Dear Prince Georgians,

Our goal is to be visible, accessible, and accountable to all residents of Prince George's County. We are the bridge to your County government and want you to be an active participant as we resolve issues on your behalf.

As we continue our mission to create a more transparent and open County government, we have made several new updates to PGC311 system.

You deserve an efficient experience when engaging with your local government, which is why we've adopted a new collaborative system. We've made submitting service requests and finding information easier than ever. You can now submit service requests 24/7 through our new mobile app, desktop web portal, or by calling the PGC311 Call Center. And that's not all! Here are some key features:

- **Real-time updates**: Previously, when you submitted a service request, you would get a message letting you know the request was submitted and then wait for someone to service your ticket. Now, you'll be able to submit your service ticket and receive real-time updates about when your ticket was received, the expected completion date, and an alert after the ticket is completed and closed.
- **Knowledge articles**: You'll now have short articles that will help you process your service request and let you know what you need to do to be sure there is no delay in completing your request. We will also feature articles that allow you to quickly get answers to commonly asked questions.
- **Easily submit a service request**: When submitting your service request, you can now submit pictures to help us better understand what needs to be serviced and where.

Our goal is to continue providing you with exceptional service and bring new technologies to help you easily engage with your County government. We want our residents to be Prince George's County Proud, so we welcome your feedback as we continue rolling out our new service offerings. If you'd like to learn more, please visit ocr.mypgc.us/PGC311

Sincerely,
The Prince George's County Office of Community Relations Team