

Engaging with County Government



The Best Place - For All



Presentation Overview

01

Reporting Concerns

- See-Click-Fix/311
- DPW Emergency Numbers
- Community Engagement & Constituent Services (CECS)
- Tips & Best Practices

02

Proactive Engagement

- Engage Arundel Website
- Resources for HOAs and Community Associations
- The Budget Process



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Reporting Concerns



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See-Click-Fix / 311

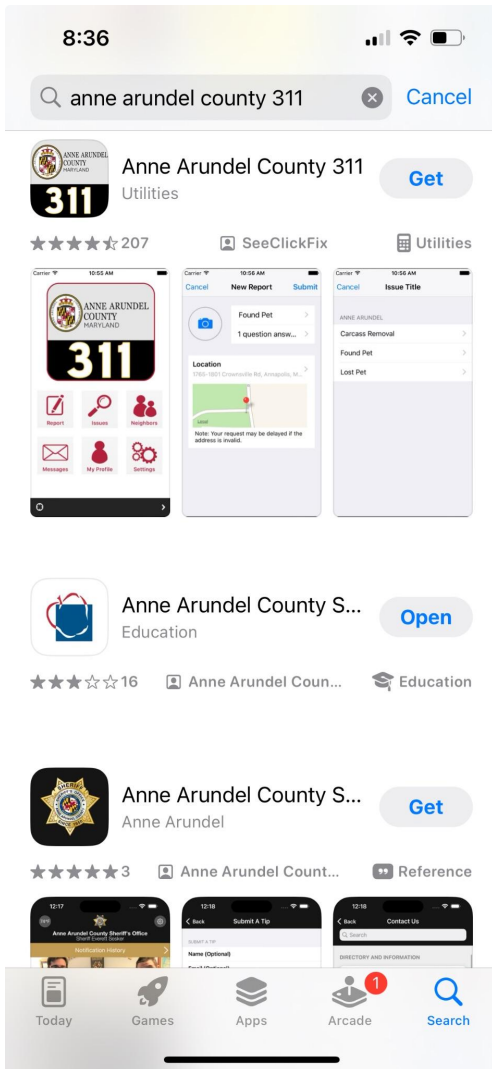
- This can often be your first outreach to County Government
- 48 of the most common types of issues can be reported and they are automatically routed to the correct department

HOW TO SUBMIT A CONCERN ON YOUR COMPUTER OR MOBILE DEVICE

1. Enter your location
2. Select the type of issue
3. Answer a few questions and attach photos, if necessary
4. Submit



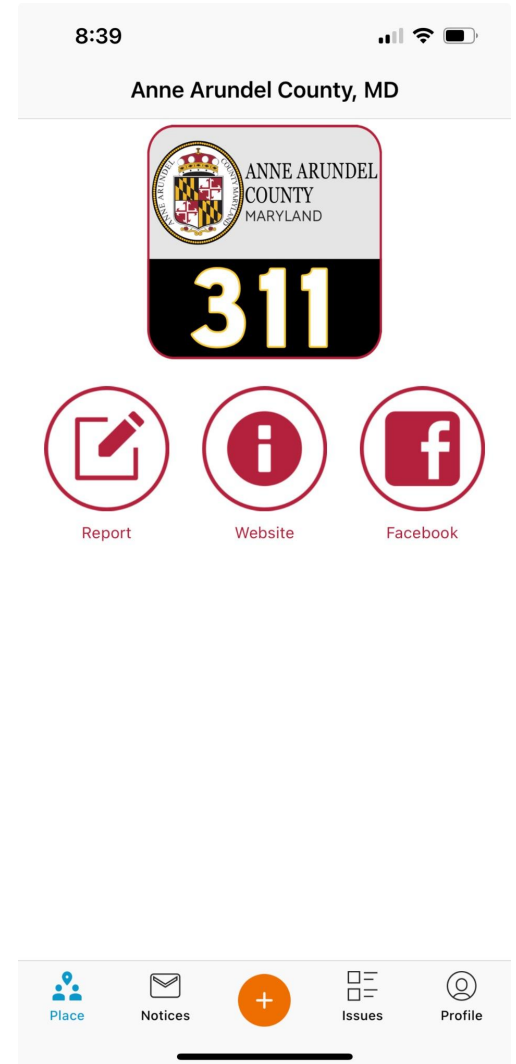
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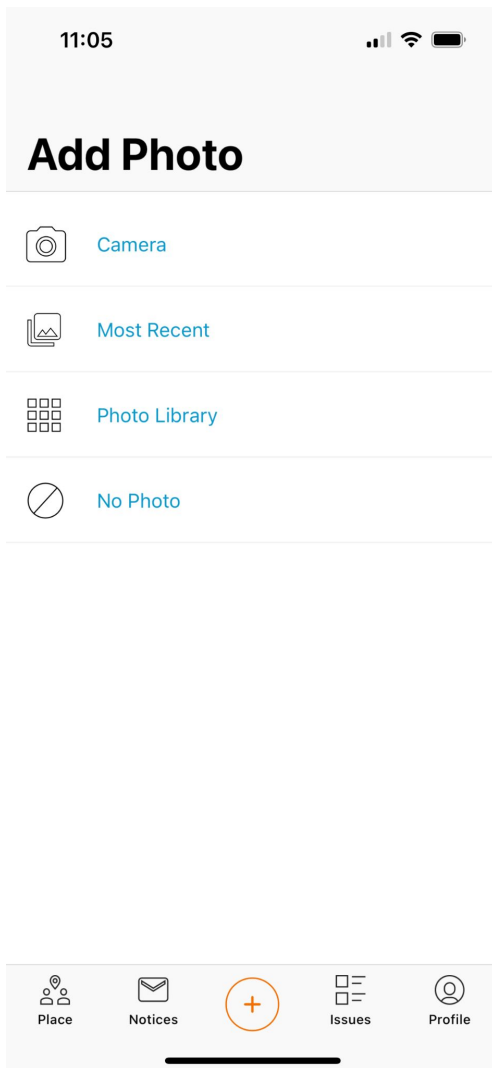
Download the app from the App Store or Google Play. Search for “Anne Arundel County 311”



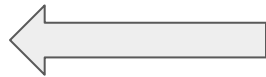
This is what the home screen looks like when you open the app. To begin, select “Report” or click on the orange circle with the plus sign.



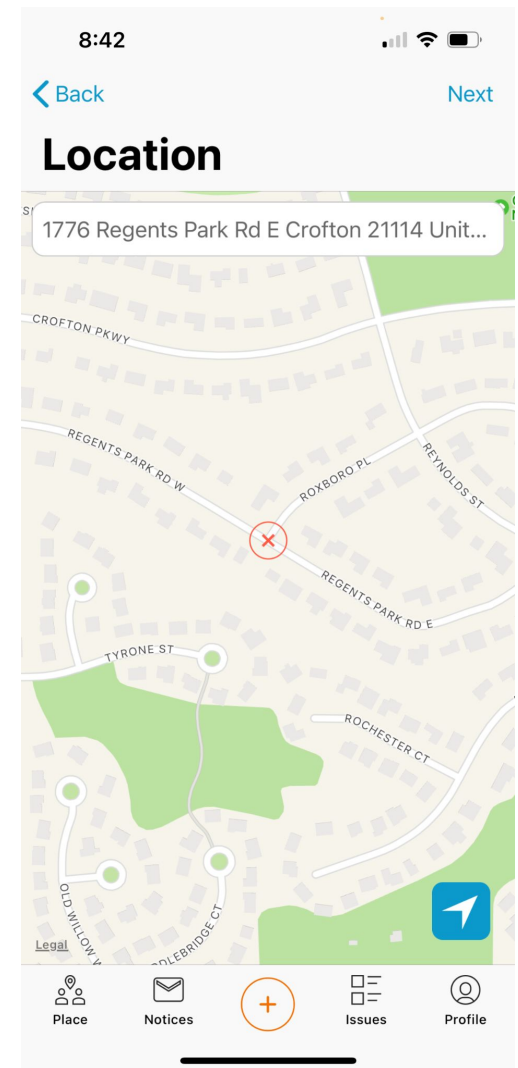
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Select how to upload a picture (or not to). You can (a) open your camera and take a picture while the app is in use, (b) select your “most recent” pictures, or (c) select from your photo library



Drag the red X to the correct location. The address will change as you move the X around the map



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8:42 📶 🔋

[Back](#) Next

Category

🔍 Search

Animal Care & Control

Found Pet

Lost Pet

Carcass Removal

Inspection and Permits

Grading Violation






Drainage Complaint "Non-Roadway"

Building Violation

Other

Cable Service

Graffiti

 Place
  Notices
 
 Issues
  Profile

Select the correct issue
from the list provided





Answer the questions
about the issue and then
submit





3:44 📶 🔋


[Back](#) **Report** [Submit](#)

 **Pothole**
1713 Crofton Pkwy, Crofton 21114,
United States






 **Description**
[Add your answer.](#)

 **Note**
Roads with route numbers are the responsibility of the Maryland State Highway Administration. If the road for which you are requesting service has a route number please contact the Maryland State Highway Administration at http://marylandsha.force.com/customercare/request_for_service otherwise proceed with your request.

 **Please provide your name**

 **Please provide your telephone number**

☒ **Would you like to be contacted about the issue?**
☐

 Place
  Notices
 
 Issues
  Profile



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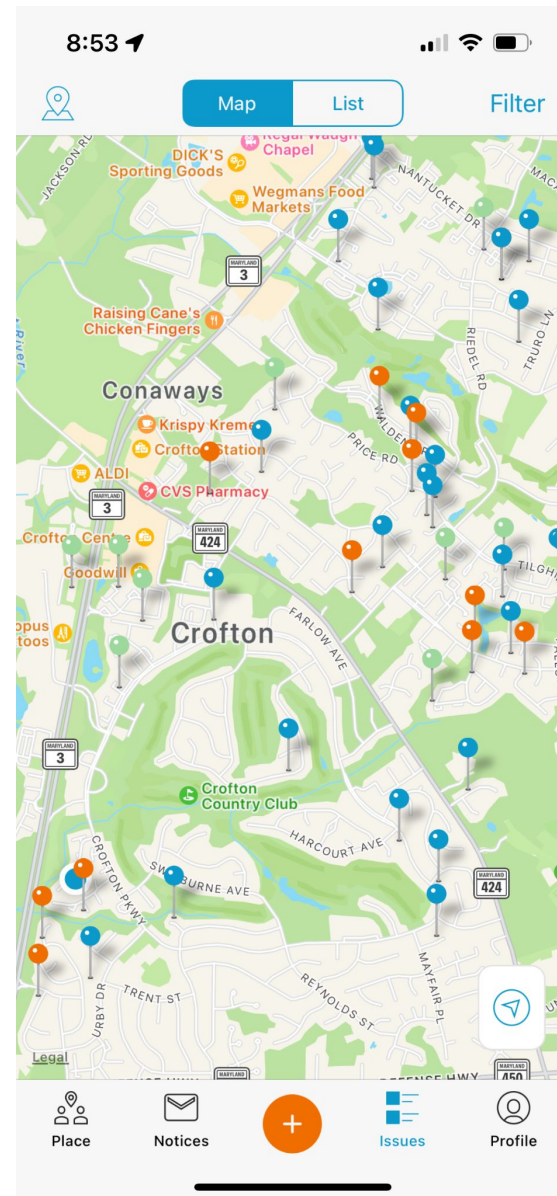
If you click on “issues” at the bottom of the screen, you can see all of the issues that have already been submitted

You can see issues that are

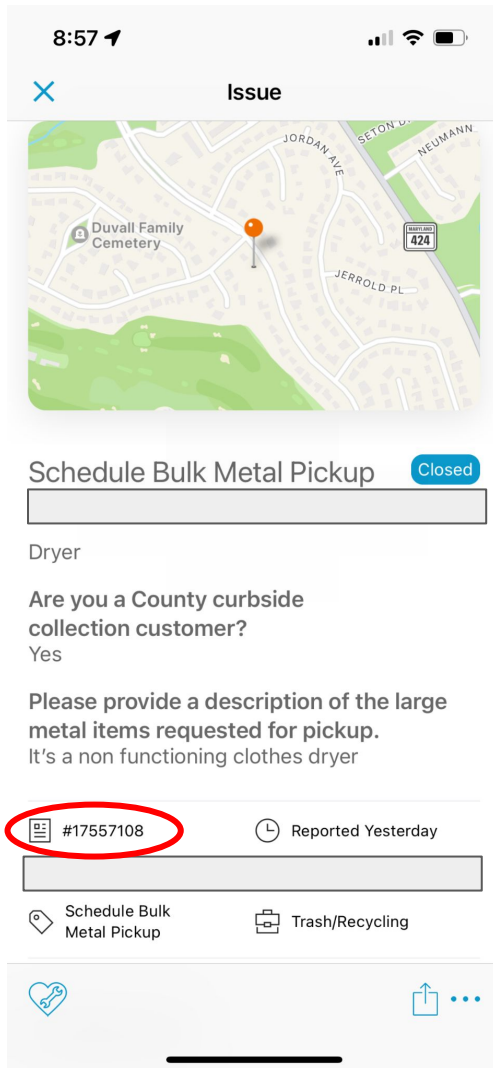
- Open (orange)
- Acknowledged (green)
- Recently Closed (blue)
- Archived (black)

You can filter by which kind of issues you want to see

This allows you to see if someone has already submitted the issue that you are concerned about



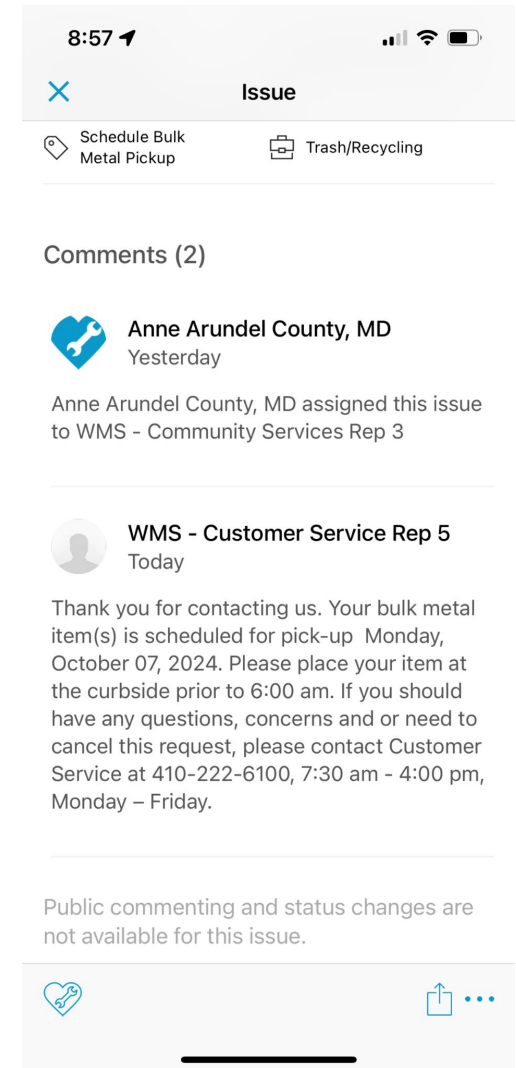
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You can also click on any pin on the map and see the responses from the county

This individual requested a bulk metal pickup (an old dryer)

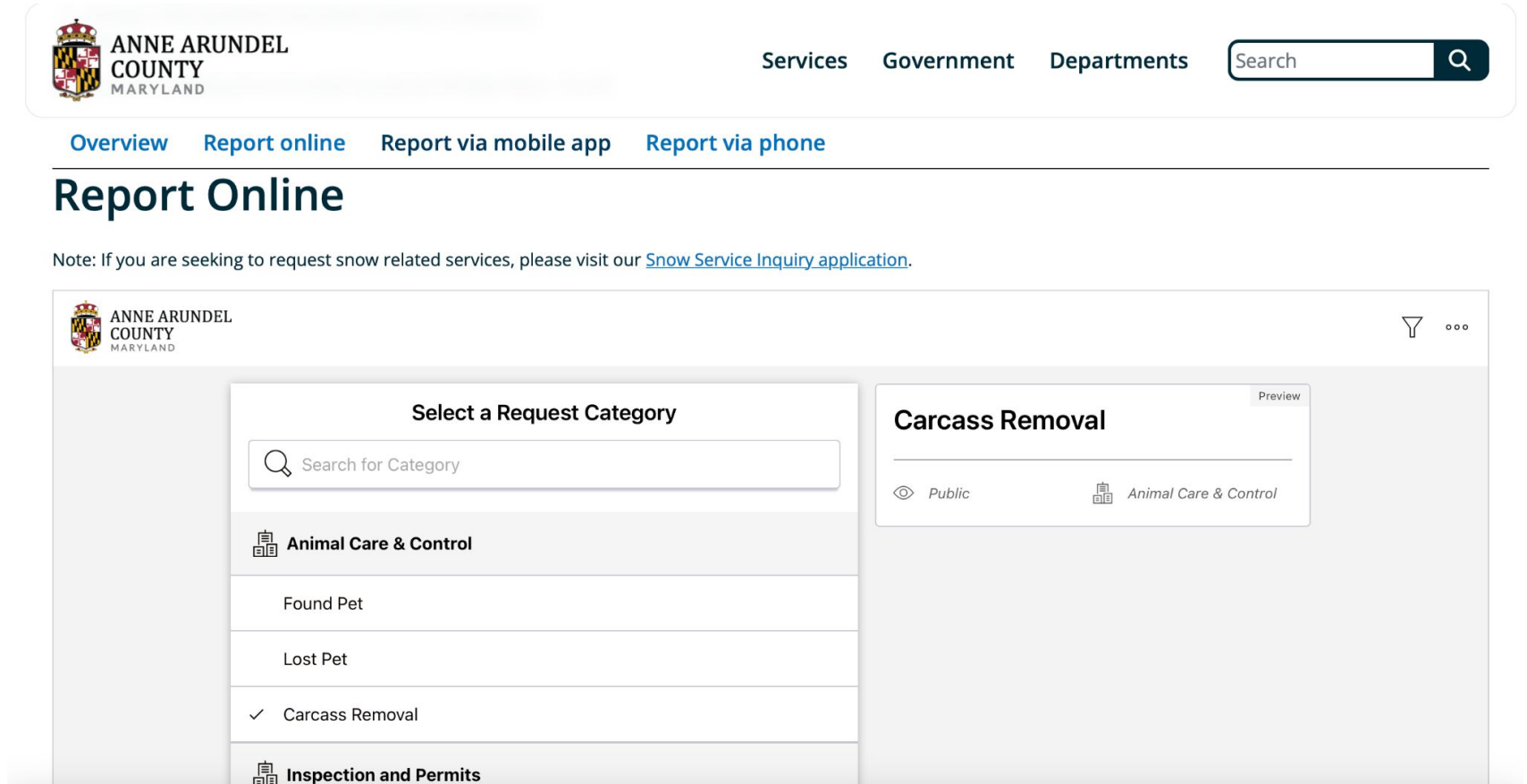
They were given a pickup date and a phone number to call if they have any issues, all via the app



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If you don't like smartphones, you can also report issues on your computer

You start by selecting the issue...



The screenshot shows the 'Report Online' page for Anne Arundel County, Maryland. The header includes the county logo, navigation links for 'Services', 'Government', and 'Departments', and a search bar. Below the header, there are links for 'Overview', 'Report online', 'Report via mobile app', and 'Report via phone'. The main heading is 'Report Online'. A note states: 'Note: If you are seeking to request snow related services, please visit our [Snow Service Inquiry application](#).' The main content area is divided into two panels. The left panel, titled 'Select a Request Category', contains a search bar and a list of categories: 'Animal Care & Control' (with a sub-item 'Found Pet'), 'Lost Pet', 'Carcass Removal' (which is selected with a checkmark), and 'Inspection and Permits'. The right panel, titled 'Carcass Removal', shows a 'Preview' of the request form, including a 'Public' checkbox and an 'Animal Care & Control' icon.

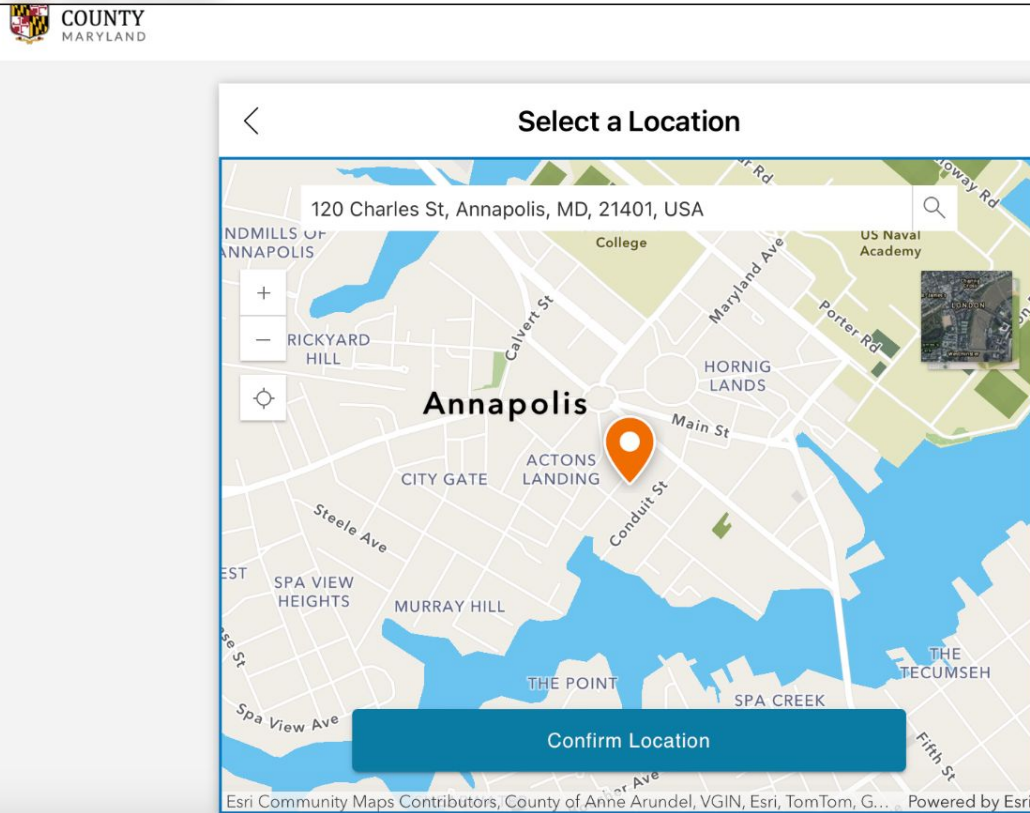
<https://www.aacounty.org/contact/report-concern#online>



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Then, you drag the orange pin to the correct space on the map...

[Overview](#) [Report online](#) [Report via mobile app](#) [Report via phone](#)



Carcass Removal

120 Charles St, Annapolis, MD, 21401, USA

Public

Animal Care & Control

<https://www.aacounty.org/contact/report-concern#online>




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Next, you add an image of the issue, or select to proceed without a photo...



[Overview](#) [Report online](#) [Report via mobile app](#) [Report via phone](#)


Report Online

Note: If you are seeking to request snow related services, please visit our [Snow Service Inquiry application](#).




ANNE ARUNDEL
COUNTY
MARYLAND





Add Photo

Please add a photo. It helps us to better identify your request, plus we can often pull your location from the photo.





Add an image

No Photo

Carcass Removal

120 Charles St, Annapolis, MD, 21401, USA

 Public

 Animal Care & Control

Preview

<https://www.aacounty.org/contact/report-concern#online>




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Lastly, you answer the questions and submit the issue

[Overview](#) [Report online](#) [Report via mobile app](#) [Report via phone](#)

Report Online

Note: If you are seeking to request snow related services, please visit our [Snow Service Inquiry application](#).



<

Enter Details

Description

Optional, Displayed publicly

Is the carcass in Anne Arundel County?

Required, Displayed publicly

Is the carcass on a "State Road/Highway" (i.e. Road with a Route Number)? (Yes, No)

Preview

Carcass Removal

120 Charles St, Annapolis, MD, 21401, USA

Public

Animal Care & Control

<https://www.aacounty.org/contact/report-concern#online>



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You can also simply make a phone call

Citizens are encouraged to dial **3-1-1** to reach an Anne Arundel County customer service representative who will listen to your concern and take action.

The call taker will ask similar questions to those listed in the app/online and will then route your issue to the appropriate department.



Choose the Method that You're Most Comfortable With

There is no difference between the App/Website/Phone Call

We offer all three because we know that different people prefer different methods of reporting the concerns



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Escalation of See-Click-Fix/311 Issues

Be sure to know the issue #.

If using the app, you can open the issue and comment on it which will bump it back to the top.

You can call CECS (more on that later) if you feel like no movement has occurred or if the service performed was unsatisfactory.



DPW Emergency Numbers

Water, Solid Waste, & Wastewater

- Sewer Backups
- Manhole Issues
- Dirty/Rusty Water
- Water Leaks
- Disruption of Water Service, etc.

General Number (24/7): 410 222 8400

South County (24/7): 410 451 4118



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DPW Emergency Numbers

Storm Drains or Roads

Use if the issue is beyond maintenance and is posing an immediate safety issue. Think of a sinkhole on a county road as opposed to a pothole.

Weekday Numbers (7 a.m. - 3:30 p.m.)

Eastern District: 410 222 6120

Western District: 410 222 7940

Southern District: 410 222 1933

Weekdays after 3:30 p.m., Weekends, Holidays:

General: 410 222 8400

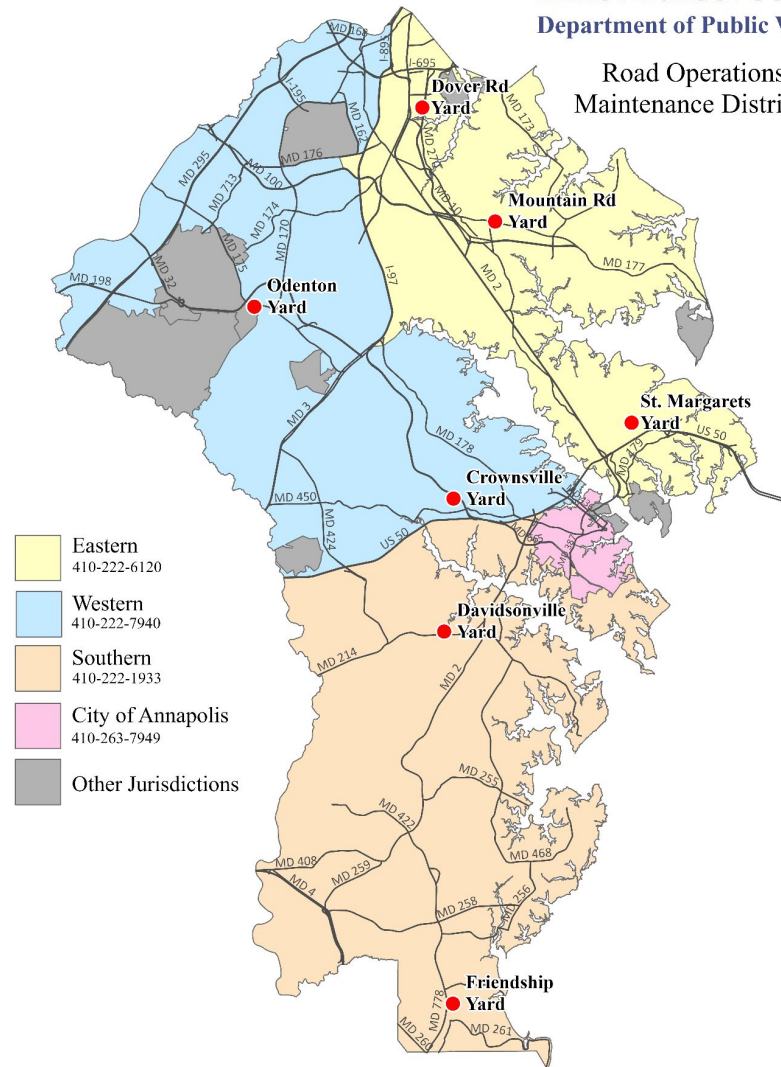
South County: 410 451 4118



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Anne Arundel County
Department of Public Works

**Road Operations
Maintenance Districts**



Email DPW: pwcust00@aacounty.org

DPW & YOU



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DPW Emergency Numbers

Traffic Lights or Signs

When a street light is not working or a traffic sign is broken causing an immediate safety issue.

Weekday Emergencies (7 a.m. - 3:30 p.m.)

Entire County: 410 222 1940

Weekdays after 3:30 p.m., Weekends, Holidays:

General: 410 222 8400

South County: 410 451 4118



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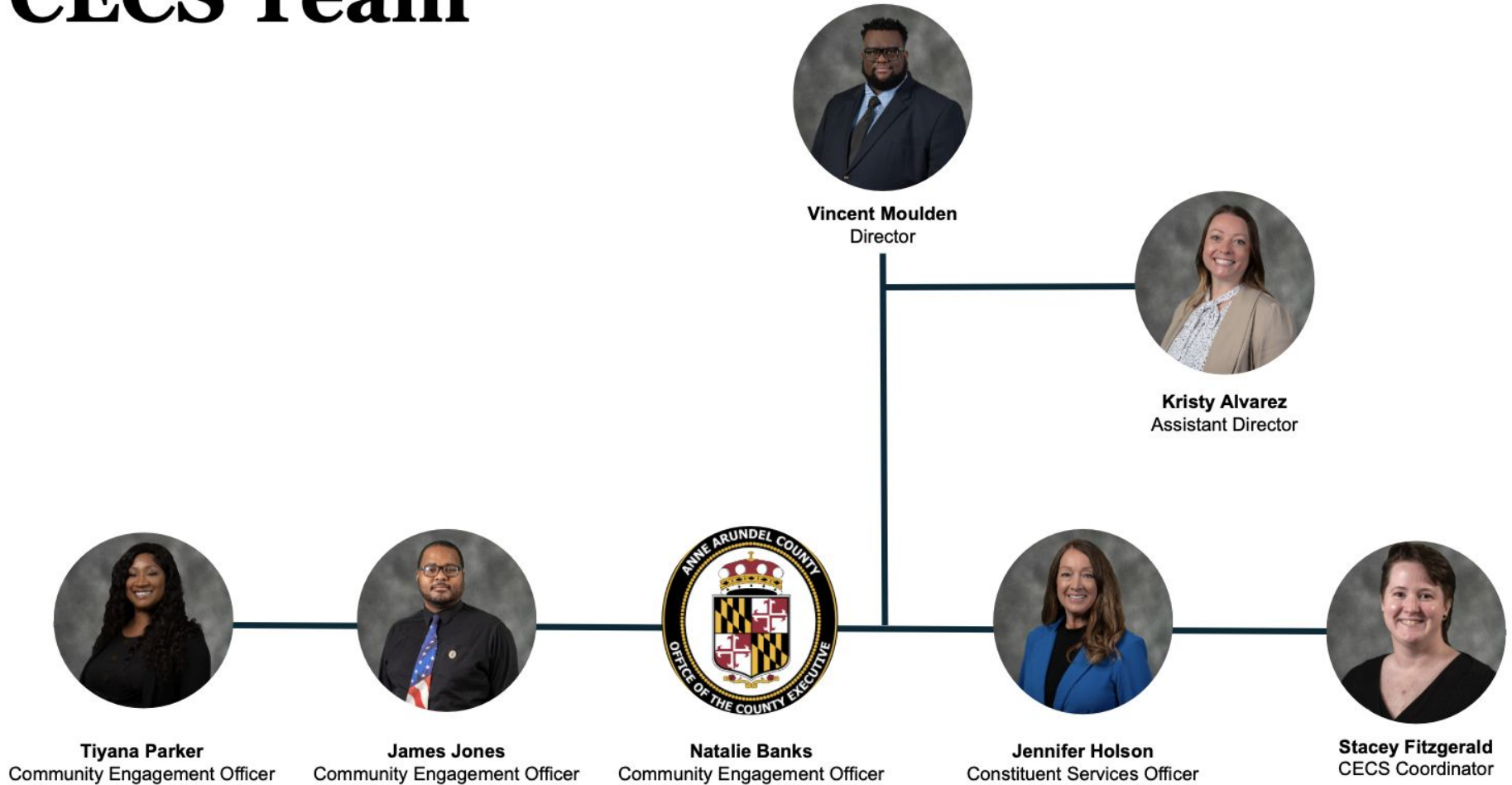
CECS - The Heart of County Government

The **Office of Community Engagement and Constituent Services** (CECS) serves as the primary liaison between the County Executive and community members. The office works closely with community partners and local organizations to assist them in sustaining and accelerating progress toward community goals. Additionally, the office helps residents access county services and navigate the numerous county departments and agencies.



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CECS Team



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Community Engagement Team

Our Community Engagement Officers spend much of their time in your neighborhoods attending community-based events and meeting with community leaders. Contact your officer if you have questions about a project in your community, have a comment about a county policy or an upcoming piece of legislation, or to discuss your goals for your community.



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Community Engagement Team



Natalie Banks

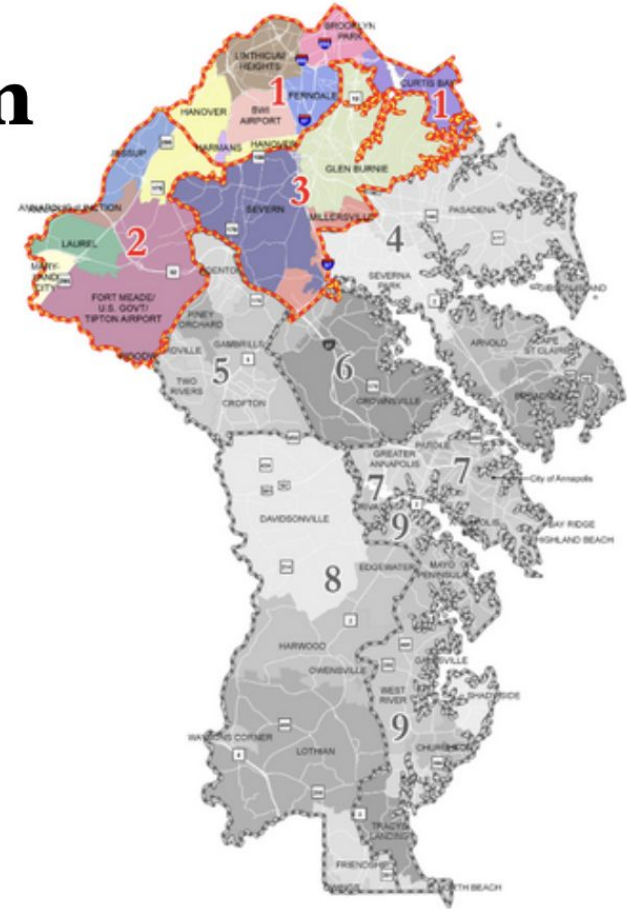
Community Engagement Officer

Regional Areas 1, 2, & 3

TBD

(410) 222-4233

Annapolis Junction, Brooklyn Park, BWI
Airport, Curtis Bay, Ferndale, Fort
Meade / U.S Govt, Tipton Airport, Glen
Burnie, Hanover, Jessup, Laurel,
Linthicum Heights, Maryland City,
Millersville, Severn



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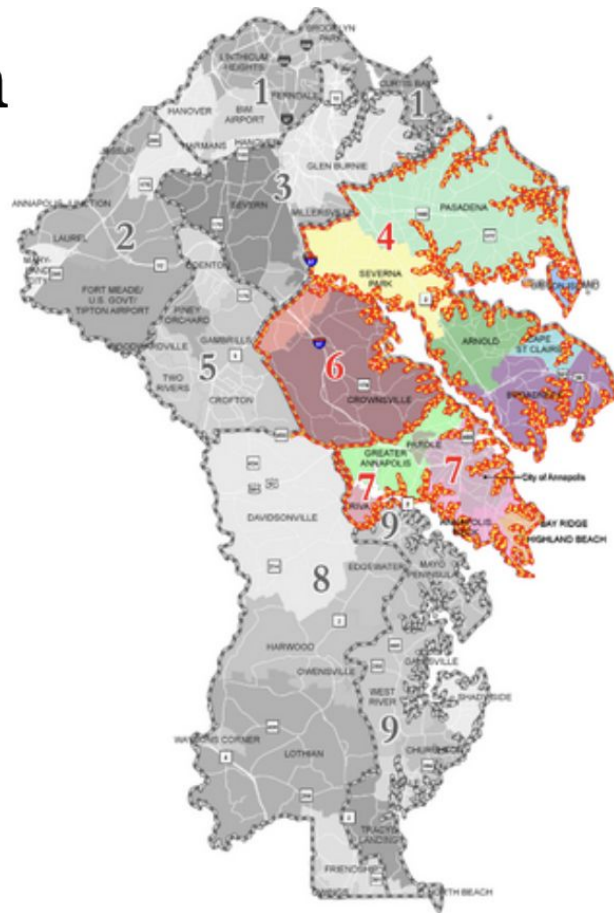
Community Engagement Team



Tiyana Parker

Community Engagement Officer
Regional Areas 4, 6, & 7
expark22@aacounty.org
(410) 222-4826

Annapolis, Annapolis Neck, Arnold,
Bay Ridge, Broadneck, Cape St.
Claire, Crownsville, Highland Beach,
Gibson Island, Millersville, Parole,
Pasadena, Riva, Severna Park



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Community Engagement Team



James Jones

Community Engagement Officer
Regional Areas 5, 8, & 9
exjone24@aacounty.org
(410) 222-2596

North Beach, Odenton, Owensville,
Piney Orchard, Shady Side, Tracys
Landing, Two Rivers, West River,
Waysons Corner, Woodwardville,
Churchton, Crofton, Davidsonville,
Deale, Edgewater, Friendship,
Galesville, Gambrills, Harwood,
Mayo, Millersville



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Constituent Services & Case Management Team



Our Constituent Services & Case Management team work with residents from all areas of the county by assisting them with accessing a county service and navigating the numerous county departments and agencies.



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Leadership

Working with the administration's leadership, the CECS Director and Assistant Director lead the office's efforts to set strategic goals to keep county residents informed and engaged. CECS leadership ensures that the staff are well-versed in the issues facing residents, they understand the County Executive's position, and they have the tools and resources to address these issues.



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Contact Constituent Services if you need help with/have:

- ▶ Accessing a county service
- ▶ Questions or concerns about a county service that was performed
- ▶ Navigating county departments and agencies
- ▶ Questions about a policy or a County Executive initiative



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How to Contact Constituent Services

By Phone



410 222 1785

By Email



cecs@aacounty.org

Online Form



[Click Here](#)



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Best Practices

1. If possible, include all of the relevant information in your email or have all of the information with you when you make a call
 - What - Where - When - Contact Info - Photos, docs, etc.
2. Check to make sure you are reaching out about something that falls under County Government jurisdiction. While County provides many services, not all government services or even public services are controlled by the county
3. Know who you are speaking with, and what department they work in
4. Ask if there is a work-order number or case number you can have
5. Ask about a timeline
6. Write everything down
7. If emailing or calling to check on an issue that has already been reported, let us know who you have talked to already
 - If you have a work-order or case number let us know what it is



Tips

- It's important to remember that, while County Government is large, at the end of the day you are still dealing with individuals, and people respond best to respectful language
- While not always possible, communicating in email, or using the app, leaves a paper trail that can help both the constituent and the County stay accountable, and is helpful internally to share information quickly with the relevant department or agency
- Try not to email a bunch of people at the same time - if you don't know who to direct your concern to ask CECS



ProActive Engagement



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Engage Arundel Web Page

This new web page was designed to help you engage with County Government. We have consolidated helpful information, tools, and resources in one place. On this webpage you will find:

- A link to sign up for the Weekly CECS Newsletter
- How to register for each webinar in the Engage Arundel webinar series
- How to request that a CECS team member come to your group to give an informational presentation
- How to get involved in one of the County's various Boards and Commissions
- How to register your HOA or Community Association with the County
- A Quick Resource Guide aimed at connecting HOA's, Civic Associations, and residents with county resources to address community wide issues

aacounty.org/engagearundel



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Sign up for the CECS Weekly Newsletter

Sign Up Now to Receive Updates

Enter your email to start receiving our weekly CECS newsletter with news from county departments, public comment opportunities, grant application links, community events, and more!

GET STARTED

aacounty.org/newsletter



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Webinars

Join CECS for interactive webinars designed to empower community leaders and residents with the knowledge and tools to create sustainable and thriving neighborhoods using county resources.

Upcoming Events

SEP
25

Engaging with County Government Webinar

📍 Virtual

🕒 6:00 p.m. - 7:00 p.m.

OCT
16

Open Data, Open Government: How Access Empowers Community Transparency

📍 Virtual

🕒 12:00 p.m. - 1:00 p.m.

[VIEW ALL EVENTS](#)

[VIEW PAST WEBINARS](#)



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Requesting a Presentation for Your Community

CECS Informational Sessions

Request to have a representative from our office present to your group, organization or school either virtually or in person. This is a great opportunity for your community to learn how they can engage with its county government.

REQUEST A PRESENTATION

https://docs.google.com/forms/d/e/1FAIpQLSdu8v9cLjxIPTolwo_j_eGYNZ7axl5eWGvIBM7sYMrwauKLkA/viewform



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Four parallel diagonal bars in orange, red, grey, and blue.

Boards and Commissions

Get Involved

The County Executive's Office is seeking individuals to serve on various county boards and commissions. Volunteering for a board or commission is a great way to get involved with local government, and the work done is an essential part of our efforts to make Anne Arundel County The Best Place - For All.

[VIEW VACANCIES](#)

<https://www.aacounty.org/county-executive/commission-membership>



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Four parallel slanted bars in red, grey, and blue colors.

Register Your Community Association

Leaders of community and civic organizations are encouraged to register with our office to receive updates from Anne Arundel County Government concerning your community.

REGISTER NOW

<https://www.aacounty.org/county-executive/cecs/community-associations>



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Quick Resource Guide

Use the button below to access our Quick Resource Guide designed to offer relevant resources and information for leaders of Homeowner Associations, Condominium Associations, Civic Associations, Improvement Associations, Resident Councils, Tenant Councils, Common Ownership Communities, and anyone passionate about building sustainable communities.

ACCESS THE GUIDE

<https://www.aacounty.org/county-executive/cecs/engagearundel/quick-resource-guide>



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Four parallel, slanted bars in red, grey, and blue colors are positioned to the right of the text.

FY26 Budget Town Halls

Join County Executive Pittman and your Councilmember to share your priorities for the next county budget.

Provide Input

To provide transparency and include community engagement in the county's budget process, County Executive Pittman will once again host 8 Budget Town Hall meetings across the county. This is your opportunity to share your priorities for the next county budget with county leaders.

Please register to join us by using the link for your district's town hall below. Residents in attendance will have the opportunity to provide public testimony for two minutes about what they would like funded in the county budget. For those who cannot attend in person, all town halls will be streamed live to facebook.com/aacoexec where you will be able to watch during and after the meeting, and provide written comments via email to budget-comments@aacounty.org.

SUBMIT COMMENTS

BUDGET TESTIMONY TOOLKIT

YOUR BUDGET



Town Hall Dates / Locations

www.aacounty.org/budget-town-halls

District 1

January 29, 2025
[North County High School](#)
🕒 6pm - 8pm



Peter Smith
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 2

January 9, 2025
[Severn Run High School](#)
🕒 6pm - 8pm



Allison Pickard
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 3

January 14, 2025
[Chesapeake High School](#)
🕒 6pm - 8pm



Nathan Volke
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 4

January 30, 2025
[Arundel High School](#)
🕒 6pm - 8pm



Julie Hummer
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 5

January 16, 2025
[Severna Park High School](#)
🕒 6pm - 8pm



Amanda Fiedler
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 6

February 4, 2025
[Annapolis High School](#)
🕒 6pm - 8pm



Lisa Rodvien
Councilmember

WATCH RECORDING

VIEW PRESENTATION

District 7

January 23, 2025
[Southern High School](#)
🕒 6pm - 8pm



Shannon Leadbetter
Councilmember

WATCH RECORDING

VIEW PRESENTATION

County-wide

February 5, 2025
[Virtual Event](#)
🕒 6pm - 8pm

**SPANISH LANGUAGE
TOWN HALL**

WATCH RECORDING

VIEW PRESENTATION



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The Proposed FY26 Budget

www.aacounty.org/yourbudget

Your Budget

Learn about the budget process, what projects and programs receive county funding, and how you can provide input.

**ANNE ARUNDEL COUNTY'S
FY 26 PROPOSED BUDGET:
PROTECTING OUR PEOPLE**

FY26 Proposed Budget

Explore County Executive Pittman's proposed FY26 budget to see how Anne Arundel County will continue our progress to invest in education, public safety, health, and other services that improve our communities.

[LEARN MORE](#)



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The Proposed FY26 Budget

www.aacounty.org/budget-town-halls

Explore the Proposed Budget



Proposed Budget

Explore the full FY26 budget proposal.



Budget Investments

Explore some of the investments included in the proposed FY26 budget.



Town Halls

View the presentations and recordings from the FY26 budget town halls.



Watch the Budget Address

Watch County Executive Pittman deliver his FY26 Budget Address to the County Council.



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The Proposed FY26 Budget

www.aacounty.org/budget-town-halls

Understanding the Budget

The budget preparation process



How is Anne Arundel County funded?



How are your tax dollars spent?



How do we compare to other counties?



The cost of services



Impact of tax rate changes



Property tax history



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There are 2 Budget Hearings Before the County Council

May 14, 2025 Public Hearing

An in-person, live public hearing in the County Council Chambers (44 Calvert Street, Annapolis, MD 21401) is scheduled for Wednesday, May 14 at 7 p.m. Online registration to testify in-person at the meeting is strongly encouraged: <https://forms.gle/8RC9SkLB6FvTDFGU7>. The deadline to register online for the May 14th hearing is 3 pm. A small window for in-person registration will be available on May 14 from 6-6:45 p.m. in the lobby of the Council Chambers.

May 21, 2025 Public Hearing

An in-person, live public hearing in the auditorium of Arundel High School in Gambrills, Maryland, is scheduled for Wednesday, May 21 at 7 p.m. Online registration to testify in-person at the meeting is strongly encouraged: <https://forms.gle/8RC9SkLB6FvTDFGU7>. The deadline to register online for the May 21st hearing is 3 pm. A small window for in-person registration will be available on May 21 from 6-6:45 p.m. outside of the auditorium at Arundel High School.

Note: A person may only testify once on either May 14, 2025 or May 21, 2025 and may speak on any topic related to the proposed FY26 Operating or Capital Budget or Bill Nos. 33-25 through 46-25. Testimony will be limited to 2 minutes per person.



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