

Community Partners' Presentation

DPIE PRESENTATION
DOE PRESENTATION
DPW&T PRESENTATION
Q&A



Thursday, September 24, 2020



Angela D. Alsobrooks
County Executive



Melinda Bolling
Director

DPIE's 7th Anniversary Brings Renewed Commitment to Customer Service

The DPIE Family celebrated the agency's seventh anniversary in July with a renewed commitment to improving customer service. Since the pandemic spurred the need for us to change the way we deliver service, we have developed improved methodologies.

We are providing a number of online services including virtual inspections, webinars and online group meetings to assist customers. We are processing permits in less time.

Our Business Development Section has helped dozens of businesses to open despite difficult circumstances.

We have taken steps to protect home buyers from unscrupulous flippers. We are writing violations and issuing fines to those who violate property maintenance requirements and construction standards.

At a time when so much is uncertain, we know how important it is for you to feel confident that DPIE is working harder than ever on your behalf. We are still at work.

Be safe!

Melinda Bolling



Melinda Bolling
Director



DPIE at a Glance

DPIE streamlines government operations in permitting, business licensing, plan review, inspections and commercial and property standards enforcement. The agency includes seven divisions:

Permitting and Licensing — Processes building and site plan permits

Building Plan Review — Reviews plans for residential and commercial projects

Enforcement — Investigates code violations at residential, commercial and industrial properties to maintain the safety and aesthetic value of our communities

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

Site/Road Plan Review — Reviews and approves site and roadway plans for proposed development and road improvement projects

Information Technology — Provides tech support for the agency

Administrative Services — Responsible for human resources management, budget, procurement and facilities management

Who Handles That?

		DPIE	DoE	DPW&T	Other
	Parking complaints				
	DPIE handles complaints of vehicles parked on residential lots: on unpaved areas, commercial vehicles in driveways, untagged vehicles, etc.	✓			
	The Revenue Authority handles abandoned vehicles, wrecked and junk vehicles parked on roads, etc.				✓
	The Police Department handles “No Parking” zone violations.				✓
	Street maintenance				
	DPW&T is responsible for County roadways.			✓	
	The State Highway Administration (SHA) is responsible for state “routes” – numbered roads, such as Route 202. Municipalities are responsible for their own streets.				✓
	Find out if a roadway is owned by the County, State or a municipality with the <u>Pavement Assessment Management System</u> (PAMS).				✓

Who Handles That?

		DPIE	DoE	DPW&T	Other
	Trash				
	■ DPIE addresses trash on residential or commercial lots and private property.	✓			
	■ DoE collects trash, recycle, bulky trash and yard trim.		✓		
	■ DPW&T addresses complaints about trash on sidewalks, roads, public rights-of-way, etc.			✓	
	Drainage issues/flooding				
	■ Homeowners should address property maintenance. See DoE's Residential Drainage booklet for details.				✓
	■ DPIE responds to drainage complaints in new subdivisions under permit and those related to structures and unpermitted construction.	✓			
	■ DPW&T responds to problems that occur on County streets, in the public storm drain system, etc.			✓	
	■ DoE responds to drainage complaints related to grading, environmental issues, etc.		✓		

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!

10 Frequent Code Violations



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 or 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 or 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 requires a license or permit from DPIE.

What happens if you are caught?

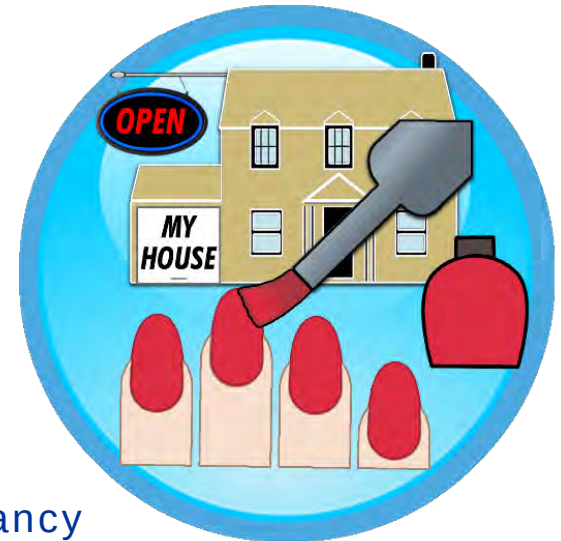
Fines of up to \$2,300 and other consequences.

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 problems are associated with running illegal businesses out of your home?

- Threats such as fires and other safety hazards to your family.
- Susceptibility to being victimized by unscrupulous people.
- Breaches of COVID-19 social distancing requirements.



Operating a Restaurant and Selling Food at Home Are Illegal!



Operating a restaurant, café or other eatery and preparing food at home for sale are violations of Prince George's County Code that can create safety hazards to the people who live there!



- **Fire!** Cooking large amounts of food in an apartment, condo, town house or detached house may lead to fires because stoves not designed for mass production of meals may ignite.



- **Carbon monoxide poisoning!** Many residences are not equipped with ventilation systems suitable for mass production of meals. Breathing carbon monoxide can result in serious injury.
- **Stranger danger!** Bringing strangers into your home to purchase food exposes your family to possibly unscrupulous people who may return later uninvited.

Operating a Restaurant and Selling Food at Home Are Illegal!



- **Rats and roaches!** Rats are drawn to all types of food and roaches flock to counters, cupboards and floors where food has been dropped. Food storage and prep areas used to produce large quantities of food may draw vermin and their germs!



- **COVID-19 social distancing violation!** Having more than a few people inside a residence violates social distancing standards required during the COVID-19 emergency. Wearing a mask, frequent handwashing and maintaining a distance of at least six (6) feet from others are the best tools to help prevent virus spread.

Operating an illegal restaurant or food sales operation can lead to a fine of up to \$2,300 and other consequences.

Don't put yourself or your family at risk or create a public nuisance!

Unpermitted Construction

Buyer Beware!

Unpermitted Construction Hammers Unsuspecting Home Buyers

Before you buy a detached house, town house, row house or condo, do your due diligence! Check to see if construction on the property was permitted and inspected.

- Each year, many home buyers are ripped off by unscrupulous house flippers. Flippers are real estate speculators who purchase properties cheap, make repairs and/or cosmetic changes without the appropriate permits and inspections, then sell them, sometimes at prices below market rates. The work is often performed by unlicensed workers.
- Many of the repairs later lead to problems: the unpermitted deck collapses, the basement floods, the ceiling of the dining room begins to droop because the supporting pillar was removed to create an open floor plan.
- Buyers end up making expensive repairs.



Unpermitted Construction

Recent legislation empowers DPIE to pursue those who perform unpermitted construction:

- Strengthens stop work orders
- Imposes additional fines for violations

- Makes each day a separate finable violation
- Allows liens to be placed on such properties pending adjudicated appeals

DON'T LET THIS HAPPEN TO YOU!
Contact DPIE and check for permits!

Unpermitted Construction

Check for permits before you buy!

1) 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.”

2) Find out when a permit is required

<https://www.princegeorgescountymd.gov/1501/Residential-Building>

3) Read the *Homeowner's Guide to Permits*

<https://www.princegeorgescountymd.gov/documentcenter/view/4897>

4) Request copies of permits through the Maryland Public Information Act

<https://www.princegeorgescountymd.gov/2763/Methods-for-Submitting-MPIA-Request>

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

Virtual Inspections

Virtual Inspections Are Available on Limited Residential Properties via Video Call

The Six-Step Procedure for Virtual Inspections

- 1) Schedule an inspection.
- 2) Discuss the scope and requirements with the County inspector prior to the inspection.
- 3) Prepare for the virtual inspection.
- 4) The inspections are conducted using an approved video application.
- 5) Pass or fail results are provided by the inspector at the conclusion of the inspection.
- 6) Written results of the inspection are available online the day following the inspection.

Projects That Qualify for Virtual Inspections

- Minor residential construction projects (will be reviewed by the inspector)
- Electrical service upgrades
- Electrical reconnects
- Mechanical service upgrades
- Follow-up inspections

For additional information about virtual inspections, visit the [DPIE website](#).



Pandemic-Related Changes

Rent Increases, Evictions Constrained During COVID-19 Crisis

The County Council amended the Landlord–Tenant Code to prohibit some rent increases, evictions and late fees during the current health emergency in [Council Bill CB-016-2020](#). The ban will remain in effect until 90 days after the termination of the current [Maryland State of Emergency](#).

Restaurant Temporary Outdoor Seating Area Permit

In the wake of the pandemic, Prince George's County established a Restaurant Temporary Outdoor Seating Area Permit (RTOSA) to allow restaurants to serve customers in permitted outdoor seating areas. The outdoor seating areas augment limited indoor seating, carry-out and delivery services.



Farmers' Markets

DPIE helped farmers' markets implement changes to allow vendors to offer their products during the pandemic. The new operations provide residents another way to access affordable healthy food. The changes require social distancing, masks, hand sanitizer/washing stations and limited food handling.

Business Development Section (BDS)

Helps Entrepreneurs with Permitting, Licensing Procedures

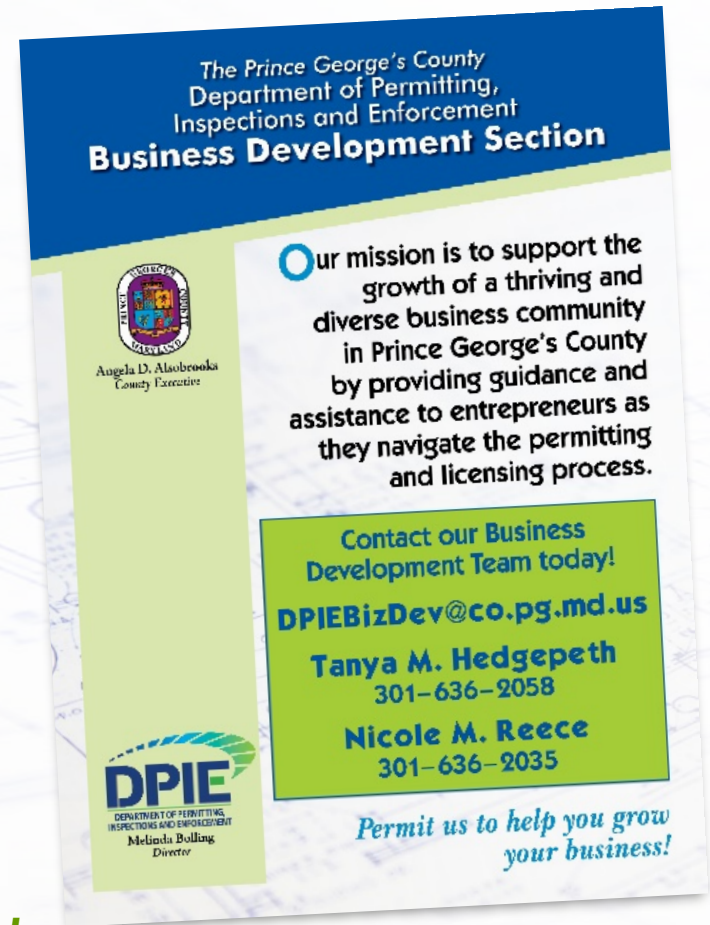
The Business Development Section will assist you by:

- 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

Contact the BDS team at
DPIEBizDev@co.pg.md.us or call:

- TANYA HEDGEPEETH (northern County) at 301-636-2058
- NICOLE REECE (southern County) at 301-636-2035

Permit the BDS to help you build your business!



Momentum Online System to Improve DPIE Processes

Launch Set for Fall 2020

DPIE is beginning its modernization initiative with the implementation of Momentum, the County's new online system for permitting, licensing, inspections and code enforcement.

The initial phase of Momentum will focus on business, single-family rental and short-term rental licensing. It will allow customers to submit applications, upload documents, make payments online and print their licenses at their homes or offices.

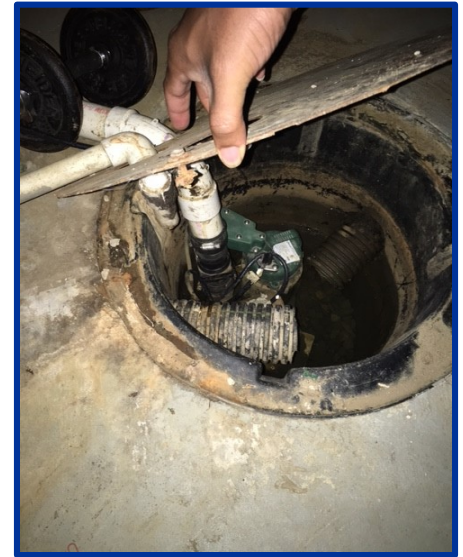
Subsequent phases will modernize technological functions of other DPIE divisions, the Health Department and DoE.



Steps to Help Mitigate Storm Damage to Your Property

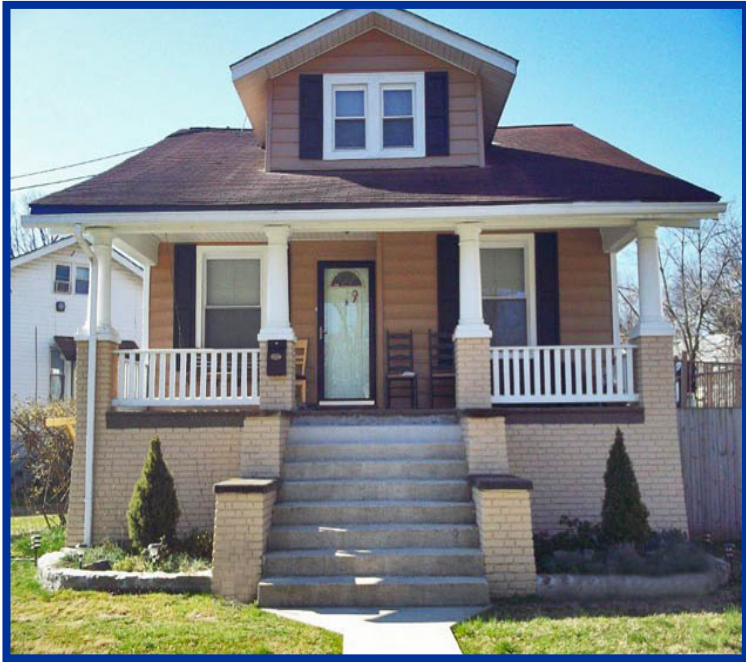
Help limit damage from heavy rains and high winds during storms:

- Make sure your storm drains are debris free, gutters are cleared, downspouts are open and tree limbs near windows are removed.
- Secure yard furniture, tents or coverings and large toys to prevent damage and potential injury if swept away during strong winds.
- Check your sump pumps regularly.
- Periodically check to see if water is entering your home during heavy rains and take steps to mitigate it by using a wet vacuum, etc.
- Use sandbags on low-lying areas.



Remember, you may not mitigate water in your yard by diverting it onto your neighbor's property!

Short-Term Rentals: License Required



- County homeowners whose properties comply with County Code and who meet certain other criteria may seek a Short-Term Rental License to host renters through established rental companies (platforms), such as Airbnb.

- The mandatory licenses cost \$150 per year and expire one year from the date of issuance.

For more information, visit DPIE's webpage on [Short-Term Rentals](#).

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.

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, 16 cases have been heard by the NAB.
- The NAB is helping to restore order to some troubled neighborhoods.



Information Translations

- In an effort to share both departmental and County information with our communities, DPIE is publishing pages in other languages. On [DPIE's website](#) select the [Resources tab](#) at the bottom of the left column.
- The last item on the bottom of the left column is [Information Translated to Other Languages](#).
- Be sure and check back on a regular basis as we continue to convert and add additional DPIE documents, as well as County notices and COVID-19 updates.
- For instructions on how to translate information, visit DPIE's website at <http://dpie.mypgc.us/>.



Always Call 311 First!!!

The initial step in reporting suspected code violations is to call 311 (301-883-4748) or file a report online at [CountyClick311](#).

Reporting to 311 allows County officials to track complaints and route them to the appropriate agencies.

You may follow up on your complaint with 311 using your reference number or [check the status online](#).

Contact DPIE if you need additional information at 301-636-2020.

Important Phone Numbers

■ Complaints	311 Call Center
■ Abandoned Vehicles	301-952-1873
■ Animal Management	301-780-7200
■ Building/Construction Standards	301-883-3820
■ Bulky Trash	301-883-4748
■ DPIE Public Information	301-636-2020
■ 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

MASK UP!



#MaskUpPrinceGeorges



HEALTH
DEPARTMENT
Prince George's County

2020 GENERAL ELECTION

- **Tuesday, October 20:**
Last date to submit an application to request a mail-in ballot.
<http://www.elections.maryland.gov>.
- **EARLY VOTING: Monday, Oct. 26 – Monday, Nov. 2, 7 a.m. – 8 p.m.**
- **ELECTION DAY: Tuesday, Nov. 3, polls open from 7 a.m. – 8 p.m.**
- [Locations for early and Election Day voting](#)
- For additional information, visit <https://www.princegeorgescountymd.gov/559/Board-of-Elections>.

Proud to
Vote
In Prince George's County
Don't Wait ★ Vote Safe!

Register to **VOTE** TODAY!

The deadline to register to vote in the 2020 General Election is **October 13, 2020**. Don't wait to register and make your voice heard!

Registering to vote is easy:



GO ONLINE
to
elections.maryland.gov



TEXT VOTE
to 77788



CALL
(301) 341-7300
to have a form
mailed to you



FILL OUT
an application
in person at the
County Board of
Elections

County Board of Elections
1100 Mercantile Lane, Suite 115A
Largo, MD 20774
Monday-Friday | 8 AM – 4:30 PM
elections.mypgc.us

Tell Us How We're Doing!

The DPIE Customer Satisfaction Survey has been updated for FY 2021. The survey asks customers to anonymously rate our services in 11 areas and offer comments on our performance. Click here to complete the survey:

<https://www.surveymonkey.com/r/DPIECSS21-22>.

The information will be used to improve our customer service.

Thank you!



**For information, contact DPIE PIO Avis Thomas-Lester
at 301-636-2053 or athomaslester@co.pg.md.us**

The background of the image features a solid green color with several large, stylized, overlapping leaf shapes in a lighter shade of green. These leaves are positioned primarily on the left and bottom-left sides, creating a sense of growth and nature.

DEPARTMENT OF THE **ENVIRONMENT**

WELCOME FROM THE DIRECTOR



“Everything changed the day she figured out there was exactly enough time for the important things in her life,” writes Brian Andreas. The important things; the things that really matter:

- To appreciate one another, especially our essential workers: landfill and residential collections staff and animal services workers, out in the field, day in, day out;
- To beautify the world around us, planting trees and shrubs, picking up litter of all kinds, campaigning to make a difference;
- To restore the health of our county waters, as a county, as a resident.

And more, much more. . . in and for the world given to us as stewards.
Thank you for taking the time to join us today.





Thank you to the men and women working in our **Resource Recovery Division (RRD)**, **Animal Services Division (ASD)** and **Stormwater Management Division (SMD)** and all Managers and Supervisors working to provide essential services to our County citizens and residents through the COVID-19 pandemic – we appreciate you!



SUSTAINABILITY

Plant native trees, shrubs and flowers.

Visit **environment.mypgc.us** to learn about DoE programs that help reduce litter including Community Clean Up events, Storm Drain Stenciling and PGCLitterTRAK.

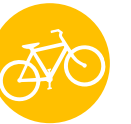


Volunteer to participate in a Community Clean Up.



BE FLOOD READY. BE FLOOD SMART. BE FLOOD SAFE.

- Hurricane season 2020 is upon us. It is the time of year when pop-up rainstorms are common.
- Be flood ready. Contact DoE to find out if flood hazard areas have been identified in your community. Make a flood plan and prepare to protect your home and family early. Sign up with Alert Prince George's to receive emergency alerts at alert.mypgc.us.
- Do not wait for a disaster to happen. Purchase flood insurance now. The County participates in FEMA's Community Rating System (CRS) Program. This participation entitles residents to receive up to a 25% reduction on flood insurance premiums.



BEAUTIFICATION CAMPAIGN



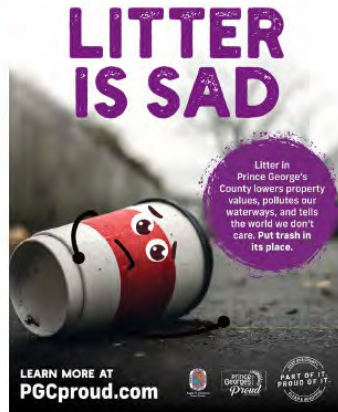
BIG BELLY TRASH COMPACTOR



BUS STOP



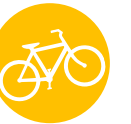
THE BUS WRAP



PRINT AD

We are making some big changes to reduce litter, increase recycling, prevent illegal dumping, and more. Check out some of the elements of our Beautification Campaign featured throughout the County. Whether it is an ad at a bus stop, digital media, elevator and bus wraps, television commercials or print ads – we are reminding our residents that with their help, we can create a cleaner, greener environment today and for future generations of Prince Georgians.

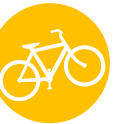
Visit www.pgcproud.com for more information



SCOOP THAT POOP

Be a good neighbor and scoop up your pet's waste. By properly disposing of your pet's waste you are improving the environment and keeping your community clean and healthy.

Check out our short video by pressing play on the video or by visiting  youtu.be/AINCrHhHEA4



STORMWATER MANAGEMENT



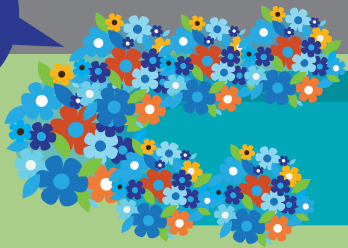
Help DoE
reduce water pollution
and clean local waterways
by “greening” the
environment around your
home, business and
community.



Install
permeable
pavement
to filter rain
water.

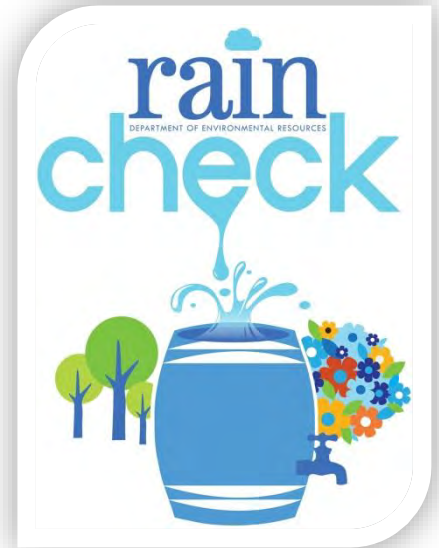
Use a rain
barrel to
collect rain
water.

Build a
Rain
Garden.



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



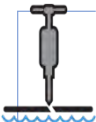
Cistern



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



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.

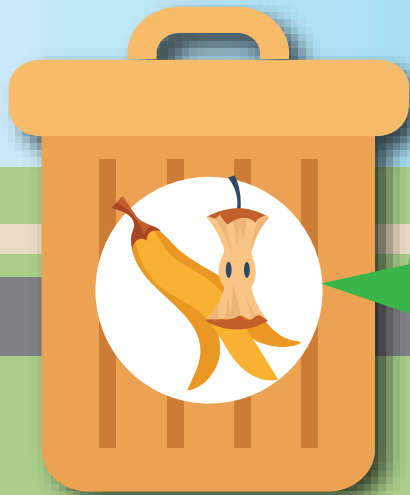
Who can apply: Non-profit organizations, municipalities, watershed organizations, education institutions, community associations, faith-based organizations, civic groups, and more.

[For more information, visit the Chesapeake Bay Trust's website by clicking here.](#)



RESOURCE RECOVERY

From Christmas trees and leaves to household products and electronics, County residents and business owners are recycling more and trashing less.



Your yard trim 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.



BROWN STATION SANITARY LANDFILL

Fully reopened for residential customers

Location

Brown Station Road Sanitary Landfill
11611 White House Road,
Upper Marlboro

Hours

Mon – Sat: 7:30 AM - 3:30 PM
Sun: Closed

NOW AVAILABLE

(reopened June 11)

Household Hazardous
Waste Acceptance Site

Electronics Acceptance
Recycling Site

Thursday, Friday and Saturday
ONLY

8 am – 3:30 pm

Customers are required to follow all
mandated COVID-19 social
distancing protocols and to wear a
face covering or mask onsite.



HOUSEHOLD HAZARDOUS WASTE & ELECTRONICS RECYCLING

Hour of Operation

- Thursday, Friday, & Saturday
- 8 AM – 3:30 PM

Location

Brown Station Road Sanitary Landfill

Use the White House Road entrance.

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

ACCEPTABLE ITEMS

- Oil Based Paints
- Solvents, Stains & Varnishes
- Pesticides, Herbicides & Fertilizers
- Heating Oil
- Automotive Fluids Gasoline, Anti-Freeze
- Propane & Helium Tanks
- Photographic Chemicals
- Cooking Oil
- Cleaning Agents
- Smoke Detectors
 - NO latex paint – allow latex paint to dry out and place in a bag for regular household trash service. Cat litter works well as a drying agent to speed the process of drying the paint completely out before discarding into the trash.

Comprehensive list available on website or by calling CountyClick 311



Schedule appointments for curbside bulky trash for **December.**

- To view a list of acceptable and non-acceptable items, visit bit.ly/PGCbulkyacceptable.
- To schedule an appointment, contact 311. Appointments can be scheduled online at bulkytrash.princegeorgescountymd.gov/.

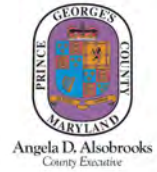
CURBSIDE BULKY TRASH COLLECTION IS BACK!

Residents can
now schedule
appointments
for **DECEMBER.**

TO SCHEDULE AN APPOINTMENT

📞 CALL: 311 OR

🌐 VISIT: [BULKYTRASH.PRINCEGEORGESCOUNTYMD.GOV](https://bulkytrash.princegeorgescountymd.gov).



WASTE COLLECTION

NATIVE AMERICAN DAY

MONDAY, OCTOBER 12

(ALSO REFERRED TO AS COLUMBUS DAY)

If your collection day is	Your collection day this week is
Monday	Organics Collections (includes food scraps and yard trim) will occur on Monday, October 12, 2020; No bulky trash pickups on Monday, October 12, 2020
Tuesday	Tuesday, October 13, 2020 (<i>NO CHANGE</i>)
Wednesday	Wednesday, October 14, 2020 (<i>NO CHANGE</i>)
Thursday	Thursday, October 15, 2020 (<i>NO CHANGE</i>)
Friday	Friday, October 16, 2020 (<i>NO CHANGE</i>)

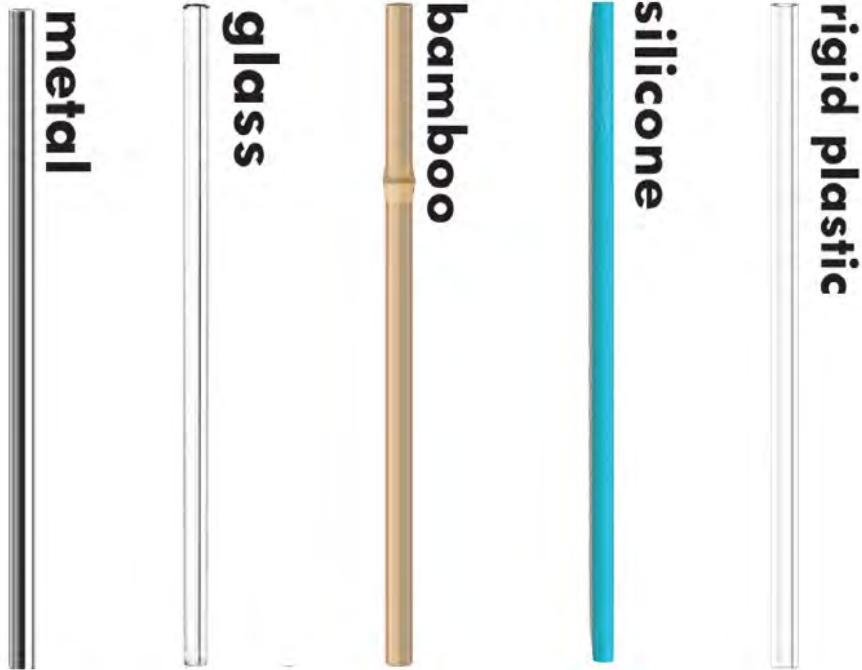


COUNTY STRAW BAN IN EFFECT



ACCEPTABLE ALTERNATIVES

REUSABLE STRAWS



HOME-COMPOSTABLE STRAWS



As of July 1, 2020, new Prince George's County legislation (CB-52-2019) bans straws and stirrers that are not reusable or meet the home-compostable standard.

- Food service businesses are prohibited from selling, distributing, or otherwise providing a straw or stirrer with food or beverage unless they are reusable or compostable.
- Retail businesses are prohibited from selling, distributing, or otherwise providing a straw or stirrer directly to consumers unless they also have for sale a straw or stirrer meeting the home-compostable standard.
- To review a copy of the legislation, go to bit.ly/pgcplasticstrawban.

For more information contact the Department of the Environment, Recycling Section, Inspection Unit at (301) 883-3635



ANIMAL SERVICES

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

Help your pet live a healthy life by having them spayed or neutered. Visit www.princegeorgespets4us.com for more information and to see the many pets available for adoption.

ANIMAL SERVICES FACILITY

THE SPAY SPOT

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



ESSENTIAL SERVICES BY APPOINTMENT ONLY

Currently, the Animal Services Facility and Adoption Center is closed, and the following information will be in place until further notice:

- **Return-to-owner:** If your pet is at the Shelter, please call 301-780-7241 to make an appointment to reclaim your pet.
- **Pet surrenders:** Currently, we are only able to accept owner surrenders in emergency situations; under this circumstance, please call 301-780-7242 to schedule an appointment.

We thank you for your patience as we navigate this situation while balancing the needs of the shelter pets in our care with the health and safety of our staff, volunteers, and community.



PAUSED PROGRAMS AND SERVICES

- **Volunteer Program:** For the safety of our volunteers and our staff, we have paused the in-house volunteer program and only staff will be allowed into our building.
- **Donations:** Support shelter operations by donating needed equipment at bit.ly/pgcanimalshelterdonations.
- **Pet licenses:** No pet licenses will be sold at the Shelter. License renewals can be mailed or purchased online at bit.ly/pgcpetlicense.

Many of our shelter pets have been placed into foster homes. Those pets who remain for various reasons will be, of course, cared for and loved by our amazing and hardworking shelter staff. We will continue to post updates and share stories as usual on our social media!





environment.mypgc.us

CONTACT US

Prince George's County Department of the Environment
1801 McCormick Drive, Suite 500
Largo, Maryland
(301) 883-5810





Angela D. Alsobrooks
County Executive

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

Fall 2020 Community Partners Meeting





A Message From Our Director

While the world has changed, the Department of Public Works and Transportation remains steadfast in our mission to serve the residents and visitors of Prince George's County. Our staff is committed to keeping our County clean, safe and beautiful. We continue to maintain and build upon our existing infrastructure and make the County more accessible by expanding transportation options and designing safer roadways. Though we have made adjustments to service and daily work practices to ensure the safety of our employees and the public, please rest assured that we are still working hard for you. As we emerge from the COVID-19 pandemic, our County will be stronger than ever. We are resilient. We are Prince George's Proud.

Stay safe and stay well,

Terry L. Bellamy, Director, DPWT

VISIONZERO



prince george's

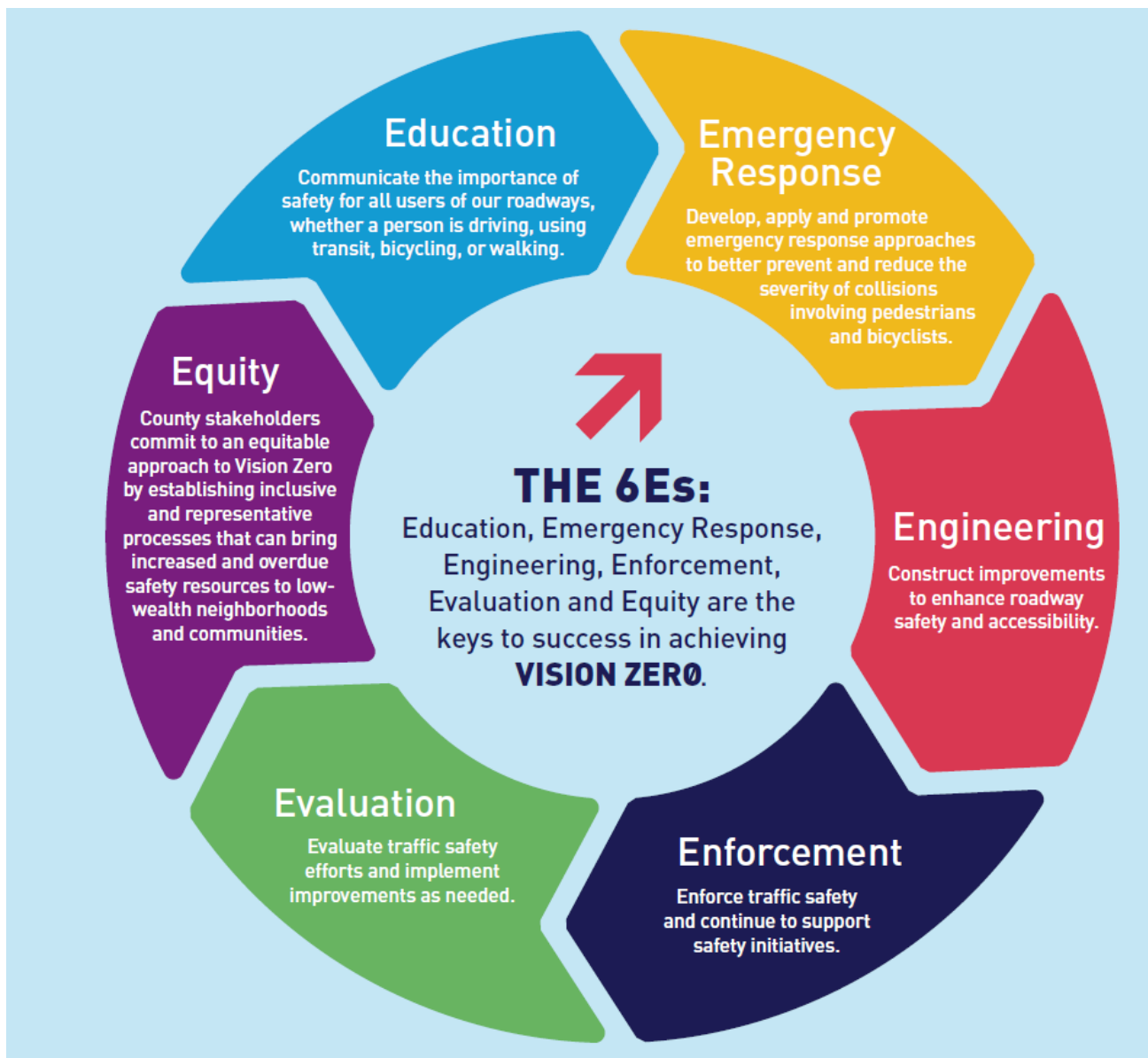
WHAT IS VISION ZERO PRINCE GEORGE'S?

The County Executive launched Vision Zero Prince George's on July 25, 2019 as a county-wide strategy to eliminate traffic-related serious injuries and deaths by the year 2040. Positioned as a collaborative community model, Vision Zero Prince George's focuses on supportive road and transportation design coupled with education and safety measures for all roadway users.

In the Vision Zero strategy, everyone in the community shares responsibility for ensuring the safety of all roadway users, whether they are pedestrians, bicyclists, motorcyclists, transit users or drivers.



VISIONZERO
prince george's



Part of a regional effort and the State of Maryland adopted Vision Zero in 2019

DPW&T is the lead for the County and we are working closely with a wide range of State and County agencies and community partners

OUR APPROACH

As a starting point, we recognize that the loss of even one life is unacceptable.

Using a safe systems approach to improve our transportation system for all users.

The key is a combined approach using six essential elements, the 6 Es



Ensure County roadways remain safe for all users

The data-driven approach of Vision Zero shows that vehicle crashes are predictable and thereby preventable – and we all make mistakes so we need to mitigate our human behavior in the design of streets and lowering speeds





PGCountyDPWT @PGCountyDPWT · 8h

Under construction: Montpelier Drive Complete Streets Project
Improvements are a 1.3 mile refresh with concrete bump outs to shorten pedestrian crossings. For more information visit: ow.ly/1GT450Bsr6L
[#CompleteStreets](#) [#VisionZero](#) [#PedestrianSafety](#) [#Construction](#)



We are working to ensure County roadways are safer for all users. Look out for the Vision Zero signage.

VISIONZERO

prince george's

2020-2022

ACTION PLAN

Working together, we can achieve **ZERO**
fatalities on our roadways because
EVERY person in our community matters.

www.VisionZeroPrinceGeorges.com #VisionZeroPrinceGeorges 301-883-5600



Angela D. Alsobrooks
County Executive



Terry L. Bellamy
Deputy Mayor



- EDU-4. PARTICIPATE and PARTNER** with other agencies and events such as #DriveSmart, "Street Smart", "Look Up Look Out", "Drive Focused, Sober and Safe", child safety check programs, and student outreach initiatives.
- **Produce** public service announcements (PSAs) for partner agencies to share on social media and display in the public areas of County buildings and the
 - **Expand** traffic safety programs/events for area schools and student organizations and consider introducing a bike riding program at elementary schools.

TASK FORCES

There are currently two Vision Zero Prince George's task forces:

THE CRASH REVIEW TASK FORCE reviews crash analysis reports to identify the County's crash "hot spots" and propose roadway improvements.

THE COMMUNICATIONS TASK FORCE includes public relations representatives who discuss public outreach efforts and review communication tools that will be used in such efforts.

The drafting of the Vision Zero Action Plan began as a call to action by County Executive **Angela D. Alsobrooks**. The Vision Zero Stakeholder Group initially convened in September 2019 to outline the Vision Zero Prince George's Two-Year Action Plan.

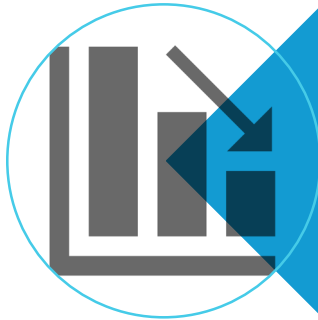


ENGINEERING

Through engineering, infrastructure improvements can be designed to reduce speeds and minimize potential conflicts, and establish safer/desirable and fully accessible crossings, walkways, and bikeways.



Vision Zero sets clear goals. This two-year Action Plan builds on the County's Strategic Roadway Safety Plan (2017).



Like any good action plan, it is specific and measurable, and operates on a clear timeline, and involves a wide array of stakeholders to be successful.



And we are looking for input from the residents and neighborhood associations. Complete the Vision Zero Suggestions' Survey [online](#)

**I
Pledge
To:**

Take the VISION ZERO Safety Pledge

- Only drive while sober, alert, and free of distractions.
- Look out for others, especially children, the elderly, persons with disabilities, and people walking or biking.
- Slow down and look around, especially at intersections and driveways.
- Practice the rules of the road, including yielding to people walking.
- Share the Vision Zero pledge with my friends and family.

Show your commitment and awareness to making roads safer in all our communities.

At some point in the day, we all become the pedestrian and everyone needs to look out for each other!





Angela D. Alsobrooks
County Executive

VISIONZERO
prince george's



www.VisionZeroPrinceGeorges.com

Andrea Lasker | Vision Zero Coordinator

VisionZeroPrinceGeorges@co.pg.md.us | Tel: 240-676-5640



REIMAGINING *THEBUS* POST COVID

EXECUTIVE SUMMARY

In the past, Prince George's County *TheBus* has provided transit at various levels of frequencies with fixed route buses regardless of the actual demand for service due to limited software and rolling stock resources.

During COVID-19, the Department of Public Works and Transportation (DPW&T) began an internal process to reimagine the transit service by extracting components of the transit vision plan and merging it with upcoming initiatives and best practices.

As a result, DPW&T developed new plans to operate *TheBus*. The following sections outline how operations will be different starting August 2020 and thereafter.



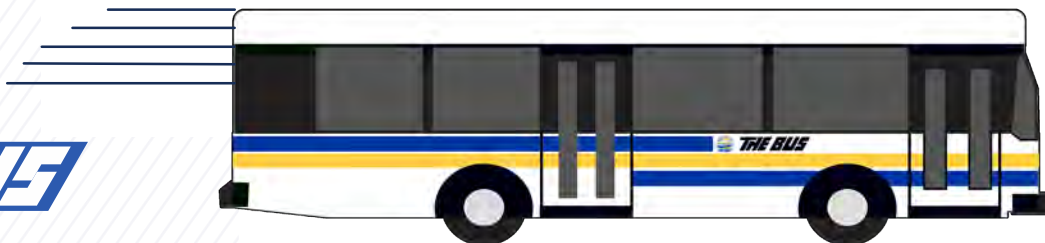
ENHANCED WEEKDAY SERVICE PROVISION – HIGH RIDERSHIP ROUTES

DPW&T will enhance frequencies on major bus lines that attract over 300 passengers per day, and on those routes that provide critical access to activity centers and transfer points.

Last month, the Routes 13, 16, 17, 26, 30, 33, 35 and 36 began running at 30 minute frequencies. Prior to COVID, these routes operated at various levels for frequency from 30 to 75 minutes throughout the day.



THE BUS



	Route	Pre-COVID Mon-Fri	Post COVID Mon-Sat.
	West Hyattsville	45 minutes	30 minutes
	New Carrollton/Greenbelt	30-60 minutes	
	College Park	30 minutes	
	Langley Park/Addison Road	40-75 minutes	
	Addison Road/Upper Marlboro	20-60 minutes	
	New Carrollton/Upper Marlboro	25-60 minutes	
	Capital Heights/Morgan	30-40 minutes	
	Largo/Morgan	45 minutes	
	Branch Avenue/Medstar Southern Maryland Hospital	50 minutes	
	Naylor Road / Clinton	30 minutes	
	Southern Avenue/Camp Springs	40 minutes	
	Southern Avenue/National Harbor/Camp Springs	30-60 minutes	
	Clinton / Brandywine	45 minutes	

SATURDAY SERVICE

For years, County residents requested Saturday service on the County transit system.

DPW&T evaluated where and how Saturday services could be implemented.

Under the current plan, DPW&T will launch Saturday service in the fourth quarter of 2020 on the highest ridership lines under COVID. Service will begin at 6am and end at 6pm for the initial phase or at least until year end.



Under the current plan, DPW&T will launch Saturday service on **November 7, 2020***



*subject to change

SERVICE PROVISION – MEDIUM TO LOW RANGE RIDERSHIP ROUTES

Bus lines that attract a mid-range volume of passengers per all day or during off-peak hours will see a change in the provision of transit service.

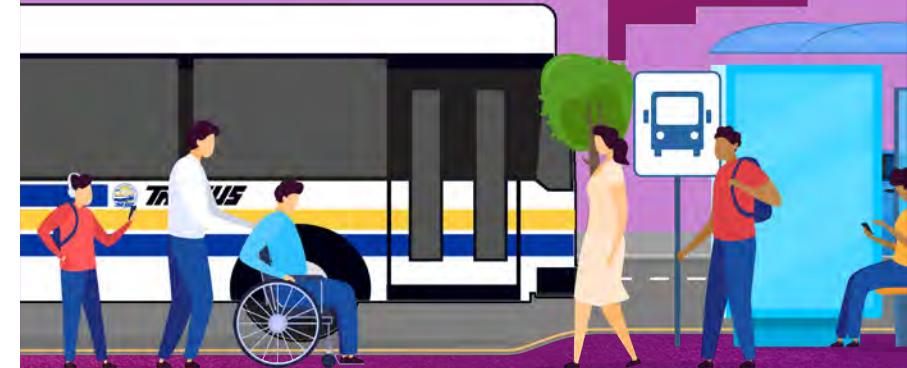
Some lines will have smaller vehicles all day or during the off-peak hours.

DPW&T is evaluating the use of smaller vehicles on the routes 22, 25 and 28 through community circulators.

DPW&T and RAPT-Dev USA will analyze opportunities to operate these routes differently in the first and second quarters of FY 21.



Bus lines that attract between 150-300 passengers per all day or during off-peak hours will see a change in the provision of transit service



Snow and Ice Removal Program





COVID 19 Impacts

- ❖ Level of service changes: Response to citizens' complaints extended from 24 hours to 48 hours after the end of a snowfall.
- ❖ Dedicated Customer Service Agents will be staffed remotely during major snow events.
- ❖ Snow assignments have been changed to remote reporting for command and administrative staff.
- ❖ Contract resources will be utilized in large storm events only.

RESPONSIBILITIES

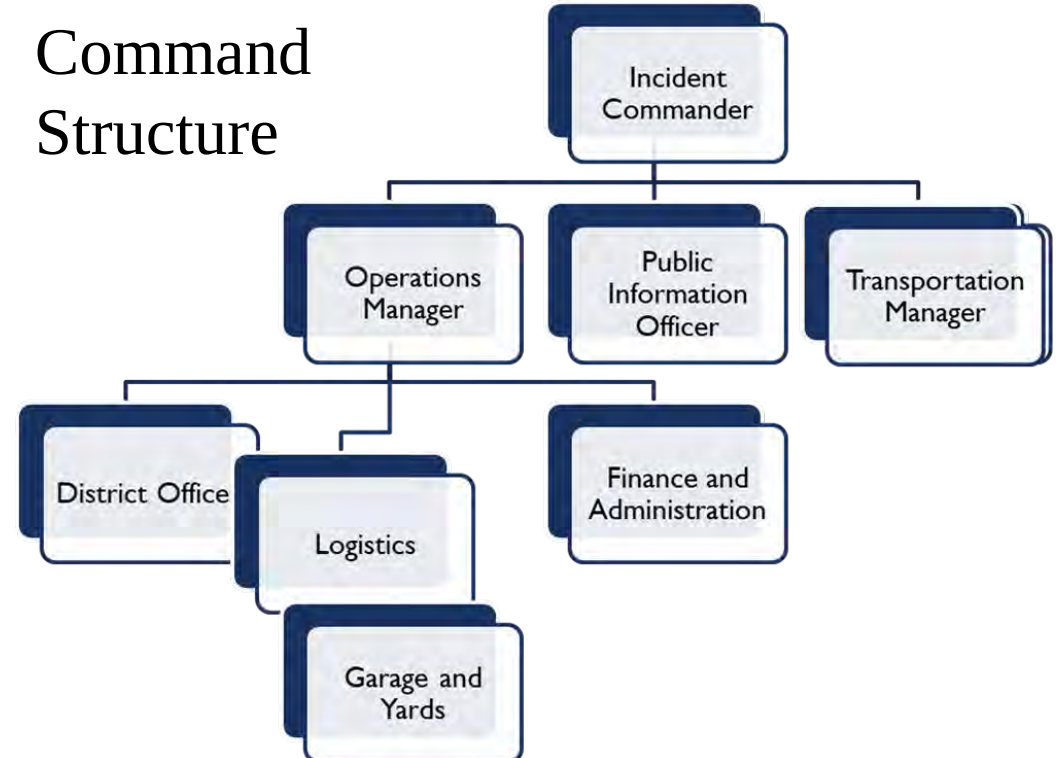
- ❖ Maintaining 1,900 + miles of County* roadways
- ❖ Treating County maintained roadways to mitigate hazards
- ❖ Maintaining Para Transit and Fixed Route Transportation
- ❖ Communicating known road conditions to the traveling public
- ❖ Roadways owned and maintained by the County have names; those owned and maintained by the State are numbered.

ACCOMPLISHING THE WORK

Planning

- ❖ Monitoring Weather Forecasts using the National Weather Service and AccuWeather
- ❖ Conference Calls
 - ❖ DPW&T Internal
 - ❖ Office of Homeland Security
 - ❖ Council of Governments (COG)
 - ❖ Metropolitan Area Transportation Operations Coordination (MATOC)
 - ❖ Prince George's County Executive Status of Government

Command Structure



ACCOMPLISHING THE WORK

❖ District 1

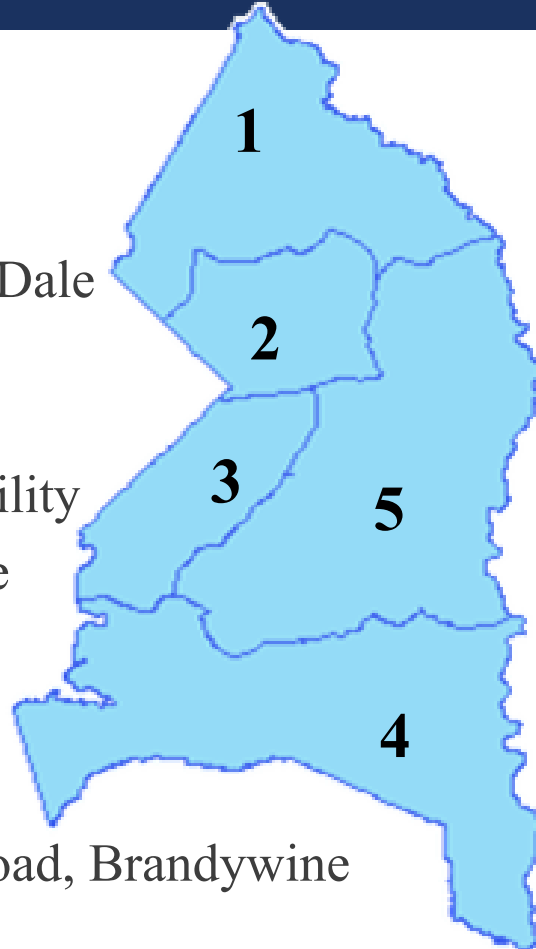
❖ Glenn Dale Maintenance Shop
7317 Northern Avenue, Glenn Dale

❖ Districts 2, 3 and 5

❖ D'Arcy Road Maintenance Facility
8400 D'Arcy Road, Forestville

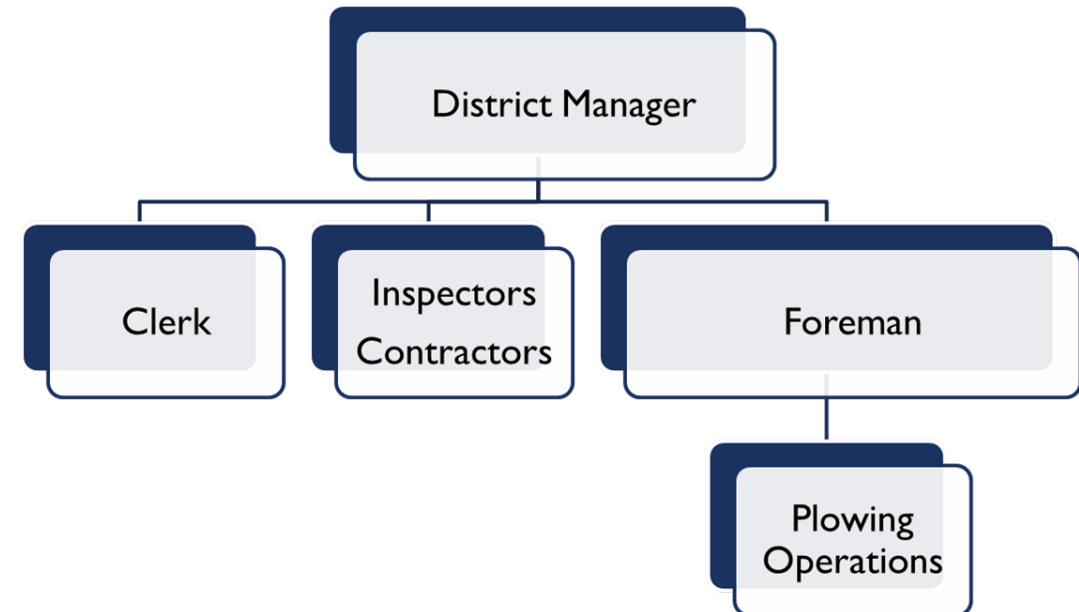
❖ District 4

❖ Brandywine Maintenance Shop
12911 Cherry Tree Crossing Road, Brandywine



- Snow Districts: 5
- Maintenance Locations: 3
- Snow Routes: 75

District Structure



ACCOMPLISHING THE WORK

Truck Salt Capacity

Equipment	Salt Capacity	Plow Size
Four x Four Truck	1 ton	8 feet
One Ton Four Wheel Drive Truck	1 ton	8 feet
Six Wheel Dump Truck	7 tons	9 feet
Ten Wheel Dump Truck	22 tons	11 feet
Heavy Equipment: Loaders, Bobcats, Backhoes		

❖ Five Salt Domes – 45,000 tons

Snow Plow Strategy

- Pretreat primary and collector roads prior to snow event
- Plow and treat primary and collector roads during snowfall
- Clear all roadways after snowfall ends

MOBILIZATION LEVELS

Snow Plan

One Plan – Five Operations

Blizzard Operation

Snow accumulation must be removed from the roadway with heavy equipment

Full Operation

Multiple day plowing operation:
Greater than 4 inches of snow predicted

Modified Operation

Plowing operation of 2-4 inches of snow

Partner Operation

Salting operation, less than 2 inches of snow

Snowflake Operation

Salting operation of icy spots, hilly areas and bridges



ROAD CONDITIONS AND PLOWING STANDARDS

Passable

Conditions which would allow a passenger vehicle to negotiate the travel path using reasonable care. This usually means that the roadway is snow and/or ice covered and reasonably level, with minimum rutting.



Bare Pavement

Conditions in which 75% or more of the travel lane surface shows. (Bare pavement may include isolated patches of compacted snow/ice of 1" or less.)



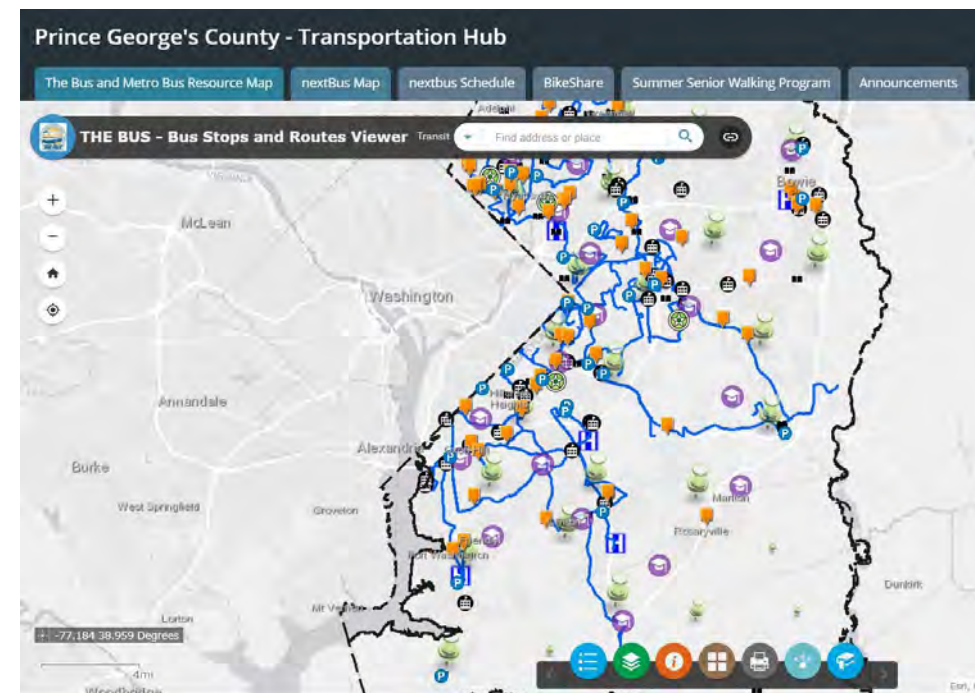
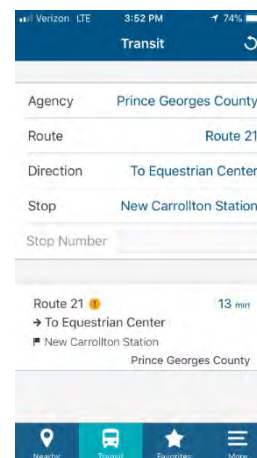
Completed

Conditions which provide bare pavement for all travel and turning lanes, including paved shoulders (where applicable).



TRANSPORTATION SERVICES DURING SNOW

- Bus schedules may change depending on weather conditions
- Find up-to-date information
 - NextBus App
 - mypgc.us/transportationhub
 - wtop.com
 - **Prince George's County's** source for breaking news, weather & traffic
 - Stay informed about what's happening in your area



Scan QR code to view application on your mobile device

COMMUNICATIONS

Internal - Government

- Pre Event – Weather Watch
- Event Planning – OHS, DPW&T and DCAO
- Operational Guidelines – Published 12 hours prior to the event mobilization
- Situational Awareness Reports – Published during the event

External - Residents and Traveling Public

- Press Releases
- Social Media
 - Twitter – Primary
 - Facebook
 - Instagram
- DPW&T Website – dpwt.mypgc.us
- Local media outlets

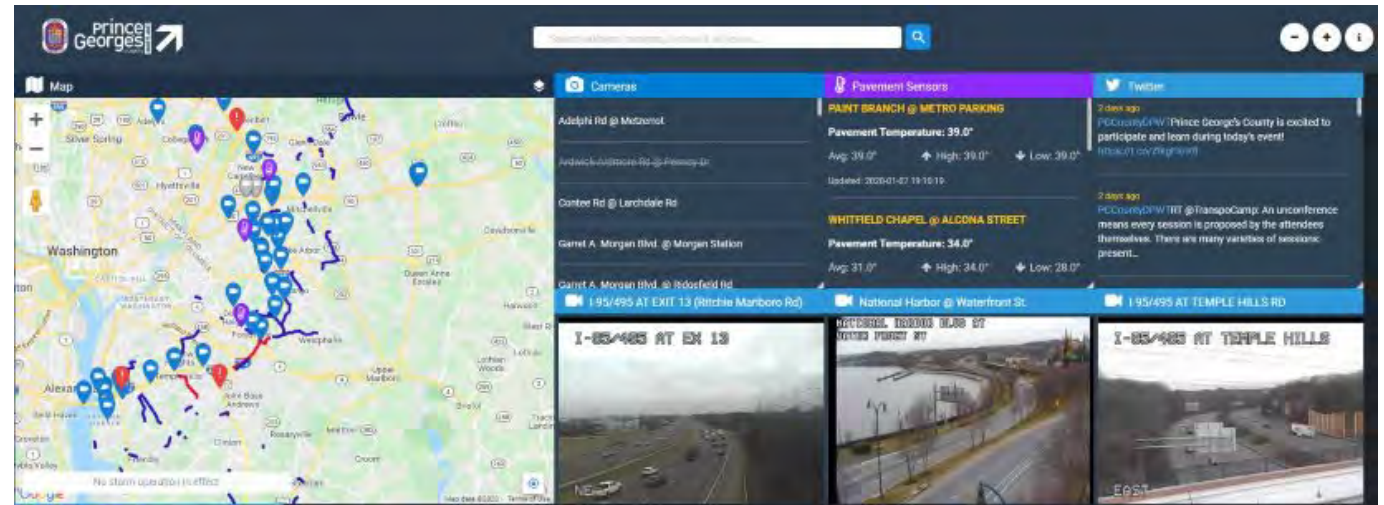
TIPS FOR RESIDENTS

- ❖ Reduce speeds to match road conditions during weather events
- ❖ Allow as much distance as possible between you and the car in front of you
- ❖ If you think it's too bad to go out, it probably is
- ❖ If on-street parking is required, park on the even-numbered side of the roadway
- ❖ Bridges, overpasses, and cold spots freeze more quickly
- ❖ Wait forty-eight (48) hours after the precipitation stops falling before calling 311 to request snow and ice removal services
- ❖ Double shovel, avoid trouble



RESOURCES DURING SNOW

- Snowplow Tracking – Snow accumulation greater than 2 inches
 - PGC TRIP by downloading the app or visiting pgctrip.com
 - Report Adverse Road Conditions to 311
 - Service Requests are logged 48 hours after snow fall has ended





Angela D. Alsobrooks
County Executive

- For additional information, please visit dpwt.mypgc.us
- Please remain safe and vigilant. Visit <https://www.princegeorgescountymd.gov/3397/Coronavirus>
- Don't forget to vote! For more information, visit <https://www.princegeorgescountymd.gov/559/Board-of-Elections>



Questions and Answers

Why does the County allow commercially-operated assisted living facilities to operate in single-family residential communities with established and documented homeowner's associations?

Assisted living facilities are allowed to operate in residential zones because the occupancy classification for assisted living facilities is a residential occupancy. The 2015 IBC section 310.5 and 310.6 address care facilities within residences. Lodging houses, congregate living facilities and custodial care are all classified as residential occupancies. Homeowner association rules are separate from use designations.

There is a tree stump hitching up the sidewalk in front of my house. How long does it take for the County to fix this?

The timeframe for stump removal is 60 business days. The schedule may be impacted by weather.

I have standing water issues in my neighborhood. What can be done about this?

DPW&T would need to meet with you and do a field visit in the neighborhood. You may email Vernon Stinnett at vlstinnett@co.pg.md.us for additional information.

What is the process to have tall trees removed from my neighborhood?

You need to call 311. Place a service request. An inspector will be sent out to investigate and you will be contacted about the results of the investigation and, if the trees will be removed, a time frame for the work to be done.

Questions and Answers

There are dogs in our neighborhood that roam free. How can I report it and how would the issue be handled?

Animal Services responds to calls about roaming dogs at 301-780-7241.

There are quite a few vacant properties in my neighborhood. Who is responsible?

Prince George's County typically has upwards of 3,000 vacant properties. If a bank owns the property, we can hold the bank accountable. If it's a rental property, we can hold the owner accountable, but when property owners abandon properties, it is more difficult. DPIE will clean the property and place a lien on it, which means the property cannot be transferred or sold until the lien is paid, but that may not happen for years. The County will recoup the funds on the back end.

Our neighbor has a lot of activity going on. People are always there hanging out front who don't even live at the address. How can this be handled?

Contact the Prince George's County Police Department for emergencies at 911. You may report non-emergency complaints to 311 or call the police non-emergency number at 301-352-1200. The police department has regional districts that can address concerns more locally. You may request a virtual meeting with your district commander.

Can the trash collectors be required to close the lids?

Collection containers' lids are left open for inspectors to verify collection. If the lids are closed and the inspectors drive by, it will appear that no collection took place and the contractors are fined. Unfortunately, because of this, the lids cannot be closed.

Questions and Answers

Water is coming down the sidewalk from some of the homes on my street. The sidewalk is wet and slippery and in the cold weather, the sidewalk freezes and it's really dangerous. What can I do?

Place your request for service into the 311 system and it will be investigated. You will be contacted and details of the investigation shared with you, along with the timeframe for action if any will occur.

How to you report leaking fire hydrants inspected?

Send a request to 311. WSSC manages and maintains those.

What is the time period to repair sidewalks?

The current time frame is about two years. Report problems to 311.

How do we stop nuisance and illegal parking in our neighborhood? Also, my neighbor has multiple families with many cars.

Illegal parking can be addressed through the Revenue Authority or the police department. If they are parked on the property then our inspectors can address that. As far as the public street, even though it is an inconvenience to you, if it's a public street we cannot restrict anybody. There are limitations as to how long you can park, how close you can park within a driveway, but you can't prohibit someone from parking on a public street.

I am a Prince George's County resident and would like to report people who have DC and Virginia tags in my neighborhood.

Report that complaint to the police department's non-emergency number 301-352-1200.

Questions and Answers

How will you enforce the parking for snow removal this winter?

The Department of Public Works and Transportation will ask residents to park their cars in the driveway to the fullest extent possible when snow is forecasted. If parking in the driveway isn't an option, we will ask residents to work with their neighbors so everyone parks on one side of the road until the street is plowed; then move the cars to the plowed side of the road to assist us in plowing the entire roadway.

On Harbor Avenue, there is a family that puts out several trash bags that sit out as early as the day after pick up. Can your department look into this?

Unfortunately, there is no County code that restricts when trash receptacles can be placed on the curb, though it is recommended that trash, recycle, bulky trash and yard trim be put out between 6 p.m. the night before the pickup and 6 a.m. the day of the pickup. Leaving the trash out longer detracts from the aesthetic value of neighborhoods. It also provides an opportunity for birds, rodents and dogs to get into the trash, creating a mess for the property owner to clean.

How do we get illegal signs removed from our neighborhood?

DPW&T periodically removes signs. DPIE assists. The State Highway Administration (SHA) also removes signs. If you see signs, call 311 and report the location. In cases where people continue to post illegal signs, we can cite individuals for posting signs.

Report all complaints to 311!
See agency websites for additional information.

This concludes the Community Partners' Presentation

THANK YOU!

