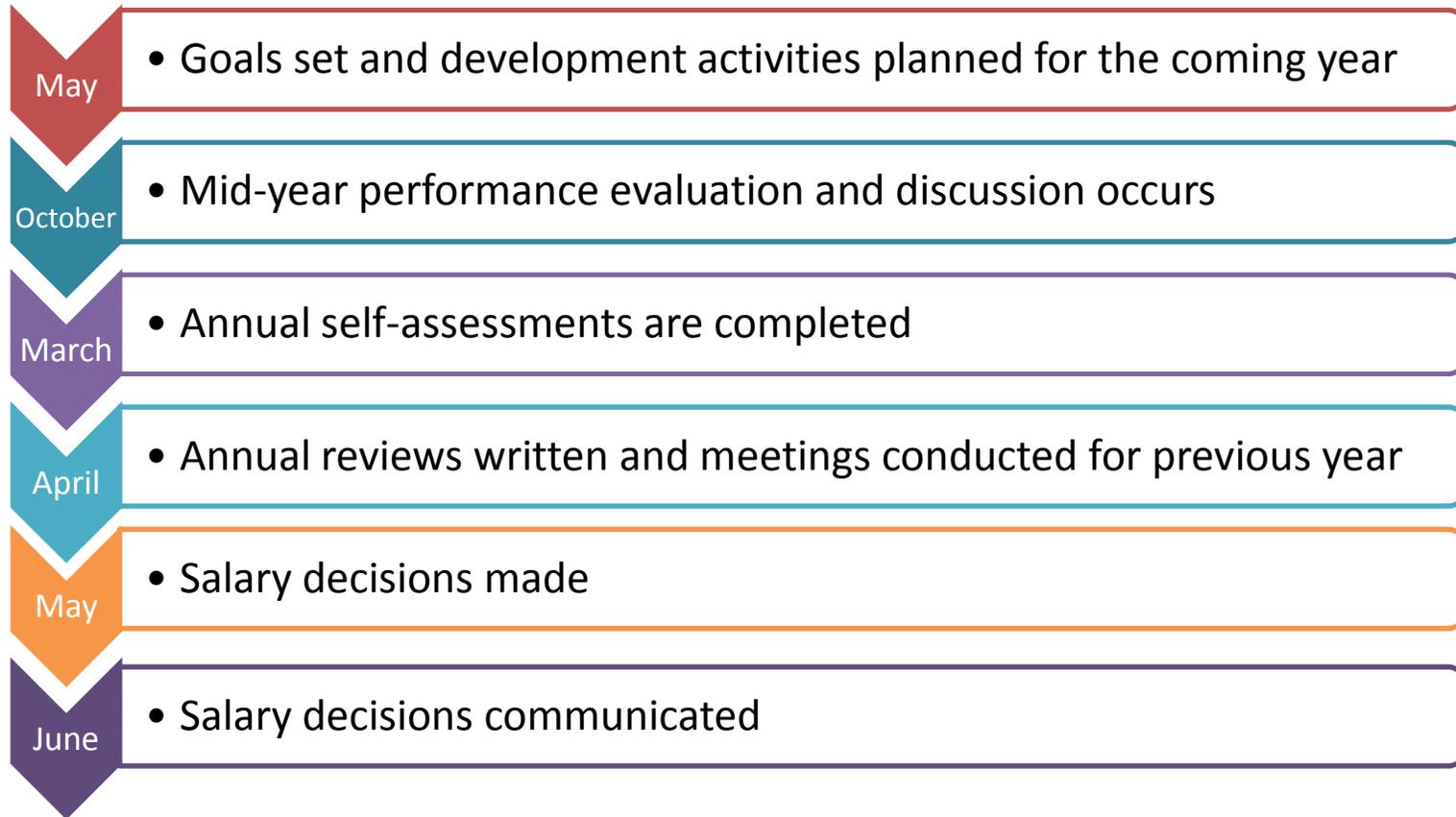
Survey Data

- Participation: 73% (19 of 26)
- High-level results
 - 72% of participants are dissatisfied with the performance management program
 - 78% think their supervisor does a good job with performance management
 - Approximately 60% think the current evaluation doesn't accurately evaluate performance, that the ratings aren't clear, and that the program isn't objective
 - 67% receive feedback from their supervisors at least on a monthly basis
 - 50% think job performance should be the most important factor for salary decisions
- The most important changes to make to a new program
 - Make it simpler
 - Make it clearer
 - Ensure it reflects current duties

Design Goals

- **Global**
 - Simplicity
 - Ease of use
 - Focus on performance, development, and feedback, not ratings
 - Increase communication
- **Components**
 - Streamline the annual evaluation and self-assessment processes
 - Add a simple mid-year evaluation and discussion
 - Add an annual review of job descriptions
 - Replace numerical ratings
 - Retain holistic review of annual evaluations by the Town Administrator
 - Separate discussions of performance and salary decisions

Program Sequence



The program focuses on collaborative discussions about performance , goal setting, and development

Program Snapshot

Beginning of Cycle
(May)

Planning

Managers and staff work together to establish development activities and goals for the coming year

Development Activities

- *Support new experiences*
- *Provide exposure to new ideas*
- *Educate*

Goals

- *Incorporate strengths and developmental areas*
- *Align with Town priorities*
- *Include projects related to the job*
- *Are SMART*
 - *Specific*
 - *Measurable*
 - *Achievable*
 - *Relevant*
 - *Time-bound*

Developmental Activities and Goals are documented on the Annual Evaluation Form and are adjusted as needed during the mid-year review.

Mid-Cycle
(September – October)

Mid-Year Evaluation

Managers and staff participate in a Mid-Year Performance Discussion. The process includes

- *A brief form that asks for responses to 5 performance-related and 3 development-related questions*
- *A meeting to discuss collective input (employee self-assessment and manager evaluation)*
- *Review and adjustment of developmental activities and goals*
- *An opportunity for both the staff member and manager to provide summary comments*

End of Cycle
(March – April)

Annual Evaluation

The annual evaluation process includes

- *A simplified two-page evaluation that allows staff members to choose the level of input they provide*
- *Evaluation on 5 performance competencies for staff and 3 additional competencies for managers vs. 15 and 7 in the existing form*
- *Numerical ratings replaced with assessment along a performance continuum*
- *A meeting to discuss collective input (employee self-assessment and manager evaluation) on performance and developmental activities and goals*

Salary Review

Takes place in May, after the performance cycle is completed.

Additional Program Elements

- **Competencies**
 - All employees
 - Adaptability/Flexibility
 - Communication
 - Customer/Community Relations
 - Initiative/Accountability
 - Job Knowledge and Proficiency
 - Management
 - Talent Management
 - Leadership
 - Organizational Effectiveness

Additional Program Elements

(continued)

- Global review by the Town Administrator
- Annual review of job descriptions
- Materials available for review (PDF packet), including:
 - Annual Evaluation Form
 - Mid-year Performance Discussion Form
 - Annual Self-Assessment Form
 - Program Guide and Timeline

Compensation Recommendations

- Retain a pay-for-performance model
- Review compensation outside of the performance cycle
- Include holistic management review of compensation decisions
- Establish additional structures (such as behavioral indicators) to promote consistency and alignment of salary increases with employee performance
- Use 2% vs. 1% increments to differentiate between performance level categories
- Provide increases as additions to base salary when salaries fall within the range; use lump sum increases for salaries above the range

Next Steps

- **Approve**
 - Suspend existing program and enact new program
 - Modify procedures for Town Council review

- **Develop, Introduce, and Implement**
 - Develop behavioral indicators to further define performance levels
 - Conduct an all-employee meeting to present new program and survey data results
 - Conduct training for all staff on the new program
 - Kick the program off with the mid-year assessment - October/November
 - Conduct a full review of job descriptions – timing TBD

- **Review and Finalize**
 - Research and review technology options
 - Review the program after the first year to make adjustments and finalize

Your Questions



Moving Organizations Forward

Presents

Performance Management Program

September 8, 2014



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Performance Management Program Guide

INTRODUCTION

The Town of Bladensburg's performance management program is designed to promote regular discussion and feedback as a way to facilitate strong performance. Our program incorporates professional development activities, and includes discussion and assessment of performance with respect to Town competencies and the achievement of goals. As a way to establish regular communication about these many aspects of performance, our process includes development and goal planning discussions and two formal check-ins (followed by goal planning for the next performance year). The program is designed to require regular but focused input that can be provided with reasonable time investment.

The following outlines the specifics of the performance management process along with all participants' roles and responsibilities.

ROLES

- Mayor and Council:** The Mayor and Council are responsible for setting and communicating the Town's mission, vision, and priorities.
- Town Administrator:** The Town Administrator directs overall staff development and the Town's Human Resources Development program and translates the Town's priorities into departmental objectives. The Town Administrator also shares input with supervisors for inclusion in employees' reviews, and coaches supervisors on providing feedback and managing their staffs' performance.
- Supervisors** Supervisors play a crucial role in clarifying the Town's priorities, translating them into departmental and individual objectives, identifying and leveraging strengths, facilitating growth, and removing barriers that keep employees from doing their best work. Supervisors also complete the mid-year and annual performance evaluations, coach employees, and provide timely feedback. They take the lead in scheduling performance discussions and are accountable for execution of the performance management program according to these guidelines.
- Staff Members:** Staff members play an active role in managing their own performance by learning the Town's priorities, participating fully in the performance management program, working to complete developmental activities, achieve goals, and demonstrate behavior consistent with the competencies. Staff members are responsible for taking the initiative to ask for input and help and for assessing and tracking their own performance.



PROCESS OUTLINE

1. Staff members work with their supervisors to determine Development Activities and Goals for the coming performance year. Once these have been agreed upon, the staff member enters them into the Annual Evaluation Form and sends an electronic* copy of the Form to the supervisor. **Deadline: May 15 for the newly begun performance year**
2. At mid-year, the staff member completes the staff member portion of the Mid-year Performance Discussion Form and submits it to his/her supervisor. **Deadline: September 30**
3. The supervisor completes his/her portion of the Mid-year Performance Discussion Form and then meets with the employee to discuss their collective input and to discuss objectives, goals, benchmarks, and professional development areas of interest and need for the coming six months. Following the meeting, the supervisor sends an electronic* copy of the form to the employee so he/she can add comments. The employee returns the form to the supervisor, the supervisor finalizes it and then provides a copy to the employee and a copy to the Town Administrator **Deadline to complete the mid-year discussion and finalize the form: October 31**

Notes

- *The supervisor completes the mid-year form and sends it to the employee so that there is time to review it before their meeting.*
 - *Any changes or updates to developmental activities and goals should be noted on the Mid-year Performance Discussion Form and the appropriate sections of the Annual Evaluation Form should be updated by October 31.*
4. At the end of the performance year, the staff member completes the Annual Self-Assessment Form, including a review of the job description and submits it to his/her supervisor. **Deadline: March 31**
 5. The supervisor completes the Annual Evaluation Form (including updating the job description as needed) and submits it and the completed Annual Self-Assessment Form to the Department Head for review. The Town Administrator will also review evaluations by department. Once these reviews are complete, the supervisor meets with the employee to discuss the evaluation. Following the meeting, the supervisor sends an electronic* copy of the form to the employee so he/she can add comments. (Note: For employees without e-mail, the process will be paper based.) The employee returns the form to the supervisor, the supervisor finalizes it and then provides a copy to the employee and a copy to the Town Administrator **Deadline to complete the annual evaluation discussion and finalize the form: April 30**

Note: *The supervisor should complete the evaluation form and send it to the employee so that there is time to review it before their meeting.*

* For employees without e-mail, the process will be paper based.



6. Employees will then work with their supervisors to determine Development Activities and Goals for the coming performance year (see step #1).
7. The original copy or digital file copies of all review forms (as directed from the outset of the annual process by the Town Administrator) will be filed in the Town's HR files. Employees will receive a copy of the final form.

NEW HIRES – PROMOTIONS - TRANSFERS

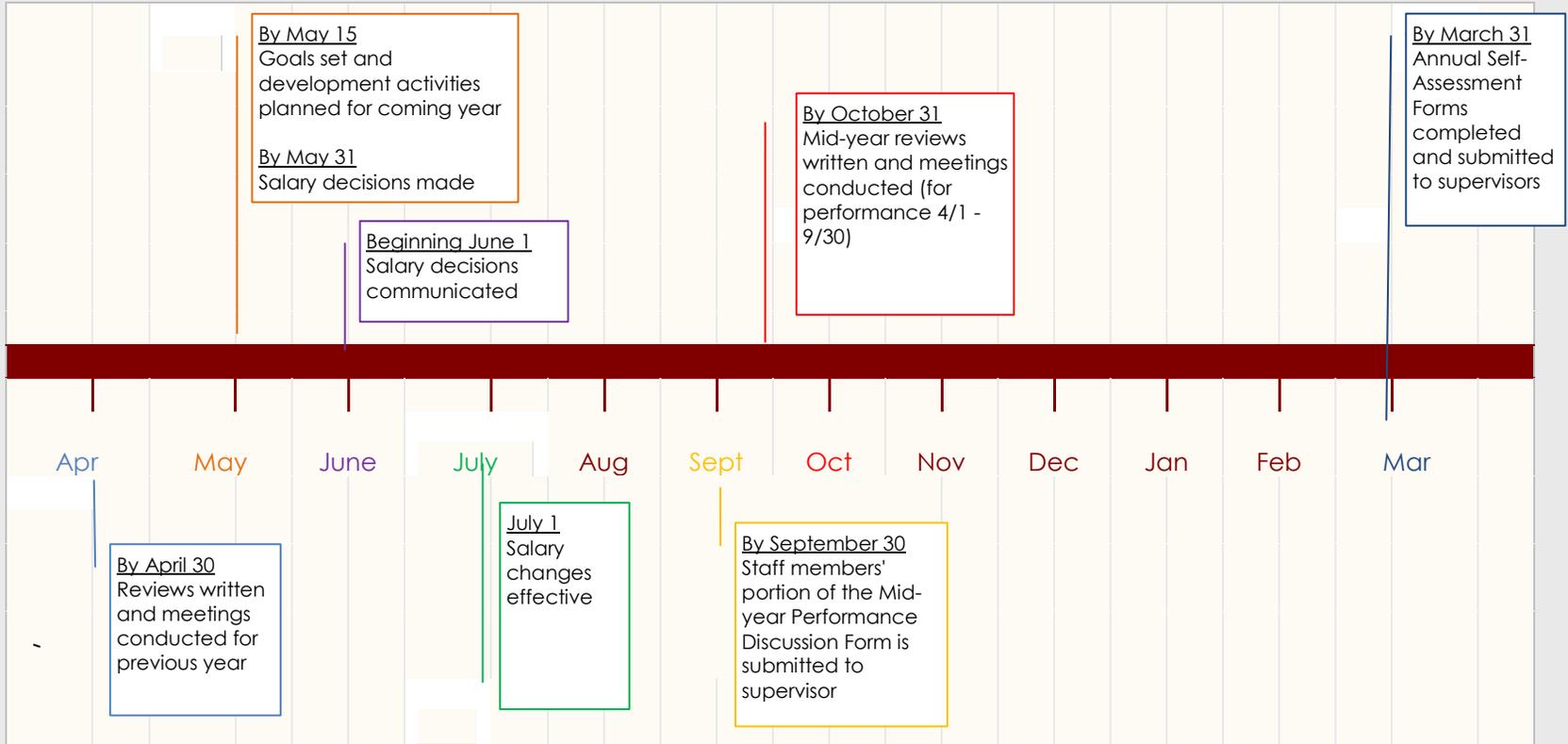
The Performance Planner can be used for changes to staff that occur mid-year, following these guidelines:

1. For new hires and individuals in new positions, consider incorporating these questions into the first performance review:
 - Is the position what you expected it to be? If not, what is different?
 - Were you given adequate training to process and complete the duties you're assigned?
 - Do you have suggestions for improving instructions, details, and expectations for work completion?
 - What suggestions would you make to change or update your current job description?
2. For new hires, the mid-year or year-end review occurs on schedule but may be skipped if it is within 2 months of the hire date.



Bladensburg Performance Management Program Timeline

← Performance year April 1 - March 31 →





Employee's Name: _____

Title: _____

Supervisor: _____

Date: _____

Performance Review Period: _____

Annual Evaluation – Development Activities and Goals

Introduction: *The Town of Bladensburg is committed to ongoing discussion about performance that allows us to evaluate performance, celebrate successes, identify gaps, and strengthen skills, with the goal of supporting both individual and Town growth. The performance management process requires a collaborative effort between employees and supervisors--the participation of all is critical to the program's success.*

Overall, the program is based on an April 1 – March 31 performance year. See instructions and timing for each individual section below. For more information on the program process, timeline, and deadlines, see the Performance Management Program Guide.

DEVELOPMENT ACTIVITIES

Instructions:

1. Working together, the employee and supervisor identify 2 - 3 development activities for the coming performance year and complete the chart, with a copy given to the employee. When identifying activities, consider those that support new experiences (such as job rotation or task force committee assignments), exposure to new ideas (such as a research assignment) and education (such as seminars or conferences). Acting as a mentor or being mentored are also good ways to foster development. **Deadline: May 15 (for the newly begun performance year)**
2. Make any changes to the chart as a result of the Mid-Year Performance Discussion and provide a copy to the employee. **Deadline: October 31**
3. When writing the annual evaluation, the supervisor should add the results in the chart below. **Deadline: April 30**

Activity	Purpose	Timeframe	Comments
1.			
Results:			
2.			
Results:			
3.			
Results:			

GOALS

Instructions:

1. Working together, the employee and supervisor identify 2 - 3 professional goals for the coming performance year and complete the chart, with a copy given to the employee. Consider strengths, Town values and priorities, projects related to the employee's job, and developmental areas when identifying goals. **Deadline: May 15 (for the newly begun performance year)**
2. Write each goal statement as a SMART goal (Specific, Measurable, Achievable, Relevant, and Time-bound); be sure to include information on how it will be measured and the timeframe for completion.
3. Make any changes to the chart as a result of the Mid-Year Performance Discussion, and provide a copy to the employee. **Deadline: October 31**
4. When writing the annual evaluation, the supervisor should add the goal results and an assessment of them in the chart below. **Deadline: April 30**

Goal – What needs to be accomplished?	Timeframe – When does this need to be done?	Measure – What are the key indicators of success?	Resources – What people, processes, technology, tools will be used to accomplish this goal?
1.			
Results:			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Did Not Meet
2.			
Results:			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Did Not Meet
3.			
Results:			<input type="checkbox"/> Exceeded <input type="checkbox"/> Met <input type="checkbox"/> Did Not Meet

Annual Evaluation – Competencies and Performance Summary

Instructions and Timing: The supervisor submits the completed annual review to the Department Head prior to meeting with the employee. The supervisor then discusses the review with the employee as part of a face-to-face meeting and submits the completed form by **April 30**.

JOB DEFINITION

Please attach the current position description. Check one:

- The job description accurately reflects duties; no update is required.
 The job description requires changes to be made by **May 31**.

COMPETENCIES

Instructions:

- For each competency, consider specific examples that reflect the employee’s performance over the past year, including reviewing any notes made along the way, any Feedback Forms received, development activity, and actions towards achieving goals. Then, using the Performance Level Guidelines below, place an X on the blue line continuum below that corresponds to the employee’s performance level. Note: Because the line is a continuum, you may place the X at any point—the gray lines are meant to provide guidance and do not represent check boxes. **Deadline: April 30**
- At the end of the section, answer the narrative questions in the boxes below. **Deadline: April 30**

Performance Level Guidelines
EXCEEDS EXPECTATIONS: Performance is consistently excellent and exemplary. It regularly exceeds expectations and job requirements.
MEETS EXPECTATIONS: Performance is consistently strong, solid, and capable. Performance occasionally exceeds or dips below expectations.
MEETS EXPECTATIONS WITH CHALLENGES: Performance is at the minimum of acceptable requirements for the position. Employee faces challenges in one or more areas which require improvement.
DOES NOT MEET EXPECTATIONS: Performance notably and frequently does not meet minimum requirements in critical aspects of the job. Performance deficiencies exist that prevent success.

Using the Performance Level Guidelines above, place a mark on the blue line continuum to describe the individual’s performance for that particular competency.	Does Not Meet Expectations	Meets Expectations with Challenges	Meets Expectations	Exceeds Expectations
STAFF COMPETENCIES				
Adaptability/Flexibility: <ul style="list-style-type: none"> Adapts quickly and positively to change and different ways of approaching tasks; identifies ways to incorporate new practices into existing frameworks Deals effectively with a variety of people and situations appropriately changing the approach as the situation requires Works toward solutions and goals, even in changing circumstances 				

<p>Place a mark on the blue line continuum to describe the individual's performance for that particular competency.</p>	Does Not Meet Expectations	Meets Expectations with Challenges	Meets Expectations	Exceeds Expectations
<p>Communication:</p> <ul style="list-style-type: none"> Clearly, skillfully, and effectively conveys information verbally and in writing Ensures that regular and productive communication occurs based on the work requirements, the individuals involved, and the situation Identifies and uses effective communication channels and methods based on the situation (e.g., in-person meeting, phone call, e-mail, presentation, report, etc.) 				
<p>Customer/Community Relations</p> <ul style="list-style-type: none"> Identifies customer/community needs and responds appropriately. Knows when, how, and where to get community help. Demonstrates courtesy, helpfulness, and respect to customers, citizens, vendors, victims, complainants, and others requesting or requiring information or service from the Town or otherwise involved in the work of the Town. Understands internal and external customers and works pro-actively to meet their needs. Uses tact and self-control in dealing with difficult individuals and circumstances. 				
<p>Initiative/Accountability</p> <ul style="list-style-type: none"> Consistently follows through on commitments Resolves problems as they arise and takes steps to eliminate recurrence Demonstrates understanding of the relationship between his/her own job responsibilities and organizational success; supports colleagues in achieving results that contribute to the Town's success 				
<p>Job Knowledge and Proficiency:</p> <ul style="list-style-type: none"> Possesses technical knowledge required to do the job and applies knowledge to correctly address customer, citizen, and Town issues Builds knowledge and keeps current on trends and best practices in field Understands and appropriately follows regulations, ordinances, policies, and procedures. Consistently delivers high-quality results on time and within budget 				
ADDITIONAL MANAGEMENT COMPETENCIES				
<p>Talent Management:</p> <ul style="list-style-type: none"> Clearly establishes and communicates expectations and accountability to staff Effectively manages employee performance Provides effective feedback and coaching on a regular basis Develops and mentors staff 				

Place a mark on the blue line continuum to describe the individual's performance for that particular competency.	Does Not Meet Expectations	Meets Expectations with Challenges	Meets Expectations	Exceeds Expectations
Leadership: <ul style="list-style-type: none"> Creates an effective team environment Communicates Town and department vision Inspires the team to greater performance Sets high standards for work results and methods and models expected behaviors 				
Organizational Effectiveness: <ul style="list-style-type: none"> Effectively manages day-to-day department functions Develops innovative approaches to address problems and drive continuous improvement in Town programs and processes Demonstrates understanding of the impact of short term decisions on long-term planning, considers big picture goals in decision making				
NARRATIVE REVIEW				
What went well over the review period?				
What didn't go as well as expected (if anything)?				

SUMMARY COMMENTS

Staff Member Comments:

Supervisor Comments:

SIGNATURES

This performance review will become part of your Town of Bladensburg personnel file. Please sign below to acknowledge that you have received this document.

Employee's Signature:	Date:
Supervisor's Signature:	Date:



Employee's Name:

Title:

Supervisor:

Date:

Performance Review Period:

Mid-Year Performance Discussion

Introduction: The Town of Bladensburg is committed to ongoing discussion about performance that allows us to evaluate performance, celebrate successes, identify gaps, and strengthen skills, with the goal of supporting both individual and Town growth. The performance management process requires a collaborative effort between employees and supervisors--the participation of all is critical to the program's success. As part of the Town's commitment to ongoing discussion, our Performance Management Program includes a formal mid-year check-in on development activity, progress towards achieving goals, and overall performance. This check-in promotes conversation about performance and expectations and provides an opportunity to discuss support and development needs over the coming months before the annual evaluation. For more information on the program process, timeline, and deadlines, see the Performance Management Program Guide.

Instructions: The staff member adds his/her comments to the questions below and then forwards the form to the supervisor. The supervisor receives the staff member's responses, adds his/her comments to the questions below, and then meets with the staff member to discuss and finalize.

Timing: The mid-year discussion should be completed and the form finalized by **October 31** each year.

PERFORMANCE

1. **What has gone well over the last review period and why? Be sure to list accomplishments.**

Staff Member:

Supervisor:

2. **What has not gone as well as expected over the last review period, and what are the lessons learned? What changes or improvements can be made?**

Staff Member:

Supervisor:

3. **How do you assess performance with respect to the performance competencies listed on the annual review? (Include in your assessment any particular areas of strength or gaps.)**

Staff Member:

Supervisor:

4. **How do you assess progress against the goals set at the beginning of the review period?**

Staff Member:

Supervisor:

5. **Do any goals need adjustment or re-evaluation? If so, please note below and update the Annual Evaluation Form.**

Staff Member:

Supervisor:

DEVELOPMENT AND SUPPORT

1. Describe development activities that have been helpful since the last review (e.g., seminars/classes, on-the-job experience, better involvement with challenging projects, etc.). Note any adjustments to development plans made at the beginning of the performance year.

Staff Member:

Supervisor:

2. Describe upcoming development activities. Note any adjustments to development plans made at the beginning of the performance year (and include all changes on the Annual Evaluation Form).

Staff Member:

Supervisor:

3. Staff Member: Describe any aspects of your job for which you feel you need additional support. What can your supervisor do to support you doing your job, developing your skills, and achieving your goals? Please also use this space to share any information about your performance, any aspect of the performance management program (development, goals, interaction with your supervisor, etc.), or your career goals.

Staff Member:

SUMMARY COMMENTS

Staff Member Comments:

Supervisor Comments:

SIGNATURES

This performance review will become part of your Town of Bladensburg personnel file. Please sign below to acknowledge your comments and that you have received this document.

Employee's Signature:

Date:

Supervisor's Signature:

Date:



Employee's Name:
Title:
Supervisor:
Date:
Performance Review Period:

Annual Self-Assessment

Introduction: The Town of Bladensburg is committed to ongoing discussion about performance that allows us to evaluate performance, celebrate successes, identify gaps, and strengthen skills, with the goal of supporting both individual and Town growth. The performance management process requires a collaborative effort between employees and supervisors--the participation of all is critical to the program's success. For more information on the program process, timeline, and deadlines, see the Performance Management Program Guide.

Instructions: To assist you in thinking about your job, your development, and your upcoming annual performance evaluation session, please complete the Annual Self-Assessment Form. As you complete the self-assessment, remember to consider your performance and results for the entire review period as well as your performance with respect to the competencies included on the evaluation form.

Timing: To be completed by **March 31** for the annual review.

JOB DEFINITION

Please attach a current position description and, if applicable, make note of any changes since the last annual performance review. Check one:

- The job description accurately reflects my duties; no changes are necessary.
 The job description requires changes.

PERFORMANCE

6. What went well over the last review period? What did you learn from your successes? Be sure to list your accomplishments.
7. What did not go as well as expected over the last review period? What are the lessons learned?
8. How do you assess performance with respect to the performance competencies listed on the annual review? (Include in your assessment any particular areas of strength or gaps.)
9. How do you assess your progress against the goals set at the beginning of the review period?

DEVELOPMENT AND SUPPORT

1. Describe professional development activities that have been helpful since your last review (e.g., seminars/classes, training, on-the-job experience, better involvement with challenging projects, etc.).

2. Are there aspects of your job for which you need additional skills or support?

3. What can your supervisor/manager do to support you in doing your job, developing your skills, and achieving your goals?

4. Please add any information you'd like to share about your performance, any aspect of the performance management program (development, goals, interaction with your supervisor, etc.), or your career goals.

SIGNATURE

Submitted by:

Employee's Signature:

Date:



Employee's Name:

Title:

Supervisor:

Date:

Feedback Form

Instructions: Use this form to provide feedback on an employee's performance to the direct supervisor.

DETAILS

Date of Event:

Description of Event:

Comments:

SIGNATURES

Please sign and provide a copy of this form to the employee and/or the direct supervisor. The supervisor should review the feedback with the employee and consider it as appropriate during the next formal performance review.

Observer's Signature:

Date:



**INSTITUTE FOR
GOVERNMENTAL
SERVICE AND RESEARCH**

Overview of Strategic Planning

Presentation to

Mayor and Council, Town of Bladensburg

by

Jeanne Bilanin

September 8, 2014



**INSTITUTE FOR
GOVERNMENTAL
SERVICE AND RESEARCH**

What is Strategic Planning?

Strategic planning is a step-by-step process through which an organization advances its vision for the future by anticipating changes in internal and external circumstances and developing courses of action that adapt the organization to the changes.

What distinguishes strategic planning from planning?

- Long time horizons
- Methodical examination of the internal and external environment
- Thinking globally from a vision of how the organization should look in the future



Strategic planning steps

1. Develop preliminary vision and mission statements
2. Compile and analyze existing information about the internal and external environment
3. Obtain and synthesize stakeholder views of strengths, weaknesses, opportunities, and threats (SWOTs)
4. Identify and prioritize strategic issues
5. Establish goals and objectives for managing strategic issues

Strategic planning steps (continued)

6. Develop action plans
7. Review and refine vision and mission statements
8. Formalize strategic plan
9. Implement action plans
10. Monitor and evaluate progress



1. Develop vision and mission statements

- The foundation of an effective organization is a common vision and a mission that are understood and accepted by everyone.
- The mission tells what the organization does and who it serves.
- The vision tells what the organization will be in the future.
- Together the shared vision and mission help set priorities, clarify goals, and focus the energy of the organization's employees.



2a. Compile and analyze existing information...

About the **internal** environment:

- Organizational structure
- Systems and processes
- Services and funding
- Human resources
- Other assets
- Organizational culture



2b. Compile and analyze existing information...

About the **external** environment:

- Population demographics
- Economic conditions
- Characteristics of the physical environment
- Laws and regulations
- Technological developments
- Public attitudes



3. Analyze SWOTs

- What are the strengths and weaknesses of the organization as it currently exists?
 - Organizational structure
 - Systems and processes
 - Services and funding
 - Human resources
 - Other resources
 - Organizational culture
- What are the opportunities and threats facing the organization?
 - Demographic or social changes
 - Economic trends
 - New technology
 - Political issues



4. Identify and prioritize strategic issues

Matters that must be addressed to achieve the organization's vision, given:

- Facts about the internal organization and external environment
- Assessments of internal strengths and weaknesses and external opportunities and threats

5. Establish goals and objectives to manage issues

A limited number of desired outcomes (and milestones for achieving those outcomes)

- Each focused on a single strategic issue
- Providing clear direction for action
- Consistent with the organization's vision and mission



6. Develop action plans

A blueprint for how each goal will be accomplished that answers the following questions

- What tasks will be completed?
- When will each task begin and end?
- What resources are needed?
- Who will be accountable?



Action Plan Template

Issue 1:

Goal 1:

Action 1:

Tasks	Resources Required	Target Dates		Person/Group Assigned
		Begin	End	



7. Review vision & mission

- Has the process yielded new ideas about the vision and mission?
- Are all elements of the strategic plan consistent with the vision and mission?
- Should the vision, mission, or any plan elements be refined/revised?



8. Formalize strategic plan

Document the vision, strategic issues, goals, and action plans for internal reference and external dissemination



9. Implement action plans

Assigned person/group applies identified resources to complete each task on schedule



10. Monitor and evaluate progress

- Accountable person/group tracks progress on each assigned task
- Organizational leaders monitor progress on overall plan
- Organization makes adjustments as needed



**INSTITUTE FOR
GOVERNMENTAL
SERVICE AND RESEARCH**

Questions?

PROPOSAL

Project Title: Strategic Planning Assistance to the Town of Bladensburg

Proposal Date: September 3, 2014

Applicant: University of Maryland
Office of Research Administration
3102 Lee Building
College Park, MD 20742

On behalf of: University of Maryland
Institute for Governmental Service and Research (IGSR)
4321 Hartwick Road, Suite 208
College Park, MD 20742

Amount Requested: \$ 18,013

Project Period: October 1, 2014 to March 31, 2015

Project Director: Dr. Robin Parker Cox

Submitted to: Mr. John Moss, Town Administrator

Institutional Endorsement:

Signature

Date

Proposal

1. Organization requesting funding:

University of Maryland
Institute for Governmental Service and Research (IGSR)
4321 Hartwick Road, Suite 208
College Park, MD 20742

2. Mission and description of the organizations

Founded in 1948, the Institute for Governmental Service and Research (IGSR) advances the University of Maryland's public service mission through applied research, technical assistance, education, and technology innovations to improve the well-being of individuals and communities. Over its 66-year history, IGSR has partnered with numerous jurisdictions and public agencies on projects to increase knowledge and improve policies, operations, and outcomes in the delivery of public services. Project areas have included: public safety, public health, justice administration, organizational effectiveness, leadership and governance, fiscal management, and land use and growth management.

3. Statement of capabilities:

For more than 30 years, the Institute has provided strategic planning consultation and facilitation as part of its service portfolio. IGSR not only has a wealth of experience conducting community planning processes, but also facilitating a variety of participant stakeholder groups. As a measure of customer satisfaction, the Institute is especially proud to have had repeat customers of its strategic planning services. Recent strategic planning customers have included the City of Annapolis, Town of Bel Air, City of Bowie, Town of Chevy Chase, Eastern Shore Regional Library, and Cecil County Public Library.

The Institute's experience with strategic planning is complemented by a firm understanding of Maryland municipal government. The Institute has conducted numerous reviews of municipal operations. In recent years, IGSR faculty have reviewed public works operations in Greenbelt; public works, parks and grounds, and code compliance in Bowie; and police services in Bel Air, La Plata, and New Carrollton. In 2000, IGSR conducted a study for the Port Towns of Bladensburg, Colmar Manor, and Cottage City that examined the potential of sharing services among the towns. The Institute has also assisted municipalities with land use planning, studies of the fiscal impact of development and annexation, and updates to municipal charters.

4. Project background:

The Town of Bladensburg is a community of just under 10,000 residents in northwestern Prince George's County about three miles from Washington D.C. The Town is governed by a

Mayor and four-member Council, who serve four-year staggered terms. The next election is scheduled for October 2015. The Town employs a work force of 42 full-time-equivalent staff delivering a full range of municipal services, including police, public works, code enforcement, and administrative functions. The Town's fiscal year 2015 budget is \$5.7 million.

A seaport during the colonial period, Bladensburg is the largest of the historic Port Towns along the Anacostia River and is best remembered for the Battle of Bladensburg during the War of 1812. It was also the original terminus of the Baltimore and Ohio Railroad.

In recent years, the Town has embraced collaborative efforts to meet the needs of its residents. It is also one of the first Maryland Certified Sustainable Communities, a Smart Energy Community as designated by the Maryland Energy Administration, and an active-living healthy eating community.

The Mayor and Council are interested in undertaking a strategic planning process that will fully assess the Town's current state and plot a bold plan for the future. The Mayor and Council will lead this effort with input from the community. Ideally, the strategic planning process will synthesize congruent features of existing plans for the community, including the Adopted Sector Map Amendment prepared by the Maryland National Capital Park and Planning Commission, the Town Center plan developed by the Urban Land Institute, the Green Street Plan developed with the State Highway Administration, supporting documents for the 2010 design charrette funded by the Environmental Protection Agency, the University of Maryland Town Center Plan, the sustainable community action plan for the Port Towns, a plan to further reduce electric consumption, and new plans for an Eco-District.

To facilitate development of a proposal for strategic planning assistance, the Town has provided copies of the adopted budget, results of a 2014 community online budget survey, and information about the new Eco-District project.

5. Scope of the project for which funding is being requested:

IGSR will guide the Town of Bladensburg through the Institute's comprehensive approach to strategic planning, a step-by-step process undertaken with a strategic planning team convened by the Town. The process will rely on the leadership of the Mayor and Council, incorporate input from the community, and draw on existing plans to accomplish the following tasks:

- Create a shared vision of the future
- Analyze strengths, weaknesses, opportunities, and threats
- Identify and prioritize strategic issues
- Establish goals and objectives for managing the strategic issues
- Frame system-wide action plans
- Monitor and evaluate progress

IGSR will provide the following services to assist with development of the strategic plan:

1. Organize and facilitate meetings of the strategic planning team;
2. Help the team articulate a vision;
3. Assist in identifying key internal and external stakeholders;
4. Conduct up to 5 focus groups of up to 18 people each and up to 8 individual interviews of internal and external stakeholders to reveal their various perspectives on the Town's strengths, weaknesses, opportunities, and threats;
5. Compile and analyze information on economic, political, environmental, and social factors affecting the City;
6. Assist in identifying strategic issues as well as goals and objectives for managing these issues;
7. Assist in developing action plans to achieve the goals and objectives;
8. Draft a strategic planning document that describes the issues, goals, objectives, and actions plans; and
9. Provide a final strategic plan document in PDF format.

The Town of Bladensburg will be responsible for the following actions:

1. Designate a strategic planning team of up to 10 Town officials;
2. Provide facilities for conducting meetings, focus groups, and interviews;
3. Provide any refreshments to be served during meetings and focus groups;
4. Make available members of the strategic planning team and other Town officials and staff for meetings, focus groups, and/or interviews at mutually agreeable times;
5. Extend invitations to external stakeholders to participate in focus groups or be interviewed;
6. Provide background information about the Town, such as recent studies, existing plans, organization charts, and performance data; and
7. Conduct timely review of documents prepared by IGSR staff.

6. Project Team

Dr. Robin Parker Cox, Director of IGSR, will lead this project. Dr. Jeanne Bilanin and Dr. Philip Favero will assist Dr. Cox with organizing and facilitating meetings of the strategic

planning team; conducting focus group and individual interviews of internal and external stakeholders, compiling results, and presenting them to the strategic planning team; compiling and analyze information on factors affecting the Town; and drafting a strategic planning document.

7. Budget

The costs for the comprehensive strategic planning assistance are shown in the table below.

IGSR Budget for Comprehensive Strategic Planning Assistance	
Personnel:	
Salaries	\$ 10,345
Benefits	2,475
Total Personnel	\$ 12,820
Operating:	
Travel	\$ 454
Photocopies/supplies	200
Rent	834
Total Operating	\$ 1,488
Total Direct	\$ 14,308
Indirect	3,705
Total Costs	\$ 18,013

The personnel budget reflects 8% of the full-time effort of Dr. Cox, 5% of the full-time effort of Dr. Bilanin, and 5.75% of the full-time effort of Dr. Favero during the 6-month project period. Also included are pro-rated charges for the IGSR IT consultant (0.19% effort) and financial coordinator (0.56% effort). Benefits are budgeted at the historical rate for each position.

The operating budget for travel reflects an estimated 12 round-trips of eight miles between College Park and Bladensburg at \$0.56 per mile (\$54) and the cost of eight meals for two people at the state reimbursement rate, assuming eight evening meetings (\$400). Charges for photocopying/supplies are for materials used for meetings of the strategic planning team, interviews, and focus groups. Charges for rent are based on \$713 per month per FTE for the 0.195 FTE assigned to the project for six months.

Indirect costs reflect the University's standard rate of 27.5% of modified total direct costs (total direct costs less rent) for off-campus units.

PORT TOWNS HEALTHY MEETING AND EVENT POLICY

WHEREAS, The Port Towns are concerned about the health of our employees and residents; and

WHEREAS, each of the Port Towns adopted Healthy Eating and Active Living (HEAL) resolutions committing to set nutrition standards for food offered at town events, meetings, and programs; and

WHEREAS, municipal residents and employees alike are interested in eating smart and moving more; and

WHEREAS, overweight and obesity affects health outcomes, quality of life, and productivity of employees and residents; and

WHEREAS, replacing less-healthy food options with healthy foods is one strategy to help employees and residents achieve and maintain good health; and

WHEREAS, town sponsored meetings and community events frequently provide less-healthy, calorically-dense food and beverage options to employees and residents; and

WHEREAS, the Port Towns are committed to spending public funds to promote the public's health and welfare, including the health and welfare of municipal employees; and

NOW, THEREFORE, IT IS THE POLICY of the Port Towns: Bladensburg, Cottage City, Colmar Manor and Edmonston that foods and beverages provided at on-site meetings and events meet the following guidelines:

- Beverages:
 - Unsweetened water or easy access to free water must be available at all meetings and events.
 - Tap water will be served as the preferred beverage whenever feasible.
 - 50% of other beverages provided must come from the following categories:
 - 100% fruit or vegetable juice containing no caloric sweeteners
 - Non-fat or low-fat milk or dairy-free alternatives
 - Non-caloric beverages such as unsweetened tea or coffee
 - Carbonated water or iced tea with no added sugar
 - Other beverages containing less than 50 calories per 8 ounce serving
- Foods:
 - An unsweetened fruit or vegetable option must be available at all work meetings and events in which food is served
 - Provide a vegetarian option.
 - Additionally, at least 50% of foods provided must come from the following categories:
 - Whole grain products
 - Low-fat or fat-free dairy products
 - Lean protein options such as eggs, nuts, seeds, skinless poultry, and fish
 - Minimize white carbohydrates whenever possible.
 - Additional efforts should be made to minimize total fat, trans fat, saturated fat, sugar, and sodium.

- Offer healthier condiments and dressings (low-fat, low-calorie) and offer them on the side.
- Serving
 - When serving food, place “best food forward” by putting the healthiest food in prominent positions, towards the front of the line, where they are most likely to be seen and more likely to be chosen.
 - Post calorie and nutritional information counts when available.
 - Provide recipes for healthy items when available.
 - Support sensible portions by offering reasonable portion sizes and appropriately-sized serving utensils and plates.
 - Label healthy items, those that fall within the categories listed within this policy, with a smiley-face sticker.
 - At large events, encourage vendors to offer at least one healthy menu item which should be labeled with the smiley-faced sticker or balloon.
- Quarterly evaluate efforts to hold healthy meetings and events and make adjustments to this policy to continue to improve the feasibility and healthfulness of options.

NOTE: Due to the nature of the hot stamping process, this image may vary slightly and will not be as distinct when stamped onto the plastic container. Placement of Hot Stamps and/or IML's, may also vary slightly in location when actually stamped on product. Colors are simulated and may or may not be these exact colors when manufactured.



CUSTOMER: TOWN OF BLADENSBURG
PRODUCT #: 79296
DESCRIPTION: 96 GALLON
BODY COLOR: 968 GREENSTONE
LID COLOR: 200 BLACK



RAT FACTS

Rats eat everything!

Rats climb, jump and swim. If a squirrel can climb it - a rat can climb it.

Rats gnaw through plastic, wood, soft metals, electrical wires (sometimes causing fires) and even cinderblock and brick.

Rats squeeze into tiny spaces, nest where it is dark and warm and can produce a litter of pups (babies) every 3 to 4 weeks!



Actual size hole
a rat can enter



Actual size hole
a mouse can enter

STEP 1

Take Away Their Food

Rodents will eat anything. To get rid of rats you must get rid of their food.

Common outdoor food sources include: bird food (all varieties), squirrel food, pet food, food waste in open home compost bins, fallen fruit from fruit trees, blackberries, garbage, grass seed and pet feces.

What do rats eat when they get inside?

The same foods we do. How we store foods in our own home is important to preventing rats. If rats and mice are getting into your home **store foods that are usually packaged in cardboard boxes or plastic bags in durable contain**

STEP 2

Exterminate the Rodent Population

Trapping and Poisoning are two ways to exterminate rodents. Some rodent problems may be too difficult to control on your own and you may need to hire a licensed pest control operator. You can find them in the yellow pages of the telephone directory under "Pest Control Services"

Trapping

Trapping is the preferred method of killing rats indoors. Wooden snap traps are inexpensive and effective. Peanut butter usually works as a bait. Set the trap and place it in an area with the most rodent activity. It should be placed about 3 inches from a wall. The trigger should face the wall. The traps may be placed in a box with openings on both ends to protect children and pets.

Poisoning

Poisoned rodents may die in floors and walls causing an odor. Poisons are not recommended for use inside homes or buildings. Rat poison for use outdoors is available from many hardware stores and can also be purchased from some professional pest control services or a store that specializes in pest control products.

Rat poison should always be used in secured bait station to keep it away from children and pets. Only use it according to the directions on the label.

STEP 3

Keep Rodents Out of Your Yard

Don't make your yard a nesting zone for rodents. Don't provide them with a place to live and raise their young.

Rats will nest in:

- Outdoor piles of garbage and junk
- Under wood piles or lumber. Stack wood piles 18 inches off the ground
- Under blackberry bushes, shrubs, vines and in tall grasses that are not trimmed or cut back
- In cars, appliances, furniture and carpet that has been put outside and is no longer being used
- In holes under buildings. Trapping and poisoning are two effective ways to

STEP 4

Keep Rodents Out of Your Home

Small openings in homes, buildings or sheds must be sealed to prevent rodents from entering.

- Check for openings where pipes or wires enter the building, under eaves, and around foundations, doors and windows.
- Use cement, ¼ inch hardware cloth, wire mesh or steel wool to seal openings.
- Crawl spaces and attics must be sealed to prevent rodent access.
- Rodents often enter through open doors, windows or through pet doors. Install kick plates to prevent access under doors.

How to Clean Up After Rodents Hantavirus precaution!

Deer mice can shed hantavirus in their urine, which can be fatal to people. Allow buildings, sheds or homes that have been closed up to air out for 30 minutes before cleaning.

1. Wear latex or rubber gloves and a dust mask while cleaning.
2. Mix a solution of 1 cup bleach to 10 cups water or use a household disinfectant.
3. Don't vacuum, sweep or dry dust areas when cleaning. This disturbs dried rodent urine and feces that may contain harmful bacteria or viruses.
4. Wet down all contaminated areas, dead rodents, droppings and nesting areas with a disinfectant before cleaning. Allow the disinfectant to set for 10 minutes.
5. Disinfect counter tops, cabinets and drawers, floors and baseboards.
6. Steam clean carpets, rugs, and upholstered furniture.
7. Dispose of dead rodents and contaminated items by double bagging in plastic bags and placing in your garbage can outside.
8. Wash clothes and bedding with detergent and hot water. Set the dryer on high.
9. When you are done, disinfect or throw away the gloves you used. Wash your hands or shower with soap and hot water.

Making & Using a Disinfectant Solution

Mix a solution of 1 cup bleach to 10 cups of water.

Apply generously to the contaminated area and allow to set for 10 minutes before cleaning.

Take Responsibility Be a Good Neighbor

You can help prevent rodent problems in your neighborhood. In the town of Bladensburg it is the responsibility of property owners to prevent conditions on their property that provide a home or food source for rats. You can do this by maintaining your property in a manner that is not attractive to rodents. After food sources and nesting places have been removed and rats have been eliminated, your property should be maintained so that the rats will not return.

According to pest control professional's rats only have an average home range 25-100 feet from their nest.



For additional information
Please Contact the
Office of Code Enforcement

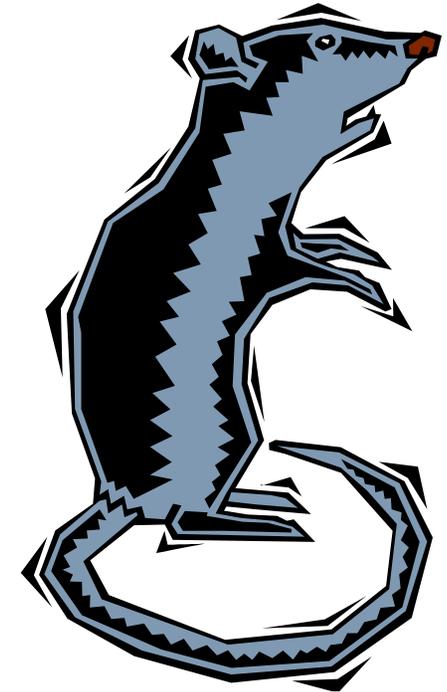
At

301-927-0330

Or

Code@Bladensburg.net

RATS UNWANTED



Four Steps to Prevent and Control Rodent Infestations



A guide for
Homeowners and Tenants

Town of Bladensburg



COUNCIL MEMBERS
WARD I
TRINA BROWN
CRIS MENDOZA

MAYOR
WALTER L. JAMES, JR.

COUNCIL MEMBERS
WARD II
WALTER FICKLIN
BEVERLY HALL

July 15, 2014

CSX
Corporate Headquarters
500 Water Street, 15th Floor
Jacksonville, FL 32202

**RE: Loud Horn at the Annapolis Road. Rout 450 Crossing, Bladensburg, MD.
CSX Complaint File # 9293h3547053**

Dear Sir(s),

We have received complaints from our community regarding the overly loud sounding train horns at the train crossing of route 450/ Annapolis Road and other location in our Town. While we do understand the necessity of the horn as serving notice for safety of oncoming vehicular and pedestrian traffic, we are concerned with the length, number, and particular loud volume of the blasts. Of interest to us, what is the need to sound a horn on an overpass wherein the train passes completely over all traffic?

Succinctly, we are seeking your positive response and resolution to our community's concern. I may be reached at 301-927-7048 or email of Jmoss@bladensburg.net for further contact on this issue. Thank you for your attention to this matter.

Sincerely,

John E Moss
Town Administrator
"Responsible and Responsive Government"



August 21, 2014

Good Afternoon Ms. Melendez (Cris):

We hope the day goes well for you. The attached is a staff response to several of the items listed in the "Summary of Concern" relayed in the Citizens Action Committee of Bladensburg correspondence forwarded/ send to the Mayor and Council of the Town of Bladensburg. While this response to your request for information and/ or answers it is meant to be specific to the operational concerns noted in the report and simply factual in nature. Response will be in blue after each issues/ concern stated:

1. Waste Disposal: Residents shared concerns about the rising temperatures and trash accumulated over the course of the week resulting in odors flies and m a g g o t s and animal infestation.

This issue has been address at a Community Forum wherein the wider community residents we invited to engage and the discussion to develop positive solutions (*Which some were identified and employed*).

Additionally with respect to vermin control, a quite extensive three tiered approach to community education, support, and enforcement (traps) have been fully employed. This process is ongoing. As many of these actives shave been amply responded to in prior emails, correspondence and the like, further space will not be dedicated to this particular section. Not to curtain the discussion and educational aspects, the Office of Code Enforcement remains both available to discuss issues related to vermin control.

Commercial Areas: Concern was expressed about the commercial disposal of waste in the business areas of the town.

This issue has been passed along to the Office of Code Enforcement who (from our review) has been even more strongly following up with community businesses. We will keep monitoring this situation for continued effort. We DO request that (as in crime issues) the community to directly advise our Code Enforcement Officers of (potential) violations as they may see them. The eyes and ears of the community work to serve as an improvement for us all. We have enhanced (telephone)

staffing in this area so that we can better accommodate these requests. The **Office of Code Enforcement can be contacted at (301) 927-0330**

2. **Parking:** There is concern about the size of vehicles allowed to park on residential streets. The parking of boats, recreational vehicles, and commercial size trucks parked on the street occupy a space larger than the average passenger vehicle and are wider thus protruding into the drivable lane of the street. This makes it difficult for residents to maneuver their vehicles out of their driveways and out of curbside parking, as well as passing oncoming traffic

From what I understand, this issue has been partially addressed at a Community Forum. Nonetheless, I am aware that the mayor and Council will be impaneling a committee comprised of community members (and some professional staff) to provide recommendations for solutions. More is expected to follow September when the Mayor and Council reconvene.

3. **Code Violations:** Residents raised concern about resolution of code violations from the date of first initial contact with Code Enforcement or Public Safety to a final resolution of the issue. Examples of this were

- Removal of untagged vehicles which have been untagged for a long period of time (years)

We are unaware of any vehicle violation that has lasted years. That said, we do offer factual information about the removal of untagged vehicles:

Year 2013
Abandoned Vehicles

255 Abandoned Vehicle notices issued

25 Vehicles were impounded

Current Year 2014 as of July 31, 2014

143 Abandoned Vehicles notices issued

8 Vehicles were impounded

As an FYI...vehicles are often removed (or resolved) by their

owners once tagged. Again, we do ask that **EITHER** the police Department **OR** the Office of Code Enforcement is contacted about any abandoned vehicles.

- **Dog nuisance call** (barking). Officer coming to the site but not disembarking from their vehicle to contact the dog owner.

We have dealt with the specific issue that we were made known (as the dog was not next door, but in fact more than few houses down.) The owner of said animal was contacted. This was discovered due to the Officer disembarking from his vehicle and walking the neighborhood (*after the receipt of the call*) on foot.

On a larger note, since this was brought to our attention all officers have been reminded of the importance of these calls and disembarking to ensure contact and or resolution of complaints

A key note of information: For those who wish to expand their knowledge and experience what our officers do on a daily basis (to get a real appreciate of all that occurs) there is an opportunity for the resident to ride along. **Chief Owens may be contacted from more information about this unique and eye opening experience at 301-864-6080.**

4. Freight Railroad System/CSX : Residents raised multiple concerns related to the freight rail company, CSX which passes through Bladensburg.

Noise: The amount of noise and level of noise created by CSX train operators while blowing horns at night makes it difficult for residents to sleep.

The Town has made a complaint to CSX when made aware of the situation from one of our residents. We are awaiting a reply to our stated concern.

Response Plan: Resident expressed concern about whether the Town has a response plan in the event of a train derailment.

The Town maintains a highly effective response plan the dovetails well with both County and State plans. The last deployment of the plan was during the Derecho in the Town. The plan has been subsequently critiqued and updated. Also know that that the plan also speaks to the larger issue of both intra and inter-operability and is

folded into the metro Wide COG plan as an element. Finally, as a point of information, one of the table top exercises done to test the plan was in fact a scenario based exactly on a "train derailment with a level of toxicity."

Right of Ways: Residents have observed the use of railway right of ways in the commercial district by businesses to park vehicles, equipment dumpsters, and dump trash.

We are looking further into this matter.

Thank you for the opportunity to respond to the concerns/ issues addressed. We believe in the effective community collaboration to resolve these types of issues as it takes all of working together to make Bladensburg a better place to live work, worship, and play.

Best Regards,

John Moss

John Moss
Town Administrator
Town of Bladensburg
"Responsible and Responsive Government"

4229 Edmonston Road
Bladensburg, Maryland 20710

(240) 491-8569 (Cell)

Office (301) 927-7048, (301) 927-7962

fax: (301) 927-5257



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Mr. Purnell Hall, Foreman
(phall@bladensburg.net)

4901 Upshur Street
Bladensburg, Maryland 20710
(301) 927-1452

Office Hours: 8:00 a.m. to 4 p.m. (weekdays)

The Public Works Department provides many essential town services, such as building maintenance, snow removal, street maintenance, street cleaning, and traffic sign repair. Additional responsibilities include oversight of street light repair and waste management.

[Leaf Collection](#)
[Litter Pickup](#)

[Mowing Services](#)
[Signs](#)
[Snow Emergency](#)

[Street Lights](#)
[Street Repair](#)

Waste Management

[Bulk Waste Pickup](#)
[Garbage Collection](#)
[Electronics Recycling](#)

[Ordinance](#)
[Recycling](#)
[Yard Waste](#)

[Collection Schedule](#)
[Construction Materials](#)
[Harmful Household Waste](#)

Leaf Collection

During the months of November, December and January, weather permitting, the Department operates its Leaf Collection Program. **Leaves must be placed in brown compostable bags.**

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Litter Pickup

Litter and debris is picked up along Town maintained streets. If litter or debris is on private property, removal is the responsibility of the property owner. The illegal dumping of trash along Town streets ranges from soda cans and coffee cups to tires and construction debris. All this trash must be collected and disposed of in order to maintain a livable community for a healthy and clean environment. To report litter or illegal dumping, please call (301) 864-6080, 24-hours a day.

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Mowing Services

The Department of Public Works provides landscape maintenance of Town rights-of-way. This includes:

- Mowing of medians & along roadsides
- Cleaning of brush
- Graffiti control

To request maintenance of Town rights-of-way, please call (301) 927-1452.

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Signs

The Department of Public Works is responsible for the maintenance and replacement of all traffic control devices and street name signs on Town streets. They include signs and pavement markings. Properly maintained traffic controls are vital to traffic safety. Maintenance of traffic signals are the responsibility of the State Highway Administration (SHA).

To report damaged or missing traffic control devices or street name signs on Town streets, please call (301) 927-1452.

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Snow Emergency

The Town of Bladensburg is responsible for providing passable conditions over a network of almost 30 miles of Town maintained roadways. Clearing roadways consists of plowing, salting, or sanding, as warranted by weather conditions.

During a snow emergency, parking is prohibited along all designated snow emergency routes.

Property owners are responsible for the removal of snow and ice from sidewalks along their property within 48 hours after precipitation has stopped. **Please do NOT shovel the snow/ice back into the street.**

To see live weather and traffic conditions, please see [The Weather Channel](#).

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Street Lights

Requests for new or improved street lights should be directed to the Director of Public Works at (301) 927-1452. The Town does not consider street lighting requests for State or County maintained highways, or Private Streets.

Street Light Repairs

Once street lights are installed, they are maintained by the utility companies. As a result, burned-out or damaged street lights should be reported to the utility company serving the area. This is usually the same company serving your home with electricity. The utility companies prefer that residents report street light problems directly to their offices since residents are in a better position to provide necessary information.

Here are the telephone numbers of the two utility companies serving Bladensburg:

Potomac Electric Power Company (PEPCO)

(202) 833-7500

Baltimore Gas & Electric Company (BG&E)

(800) 685-0123

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Street Repairs

Reporting Street Hazards or Potholes

Potential hazardous street conditions and potholes are made safe by making temporary repairs to the affected area. Permanent repairs will be completed as funds become available.

To report a potential hazard on the Town rights-of-way, which involves sidewalks, curb & gutter, concrete apron, or uneven pavement surfaces, please call (301) 927-1452.

[← Back to top.](#)

Bulk Waste Pickup

Bulk waste includes large items other than yard waste, which cannot be containerized, bagged or bundled. Examples of bulk waste items are refrigerators, carpet rolls, couches, large TV's and lumber. Bulk waste items are collected once per month on the 3rd Saturday at curbside by appointment only. Bulk waste should be placed curbside on the Friday night before the scheduled collection date. **NO more than 4 ITEMS please. Do not leave bulk pick up items outside in yard or driveway any other time, only the day before. Bulk items such as mattresses and appliances as they may provide a breeding place for rodents and other infestations.**

To schedule a pickup, contact the Department of Public Works at (301) 864-2430. For more information, please call (301) 927-1452.

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Household Garbage Collection

The Department of Public Works provides critical solid waste and recycling services to single-family homes through contractual services provided by Republic Services. Trash should be deposited at the curb in a **tightly sealed container before 7:00 a.m.**, on collection days. **COLLECTIONS ARE ONCE A WEEK.** please click the link to see more: [Trash Collection](#)

Electronics Recycling

County residents may drop off their used and unwanted electronics to the residential Electronics Recycling Acceptance Site, free of charge. Businesses may call (301) 883-5045 to obtain information on electronic recycling.

Brown Station Road Sanitary Landfill

11611 White House Road

Upper Marlboro, Maryland

(301) 883-5045

Sunday ONLY - 7:30 a.m. to 4:00 p.m.

Non-commercial vehicles only!

Acceptable Items:

CPUs	computer speakers	cable/wire
mice	main frames	circuit boards
keyboards	copiers	CD players
laptop computers	scanners	radios/stereos
fax machines	surge protectors	VCRs
telephone systems	paggers	component parts
printers	cell phones	

Ink jet & toner cartridges (from printers and fax machines).

Maximum of 5 monitors and/or televisions (non-console) per vehicle per Sunday.

Unacceptable Items:

software	boxes
stereo speakers	appliances (such as toasters and microwave ovens)

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(Current) Town Ordinance

(Upon a Code Review, this ordinance will be changed to reflected present and anticipated community practices and standards.)

§ 61-2. Collection regulations for single-family homes.

A. The following regulations shall apply to all trash and garbage collections for single-family homes within the town:

- (1) All trash and garbage collections shall be made twice weekly as determined by the town. Trash and garbage shall be placed in containers at the curbside late in the evening on the night before scheduled collection or before 7:00 a.m. on the day of pickup. No emptied trash or garbage receptacles and/or containers shall remain at the front curblines longer than twenty-four (24) hours immediately after the trash and garbage pickup services, and all such receptacles/containers shall be removed to the rear of properties unnoticed from the street and public ways.
- (2) All trash, garbage and waste materials shall be placed in metal, plastic or other sturdy containers with a tightfitting lid or sealed in such a manner that animals shall not be attracted by the contents of the receptacles or containers.
- (3) It shall be unlawful to deposit any trash, waste materials or the like in paper containers for any purpose whatsoever or for the purpose of the front curb trash collections.
- (4) No single filled container or bundle shall exceed sixty (60) pounds in weight. There is no limit to the number of standard containers up to thirty-two (32) gallons capacity that may be used, but no more than two hundred (200) pounds will be picked up at any time.
- (5) No automobile parts, tree stumps, large tree trunks and limbs, stone, sod, dirt, poisons, acids, caustics, explosives and paints will be picked up at any time. Articles such as boxes, crates, magazines, newspapers, tree trimmings and hedge cuttings, when not placed in standard containers, must be broken down and tied in compact bundles not heavier than sixty (60) pounds nor more than four (4) feet in length.
- (7) Excess refuse not fitting into standard containers must be prepared in a compact bundle or placed in a disposable container.
- (8) Bulky trash from residences [one (1) item only], such as old refrigerators, washing machines, water tanks and old furniture, must be placed at the front curb. Refrigerators must have their doors removed as a safety precaution. This service will be provided on a weekly basis.
- (9) Leaf collection will be made in the fall of each year on a continual basis as determined by the town. Leaves shall be piled and placed at the curblines, not in the street or gutters.

B. For garbage and trash not covered in this section, special arrangements should be made between resident, agent or owner and the contracting company, provided that such arrangements shall not be in conflict with the ordinances of the town and county

¶ 61-3. Commercial, industrial and institutional garbage and trash removal. Trash originating in institutional, industrial and commercial establishments, including apartment houses, shall be excluded from all municipal garbage and trash pickup. The owners or their representative agents of such institutional, industrial and commercial establishments shall have the responsibility of garbage and trash removal, provided that such garbage and trash removal shall not be in conflict with the ordinances of the town and county.

¶ 61-4. Offensive accumulations prohibited.

It shall be unlawful for any owner, tenant or servant to keep or cause to be kept or to deposit or accumulate any trash, waste materials, rubbish, filth and stagnant water upon his property that would in any manner cause unhealthy, unsanitary and offensive conditions, nor shall any person permit any of the above to remain thereon for a period in excess of twenty-four (24) hours, unless, however, such offensive nuisance becomes a detriment to the immediate property owners or to the neighborhood, in which case action may be taken by the Code Enforcement Officer to abate the nuisance immediately.

¶ 61-5. Burning of garbage and waste.

No owner, tenant, person or servant shall burn any garbage, food substance or animal waste on any property or in any incinerator or open fireplace within the town unless the incinerator is approved for this specific purpose by Prince George's County.

¶ 61-6. Refuse in streams and drainage ditches prohibited.

No person shall dump or throw any waste materials or garbage in any stream or open branch or drainage ditch within the town.

¶ 61-7. Violations and penalties. [Amended 12-24-93 by Res. No. 2-93]

It shall be unlawful to cause or permit any earth, clay, sand, gravel, broken stone, mortar, hay, straw, manure, shavings, sawdust, coal, ashes, paper, rubbish, or any loose material, or any liquid except water to be scattered, dropped, leaked, spilled or let fall from any cart, wagon, truck or other vehicle in which the same may be carried, upon any of the streets or roadways within the Town of Bladensburg, and this prohibition shall apply to the owner, driver, operator, manager, agent, foreman, superintendent or person or persons in charge of such cart, wagon, truck, or other vehicle from which any of the materials hereinbefore mentioned shall be scattered, dropped, leaked, spilled or let fall upon any street or roadway. Any person who violates the provisions of this chapter shall upon conviction be guilty of a municipal infraction and shall be punishable as provided for in ¶C7-2b of the Charter.

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Recycling

Residential recyclables are collected curbside. **Residents are NOT allowed to mix household trash in Recycle bins.** For more information, please call (301) 952-7630.

Cans (aluminum, steel and bi-metal)

- Remember... rinse all beverage and food cans before placing them in your recycling bin
- Remove all lids from food containers.

Glass (clear, brown and green)

- Only glass food and beverage containers are accepted.
- Remember... remove caps and rinse before placing them in your recycling bin.

Paper

- Newspaper, magazines, small catalogs, telephone books and glossy inserts should be placed in paper bags or
- Tied securely and placed next to or on top of your recycling bin (plastic bags are not acceptable)

Plastic

- Narrow-neck plastic containers such as milk and water jugs; beverage containers; detergent bottles; and bleach bottles are acceptable.
- Remember... remove all caps and rinse thoroughly before placing in recycling bin.

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Yard Waste

Yard waste includes grass clippings, leaves, small branches, brush and Christmas trees. For more information about yard waste collection, please call (301) 927-1452.

Yard waste must be placed in, **heavy-duty yard waste paper bags** Cardboard boxes are not acceptable containers.

Limbs must not exceed four (4) feet in length and three (3) inches in diameter and must be securely tied in bundles. Bundles of limbs and bags of dry grass and **leaves must weigh NO more than 25 pounds.**

Do not mix household trash and yard waste. Combined wastes will not be collected.

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Collection Schedule

Bulk Waste

Third Saturday of Month, by appointment (ONLY)

Construction Waste

Tuesday

Harmful Household Waste

Call (301) 883-5045 (MUST CALL) for drop off schedule and locations

Household Trash	Wednesday
Recycling	Wednesday
Yard Waste	Wednesday

Condominiums Pick-up **Friday**

For more information, contact the Department of Public Works at (301) 927-1452.

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Construction Materials

The Department of Public Works will collect construction materials on **Tuesday** from do-it-yourself remodeling or renovation of single family homes, motor vehicle batteries and tires set out at the curb.

Contractors are responsible for hauling away debris from their remodeling or renovation sites.

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Harmful Household Waste

Prince George's County residents who need to dispose of harmful household waste such as cleaners, solvents, poisons, acids, insecticides, oil-based paints, and other hazardous materials may call (301) 883-5045 for the drop off schedule and locations. For further information, please call (301) 883-7600.



Leaders at the Core of Better Communities

FOR IMMEDIATE RELEASE: August 12, 2014 **CONTACT:** Mayor Walter James,
Town of Bladensburg
301-927-7048 or
Wjames@Bladensburg.net

**Mr. John E. Moss Credentialed by
International Local Government Management Organization**

WASHINGTON, D.C.—Mr. John E. Moss, Town Administrator of the Town of Bladensburg, Maryland, recently received the Credentialed Manager designation from ICMA, the International City/County Management Association. Mr. Moss is one of over 1,300 local government management professionals currently credentialed through the ICMA Voluntary Credentialing Program.

ICMA's mission is to create excellence in local governance by promoting professional management worldwide and increasing the proficiency of appointed chief administrative officers, assistant administrators, and other employees who serve local governments and regional entities around the world. The organization's nearly 9,000 members in 27 countries also include educators, students, and other local government employees.

To receive the prestigious ICMA credential, a member must have significant experience as a senior management executive in local government; have earned a degree, preferably in public administration or a related field; and demonstrated a commitment to high standards of integrity and to lifelong learning and professional development.

"Mr. Moss exemplifies the dedication to high professional standards and a commitment to lifelong learning that we appreciate and propels the drive for excellence of public service in our community." Mayor James stated.

Mr. Moss is well qualified by his many years of professional local government executive experience, extensive educational background, and his commitment to meeting or exceeding the professional standards set by ICMA. Prior to his appointment as Town Administrator for the Town of Bladensburg, he served as the Town's Police Chief, as well as several vital law enforcement roles in the Prince George's County Government to include the Deputy Police Chief and Chief Assistant Sheriff.

Mr. Moss has also made and is continuing to make significant contributions to a number of other organizations, including as a State Commission for the Critical Bay Area Commission, The Port Towns Community Development Corporation, Prince George's Green, and the Maryland City County Management Association (MCCMA).

For more information regarding the ICMA Voluntary Credentialing Program, contact Jenese Jackson at ICMA, 777 North Capitol Street, N.E., #500, Washington, D.C. 20002-4201; jjackson@icma.org; 202-962-3556.

About ICMA

ICMA, the International City/County Management Association, advances professional local government worldwide. The organization's mission is to create excellence in local governance by developing and fostering professional management to build sustainable communities that improve people's lives. ICMA provides member support; publications; data and information; peer and results-oriented assistance; and training and professional development to 9,000 city, town, and county experts and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect millions of people in thousands of communities, from small villages and towns to large metropolitan areas.

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