

Community Partners' Meeting



From the Director

DPIE's Doors Are Open!

DPIE reopened to the public on an appointment basis on Wednesday, September 1, 2021, after almost 18 months of serving our customers virtually. Though we are open for limited appointments, we still encourage you to take advantage of our online services, which remain the best way for us to assist you. Our virtual inspections are a big hit. Our Momentum system has made it possible for customers to obtain their permits and licenses online. We are really excited about our newest online initiative, our **Virtual Permit Café**, or **VPC**, which allows customers to have plans reviewed online, instead of in person. All divisions are reachable by phone or email. Staff is ready to assist you. Virtually or in person, we are committed to providing you outstanding customer service.

Melinda Bolling



DPIE Agency Overview

Manages County government operations in the areas of permitting, business licensing, plan review, inspections and property code enforcement.



Director
Melinda Bolling

Deputy Director
Gary Cunningham

Deputy Director
Dawit Abraham

dpie.mypgc.us

301-636-2000

**Call 311 to report
complaints.**

Permitting and Licensing — Bellur Ravishankar, Associate Director

301-636-2050

Processes building and site plan permits; issues licenses

Permitting — <https://www.princegeorgescountymd.gov/1497/Permits>

Licensing — <https://www.princegeorgescountymd.gov/1214/Licensing>

Building Plan Review — Bellur Ravishankar, Associate Director

301-636-2070

Reviews plans for residential and commercial projects

<https://www.princegeorgescountymd.gov/1279/Building-Plan-Review>

Enforcement — Valerie Cary, Associate Director

301-883-6168

Investigates code violations; conducts inspections at residential, commercial and industrial properties

<https://www.princegeorgescountymd.gov/1221/Code-Enforcement-Property-Maintenance>

Inspections — Behdad Kashanian, Associate Director

301-636-2080

Regulates construction, development and grading through inspection and enforcement of codes

<https://www.princegeorgescountymd.gov/1232/Inspections>

Site/Road Plan Review — Mary Giles, Associate Director

301-636-2060

Reviews/approves site and roadway plans for proposed development and road improvement projects

<https://www.princegeorgescountymd.gov/1352/SiteRoad-Plan-Review>

Virtual Permit Café (VPC)

- On September 1, DPIE launched the VIRTUAL PERMIT CAFÉ (VPC) for homeowner walk-through permits only, following [COVID-19 safety protocols](#). [The Virtual Permit Café](#) is an online system that allows customers to have plans reviewed virtually, instead of in person. A list of the [eligible permit types](#) may be found on [DPIE's website](#).
- VPC is open on Wednesdays and Thursdays only, from 8:30 a.m.–3:00 p.m., for scheduled in-person homeowner walk-through appointments. These appointments can also be performed from the applicant's home, office or a remote location.
- The Permit Center is open Mondays, Tuesdays and Fridays from 8:30 a.m.–3:00 p.m. for limited virtual services.
- For more information on DPIE's Homeowner Walk-Through Permit process, visit our [Virtual Permit Café \(VPC\) page](#).



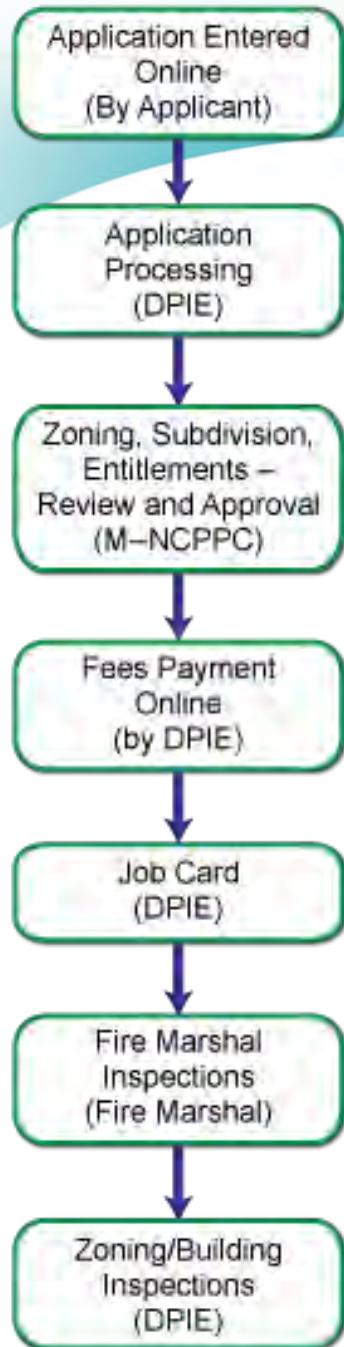
Momentum Online System



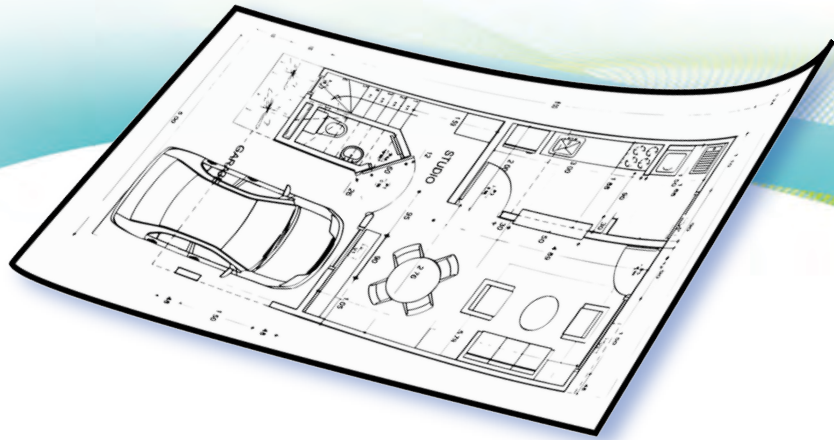
- New licensing application system made available in Fall 2020.
- Allows customers to submit applications, upload documentation and make payments online. When the applications have been reviewed and approved, customers can print their licenses at work or at home.
- Allows customers to track compliance with licensing requirements.
- Processes business and rental licenses.
- Access detailed instructions on the DPIE web page at [Momentum Online Services](#).

Permitting and Licensing Division

Provides administrative oversight of permits and licenses



- Provides a one-stop permit approval process to ensure that permits are reviewed in a timely manner
- Reviews and processes all permit applications for construction and alterations of residential and commercial buildings
- Provides document screening for permit application submittals
- Responds to questions regarding the status and issuance of permits and engineering plan reviews
- Provides same day review/approval for projects that meet the “walk-through” requirements (currently for homeowners only)
- Issues permits, licenses and regulates various business activities per County Code
- Offers the Peer Review Program and the Third-Party Plan Review Program for review of commercial projects



Building Plan Review Division

Provides the review and approval of plans for residential and commercial construction

- Reviews and approves plans for all residential and commercial projects to ensure compliance with applicable codes pertaining to the following disciplines:
 - Structural
 - Mechanical
 - Energy
 - Electrical
 - Health
 - Fire Protection
 - Accessibility
- Reviews and approves plans for development involving water and sewer connections, plumbing devices and natural gas connections by WSSC
- Distributes plans to internal and external agencies for processing
- Provides plan review and inspections of new properties served by well and septic systems, public swimming pools and spas, and new food service facilities to ensure compliance with State and County Health regulations

Site/Road Plan Review Division

Reviews and approves plans for site and road construction

- Reviews floodplain studies
- Reviews and approves proposed utility work and small wireless facilities in public rights-of-way
- Reviews and approves plans for site and road development involving:
 - Site development
 - Grading
 - Stormwater management and storm drainage
 - State highway roads (stormwater management only)
 - County and private roads
 - Driveways
 - Paving
- Reviews and recommends issuance of site/road permits
- Reviews traffic studies and site development concept plans
- Reviews development plans relative to various environmental requirements



Inspections Division

Enforces building, site and road development codes and regulations

- Provides oversight of construction, development and grading for construction and renovations
- Provides oversight of the Third-Party Inspections Program process required for new commercial construction
- Condemns and demolishes abandoned, unsafe and uninhabitable structures in the County and the municipalities
- Performs Use & Occupancy Permit (U&O) inspections to verify conformance with code regulations (except within the City of Laurel)
- Performs inspections and enforces codes for building, electrical, mechanical, energy, fire/life safety, grading, stormwater management, and accessibility, and other regulations for construction projects
- Inspects site and road development, including tree conservation, site development, and sediment and erosion control



Enforcement Division

Enforces property maintenance standards and appropriate zoning laws

- Inspects residential, commercial and industrial properties to ensure compliance with housing, property maintenance and zoning codes
- Frequently addresses issues related to tall grass and weeds, open storage, accumulation of junk and trash, etc.
- Issues citations for all residential properties not in compliance with County Code
- Enforces the Zoning Ordinance to ensure private properties comply with approved land uses
- Regulates the placement of signs on private property and in public rights-of-way
- Inspects and licenses short-term rental properties and licenses all residential single-family rental properties



10 Frequent Code Violations

1. Operating a business out of a residence. You may not operate a restaurant or café, prepare or serve food for pay, sell goods, store imported products or operate a nail salon. To operate a hair salon or barber shop, a Use and Occupancy Permit is required.
2. Performing automotive work on a driveway or street. You may not work on cars on residential streets or in driveways. NO automotive shops may operate on residential streets, in driveways, inside garages or behind houses or apartments.
3. Doing unpermitted residential or commercial construction. Construction projects such as erecting a deck, finishing a basement, remodeling a kitchen, building an addition, etc. require permits and inspections.
4. Accumulating trash and dumping. Allowing trash and debris to accumulate on your property or dumping tires, construction materials and other debris on streets and undeveloped areas negatively impacts the County's aesthetics.
5. Parking commercial vehicles in driveways or on residential streets. Commercial vehicles should be left at the workplace!
6. Parking vehicles on unpaved surfaces. You may not park on grass or unpaved areas behind houses or in front yards.
7. Failing to adequately maintain a property. Homeowners and renters are required to cut grass and weeds, prune plants, pick up branches and clear debris from properties regularly. Grass and weeds over 12-inches tall are a code violation!
8. Allowing a property to fall into disrepair. Residents and property managers must repair peeling paint, loose siding, ragged gutters and downspouts, broken windows, etc., immediately as needed.
9. Accumulating junk on residential or commercial properties. You may not store untagged vehicles, vehicle parts, junk cars or motorcycles, appliances, building materials etc. on residential or commercial lots. Boats must be tagged and legally parked.
10. Leaving abandoned properties unsafe and unsecured. Buildings must be secured, lawns cut, other plants pruned, lots cleared of litter and trash removed regularly.



Many Home-Based Businesses Are Prohibited in Prince George's County!

What qualifies as a home-based business?

Any business that you operate at the place where you live.
Operating a legal business may require a license or permit from DPIE.

What are examples of illegal home-based businesses?

- You may not run a restaurant or sell food at home.
- You may not operate a nail salon.
- To operate a hair salon or a barber shop, a Use and Occupancy Permit is required.
- You may not convert your single-family home into a multifamily dwelling by renting rooms.
- You may not operate an unlicensed day care, adult care or elder care center.

What happens if you are caught?

Fines of up to \$2,300 and other consequences.





Buyer Beware!

UNPERMITTED CONSTRUCTION

Hammers Unsuspecting Home Buyers

Unscrupulous “flippers” purchase properties cheap, make shoddy repairs or changes without the required permits and inspections, then sell them to unsuspecting buyers who later experience problems.

Protect yourself before you buy:

- Hire a certified independent inspector to inspect the home and identify any problems with construction.
- Visit the DPIE website to check for any permits that have been pulled for work on the property.
- Walk away from any house with unpermitted construction or make the seller fix the problems and secure the appropriate permits and inspections before you sign on the dotted line.
- Notify DPIE so the seller can be held accountable. County Council legislation helps authorities take action against flippers.

Access the following resources on the DPIE website:

- Find out when a permit is required:
<https://www.princegeorgescountymd.gov/1501/Residential-Building>
- Check permits by address:
<https://dpiestatus.princegeorgescountymd.gov/site/public/Citizens/ActivitySearch.aspx>. When entering the street name, use the first term. For example, search Chancellors Drive using “Chancellors.”
- Read the Homeowner’s Guide to Permits:
<https://www.princegeorgescountymd.gov/documentcenter/view/4897>
- Request copies of permits through the Maryland Public Information Act (MPIA):
<https://www.princegeorgescountymd.gov/2763/Methods-for-Submitting-MPIA-Request>

For more information, call the Permits Office at 301-636-2050, ext. 5 or visit [Permits Online](#).

Be proactive! Take action BEFORE you buy!

Did You Know That **UGLY** Sign Litter Is Also **ILLEGAL**?

Posting roadside signs
is a violation of
Prince George's County
Code. Violators face
a fine of up to \$1,000 per
location a sign is posted.

Instead of littering the
landscape, advertise your
goods and services on social
media, community listservs,
bargain consumer websites or
buy ads in local newspapers.



Don't
litter the
landscape.





**Fall
weather
is here!**

Beautify Your Property and Bring It Into **Compliance!**

There is no better time to beautify your property
by addressing potential code violations.
Here are some tips:



- Repair peeling paint, loose siding, ragged gutters, broken windows, torn screens and damaged doors.
- Remove old appliances, building materials, furniture, untagged vehicles and vehicle parts.
- Clear fallen branches and debris. Trim plants, cut the grass and pull weeds. Grass and weeds over 12 inches tall violate County code.
- Fix and clean deck and patio furniture and recreational equipment for kids.
- Replace outdated holiday decorations with seasonally appropriate ones.
- Spruce up and secure vacant property.

Property maintenance standards protect the aesthetics,
safety and value of our communities.



DPIE urges you to Beautify and Comply!



Who Handles That?

		DPIE	DoE	DPW&T	Other
	Parking complaints				
	<ul style="list-style-type: none"> DPIE handles complaints of vehicles parked on residential lots: on unpaved areas, commercial vehicles in driveways, untagged vehicles, etc. 	✓			
	<ul style="list-style-type: none"> The Revenue Authority handles abandoned vehicles, wrecked and junk vehicles parked on roads, etc. 				✓
	<ul style="list-style-type: none"> The Police Department handles "No Parking" zone violations. 				✓
	Street maintenance				
	<ul style="list-style-type: none"> DPW&T is responsible for County roadways. 			✓	
	<ul style="list-style-type: none"> The State Highway Administration (SHA) is responsible for state "routes" – numbered roads, such as Route 202. Municipalities are responsible for their own streets. 				✓
	<ul style="list-style-type: none"> Find out if a roadway is owned by the County, State or a municipality with the Pavement Assessment Management System (PAMS). 				✓

Who Handles That?

		DPIE	DoE	DPW&T	Other
	Trash				
	<ul style="list-style-type: none"> DPIE addresses trash on residential or commercial lots and private property. 	✓			
	<ul style="list-style-type: none"> DoE collects trash, recycle, bulky trash and yard trim. 		✓		
	<ul style="list-style-type: none"> DPW&T addresses complaints about trash on sidewalks, roads, public rights-of-way, etc. 			✓	
	Drainage issues/flooding				
	<ul style="list-style-type: none"> Homeowners should address property maintenance. See DoE's Residential Drainage booklet for details. 				✓
	<ul style="list-style-type: none"> DPIE responds to drainage complaints in new subdivisions under permit and those related to structures and unpermitted construction. 	✓			
	<ul style="list-style-type: none"> DPW&T responds to problems that occur on County streets, in the public storm drain system, etc. 			✓	
	<ul style="list-style-type: none"> DoE responds to drainage complaints related to grading, environmental issues, etc. 		✓		

Stash Your Trash!

This chart will help you find the appropriate place to properly dispose of litter and debris to bring your property into compliance.



VIOLATION	SOLUTION
Dumping tires	Call 311 to schedule a bulky trash pickup. They will take up to four tires per trip. You can always schedule additional pickups to dispose of more tires.
Storing construction materials	Dispose of construction materials at the Richland Reclamation Landfill, 2001 Ritchie Road, Upper Marlboro. Vehicles are charged by size. Call 301-350-4059 for details. Mon-Fri, 7:00 AM-4:00 PM
Storing old furniture, broken appliances and fixtures, junk and debris	Call 311 to schedule a bulky trash pickup. Mon-Fri, 7:00 AM-7:00 PM
Keeping large loads of trash that does not qualify for weekly pickup	Transport items to the Brown Station Road Sanitary Landfill, 11611 White House Road, Upper Marlboro. Call 301-952-7625 for details. Mon-Sat, 8:00 AM-3:30 PM
Harboring hazardous materials and old electronics on your property	Take the materials to the Household Hazardous Waste Acceptance Site and Electronics Recycling Acceptance Site, 11611 White House Road, Upper Marlboro. Thur-Sat, 8:00 AM-3:30 PM

Aerial Enforcement Program (AEP)

Works with police to identify hard-to-find code violations from the sky

DPIE's Enforcement Division recently partnered with the Police Department Aviation Unit to conduct aerial property standards inspections from helicopters under the Aerial Enforcement Program. Inspectors ride with police helicopter pilots to view properties from Beltsville to Eagle Harbor. The aerial vantage point allows them to detect property maintenance standards violations shielded by backyard fences, dumping sites hidden in wooded areas, and more. Some 230 problem sites have been identified, improving the effectiveness of our property code enforcement efforts.



Specialty Units

Business Development Section (BDS)

The BDS was created to help spur economic development by assisting the County's business partners. The team serves as a contact between businesses and staff and liaises with other government agencies on behalf of entrepreneurs. They offer webinars, trainings and a monthly BDS newsletter.

The Business Development Section supports the growth of a thriving and diverse business community in Prince George's County by providing guidance and assistance to entrepreneurs as they navigate the permitting and licensing process. They will assist you by:


- Coordinating with agency personnel to facilitate completion of paperwork and document review
- Educating business owners about DPIE requirements and processes
- Liaising with entrepreneurs and other government agencies

Nuisance Abatement Board (NAB)

- The NAB was established to hear complaints that allege acts that disturb the public peace or endanger the health, life or safety of residents, workers or visitors in the County.
- The seven-member board includes representatives from DPIE, the fire department, the police department and four citizens appointed by the County Executive.
- If the board finds a nuisance exists, it will order the activity to cease and may assess a fine. The initial fine is \$500; subsequent fines are \$1,000.
- So far this year, 37 cases have been heard by the NAB; additional cases are scheduled to be heard before the end of the year.
- The NAB is helping to restore order to some troubled neighborhoods.




The Prince George's County
Department of Permitting,
Inspections and Enforcement
Business Development Section


Angela D. Alsobrooks
County Executive

Our mission is to support the growth of a thriving and diverse business community in Prince George's County by providing guidance and assistance to entrepreneurs as they navigate the permitting and licensing process.

Contact our Business Development Team today!
DPIEBizDev@co.pg.md.us
Tanya M. Hedgepeth
301-636-2058
Nicole M. Reece
301-636-2035


DEPARTMENT OF PERMITTING,
INSPECTIONS AND ENFORCEMENT
Melinda Bolling
Director

*Permit us to help you grow
your business!*

Administrative Hearing Unit (AHU)



- The AHU is comprised of hearing officers who handle complaints about unlawful vehicles, open storage, trash and debris, tall grass and weeds, etc. They issue summonses, notices and default orders.
- Complaints are reported to 311 and routed to DPIE, where they are investigated and violation notices and/or citations issued. Respondents may request a hearing within 30 days of the issuance of a citation. The hearings are held within 30 days. Hearing officers render a decision within five days.
- Recent legislation extended the AHU's authority to include adjudicating citations issued for unpermitted construction and short-term rental violations. Final dispositions and orders for abatement will be issued directly by the AHU hearing officers. The process will now bypass District Court and expedite orders for abatement.

DPIE Public Information Office

Serves as the official contact for information related to DPIE programs and services



- Serves as the information liaison between DPIE and Prince George's County residents, community leaders, homeowner and civic organizations, business partners, media outlets and other entities.
- Facilitates customer service complaint resolution and responds to inquiries under the Maryland Public Information Act (MPIA).
- Publishes periodic bulletins and a monthly e-newsletter called *Under Construction*, a summary of agency services, code requirements and other helpful information. You may subscribe at [Subscribe My PGC](#) or by sending an email to dpiepio@co.pg.md.us.

To file an MPIA request, visit [MPIA Processing at DPIE](#) on the DPIE website.

Email dpiepio@co.pg.md.us for more information.

DPIE Publications



Information for Citizens and HOA/Civic Groups

DPIE is participating in the County's priority to reduce litter by decreasing document printing. The following code enforcement and property maintenance documents are available on dpiе.mypgc.us. Click the **RESOURCES** tab, then the **PUBLICATIONS** tab or Google DPIE Publications. Feel free to share the documents with your networks!

Flyers

- ◆ Beautify Your Property and Bring It into Compliance!
- ◆ Buyer Beware! Unpermitted Construction
- ◆ Did You Know That Ugly Sign Litter Is Also Illegal?
- ◆ DPIE Alert: Storms — Steps to Help Mitigate Storm Damage to Your Property
- ◆ Improperly Installed Fences May Cause Drainage Problems and Flooding!
- ◆ Many Home-Based Businesses Are Prohibited in Prince George's County!
- ◆ NO Landscape Litter — Landscape Litter Violates County Code
- ◆ Operating a Restaurant and Selling Food at Home Are Illegal!
- ◆ Posting Illegal Signs Is Expensive!
- ◆ PYP — Permit Your Projects!
- ◆ The 10 Most Frequent Code Violations in Prince George's County
- ◆ Who Handles That?

Booklets

- ◆ Homeowner and Community Code Enforcement
- ◆ Multifamily Code Enforcement
- ◆ Homeowners Guide to Permits



Municipalities Responsibilities

DPIE shares responsibility for some tasks with the municipalities

Municipality	Building	Mech. & Electrical	Plumbing Permits and Inspections	Grading	Zoning	Sign Permits	U&O	Commercial and Industrial Property Maintenance	Single Family Housing	Single Family Rental	Multifamily Apartments (3 or more units)
Berwyn Heights	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	DPIE
Bladensburg	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	DPIE
Bowie	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Brentwood	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Brentwood, North	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Capitol Heights	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Cheverly	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
College Park	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Colmar Manor	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Cottage City	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
District Heights	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
Eagle Harbor	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Edmonston	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Fairmount Heights	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Forest Heights	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	No Apts
Glenarden	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Greenbelt	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Hyattsville	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Landover Hills	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	No Apts
Laurel	City	City	WSSC	City	City	City	City	City	City	City	City
Morningside	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	No Apts
Mount Rainier	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
New Carrollton	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
Riverdale Park	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Seat Pleasant	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	DPIE
University Park	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	No Apts
Upper Marlboro	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	DPIE

DPIE Partners with Sister Agencies to Address County Drainage Issues, Flooding

DPIE regularly collaborates with the Department of the Environment (DoE), the Department of Public Works and Transportation (DPW&T) and the Prince George's Soil Conservation District (PGSCD) on drainage issues. A comprehensive report compiled by a committee of the four agencies, "Drainage and Flooding in Prince George's County," was recently submitted to the County Council. Access the [Drainage and Flooding presentation](http://dpie.mypgc.us/) at <http://dpie.mypgc.us/>.





Important Phone Numbers

***Call 311
First!***

■ Abandoned Vehicles	301-952-1873
■ Animal Management	301-780-7200
■ Building/Construction Standards	301-883-3820
■ Bulky Trash	301-883-4748
■ Enforcement Division	301-883-6168
■ Licensing	301-883-3840
■ Permits Center	301-636-2050
■ Refuse, Recycling and Yard Waste	301-952-7625
■ Rental Licensing	301-883-3840



Thank you!

Contact DPIE Public Information Officer

AVIS THOMAS-LESTER

athomaslester@co.pg.md.us

301-636-2053

for more information.

Visit the DPIE website at <http://dpie.mypgc.us/>



COMMUNITY PARTNERS' MEETING

September 23, 9am

The background of the slide is a soft-focus image of autumn leaves in various shades of red, orange, and yellow. A large, detailed red maple leaf is prominent on the left side, partially overlapping the text. Other smaller leaves are scattered throughout the background, creating a warm, seasonal atmosphere.

GREETINGS

Andrea L. Crooms

Director

DEPARTMENT OF THE ENVIRONMENT

Save the Date for the 7th annual Green Summit



- DoE is happy to announce that the 7th annual Green Summit will be held virtually, October 4th through October 8th!
- The Summit will host virtual workshops, presentations, videos, and at-home activities for you and your family to learn more about being environmentally friendly.
- **Sign up for email alerts or stay tuned for updates by visiting mypgc.us/greensummit.**

ANIMAL SERVICES

Rodney Taylor

Associate Director

The adoption of homeless pets into new homes is a top priority for DoE.

If you are thinking about adding a new pet to your family, DoE asks you to adopt before you shop.

ANIMAL SERVICES FACILITY

Take the pledge to clean up after your pet and scoop that poop.



SPAY/NEUTER GRANT

through the Maryland Department of Agriculture (MDA)



SPAY TODAY

FREE
Spay/Neuter
Surgeries

"for pets of
County residents
in low-income
communities"

KEEP THE LITTERS AWAY

For more information and to find out whether you qualify, contact:
Sheri Lunsford at (301) 780-7238
www.princegeorgespets4us.com

*funded by a grant from the Maryland Department of Agriculture

Logos: Prince George's County Department of the Environment, Maryland Department of Agriculture, Animal Services Division

- In an effort to reduce the issue of pet overpopulation PGCSAD has successfully obtained grants from MDA to provide spay and neuter services for cats and dogs at no cost to low-income County residents. We are currently in our fourth year of offering this service.
- To date, approximately 1,000 pets have been spayed and neutered through these grants, at no cost to the pet owners. In cases where rabies vaccination is not up to date that service is provided at no additional cost to recipients of the grant.
- "Spay Today-Keep the Litters Away!", our current campaign for 2021, will allow us to spay and neuter approximately 250 more animals.
- For more information and to find out whether you qualify, please contact **Catherine Hernandez at (301) 780-7252.**



FOSTER PROGRAM

REASONS TO BECOME A FOSTER PARENT:

- For anyone who may not be able to commit to owning a pet for 10-15 years, fostering allows you to care for an animal on a short-term basis.
- You are helping to save an animal's life.
- Foster animals provide companionship, a sense of purpose and fulfillment, and fun!
- You are creating space in the shelter to accommodate other homeless animals.
- For more information on our foster program, please contact **Marilyn Perez, Foster Coordinator, at (301) 780-7202.**



STORMWATER MANAGEMENT

Jeff DeHan

Associate Director

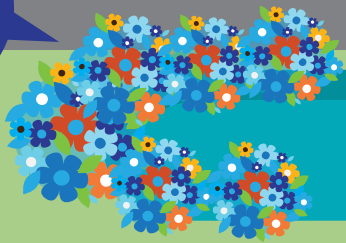
Help DoE
reduce water pollution
and clean local waterways
by “greening” the
environment around your
home, business and
community.



Install
permeable
pavement
to filter rain
water.

Use a rain
barrel to
collect rain
water.

Build a
Rain
Garden.





Clean Water Program

Building a cleaner, healthier, and more beautiful County



Achieved Thru:

- Capital Improvement Projects
- Clean Water Partnership
- Initiation of new or revised policies
- Promotion of emerging technologies
- Multi-Jurisdictional Involvement Anacostia Restoration

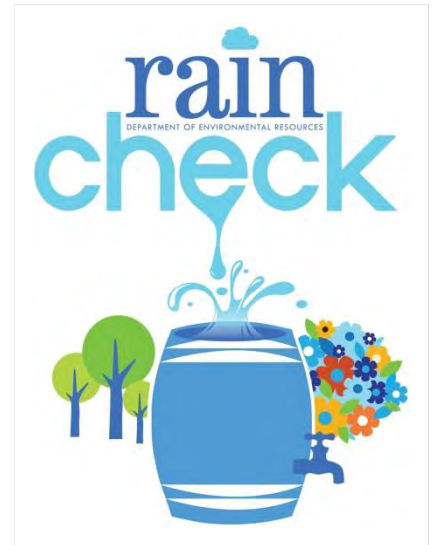
Stormwater Management Division Mission Priorities

- Clean Water Act/NPDES MS4 Permit/WIP II
- Watershed Restoration / Urban Retrofit Program
- Rain Check Program
 - Rain Check Rebates, Alternative Compliance, Stormwater Stewardship Grants
- Investigation, Inspection, and Enforcement
- Pollution Prevention Planning Guidance for County Facilities
- Assisting Municipalities with Pollution Prevention and Good Housekeeping



RAIN CHECK REBATE PROGRAM

Prince George's County residents, businesses, and non-profits can apply for **cash rebates** by adopting **stormwater management practices** that improve the quality of the County's waterways while beautifying our communities.



Rain Barrel



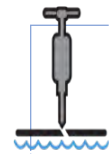
Cistern



Urban Tree Canopy



Rain Garden



Pavement Removal



Permeable Pavement



Green Roof

Rebate Amounts



Residential: **\$4,000** maximum rebate

Commercial properties and multi-family dwellings: **\$20,000** maximum rebate

Rain Check Rebate Link

<https://www.princegeorgescountymd.gov/313/Rebates>



STORMWATER STEWARDSHIP GRANT PROGRAM

**CLEAN UP
STORMWATER RUNOFF**



**SLOW IT DOWN.
SPREAD IT OUT.
SOAK IT IN.**

The Prince George's County **Stormwater Stewardship Grant Program** funds on-the-ground restoration activities that improve neighborhoods, improve water quality, and engage County residents in the restoration and protection of the local rivers and streams of Prince George's County.

Who can apply: Non-profit organizations, municipalities, watershed organizations, education institutions, community associations, faith-based organizations, civic groups, and more.

For more information, visit the Chesapeake Bay Trust's website at www.cbtrust.org/grants/prince-georges-stormwater-stewardship-2.



SUSTAINABILITY

Dawn Hawkins-Nixon

Associate Director



Help keep
Prince George's
County green, clean and
beautiful by reducing litter
in County neighborhoods
and communities.

Volunteer to
participate in
a Community
Clean Up.



Help DoE Clean Up Our County!

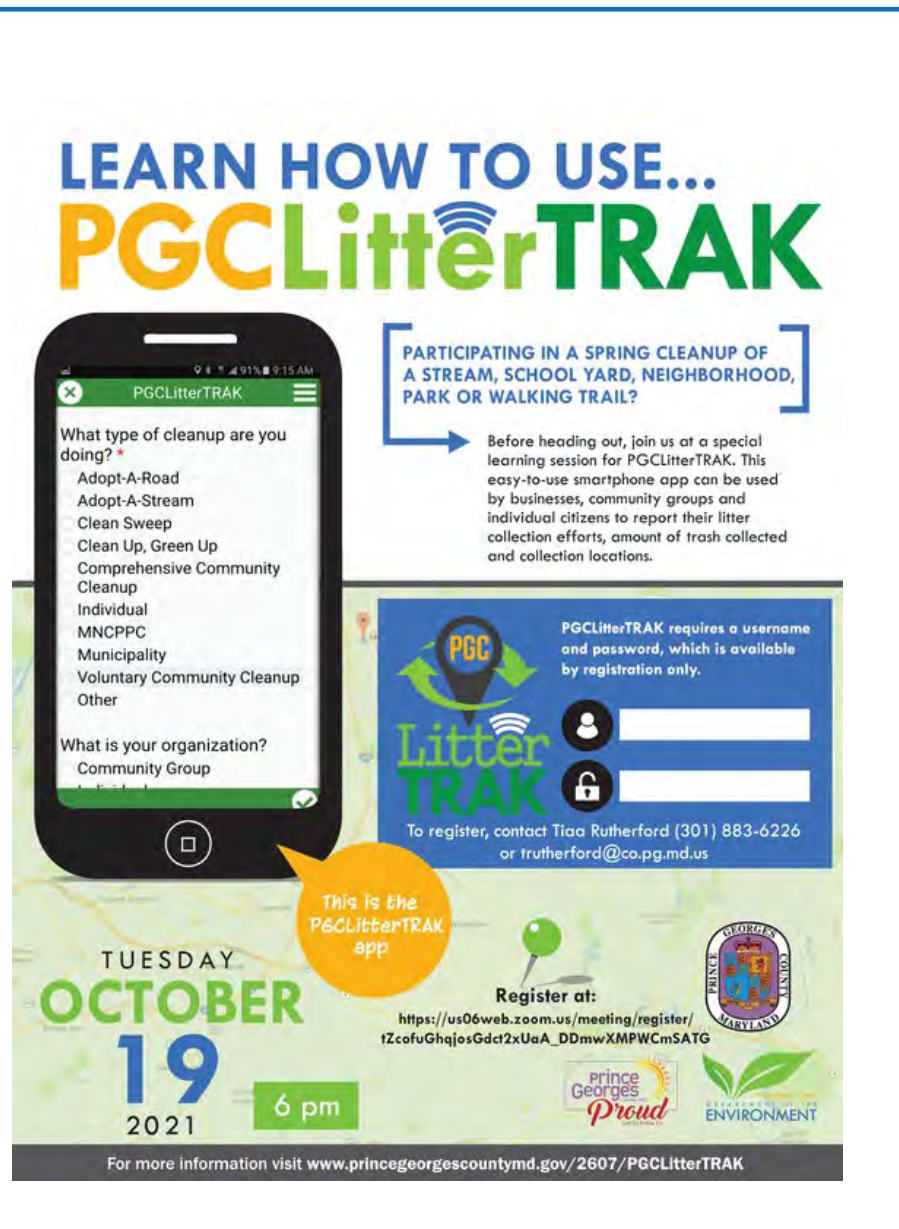
PGCLitterTRAK Training October 19, 2021

Register at

https://us06web.zoom.us/meeting/register/tZcofuGhqjosGdct2xUaA_DDmwXMPWCmSATG

- The Department of the Environment (DoE) designed PGCLitterTRAK to assist County residents, community organizations and businesses in reporting trash and debris collected during individual and group cleanup events.
- Information submitted through PGCLitterTRAK including bags of litter removed, items collected, and litter pick-up locations will assist DoE meet their trash reduction rate of 170,628 pounds per year within the Anacostia River Watershed. Data provided will also help DoE develop real-time maps cataloging litter collected throughout the County.

For Information About Litter Reduction Programs
Contact Tiaa Rutherford at TRutherford@co.pg.md.us



LEARN HOW TO USE...
PGCLitterTRAK

PARTICIPATING IN A SPRING CLEANUP OF A STREAM, SCHOOL YARD, NEIGHBORHOOD, PARK OR WALKING TRAIL?

Before heading out, join us at a special learning session for PGCLitterTRAK. This easy-to-use smartphone app can be used by businesses, community groups and individual citizens to report their litter collection efforts, amount of trash collected and collection locations.

What type of cleanup are you doing? *

- Adopt-A-Road
- Adopt-A-Stream
- Clean Sweep
- Clean Up, Green Up
- Comprehensive Community Cleanup
- Individual
- MNCPPC
- Municipality
- Voluntary Community Cleanup
- Other

What is your organization?

- Community Group

PGCLitterTRAK requires a username and password, which is available by registration only.

To register, contact Tiaa Rutherford (301) 883-6226 or trutherford@co.pg.md.us

This is the PGCLitterTRAK app

TUESDAY
OCTOBER
19
2021
6 pm

Register at:
https://us06web.zoom.us/meeting/register/tZcofuGhqjosGdct2xUaA_DDmwXMPWCmSATG

Prince Georges Proud
DEPARTMENT OF THE ENVIRONMENT

For more information visit www.princegeorgescountymd.gov/2607/PGCLitterTRAK



DoE Tree Planting Programs



For More Information

Carole Ann Barth

cabarth@co.pg.md.us

240-532-1294

Why Plant a Tree?

- ✓ **Cooler Cities**
- ✓ **Cleaner Air**
- ✓ **More Butterflies**
- ✓ **Captured Carbon**
- ✓ **Reduced Runoff**



FACT: WE ARE EXPERIENCING CLIMATE CHANGE NOW

AccuWeather

Record rainfall inundates D.C., parts of Maryland



Adriana Navarro

September 10, 2020 · 2 min read



Doug Kammerer
@dougkammerer

WEATHER ALERT! A Flash Flood Watch is in effect from 11pm this afternoon and evening as strong to severe rain are expected later today. You know we will be all of stay with #StormTeam4 all afternoon. See you at 4,5

Why was Route 50 flooding in Prince George's County so extreme?

Jack Moore | jmoore@wtop.com
September 11, 2020, 4:20 PM

Listen now to WTOP News WTOP.com | Alexa | Google Home | WTOP App | 103.5 FM



National Oceanic and Atmospheric
Administration
U.S. Department of Commerce

Home / News & Features

July 2020 was record hot for N. Hemisphere, 2nd hottest for planet

Arctic sea ice melted to record lows

Climate Satellites climate analyses and statistics

SHARE Twitter Facebook Email Print

August 13, 2020 —



July 2020 has tied for second-hottest July on record for the globe, according to NOAA's National Centers for Environmental Information.



Prince George's County Climate Action Commission

Fact Based & Actionable Climate Action Plan

Prioritizing Strategies Within Our Control

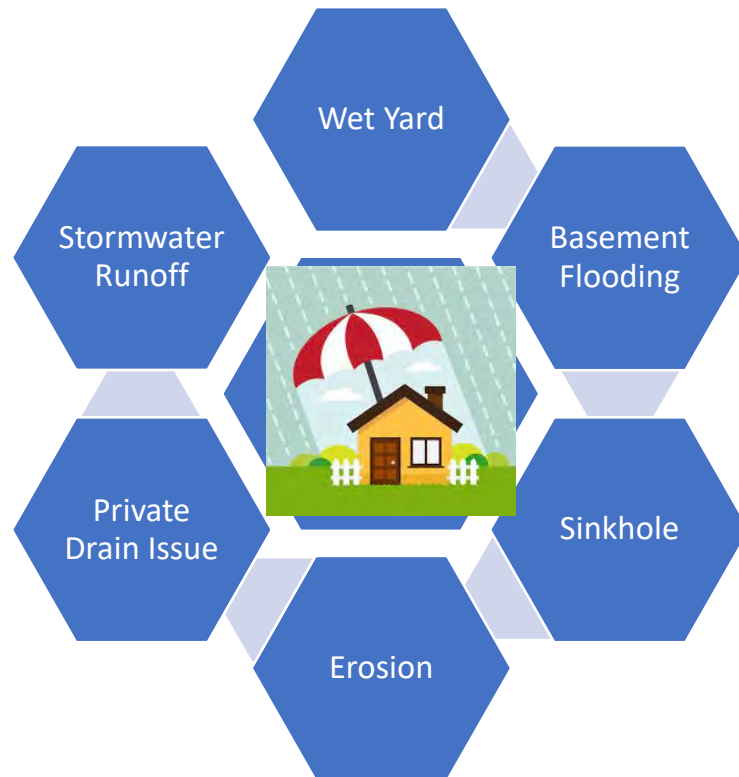


VISIT ClimatePartners.org & Our Virtual Open House at [CAP Virtual Open House](#)
FOR MORE INFORMATION: Contact Mary Abe at mabe@co.pg.md.us or Call 240-539-0511



FLOODING

RESIDENTIAL DRAINAGE Relief



RIVERINE FLOODING (Know Your Risk & Protect Your Property)

THE RISK IS REAL
Everyone lives in a flood zone. In high-risk areas, you have a 1 in 4 chance of experiencing a flood over the life of a 30-year mortgage. But the truth is that you can live miles away from water and still be at risk of flooding. In fact, nearly 25 percent of flood insurance claims come from moderate- to low-risk areas. That's because it doesn't take a major body of water, or even a major storm, to cause a flood. Anything from new development to a slow-moving rainstorm can cause flooding. Floods are the most common natural disaster in the United States, yet most homeowners insurance does not cover flood damage.

WHY YOU NEED FLOOD INSURANCE

FloodSmart.gov
1-800-427-2419

FEMA
FEMA F-683
Catalog No. 09107-2
(03/15)



RESOURCE RECOVERY

Marilyn Naumann

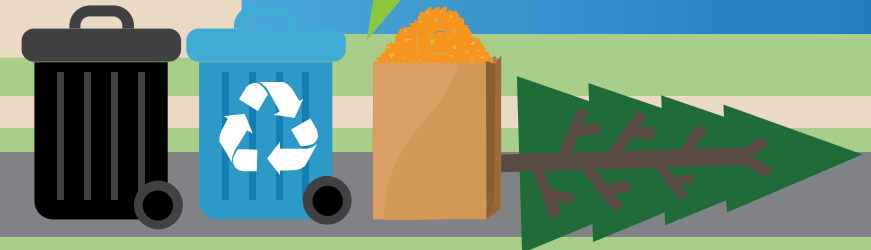
Associate Director



Your yard trimmings and food scraps are providing FREE mulch for County residents, and LeafGro and LeafGro Gold compost.



Use brown paper bags for your yard trimmings and avoid putting plastic bags in your recycling toter.



TRASH AND RECYCLING COLLECTION SERVICE CHANGES FOR SOME SOUTH COUNTY RESIDENTS



Some addresses affected by this change are located in:

- Suitland (Tuesday to Thursday)
- Clinton (1) (Wednesday to Friday)
- Clinton (2) (Wednesday to Thursday)
- Upper Marlboro/Cheltenham (Thursday to Wednesday)
- Brandywine (Thursday to Tuesday)

- Effective the week of September 27, 2021, some residents receiving County-contracted trash and recycling collection services at addresses located in South County will have a NEW collection service date.
- Residents affected by this change will receive a letter in the mail detailing the change in their collection day.
- If you **DO NOT** receive a letter, your scheduled trash collection day has not changed.
- Residents are reminded to place their collection carts curbside by 6 a.m. on collection day.
- For more information on the NEW collection changes and to see a map of the areas affected, visit bit.ly/haulerchangeppgc.

RECYCLING CONTAMINATION

- Contamination is COSTLY – in down time and money.
- Processing stops, laborers are idle; equipment repairs are expensive.
- Causes a back log of recyclables on the tipping floor.
- Reduces productivity and revenue.
- Contaminants in the bales diminishes the value of recyclable materials and causes materials to be rejected by end markets.



****Remember, when in doubt leave it out!****

TOP 5 RECYCLING MISTAKES



- PLASTIC BAGS
- CHIP or SNACK BAGS
- CANDY WRAPPERS



- GARDEN HOSES
- ROPES
- CORDS



- BATTERIES
- ELECTRONICS
- HOUSEHOLD HAZARDOUS MATERIALS
- BALLOON HELIUM TANKS
- SMALL PROPANE TANKS



- CLOTHING
- WIRE & PLASTIC CLOTHES HANGERS



- DIAPERS
- TISSUES
- HYGIENE PRODUCTS
- PERSONAL PROTECTIVE EQUIPMENT (PPE)

To view a list of acceptable and non- acceptable recyclables, visit bit.ly/wastetoolkit



YARD TRIM COLLECTION

Weekly curbside collection of yard trim/waste is collected year-round on **MONDAY ONLY!**



- Yard trim/waste includes grass clippings, leaves, small branches, brush and Christmas trees.
- Yard trim/waste may be placed in heavy-duty paper bags or heavy-duty trash cans with handles and a secure lid. Cans must be clearly labeled "Yard Waste" or "Yard Trim" to ensure collection. Cardboard boxes are not acceptable containers.
- Limbs collected curbside must not exceed 4 feet in length and 3 inches in diameter and must be securely tied in bundles. Bundles of limbs, bags and/or cans of dry grass and leaves must weigh less than 60 pounds. Wet grass and leaves must weigh less than 25 pounds.
- Bamboo is not accepted as yard waste/trim. Bamboo should be tied in bundles no longer than 4 feet and placed with household trash for collection.

For more information, visit bit.ly/PGCyardtrimcollection





CURBSIDE BULKY TRASH

Bulky Trash Collection is provided by appointment only.

Appointments may be scheduled by visiting bulkytrash.princegeorgescountymd.gov or by contacting PGC 311.

- Once you have been given an appointment date, there can be no changes/additions to the pickup.
- Place items at the curb by 6:00 a.m. on the scheduled collection day. Do not put bulky items out prior to the night before the appointment date.
- Please ensure there is nothing blocking access to the items scheduled for pickup. Blocked items will not be picked up.
- Mattresses and box springs are required to be completely covered or encased in a protective plastic covering. Mattresses and box springs delivered to the landfill by residents are not required to be covered in protective encasement.

To view a list of acceptable and non- acceptable items, visit bit.ly/PGCbulkyacceptable



HOUSEHOLD HAZARDOUS WASTE & ELECTRONICS RECYCLING

HOURS OF OPERATION

- Thursday, Friday, & Saturday
- 8 a.m. – 3:30 p.m.

LOCATION

Brown Station Road Sanitary Landfill

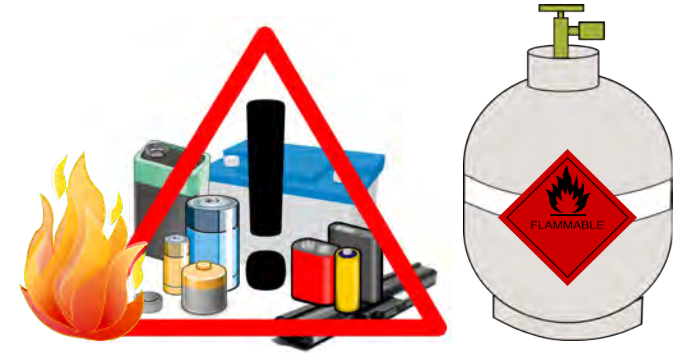
11611 White House Road

Upper Marlboro MD 20774

Use the White House Road entrance.

- Materials must be dropped off at facility
- Residential materials only.

****Incorrect disposal of batteries or propane tanks can cause fires or explosions!****



ACCEPTABLE ITEMS:

Acid Car Batteries

Automotive Fluids and Fuels

Cleaning Agents

Cooking Oil

Driveway Sealers

Fire Extinguishers

Fluorescent Light Bulbs

Gas Grill Propane Tanks

Helium Balloon Tanks

Household Batteries

Insecticides, Herbicides, and Fertilizers

Mercury and Other Hazardous Materials

Oil-Based Paints

Photographic Chemicals

Poisons

Smoke Detectors

Solvents, Varnishes, and Stains

Swimming Pool Chemicals

For more information, visit bit.ly/hwaste



SORTING PLASTICS INTO MORE VALUABLE COMMODITIES

The Prince George's County Materials Recycling Facility (MRF), receives and processes single-stream recyclables. The **MRF has recently completed substantial upgrades to its sorting system.** This includes the installation of 3 new TITECH (TOMRA) Optical Sorting Units, an additional Elliptical Separator, a new plastics sorting line with (4) new 75-cubic yard storage bunkers for PET, HDPE-Natural and Color and Poly Propylene (PP), a new permanent magnet, new Eddy Current and a new Control Panel (MCC).

These enhancements will allow the sorting equipment to separate the plastics into more valuable commodities.

****Please recycle plastics with Resin Identification Numbers 1, 2, 3, 5, and 7 (on the bottom).**





CONTACT US



Office of
Communications and
Public Engagement
Linda Lowe, PIO
lm Lowe@co.pg.md.us
301-836-2115





WELCOME TO FALL

**The Prince George's County
Department of Public Works and Transportation**



Angela D. Alsobrooks
County Executive



Martin L. Harris
Acting Director

MAKING COUNTY ROADWAYS SAFE FOR ALL USERS

We are bringing key stakeholders together to declare that tragic roadway crashes are preventable with the right strategies and commitment.

Vision Zero launched in July 2019 with the goal of zero deaths by 2040.

DPW&T is the lead agency for implementing our Action Plan (38 actions).



VISIONZERO prince georges

What are your suggestions for achieving Vision Zero?

Equity

Evaluation

Engineering

Emergency Response

Education

1) _____

2) _____

3) _____

4) _____

5) _____

Thank you for being a part of Vision Zero!

Prince Georges *Proud*

**IF YOU KNOW BETTER
IT'S NOT AN ACCIDENT**

IT'S A CRASH

VISIONZERO prince georges

**CRASHES ARE
PREDICTABLE**

**AND THUS
PREVENTABLE.**

To learn more, visit VisionZeroPrinceGeorges.com.

**PLEASE
SLOW DOWN**

**WE ALL
LIVE HERE**

VISIONZERO prince georges

SLOW DOWN, DON'T SPEED:
Speed can mean the difference between life and death.

ELIMINATE DISTRACTIONS:
Hands on the wheel and eyes on the road at all times.

PAUSE BEFORE A TURN:
Turn slowly and look out for people walking or bicycling.

BE PATIENT, GIVE SPACE:
Wait until it is safe to pass vulnerable road users, such as a person on a bike or a person getting off a bus. Also give them room: three feet is the minimum required space when passing (six feet for larger vehicles). If possible, change lanes completely.

3 FEET

SCHOOL IN SESSION

BE SAFE.

VISIONZERO prince georges

TRAFFIC SAFETY AWARENESS

Activities



Angela D. Alsobrooks
County Executive

VISIONZERO
prince georges
Safer Streets for Everyone



TRAFFIC SAFETY WORD SEARCH

Look for the words listed below.

S	O	T	R	G	S	I	G	N	A	L
T	I	C	R	E	R	R	Z	P	F	G
G	J	I	R	A	E	E	R	R	S	P
E	S	A	V	O	F	D	E	I	E	S
O	I	P	F	S	S	F	T	E	A	T
Z	D	L	M	J	T	S	I	G	T	R
D	E	A	I	H	G	E	W	C	B	E
Y	W	N	G	V	E	V	A	E	E	
R	A	I	L	R	O	A	D	G	L	T
S	L	S	P	S	N	A	T	U	T	K
H	K	W	H	E	L	M	E	T	O	H

Street
Signal
Sidewalk

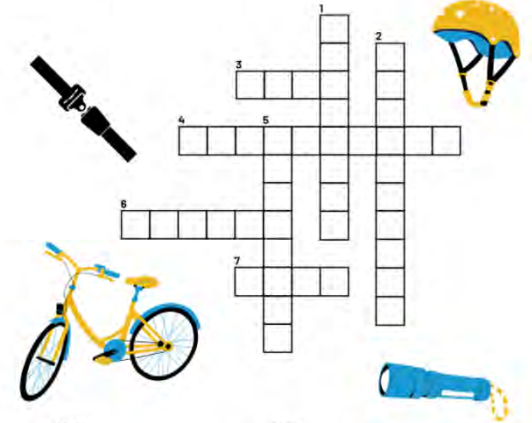
Helmet
Seatbelt
Crosswalk

Traffic
Railroad
Light



TRAFFIC SAFETY CROSSWORD

Use the clues below to complete the puzzle.



ACROSS

3. I will be alert and keep my eyes on the _____ while walking and biking.
4. I will cross the street at _____ when possible.
5. When biking, I will always wear a buckled _____.
7. I will look left, right, and _____ again, making sure it's clear before crossing the street.

DOWN

1. When walking, I will stay on the _____.
2. I will wear bright, white, or _____ clothing and carry a light so drivers can see me.
5. When in a car, I will always wear my _____ and ask others to buckle up too.

GET INVOLVED

- Conduct a **Walk Audit**
- Request a presentation
- Promote the **Safety Pledge**
- Host a **bike rodeo** or **pop-up traffic playground** for the littlest Prince Georgians

www.VisionZeroPrinceGeorges.com





BICYCLE RODEO AND TRAFFIC GARDEN

<https://www.youtube.com/watch?v=5CBvUkknelc>



BICYCLE RODEO AND TRAFFIC GARDEN

<https://www.youtube.com/watch?v=EJ0vnXNFIZc>

VISIONZERO

prince george's

Safe Streets for Everyone



Angela D. Alsobrooks
County Executive

ANDREA LASKER

County Coordinator

Mobile 240-676-5640

Main 301-883-5600



alasker@co.pg.md.us

www.VisionZeroPrinceGeorges.com



Office of the Director
Department of Public Works and Transportation
9400 Peppercorn Place, Largo MD 20774





INTRODUCING THE OFFICE OF STORM DRAIN MAINTENANCE

**ASSOCIATE DIRECTOR
CHARLIE GRIFFITH**



OFFICE OF STORM DRAIN MAINTENANCE

WHAT WE DO

- Stormwater Management Facilities
- Channels
- Storm Conveyance Systems
- Levees
- Pumping Stations
- Customer Service Requests (311)



■ Office of Storm Drain Maintenance Webpage

Stormwater Projects


Municipalities Resources

Report Issues to PGC311


Stormwater Management

Home » Government » County Government » Departments & Offices » Public Works & Transportation » Stormwater Management » Municipalities Resources


Municipalities Resources




Stormwater Management



Stormwater Projects



Groundwater Issues and Residential Flooding



PGC 311 Report Flooding or Drainage Issues

Flooding issues affect everyone, which is why the Department of Public Works and Transportation (DPW&T) partners with municipalities in Prince George's County to provide flood protection to residents. Please report flooding or drainage issues via [PGC311](#).


Municipality Drainage Maps

These municipalities' maps show the locations of storm drains, easements, best management practices (BMPs), inlets, and outfalls, as well as water bodies, bridges, buildings, and property lines for each municipality.

Note: These maps are approximations. Please contact OSDM staff for detailed information on a specific storm drain system.

Click the name of the municipality to view its Drainage Map

BLADENSBURG
Drainage Systems



OFFICE OF STORM DRAIN MAINTENANCE

SWM FACILITIES (PONDS)



- *Ponds (SWM Facilities)- OSDM provides functional and corrective maintenance on all county maintained stormwater management facilities*
 - *Approximately 800 facilities currently in the inventory - increases with each new facility accepted by DPIE*
 - *Triennial Inspections required on all facilities*
 - *Corrective maintenance as required (via inspections or CSR)*
 - *Mowing and vegetation removal is scheduled twice a year*

STORM DRAINS



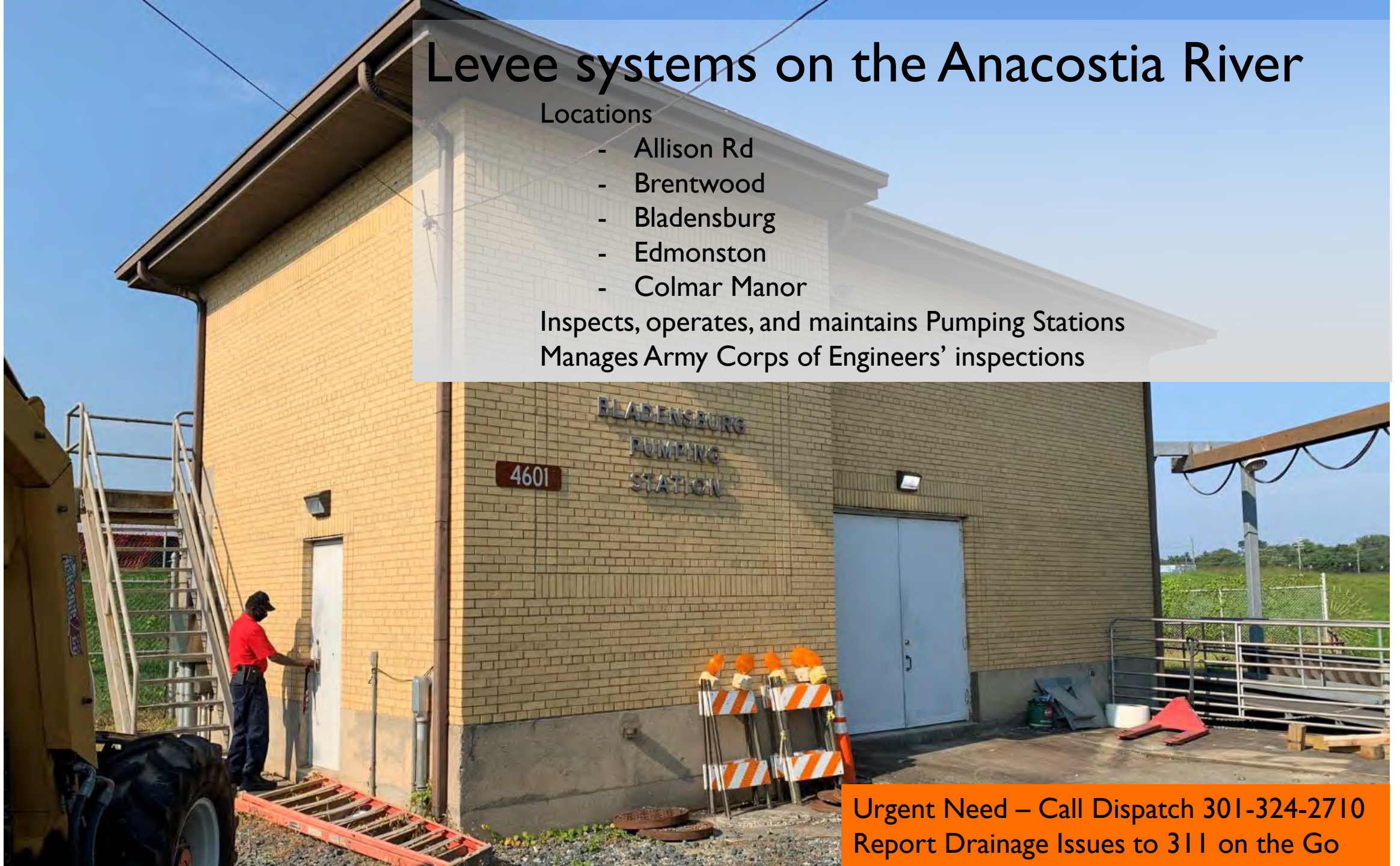
- *Storm Conveyance Systems- includes storm drain pipes, structures, and drainage swales/ditches*
 - *Storm Drain Inventory is up to 95,000 structures*
 - *CSR complaints drive the maintenance of the storm drain systems*
 - *OSDM averages over 200 storm drain inspections per month*
 - *OSDM provides pressure washing and vacuuming servicing of inlets and pipe systems*
 - *Performs Pipe and inlet repairs*
 - *Performs maintenance of ditches and swales to include removal of sediment, debris, vegetation, and regrading*

Levee systems on the Anacostia River

Locations

- Allison Rd
- Brentwood
- Bladensburg
- Edmonston
- Colmar Manor

Inspects, operates, and maintains Pumping Stations
Manages Army Corps of Engineers' inspections



**Urgent Need – Call Dispatch 301-324-2710
Report Drainage Issues to 311 on the Go**

OFFICE OF STORM DRAIN MAINTENANCE



Contact

For additional questions or concerns, please see the contact information below.

Charlie Griffith - Associate Director for the Office of Storm Drain Maintenance, cgriffith@co.pg.md.us

311 Service Request Questions

- Mike Snyder, masnyder@co.pg.md.us

General Maintenance

- Ramon Halsey, rhalsey@co.pg.md.us

Stormwater Facilities

- Scott McPhaull, smcphaull@co.pg.md.us

Levees & Pump Stations

- Dave Howard, dhoward@co.pg.md.us

Jetvac and Video Inspection

- Kevin Brown, kbbrown@co.pg.md.us

OFFICE OF HIGHWAY MAINTENANCE GROWING GREEN WITH PRIDE 2021







Angela D. Alsobrooks
County Executive

RAIN or SHINE!

GROWING GREEN

Prince George's
county MARYLAND

WITH PRIDE

Help beautify our county by joining neighbors in your community for a day of planting, cleaning, weed removal and mulching.

SATURDAY

OCTOBER 30

8AM-12PM






Registration is required for participation. Please register at <http://MyPGC.us/GrowingGreen> by October 15, 2021.

Contact Tonya Hairston at tyhairston@co.pg.md.us or 301-499-8641 for more information.

Students may earn service learning hours!

PGCLitterTRAK Training Workshop

Tuesday, October 19, 2021, 6 PM to 7 PM

Register at https://us06web.zoom.us/join/register/1ZcofuGhQjosGdct2xUaA_DDmWXPWCmSATG

The Department of the Environment (DoE) designed PGCLitterTRAK to assist County residents, community organizations and businesses in reporting trash and debris collected during individual and group cleanup events.

Information submitted through PGCLitterTRAK including bags of litter removed, items collected and litter pick-up locations will assist DoE meet their trash reduction rate of 170,628 pounds per year within the Anacostia River Watershed.

Data provided will also help DoE develop real-time maps cataloging litter collected throughout the County.



IMPORTANT DATES AND INFORMATION FOR GROWING GREEN WITH PRIDE DAY FALL 2021

Plant Material Pickup Dates and Location
For HOA, Civic Associations, Churches, Private and Charter Schools Only

Monday-Friday, October 25-29	8 a.m. to 3 p.m.
Wednesday, October 27	5 p.m. to 8 p.m.
Saturday, October 30	8 a.m. to noon

**Not open on weekends & holidays*

Litter Supply Pickup Dates and Location

Wednesday, October 27	from 5 p.m. to 8 p.m.
Thursday-Friday, October 28-29	from 8 a.m. to 4 p.m.
Saturday, October 30	from 8 a.m. to noon

Department of Public Works and Transportation
MOC Building, 8400 D'Arcy Road, Forestville, MD 20747

Application Deadline

Friday, October 15, 2021

Plant materials for HOA, Civic Associations, Churches, Private and Charter Schools are available for pick up at:
DPW&T Maintenance Facility, 8400 D'Arcy Road, Forestville, MD 20747

Plant materials for Prince George's County Public Schools will be delivered by the schools' maintenance operations.

Plant materials for municipalities are available for pick up at: M-NCPPC - Randall Farm Maintenance Facility.

DON'T FORGET TO FOLLOW US
@PGCOUNTYDPWT



Thank You!

VISIT US AT
[DPWT.MYPGC.US](https://dpwt.mypgc.us)



Coming
Soon!



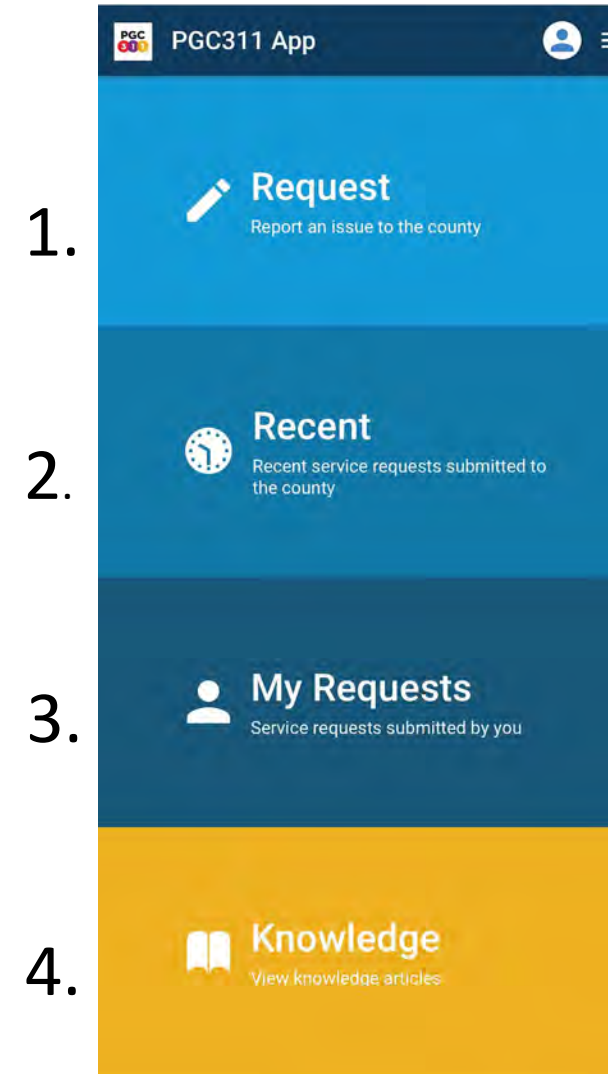


A Better Experience for You!

- Easy. Convenient. Accessible 24/7
 - Relevant and Timely Information
 - Real Time Updates from the Field
 - Detailed Communication
 - Smart and Adaptive Service Process
-

County Services at Your Fingertips!

1. Submit a request for service.
2. Service Request submitted Countywide.
3. **Register for an account** and easily track all Service Request submitted by you.
4. Read relevant information before submitting a Service Request.



What can YOU do to help?



Add a photo from your phone or tablet right into your service request.



Use and Understand Knowledge Articles about services PGC offers!



Register for an account with PGC311



“Drop a Pin” to Provide accurate location



Follow informational text and alerts within Service Request

Surveys

We Want to
Hear From YOU!

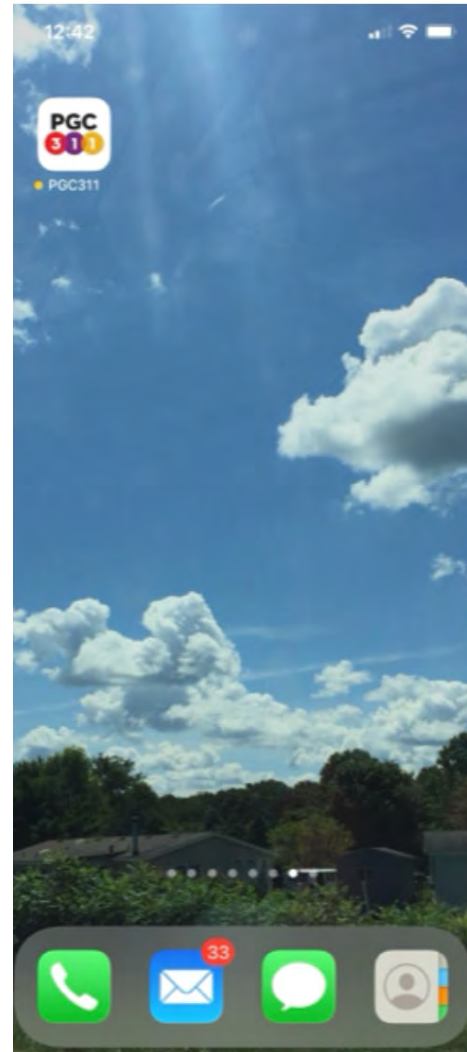
The PGC311 mobile app and web portal are all about making County residents' lives easier. We want your feedback so that we can continue to improve this important service!

- You will receive a survey when you submit a Service Request.
- You will receive a survey upon completion of your request.

Let's DEMO

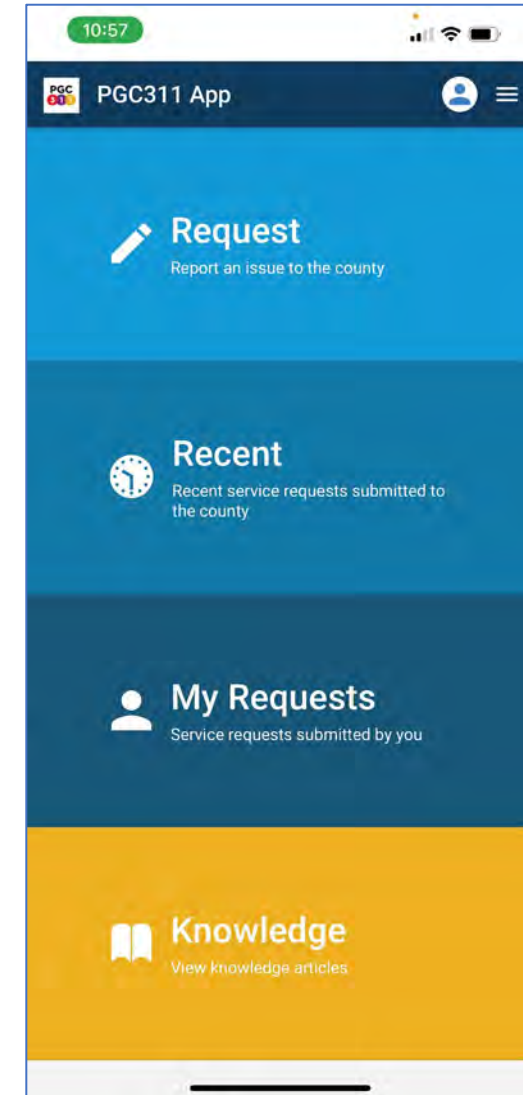


Cell Phone or Tablet



Customer App

- Customers submit SRs
- Download from App Store
(iPhone or Android)





QUESTIONS?
