

# Engaging with County Government



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# Webinar Overview

01

## Reporting Concerns

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

02

## Proactive Engagement

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



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# Reporting Concerns



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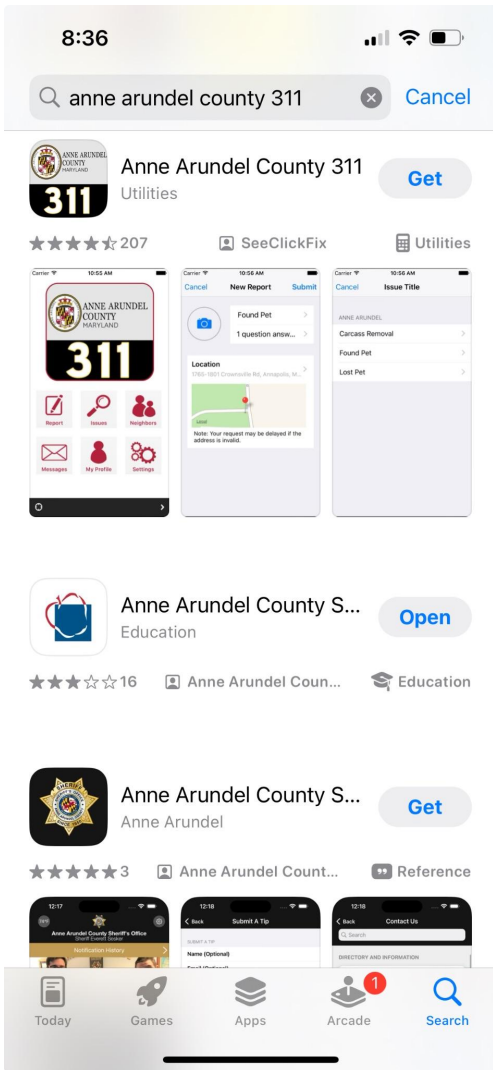
# See-Click-Fix / 311

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

## HOW TO SUBMIT A CONCERN ON YOUR COMPUTER OR MOBILE DEVICE

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

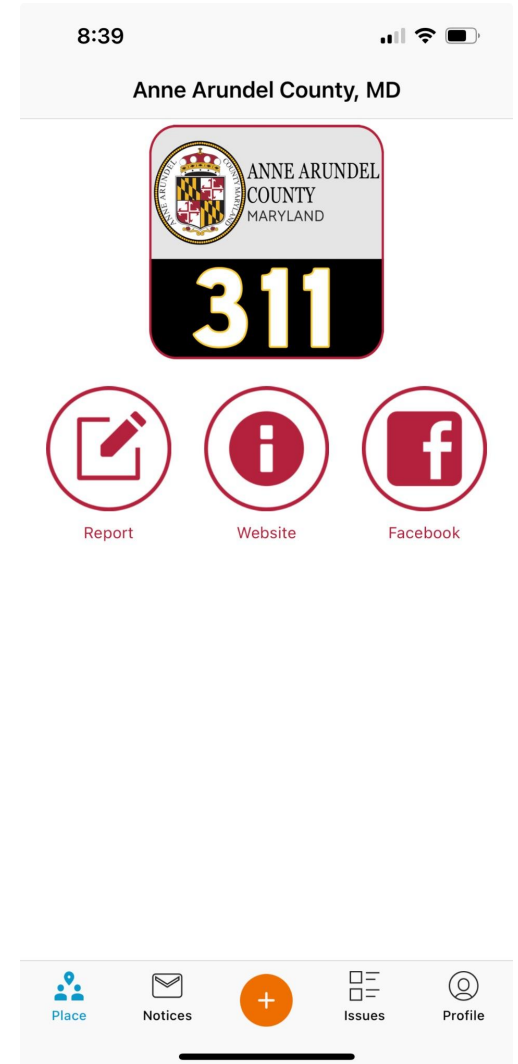




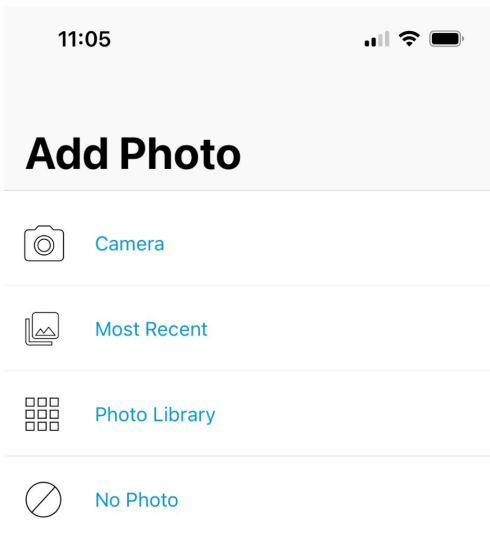
Download the app from the App Store or Google Play. Search for Anne Arundel County 311



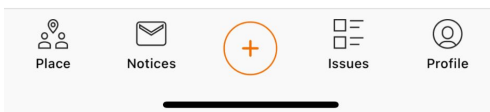
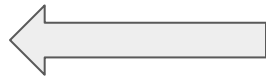
This is what the home screen looks like when you open the app. To begin, select "Report" or click on the orange circle with the plus sign.



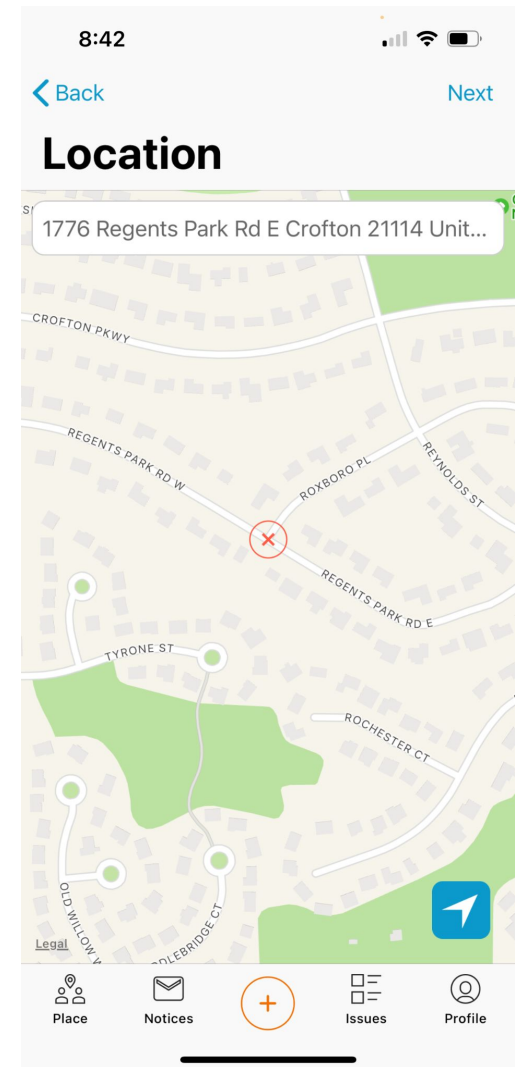
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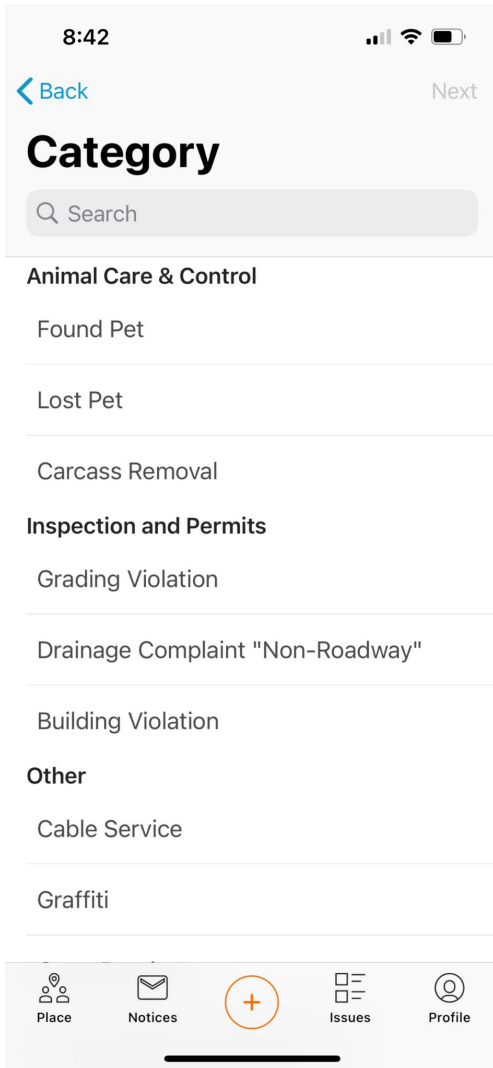
Select how to upload a picture (or not to). You can (a) open your camera and take a picture while the app is in use, (b) select your “most recent” pictures, or (c) select from your photo library



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



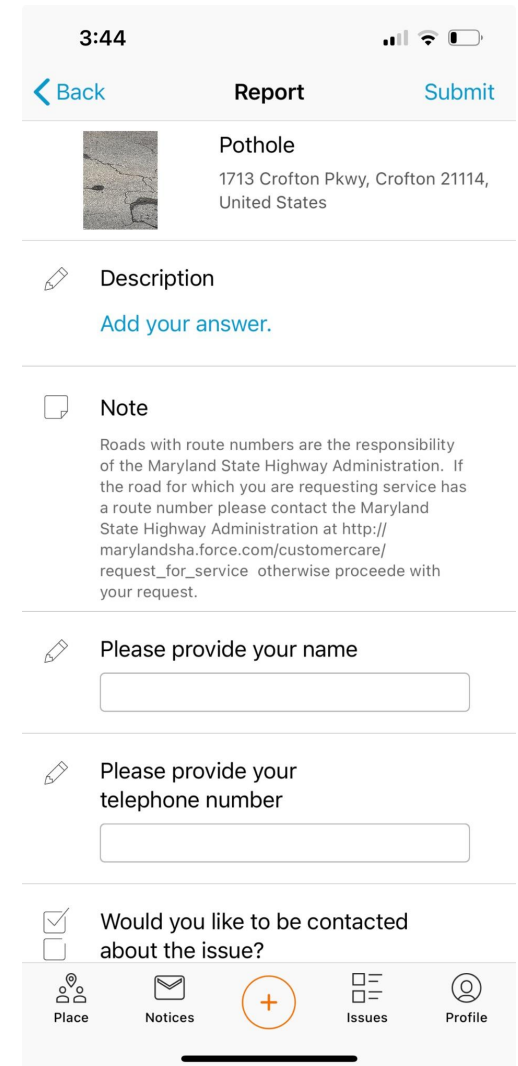
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Select the correct issue from the list provided



Answer the questions about the issue and then submit



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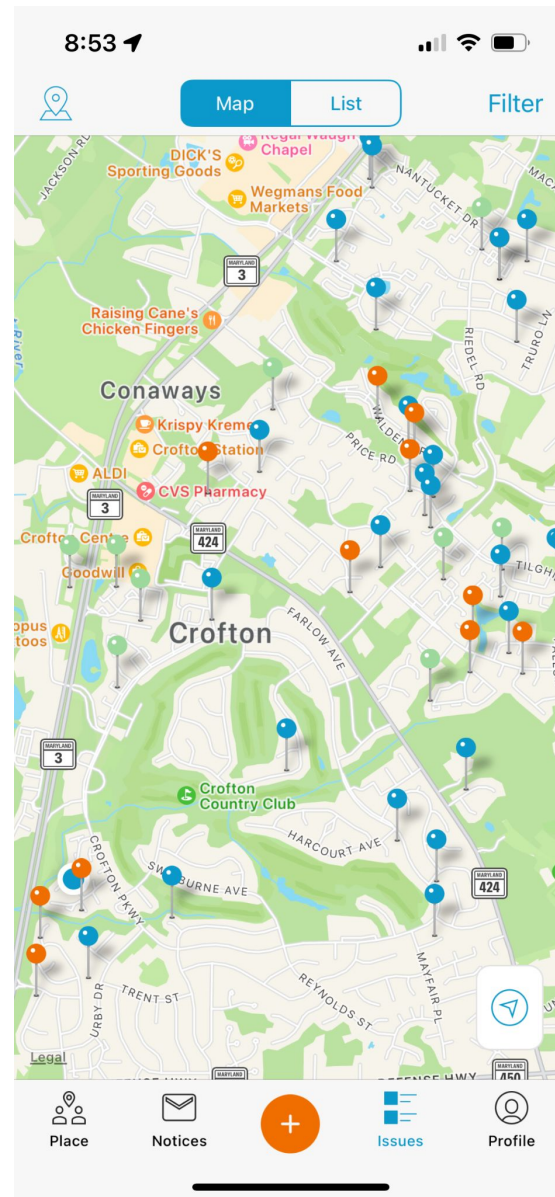
If you click on “issues” at the bottom of the screen, you can see all of the issues that have already been submitted

You can see issues that are

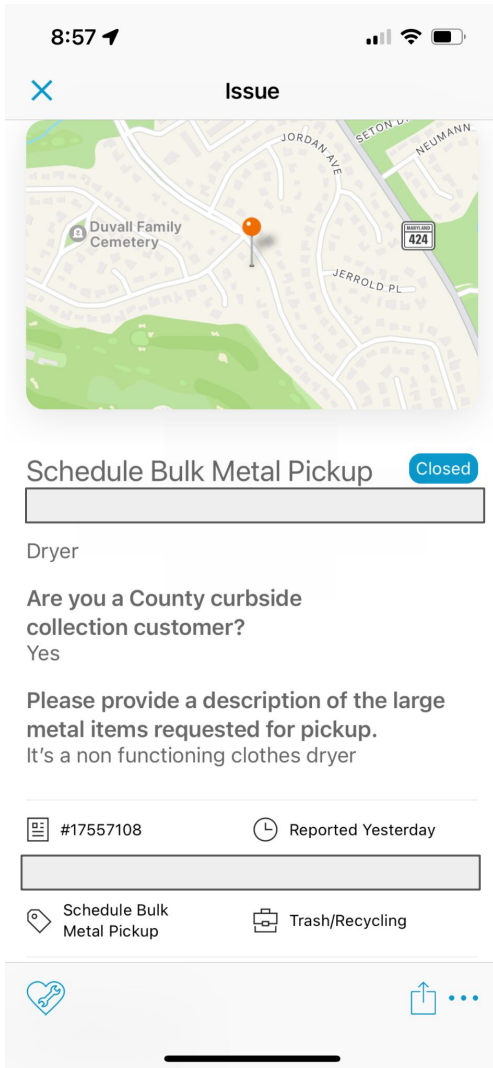
- Open (orange)
- Acknowledged (green)
- Recently Closed (blue)
- Archived (black)

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

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



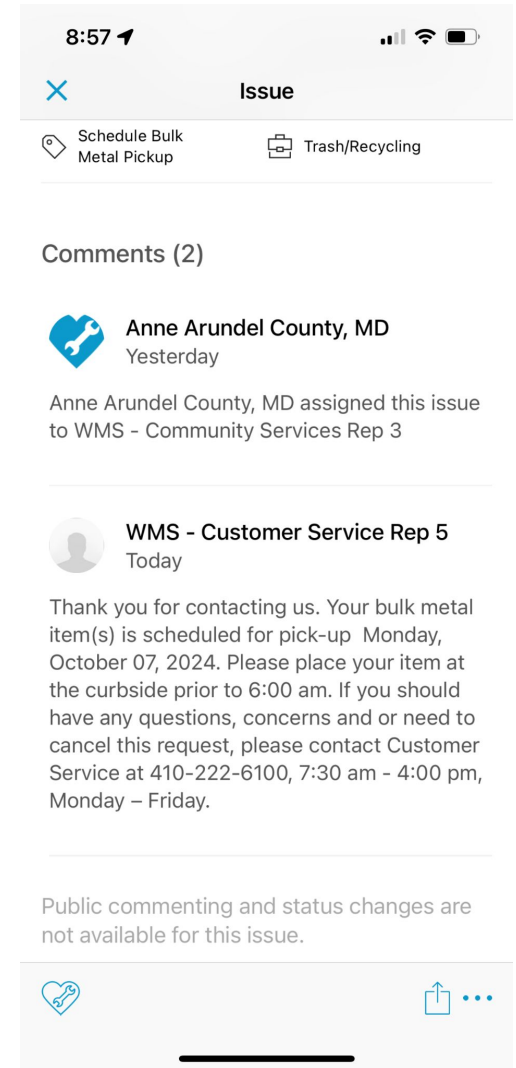




You can also click on any pin on the map and see the responses from the county

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

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



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

You start by selecting the issue...

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

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



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

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



Select a Location

120 Charles St, Annapolis, MD, 21401, USA

Confirm Location

Esri Community Maps Contributors, County of Anne Arundel, VGIN, Esri, TomTom, G... Powered by Esri

Preview

### Carcass Removal

120 Charles St, Annapolis, MD, 21401, USA

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Public Animal Care & Control

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




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

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


## Report Online

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

Filter

### Add Photo

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





Add an image

No Photo

### Carcass Removal

120 Charles St, Annapolis, MD, 21401, USA

 Public  Animal Care & Control

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



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Lastly, you answer the questions and submit the issue

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

## Report Online

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

The screenshot shows the 'Report Online' interface for Anne Arundel County, Maryland. The top left corner features the county logo and name. The main content area is split into two panels. The left panel, titled 'Enter Details', contains a 'Description' field with a text input area and a note 'Optional, Displayed publicly'. Below this is a dropdown menu for 'Is the carcass in Anne Arundel County?' with a note 'Required, Displayed publicly'. At the bottom of this panel is another dropdown menu for 'Is the carcass on a "State Road/Highway" (i.e. Road with a Route Number)? (Yes, No)'. The right panel, titled 'Carcass Removal' with a 'Preview' button, shows the address '120 Charles St, Annapolis, MD, 21401, USA'. Below the address are two icons: an eye icon labeled 'Public' and a building icon labeled 'Animal Care & Control'.

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



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# You can also simply make a phone call

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

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



# DPW Emergency Numbers

## Water, Solid Waste, & Wastewater

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

**General Number (24/7): 410 222 8400**

**South County (24/7): 410 451 4118**



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# DPW Emergency Numbers

## Storm Drains or Roads

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

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

**Eastern District: 410 222 6120**

**Western District: 410 222 7940**

**Southern District: 410 222 1933**

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

**General: 410 222 8400**

**South County: 410 451 4118**

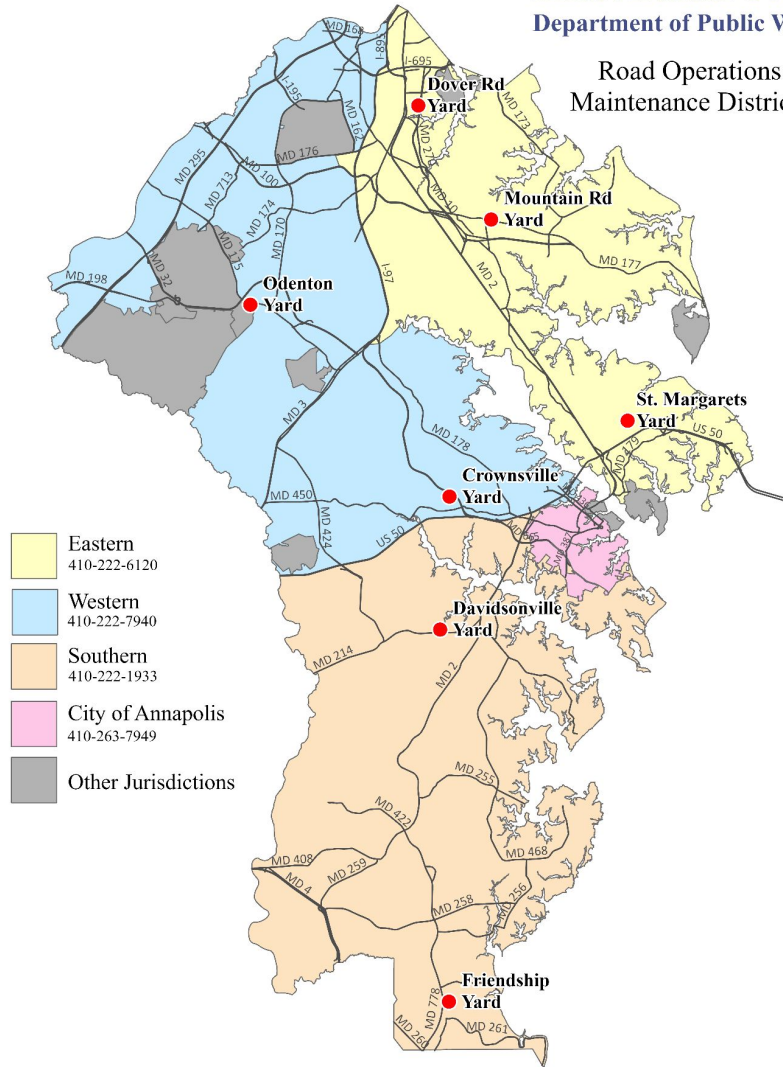


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Anne Arundel County  
Department of Public Works

Road Operations  
Maintenance Districts



Email DPW: [pwcust00@aacounty.org](mailto:pwcust00@aacounty.org)

DPW & YOU



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# DPW Emergency Numbers

## Traffic Lights or Signs

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

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

**Entire County: 410 222 1940**

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

**General: 410 222 8400**

**South County: 410 451 4118**



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# Contact Constituent Services if you need help with/have:

**01** Accessing a county service

**02** Questions or concerns about a county Service that was performed

**03** Navigating the numerous county departments and agencies

**04** Questions about a policy or a County Executive initiative



# How to Contact Constituent Services

**By Phone**

410 222 1785

**By Email**

cecs@aacounty.org

**Online Form**

[Click Here](#)

You can also see current CECS staff and learn who is assigned to your area by visiting their webpage:

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



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# Best Practices

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



# Tips

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



# ProActive Engagement



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# Engage Arundel Web Page

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

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

[aacounty.org/engagearundel](http://aacounty.org/engagearundel)



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# Sign up for the CECS Weekly Newsletter

## Sign Up Now to Receive Updates

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

GET STARTED

[aacounty.org/newsletter](https://aacounty.org/newsletter)



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# Webinars

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

## Upcoming Events

SEP  
25

### Engaging with County Government Webinar

📍 Virtual

🕒 6:00 p.m. - 7:00 p.m.

OCT  
16

### Open Data, Open Government: How Access Empowers Community Transparency

📍 Virtual

🕒 12:00 p.m. - 1:00 p.m.

[VIEW ALL EVENTS](#)



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# Requesting a Presentation for Your Community

## CECS Informational Sessions

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

[REQUEST A PRESENTATION](#)

[https://docs.google.com/forms/d/e/1FAIpQLSdu8v9cLjxIPTolwo\\_j\\_eGYNZ7axI5eWGvIBM7sYMrwauKLkA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdu8v9cLjxIPTolwo_j_eGYNZ7axI5eWGvIBM7sYMrwauKLkA/viewform)



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# Boards and Commissions

## Get Involved

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

[VIEW VACANCIES](#)

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



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# Register Your Community Association

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

**REGISTER NOW**

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



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# Quick Resource Guide

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

[ACCESS THE GUIDE](#)

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



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A decorative horizontal bar at the bottom of the page, divided into four colored segments: orange, red, grey, and blue.