



GM Leadership Report
John Viola – General Manager
Linda Martin – Sr. Dir. of Administration
May 30, 2026

**WE HAVE
SOMETHING
SPECIAL
HERE**

GM Report

- Initiatives
 - Firehouse
 - Tiki Kitchen
- Water & Sewer
- Vets Memorial
- Maintenance
- Beautification
- Bridge Damage
- Roads
- Work Groups
- Police
- Insurance Award
- Metrics

Firehouse (The Big Dig)

- Status: green
- Site work:
 - Compaction situation
 - Public Works began replacing fill dirt week of May 4
- Foundation permit issued
 - Work to begin on foundation in June
- 55-60 weeks for completion



Tiki Kitchen

- Status: received certificate of occupancy from County May 22nd; opened May 29th
- Plans/drawings were presented on numerous occasions as a 22 x 26 structure
- Began installing kitchen equipment week of May 10th
- Kitchen to operate as food service only to patrons on patio and pool – food will still be ordered through wait staff



Water & Sewer

Ocean Pines Association Worcester County Water/Sewer Expense

(in 000's)

	FY25/26 Budget	FY25/26 Actual	FY26/27 Budget	Budget Variance	Additional Assessment \$'s
Admin	18	101	117	(99)	(12)
Aquatics	31	60	56	(25)	(3)
Golf	11	33	35	(24)	(3)
Racquet	4	6	15	(11)	(1)
Marina	3	6	6	(3)	(0)
OPA Subtotal	67	206	229	(162)	(19)
Food & Beverage	22	57	71	(49)	
Total	89	263	300	(211)	

OPA

Water & Sewer Highlights

- Edu Fees above represent the Debt Service Fees that were previously in place prior to FY25/26 & account for approximately \$35K or \$36/quarter per active Edu
- Previous to FY25/26, Service Fees amounted to approximately \$20K in total, and there were no Access Fees
 - Currently, Service Fees are @ \$209 per Edu per quarter as opposed to the prior tiered fixed pricing
 - As a result of this revised formula, OPA incurs roughly \$150K in these charges annually
 - New FY26/27 County Budget has these charges/fees increasing to \$219.45 per Edu
- Accessibility Fees' sizable increase is new to FY25/26
 - Currently, there is \$177.65 charged per quarter on "Unconnected Edus" (79 for OPA), as well as undeveloped "mailbox" lots (44 for OPA)
 - This represents ~ \$87K in annual Accessibility Fees
 - In the FY27 County Requested Budget, this Accessibility fee is expected to increase \$8.88 or ~ \$4K annually
- Bay Restoration Fees of \$15/quarter per Edu is possible as well for FY26/27, which would represent an incremental amount of ~ \$17K

Water & Sewer

Ocean Pines Association Breakdown of Worcester County Water/Sewer Fees

(in 000's)

	FY26/27 Budget	FY26/27 Estimate	Variance
Estimated Usage Fees	35	35	-
EDU Debt Service Fees	36	18	18
Accessibility Fees	87	91	(4)
Water & Sewer Service Fees	142	166	(24)
Total OPA Water & Sewer	300	310	(10)
Yacht Club (F&B)	(53)	(52)	(1)
Clubhouse (F&B)	(18)	(17)	(1)
Total OPA (Less F&B)	229	241	(12)

- **Proposed Increases in FY26/27:**
 - *Water & Sewer Service Fees = \$10.45/Edu*
 - *Accessibility Fees = \$8.88/Edu*
 - *Bay Restoration Fees = \$15/Edu*
- **Proposed Decrease in FY26/27:**
 - *Edu Debt Service Fees = (\$18)/Edu*

Vets Memorial

- Paver/wall work contracted out and paid for by foundation
- General maintenance completed by Public Works:
 - Removed landscaping, plants, and stones; installed new plants
 - Removed all benches and reinstalled
 - Put in drip irrigation around the plants
 - Put down landscape fabric and covered with stone
 - Installed letters and plaque on the new wall
 - Repaired power for lights and replaced 2 lights
 - Repaired conduit damaged during construction
 - Replaced 2 lights for flagpoles
 - Cut and trimmed grass



Maintenance

- Swim & Racquet bathrooms
 - Restroom work completed
 - Included new partitions and mats for floors



Beautification

- The Great Blizzard Clean-up:
 - Completed!
 - 181 loads of mulch hauled from the Public Works yard and White Horse Park
 - Cost for cleanup: \$10,637
 - Public Works yard closed until further notice
 - Public Works started opening the yard the whole month of May (and November) in 2020
 - Saturday only drop off for May and November began in 2018
 - Yearly Wednesday drop off just began last year

BEFORE



AFTER



Beautification

- Landscaping throughout community updated for the season



Beautification

- Palm trees added to Beach Club and Yacht Club
- Total cost: \$9,805



Bridge Damage

- North gate bridge hit on May 9th
- Estimated cost to repair: \$3,120 (insurance claim)



Roads

- Emergency sinkhole repair on May 19th on Ocean Parkway
 - Work completed by Deppe Brothers
 - Temporarily filled with stone – will be patched over by contractor
- Cost to repair: \$27,325
- Pipe underneath road will be added to the list for CIPP (cured in place pipes) this year
 - Work to be performed by Pelican Underground



Work Groups

- GM forming work groups for every amenity
 - To share work that has been completed or scheduled
 - Feedback on conditions of the amenity and ways it can be approved
- Golf:
 - First meeting held on May 15th
 - Frank Brown, John Ellis, Kathy Monaco, Kitty Sawchak, Denise Stevens, Darin Stuiber, and Steve Zeigler
- Racquet Sports:
 - Meeting scheduled for June 2nd
 - Deb Downing, Cathy Levatino, Jack McLaughlin, Michele Starks, and Claire Walker
- Aquatics and Recreation groups also to be formed

Police

- Where we were 3 years ago: 8 police officers
- Where we are now: 8 police officers
 - 4 have left over the last year
- Salary study conducted
 - Conducting a review of starting salaries to be competitive with neighboring agencies
- The heavy lifting by Lieutenant Bailey, Lieutenant Schoepf, and Sgt. Martin, plus the rest of the team, has stabilized the department
- The GM has again reached out to Worcester County Sheriff's Department for assistance
- We would also like to thank Chief Robinson for his 3 years of service

Insurance Award



Chesapeake
Employers Insurance

Ocean Pines Association
Earns 2026 CEI
Dividend Check



2026
Premier Workplace Safety Award

Ocean Pines Association



\$30,291 Dividend Awarded for Safety Performance

Presented to Steve Phillips, Director of Finance for Ocean Pines and John Viola, General Manager of Ocean Pines



CPI Violation Dashboard

April

Violations

As of 4/1/26	New Violations	Closed Violations	As of 4/30/26
127	41	42	126

- 41 violations initiated in April: 16 maintenance/trash/debris, 10 no permit, 3 trees, 12 miscellaneous
 - Miscellaneous include: deck screening, driveway, fence screening, lighting, propane tank screening, shed color, unregistered vehicle, wire fence
- 42 violations complied out; 126 remain open
 - 47 maintenance/trash/debris, 26 no permit, 8 trees, 45 miscellaneous
- 53 of the 126 violations still open are in legal

Work Orders

April

Open Work Orders as of 4/1/26	New Work Orders	Closed Work Orders	Open Work Orders as of 4/30/26
129	89	38	180

- 89 work orders initiated in April: 9 bulkhead, 15 drainage, 15 grounds/landscaping, 10 roads, 1 sign, 39 general maintenance
- Majority still open in drainage (68):
 - 10 – over 30 days; 43 – over 60 days
 - Average 1-4 work orders a day to complete depending upon severity

Customer Service Dashboard

(from info@oceanpines.org)

April

Type	# Received – Apr.
Amenities	19
CPI	11
Drainage	0
General	35
Public Works	15
TOTAL	80

Questions? Concerns?



EMAIL

info@oceanpines.org



CALL

410.641.7717

After hours, call Ocean Pines Police at 410.641.7747.



Financials



UNAUDITED MONTH OF APRIL 2026 FINANCIAL RESULTS

(in 000's)	APR MTD Op Income/(Loss)		Favorable / (Unfavorable)
Amenities:	Budget	Current Year	Budget
Golf Combined	22	23	1
Aquatics	(51)	(23)	28
Beach Parking	11	6	(5)
Racquet Sports	(35)	(33)	2
Marinas	(6)	(9)	(3)
Food & Beverage	38	34	(4)
Subtotal Amenities	(21)	(2)	19
Recreation & Parks	(52)	(61)	(9)
Safety:			
Police	(340)	(335)	5
Fire/EMS	(96)	(96)	0
Support:			
Administration/GM Office	(21)	(20)	1
Pub Works/CPI/Gen Main	(201)	(186)	15
Finance	(77)	(74)	3
Marketing	(12)	(6)	6
TOTAL	(820)	(780)	40

UNAUDITED APRIL 2026 YTD FINANCIAL RESULTS

(in 000's)	APR YTD Op Income/(Loss)		Favorable / (Unfavorable)
	Budget	Current Year	Budget
<u>Amenities:</u>			
Golf Combined	489	494	5
Aquatics	1	(30)	(31)
Beach Parking	608	586	(22)
Racquet Sports	(38)	(84)	(46)
Marinas	263	310	47
Food & Beverage	497	495	(2)
Subtotal Amenities	1,820	1,771	(49)
Recreation & Parks	(505)	(473)	32
<u>Safety:</u>			
Police	(1,792)	(1,730)	62
Fire/EMS	(1,154)	(1,154)	0
<u>Support:</u>			
Administration/GM Office	5,179	5,214	35
Pub Works/CPI/Gen Main	(2,359)	(2,213)	146
Finance	(934)	(774)	160
Marketing	(255)	(181)	74
TOTAL	0	460	460

UNAUDITED RESERVE SUMMARY

APRIL 2026 (\$ MILLIONS)

	General Replace	Bulkheads	Roads	Drainage	New Capital	Total
4/30/25 Balance	\$ 4.8	\$ 0.2	\$ 1.1	\$ 0.1	(\$ 0.2)	\$ 6.0
Contributions/Interest	1.7	1.0	-	-	0.6	3.3
Casino Funds	0.3	-	0.3	0.3	-	0.9
Transfer (Spend)	(2.4)	(0.9)	(0.2)	-	(0.3)	(3.8)
4/30/26 Balance	\$ 4.4	\$ 0.3	\$ 1.2	\$ 0.4	\$ 0.1	\$ 6.4



OCEAN PINES, MARYLAND

**Treasurer's
Report -
Monica
Rakowski**

Cash & Short-Term Investments

Month of April

- As of April 30, 2026, the Association had approximately (~) \$17.3M in Cash
 - Cash Decreased ~ (\$0.4M) from the Same Time Period Last Year
 - Cash Increased ~ \$3.2M from March 2026
 - \$9.5M Invested in CDAR's
 - \$39K in Interest Income Recognized for the Month
 - Remaining \$7.8M in Insured Cash Sweep, Treasury Bills, Money Market and Other Operating Accounts (Diversified Between 2 Local Banks)



Addendum



Addendum

Public Safety Increases to Assessment

FIRE/EMS

Fiscal Yr	Description	Cost	Assessment Dollars
2022-23	Addition of 3 FT Positions	\$ 297,593	\$ 35
2022-23 & 2023-24	Revenue Increases	\$ (99,723)	\$ (12)
2022-23 & 2023-24	Apparatus Funding Increase	\$ 110,671	\$ 13
2024-25	Revenue Increases (Net)	\$ (30,667)	\$ (4)
2025-26	Apparatus Funding (75/25 Effect)	\$ 133,324	\$ 16
2026-27	New Firehouse Building (Est Annual Depreciation)	\$ 100,000	\$ 12
TOTAL INCREASES		\$ 511,198	\$ 60

POLICE

Fiscal Yr	Description	Cost	Assessment Dollars
2023-24	Mark to Market	\$ 72,853	\$ 9
2024-25	401K Profit Sharing	\$ 150,000	\$ 18
2024-25	Mark to Market	\$ 89,994	\$ 11
2024-25	Axon/Lexipol & Other Contracted Services	\$ 38,509	\$ 5
2024-25	Decrease FTE	\$ (76,000)	\$ (9)
2025-26	Accumulated Depreciation Increases for Vehicles	\$ 56,531	\$ 7
2025-26	Wages and Benefit Increases	\$ 98,580	\$ 12
TOTAL INCREASES		\$ 430,467	\$ 51

Addendum Public Safety Increases to Assessment

POLICE CRUISERS

	Annual Depreciation	Annual Assess Dollars	Accumulated Assess \$'s
Base Year (7 Vehicles):			
(2) 2018 Police Ford Interceptors	6,391	1	1
(1) 2016 Pick-up Truck	659	0	1
(3) 2021 Dodge Durangos	10,140	1	2
(1) 2020 Chevy Tahoe	4,233	0	3
FY22-23 (Add 3 Vehicles):			
(3) 2022 Chevy Tahoes	16,134	2	4
FY24-25 (Add 4 Vehicles):			
(2) 2024 Dodge Durangos	17,360	2	6
(2) 2025 Dodge Durangos	17,710	2	9
FY25-26 Estimate:			
(1) 2025 Dodge Durango	10,582	1	10
Total Vehicles (15)	83,209	9.8	

	20-21	21-22	22-23	23-24	24-25	25-26	26-27
Police Total Depreciation	106,070	128,337	139,747	142,896	163,201	180,517	177,920
Assessment Dollars Reserve Contrib	13	15	17	17	19	21	21

Addendum Assessment History

YEAR	NON-WATER	WATER DIFFERENTIAL	WATER NON-	
			WATER	BULK
2014	914	465	1,379	1,004
2015	909	465	1,374	999
2016	921	465	1,386	1,011
2017	921	465	1,386	1,011
2018	921	465	1,386	1,011
2019	951	465	1,416	1,041
2020	986	465	1,451	1,076
2021	986	515	1,501	1,076
2022	996	615	1,611	1,086
2023	896	615	1,511	986
2024	883	615	1,498	973
2025	850	615	1,465	940
2026	875	640	1,515	965
2027	915	665	1,580	1,005

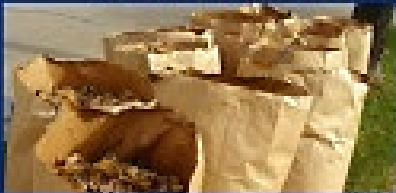
NOTE: ALL ESTATE LOTS ARE 1.5 TIMES THE ABOVE RATES

Addendum Drainage Spend

- ▶ “Bag It We Will Grab It”
 - ▶ Paper bags only – to be picked up by Public Works and Republic Services

**PAPER BAG IT
WE WILL GRAB IT!**

**CALL OP PUBLIC WORKS TO LET
THEM KNOW ABOUT PICK UP**



**OP PUBLIC
WORKS
410.641.7425**

- ▶ Total spent on drainage (2021-2025) – \$2,258,647.75:
 - ▶ Includes repairs, pipe replacements, excavating, and CIPP liners
 - ▶ Total CIPP liners (\$863,840.97) from drainage reserves:
 - ▶ 2020/2021: \$207,167.47
 - ▶ 2022/2023: \$446,036.50
 - ▶ 2024/2025: \$210,637.00