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<https://ccc-cultivatingcommunityconnections.net>

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Please visit our web site at:

<https://ccc-cultivatingcommunityconnections.net>

Contact Us At:

[CultivatingCommunityConn@gmail.com](mailto:CultivatingCommunityConn@gmail.com)

C-Cultivating  
C-Community  
C-Connections

\* Encouraging Community Involvement  
\* Linking Communities to Resources

Uniting community members to transform our neighborhoods is at the heart of what we do.



## Movers and Shakers (Prince George's County)

### Seeking Answers and Input

Movers and Shakers has been working to improve community members' experience when reporting issues to 3-1-1. There are two separate areas we have been focused on: 1) how effectively 3-1-1 communicates with the customer, and 2) since 3-1-1 sends all reported issues to an agency for resolution, how appropriately the responding agency resolves the problem.

Effective communication with the customer:

We are seeking community members' feedback. Let's walk through the process of filing a typical community concern to see how you think community members might respond.

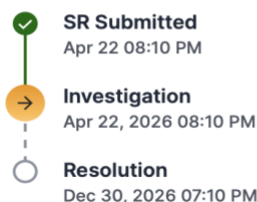
- 1) The problem: illegal construction, probably being done without a permit.
- 2) Using the on-line web site: <https://pgc311.com/customer/s/> you want to have the county investigate and, if the construction isn't permitted, you believe the county will take care of the situation.

3) On the web page, you click on "Construction Issues" or "Private Property Concerns". For both of these, a screen appears: "Department of Permitting, Inspections, and Enforcement and below that it says **Resolution: 180 Business Days.**

4) Despite the long resolution estimate, you continue. You continue through the next several steps where you can upload a photo, select from a drop-down menu to state the problem, and give the address of the construction. Finally, you submit your issue and receive a Service Request number. (Be sure to keep this number.) Then you see the following chart: **What's your level of customer satisfaction with what the chart tells you? Are you clear about what the yellow "Investigation" means?**

EXPECTED RESOLUTION

**Wednesday, Dec 30, 2026**



**How do you feel about the resolution date?**

By the time you see the chart at the left, you have answered many questions on multiple pages. How likely is it that you remember seeing this notice on the 3<sup>rd</sup> page of 10 pages?

*"If the property is vacant (unoccupied) the initial investigation and inspection process may take up to 5 business days."*

Can you see a place where this notice would be more helpful?

### The Customer’s Experience When Reporting an Issue

On the previous page, we showed a bit about what the customer sees when they report an issue to pgc311.com. Once the report is submitted, the customer’s report is now called a “Service Request” and it is given a tracking number. The customer will receive an email and a text message similar to the example below.

The message example shown here was from July 29, 2025. The good thing on this notification is that the responding agency, DPIE, is identified. What’s interesting is that the Estimated Resolution Date in 2025 was 2 months as opposed to the more recent example on the previous page of 180 business days. Currently, this longer time frame is seen on all DPIE Service Requests. There is actually a reason for this change: in a worst-case scenario where legal action is necessary, the legal process takes time. But, that is a worst-case scenario. Even if this is explained to the customer on one of the screens upon submission, does a blanket listing of such a distant resolution date send the right message to the customer?

Dear PGC311 Customer,

Thank you for submitting your DPIE- Private Property Concerns. request. We look forward to serving you. Details regarding your request are below:

**Request ID:** 25\_ (# removed)  
**Request Type:** Private Property Concerns  
**Location:** (location removed)  
**Request Created:** 7/29/2025  
**Servicing Department:** Department of Permitting Inspections and Enforcement  
**Estimated Resolution Date:** 9/30/2025  
**Staff Comments:**

Status updates will be sent to your email as they happen or can be viewed at the PGC311 portal using your Request ID. If you have any questions or need assistance regarding your request, please call 311.

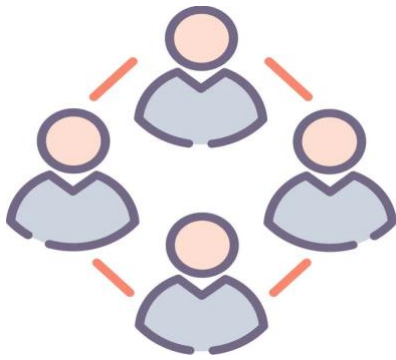
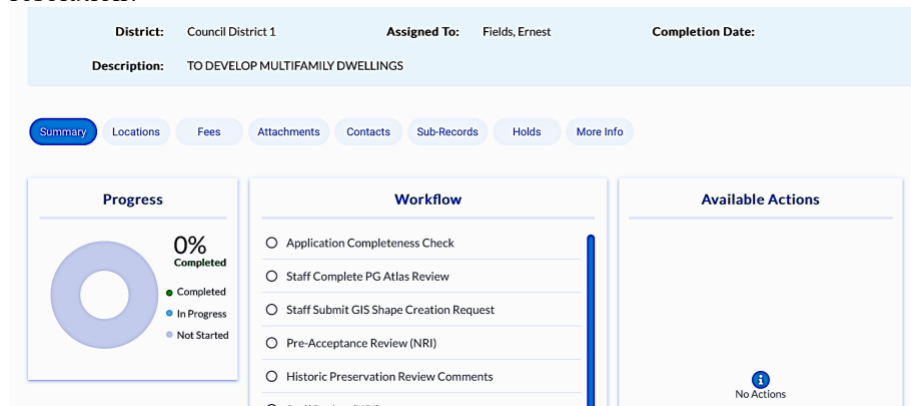
Here is the link for the [Customer Experience Survey](#)

Sincerely,  
PGC311

### Comparing Other Methods of Tracking Service Requests Development Application Review Tracking System (DARTS)

<https://ppdmncppcmd-energovweb.tylerhost.net/apps/selfservice#/home>

For comparison sake, let’s look at how another Prince George’s County agency is showing the progress on moving proposed construction projects through the permitting and approval process. See what you think of this style of communication versus the one on page 1. Would some portions of this chart give a customer a more positive experience with more accurate information about the progress of their Service Request? How do you feel about the title “Workflow”? There are no dates on this chart. If you were given a expected date for Investigation, would you, the customer, be okay with TBD for resolution?



### What Do You Think?

Cultivating Community Connections would like to know about the people in your community that are making a difference. Tell us who they are and what they are doing.

Email us at:  
[CultivatingCommunityConn@gmail.com](mailto:CultivatingCommunityConn@gmail.com)

### Our Leadership Team

Carol Jenkins- founder

Jeff Jenkins- co-founder

In memory of Melissa Daston-  
*Movers and Shakers* past president

Carol Relitz- web administrator

Thank you for supporting CCC’s efforts to strengthen communities.

### Locating and Navigating DARTS

Finding the particular publicly available data referenced on page 2 is a bit complicated. Here’s how you can do your own search of this site to get a clearer picture of what’s in these records:

- 1) Search Public Records: Go to <https://ppdmncppcmd-energovweb.tylerhost.net/apps/selfservice#/search>  
Put “Laurel” in the search box.
- 2) Look for a District 1 example from post-2020: (Here’s the one we showed a portion of on page 2  
<https://ppdmncppcmd-energovweb.tylerhost.net/apps/selfservice#/plan/9FCA538B-D4CC-47DD-89EA-F64AF115AB23>
- 3) Let us know what specific things on this site would be useful if applied to pgc311.

### Did You Know?

Did you know, different agencies respond to different types of 3-1-1 reports and each agency sets its own perimeters for Expected Resolution? For example, DPW&T (Dept. of Public Works and Transportation) gives customers a date of approximately a week for certain issues that are hazardous and a longer timeframe for issue such as sidewalk replacement. Some agencies or departments may also use additional data records to track progress.

### Prince George’s County Open Data

Recently, several representatives of Movers and Shakers met with Prince George’s County Open Data personnel for an overview of their work. To see what the IT specialists are organizing and presenting, click on the links below. Let us know what is useful for your community.

<https://data.princegeorgescountymd.gov/>

<https://www.pghealthzone.org/indicators>

<https://www.pgplanning.org/communities/find-plan/>

<https://experience.arcgis.com/experience/5b24c7d3a8614533a85c15cac6ea8bd5>

On the right is the follow up information they sent us about the publicly available map data: [Microsoft Power BI](#)  
You can sort by the following filters including your district and status date.

Case Filters	
<b>Status</b> <input type="checkbox"/> Select all <input type="checkbox"/> Approved <input type="checkbox"/> Certified <input type="checkbox"/> Complete <input type="checkbox"/> Denied <input type="checkbox"/> Dismissed <input type="checkbox"/> Dormant <input type="checkbox"/> Pending <input type="checkbox"/> Pre-Acceptance Review <input type="checkbox"/> Submitted	<b>Case Type</b> All <span>▼</span> <hr/> <b>Councilmanic District</b> 1 <span>▼</span> <hr/> <b>Planning Area</b> All <span>▼</span> <hr/> <b>Zoning Ordinance</b> All <span>▼</span>
<b>Status Date</b> 1/1/2026    4/8/2026 <hr/>	

### Give us your feedback, please!

- What do you think about the data being made available to the public?
- What’s missing from the data?

**Check Out Our Useful Resource on CCC’s Web Site**  
<https://ccc-cultivatingcommunityconnections.net>

**A big “Thank you!” to our web master, Carol Relitz, for all of her work on the CCC web site!!**

**Thank you to all of the volunteers who work so hard to serve their communities!**

**A special thank you goes out to the members of Cultivating Community Connections and Movers and Shakers. You are making a difference every day. Thank you for all of your efforts and your support!**