

Bi-Annual Report 2026

OCTOBER 2026

ARUNDELSTAT FISCAL YEAR DEPARTMENT RELEASE



The Best Place
For All



ArundelStat

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Welcome from ArundelStat!

We hope you find our biannual report interesting and informative as we highlight the work our team and partners are doing to make Anne Arundel County the best place for all.

MISSION:

- (1) to increase data use and collection across County departments,
- (2) to improve the impact and efficiency of county services by strategically monitoring and assessing outcome-focused performance, and
- (3) to enable County Leadership to make data driven decisions and empower residents to engage with government from an informed position.

VISION:

To foster a data-driven culture throughout Anne Arundel County by leading data transparency and by providing quantitative and qualitative analysis to make Anne Arundel County - The Best Place for All.

CORE SERVICES:

- Foster a data-driven culture within Anne Arundel county government
- Enable departments to make data-driven decisions to improve program effectiveness
- Provide internal consulting services to departments by conducting research, performing analysis, and creating visualizations
- Lead data access and transparency for county residents

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

What's in this publication?

This report covers ArundelStat's public-facing initiatives, including:

- Projects
- Department Performance
- OpenData

If you haven't subscribed to the CECS newsletter, sign up [here](#). We've been sharing [high level graphics](#) of department performance data, but you'll also learn more about events happening around the County, including department news and County events!

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

ArundelStat 2026 News and Updates

ArundelStat has been working with the **Anne Arundel County Hate Crimes Prevention Program** (HCPP), under the **Office of Equity and Human Rights** (OEHR) with survey development, app creation and data analysis. ArundelStat built and manages the [Hate Bias Incident Dashboard](#) to empower residents to learn more about hate in their communities. The second community survey assessing resident knowledge and experiences with hate bias incidents was fielded from May-July 2026 and the results can be viewed [here](#). Thank you to everyone who participated and completed the survey!

Since the launch of the [Anne Arundel County Hate Bias Incident Reporting Portal](#) in January have received 60 reports. The HCPP team is reviewing responses and contacting respondents who have requested a follow up. The portal was showcased at the Standing Against Hate Conference held February 20-21. You can access the reporting portal [here](#), which is anonymous and offered in English, Spanish, and Korean. In the past couple of months, ArundelStat has supported the HCPP in presenting the portal to various community groups, organizations and non profits.

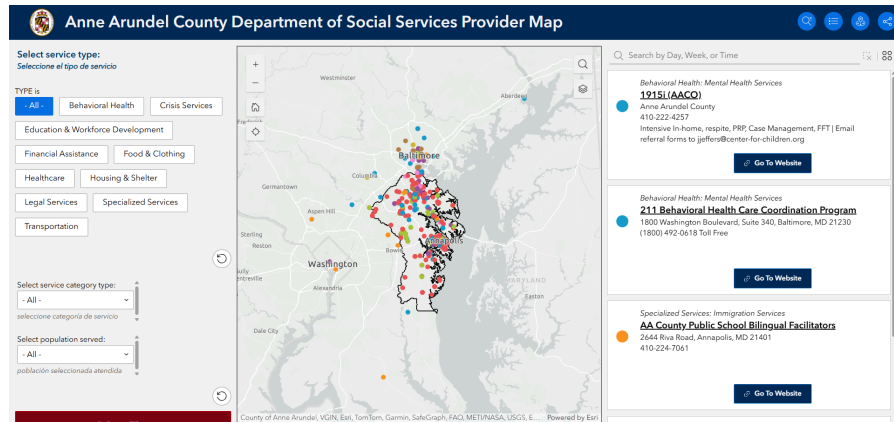
The [Community Wellbeing Index](#) continues to be a powerful tool! Officially launched August 26, 2025, the CW Index has 4 categories of wellbeing measures: *Prosperity, Security, Health, and Access* and maps 21 measures at the census tract level. In the past year we have collaborated with internal departments to overlay their data with the various index layers to reach constituents where they are and make data-driven decisions. The ArundelStat team also presented the CW Index at the TUgis conference at Towson University. Be on the lookout for our Fall 2026 release of the CW Index.



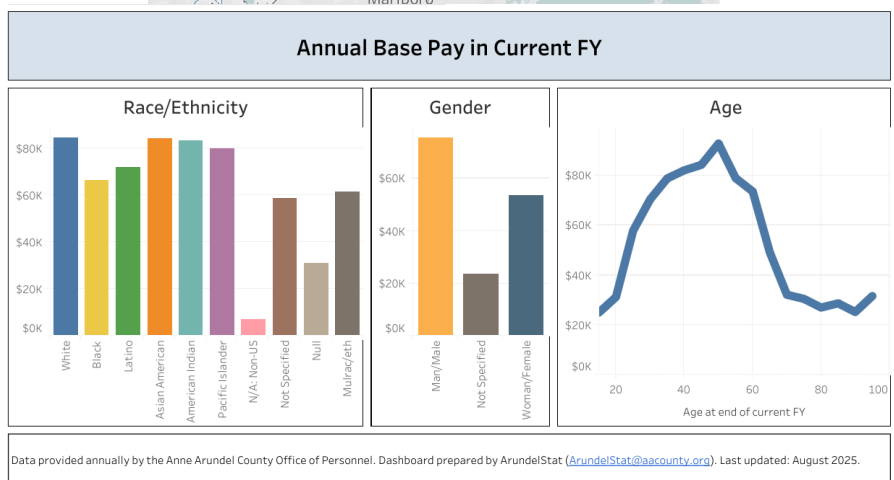
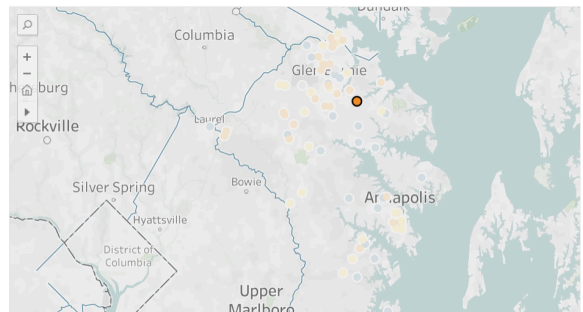
External Projects and Resources

[OpenArundel](#) is a collection of resources where community members can find tools to dive deeper into the ways local government affects them. Here are a few!

- We've made tools to make services easier to find for County residents which include the [DSS provider map](#) which lists providers around the county for behavioral health, food & clothing, housing & shelter, transportation, financial assistance and more! Residents can search by category, population served, as well as by operation day and time. Additionally, check out our [Food Resource Map](#), where residents can search by location or time and day open.
- If you've ever wondered about who works at the county, the [County Workforce Demographics Dashboard](#) provides information about race, gender, age, and pay of county employees. This tool is a great way to see how the County's diversity is reflected in the people working to make the county the best place for all.



Anne Arundel County Food Pantries | Despensas de Alimentos del Condado de Anne Arundel | 앤 아룬델 카운티 푸드 팬트리



Department Performance

The Department Performance initiative began in Fall 2019. The goal of department performance is to strategically monitor and assess outcome-focused performance of county departments. Working closely with governmental and quasi-governmental agencies, this initiative shows the work being done by each department. Departments can tell their unique story as they demonstrate how they are improving the impact and efficiency of County services. Department Performance enables departments to share compelling results, share the great work they're doing, and highlight the department's contributions to the broader work in the county.

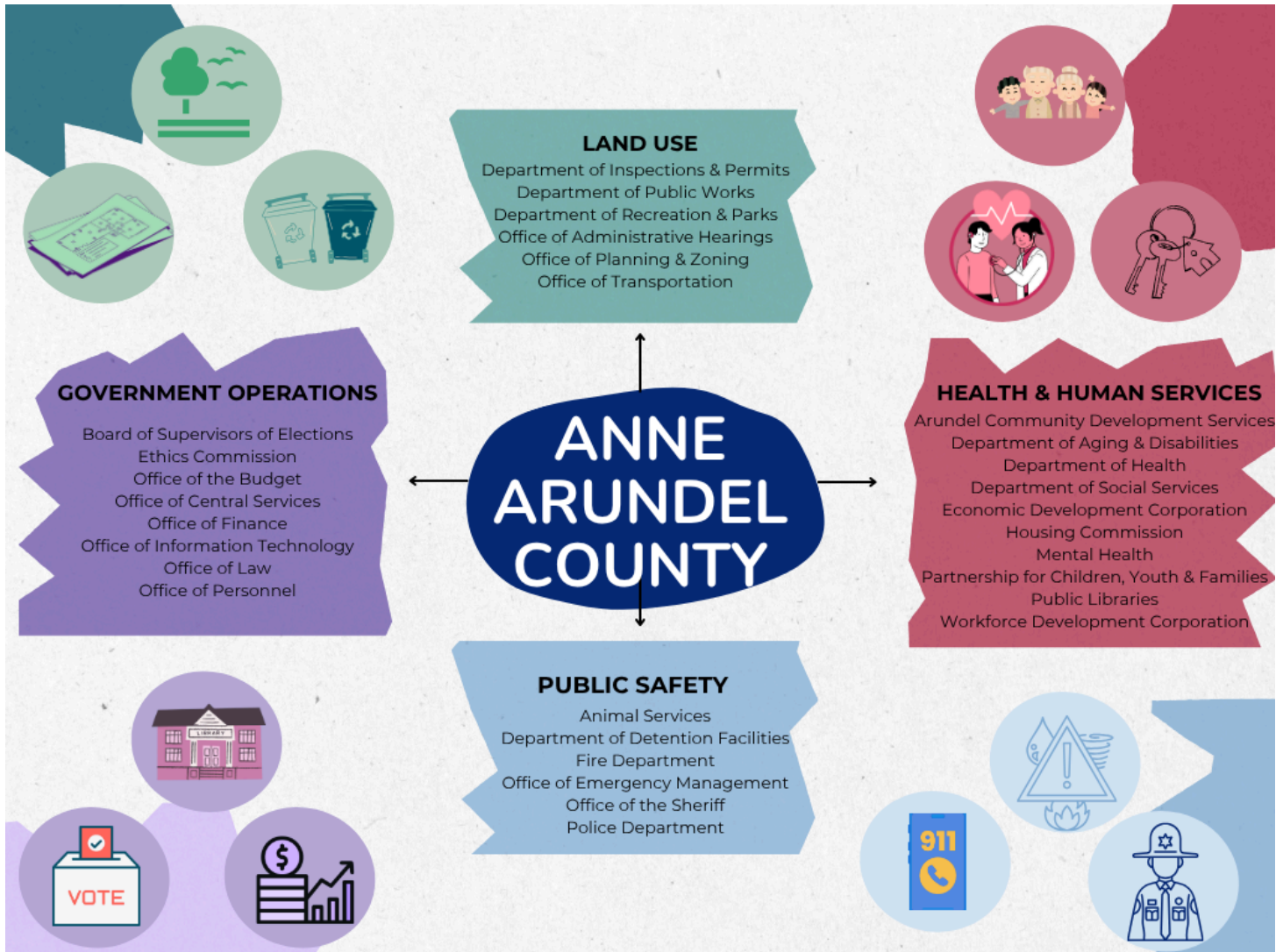
To monitor performance data, Agencies submit data to ArundelStat on a monthly basis. To ensure that the captured data fully encapsulates the Department's work, Agencies meet with the team annually to review their goals, objectives, and measures. Department Performance highlights the following:

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

The following pages include a condensed version of the data reported on OpenPerformance. The decision to report on the calendar or fiscal year is dependent on a department's internal data procedures.

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

Department Organization



**For Department Performance, Budget reports on a calendar year even though the data is for the fiscal year.*

How to Read Department Performance Entries:

Measure Numbering

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.

Dept. Code	Goal	Objective	Measure
ET 1.1.5			

Icon Key

Status	Definition		
 Meets/ Exceeds	Exact value of the target or within 1%	Metric value is above/below the target in the ideal direction	
 Trend Unclear	Metric has moved in the <i>correct</i> direction for 2 of the last 3 years BUT with variability	There has been a change in reporting, programming, calculating, or systems for the current year (regardless of the previous years values)	
 Doesn't Meet	Metric has moved in the wrong direction for at least 2 of the last 3 years. The values for 2 of the last 3 years have been at least 20% or 100 points (whichever is larger) away from the target.	Metric is static and the values for 2 of the last 3 years have been at least 20% or 100 points (whichever is larger) away from the target.	
 On Track	Metric has moved in the correct direction in 2 of the last 3 years AND is moving at a pace that, if continued would reach the target in 5 years	Metric is within 100 points or 20% of the target - whichever is larger	Metric has met the goal in at least one of the last two years

Board of Supervisors of Elections: Profile



Mission Statement

The Board of Elections provides convenient access to voter registration, accessible locations to exercise their right to vote, uniformity of election processes, fair and equitable elections, and maintains all registration and election-related data accurately and in a form accessible to the public for the citizens of Anne Arundel County.

- Voter registration
- Accessible voting locations

- Uniformity of election processes
- Fair and equitable elections

- Accurate registration and election-related data



Department Goals

1. To provide election services to citizens to ensure all eligible in the County have the opportunity to exercise their right in a primary or general election.

Department Performance Data (Impact Metrics)

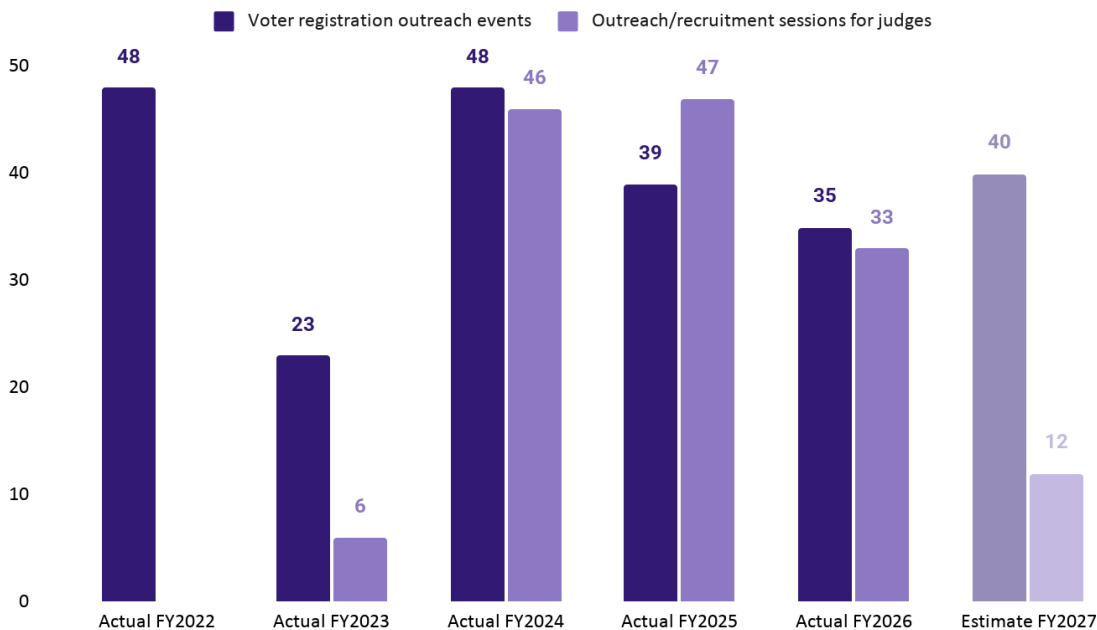
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	Target FY2031	Status
EL-1.1.9	Percent of eligible population registered to vote	99.5%	87.9%	88.4%	95%	
EL-1.2.9	Percent of election judges retained	56.2%	60.5%	62.8%	70%	

**Please note, Primary Elections occur in even fiscal years and General Elections in odd fiscal years.*

FY2026 BY THE NUMBERS

Voter registration outreach events and outreach for judges were similar in FY26



25 STAFF **16 PAGE PARTICIPANTS** **41,965 MAILERS SENT TO ELECTION JUDGES**

88.4% of eligible population is registered to vote as of FY26



Office of Central Services: Profile



Mission Statement

The Office of Central Services (OCS) mission, as an all-inclusive customer centric organization, is to manage and maintain all County facilities, real estate, vehicles and equipment, operate an efficient and cost-effective purchasing system, and maintain an inventory of facilities and properties. OCS manages risk and ensures the safety of employees and the public while ensuring all services are delivered efficiently, promptly, and courteously.

- Fleet Administration
- Facilities Management

- Purchasing

- Risk Management

Department Goals

1. To provide fleet administration services to repair and manage the replacement of County vehicles, ensuring County employees have reliable and safe vehicles to effectively execute their jobs.
2. To provide facilities management services to County-owned facilities for all users to achieve safe, well-maintained facilities, and support daily operations.
3. To provide procurement services for the County, ensuring a fair, fast, efficient, and competitive process.
4. To provide risk management services for County employees.

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](#)

Fleet Administration

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
CS-1.1.8	Percent of lease rate vehicles repaired within 24 hours	88%	90%	89%	85%	✓
CS-1.2.8	Percent of lease rate vehicles repaired within 48 hours	96%	97%	97%	90%	✓
CS-1.3.8	Percent of Preventative Maintenance (PM)/safety checks completed on-time	99%	99%	98%	80%	✓

Facilities Management

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
CS-2.1.6	Percent of PM Work Orders (WOs) completed within the specified time frame	92%	88.1%	72%	90%	
CS-2.2.9	Percent of Corrective Maintenance (CM) work orders completed within 90 days of open date	94%	93%	93%	90%	

Purchasing

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
CS-3.1.7	Number of P-Card transactions for under \$1,000	66,740	68,597	69,501	71,000 transactions	
CS-3.2.8	Number of P-Card transactions for under \$1,000 through negotiating, strategic procurement, and implementing efficiencies	\$0	\$320,060	\$413,765	\$250,000	
CS-3.3.7	Total purchasing dollars awarded to Certified Business Enterprises (CBEs) formally known as Minority, Small, Small Women-Owned, Veteran Owned, and Service-Disabled Veteran-Owned (WMSBE) businesses	\$88,474,559	\$42,526,422	\$63,396,749	\$200 million	

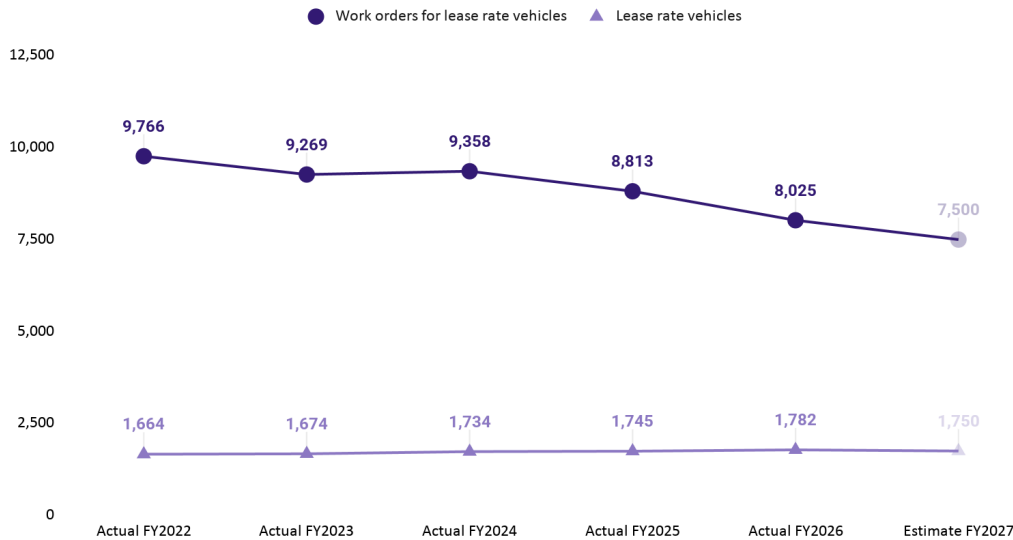
Risk Management

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
CS-4.1.9	Average number of days to issue first medical claim payments	22	24	42	25 days	
CS-4.2.6	Number of liability claims closed within 30 days	425	429	420	450 claims	
CS-4.3.9	Percent of total safety trainings completed	100%	100%	100%	100%	

In FY26, the average number of days to issue the first payment for a medical claim increased to 42 days due to the training of a new assistant billing adjuster. We anticipate the number to be reduced dramatically in FY27 due to the addition of more staff should claim volumes continue at the current rate.

FY2026 BY THE NUMBERS

Amount of work orders for lease rate vehicles is on a downward path, while number of vehicles is relatively steady



35 MECHANICS

2 GARAGES

**1,782 LEASE
RATE VEHICLES**

782 P-CARD HOLDERS

81,990 P-CARD TRANSACTIONS

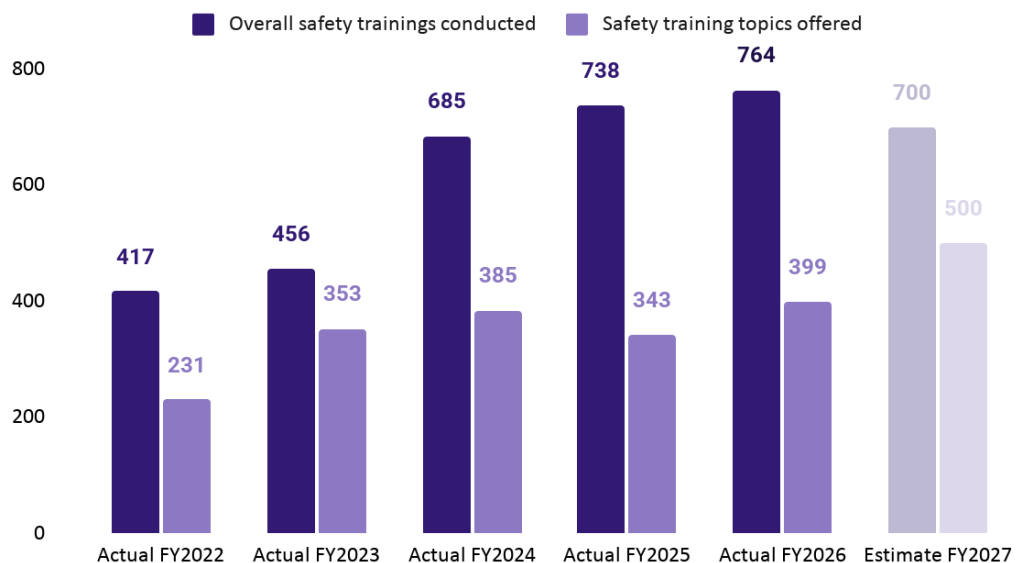
**97 CLOSING RATIO
(CLOSED/RECEIVED)
FOR GENERAL
LIABILITY CLAIMS**

**399 SAFETY
TRAINING TOPICS
OFFERED**

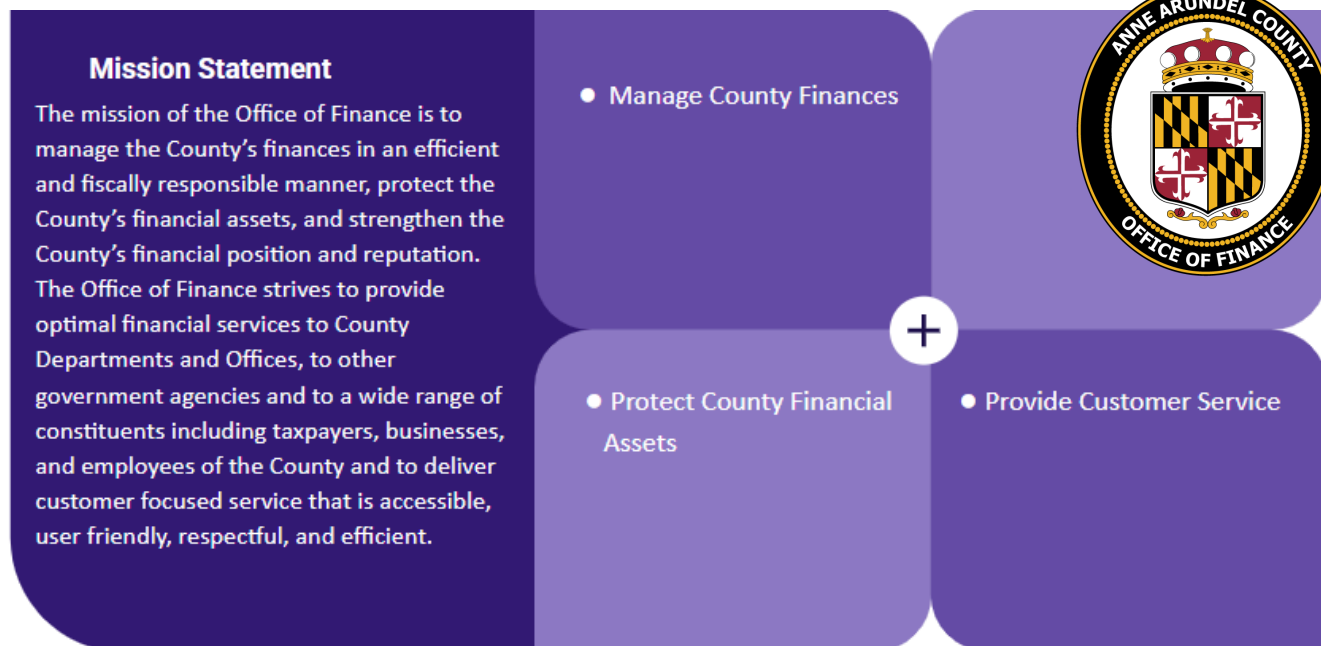
**106 OUTREACH
EVENTS FOR
CERTIFIED BUSINESS
ENTERPRISES (CBES)
FORMALLY KNOWN
AS MINORITY,**

**SMALL, SMALL WOMEN-OWNED, VETERAN OWNED, AND SERVICE-DISABLED
VETERAN-OWNED (WMSBE) BUSINESSES**

Noticeable increase in overall safety trainings conducted since FY23



Office of Finance: Profile



Department Goals

1. To manage County finances in support of County services through optimal revenue collection, disbursement, financial and investment services for County stakeholders.
2. To protect the County's financial assets through accurate accounting and transparency for all revenues and expenditures.
3. Provide customer focused service that is accessible, user friendly, respectful, and efficient.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
FN-1.1.9	Percent of utility bills mailed as scheduled	100%	100%	100%	100%	✓
FN-1.2.6	Percent of property tax bills processed on time	100%	100%	100%	100%	✓
FN-2.1.6	Number of consecutive years applied for and awarded the Certificate of Achievement for Excellence in Financial Reporting from the GFOA	44	45	46	49 years	🕒
FN-3.1.8	Percent of documents processed within 48 hours	100%	100%	100%	100%	✓

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
FN-3.2.8	Percent of ambulance waivers and bills addressed	100%	100%	100%	100%	

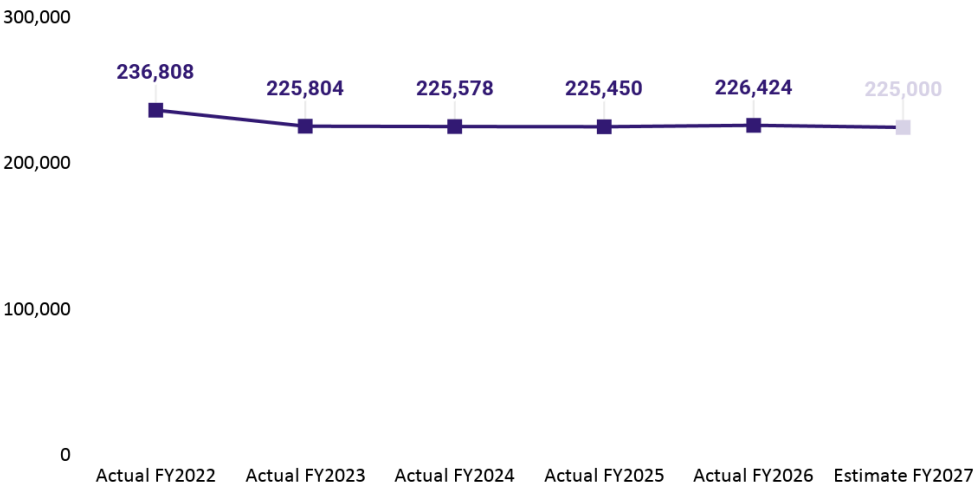
FY2026 BY THE NUMBERS

6 STAFF

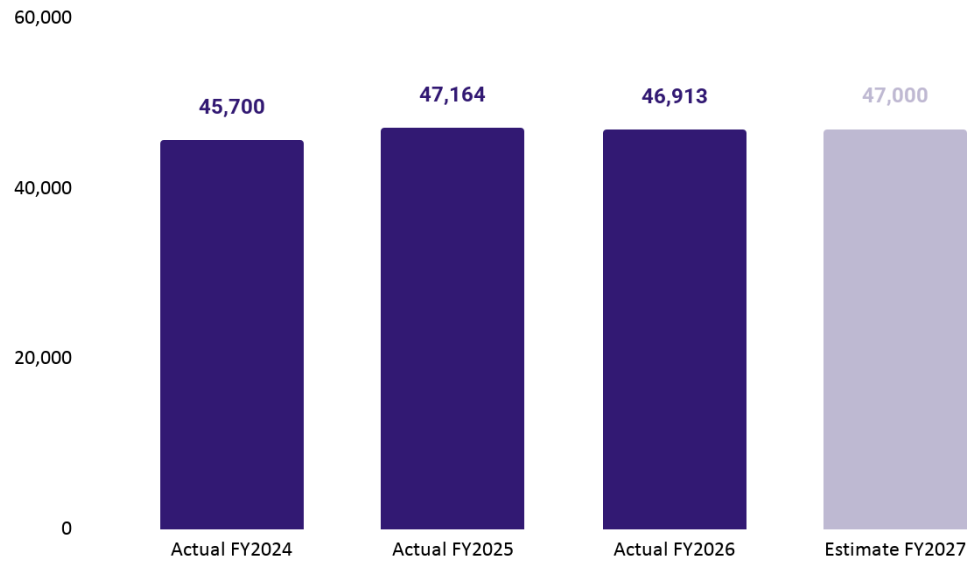
5 TAX BILLING/TAX CREDIT STAFF

AAA BOND RATING

Number of accounts requiring tax bills has remained relatively steady



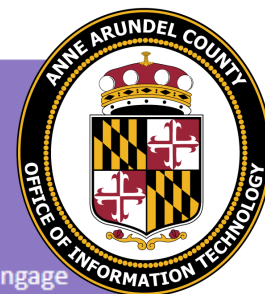
46,913 ambulance bills sent in FY26 averaging 3,909 in a month



3 ANNUAL FINANCIAL REPORTS

The County's Office of Finance assumed operation of the ambulance billing program in FY2024.

Office of Information Technology: Profile



Mission Statement

The Office of Information Technology seeks to accelerate success by fostering digital dexterity within Anne Arundel County agencies. When all County agencies adopt secure digital capabilities, both effectiveness and efficiency of operations will improve. The impact will be faster transaction speeds, better quality performance, and improved employee engagement.

- Establish and maintain high-quality, secure technology infrastructure platforms that enable cross county collaboration

- Act as trusted advisors to foster technology adoption and engage people with processes for successful outcomes



- Deploy technology solutions to expedite transactions between residents and county functions while eliminating frictional barriers to ease of use systems

- Provide telecommunications, video, and cable television administration services

Department Goals

1. To select, implement, and maintain appropriate technology solutions to reduce barriers between citizens and county functions.
2. To support internal County functions through staff and technology.

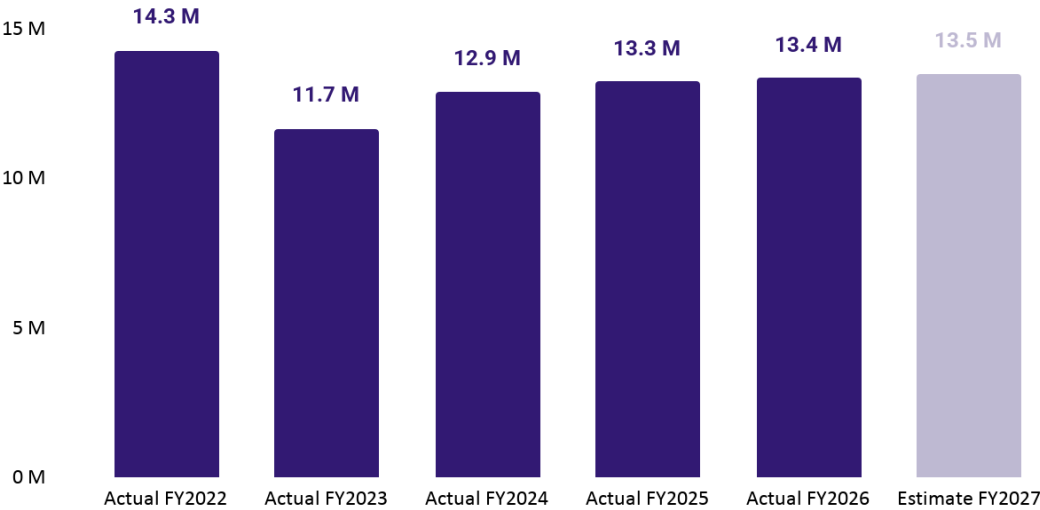
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
IT-1.1.5	Percent of core systems identified by OIT as 'legacy or outdated'	5%	5%	5%	0%	
IT-1.2.9	Number of County website Pageviews	12.9M	13.3M	13.4M	14M pageviews	
IT-2.1.8	Percent of Help Center tickets resolved on first contact	56%	45%	45%	48%	
IT-2.2.6	Percent of Core Groups with a portfolio manager	100%	85%	85%	100%	

FY2026 BY THE NUMBERS

AACounty website pageviews has remained around 13 M in past couple of years



6 WEB TEAM
STAFF

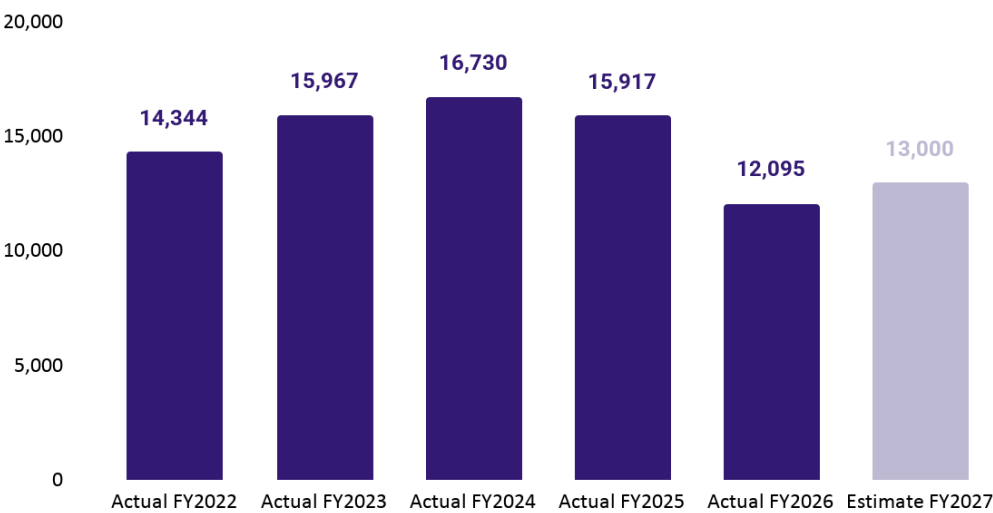
6 LEGACY CORE
SYSTEMS

5 PORTFOLIO
MANAGERS

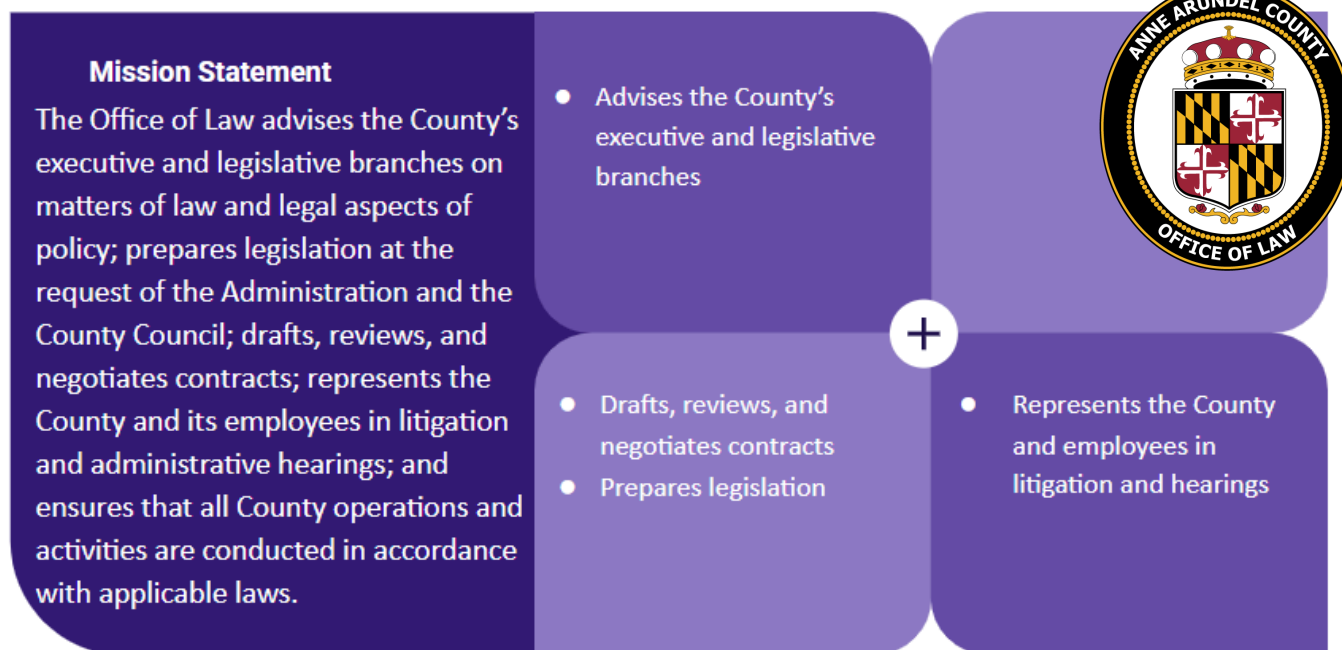
37 TRAINED WEBSITE
CONTRIBUTORS

3,024 AVERAGE
TICKETS PER HELP
DESK STAFF

Help Desk tickets in FY26 dropped to its lowest number in the last 5 years



Office of Law: Profile



Due to a data management system change, Office of Law's FY26 data will be provided at a later date. Look for it in our next biannual report!

Department Goals

1. To provide timely review of contracts and other legal documents to ensure compliance with applicable laws.
2. To provide advice and opinions on complex legal questions affecting the interests of the County.
3. To promptly and accurately prepare and process cases to enforce violations of the Anne Arundel County Code for Court adjudication.
4. To represent the County and its employees in claims and litigation to reduce the County's exposure to liability.

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](#)

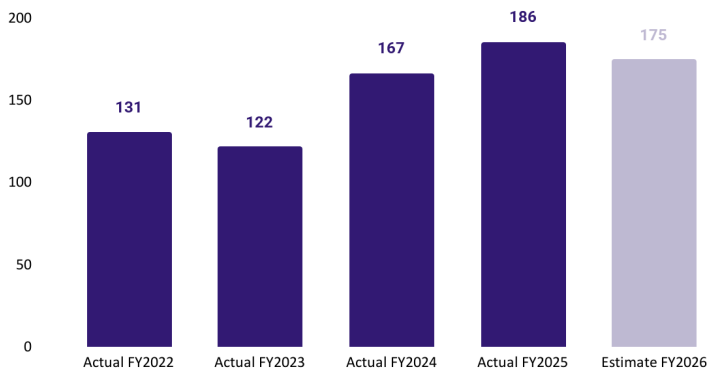
Impact Metric	Objective	Actual FY2023	Actual FY2024	Actual FY2025	2030 Target	Status
LW-1.1.5	Average number of days to review/respond to a contractual review request	3	3.4	4.3	3.5 days	
LW-2.1.4	Percentage of opinions completed within time requested	100%	100%	100%	100%	

Impact Metric	Objective	Actual FY2023	Actual FY2024	Actual FY2025	2030 Target	Status
LW-3.1.5	Average number of days to file a civil citation for a code violation in Court	33	27	41	30 days	
LW-3.2.5	Average number of days to file a complaint or petition for contempt in Court	76	118	128	80 days	
LW-4.1.9	Amount of payments for lawsuits/claims handled by Office of Law	\$702,300	\$617,051	\$1,770,762	1.75 million	

Due to a data management system change, Office of Law's FY26 data will be provided at a later date. Look for it in our next biannual report!

FY2025 BY THE NUMBERS

Number of active Self-Insurance Fund (SIF) lawsuits/claims continues to trend upward



11.4 ATTORNEYS PERFORMING CONTRACT REVIEWS

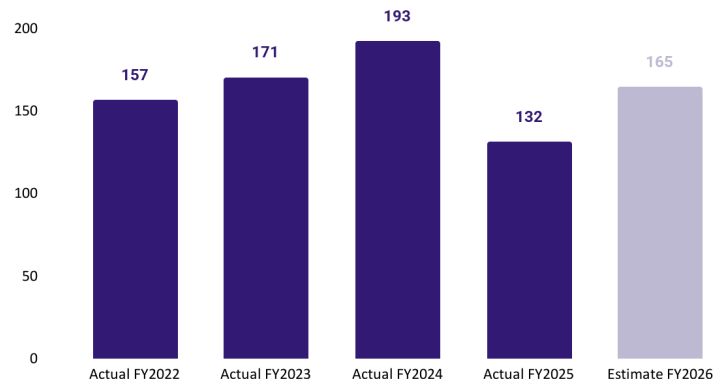
5 ATTORNEYS PERFORMING CODE ENFORCEMENT FUNCTIONS

44 LAWSUITS / CLAIMS CLOSED

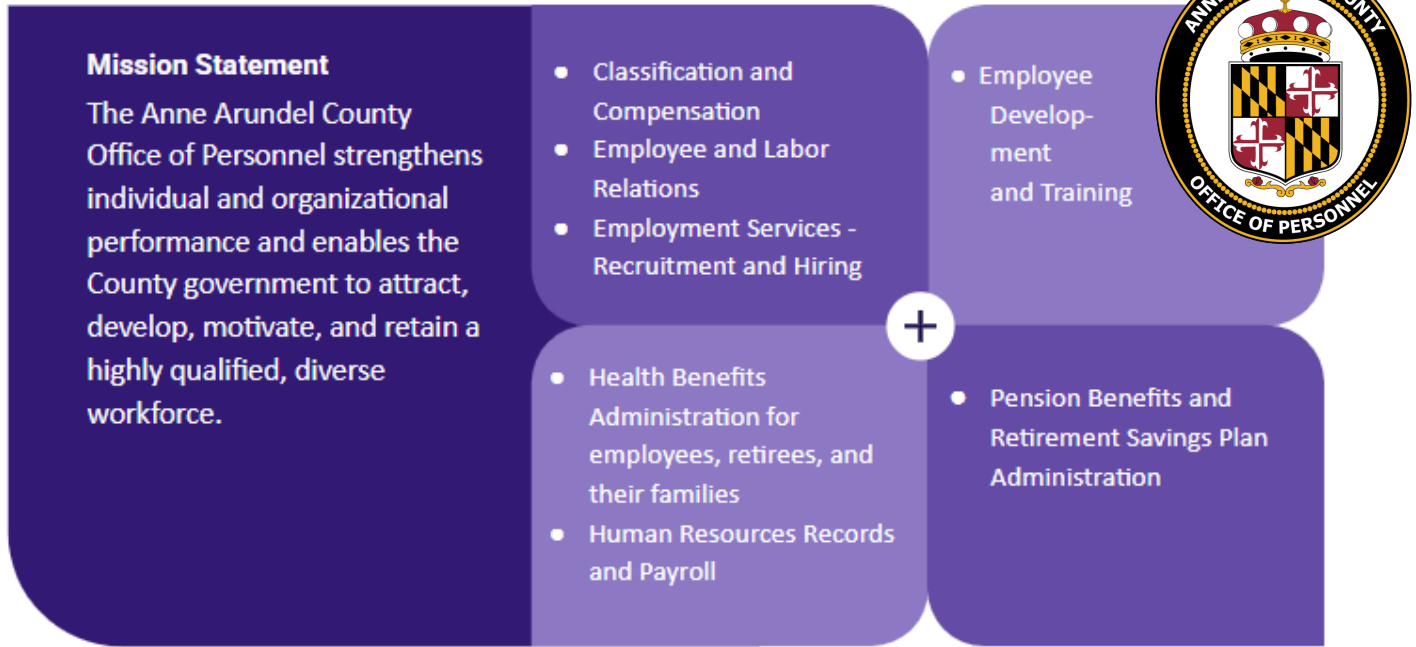
22 CASES RECEIVED A PAYOUT

50% OF LAWSUITS / CLAIMS CLOSED WITH NO RECOVERY

In FY25 number of injunction referrals dropped but expected to increase in FY26



Office of Personnel: Profile



Department Goals

1. To ensure agencies source, select, and onboard highly talented individuals with the acumen, aptitude, and attitude to serve the visitors and residents of Anne Arundel County.
2. To provide human capital management services and policy guidance to County departments to ensure a productive workforce.

Department Performance Data (Impact Metrics)

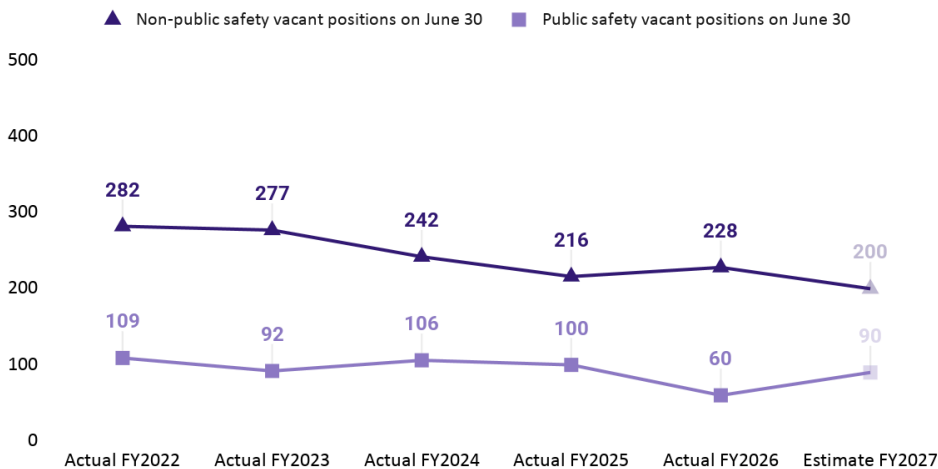
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
PS-1.1.22	Average number of days to send a list of qualified applicants to the agency (non-public safety) (closing date of announcement to certification)	14	14	14	12 days	
PS-1.2.22	Average number of days to send a list of qualified applicants to the agency (public safety) (closing date of announcement to certification)	175	175	175	175 days	
PS-1.3.18	Turnover rate- all reasons	10%	8.1%	7.2%	7%	
PS-1.4.8	Number of participants in the County Health and Wellness program	954	1,024	1,407	2,000 participants	

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
PS-2.1.16	Total percent of employees participating in training	3%	5%	3%	25%	
PS-2.2.8	Percent of labor agreements without arbitration	100%	100%	85.7%	100%	
PS-2.3.13	Percentage of grievances processed within prescribed timelines	100%	100%	93.75%	100%	
PS-3.1.8	Percent of employees actively contributing to deferred compensation	33.1%	24.5%	26.2%	28%	

FY2026 BY THE NUMBERS

Vacant positions for public safety has remained relatively steady, while non-public safety positions is trending down as of June 30



9 JOB FAIRS

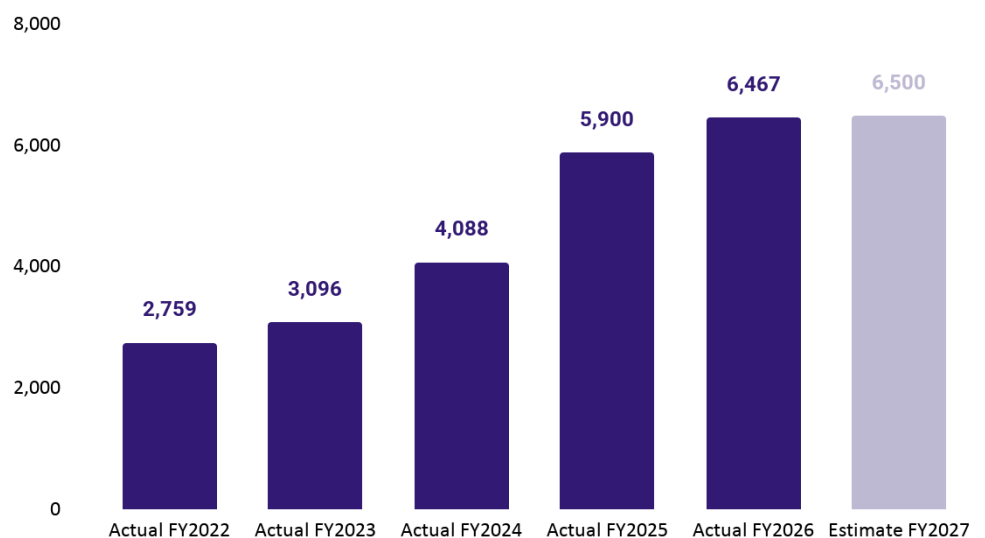
3,362 EMPLOYEES IN A UNION

158 INTERNAL PROMOTIONS

4,252 PARTICIPANTS IN COUNTY MEDICAL BENEFITS

432 COUNTY EMPLOYEES PARTICIPATING IN AACC TRAINING CLASSES

Applications reviewed per reviewer has been growing since FY23



Ethics Commission: Profile



Goals

1. To provide advisory opinions and administer Public Ethics Law.
2. To investigate and adjudicate formal and informal ethics complaints.
3. To review and maintain employee, elected official, and candidate financial disclosure and conflict of interest statements and make them available for public inspection.
4. To review and maintain lobbyist registration and bi-annual disclosure reports to ensure compliance with law.

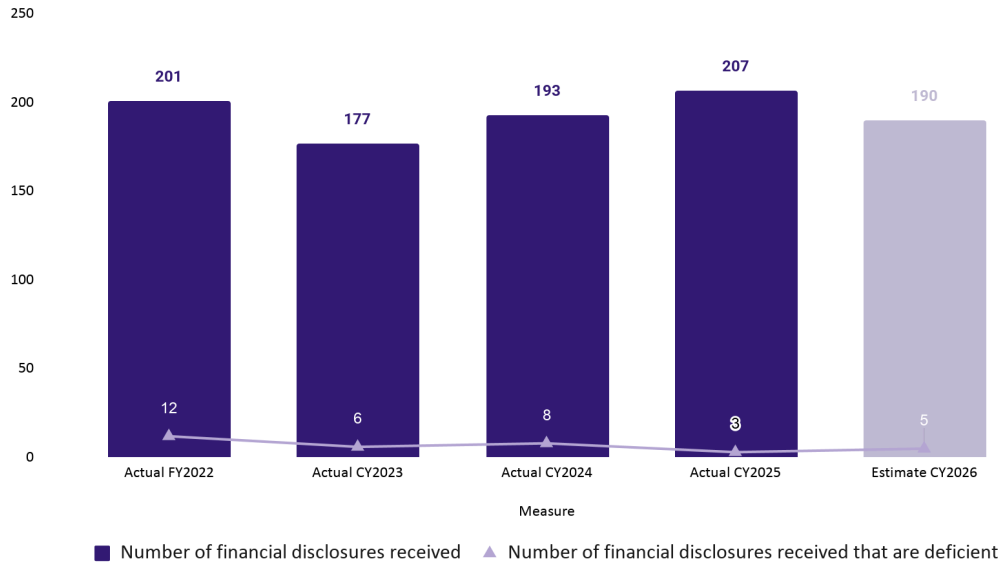
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual CY2023	Actual CY2024	Actual CY2025	2030 Target	Status
ET-1.1.5	Average number of days to respond to a request for informal advice	2.3	2.1	2.7	5 days	✓
ET-1.2.5	Average number of days to respond to a request for informal advice	3.2	14	9.8	15 days	✓
ET-2.1.6	Percent of ethics complaints reviewed within 45 days	NA	NA	100%	100%	✓
ET-3.1.8	Average number of days to correct a deficient financial disclosure or conflict of interest statement	1	0.4	0.9	2 days	✓
ET-4.1.6	Average number of days to review lobbyist registration and bi-annual disclosure forms	5	5	5	5 days	✓

CY2025 BY THE NUMBERS

All required financial disclosures received; very few were deficient requiring additional information



5 COMMISSION MEMBERS

2 MEMBERS OF STAFF

2 ETHICS COMPLAINTS RECEIVED

69 CONFLICT OF INTEREST STATEMENTS RECEIVED

207 FINANCIAL DISCLOSURES RECEIVED

6 ADVISORY OPINIONS ISSUED

3

Conflict of interest opinions

When an employee conducts the county's business, the employee is supposed to act with impartial and independent judgment. A conflict of interest occurs when an employee has private interests, either personal or financial, that may be affected by the employee's official actions. Those interests may impair the employee's ability to conduct the county's business with impartial and independent judgment. The citizens of the county have a right to trust that a county government employee will conduct the county's business without any conflicts of interest.

2

Prestige of office

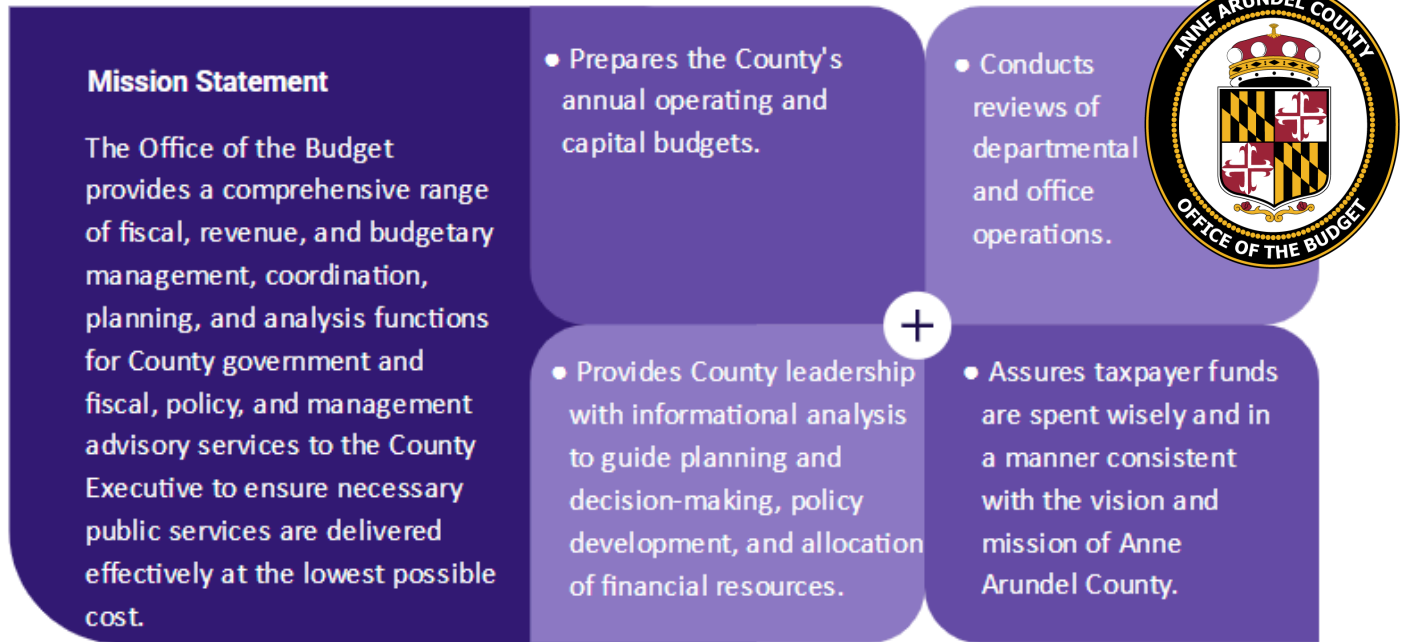
- An employee may not intentionally use the prestige of their office or public position for that employee's private gain or the gain of another.
- Using your County title and position on a web site, business card, brochure, or other non-county business venture or activity.
- Using County resources (time, supplies, equipment, etc.) to conduct or further any outside business or personal activity, including political and charitable activity, not related to your County position.

1

Recuse

- A County employee or public official may not participate in any matter where the employee or official, or "qualifying relative"* of the employee or official, has an interest in the matter different from the general public.
- A County employee or public official may not participate in matters involving business entities in which the employee or official, or qualifying relative* of the employee or official, has a financial, employment, contractual, creditor or potential employment interest.

Office of the Budget: Profile



Goals

1. To provide County leadership with sound financial planning and management analysis that maintains the County's fiscal health.

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](#)

Impact Metric	Objective	Actual FY2023	Actual FY2024	Actual FY2025	2030 Target	Status
BU-1.1.9	Percent variance between General Fund budget and actual revenues	5.6%	7.7%	6.7%	5%	✓
BU-1.2.7	Percent variance between General Fund budget and actual expenditures	1.5%	0.6%	0.7%	4%	✓
BU-1.3.8	Percent of actual expenditures at or below departmental final appropriation	100%	100%	100%	100%	✓
BU-1.4.10	Percent variance between General Fund budgeted and General Fund actual turnover	-9.0%	0.3%	-14.4%	10%	⌚

CY2025 BY THE NUMBERS

8,720 PURCHASE REQUISITIONS REVIEWED

\$13M GENERAL FUND BUDGETED FOR CONTINGENCIES

HEALTH AND HUMAN SERVICES

Arundel Community Development Services: Profile



Department Goals

1. To increase and sustain affordable homeownership opportunities that are inclusive for low to moderate income families.
2. To promote and expand affordable quality rental housing opportunities that are accessible and inclusive.
3. To prevent and end homelessness in Anne Arundel County.
4. To create sustainable communities throughout Anne Arundel County

Department Performance Data (Impact Metrics)

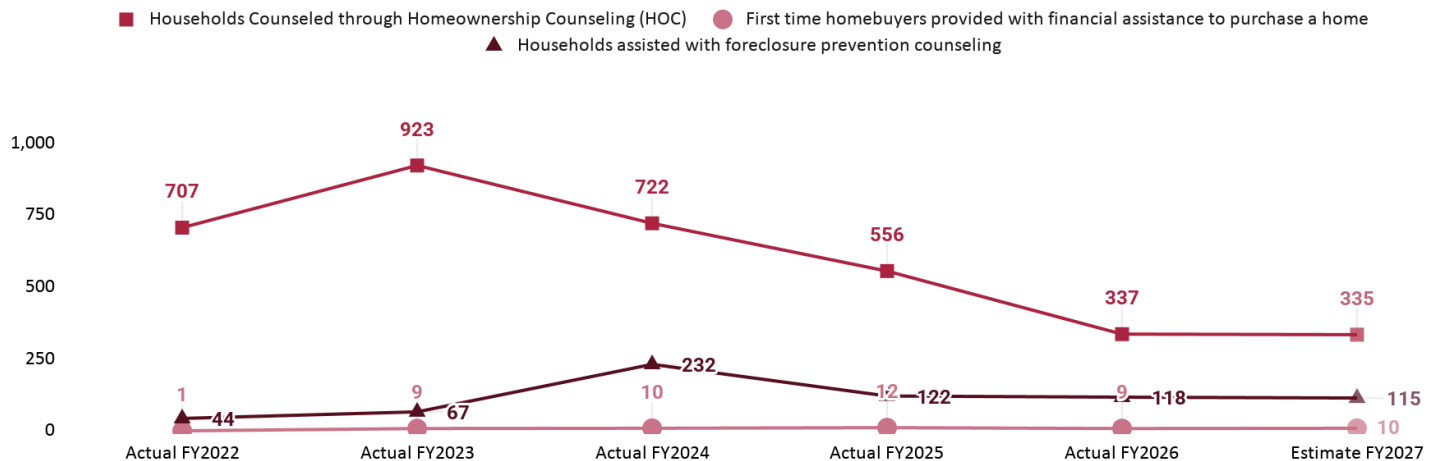
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
DS-1.1.9	Total number of Households participating in homeownership program opportunities	954	690	464	460	✓
DS-1.2.7	Total number of Homeowners assisted	25	29	31	30	✓
DS-2.1.5	Total number of affordable rental units preserved or developed	59	682	231	300	⌚

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
DS-3.1.8	Number of households served by Eviction prevention programs	961	520	364	350	✓
DS-3.2.4	Number of households served through Community of Care (CoC) permanent supportive housing, Tenant-Based Rental Assistance (TBRA) programs at ACDS/HCAAC and Rapid Re-Housing Programs	275	285	261	260	✓
DS-3.3.7	Total number of individuals served with emergency shelter beds	431	1156	371	370	✓
DS-4.1.8	Number of awards made/grants managed serving low income communities and residents	167	161	183	180	✓

FY2026 BY THE NUMBERS

Number of Households Counseled through Homeownership Counseling and Foreclosure Prevention Counseling have decreased since FY24



6 STAFF

5 GRANT MANAGERS

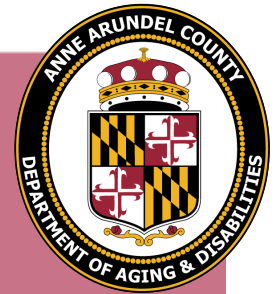
9 HOURS PER CLIENT

341 AFFORDABLE RENTAL UNITS IMPROVED

52,819 RENT BURDENED/SEVERELY RENT BURDENED HOUSEHOLDS IN THE COUNTY

\$5,447 AVERAGE ASSISTANCE PER HOUSEHOLD

Department of Aging and Disabilities: Profile



Mission Statement

The Department of Aging and Disabilities seeks to improve the quality of life for older adults, individuals with disabilities, veterans, caregivers, and anyone wishing to plan for the future by providing options and resources that will enable them to live independent and meaningful lives.

- Long Term Care Services

- Aging and Disabilities Resource Center Services

- Disability and Community Services



Department Goals

1. To provide long term care services to keep individuals in Anne Arundel County living independently and safely in their own homes.
2. To provide resource navigation and options counseling to older adults, individuals with disabilities, veterans, caregivers, and anyone interested in planning for their future
3. To provide Disability and Community services to empower and increase access to core community services for all.

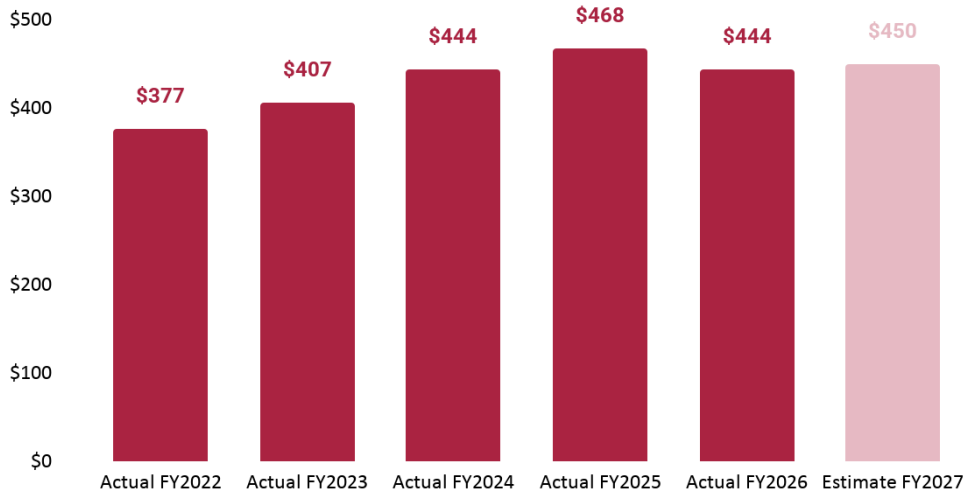
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
AD-1.1.11	Average number of months an individual can remain in their home independently	40.8	45.2	41.5 months	Metric changing in FY27	
AD-2.1.13	Number of resource navigation and benefits assistance cases closed by Veterans Services Coordination Center	11,100	11,323	12,704	13,000 cases	
AD-3.1.6	Number of Taxi Voucher unduplicated participants	271	206	170	180 participants	
AD-3.2.7	Number of Senior Activity Center Participant Visits	162,466	181,784	210,797	230,000 participants	

FY2026 BY THE NUMBERS

Average cost per person for seniors to remain in their homes in FY26 dropped slightly from FY25, back to FY24's average cost



8 CASE MANAGERS

**152 INDIVIDUALS ON
SENIOR CARE PROGRAM
WAITLIST**

**1,1550 VETERANS
SERVED BY VETERANS
SERVICES COORDINATION
CENTER**

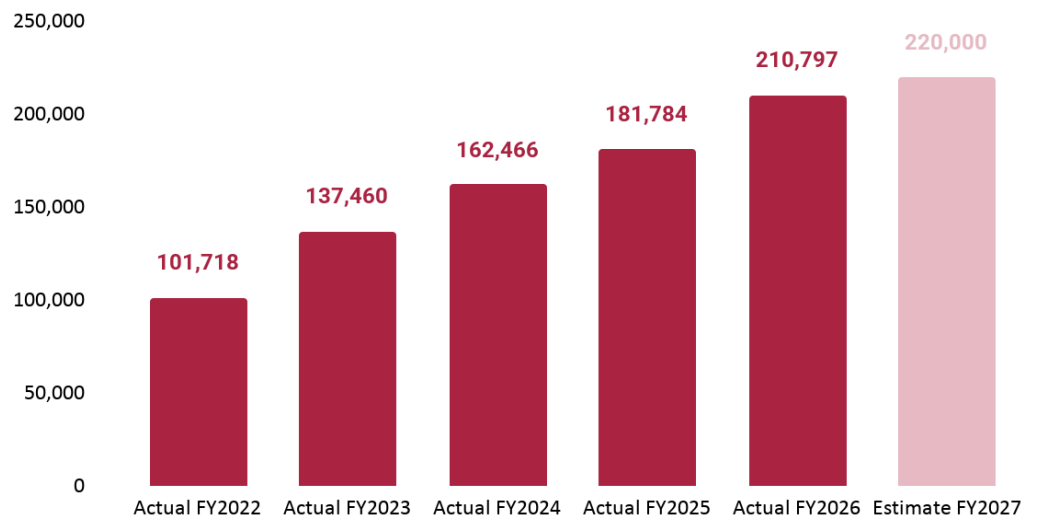
**255 OUTREACH
EVENTS**

**5,861 TAXI
VOUCHER [🔗](#)
BOOKS SOLD**

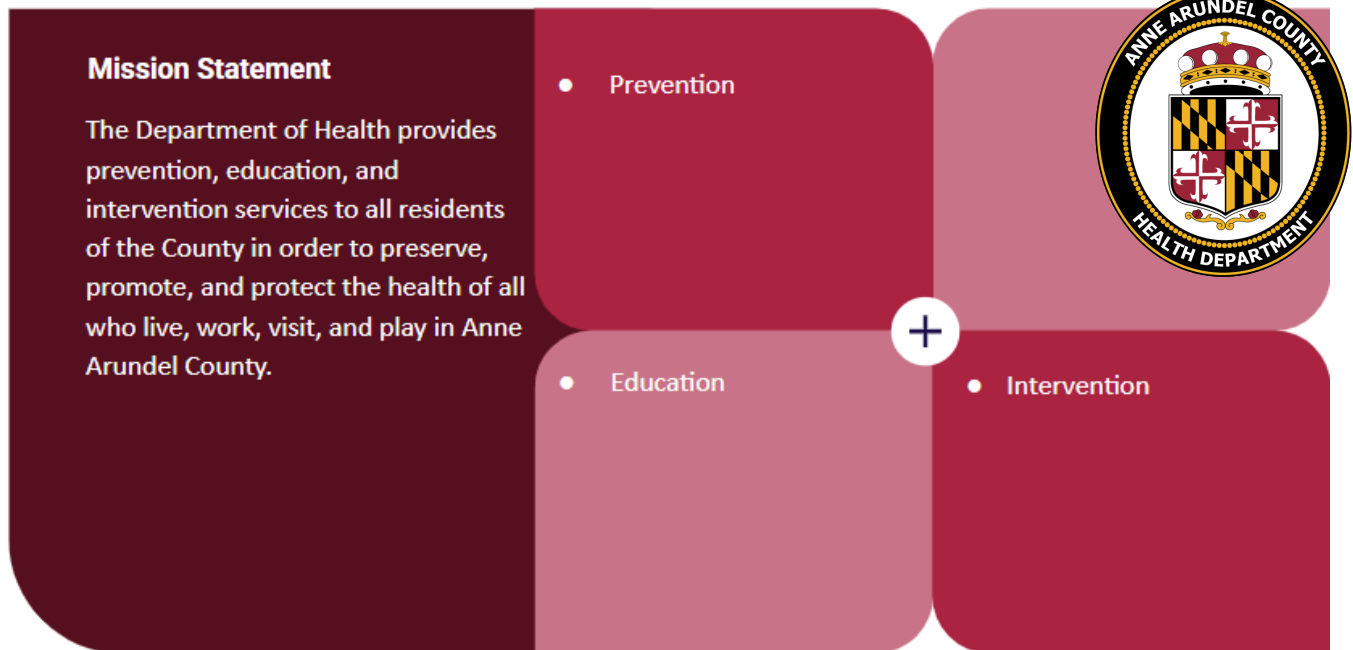
**126,967 MEALS
SERVED**

**12,704 RESOURCE
NAVIGATION
REQUESTS
[MARYLAND ACCESS
POINT \(MAP\) 🔗](#)**

Number of Senior Activity Center Participant Visits continues to grow every year



Department of Health: Profile



Department Goals

1. To provide prevention services to protect the health of those who live, work, visit, and play in Anne Arundel County.
2. To provide education services to promote the health of those who live, work, visit, and play in Anne Arundel County.
3. To provide intervention services to preserve the health of those who live, work, visit, and play in Anne Arundel County.

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](#)

Prevention

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
HD-1.1.8	Percent of Permanent high and moderate priority food facility facility inspections completed	48%	53%	49%	62%	
HD-1.2.7	Number of rapid HIV tests performed	506	582	591	600 tests	
HD-1.3.15	Total number of vaccinations provided	17,576	15,580	10,274	16,000 vaccinations	

Education

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
HD-2.1.10	Percent of participants quitting smoking	11%	10%	15.6%	15%	
HD-2.2.7	Number of prescribers and pharmacists guides on the risk of prescription opioids distributed	25,568	6,665	7,633	7,000 guides	
HD-2.3.8	Percentage who kept initial appointment with provider	94%	95%	96%	96%	

Intervention

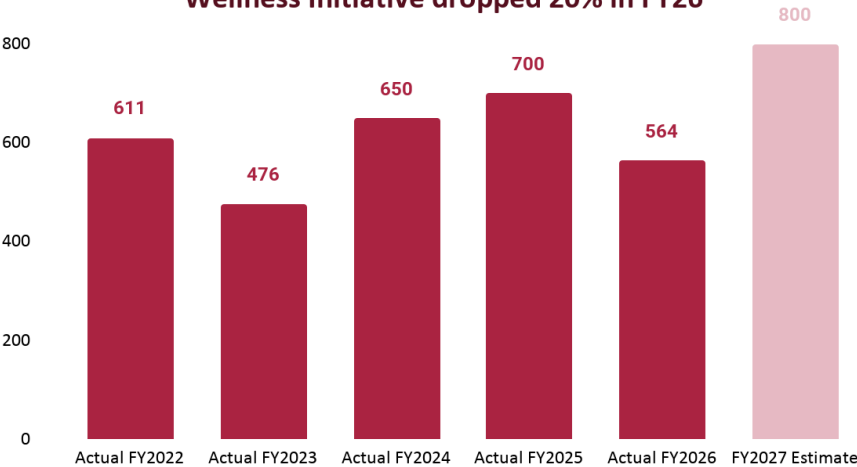
Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
HD-3.1.7	Number of unique people receiving substance use treatment through the Maryland Mobile Wellness Initiative	650	700	564	800 people	
HD-3.2.7	Percent of students receiving follow up services for vision	59%	60%	64%	100%	
HD-3.3.8	Number of referrals to treatment and other resources for harm reduction	4,754	141	144	250 referrals	

Trend Analysis

The number of referrals to harm reduction services recorded saw a significant change in FY25 **due to a refinement of the metric**. The count decreased from 4,754 in FY24 to 141 in FY25. This reflects a shift from documenting any informational handout (e.g., a flyer) to **tracking only direct, meaningful referrals made by a Peer Support Specialist or the Harm Reduction Care Coordinator**.

FY2026 BY THE NUMBERS

The number of at risk population reached by Maryland Mobile Wellness Initiative dropped 20% in FY26



2,720 FOOD INSPECTIONS COMPLETED FOR PERMANENT HIGH AND MODERATE PRIORITY FACILITIES

39 HIV OUTREACH AND EDUCATION EVENTS

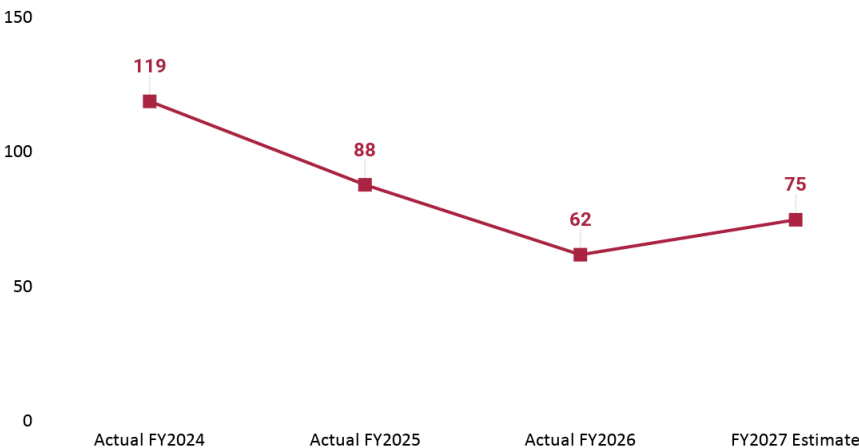
5 SEMI-PERMANENT CLINIC SITES

10,274 TOTAL VACCINATIONS PROVIDED

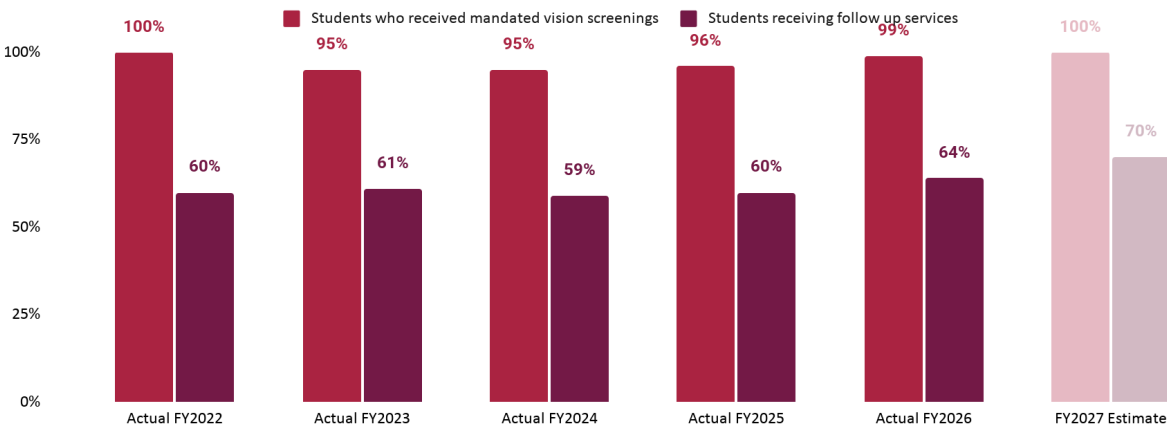
256 TOTAL PARTICIPANTS IN INDIVIDUAL/GROUP SMOKING CESSATION PROGRAM

33,613 VISION SCREENINGS PERFORMED

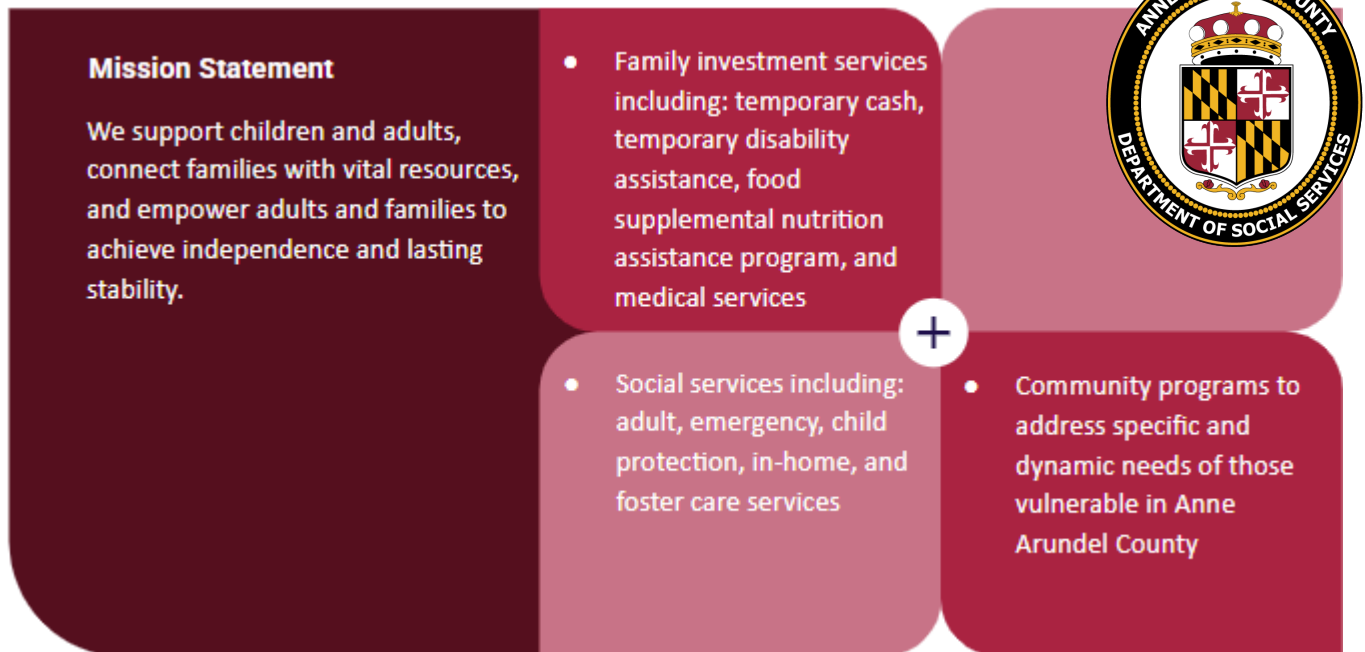
Number of mobile clinics increased in FY25 primarily because of partnerships with community organizations



Over half of students screened for vision receive follow up services



Department of Social Services: Profile



Department Goals

1. To provide initiatives and programming specific to the dynamic needs of the families, children, and vulnerable adults of Anne Arundel County.
2. To provide intervention services to vulnerable children, adults, and families in Anne Arundel County to ensure safety and reduce the risk in their living environment.
3. To provide public assistance benefits and services to low income families and individuals to return them to economic independence.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
SS-1.1.11	Number of individuals experiencing homelessness achieving stability through housing or shelter	42	66	85	55	✓
SS-2.1.9	Percent of Child Protective Services (CPS) investigations completed within 60 days	93	96	99	99	✓
SS-2.2.5	Percent of children receiving In Home services remaining safely with their families	98	97	98	99	⌚
SS-2.3.7	Percent of children who re-enter Foster Care within 12 months	0	0	0	0	✓
SS-3.1.7	Number of participants who receive a full-time or part-time job placement at \$10/hr or greater	388	819	396	650	⌚

FY2026 BY THE NUMBERS

1,738 STREET OUTREACH INTERACTIONS

6 JOB COUNSELORS

1,021 PEOPLE PARTICIPATING IN WORK PROGRAMS

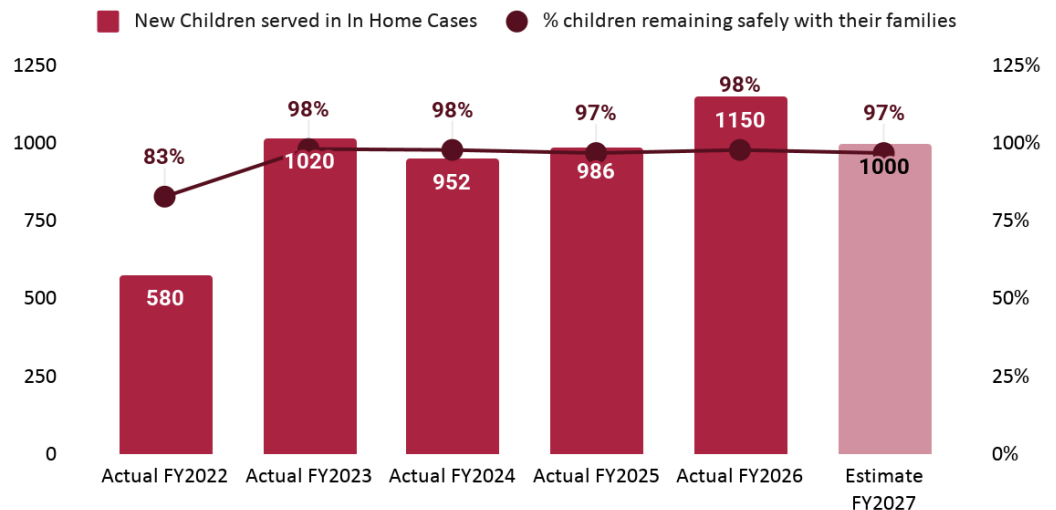
39% IN WORKFORCE PROGRAMS OBTAIN EMPLOYMENT

49 CHILDREN
EXITED CARE TO
PERMANENCY

7.7 CASES PER
CHILD PROTECTIVE
SERVICES WORKER,
ON AVERAGE

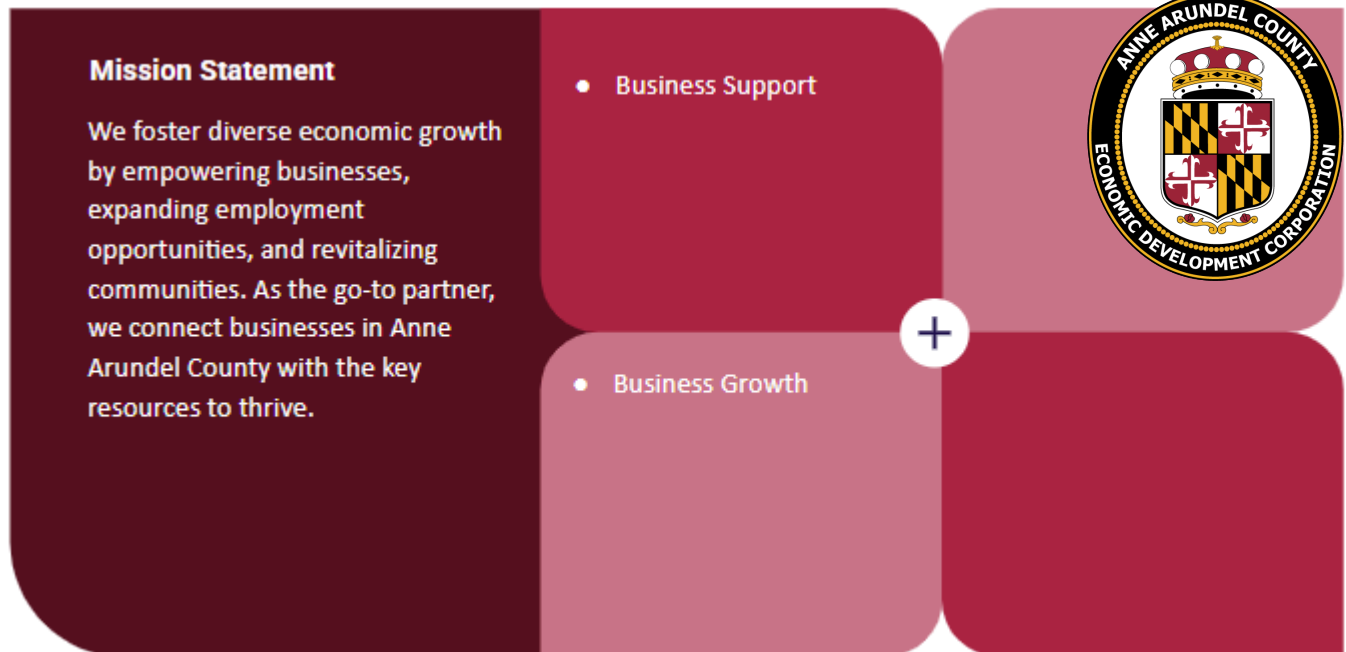
1,150 NEW
CHILDREN SERVED
IN IN-HOME
CASES

Over 90% of children remain safely with their families due to in-home services



Children have a right to be free from maltreatment and remain with their families. The goal of In-Home Services is to **support families in staying together** while ensuring the well-being and safety of the children by providing services and referrals for service to alleviate risk factors. In-Home Services take place in **families' homes as well as in and around the community**. Most often, families are referred to In-Home Services after a report of suspected child abuse or neglect. However, families can request services on their own as well. A trained social worker will work with the family **to create a service plan** based on the strengths and needs of all family members.

Economic Development Corporation: Profile



Department Goals

1. To provide support and promote business growth in Anne Arundel County through technical assistance, training, and relationship management.
2. To provide financial incentive programs to county business owners to enable them to launch and sustain businesses.
3. To enhance and sustain the County's agricultural assets through resources, programs, and collaborations.

Department Performance Data (Impact Metrics)

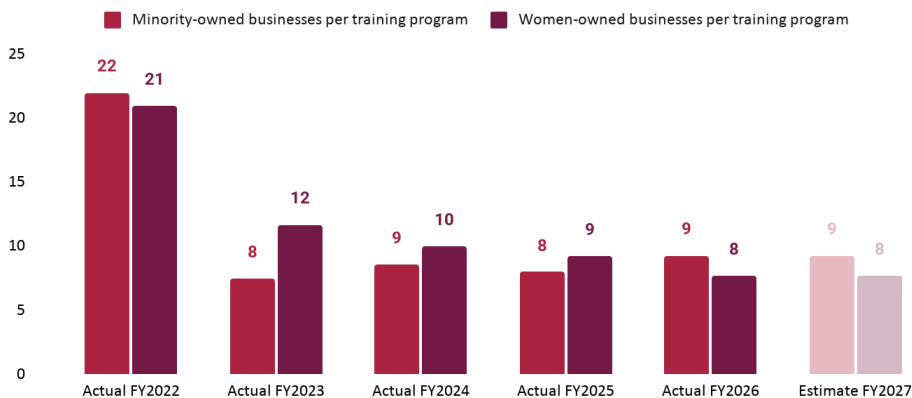
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
ED-1.1.11	Total number of minority- and/or women-owned businesses that complete AAEDC training programs	42	46	34	0 businesses	✓
ED-1.2.11	Total number of tech jobs created	166	173	195	150 jobs	✓
ED-2.1.10	Amount of capital investment available through financing and tax credit programs for Commercial Revitalization Districts	\$4,550,763	\$896,886	\$185,543	\$1 million	✗

ED-2.2.10	Number of jobs created for minority- and women-owned businesses through the management of the State of Maryland's VOLT loan program.	45	146	76	100 jobs	
ED-3.1.6	Number of agritourism sites	17	18	0	30 agritourism sites	
ED-3.2.16	Total savings to farmers through rental equipment and other service programs as total savings to farmers.	\$150,998	\$208,858	\$215,421	\$170,000	

FY2026 BY THE NUMBERS

Number of minority-owned businesses and women-owned businesses per training program has remained relatively steady since FY23



155 BUSINESS CONSULTATIONS FOR VOLT LOAN PROGRAM 

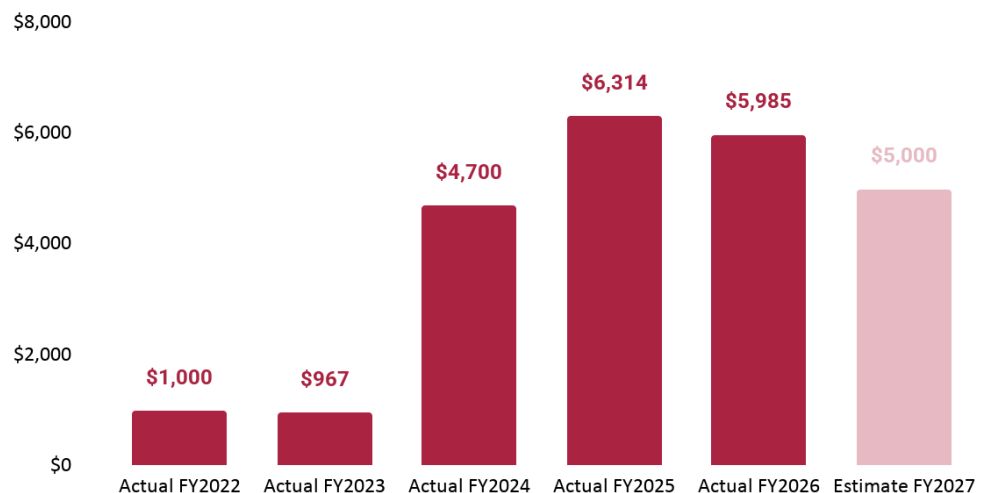
454 COUNTY FARMS

16 AGRICULTURAL GRANT APPLICATIONS

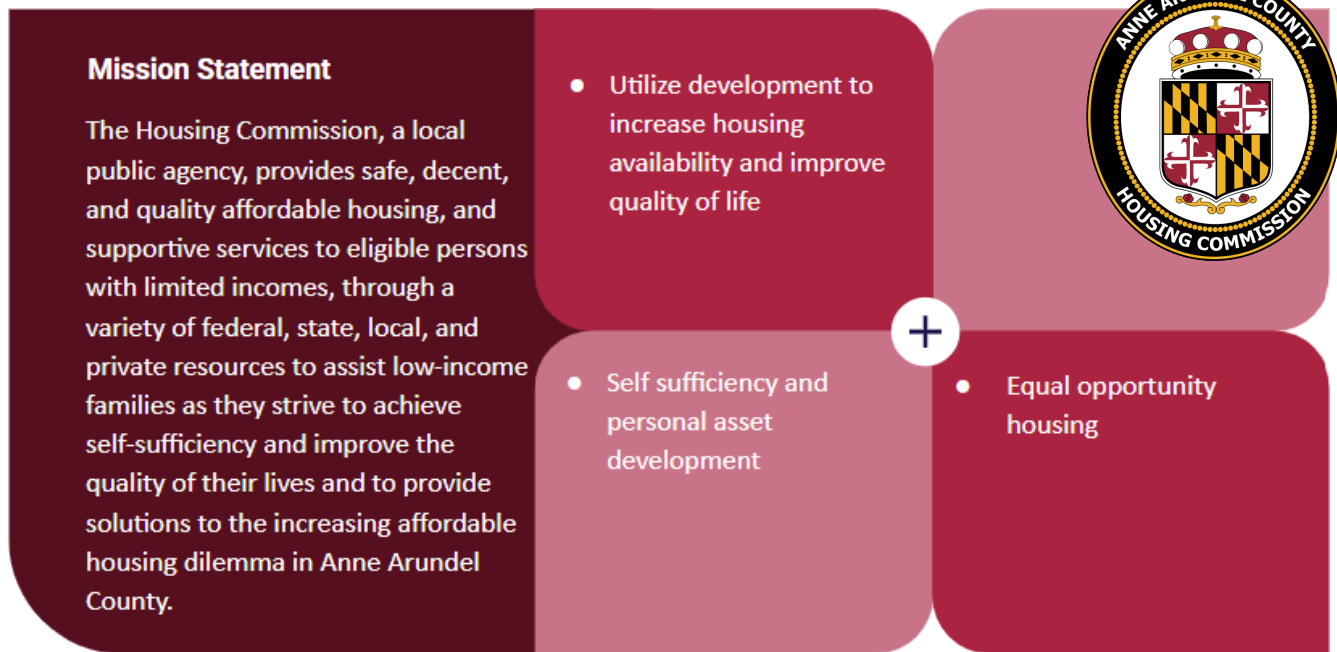
9 FINANCE AND BUSINESS DEVELOPMENT ASSOCIATES

77 BUSINESSES PARTICIPATING IN AAEDC'S PROGRAMS TO GROW THE COUNTY'S TECHNOLOGY SECTOR

Average amount approved per agricultural grant saw a slight drop in FY26



Housing Commission: Profile



Department Goals

1. To increase the availability of decent, safe, and affordable housing which will improve the quality of life and economic vitality of the residents of Anne Arundel County.
2. To promote self sufficiency and asset development of families and individuals for the residents of Anne Arundel County.
3. To ensure equal opportunity in housing for all residents of Anne Arundel County.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
HC-1.1.6	Number of new housing units available via development	0	0	0	50 housing units	
HC-1.2.6	Number of communities renovated under the Rental Assistance Demonstration (RAD) program.	2	4	4	2 communities renovated	
HC-2.1.7	Number of families who graduated from the self-sufficiency program	14	25	17	30 families	
HC-3.1.8	Number of homeless and special needs vouchers leased through continued partnership, grant funds, and HUD programming	500	519	542	650 vouchers	

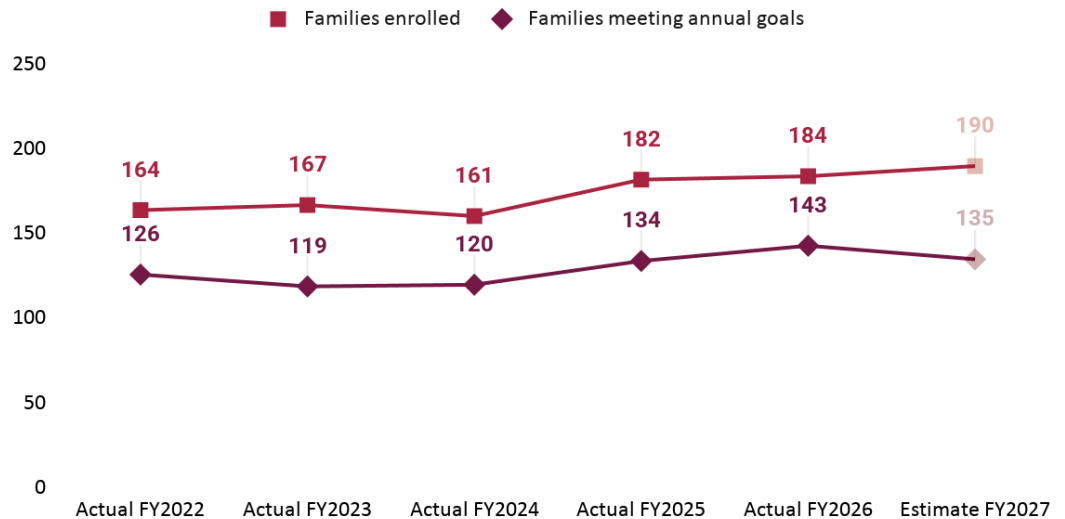
**125 FAMILIES
HOUSED**

**30 SERVICES
OFFERED IN THE
SELF-SUFFICIENCY
PROGRAM**

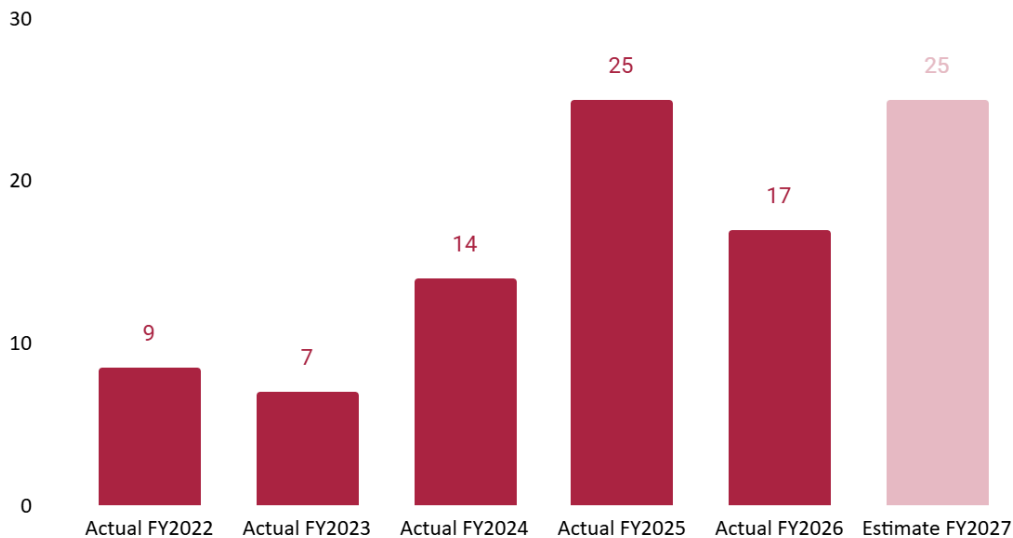
**20 NEW
ENROLLMENTS IN
THE SELF-
SUFFICIENCY
PROGRAM**

FY2026 BY THE NUMBERS

Number of families enrolled in the Self-Sufficiency Program saw a slight increase in FY26 with over 75% meeting their annual goals



Number of families who graduate from the Self-Sufficiency program dropped in FY26, but overall there's an upward trend



**23% OF VOUCHERS
WERE UTILIZED BY
HOMELESS OR
SPECIAL NEEDS
POPULATION**

Mental Health Agency: Profile



Department Goals

1. To provide managing and monitoring services of state-contracted behavioral health programs to promote recovery and health among residents in Anne Arundel County.

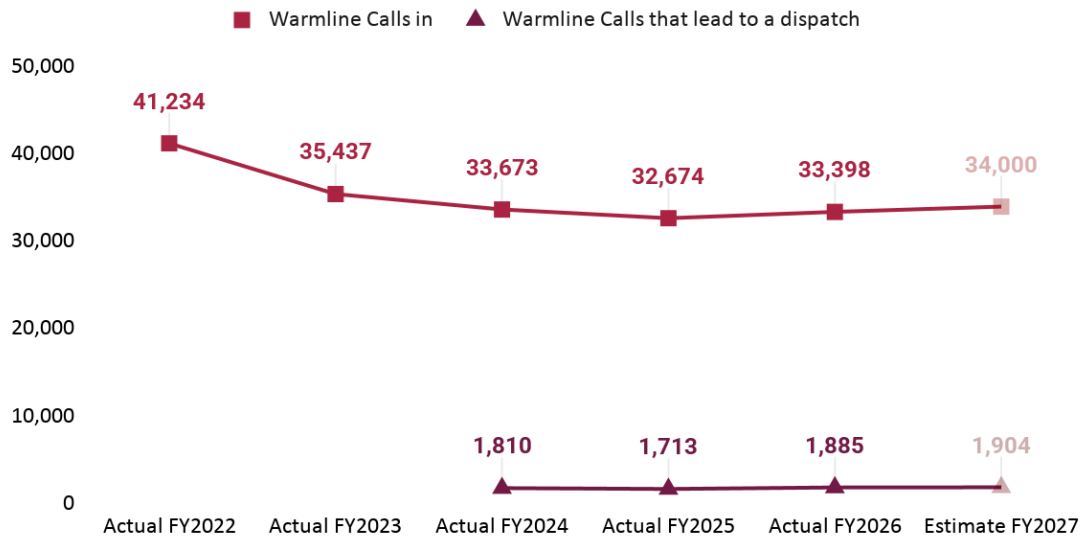
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
MH-1.1.8	Number of state-contracted behavioral health programs not covered by Medicaid fee for service	85%	85%	60%	70%	
MH-1.2.7	Percent of calls linked to treatment resources	100%	100%	100%	100%	

FY2026 BY THE NUMBERS

Since COVID, number of warmline calls in has decreased but remains relatively steady



**52.4 FULL TIME
CRISIS RESPONSE
SYSTEM STAFF**

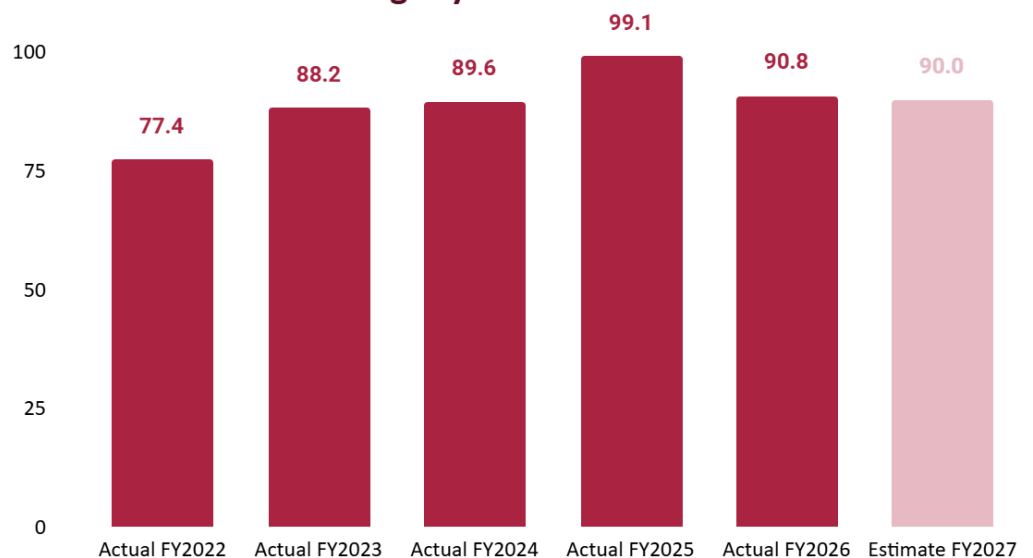
**100% OF
WARMLINE
CALLS  LINKED TO
SERVICE**

**53 TRAININGS /
OUTREACH EVENTS**

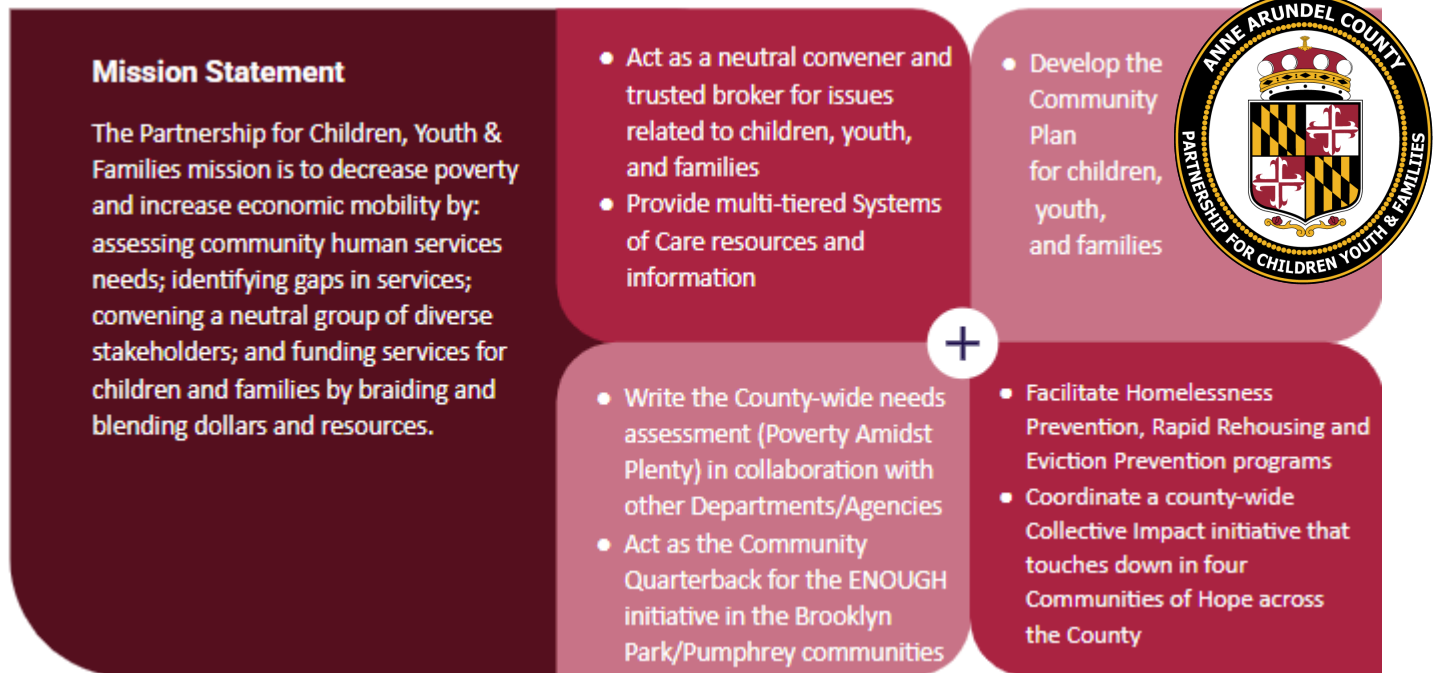
**90.8 MINUTES:
AVERAGE LENGTH
OF AN ASSESSMENT**

**4.25
STATE-CONTRACTED
SERVICE AWARDS
PER STAFF ON
AVERAGE**

Average length of assessment saw an increase in FY25 but dropped slightly to FY24 in FY26



Partnership for Children, Youth & Families: Profile



Department Goals

1. Ensure families with children are economically stable and have their basic needs met.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
YP-1.1.15	Percent of families in Partnership programs that achieve economic stability by program exit	82%	82%	93%	90%	✓
YP-1.2.9	Percent of homeless families or families at risk of homelessness served by the Partnership that achieve housing stability by program exit	83%	81%	87%	85%	✓

FY2026 BY THE NUMBERS

15 [SYSTEMS OF CARE](#) STAFF

13 [FAMILY STABILITY PROGRAM](#) STAFF

2,734 PANTRY-ON-THE-GO / OTHER COMMUNITY FEEDING EVENTS HELD

336 FAMILIES SERVED IN NAVIGATION

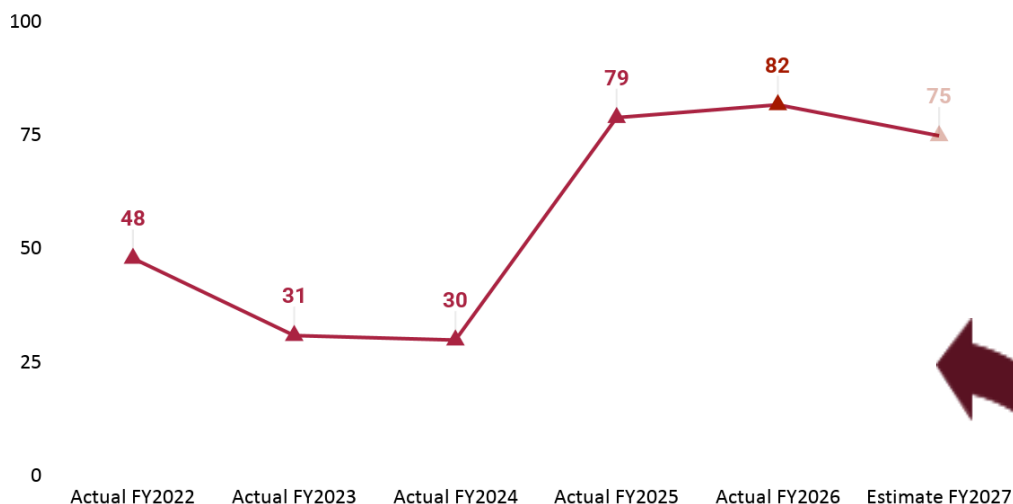
1,103 [RESOURCE LINE CALLS](#) RECEIVED

**30.5 FAMILIES
HELPED PER
NAVIGATOR, ON
AVERAGE**

**254 HOMELESS
FAMILIES / FAMILIES
AT RISK SERVED**

**93.9% OF FAMILIES
HAVE AN ACTION
PLAN DEVELOPED
WITHIN 14 DAYS OF
REFERRAL**

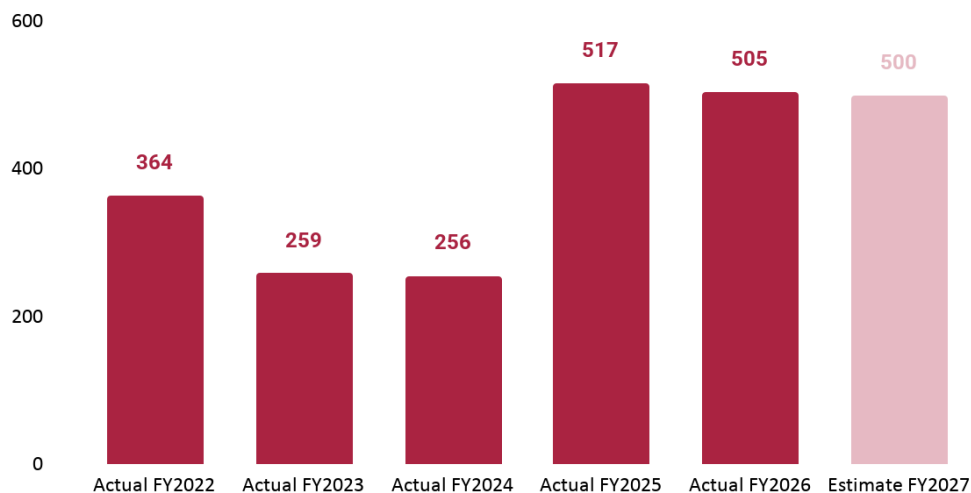
Average number of days between program entry and household placement for rehousing programs increased slightly in FY26



As we begin to recover from the pandemic, some conditions are improving (like lower unemployment rates). However, many economic challenges (like inflation) and functional challenges (like a significant loss of childcare providers and limited affordable housing stock) continue to make economic stability difficult for families. Newly announced cuts to critical programs such as SNAP and Medicaid will put further strain on our most vulnerable families. The Partnership received critical funding through two statewide initiatives - Maryland Blueprint and the ENOUGH Act - starting in FY2025 that provide additional services and supports for our most vulnerable families. As we embrace these new endeavors, and find new ways to fund and provide much-needed programs and services to our highest-need families, we anticipate our performance in this category will improve.

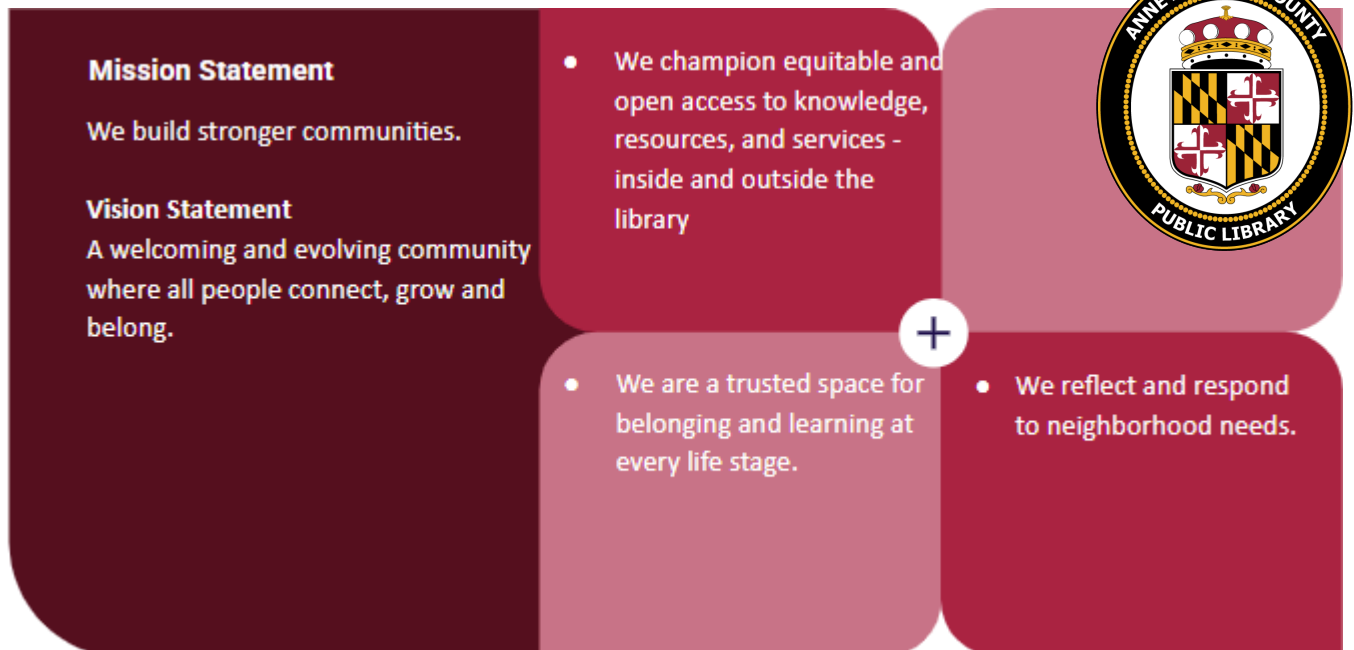
581,902 PEOPLE SERVED AT PANTRY-ON-THE-GO / OTHER COMMUNITY FEEDING EVENTS

Number of children served in Family Stability programs remained relatively stable in FY26



After several years of national economic growth and stability, with an increased focus on access to basic needs, affordable health services (ex. Affordable Care Act), and a shrinking unemployment rate, poverty is once again on the rise. Policies enacted at both the national and state levels between FY 2016 – FY 2020 that reduced benefits or access to programs like SNAP benefits (food stamps), subsidized and public housing, and workforce development contributed to increases once more in the wealth gap.

Public Library: Profile



Department Goals

1. To provide equitable and open access to knowledge, resources, and services inside and outside the library.
2. To create a trusted space for belonging and learning at every life stage.
3. To reflect and respond to neighborhood needs.

Department Performance Data (Impact Metrics)

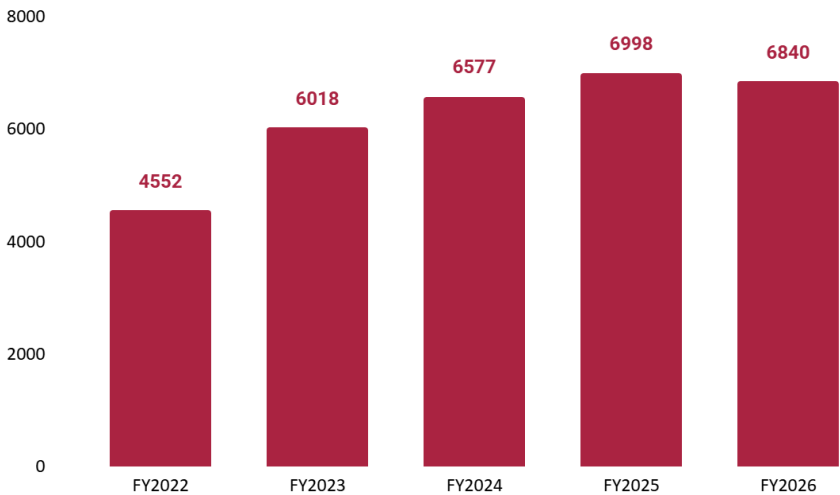
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual FY2026	Estimate FY2027	2031 Target	Status
LB - 4.1.7	Net promoter score	88	89	91 NPS	
LB - 4.2.11	Average customer satisfaction with library resources (internet access and collection)	94	94	95 avg customer satisfaction	
LB - 5.1.15	Average customer satisfaction with library programs (childrens)	93	94	95 avg customer satisfaction	
LB- 6.1.10	Partner satisfaction with library support and collaboration	87	88	90 avg partner satisfaction	

The Anne Arundel County Public Library updated their performance plan to better align with their updated strategic plan. As this is the first year with new metrics, we were unable to determine trend statuses.

FY2026 BY THE NUMBERS

The library offers over 6,000 programs to residents each year, drawing over 200,000 in attendance



43.8% OF LIBRARY CARDHOLDERS LIVE IN LOWER INCOME ZIP CODES

57.3% OF COUNTY RESIDENTS HAVE A LIBRARY CARD

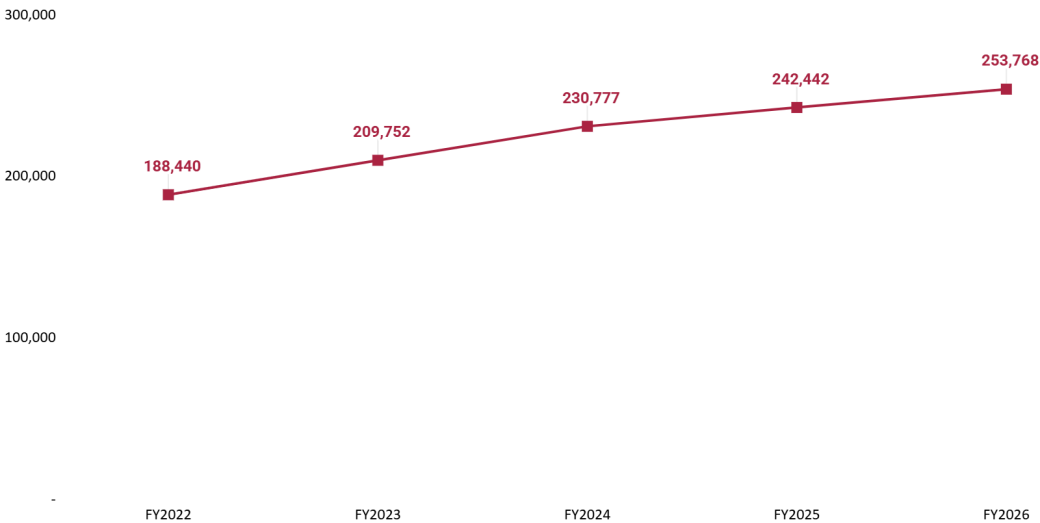
3,621 PRESCHOOL AND KINDERGARTEN READINESS PROGRAMS

235,611 REFERENCE QUESTIONS ASKED AND ANSWERED

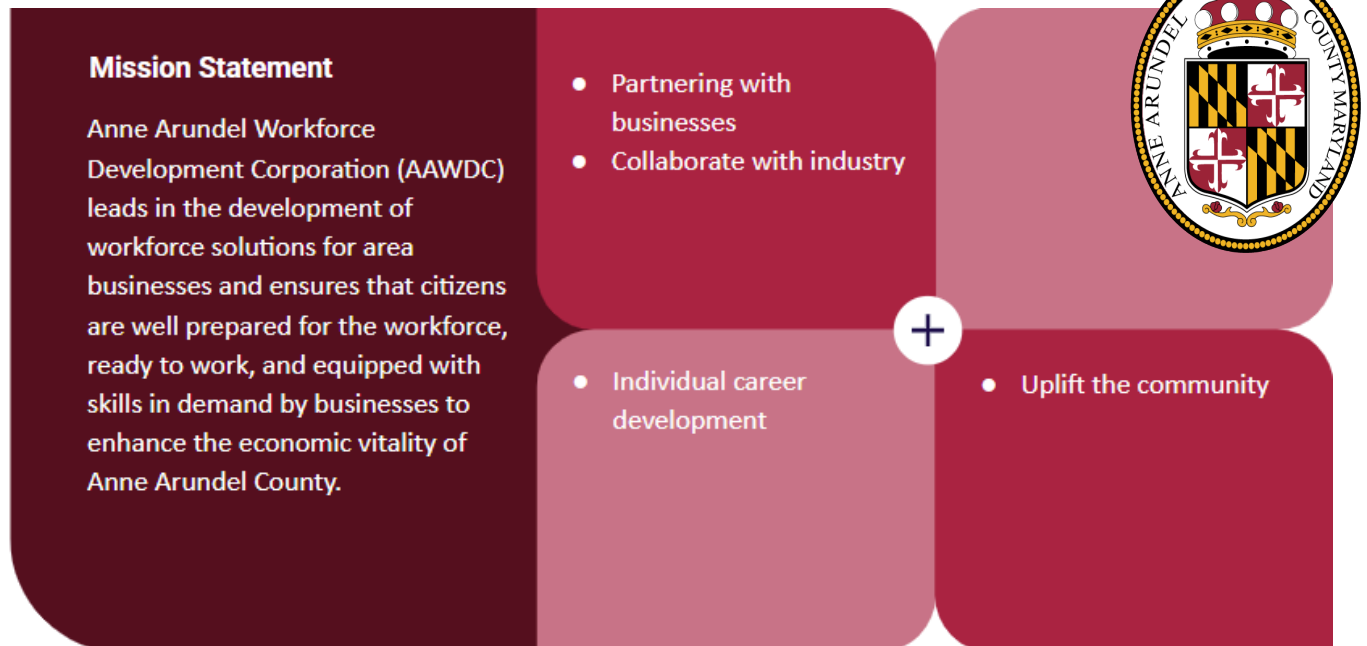
3,575,924
COMPUTER &
WI-FI SESSIONS

16,257
MATERIALS AND
RESOURCES IN
OTHER
LANGUAGES OR
LARGE PRINT

The library has acquired over 200,000 new materials each year since FY23



Workforce Development: Profile



Department Goals

1. Provide services to Anne Arundel County businesses that help them build, attract, retain, and upskill the workforce needed to be competitive
2. Provide Anne Arundel County residents with career development services that help them start, transition, and advance their careers

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
WD-1.1.2	Number of county businesses who receive workforce development services	461	1,592	2,682	3,000 businesses	
WD-1.2.11	Total number of individuals prepared to enter employment in high growth industries through partnerships with businesses	287	192	111	230 individuals	
WD-1.3.5	Number of workforce services provided to county businesses	6,226	4,209	3,589	5,000 services	
WD-2.1.17	Number of residents connected to career development services that are employed after 12 months	Data not provided	531	0	0 employed after 12 months	

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
WD-2.2.6	Number of clients employed and earning family sustaining wage	21	48	272	325 residents	
WD-2.3.7	Number of youth and young adults connected to internships and work and learn opportunities	40	44	110	130 youth	

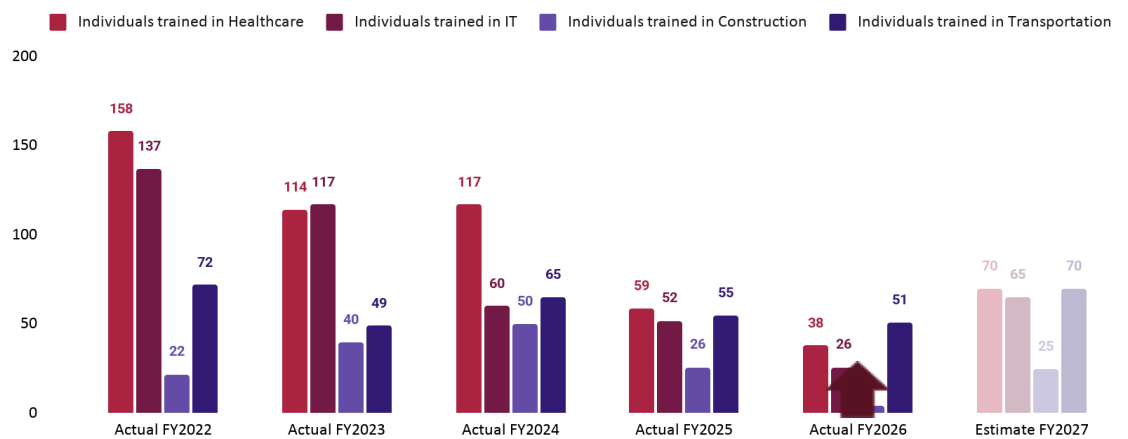
FY2026 BY THE NUMBERS

2,682
BUSINESSES
RECEIVING
WORKFORCE
DEVELOPMENT
SERVICES

140
WORKSHOPS
HELD

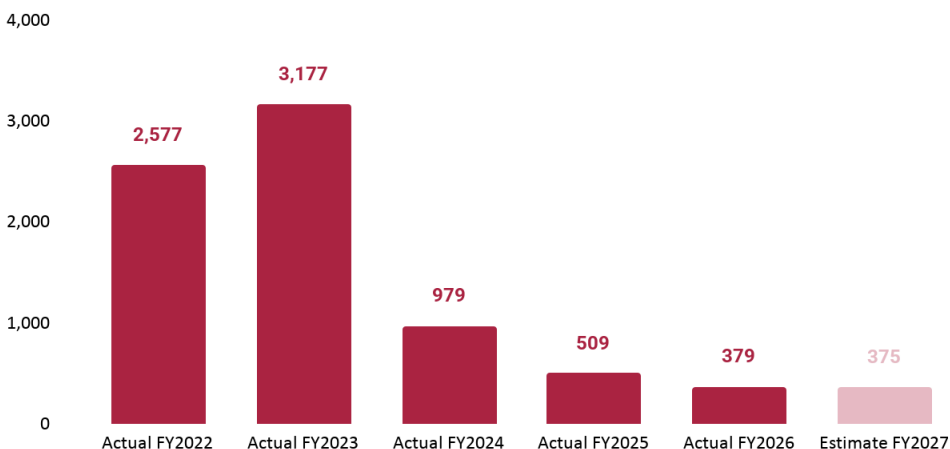
483 YOUTH
PARTICIPATING IN INTERNSHIPS/
WORK/LEARNING OPPORTUNITIES

Number of individuals trained in Healthcare, IT, Construction have decreased significantly in FY26



The number of individuals trained in each industry has decreased over the last couple of years due to the expiration of funding sources that paid for those trainings (ARPA funds for healthcare, EARN Grant for Construction). This has led to a decrease in participation overall and, as a result, a decrease in 12 month employment.

Active participants in career development services that lead to continued employment after 12 months has seen a decrease since FY23

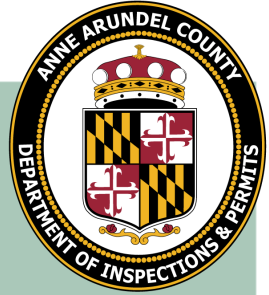


94 BUSINESSES PROVIDING
INTERNSHIPS/WORK/
LEARN OPPORTUNITIES

9.5 CAREER COACHES

144 INFORMATION
SESSIONS

Department of Inspections & Permits: Profile



Mission Statement

The Department of Inspections and Permits provides efficient plan review and permit processing for development projects; ensures compliance with approved plans, building codes, County standards, laws, and regulations; timely investigation of unauthorized and unpermitted developments; issues permits and commercial licenses efficiently; and inspects private stormwater facilities to protect the health, safety, and welfare of residents and the preservation of the natural environment of Anne Arundel County.

- Reviews plans and permit processing efficiently for development projects
- Issues permits and commercial licenses

- Investigates complaints for unauthorized and unpermitted developments
- Inspects private stormwater facilities for regulatory compliance

- Ensures compliance with approved plans, building codes, County standards, laws, and regulations through inspections

Department Goals

1. To provide timely plan review and permit processing so developers can safely proceed with construction.
2. To provide timely inspection of all building and trade permits to ensure compliance with plans, codes, standards, laws, and regulations and to protect public health, safety, and welfare.
3. To provide preventative maintenance inspections of all constructed private stormwater management facilities in the county database at least once every three years.
4. To provide timely initial investigations of reported unauthorized or unpermitted construction to ensure compliance with codes, standards, laws, and regulations and to protect public health, safety, and welfare.

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](#)

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
IP-1.1.10	Percentage of permit applications entered into the workflow within 3 business days	92%	95%	97%	95%	✓
IP-2.1.9	Percent of building and trade inspections completed within three business days of the initial inspection	100%	100%	100%	100%	✓

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
IP-2.2.6	Percent of grading permits inspected on average once every two weeks	49%	56%	63%	75%	
IP-3.1.7	Percent of private stormwater management facilities in the county (SWMF) inspected	32%	38%	25%	33%	
IP-4.1.9	Percent of investigations of reported authorized and unauthorized and unpermitted construction completed within three business days	100%	100%	100%	100%	

FY2026 BY THE NUMBERS

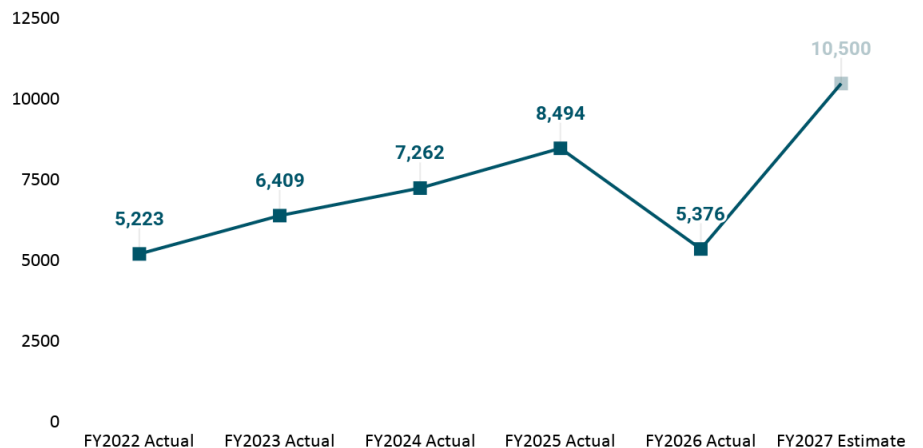
3,144 AVERAGE NUMBER
OF PERMIT APPLICATIONS
PER MONTH

21.8 INSPECTIONS
SERVICES INSPECTORS

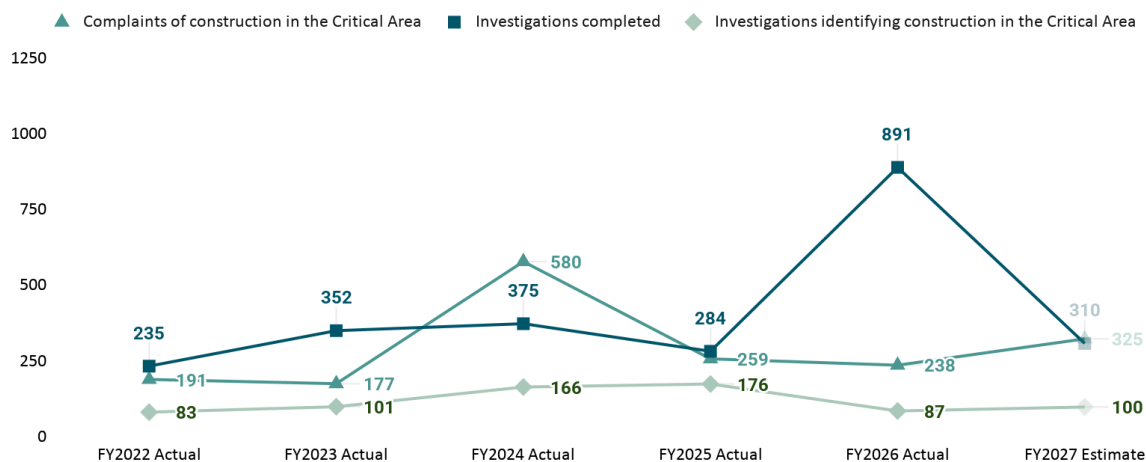
78,144 INSPECTIONS
COMPLETED

7 CODE ENFORCEMENT
INSPECTORS

Amount of inspections for private stormwater management facility in the county (SWMF) saw over a 35% drop in FY26



In FY26 investigations completed tripled



Department of Public Works: Profile



Department Goals

1. Maintain no more than 15 breaks per 100 miles of water mains annually.
2. Maintain 100% compliance with all regulatory requirements for nitrogen and phosphorus levels in treated water discharged.
3. Reduce the number of missed curbside collections per 1,000 households served (mcoll/1000hh) each year.
4. Increase the percentage of preventative maintenance checks performed annually on the County's traffic control signals.
5. Maintain the dollar value of change orders to not exceed 10% of capital project funding.
6. Achieve State compliance by treating 400 acres of the County's impervious area annually.

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](#)

Bureau of Utility Operations

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PW-1.1.7	Percent of compliance with regulatory requirements	100%	100%	100%	100%	✓
PW-1.2.7	Number of water main breaks per 100 miles of distribution pipe	14.6	16.0	19.2	20 water main breaks	✓
PW-2.1.8	Percent in compliance with regulatory requirements for nitrogen and phosphorus	100%	100%	100%	100%	✓

PW-2.2.8	Number of SSO (sanitary sewer overflows)'s per 100 miles of collection system piping	3.1	2.6	2.5	2.5 SSO's	✓
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Bureau of Waste Management Services

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PW-3.1.12	Number of missed curbside collections per 1,000 households	19.8	15.6	13.70	7 per 10,000 missed	⌚
PW-3.2.11	Total tonnage of recycled material collected	119,922	115,337	121,145	150,000 tons	⌚

Bureau of Highways

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PW-4.1.6	Percent of signalized locations receiving annual preventative maintenance	72.9%	48.0%	92.0%	98%	?
PW-4.2.8	Percentage of potholes repaired within 48 hours	95.5%	100.0%	38.2%	100%	?
PW-4.3.9	Average Countywide Road Rating Pavement Condition Index (PCI)	80.5%	82.0%	82%	82% PCI	✓

The Bureau of Highways faced extraordinary operational challenges during the past winter season, which was marked by severe weather conditions and above-average inches of ice. To ensure safe, passable roadways, the Bureau aggressively expanded its use of salt brine and calcium chloride as a proactive pre-treatment and de-icing agent, directly backing up traditional plowing crews. While this coordinated approach significantly improved storm response times and protected motorists during active weather, the intense freeze-thaw cycles took a heavy toll on infrastructure. The severe weather—most notably the destructive impact of Winter Storm Fern—accelerated road deterioration across the county. The storm's moisture and freezing temperatures triggered widespread asphalt failure, resulting in a substantial spike in potholes compared to the previous year. In response, the Bureau immediately pivoted to a high-priority repair campaign to restore roadway integrity and minimize traffic disruptions. Fiscal Year 2026 (FY26) data reflects this heightened demand, showing a clear increase in both the total number of work orders and hours of man labor logged.

Bureau of Engineering

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PW-5.1.8	Percentage of annual capital improvement expenditures for change orders	3.6%	4.5%	3.7%	4%	⌚

Bureau of Watershed Protection and Restoration (WPRP)

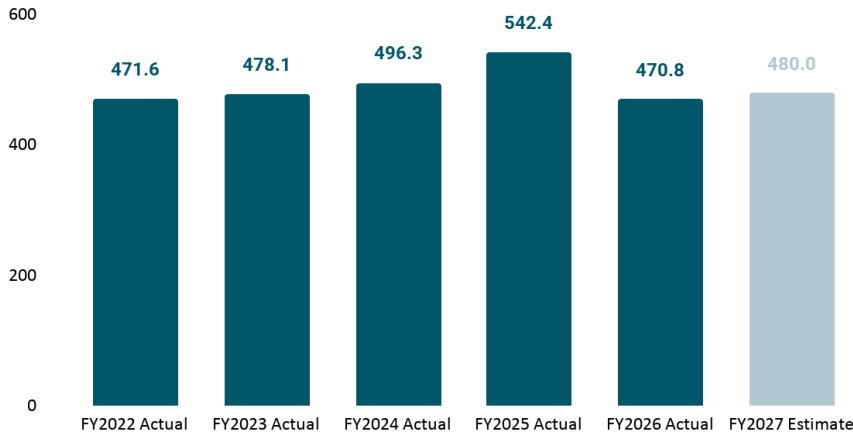
Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PW-6.1.14	Impervious acres treated	896	527	514	579 acres	⌚

FY2026 BY THE NUMBERS

12 WATER TREATMENT FACILITIES

145 WATER REGULATORY PARAMETERS

Average number of water samples collected per operator decreased in FY26



14 COLLECTION CONTRACTS

173,295 HOUSEHOLDS SERVED FOR CURBSIDE COLLECTION

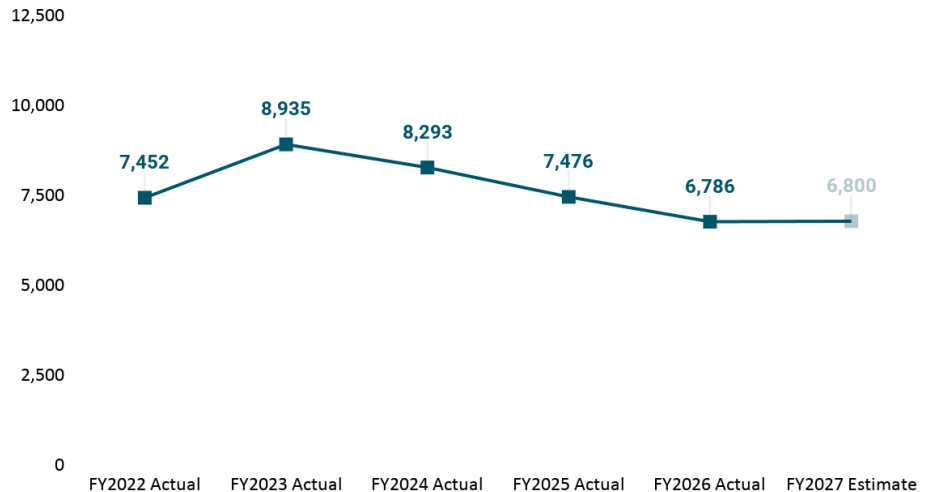
35 RECYCLING PRESENTATIONS TO COMMUNITY GROUPS

262 SIGNALIZED LOCATIONS RECEIVING ANNUAL PREVENTATIVE MAINTENANCE

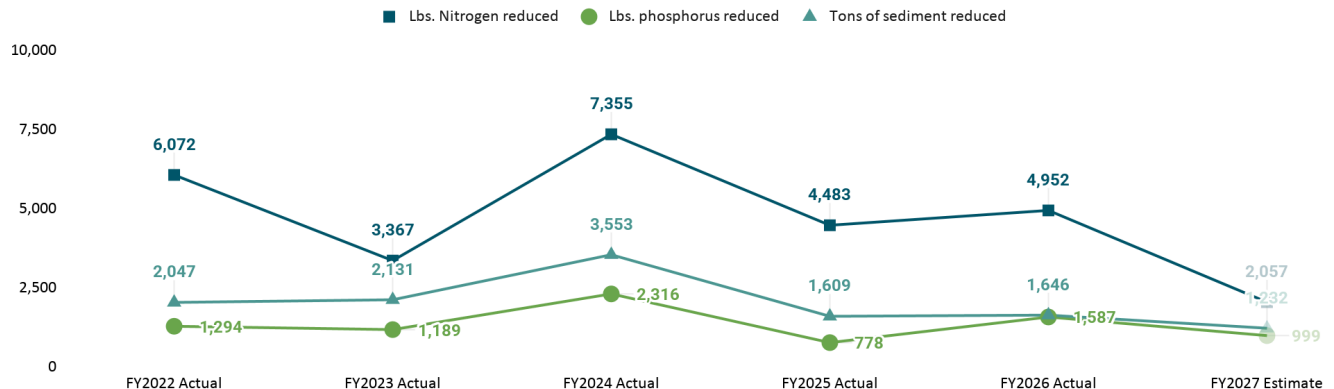
211 PROJECTS IN PAVEMENT MANAGEMENT PROGRAM

7 PROJECT MANAGERS STORMWATER MANAGEMENT

Number of curbside collection investigations continues to decrease



Pounds of nitrogen reduced slightly increased in FY26, while reduction in phosphorous and sediment has remained relatively steady in the County's impervious areas



Department of Recreation & Parks: Profile



Department Goals

1. To provide regional and community parks for Anne Arundel County citizens to explore.
2. To expand opportunities for the youth and adults of Anne Arundel County to enjoy.
3. To provide quality affordable child care services to the citizens of Anne Arundel County.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
RP-1.1.10	Total park acres	11,940	11,984	12,150	12,645 acres	
RP-1.2.7	Total number of trail miles managed or maintained	122	122	122	145.14 miles	
RP-2.1.10	Total number of program registrations across all programs	345,262	333,451	340,000	321,000 registrants	
RP-3.1.14	Total number of available child care spaces	3,240	3,267	3,319	4,050 child care spaces	
RP-3.2.15	Number of Child Enrichment Center and Fun N' Play Locations offered in economically disadvantaged areas at a significantly reduced cost to families	7	8	8	15 child enrichment centers	

FY2026 BY THE NUMBERS

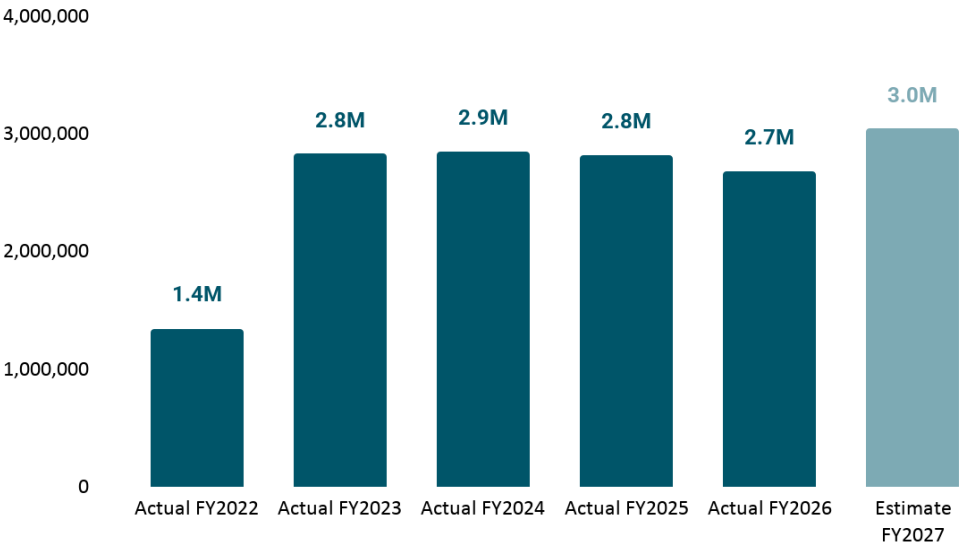
Since FY22, park attendance has been above 2.5 million

80 PARK STAFF

164 PARKS

122 TRAIL MILES

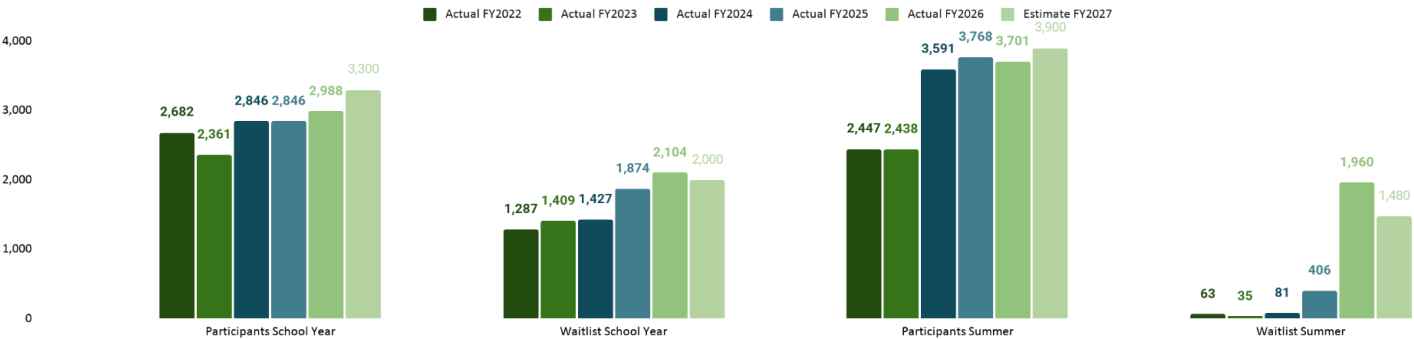
123 STAFF FOR SUMMER



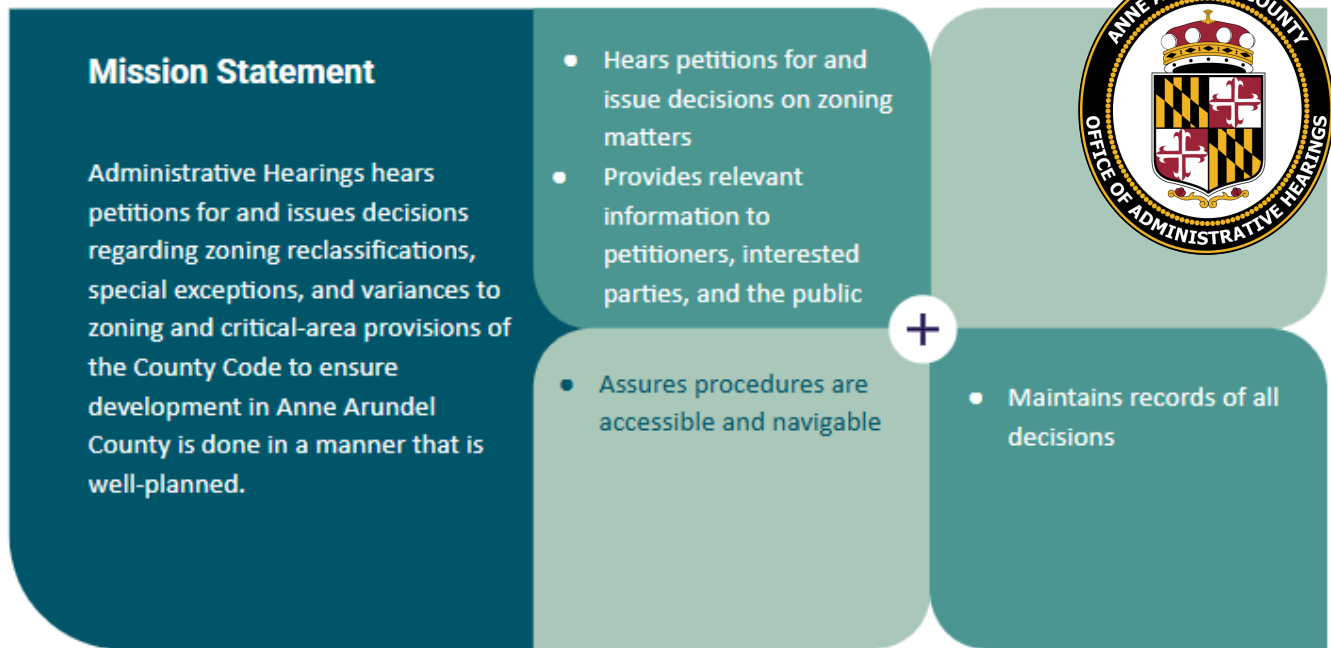
352,871 TOTAL PROGRAM REGISTRATIONS

\$160 COST PER PARTICIPANT PER SUMMER WEEK, ON AVERAGE

Number of participants in summer and school remained relatively steady in FY26, but the summer waitlist quadrupled in FY26



Office of Administrative Hearings: Profile



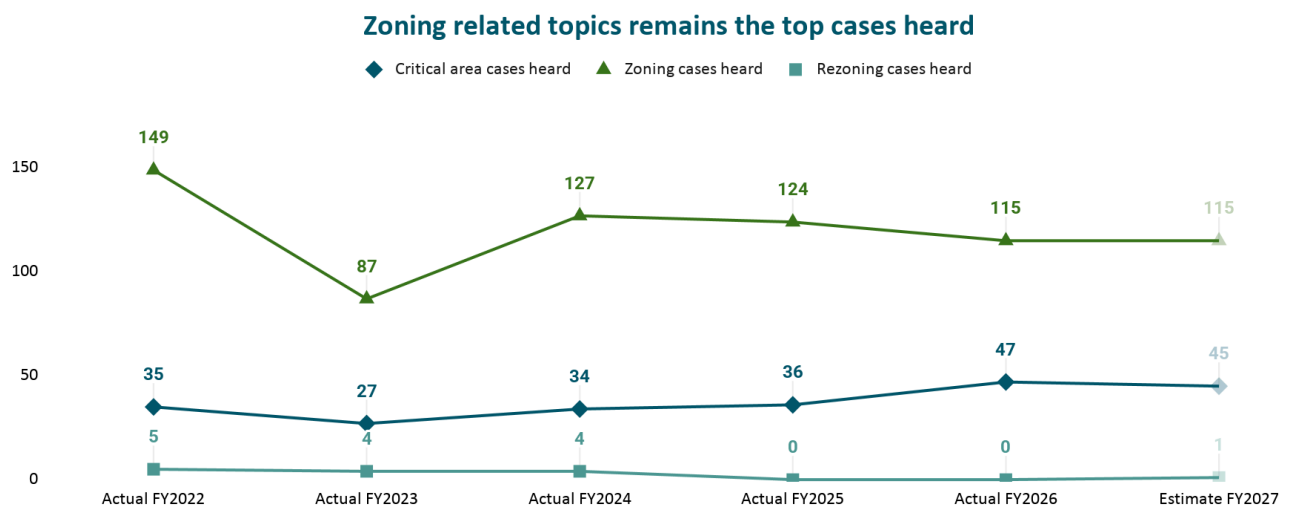
Department Goals

- To hear petitions for and issue decisions regarding zoning reclassifications, special exceptions, and variances to zoning, and critical-area provisions of the County Code.

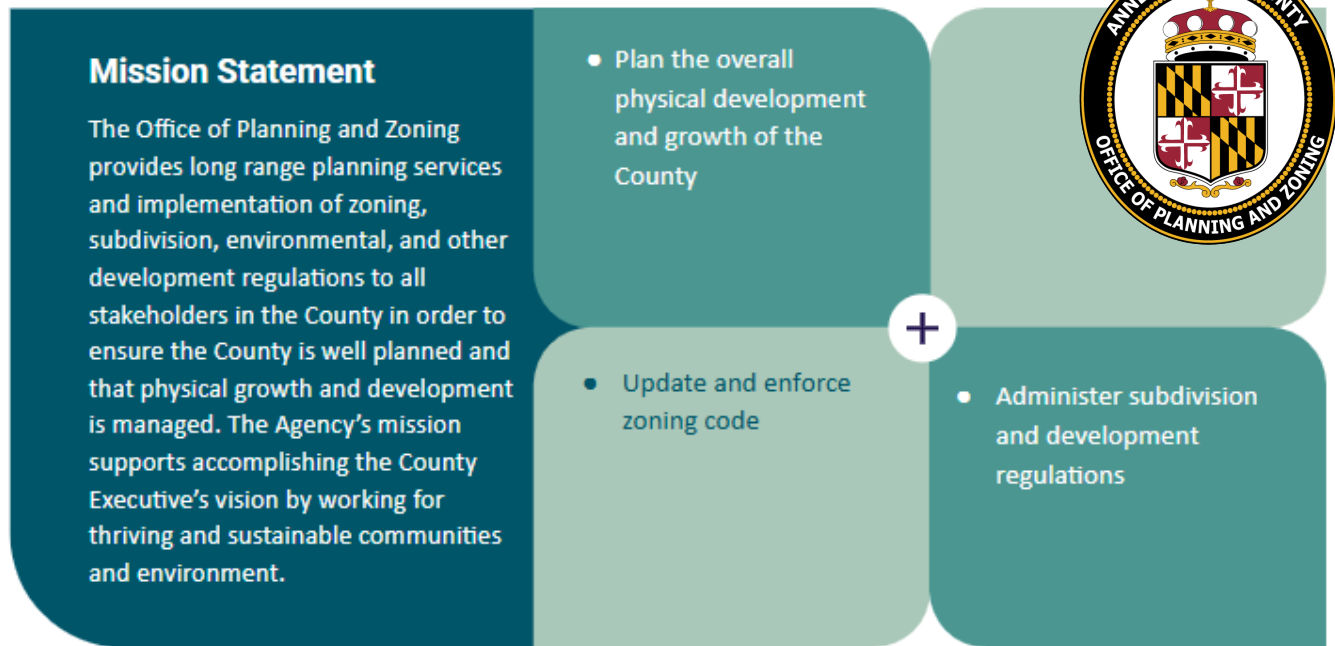
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
AH-1.1.12	Average number of days to issue a decision after hearing	10	9	9	10 days	✓



Office of Planning & Zoning: Profile



Department Goals

- To provide timely review for submissions of Subdivision Sketch Plan, Subdivision Final Plan, Preliminary Plan, and Site Development Plan.
- To provide timely review of Zoning Petition file contents, preparation of Zoning Petition staff reports and preparation of Zoning Verification letters.

Department Performance Data (Impact Metrics)

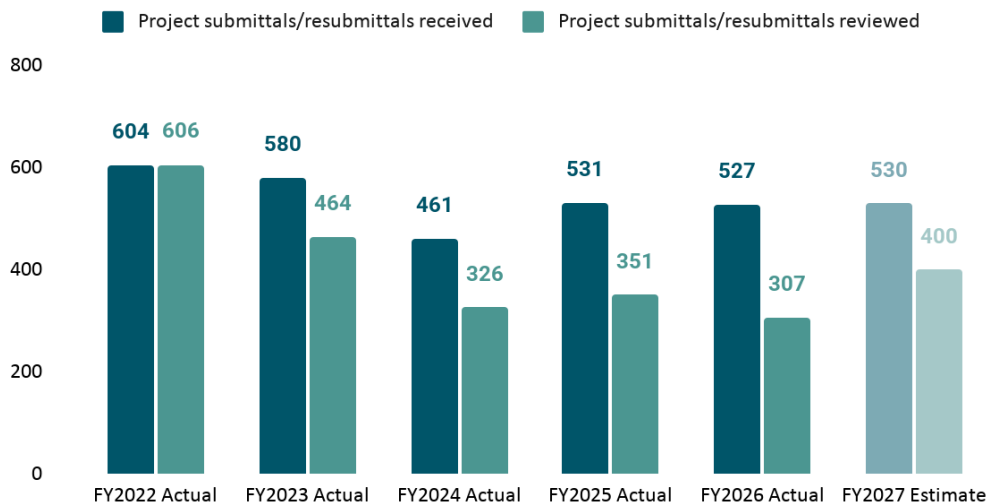
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PZ-1.1.12	Percentage of Development Project submittals/resubmittals reviewed within 60 calendar days	92%	89%	69%	90%	?
PZ-2.1.9	Percent of zoning application files transmitted to the Administrative Hearing Officer not less than 20 calendar days prior to the hearing	100%	100%	100%	100%	✓
PZ-2.2.8	Percent of zoning application findings and recommendations uploaded to the Administrative Hearing Officer website not less than seven calendar days prior to the hearing	100%	100%	100%	100%	✓

Impact Metric	Objective	FY2024 Actual	FY2025 Actual	FY2026 Actual	2031 Target	Status
PZ-2.3.9	Percent of zoning verification letters completed within seven calendar days	98.9	99.7	99.1%	100%	✓

FY2026 BY THE NUMBERS

The ratio of projects received to projects reviewed remained relatively steady in FY26

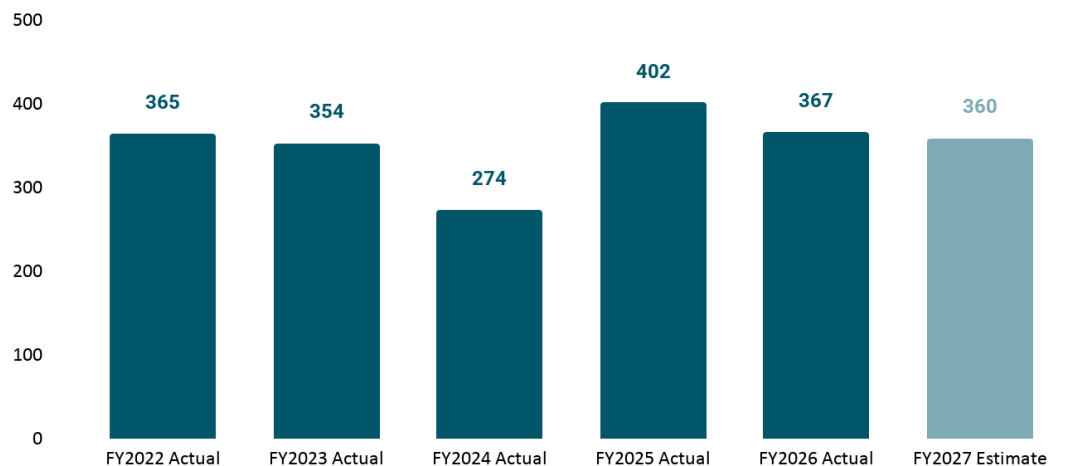


71 SKETCH PLAN
SUBMITTALS/
RESUBMITTALS
RECEIVED

211 PROJECT
SUBMITTALS/
RESUBMITTALS
REVIEWED WITHIN 60
DAYS

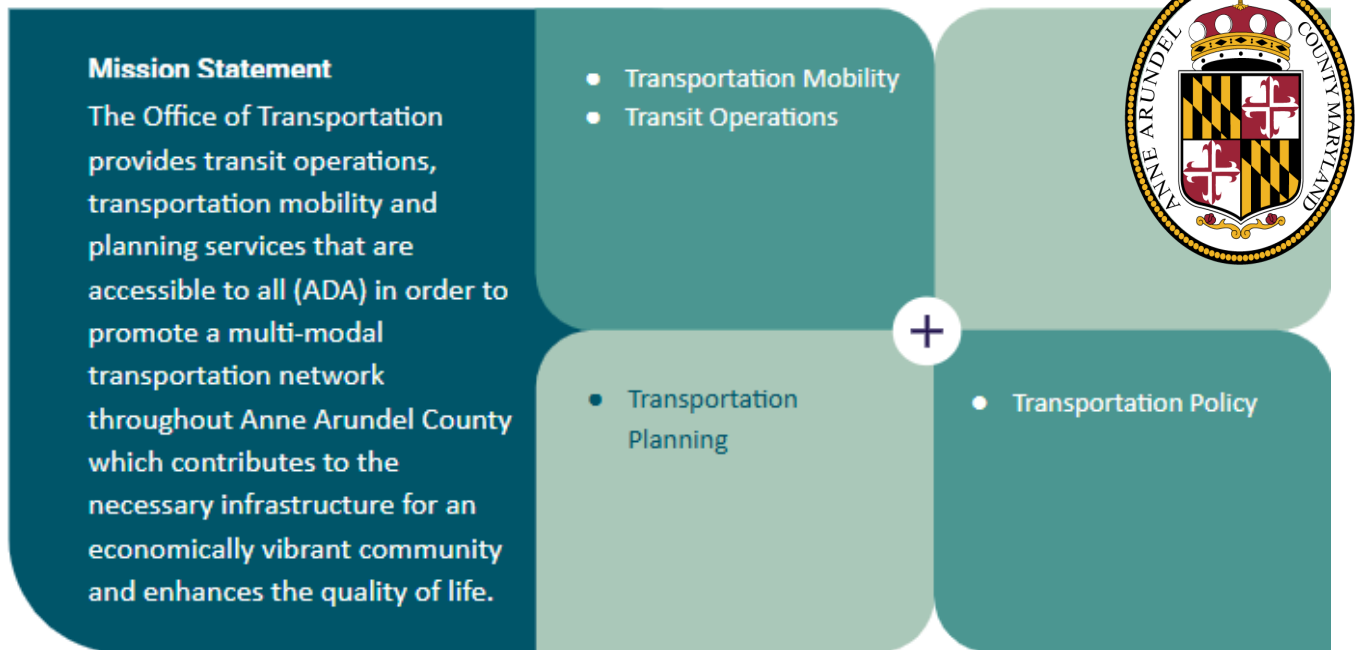
214 ZONING
APPLICATIONS
REQUIRED TO BE
TRANSMITTED TO
THE
ADMINISTRATIVE
HEARING OFFICER

FY26 saw a slight decrease in number of zoning verification letters completed within seven calendar days



371 ZONING
VERIFICATION
REQUESTS
RECEIVED
ANNUALLY

Office of Transportation: Profile



Department Goals

1. To improve transportation service options to citizens and visitors of Anne Arundel County so it is easy to move around the County and improve their quality of life.
2. To improve transportation planning services for local, regional, and state stakeholders to ensure that the transportation system runs efficiently for the residents and visitors of Anne Arundel County.

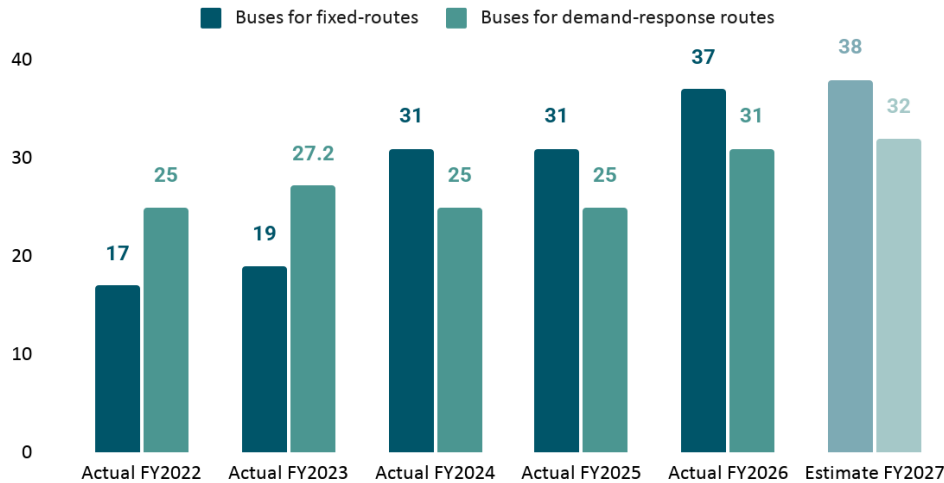
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
TR-1.1.16	Percent of on-time performance for all routes	96%	95%	94%	95%	
TR-1.2.5	Percent of households with convenient access to transit via appropriate bicycle or pedestrian infrastructure	46%	65%	68%	75%	
TR-2.1.7	Percent of arterial roadways above the base with a planned improvement	25%	25%	26%	30%	

FY2026 BY THE NUMBERS

Number of buses for fixed-routes increased in FY24 and is estimated to increase in FY26



72 BUSES

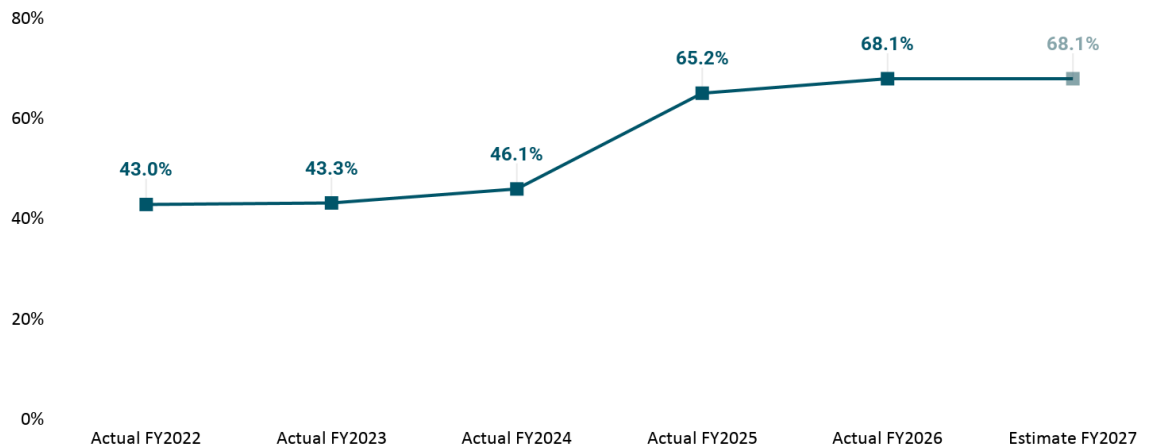
**437,108 TOTAL
FIXED-ROUTE
PASSENGERS**

**92% ON-TIME
PERFORMANCE FOR
FIXED ROUTES**

**2,312 QUALIFYING LANE MILES WITH BICYCLE AND PEDESTRIAN INFRASTRUCTURE
PER THE MASTERPLAN STANDARD**

10 CORRIDOR PLANNING STUDIES UNDERWAY

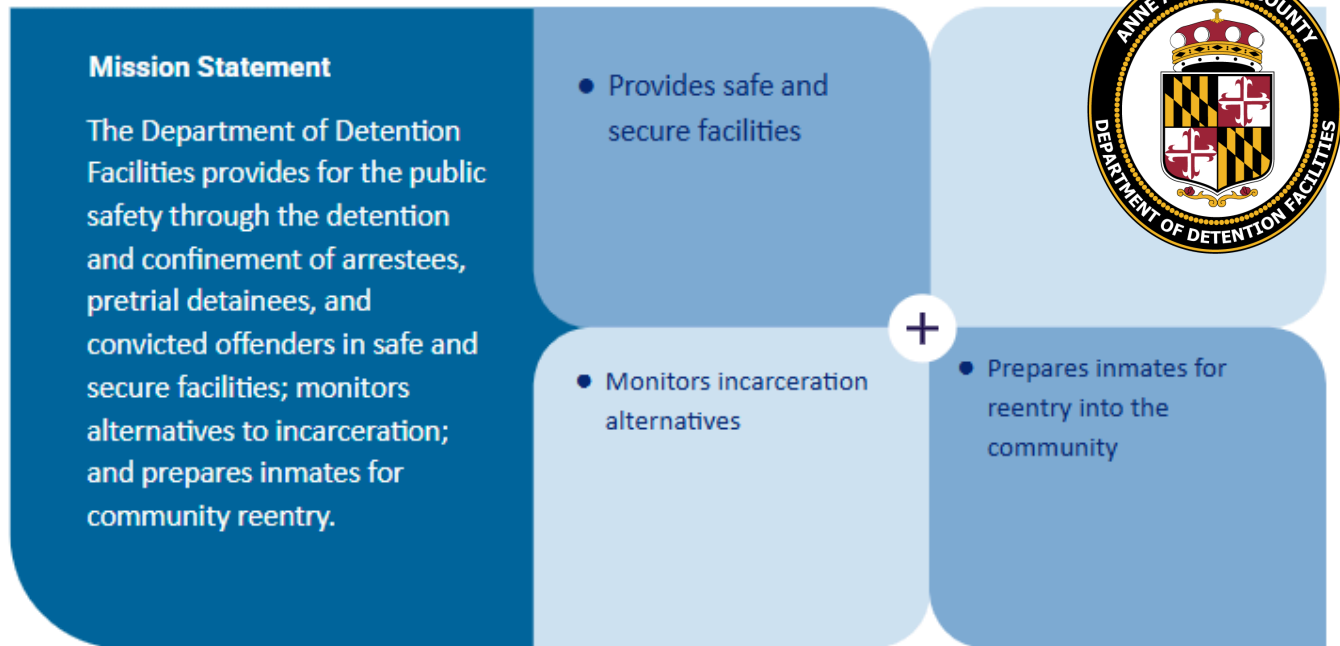
Percent of households with convenient access to a transit access via appropriate bicycle or pedestrian infrastructure increased in FY25 due to increased Call N' Ride



Convenient
access means
within 1/8 mi
walking, 1 mi
biking

PUBLIC SAFETY

Detention Facilities: Profile



Department Goals

1. To assure public safety with safe and secure facilities that meet correctional standards and provide quality services.
2. To provide incarceration alternatives to decrease the number of incarcerated individuals.
3. To provide quality reentry services to inmates within the required timeframes.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
DF-1.1.16	The total number of arrestees discharged	5,412	5,062	5,066	5,300	🔄
DF-1.2.14	Average number of inmates receiving services within the timeframe	896	900	1,003	1,000	✅
DF-1.3.17	Percent of inmates seen within the required time frame for medical services	94%	98%	99%	98%	✅
DF-2.1.11	Overall percent of successful completions of alternative incarcerations	77%	81%	81%	80%	✅
DF-3.1.11	Average number of eligible population that received reentry services	428	356	397	450	🔄

Impact Metric	Objective	Actual CY2023	Actual CY2024	Actual CY2025	2031 Target	Status
DF-1.4.9	Total percent of employees that completed required training	New measure		95%	95%	

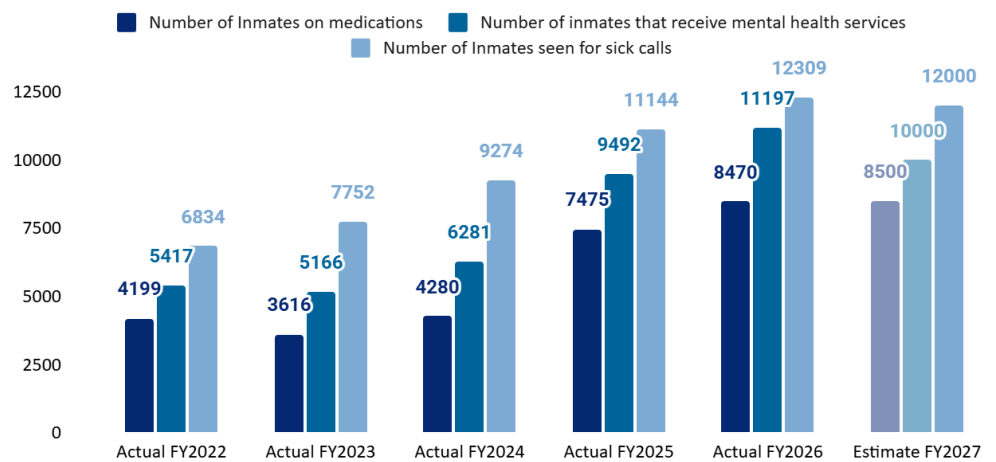
FY2026 BY THE NUMBERS

100% ON MARYLAND COMMISSION ON CORRECTIONAL STANDARDS (MCCS) AUDIT SCORE

241 VOLUNTEERS

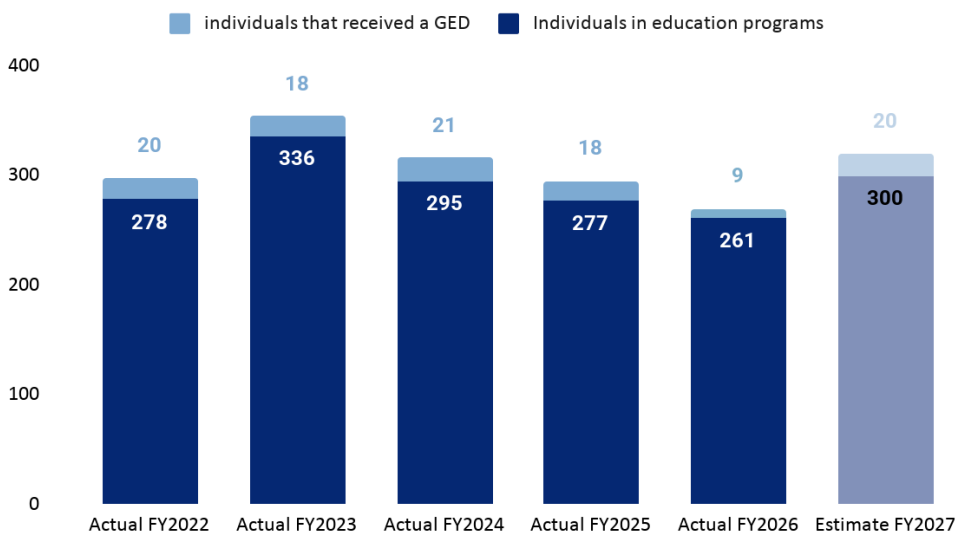
11,197 INMATES RECEIVE MENTAL HEALTH SERVICES

Increasing number of inmates receive medications, mental health services, and support for sick calls



26 STAFF MONITORING ALTERNATIVE INCARCERATION INDIVIDUALS

3% of individuals in education programs earned their GED in FY26

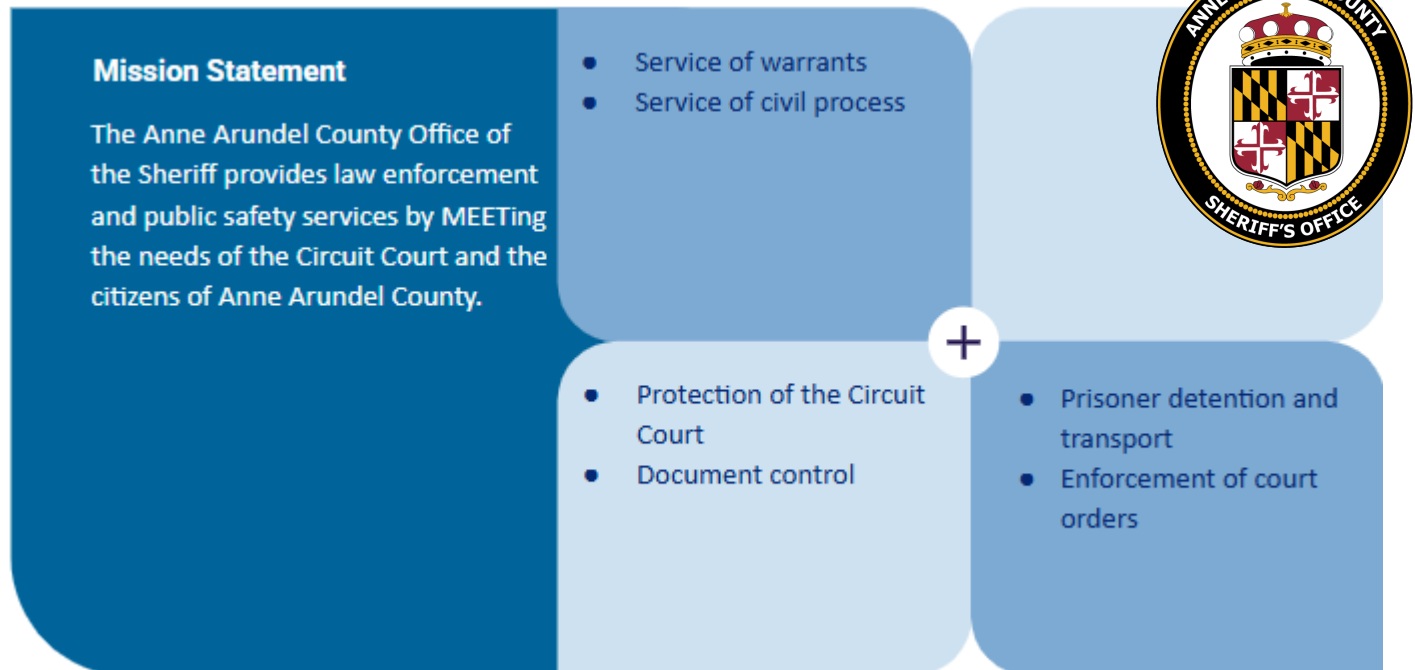


33 CERTIFIED TRAINERS AND ADJUNCT INSTRUCTORS

37 STAFF AND CONTRACTORS PROVIDING REENTRY SERVICES

4,497 INMATES ATTENDED RELIGIOUS SERVICES

Office of the Sheriff: Profile



Department Goals

1. To provide service of criminal warrants to increase the public safety of citizens in Anne Arundel County.
2. To provide service of civil processes to maintain the efficiency of process service for the courts.
3. To provide protection services of the Circuit Court for the safety of those working and conducting business at the Circuit Courthouse for Anne Arundel County.
4. To provide document control services to increase safety for citizens in Anne Arundel County.
5. To provide safe transportation of prisoners between holding facilities and the court and to provide safe detention of prisoners while housed at the Circuit Courthouse.

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](#)

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
SH-1.1.11	Number of unserved warrants	14,473	14,820	14,475	15,741	✓
SH-2.1.13	Percent of court orders serviced within the specified time	90%	90%	90%	90%	✓
SH-2.2.9	Percent of warrants of restitutions and writs of possession received	100%	100%	100%	90%	✓
SH-3.1.6	Percent of screenings of all visitors to the Circuit Court performed.	100%	100%	100%	100%	✓

Impact Metric	Objective	Actual FY2024	Actual FY2025	Actual FY2026	2031 Target	Status
SH-3.2.9	Percent of days with minimum staffing levels met for courthouse security	100%	100%	100%	100%	✓
SH-4.1.10	Percent of received paperwork processed within 24 hours	100%	100%	100%	100%	✓
SH-5.1.15	Percent of sight/sound separation of male/female prisoners while at courthouse	100%	100%	100%	100%	✓
SH-5.2.9	Percent of screenings of all prisoners entering the courthouse detention facility	100%	100%	100%	100%	✓

FY2026 BY THE NUMBERS

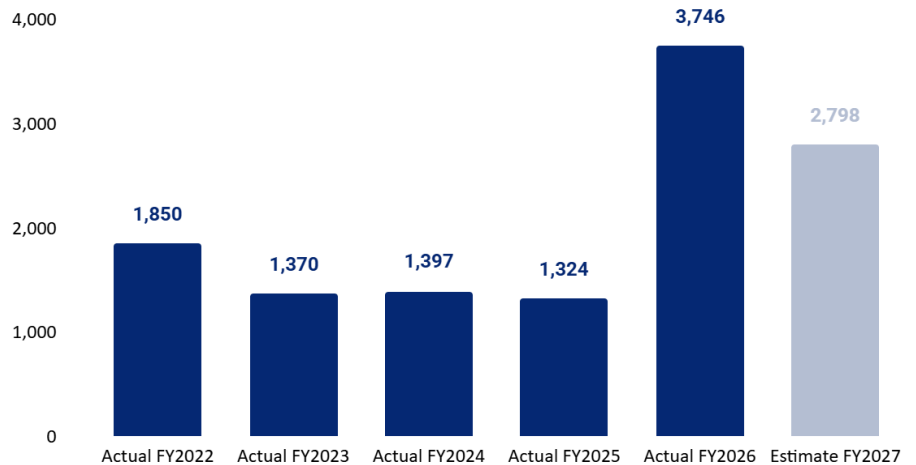
9 DEPUTIES ON WARRANT TEAM

12 DEPUTIES ASSIGNED TO CIVIL PROCESS

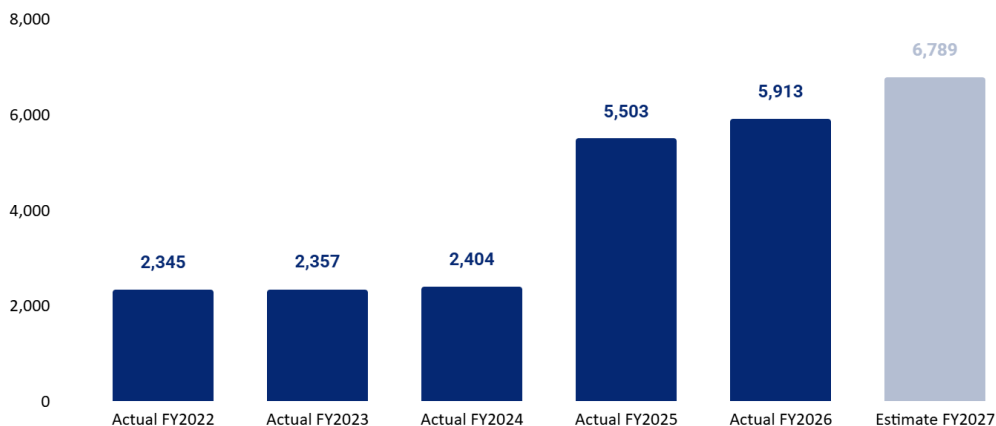
22 DEPUTIES ASSIGNED TO SECURITY OPERATIONS

170 ARRESTS MADE AT THE COURTHOUSE

Number of items (packages, vehicles, etc.) swept by K9 units tripled in FY26 due to addition of K9 handler



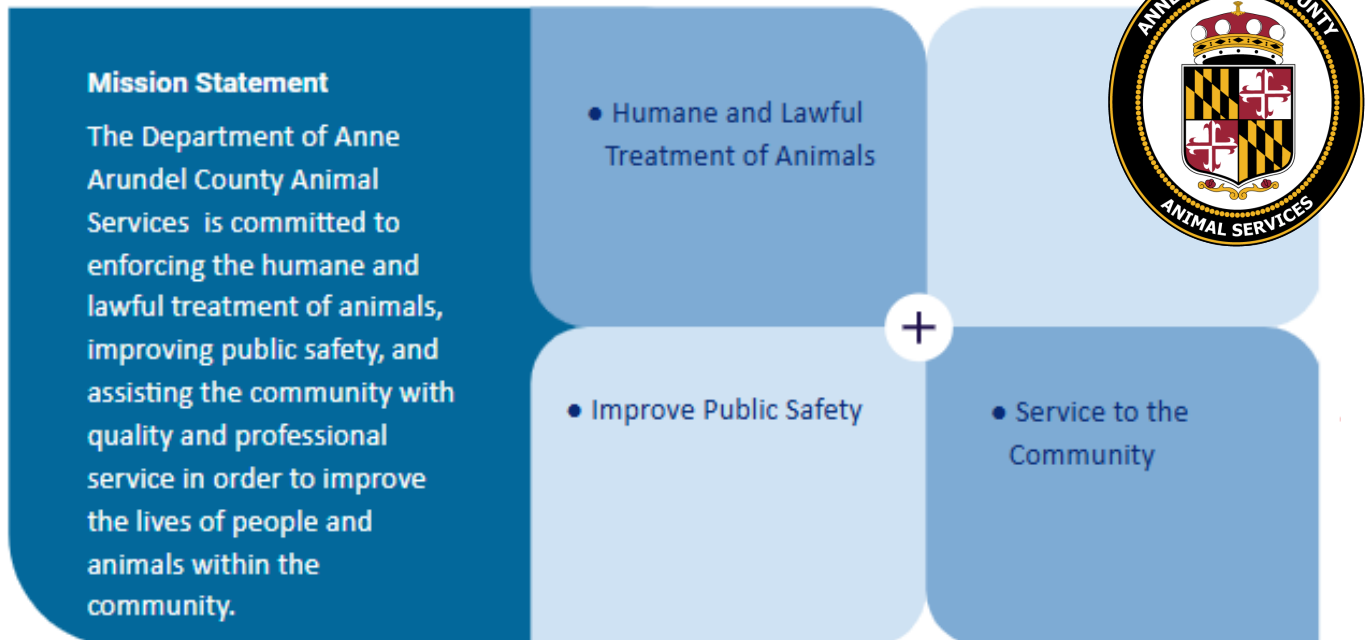
Number of court sessions staffed increased significantly due to a new policy to provide a deputy in every courtroom to enhance courtroom safety



69,885 DOCUMENTS RECEIVED AND SORTED FROM THE COURTS

1,095 HOURS SPENT TRANSPORTING PRISONERS

Animal Services: Profile



Goals

1. To enforce and promote the humane and lawful treatment of animals.
2. To provide public safety through law and code enforcement.
3. 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.

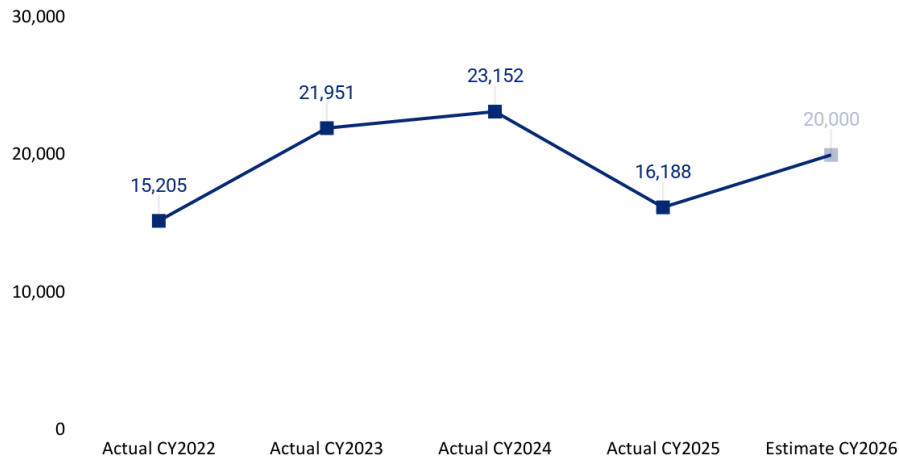
Department Performance Data (Impact Metrics)

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

Impact Metric	Objective	Actual CY2023	Actual CY2024	Actual CY2025	2030 Target	Status
AC-1.1.16	Average number of volunteer hours per volunteer	295.3	276.7	245.3	280 hours	
AC-2.1.23	Number of investigated bite related incidences	1,830	1,772	1,332	1,775 incidences	
AC-3.1.18	Number of free spay/neuter surgeries	0	82	63	78 surgeries	
AC-3.2.27	Number of Live Intakes (strays, give ups, owner requested)	4,225	4,613	3,618	4,100 intakes	
AC-3.3.12	Total number of animals receiving services at clinics	2,168	2,368	2,298	2,400 animals	
AC-3.4.21	Percent of animals with live outcomes (excluding owner requested euthanasia)	71.6%	69.0%	75.6%	90%	

CY2025 BY THE NUMBERS

Volunteer hours in CY25 saw a drop compared to previous years but remains above 15,000 hrs



40 FULL TIME STAFF

66 VOLUNTEERS

58 WARNING LETTERS
ISSUED

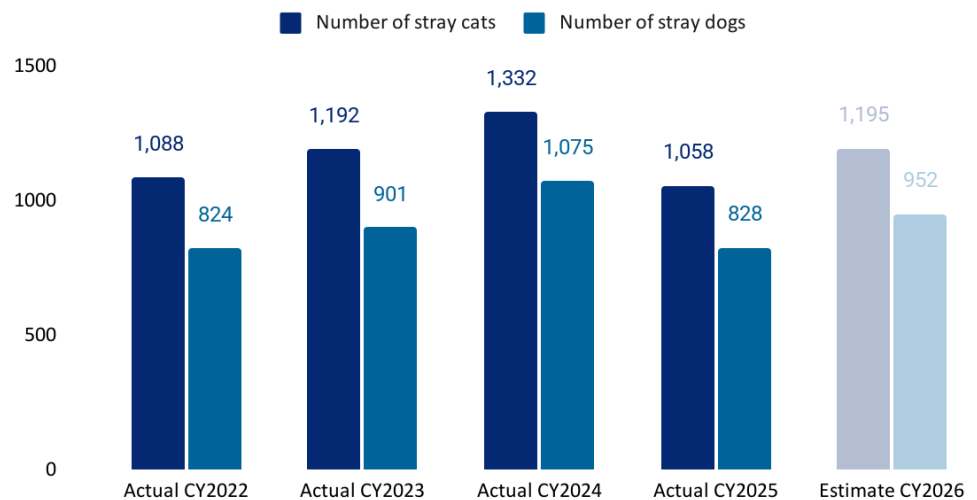
961 DOG BITES TO
HUMANS

8,022 CALLS OF
SERVICE

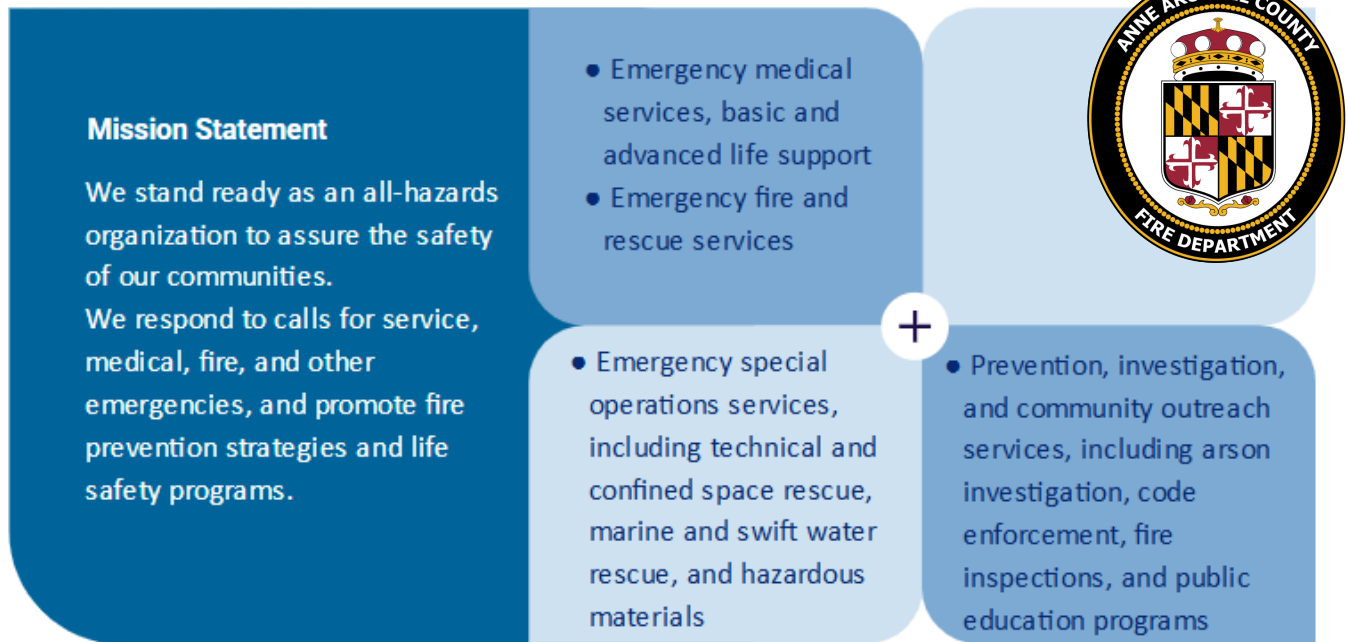
4.3% OF ANIMALS
ADOPTED
RETURNED TO THE
SHELTER

20 CLINICS
PROVIDING RABIES
AND MICROCHIP
SERVICES

Although there was a drop in number of stray cats in CY25, the number of stray cats has been consistently higher than stray dogs



Fire Department: Profile



Goals

1. To provide emergency medical services to County residents and visitors in order to reduce deaths and injuries from medical emergencies and traumatic events.
2. To provide fire suppression services to County residents and visitors in order to reduce death, injury and property losses from fire emergencies.
3. Provide fire inspection and fire investigation services to County residents and visitors in order to minimize fire deaths, injuries, and property damage.
4. 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.

Department Performance Data (Impact Metrics)

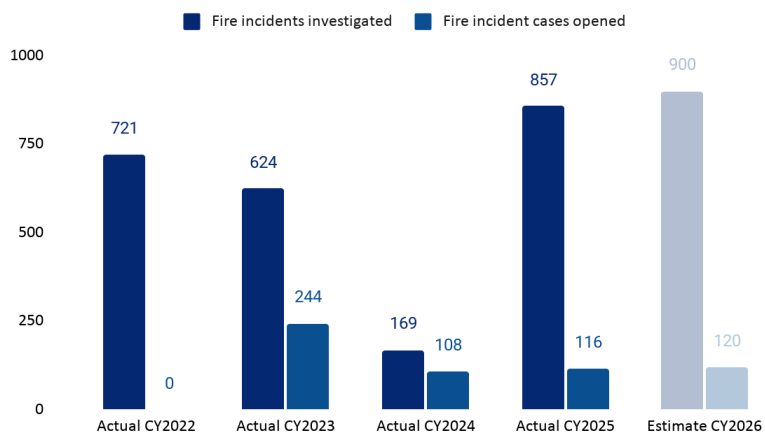
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual CY2023	Actual CY2024	Actual CY2025	2030 Target	Status
FD-1.1.20	Percentage of Advanced Life Support (ALS) capable unit travel time to critical incidents in 480 seconds or less	81%	80%	78%	80%	
FD-1.2.20	Percentage of EMS providers with an Automated External Defibrillator (AED) travel time to critical incidents in 240 seconds or less.	58%	57%	56%	60%	
FD-1.3.20	Percentage of EMS provider travel time to non-critical incidents in 480 seconds or less	79%	80%	78%	80%	
FD-2.1.17	Percentage of fire engine travel time to structure fires in 240 seconds or less	70%	71%	67%	75%	
FD-3.1.7	Percentage of Fire Marshal Office (FMO) Priority and Frequency fire inspections conducted	100%	100%	100%	100%	

Impact Metric	Objective	Actual CY2023	Actual CY2024	Actual CY2025	2030 Target	Status
FD-3.3.13	Percent of arson cases closed by arrest	18%	9%	53%	25%	✓
FD-3.4.13	Percent of fire and explosive incidents/cases investigated and closed	66%	12%	62%	80%	🕒
FD-4.1.9	Number of public education and community outreach events	221	189	186	300 events	🚫
FD-4.2.7	Total number of smoke alarms installed	129	69	55	125 smoke alarms	🚫
FD-4.3.9	Number of civilians taught cardiopulmonary resuscitation (CPR)	1,179	2,201	3,775	5,000 civilians	🕒

CY2025 BY THE NUMBERS

Only 14% of fire incidents investigated had a case opened in CY25



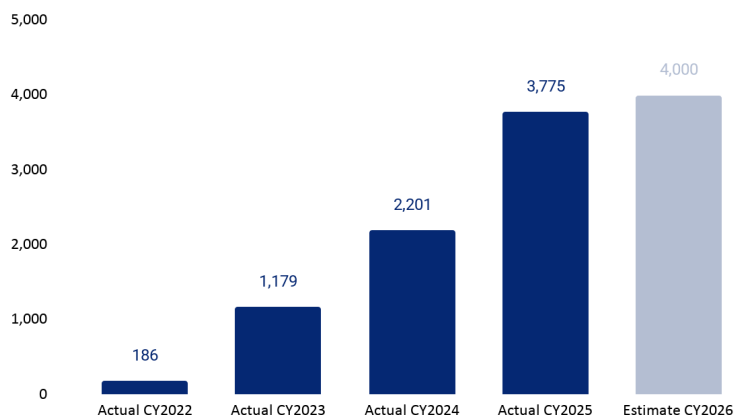
28,601 FIRE CALLS FOR SERVICE

278 RESCUE CALLS FOR SERVICE

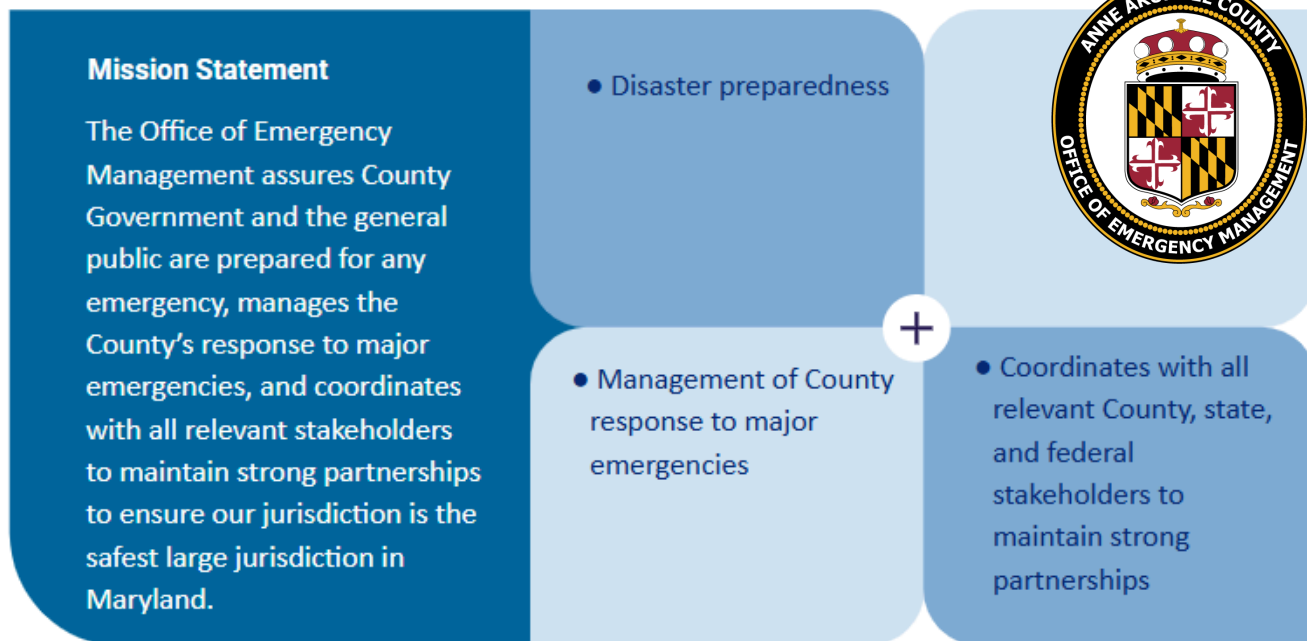
104 CPR INSTRUCTORS

10,150 PEOPLE IMPACTED BY COMMUNITY OUTREACH

Fire department provided CPR training to nearly 4,000 civilians in CY25



Office of Emergency Management: Profile



Goals

1. To assure the public is prepared for emergencies and disasters that can impact Anne Arundel County.
2. To increase the percent of training offered to vulnerable groups.
3. To manage the County's preparedness, response, and recovery to major emergencies or disasters.

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](#)

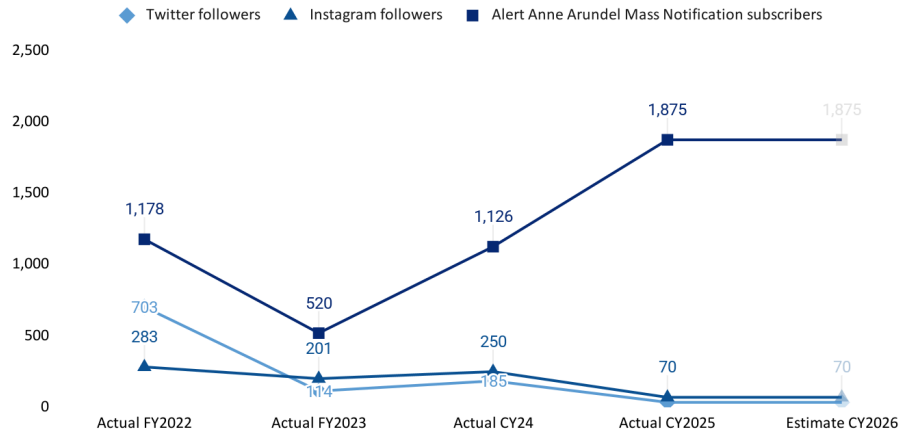
Impact Metric	Objective	Actual FY2023	Actual CY24	Actual CY25	2030 Target	Status
EM-1.1.24	Number of trainings offered to the public	110	153	98 trainings	-	?
EM-2.1.18	Number of trainings and presentations targeting vulnerable groups performed	51.8%	56.0%	58.0%	-	?
EM-3.1.21	Percent of Emergency Operations Center (EOC) representatives with the required training	54.5%	79.9%	85.0%	85%	✓
EM-3.2.11	Number of exercises offered to Emergency Operations Center (EOC) representatives	10	23	36 exercises	30	✓

*Emergency Management switched to calendar year at end of FY24

Goals one and two are being reset for CY26, thus they do not have a 2030 target and have trends unclear

CY2025 BY THE NUMBERS

Alert Anne Arundel Mass Notification most popular emergency alert notification medium with county residents



6,849 INDIVIDUALS TRAINED

14,261 NEXTDOOR IMPRESSIONS

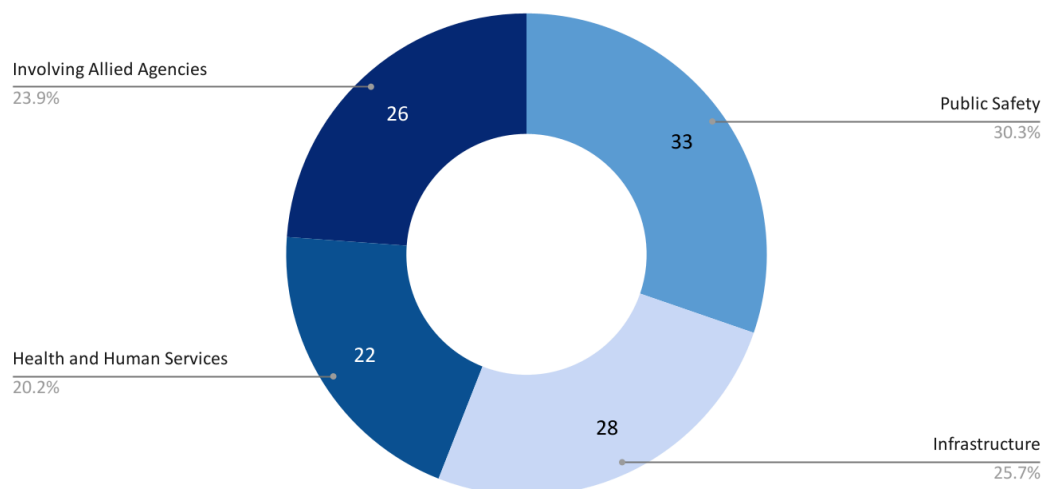
1,875 ALERT ANNE ARUNDEL EMERGENCY NOTIFICATIONS SUBSCRIBERS

89 TRAININGS HELD

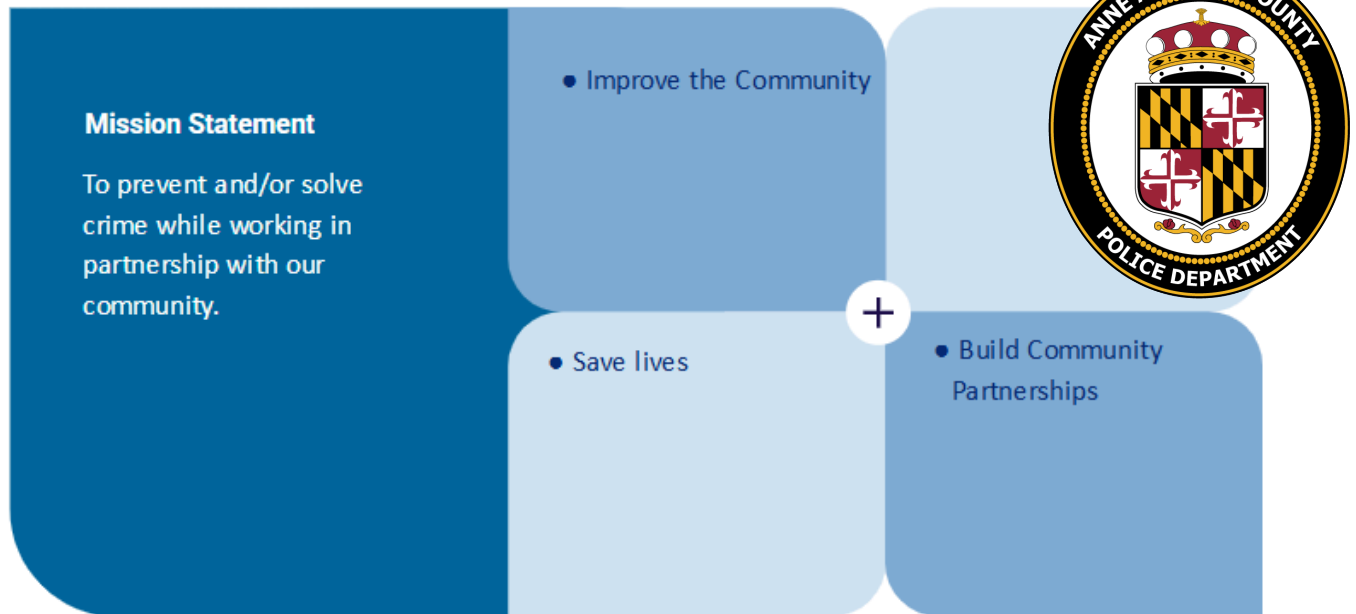
8 TRAININGS HELD IN A LANGUAGE OTHER THAN ENGLISH

In CY25, 36 exercises involving the following topics and core groups

134 EMERGENCY OPERATIONS CENTER (EOC) REPS



Police Department: Profile



Goals

1. To improve the community of Anne Arundel County for residents and visitors through fighting crime and driving down crime.
2. To save the lives of residents and visitors of Anne Arundel County through rapid response and intervention.
3. To build community partnerships for residents and visitors of Anne Arundel County through active engagement and a diverse police force.

Department Performance Data (Impact Metrics)

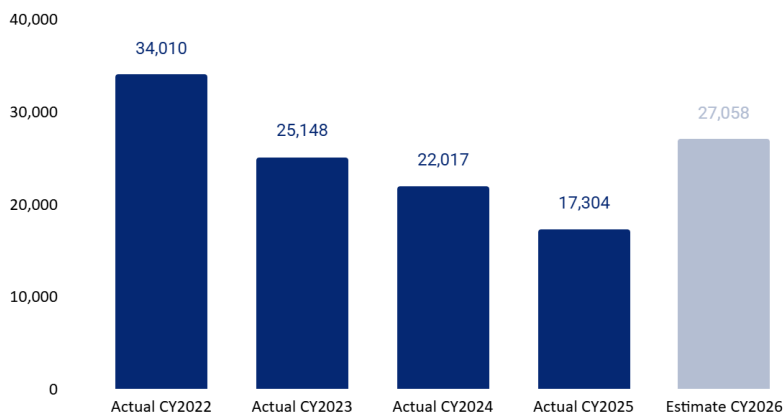
The metrics listed below are only a subset of the metrics used to measure performance. A full list can be found on [OpenPerformance](#)

Impact Metric	Objective	Actual CY23	Actual CY24	Actual CY25	2030 Target	Status
PD-1.1.12	Percent of crimes against person cases closed	62%	59%	58%	100%	🚫
PD-1.2.10	Percent of property crime cases closed	41%	34%	36%	100%	🚫
PD-2.1.6	Average response time for Priority 1 calls (minutes)	3.91	3.88	3.92	3.88 seconds	🕒
PD-2.2.8	Percentage of individuals with a Safe Stations assessments connected to treatment	71%	70%	70%	100%	🚫
PD-2.3.12	Number of Fatal Motor Vehicle Crashes	30	37	24	0 crashes	❓

Impact Metric	Objective	Actual CY23	Actual CY24	Actual CY25	2030 Target	Status
PD-3.1.10	Percent of minority officers	20%	20%	21%	31%	
PD-3.2.5	Number of hours spent on community engagement (Minimum estimate)	25,148	22,017	17,304	15,000 hours	
PD-3.3.12	Total number of juvenile diversion participants who graduated from the diversion program during the period	-	88%	93%	100%	

CY2025 BY THE NUMBERS

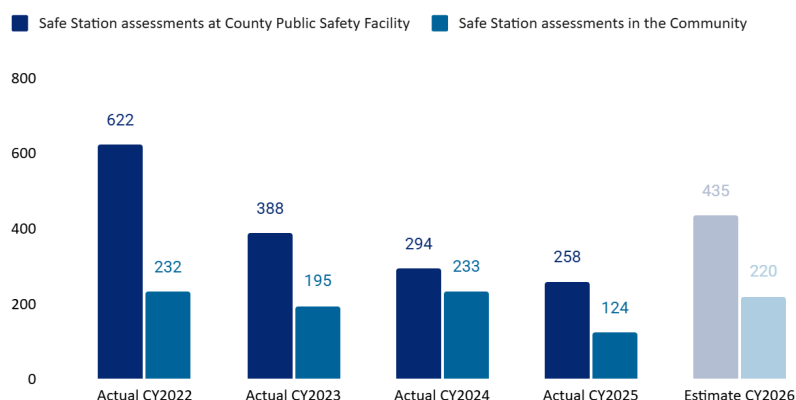
Although community engagement hours has seen a decline over the years, it's well above the 15,000 hour goal



Safe station use has decreased in recent years. There are a number of potential factors that may have contributed:

- There are more walk-in centers and programs able to admit individuals seeking treatment now than when Safe Stations started.
- Through the safe stations program and the crisis warmline, people in the recovery can assist a peer needing help without always needing to go to a safe station.
- Individuals can receive help in settings outside of Safe Stations by calling the warmline or contacting peers within the health department.

There has been a decrease in the number of safe station assessments in the community and at County Public Safety Facilities



48 PATROL POSTS

- 53 DISTRICT DETECTIVES
- 305 PATROL OFFICERS
- 4 OFFICERS ON THE CRISIS

INTERVENTION TEAM (CIT)

25,507 TRAFFIC STOPS FOR MOVING VIOLATIONS

354 JUVENILE OFFENDERS EVALUATED FOR A DIVERSION PROGRAM

- 214 JUVENILE DIVERSION PARTICIPANTS GRADUATED

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.

Thanks to departments' commitment to transparency and continued effort to provide relevant and important information to constituents, we saw an increase in datasets available on OpenData. In 2026, we hope to focus on datasets that are most commonly requested from the public and work closely with Public Information Officers (PIO).

OpenData Highlights

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.

Overview of departments and datasets published in 2026	
Department	Number of datasets
AAEDC	1
Administrative Hearings	1
Aging and Disabilities	2
Central Services	2
Elections	1
Ethics Commission	2
Finance	2
Fire	1
Health	3
Personnel	2
Planning & Zoning	1
Police Department	2
Grand Total	20

Datasets published in CY2026 as of publishing

Department	Dataset Name	Update Frequency
AAEDC	AAEDC Published Reports Repository	Annual
Administrative Hearings	Administrative Hearing Decisions 2019 - Present	Monthly
Aging and Disabilities	ALP reports	Quarterly
Aging and Disabilities	MAP Reports	Quarterly
Central Services	AED and BCK Inventory List	Monthly
Central Services	Fleet Work Order	Quarterly
Elections	Party Affiliation	Monthly
Ethics	Lobbyists Registered	Monthly
Ethics	Advisory Opinions	Biannual
Finance	Bond Ratings	Annual
Finance	Inquiries, Deeds, and Payments	Annual
Fire	Fire Department Service Calls	Monthly
Health	Gun Lock Distributions	Quarterly
Health	Restaurant Inspections	Quarterly
Health	Maternal Health	Quarterly
Personnel	Retirements by plan	Annual
Personnel	Workforce Diversity	Annual
Planning and Zoning	Subdivisions - Site Developments & Modifications	Automatic
Police Department	End of Year Crime Data	Annual
Police Department	Use of Force statistics	Annual

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

**Arundel Center
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**The Best Place
For All**

