
Bi-Annual Report 2024

AUG 1, 2024

ArundelStat Bi-Annual Report



The Best Place
For All



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Introduction

Welcome from ArundelStat!

We are excited about this publication as we are expanding the ways we communicate the work the ArundelStat team does to make Anne Arundel County the best place for all.

About us

ArundelStat works in collaboration with county agencies to strategically monitor and assess outcome-focused performance to improve the impact and efficiency of county services. ArundelStat utilizes data to help develop targeted action plans and strategies to address issues and deliver results for our residents.

Additionally, ArundelStat provides internal consulting services that include both one-time projects such as data analysis or workflow review and long-term strategic initiatives. Through its work as internal consultants, ArundelStat ensures data is leveraged to make smarter decisions that achieve better outcomes, with an eye on transparency and accountability.

Learn more about ArundelStat and the team on ArundelStat's [website](#).

What's in this publication?

This report covers two initiatives the ArundelStat team is working on with governmental and quasi-governmental agencies.

- Department Performance
- OpenData

What's next for Arundel Stat?

Some of ArundelStat's current and future projects include public-facing dashboards as well as internal process reviews. This includes:

- A workforce Diversity Dashboard in collaboration with Personnel and OEHR (Public)
- A Hate Bias Incident Dashboard in collaboration with the Anne Arundel County Police Department and the Office of Equity and Human Rights (OEHR) (Public)
- Department programmatic reviews for Budget Office for next fiscal year (Internal)

For any questions about a department's performance data, information available on the website or in this report, please contact ArundelStat@aacounty.org

Department Performance

Department Performance is an initiative that began in Fall 2019. The goal of department performance is to strategically monitor and assess outcome-focused performance. Working closely with governmental and quasi-governmental agencies (Agencies), this initiative shows the work being done by each department. Agencies can tell their unique story as they demonstrate how they are improving the impact and efficiency of County services. When a specific story of a department is told, the results are compelling, and it not only shows the great work that is being done within the department but also better highlights the contribution of that department to the broader work in the county.

Agencies submit data monthly to the ArundelStat and have annual meetings to review the goals, objectives, and programs to ensure that the work being done is fully captured. Department Performance highlights the following:

- Agency contribution to the overall success of the county
- Alignment with administrative priorities
- The success of individual programs or initiatives

The following pages include a condensed version of the data reported on OpenPerformance. Calendar year departments are included in this report, as fiscal year departments will be published in the following report. The decision to report on calendar or fiscal year is dependent on a department's internal data procedures. The list of the departments and their respective reporting timeframe can be found on page 5.

A complete version of Department Performance can be found in [OpenPerformance](#) on the Anne Arundel County website. Additionally, links to performance data for each department can be found on the department's main page. The performance data for each department can be downloaded from the Anne Arundel County OpenData [portal](#).

****FISCAL YEAR DEPARTMENTS WILL BE ADDED IN THE NEXT BI-ANNUAL REPORT****

Focus Area	Department	FY/CY
Government Operations	Ethics Commission	CY
Government Operations	Office of the Budget	CY
Public Safety	Animal Care & Control	CY
Public Safety	Fire Department	CY
Public Safety	Police Department	CY
Government Operations	Office of Central Services	FY
Government Operations	Office of Finance	FY
Government Operations	Office of Information Technology	FY
Government Operations	Office of Law	FY
Government Operations	Office of Personnel	FY
Health and Human Services	Department of Aging & Disabilities	FY
Health and Human Services	Mental Health	FY
Health and Human Services	Office of Transportation	FY
Health and Human Services	Partnership for Children, Youth & Families	FY
Land Use	Department of Inspections & Permits	FY
Land Use	Department of Public Works	FY
Land Use	Department of Recreation & Parks	FY
Land Use	Office of Administrative Hearings	FY
Land Use	Office of Planning & Zoning	FY
Public Safety	Office of Emergency Management	FY
Public Safety	Department of Detention Facilities	FY
Quasi-governmental agency	Arundel Community Development Services	FY
Quasi-governmental agency	Economic Development	FY
Quasi-governmental agency	Housing Commission	FY
Quasi-governmental agency	Workforce Development	FY
State Agencies	Board of Supervisors of Elections	FY
State Agencies	Department of Health	FY
State Agencies	Department of Social Services	FY
State Agencies	Office of the Sheriff	FY
State Agencies	Public Libraries	FY

**For Department Performance, Budget reports on a calendar year even though the data is for the fiscal year. For Budget purposes, Animal Care and Control is under the Police Department. However, it is reported separately for Department Performance.*

How to Read the Department Performance Entries

The mission statement can be seen on the department’s website, and Department Performance **Mission Statement**

The Ethics Commission administers, interprets, and enforces the Anne Arundel County Public Ethics Law to ensure the impartiality and independent judgment of County employees and elected officials, and to prevent improper influence, or the appearance of improper influence so that the residents of Anne Arundel County can maintain their highest trust in the conduct of County officials.

Core services outline the main duties of every department and can also be found on the department’s website and Department Performance **Core Services**

- Administer public ethics law.
- Investigate and adjudicate alleged violations of the Public Ethics Law.
- Review and maintain financial disclosure and lobbyist records.
- Maintain a list of entities doing business with the County and all registered lobbyists.
- Provide ethics advice and training to all County employees and elected officials.
- Provide administrative and legal support to the Ethics Commission.
- Provide analysis and recommendations to the Executive and Legislative branches of County government.

All departments have metrics with the following number structures: Goal, Objective, Measure. Department Code or abbreviation may also appear before the number sequence. Goals can have more than one objective, as a department can have various initiatives to meet the goal.



The metrics listed below for each department are only a subset of the metrics used to measure performance; a full list can be found on [OpenPerformance](#). The focus of this report is the impact metric for each department’s goals and objectives.

GOALS & OBJECTIVES

Goal	Objective	Impact Metric	Met?
To provide advisory opinions and administer Public Ethics Law.	Respond to a request for informal advice within 15 days.	1.1.5	Yes/No
	Respond to and publish an Advisory Opinion within 30 days as required by law.	1.2.5	Yes/No
To investigate and adjudicate formal and informal ethics complaints.	Review all ethics complaints within 45 days.	2.1.6	Yes/No
	Provide findings of fact and conclusions of law within 45 days of a hearing.	2.2.5	Yes/No
To review and maintain employee, elected official, and candidate financial disclosure and conflict of interest statements and make them available for public inspection.	Ensure any deficient financial disclosure or conflict of interest statement is corrected within 15 days of receipt.	3.1.8	Yes/No

Ethics Commission: Profile

Mission Statement

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Core Services

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- Investigate and adjudicate alleged violations of the Public Ethics Law.
- Review and maintain financial disclosure and lobbyist records.
- Maintain a list of entities doing business with the County and all registered lobbyists.
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Goals & Objectives

Goal	Objective	Impact Metric	Met?
To provide advisory opinions and administer Public Ethics Law.	Respond to a request for informal advice within 15 days.	1.1.5	Yes
	Respond to and publish an Advisory Opinion within 30 days as required by law.	1.2.5	Yes
To investigate and adjudicate formal and informal ethics complaints.	Review all ethics complaints within 45 days.	2.1.6	*
	Provide findings of fact and conclusions of law within 45 days of a hearing.	2.2.5	*
To review and maintain employee, elected official, and candidate financial disclosure and conflict of interest statements and make them available for public inspection.	Ensure any deficient financial disclosure or conflict of interest statement is corrected within 15 days of receipt.	3.1.8	Yes
To review and maintain lobbyist registration and bi-annual disclosure reports to ensure compliance with law.	Review all filed lobbyist registration and bi-annual disclosure forms within 15 days and take any actions necessary to ensure completeness and timeliness of filings as required by law.	4.1.6	On Track

*0 Ethic Complaints received for CY23

2023 BY THE NUMBERS

7 COMMISSION MEMBERS **2** MEMBERS OF STAFF **0** ETHICS COMPLAINTS RECEIVED

63 CONFLICT OF INTEREST STATEMENTS RECEIVED

177 FINANCIAL DISCLOSURES RECEIVED

275 LOBBYIST REGISTRATION AND BI-ANNUAL DISCLOSURE FORMS RECEIVED

Department Performance Data (Impact Metrics)

The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Metric	Measure	Actual FY2022	Actual CY2023	Estimate CY2024	Projection CY2025
ET-1.1.5	Average number of days to respond to a request for informal advice	2	2.3	5	5
ET-1.2.5	Average number of days to respond to and publish an Advisory Opinion	0.5	3.2	10	10
ET-2.1.6	Percent of ethics complaints reviewed within 45 days	*	*	100	100
ET-2.2.5	Percent of findings completed within 45 days	*	*	100	100
ET-3.1.8	Average number of days to correct a deficient financial disclosure or conflict of interest statement	1.8	1	5	5
ET-4.1.6	Average number of days to review lobbyist registration and bi-annual disclosure forms	5	5	5	5

*0 Ethic Complaints received for CY22 and CY23

Office of the Budget: Profile

Mission Statement

The Office of the Budget provides a comprehensive range of fiscal, revenue, and budgetary management, coordination, planning, and analysis functions for County government and fiscal, policy, and management advisory services to the County Executive to ensure necessary public services are delivered effectively at the lowest possible cost.



Core Services

- Prepares the County's annual operating and capital budgets.
- Conducts reviews of departmental and office operations.
- Provides County leadership with informational analysis to guide planning and decision-making, policy development, and allocation of financial resources.
- Assures taxpayer funds are spent wisely and in a manner consistent with the vision and mission of Anne Arundel County.

Goals & Objectives

Goal	Objective	Impact Metric	Met?
To provide County leadership with sound financial planning and management analysis that maintains the County's fiscal health.	Prepare revenue estimates for operating and capital budgets that are balanced, informed, and sustainable.	1.1.9	Yes
	Prepare a spending plan for the operating and capital budgets that are balanced, informed, and sustainable.	1.2.7	On track
	Review departmental expenditures and operations for affordability and consistency with operating and capital budgets.	1.3.8	Yes

	Monitor personnel plan and oversee the control of positions to efficiently and effectively use financial resources in staffing.	1.4.10	On track
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Department Performance Data (Impact Metrics)

The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Metric	Measure	Actual FY2022	Actual FY2023	
BU-1.1.9	Percent variance between General Fund budget and actual revenues	12.84	5.95	Budget does not estimate future years
BU-1.2.7	Percent variance between General Fund budget and actual expenditures	0.7	1.5	
BU-1.3.8	Percent of actual expenditures at or below departmental final appropriation	100	100	
BU-1.4.10	Percent variance between General Fund budgeted and General Fund actual turnover	88.3	-9.0	

2023 BY THE NUMBERS

8 OPERATING AND CAPITAL BUDGET ANALYSTS **\$132,654,604 Million RAINY DAY FUND BALANCE**
\$718,769,170 Million CAPITAL FUNDS BUDGETED

Animal Care & Control: Profile

Mission Statement

The Department of Anne Arundel County Animal Care & Control is committed to enforcing the humane and lawful treatment of animals, improving public safety, and assisting the community with quality and professional service in order to improve the lives of people and animals within the community.



Core Services

- Humane and Lawful Treatment of Animals
- Improve Public Safety
- Service to the Community

Goals & Objectives

Goal	Objective	Impact Metric	Met?
To enforce and promote the humane and lawful treatment of animals.	Increase the number of residents educated on the humane and lawful treatment of animals.	1.1.16	On track

To provide public safety through law and code enforcement.	Reduce the animal-related incidences to humans/or other animals.	2.1.23	On track
To provide the community with prompt and professional services through being a safe haven for animals, increasing healthy animals in the community, and reducing the surplus pet population.	Increase the number of free spay and neuter surgeries.	3.1.18	N/A
	Decrease the number of live intakes at the shelter.	3.2.27	On track
	Increase the utilization of medical clinics provided to pet owners to ensure a healthier, safer pet population in Anne Arundel County.	3.3.12	On track
	Increase the percentage of live outcomes.	3.4.21	On track

Department Performance Data (Impact Metrics)

The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Metric	Measure	Actual CY2022	Actual CY2023	Estimate CY2024	Projection CY2025
AC-1.1.16	Average number of volunteer hours per volunteer	297.2	295.3	294.5	294.5
AC-2.1.23	Number of investigated incidences	1728	1830	1800	1800
AC-3.1.18	Number of free spay/neuter surgeries	153	0	150	150
AC-3.2.27	Number of Live Intakes (strays, give-ups, owner requested)	3843	4225	4250	4250
AC-3.3.12	Total number of animals receiving services at clinics	2178	2168	2250	2500
AC-3.4.21	Percent of animals with live outcomes (includes owner-requested euthanasia)	71.4	71.6	74	75

2023 BY THE NUMBERS

8 ANIMAL CARE AND CONTROL OFFICERS **28 FULL-TIME STAFF** **74 VOLUNTEERS**
261 ANIMALS MICROCHIPPED **1,907 ANIMALS VACCINATED AGAINST RABIES**

Fire Department: Profile

Mission Statement

We stand ready as an all-hazards organization to assure the safety of our communities. We respond to calls for service, medical, fire, and other emergencies, and promote fire prevention strategies and life safety programs.



Core Services

- Emergency medical services, basic and advanced life support
- Emergency fire and rescue services
- Emergency special operations services, including technical and confined space rescue, marine and swift water rescue, and hazardous materials

- Prevention, investigation, and community outreach services, including arson investigation, code enforcement, fire inspections, and public education programs

Goals & Objectives

Goal	Objective	Impact Metric	Met?
To provide emergency medical services to County residents and visitors in order to reduce deaths and injuries from medical emergencies and traumatic events.	Improve first arriving Advanced Life Support (ALS) capable unit travel time to critical incidents to 480 seconds or less, 90 percent of the time.	1.1.20	On track
	Improve the travel time of the first-arriving EMS provider with an Automated External Defibrillator (AED) to critical incidents to 240 seconds or less, 90 percent of the time.	1.2.20	On track
	Improve first-arriving EMS provider travel time to non-critical incidents to 480 seconds or less, 90 percent of the time.	1.3.20	On track
To provide fire suppression services to County residents and visitors in order to reduce death, injury and property losses from fire emergencies.	Improve first arriving fire engine travel time to structure fires to 240 seconds or less, 90 percent of the time.	2.1.17	On track
Provide fire inspection and fire investigation services to County residents and visitors in order to minimize fire deaths, injuries, and property damage.	Increase the percentage of Fire Marshal Office (FMO) Priority and Frequency fire inspections conducted per year.	3.1.8	Yes
	Increase the percentage of In-service fire inspections conducted per year.	3.2.5	No
Provide community outreach services to County residents and visitors in order to minimize fire deaths, injuries, and property damage and increase the cardiac arrest survival rate.	Increase the number of public education and community outreach events.	4.1.9	On track
	Increase the number of smoke alarms installed.	4.2.7	On track
	Annually increase the number of civilians taught cardiopulmonary resuscitation (CPR).	4.3.9	On track

Department Performance Data (Impact Metrics)

The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Metric	Measure	Actual CY2022	Actual CY2023	Estimate CY2024	Projection CY2025
FD-1.1.20	ALS incidents - first ALS travel time: percentage under 480 sec	82.76	81.16	90	90
FD-1.2.20	ALS incidents - first EMS w/Automated External Defibrillator (AED) travel time: percentage under 240 sec	58.21	57.77	58	58
FD-1.3.20	BLS incidents - first EMS travel time: percentage under 480 sec	79.29	79.2	85	85
FD-2.1.17	Structure fires - travel time for first arriving engine: percentage under 240 seconds or less	68.55	70.15	72	72
FD-3.1.8	Percent of Priority and Frequency inspections conducted	85	118.39	95	100
FD-3.2.5	Percent of In-service fire inspections conducted	66	23	80	85
FD-4.1.9	Number of public education and community outreach events	116	221	250	275
FD-4.2.7	Total number of smoke alarms installed	45	129	150	175
FD-4.3.9	Number of people CPR trained (civilians)	186	1179	1200	1300

2023 BY THE NUMBERS

64 SMOKE ALARMS INSTALLED BY REQUEST

48 SMOKE ALARMS INSTALLED BY SMOKE ALARM CAMPAIGNS

28,076 FIRE CALLS FOR SERVICE

333 RESCUE CALLS FOR SERVICE

22,120 PEOPLE IMPACTED BY COMMUNITY OUTREACH EVENTS AND PUBLIC EDUCATION

Police Department: Profile

Mission Statement

To prevent and/or solve crime while working in partnership with our community.



Core Services

- Improve the Community
- Save lives
- Build Community Partnerships

Goals & Objectives

Goal	Objective	Impact Metric	Met?
To improve the community of Anne Arundel County for residents and visitors through fighting crime and driving down crime.	Increase the percentage of serious violent crime cases closed.	1.1.12	No
	Increase the percentage of serious property crime cases closed.	1.2.10	No
To save the lives of residents and visitors of Anne Arundel County through rapid response and intervention.	Reduce the average emergency response time (in minutes) for high priority calls for service.	2.1.6	On track
	Increase the number of Safe Station referrals.	2.2.8	Yes
	Reduce the number of vehicle collisions where there was a fatality.	2.3.12	Yes
To build community partnerships for residents and visitors of Anne Arundel County through active engagement and a diverse police force.	Increase the percentage of minority police officers in the Department.	3.1.10	On track
	Increase the number of hours officers spend on community engagement.	3.2.5	Yes
	Increase the percentage of minority youth who participate in the juvenile diversion program.	3.3.6	Yes

Department Performance Data (Impact Metrics)

The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Metric	Measure	Actual CY2022	Actual CY2023	Estimate CY2024	Projection CY2025
PD-1.1.12	Percent of serious violent crime cases closed	129	26	75	74
PD-1.2.10	Percent of property crime cases closed	11	3.11	17	15
PD-2.1.6	Average response time for Priority 1 calls (minutes)	3.9738	3.9118	4.060	4.033
PD-2.2.8	Percentage of individuals with a Safe Stations assessments connected to treatment	70	71	72	72
PD-2.3.12	Number of vehicle collisions with a fatality, including a pedestrian	34	30	31	32
PD-3.1.10	Overall percentage of minority officers	30	30	29	30
PD-3.2.5	Number of hours spent on community engagement (Minimum estimate)	5,279	4,968	4,028	4,434
PD-3.3.6	Number of diversion participants that are minority youth.	51	157	206	173

2023 BY THE NUMBERS

59 DISTRICT DETECTIVES **333** PATROL OFFICERS **14%** OF AFRICAN AMERICAN/BLACK OFFICERS
13% OF FEMALE OFFICERS **4%** OF HISPANIC/LATINO OFFICERS

OpenData

The County Council of Anne Arundel County passed [Bill 30-22](#) the Open Data Act, which went into effect on June 13, 2022. The Open Data Act makes two important stipulations: data must be downloadable and in a central location. Most of the available datasets can be found on various county websites in various formats and locations; however, the Open Data initiative makes this and other government data available on a single site and in an easily accessible format. View Anne Arundel County’s OpenData Portal [here](#) and begin exploring the available datasets.

Implementation of the Open Data act began in earnest in 2024. Bi-monthly meetings are held with departments to go over processes and questions.

OpenData Highlights

- Redesigning the website to house more than GIS (geographic information system) data
- Added 14 datasets non-GIS - full list below

Department	Dataset Name	Update Frequency
Administrative Hearings	Administrative Hearings Decisions Detailed 2019-current	Monthly
AAEDC	Select 2022 New, Expanding, & Relocating Businesses	Annual
AAEDC	Economic Indicators 2023 Q1	Quarterly
AAEDC	Population Migration Report, 2020-2021	Annual
AAEDC	Economic Indicators 2023 Q2	Quarterly
AAEDC	Economic Indicators 2023 Q3	Quarterly
AAEDC	Economic Indicators 2023 Q4	Quarterly
AAEDC	Select 2023 New, Expanding, & Relocating Businesses	Annual
AAEDC	Anne Arundel County At A Glance	Monthly
AAEDC	Anne Arundel County Demographics 2024	Annual
AAEDC	Anne Arundel County Demographics 2024	Annual
AAEDC	Anne Arundel County Brownfields Inventory	Annual
Finance	Bond Ratings	Annual
Budget	FY24 Capital Budget and Program	Fixed

As we continue to work with various departments and publish data, we also welcome public interest, as the data is ultimately for your knowledge and usage. We always appreciate feedback and comments, please use this [form](#) to request a dataset or let us know how we can improve this report.

Fiscal year departments will be added in the next Bi-Annual Report.

Report prepared by ArundelStat. Contact us at ArundelStat@aacounty.org if you have any questions.

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The Best Place
For All



ArundelStat