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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)

Analysis of Prince George's County Service Agencies' Response to Customers

One of the main ways community members interact with their county administration is when there is an issue that the resident reports to 3-1-1. How positive or negative that interaction experience is can reverberate far beyond individual residents since neighbors who have an issue in their neighborhood are often in communication with other neighbors and friends.

Therefore, **it is crucial that the resident that reports an issue to 3-1-1 gets accurate, timely, clear communication from the responding agency.** In Prince George's County when a resident has a problem, they can file a report to 3-1-1 via a phone call, on-line, or via an app. In all three cases, the report is then called a Service Request (SR), given a case number, and then the SR is sent to the appropriate service agency which is then responsible for all further follow-up. In other words, after 3-1-1 takes the report and transmits it to the service provider, they are no longer responsible for how the issue is resolved.

In Prince George's County most 3-1-1 Service Request are routed to the following agencies:

- **Department of the Environment (DoE):** Waste management, upkeep of some trees on County sidewalk areas
- **Department of Power, Water, and Transportation (DPW&T):** County road conditions, drainage/run-off, upkeep and/or removal of trees in County traffic areas
- **Office of Homeland Security (OHS) (County level):** Property upkeep issues, code compliance

Note: Until recently, this was the responsibility of Dept. of Permitting, Inspections, and Enforcement (DPIE). Now the Enforcement unit has been moved to OHS. <https://www.princegeorgescountymd.gov/departments-offices/homeland-security/code-compliance/applicable-codes>

- **Revenue Authority (Parking):** Code compliance of vehicles on the street

Movers and Shakers has a long history of working to analyze and improve the County's successful resolution when dealing with Service Requests and the agencies' communications with residents who file 3-1-1 Service Requests. In 2025 we collected data from 100 random 3-1-1 Service Requests and presented our findings to the County, resulting in some progress. We have recently conducted a second collection of data from very recent Service Requests.

On the following pages, we will present our recent findings and discuss our options for advocacy. We welcome input and feedback from all readers, whether they reside in Prince George's County or not. Email us at CultivatingCommunityConn@gmail.com



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

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.

Summary of Findings

Out of 100 Service Requests from July 31, 2026- September 9, 2026, here are the number of SRs for each agency that was likely to receive the SR from 3-1-1:

- **Department of the Environment (DoE): 36%**
 - Waste Management 32
 - Upkeep of trees on County sidewalk areas 4
- **Department of Power, Water, and Transportation (DPW&T): 29%**
 - County Road or Sidewalk Conditions (ie Pot holes) 20
 - Drainage/Run-off 1
 - Upkeep or removal of trees in County roadway 8
- **DoE or DPW&T: Unable to determine agency from SR filing info. 7%**
- **Office of Homeland Security (OHS) (County level): Property Upkeep Issues, Code Compliance 13%**
- **Revenue Authority (Parking): Code Compliance of street vehicles 14%**
- **Health Department 1%**

Factors to Consider- What we found from the data:

- DoE: The majority of DoE requests are easily and quickly solved, for example, missed collection, arranging for bulky trash pickup, damaged container. Issues with trees took longer to resolve.
- DPW&T: 1) Road issues are resolved in a timely manner with clear priority given to emergency situations where crews are sent immediately. 2) Tickets for non-emergency repairs were often closed when the work was scheduled rather than when the work was completed. 3) Non roadway issues such as damaged sidewalks or trees that need trimming take longer to resolve and the "Expected Resolution" date is more than 12 months.
- Property Code Enforcement: 1) Code violations that require legal notification and time-frames cannot be solved quickly. However, an 8 month "Expected Resolution" date on all property filings is inappropriate and inaccurate. It also sends a very negative message to the customer. 2) Duplicate tickets are closed quickly. The customer is referred to a Property Explorer web site where Enforcement citations are logged in. When new information is entered into Property Explorer, customers are not notified since this is a different data base. 3) There are 4 properties that were reported and no updates were given, in one case since early August when the SR was filed.
- Revenue Authority: 1) Investigations happen in a timely manner. 2) When vehicles are cited, the SR is closed, however, there is no indication in the on-line record of the vehicle being removed or being in compliance. 3) One SR was marked "Administrative Closure" without explanation so there is no way to know if this was resolved.

Movers and Shakers Advocacy Steps

When our first investigation of 100 Service Requests was done in mid-2025, we presented our findings along with recommendations to State Delegates Jocelyn Pena-Melnyk and Mary Lehman and asked their advice. That was shortly after the special election to fill the County Executive position that was left vacant when Angela Alsobrooks was elected to Senate.

In a lucky stroke of timing, Delegate Pena-Melnyk had a meeting scheduled with newly elected Prince George's County Executive Aisha Braveboy and many of her new department heads. Delegate Pena-Melnyk invited us go with her to that meeting, which took place in August of 2025.

Our information was very well-received and action was promised. There was broad agreement that the communications from agencies to customers needed improvement, especially because any miscommunication or lack of appropriate action was bad publicity. (Continued on page 3)

(Continued from page 2)

One of the recommendations we made was that the standard measurement the County was using, at that time, to judge successful agency performance was speed of closure. That pressure to close cases quickly was causing agencies to reject claims, even when valid, just to get them marked as closed. This was particularly detrimental in the case of property code violations where there is a legal requirement that 30 days be given to the property owner to remedy the situation. Additionally, any need for arbitration or court action requires even more time. Therefore, with pressure to close cases quickly, many property violations were declared passable to avoid a long resolution time.

It didn't take long for the quick closure standard to be dropped. Then several other helpful modifications to messaging also occurred. One example of a helpful message that can be seen now when filing a 3-1-1 Service Request about a Private Property Concern for a vacant property, the customer now sees a screen with this message, "If the property is vacant (unoccupied) the initial investigation and inspection process may take up to 5 business days." That message is very useful, but when the customer finishes filling out the form for ANY property concern, and presses "Submit", they get back an "Expected Resolution" date that is 8 months away. That sends a very negative message to the customer, which undermines any previous information the customer received. We have been trying to advocate for better messaging when submitting, without success. Evidently, our earlier easy entry into a productive conversation was due in large part to our connection to Delegate, now Speaker, Jocelyn Pena-Melnyk. We are grateful for her assistance, but community members should not need to know powerful people to get clear and accurate information from local agencies.

What Works and What Doesn't

What works: Talking to the right people one-on-one. **What doesn't work:** Asking for an official meeting. When Movers and Shakers asks for a meeting, we get a big team of officials who only give us approved talking points.

What else works: Putting one specific recommendation to the right person. And having the data to back that recommendation up.

What doesn't work: Giving an agency representative a list of too many recommendations all at once. Therefore, we want to start with another easy fix that benefits the county and the customer, then move on to a bigger issue. With this in mind, **Movers and Shakers are discussing what connections each of us have to County leadership with the goal of establishing an on-going line of communication. Only through back-and-forth discussions can we continue to make changes that benefit all county residents.**

Analysis of 3-1-1 Data

Current 3-1-1 Message to Customer	Positive	Negative	Recommendation	Question
If the property is vacant (unoccupied) the initial investigation and inspection process may take up to 5 business days.	This message appears when filing a SR on-line. Keep it there!	SR Submitted Sep 13, 2026 11:12 AM Investigation Sep 13, 2026 11:12 AM Resolution May 21, 2027 11:12 AM	Insert the message in column #1 into the Investigation instead of having it match the submission time. (If the property is vacant (unoccupied) the initial investigation and inspection process may take up to 5 business days.)	This applies to all service agency requests. Since the investigation appears on all SR on-line records when searching on pgc311, is an IT person in the office of 3-1-1 able to make this minor change?
Both Property Concerns and dangerous trees get illogically long resolution dates of 8-12 months	When filing a SR on-line, a notice appears stating that when violations are cited, if legal action is needed, process takes a lot of time.	Many of these types of filing are about serious safety or health hazards. Community members see the resolution date and react badly, despite the explanation that they saw when submitting.	Resolution: TBD upon investigation: • Our priority is given to safety and health hazards. • Any legal intervention that is required can take 8 months or longer.	Since this applies mainly to Property Concerns, is there an IT person in OHS or another department, that can make this change?

The Department of Permitting, Inspections and Enforcement (DPIE)

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 Pavement Assessment Management System (PAMS).			✓
	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.		✓	

Asking the Right Questions

The chart on the left was a useful reference tool for residents before Code Compliance was moved out of DPIE. (Does the name DPIE even make sense now that property code enforcement isn't under this department now?)

Movers and Shakers would like to advocate for an updated document that helps community members know what agencies are responsible for responding to their 3-1-1 Service Requests.

See what your experience is with the County web site. Can you find how to contact someone in Code Enforcement?
<https://www.princegeorgescountymd.gov>
 If you didn't know that Code Enforcement was now in OHS, what agency would you try to contact?

If someone is looking for the person who is responsible for OHS in Prince George's County, here is who is identified on the County's web site: **Dr. Katina Gomez** Director, Office of Homeland Security
klgomez@co.pg.md.us
 301-324-4400

PGC311

PGC311 is Prince George's County's one-stop shop for requesting County services. You can use the PGC311 mobile app or pgc311.com to submit requests 24/7. To speak to a live agent, call 3-1-1 Monday through Friday, from 7 a.m. to 7 p.m. If you are outside of the County, please dial 301-883-4748.

See More Useful Resources on CCC's Web Site

<https://ccc-cultivatingcommunityconnections.net>

<https://www.princegeorgescountymd.gov/departments-offices/homeland-security/code-compliance/code-compliance-faqs>

Code Compliance (Property Maintenance) Frequently Asked Questions

1. **My neighbor's grass is very tall. Is this a violation and who should I call to report this?**
Grass in excess of 12 inches tall is a violation of the County Code. Complaints about tall grass may be reported by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
2. **How many unlicensed vehicles can I keep on my property?**
Only one vehicle, whether wrecked, dismantled or unlicensed, may be kept on private property; and, it must be in an enclosed garage, not on exterior property.
3. **Can I operate an auto repair business from my house or garage?**
No. It is a violation of the County's Zoning Ordinance. Any such repair activity must cease immediately if this is being done on your property. If you notice this illegal activity on a property, please report it by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
4. **A house in my neighborhood is in disrepair and may be abandoned. What should I do?**
Please report the property by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
5. **I am cleaning out my basement. Can I pile the unwanted debris in the rear yard until I am finished?**
No. It is a violation of the County Code to store rubbish and debris on the external premises. Please contact Bulky Trash at 301-952-7600 to schedule a pickup. If you notice debris stored on a property, please report it by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
6. **There is a vacant lot with a large amount of debris. Who would handle getting the debris removed?**
A vacant, unimproved lot (no house/structure) would be investigated by the Code Compliance Division. When reporting, please be sure to advise that there is no structure on the lot. Please report the property by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
7. **My neighbor has a pool with stagnant water. Is this a violation?**
Yes. Pools containing stagnant water or pools in disrepair are in violation of the Housing Code. Please report the problem by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
8. **I am moving and would like to rent my house out. Do I need a permit to do so?**
A rental license is required. Visit the OHS Code Compliance Division page for [Rental License](#) information. All rental license applications are submitted through [Momentum](#). Email dpierentallicenses@co.pg.md.us for questions.
9. **I live in an apartment, and I have problems inside the unit. Who do I report this to?**
If you have reported the problems to the management office and the problems have not been repaired or resolved in a reasonable length of time, an investigation will be conducted and appropriate follow up taken, if applicable. Report the problems by calling PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County.
10. **How do I file a complaint?**
Please include the address of the property in question and a brief description of the complaint. To file a complaint, please call PGC311 at 3-1-1 if you are inside the County. Dial 301-883-4748 if you are outside of the County. Monday through Friday 7:00 a.m. to 7:00 p.m. except Federal and County holidays.

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