



**GM Leadership Report**  
**John Viola – General Manager**  
**Linda Martin – Sr. Director of Administration**  
**November 22, 2025**

- Initiatives
  - Firehouse
  - Irrigation
  - Beach Club
  - Yacht Club
  - Clubhouse
  - Docks at Clubhouse
- Water & Wastewater
- Amenities
- Beautification
- Golf Course
- Vehicles
- Budget
- IT
- Leaf Collection
- Metrics

# Initiatives

- Firehouse
  - Obtaining bids – will go forward with recommendation to the Board at the December meeting
  - Still expected shovel in ground this Winter
  - Public Works configuring their office/building for use by Fire Department



# Initiatives

- Irrigation
  - Irrigation Services Inc. dropping off equipment/materials for preparation of Phase II of irrigation project on holes 4, 5, 6, 7, & 8
  - Project timeline: November-March
  - Total cost: \$810,500  
Approved by Board 5/24/25
  - Golf Maintenance preparing 19<sup>th</sup> green to be opened for use during the irrigation project

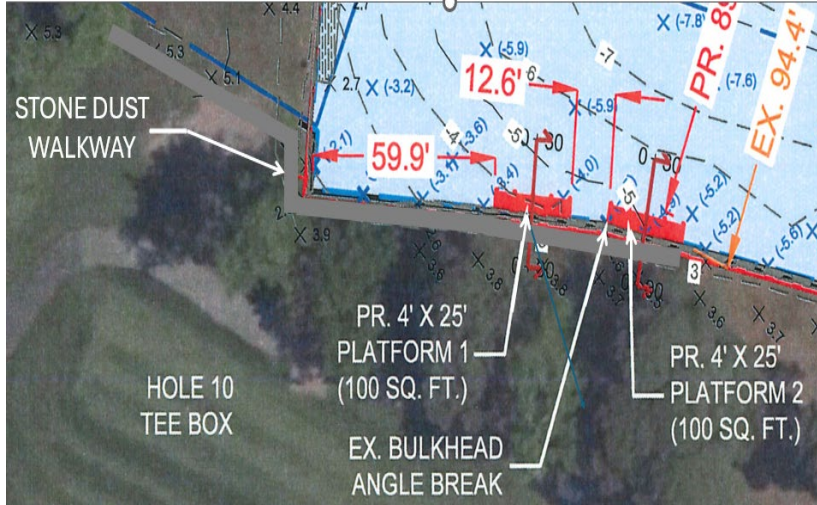
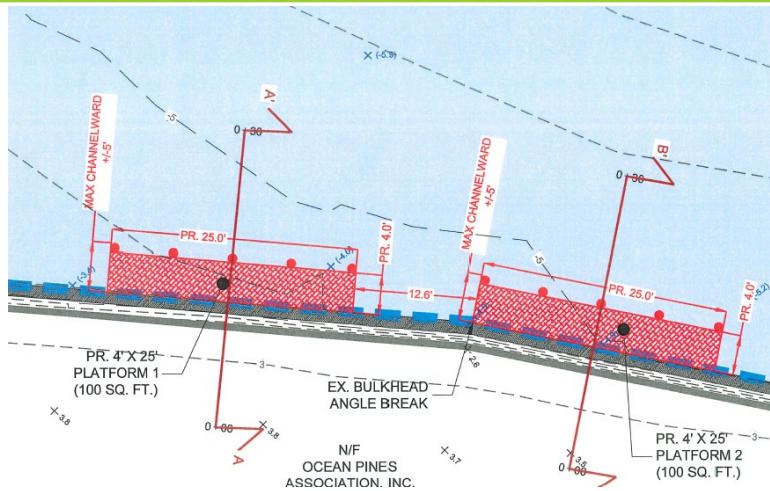


# Initiatives

- Beach Club
  - Agreement signed with Atlantic Planning & Development for basement plans and engineering design
  - Total cost: \$75,000                      Approved by Board 10/25/25
- Yacht Club
  - Moving forward with engineering design of outdoor kitchen (Vista Design)
  - Total cost: \$40,800                      Approved by Board 10/25/25
- Clubhouse Pavilion
  - Moving forward with engineering design and plans for outdoor pavilion (Vista Design)
  - Total cost: \$51,000                      Approved by Board 10/25/25

# Initiatives

- Docks at Clubhouse
  - Proposed 4 transient slips at 10<sup>th</sup> tee
  - Stone pathway will lead from slips to side of fence to Clubhouse
  - Total cost of slips: \$14,000



# Water & Wastewater

- Press release sent out by Chip Bertino on November 10<sup>th</sup> details the increase (see addendum)
- County approved increase in quarterly water bills, averaging a triple fee compared to prior quarter
- This effects not only individual properties, but Ocean Pines facilities as well, with the increase being reflected in the proposed budget
  - \$21 on assessment
  - Could be adjusted if pricing increase at individual amenities

## Ocean Pines Association Worcester County Water/Sewer Expense

	October YTD 25/26		
	Budget	Actual	Variance
Admin	9	44	(35)
Aquatics	18	33	(15)
Golf	5	14	(9)
Racquet	2	4	(2)
Marina	2	3	(1)
<b>OPA Subtotal</b>	<b>36</b>	<b>98</b>	<b>(62)</b>
Food & Beverage *	11	27	(16)
<b>Total</b>	<b>47</b>	<b>125</b>	<b>(78)</b>

	Full Year 25/26		
	Budget	Estimate	Variance
Admin	18	117	(99)
Aquatics	31	56	(25)
Golf	11	35	(24)
Racquet	4	13	(9)
Marina	3	6	(3)
<b>OPA Subtotal</b>	<b>67</b>	<b>227</b>	<b>(160)</b>
Food & Beverage *	22	63	(41)
<b>Total</b>	<b>89</b>	<b>290</b>	<b>(201)</b>

\* There is no OPA FY25/26 Water/Sewer budget for Food & Beverage, as these costs are billed to TOI.  
Food & Beverage numbers included in the budget column above represent the actual expenses incurred last fiscal year.

# Amenities

- Community Center
  - Replacement HVAC unit being installed by Public Works
  - Total cost: \$14,155.54
- Bocce Courts
  - Paver installation at Bocce Courts almost complete

# Beautification



- Holiday decorations in progress
- Addition of sponsored lighted decorations in medians
- Enhanced lighting added to all OPA buildings





# Golf Course



- Started prep for tee renovations on #1, #2, #7 and #8

- Iron cutter bermuda grass sod delivered
- Existing sod stripped in a few areas
- Tees aerified to prepare for sod installation
- New sod completed this week on #1 and #2 tee



- Maintenance increases

- FY25-26: estimated \$110K or 14% vs. FY24-25 actual
- FY26-27 proposed: \$58K or 7% versus FY25-26 estimate



# Vehicles

- Coming forward today during capital request for approval to replace Ford Escape currently utilized by CPI staff (car pool)
- Vehicle is 6+ years and was evaluated to be replaced
- Was scheduled to be replaced in the upcoming budget
- Vehicle will be part of car pool
  - Note: by going to a car pool, we reduced our fleet (non-police) by 6 vehicles

# FY 2026/2027 Budget

- Prepared proposed budgets with all departments (bottom-up)
- Increased cost of safety to be around 42% of the assessment
  - Police pension equivalent and new fire department
- Waiting on DMA draft study to finalize budget (scheduled to receive end of November)
- Budget and Finance and the Board review (separate dates) will be scheduled in December, once we received DMA information

# IT



**Get the **NEW** Ocean Pines App!**

Our new app lets you access your Ocean Pines membership account to make payments, review statements, make tee times, keep up with news, receive information notifications, and much more!



Get it on Google Play

Download on the App Store

- Ocean Pines app
  - Can access your membership account to make payments and review statements, make tee times, keep up with news, receive information notifications, and much more!
- Phones
  - Most facilities have had their phones replaced
  - Aquatics being replaced now
  - Administration Building to be started at the beginning of the year

# Leaf Collection

- Public Works to collect bagged leaves from November 24-December 31 (on opposite days of trash pick up)
  - Paper bags available at Public Works at a discounted rate vs. Home Depot
- Public Works yard will also be open for drop off November 24-January 3 (excluding holidays and Sunday's)
- As in prior year, the leaf vacuum will not be operating – owners are responsible bagging up leaves in the ditch
  - Any leaves raked up to the road will receive a violation notice
  - Any leaves raked into the ditch will receive a violation notice



# CPI Violation Dashboard

## October

### Violations

As of 10/1/25	New Violations	Closed Violations	As of 10/31/25
135	26	27	134

- 26 violations initiated in October: 2 box trailer, 1 deck screening, 1 grass, 3 maintenance, 1 multiple boat trailers, 7 no permit, 3 trash/debris, 2 trees, 2 vehicle parking, 1 wire fence
- 27 violations complied out; 134 remain open
  - 49 maintenance/trash/debris; 31 no permit; 5 trees; 49 miscellaneous
- 91 of the 134 violations still open are in legal

# Work Orders

## October

Open Work Orders as of 10/1/25	New Work Orders	Closed Work Orders	Open Work Orders as of 10/31/25
188	71	64	195

- 71 work orders initiated in October: 8 bulkhead; 16 drainage; 8 grounds/landscaping; 2 roads; 5 signs; 32 general maintenance
- Majority still open in drainage (72):
  - 10 – over 30 days; 48 – over 60 days
    - Average 1-4 work orders a day to complete depending upon severity

# Customer Service Dashboard

(from info@oceanpines.org)

## October

Type	# Received – Oct.
Amenities	13
CPI	8
Drainage	0
General	22
Public Works	4
<b>TOTAL</b>	<b>47</b>

### Questions? Concerns?



**EMAIL**

**info@oceanpines.org**



**CALL**

**410.641.7717**

After hours, call Ocean Pines Police at 410.641.7747.



# Addendum



# Addendum

Water and sewer users will see increases in their bills beginning this quarter. Rates in each of the 11 water and wastewater sanitary service areas (SSAs) increased in fiscal year 2026 to cover actual operating and maintenance costs increases.

The service areas were designed to fund themselves, but they were underfunded for years. If the rates remained flat from FY25, revenues would not cover actual expenses for FY26 in each of the service areas.

Base fees per EDU increased and usage tiers changed for residential and commercial customers. The rate structure in the West Ocean City SSA changed from a “fixtures” basis to a “per EDU” basis, as part of County efforts to implement similar rate structures across the service areas.

Water bills tend to run higher during this quarter for homeowners who irrigate their properties. The remaining three quarters typically experience less water usage and, thus, reflect lower usage fees.

Expenses reflect increased operating costs, including higher chemical prices and additional regulatory requirements to test for PFAS (per- and polyfluoroalkyl substances). PFAS, often referred to as forever chemicals, are widely used, long-lasting chemicals that can be harmful to human health and pose environmental risks.

The County also implemented accessibility fees in FY26 to undeveloped properties with one or more equivalent dwelling units (EDUs). Note, some areas were already being charged accessibility fees. These fees play a key role in the county’s efforts to establish uniform, transparent rates across the SSAs, so that adequate funding is available to 1) cover current operating and maintenance costs and 2) establish reserve funding to pay for future infrastructure improvements.

Undeveloped properties that are holding EDUs are guaranteed future access to public water and/or sewer, and they play a key role in supporting the operating and maintenance needs of the service areas where they are located. These fees ensure that all properties that benefit from access to a public water and/or wastewater system contribute proportionally to the costs to build and maintain that infrastructure (e.g., treatment plants, pump stations, mains). Without these fees, existing, connected users would be required to shoulder all these costs.

Any owner of an undeveloped property that has been allotted an EDU may be able to return the EDU. However, due to capacity limitations and development demands, EDUs may not be available if a property owner decides later to develop the land. Furthermore, the property owner would be required to buy the EDU back at the cost assessed at the time of purchase. For more information about EDUs, contact Worcester County Environmental Programs at 410-632-1220, ext. 1601.

To learn more about accessibility fees, please contact the Water and Wastewater Division’s billing department at 410-632-0686 and select Option 4.

For detailed information about rates in each of the 11 service areas, visit <http://www.co.worcester.md.us/.../publicworks/water/charges>.

# Financials



# MONTH OF OCTOBER 2025 FINANCIAL RESULTS

(in 000's)	OCT MTD Op Income/(Loss)		Favorable / (Unfavorable)
	Budget	Current Year	Budget
<b><u>Amenities:</u></b>			
Golf Combined	60	52	(8)
Aquatics	(26)	(35)	(9)
Beach Parking	12	12	0
Racquet Sports	(14)	(13)	1
Marinas	(7)	1	8
Food & Beverage *	6	40	34
<b>Subtotal Amenities</b>	<b>31</b>	<b>57</b>	<b>26</b>
Recreation & Parks	(35)	(52)	(17)
<b><u>Safety:</u></b>			
Police	(162)	(160)	2
Fire/EMS	(96)	(96)	0
<b><u>Support:</u></b>			
Administration/GM Office	23	(40)	(63)
Pub Works/CPI/Gen Main	(195)	(171)	24
Finance	(73)	(51)	22
Marketing	(15)	(3)	12
<b>TOTAL</b>	<b>(522)</b>	<b>(516)</b>	<b>6</b>

\* Favorability is due to the allocation of the insurance expense budget attributed to F&B for the first 6 months of the year that was previously included in Administration.

# OCTOBER 2025 YTD FINANCIAL RESULTS

(in 000's)	OCT YTD Op Income/(Loss)		Favorable / (Unfavorable)
	Budget	Current Year	Budget
<b><u>Amenities:</u></b>			
Golf Combined	754	783	29
Aquatics	243	216	(27)
Beach Parking	539	520	(19)
Racquet Sports	61	(1)	(62)
Marinas	294	346	52
Food & Beverage	298	305	7
<b>Subtotal Amenities</b>	<b>2,189</b>	<b>2,169</b>	<b>(20)</b>
Recreation & Parks	(229)	(186)	43
<b><u>Safety:</u></b>			
Police	(542)	(515)	27
Fire/EMS	(577)	(577)	0
<b><u>Support:</u></b>			
Administration/GM Office	5,294	5,394	100
Pub Works/CPI/Gen Main	(1,139)	(1,103)	36
Finance	(460)	(365)	95
Marketing	(135)	(81)	54
<b>TOTAL</b>	<b>4,401</b>	<b>4,736</b>	<b>335</b>

# UNAUDITED RESERVE SUMMARY

## OCTOBER 2025 (\$ MILLIONS)

	General Replace	Bulkheads	Roads	Drainage	New Capital	Total
<b>4/30/25 Balance</b>	<b>\$ 4.8</b>	<b>\$ 0.2</b>	<b>\$ 1.1</b>	<b>\$ 0.1</b>	<b>(\$ 0.2)</b>	<b>\$ 6.0</b>
Contributions/Interest	2.1	1.0	-	-	0.1	3.2
Casino Funds	-	-	0.3	0.3	-	0.6
Transfer (Spend)	(0.6)	(0.3)	(0.2)	-	(0.1)	(1.2)
<b>10/31/25 Balance</b>	<b>\$ 6.3</b>	<b>\$ 0.9</b>	<b>\$ 1.2</b>	<b>\$ 0.4</b>	<b>(\$ 0.2)</b>	<b>\$ 8.6</b>
FY26 EST Spend	(1.1)	(0.9)	(0.2)	(0.2)	(0.3)	(2.7)
<b>4/30/26 EST Balance</b>	<b>\$ 5.2</b>	<b>-</b>	<b>\$ 1.0</b>	<b>\$ 0.2</b>	<b>(\$ 0.5)</b>	<b>\$ 5.9</b>



OCEAN PINES, MARYLAND

**Treasurer's  
Report -  
Monica  
Rakowski**

# Cash & Short-Term Investments

## Month of October

- As of October 31, 2025, the Association had approximately (~) \$16.5M in Cash
  - Cash Decreased ~ \$519K from the Same Time Period Last Year
  - Cash Decreased ~ \$631K from September 2025
  - \$7.9M Invested in CDAR's
  - \$50K in Interest Income Recognized for the Month
  - Remaining \$8.6M in Insured Cash Sweep, Treasury Bills, Money Market and Other Operating Accounts (Diversified Between 2 Local Banks)





# Capital Requests

## 2025 Ford Bronco

Requesting authorization to go forward with staff recommendation of \$40,039 for Pittsville Motors