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County Executive

# PRINCE GEORGE'S COUNTY GOVERNMENT

## OFFICE OF COMMUNITY RELATIONS



Euniesha Davis  
Director

Dear Prince George's County Government Colleagues,

**It is with great excitement that I share with you the Go-Live date for the new PGC311 software!**

Beginning on **February 14, 2022**, Prince George's County Government will transition to the new PGC311 system. This new PGC311 system replaces CSR Motorola. Of course, the 311 Call Center is always available to receive calls and provide service to our customers.

Together, with the new PGC311 service, we are transforming the experience of our customers in two important ways.

First, for our customers, the new PGC311 system will help address many of the communication and service delivery challenges we have experienced in the past. After the Go-Live date with PGC311, our customers will enjoy:

- Forty (40) easy to find service requests (previously there were over 200!).
- Frequently Asked Questions with useful information about services and answers to common questions.
- Guided questions to easily collect necessary information.
- Dynamic information alerts and links to helpful phone numbers and email addresses within the service requests themselves.
- Real-time progress updates on service delivery from the field.
- Ongoing communication from Agencies with customers who request services with completion dates that are six months or more.

Second, for Prince George's County Agency personnel, the new PGC311 system will enable more focus on field work by making it easy to manage and communicate about work on requested services. After the Go-Live date with PGC311, Prince George's County Agency personnel will:

- Manage work assignments and reassignments easily and electronically with no paper.
- Receive field work service request assignments electronically using the PGC311 Work App with no paper.
- Quickly and easily update the status of service requests from the field using pre-defined menu options within the PGC311 Work App.
- Seamlessly share and communicate about service delivery across Agencies.
- Easily access performance reports.

Finally, for all of us in Prince George's County Government, we ask that you **support the new vision and service delivery model for PGC311** and do your part to contribute to its success by:

- **Discontinue use of "County Click" in written and spoken communication** and use the new name of PGC311. Please review your paper and electronic communications.
- **Understand that PGC311 is Prince George's County's collective system of service delivery that includes the Agencies, the 311 Call Center, and the Prince George's County customers themselves.** No longer does this system refer exclusively to the 311 Call Center.
- **Encourage customers to submit service requests using the mobile app or Web Portal online whenever possible.** Customers can always call 311, but a phone call is no longer the best and fastest way to submit a request.
- **Use the PGC311 Customer App or the PGC311 Web Portal to submit a service request.** No training or technical experience is needed. Simply find your service request and follow the guided questions to submission. **Access to the PGC311 system and its mobile apps will be available ONLY upon Go-Live on February 14, 2022.**

We are committed to providing our customers with exceptional service. These are only the initial steps of our transformational journey.

Please look out for additional ways to learn more about how you can be successful using the new PGC311 system and for tips to help you contribute to Prince George's County's success.

Sincerely,

Euniesha Davis  
Director, Office of Community Relations

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