



**PRINCE GEORGE'S COUNTY COUNCIL  
CONSTITUENT SERVICES**

# WELCOME TO CONSTITUENT SERVICES

Effective constituent services ensures the health and welfare of residents. One of the essential functions of government includes outreach to citizens. Being an informative resource for individuals seeking the latest news and guidance in an unfamiliar situation helps constituents better utilize government services and comply with changing regulations.

The Constituent Services application has been created to:

- ▶ Effectively communicate with residents to help promote better community outcomes.
- ▶ Connect people with the resources they need, when needed most.
- ▶ Create a standard for all Council offices; replacing the Correspondence Tracking System application.

# WELCOME TO CONSTITUENT SERVICES

## Requests

- Make it easy for citizens to ask for the services they need and for your staff to respond.

## Workflows

- Streamline multistage processes with online tools to support your team's efficiency.

## Mobile

- Easily reach your citizens on any device and allow your workforce to get their job done anywhere.

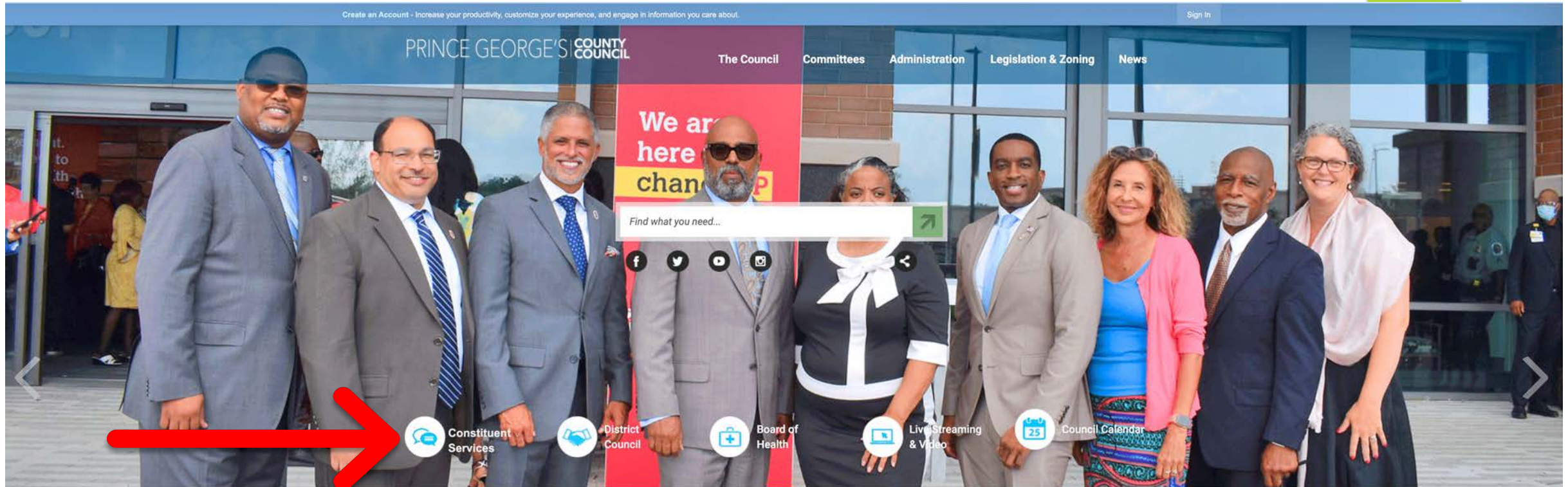
## Messaging

- Communication is key to closing the loop on requests and satisfying your citizens.

## Performance Reporting

- Dashboards and reporting provide trends and analysis from decision-making data.

# Constituent Services Portal Button on the Council Homepage



## County Council Spotlights

The Prince George's County Council is focused on the community and providing opportunities to inform, educate and engage the citizens and businesses in our County!

*Serving the People of Prince George's County, Maryland.*



# PRINCE GEORGE'S COUNTY COUNCIL

## CONSTITUENT SERVICES PORTAL

### Welcome to the Prince George's County Council Constituent Services Portal!

Connecting residents to important County services, resources and information that place at the core an enhanced Quality of Life for all Prince Georgians, and help to address constituent and community concerns, is a core responsibility of the Council and Legislative Branch.

Need pothole repair? Council Grant information? Special recognition for an individual or community organization? Need education, health or safety resource information?

It is an honor to serve you, and help is just a click away!

Council offices do this work in partnership with the Prince George's County Government departments and agencies through the Office of Community Relations and 311, to ensure we are all working toward the same goal – serving YOU

To submit a Constituent Services Portal request through a Council or Legislative Branch office, please [Sign-in/Register](#), and then complete all required fields on the "Open a New Request" form, or call our offices directly.

[Sign in](#) | [Register](#)

Sign in with a local account

\* Username   
\* Password

Remember me?

[Sign in](#) | [Forgot your password?](#)

Sign in with an external account

[Azure AD](#)

# Get Help

[Contact us](#)

[Sign in](#)

[Register](#)

Register for a new local account

Register using an external account

\* Email

[Azure AD](#)

\* Username

\* Password

\* Confirm password

[Register](#)

# Get Help

[Contact us](#)

Home > Profile

## Profile



Profile

### Security

Change Local Account Password

Change Email

Manage External Authentication

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** is required but will not be displayed on the site.

Your **Phone Number** and **Address Information** is optional, but encouraged.

**Your email requires confirmation.** [Confirm Email](#)

### Your Information

First Name \*  Last Name \*

E-mail \*  Phone Number

Street 1 \*

Street 2

Street 3

City \*  State/Province \*  ZIP Code \*

Preferred Language

How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail

[Update](#)

## Get Help

[Contact us](#)

# Constituent Services Portal Online Assistance



# Types of Request

- ▶ 311
- ▶ Complaint
- ▶ Event Related
- ▶ Inquiry
- ▶ Public Health
- ▶ Other

PRINCE GEORGE'S COUNTY COUNCIL

Home > My Requests > Customer Service - Create Request

## Customer Service - Create Request

Constituent \*  
Shelby McRae

Category

- ✓ 311
- Complaint
- Event-Related
- Inquiry
- Public Health
- Other

Description

Request Location/Address

Street 1 \*

Street 2

Street 3

City State/Province Zip Code

Location Description \*(if address is unknown)

Upload (Image and Video files less than 5 MB only)

Attach a file  
Choose Files No file chosen

Submit Cancel

PRINCE GEORGE'S COUNTY COUNCIL

Home > My Requests

## My Requests

Below you can find information regarding all of the Requests you have submitted with Prince George's County Constituent Services.

Here you can look at active "Open Requests" - which are shown by default - or you can look at "Closed Requests" which are the old historical requests you have made over the years.


Feel free to use the Search bar if looking a specific request you have already submitted, or click on the "Open a New Request" button to begin the process of submitting a new one to our team.

Web - Open Requests -

Search

Request Number	Category	Request Description	Constituent	Status Reason	Created On ↓
There are no records to display.					

## Get Help

Prince Georges County   
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Constituent Services  
Contact Us  
My Profile  
My Requests

Quick  
Access  
View all request  
under your  
profile

# Automatic Correspondence

Prince George's County - Request Confirmation › Inbox x



**no\_reply** <no\_reply@co.pg.md.us>  
to ShelbyM910@gmail.com ▾

2:01 PM (57 minutes ago) ☆ ↶ ⋮

Shelby McRae,

Thank you for submitting your Request to Prince George's Constituent Services. Your request has been assigned the number: CREQ-01011 and will be reviewed by our team.

Thank you.

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This E-mail and any of its attachments may contain Prince George's County Government or Prince George's County 7th Judicial Circuit Court proprietary information or Protected Health Information, which is privileged and confidential. This E-mail is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this E-mail, you are hereby notified that any dissemination, distribution, copying, or action taken in relation to the contents of and attachments to this E-mail is strictly prohibited by federal law and may expose you to civil and/or criminal penalties. If you have received this E-mail in error, please notify the sender immediately and permanently delete the original and any copy of this E-mail and any printout.

↶ Reply

➦ Forward

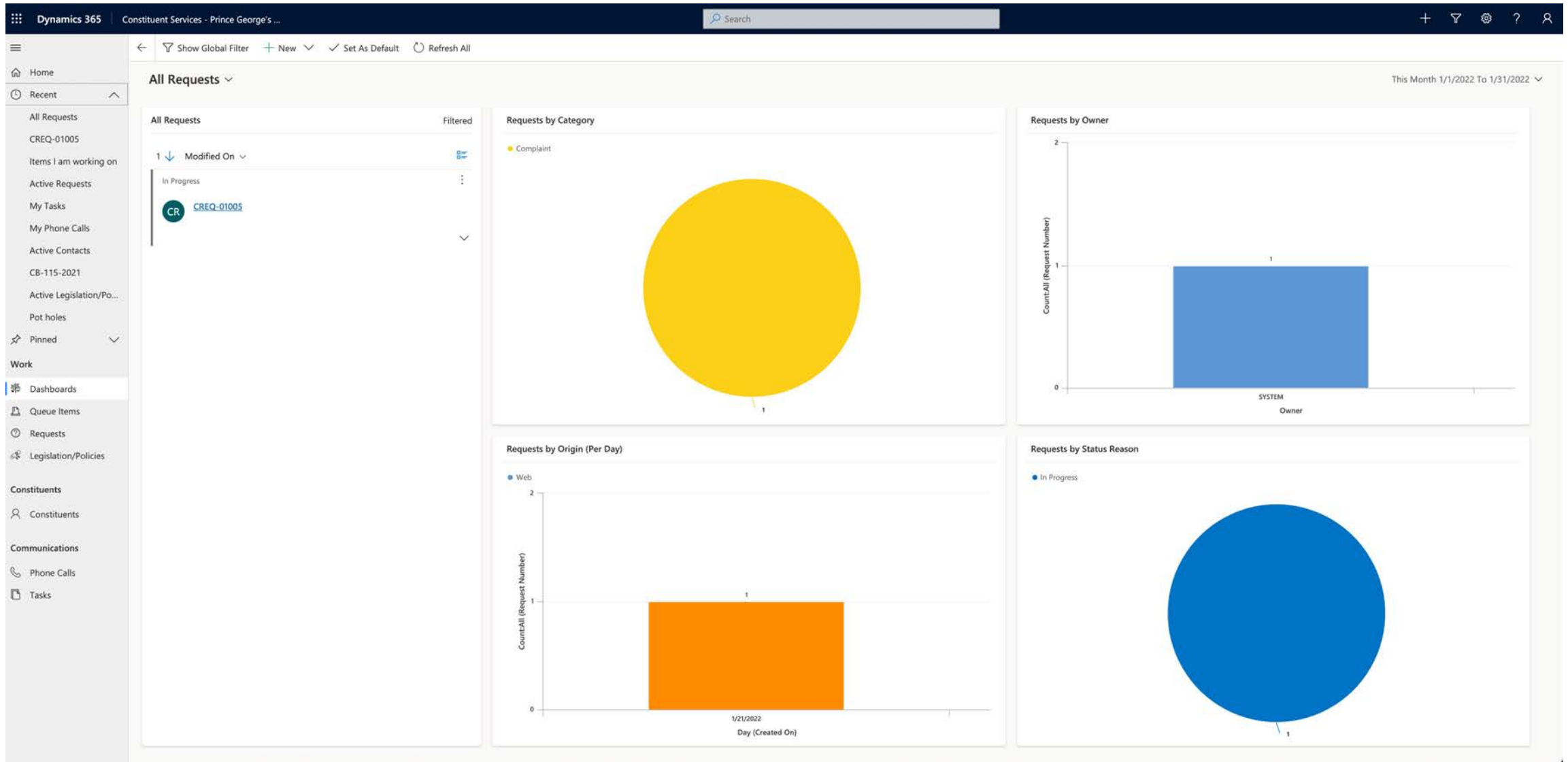


# Intranet



Legislative Homepage Under Quick Links

# Dashboard View



# Homepage View

The screenshot displays the Dynamics 365 interface for a request record. The top navigation bar includes the Dynamics 365 logo, the page title 'Constituent Services - Prince George's ...', a search bar, and various utility icons. The left-hand navigation pane lists several categories: Home, Recent, All Requests, Items I am working on, Active Requests, My Tasks, My Phone Calls, Active Contacts, CB-115-2021, Active Legislation/Policies, Pot holes, Pinned, Work, Dashboards, Queue Items, Requests, Legislation/Policies, Constituents, and Communications. The main content area is titled 'CREQ-01005 - Saved Request' and features three tabs: 'General Information', 'Legislation/Policies', and 'Related'. The 'General Information' tab is selected, showing a form with the following fields: Origin (Web), Category (Complaint), and Request Description (Street has not been cleared since snowfall). Below this is the 'Location/Address Information' section with fields for Street 1 (1301 Mercantile Lane), Street 2, Street 3, City (Largo), State/Province (MD), and Zip Code (20774). A 'Location Description' field is also present. To the right is the 'Constituent Information' section for 'Shelby McRae', with fields for First Name, Last Name, Email (slmcr@co.pg.md.us), Main Phone, Address 1 (Street 1: 1301 Mercantile Drive, City: Largo, State/Province: MD, ZIP/Postal Code: 20774), and Address 1 (Street 2). Below this is the 'Customer Service' section with a Resolution field. On the far right is a 'Timeline' section showing a note: 'Note modified by Aaron Kuhn: Request Confirmation Email Sent. The automated Request Confirmation Email was sent to Shelby McRae, at the e... 1/21/2022 7:49 AM'.

- ✓ Create and View Request
- ✓ Check Status of Request
- ✓ Email a link / Share

- ✓ Timeline of Contact
- ✓ View Tasks, Contact and Activity
- ✓ Create Reports, Queries and Searches

- ✓ Create Workflows
- ✓ Edit / Update
- ✓ Visible to Only Your Team

# Constituent Services Application Staff User Features

The screenshot displays the Dynamics 365 Constituent Services interface. On the left is a navigation pane with sections for Home, Recent, Pinned, Work, Dashboards, Queue Items, Requests, Legislation/Policies, Constituents, Communications, and Tasks. The main area is divided into several panels: 'All Requests' showing a list of requests with a 'CR' icon and 'CREQ-01005'; 'Advanced Find' with search filters and options like 'Group AND', 'Group OR', 'Details', and 'Query'; and a central dashboard with three charts: a blue bar chart labeled 'SYSTEM Owner', an orange bar chart labeled '5/21/2022 Day (Created On)', and a blue circle chart labeled 'by Status Reason'. A search bar and 'Refresh All' button are visible at the top.

- ✓ Advanced Searches
- ✓ Queries
- ✓ Summaries
- ✓ Filter Data
- ✓ Visible to Only Your Team

**Timeline** + ⌵ ⌵ ⋮

🔍 Search timeline

✎ Enter a note...

Filter by

Record type ▾

Modified date ▾

**AK** 📝 **Note modified by Aaron Kuhn**  
Request Confirmation Email Sent  
The automated Request Confirmation Email was sent to Shelb

📅 Activity

📅 Appointment

✉ Email

☎ Phone Call

📋 Task

📍 Alert Subscription

📍 Customer Voice alert

📍 Invite Redemption

📍 Portal Comment

📝 Note

# Timeline

Always access  
all interactions  
on each  
Request



Today's local governments are serving their citizens in an era where budgets and resources are lean, and citizen expectations are high.

When citizen requests, suggestions, and inquiries reach staff via multiple channels that range from walk-ins to social media posts, local leaders need one central hub to respond, react, and view the issues and topics that matter most to their community.



# Council Constituent Services Solution

## Set Standard Uses and Practices

Organize all citizen-specific engagements in a single hub, regardless of communication channel.

## Empower & Engage

Treat citizens as valued individuals by being able to refer to past discussions in current, relevant communications.

## Analysis & Reporting

Identify macro trends in citizen concerns, needs, and desires for more impactful community service.

# Next Steps

- Load the Application Portal link on Council Homepage
- Load the Application for Staff on Intranet
- Train Council Staff
- Set Launch Date
- Integration with new 311 System



# THANK YOU

ANY QUESTIONS, OR YOU WOULD LIKE TO GET A DEMONSTRATION, PLEASE FEEL  
FREE TO REACH OUT TO ME:

[slmcrae@co.pg.md.us](mailto:slmcrae@co.pg.md.us)

301 952 4278