



October 8, 2025

FISCAL AND POLICY NOTE

TO: Colette R. Gresham, Esq.
Acting Council Administrator

Karen T. Zavakos, Esq.
Acting Deputy Council Administrator

THRU: Lavinia Baxter 
Senior Legislative Budget and Policy Analyst

FROM: Caleb Callender 
Legislative Budget and Policy Analyst

RE: Policy Analysis and Fiscal Impact Statement
CB-085-2025 Submission and Tracking of County Service Requests

CB-085-2025(*Proposed by:* Council Member Dernoga)

Assigned to the Government Operations and Fiscal Policy (GOFP) Committee.

AN ACT CONCERNING SUBMISSION AND TRACKING OF COUNTY SERVICE REQUESTS for the purpose of providing transparent submission and tracking of requests for county services initiated by residents, businesses, visitors, community organizations, homeowners' associations and elected representatives, and establishing information sharing between the executive and legislative branches.

Fiscal Summary

Direct Impact:

Expenditures: Additional administrative costs may be incurred to establish this system for the Office of Community Relations.

Revenues: None Likely.

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Indirect Impact:

None Likely.

Legislative Summary

CB-085-2025, proposed and sponsored by Council Member Dernoga, was presented on September 30th, 2025, and was referred to the Government Operations and Fiscal Policy (GOFP) Committee. The proposed Bill would amend the current definition section of the open data policy and establish data sharing between executive and legislative branches. This bill establishes a website granting residents access to track their request status.

Current Law/Background

Open Data Policy

CB-10-2023¹ established an open data policy for Prince George's County, for the purpose of requiring the County to make certain public data sets available through a web portal prominently displayed on the internet; requiring the County to maintain technical standards for publishing public data sets; requiring the County Executive or their Designee to enhance the County Open Data Portal and develop an Open Data Plan; and generally relating to general provisions. Prince George's County Code (the "Code") Section 2-544² includes current definitions under the open data policy, which are as follows:

- (a) "Agency" means any department or office of the County Government.
- (b)(1) "Data" means the final version of digital information regularly created or maintained by or on behalf of and owned by the County that records a file, measurement, transaction, or final decision related to the mission of an agency.
- (2) "Data" does not include any information provided to an agency by another government entity, information that may not be made available for privacy or security reasons, or data otherwise protected by law.
- (c) "Measurement" means to quantify any characteristic of an observable event, occurrence, or object by comparison to a reference standard.
- (d) "Open data plan" means a plan developed by the County Executive or their designee to implement this title.
- (1) "Public Data Set" means data identified as eligible for publication by the Open Data Plan.
- (2) "Public Data Set" does not include any portion of a data set that is not subject to disclosure under any federal or state law or any data that is subject to copyright or trademark protections.

¹ [CB-010-2023](#)

² [County Code](#)

(e) "Web portal" means a specifically designed website platform that brings information from diverse sources and serves as the single point of access for the information.

This policy has remained in effect since 2023, requiring that every July 1st, the County Executive or their designee shall submit to the County Council, and post on the web portal, a report on progress under the open data plan until all public data sets required to be published have been made available through the web portal.

Resource Personnel:

- Chanel Dickerson, Office of Community Relations

Discussion/Policy Analysis

CB-085-2025:

If enacted, the proposed Bill would amend the Prince George's County Code Subtitle 2. *Administration*. Division 48. *Open Data* to add sections 2-544.06, 2-544.07, 2-544.08, and 2-552.

The proposed bill adds §2-544.05-07 to provide the definition of "PGC 311", "Service Request", and an amended definition of "Web Portal". The definition is stated as follows:

- (a) PGC 311 is defined as the system utilized (or any future system of record utilized for this purpose) to initiate and track service requests by residents, businesses, visitors, community organizations, homeowners' associations (HOAs) and elected representatives. This system does not include County ethics complaints, or requests for Police, Fire, Animal Control, or EMS emergency or non-emergency services.
- (b) Service Request is defined as a request submitted through the PGC 311 system (or any future system of record) for a county service to be provided or enhanced, and to report concerns and problems with county infrastructure and programs. "Service Request" does not include County ethics complaints, or requests for Police, Fire, Animal Control, or EMS emergency or non-emergency services.
- (c) Web Portal is defined as a specifically designed website platform that brings information from diverse sources and serves as the single point of access for the information.

The proposed bill would also add provisions, through §2-552. The purpose of this section is to provide transparent submission and tracking of requests for county services initiated by residents, businesses, visitors, community organizations, HOAs and elected representatives, and establish information sharing between the executive and legislative branches.

Comments provided by the Office of Community Relations, reflect that the agency currently has an operational PGC311 web portal that is accessible to residents, businesses, visitors, community organizations, homeowners' associations, and elected representatives at www.pgc311.com, as well as their PGC311 Mobile App. The app and website also provide an estimated time of completion. Updates are also provided through emails and texts messages.

§2-552.2 establishes the responsibilities of the county executive, which includes a system for initiating and tracking service requests on a publicly accessible website, setting an expected timeframe for each type of service request, and establishing a website for residents to track service requests. The website shall include the status of service requests submitted by utilizing a ticket or tracking number and provide access to the status of other service requests in the County with the date, location, and status.

County Council Members shall also have unrestricted access to the PGC311 system, as outlined in §2-552.2. County Council Members will be notified upon submission of a service request in the PGC311 system within their respective districts, as well as if these requests are not completed in the expected timeframe, as provided by the County Executive. According to the Office of Community Relations, automated reports sorted by creation date can be delivered daily, weekly, monthly, or quarterly. Notification of these reports can be delivered through system triggers (may require customization) or API calls via middleware, both of which requires further discussions with OIT. Full Salesforce Console access requires individual licenses (\$3,101.23 per user/per year), which is currently unavailable until the next renewal in August 2026.

Fiscal Impact:

- *Direct Impact*

Enactment of CB-085-2025 may have an adverse direct fiscal impact on the County to the extent that providing transparency for residents and county councilmembers requires individual licenses which cost \$3,101.23 per year. Additional administrative costs may be incurred to fulfill the complete requests of the County Council.

- *Indirect Impact*

Enactment of CB-085-2025 is not likely to have any indirect fiscal impact on the County.

- *Appropriated in the Current Fiscal Year Budget*

No.

Effective Date of Proposed Legislation:

The Act shall take effect forty-five (45) days after it becomes law.

If you require additional information or have questions about this fiscal impact statement, please reach out to me via phone or email.