

COUNTY COUNCIL OF PRINCE GEORGE'S COUNTY, MARYLAND
2025 Legislative Session

Bill No. CB-085-2025

Chapter No. _____

Proposed and Presented by Council Member Dernoga

Introduced by _____

Co-Sponsors _____

Date of Introduction _____

BILL

1 AN ACT concerning

2 Submission and Tracking of County Service Requests

3 For the purpose of providing transparent submission and tracking of requests for county services
4 initiated by residents, businesses, visitors, community organizations, homeowners' associations
5 and elected representatives, and establishing information sharing between the executive and
6 legislative branches.

7 BY repealing and reenacting with amendments:

8 SUBTITLE 2. ADMINISTRATION.

9 Section 2-544

10 The Prince George's County Code
11 (2023 Edition; 2024 Supplement).

12
13 BY adding:

14 SUBTITLE 2. ADMINISTRATION.

15 Section 2-552

16 The Prince George's County Code
17 (2023 Edition; 2024 Supplement).

18 SECTION 1. BE IT ENACTED by the County Council of Prince George's County,
19 Maryland, that Section 2-544 of the Prince George's County Code be and the same is hereby
20 repealed and reenacted with the following amendments:

21 SUBTITLE 2. ADMINISTRATION.

DIVISION 48. OPEN DATA.

Sec. 2-544. Definitions.

In this section, the following words and phrases have the following meanings indicated:

* * * * *

(e) “PGC 311” means 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.

(f) “Service Request” means 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.

([e]g) “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.

SECTION 2. BE IT ENACTED by the County Council of Prince George's County, Maryland, that Section 2-552 of the Prince George's County Code be and the same is hereby added:

SUBTITLE 2. ADMINISTRATION.

DIVISION 48. OPEN DATA.

Sec. 2-552. Service requests for County action.

(a) 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.

(b) Responsibilities and Data Sharing.

(1) The County Executive shall establish a system for initiating and tracking service requests available on a publicly accessible website.

(2) The County Executive shall set and publish an expected timeframe for each type of service request to be fulfilled.

(3) The County Executive shall establish a website for residents to track the status of service requests. The website shall include both:

(A) access to the status of service requests submitted by utilizing a ticket or tracking number provided to the individual at the time of submitting a service request, and

(B) access to a database of other service requests in the County with date submitted, location and status.

(4) Upon the submission of a Service Request into the PGC 311" system, the Councilmember in whose District the request is made shall be notified. This notification may be done through an automated notice through the 311 system, or by providing access to a current, searchable database updated in real time to each Councilmanic Office.

(5) If a service request is not completed within the timelines provided in subsection (b) (2), the Councilmember in whose District the request is made shall be notified. This notification may be done through an automated notice through the 311 system, or by providing access to a current, searchable database updated in real time to each Councilmanic Office. The system shall clearly identify when a service request is not completed in the designated timeframe.

(6) County Council members shall have unrestricted access to the PGC 311 system, including to view status of service requests, notes and photos, assigned County staff and notes on the outcome of the service request.

* * * * *

SECTION 3. BE IT FURTHER ENACTED that the provisions of this Act are hereby declared to be severable; and, in the event that any section, subsection, paragraph, subparagraph, sentence, clause, phrase, or word of this Act is declared invalid or unconstitutional by a court of competent jurisdiction, such invalidity or unconstitutionality shall not affect the remaining words, phrases, clauses, sentences, subparagraphs, paragraphs, subsections, or sections of this Act, since the same would have been enacted without the incorporation in this Act of any such invalid or unconstitutional word, phrase, clause, sentence, paragraph, subparagraph, subsection,

1 or section.

2 SECTION 4. BE IT FURTHER ENACTED that this Act shall take effect forty-five (45)
3 calendar days after it becomes law.

Adopted this _____ day of _____, 2025.

COUNTY COUNCIL OF PRINCE
GEORGE'S COUNTY, MARYLAND

BY: _____
Edward P. Burroughs III
Chair

ATTEST:

Donna J. Brown
Clerk of the Council

APPROVED:

DATE: _____ BY: _____
Aisha N. Braveboy
County Executive

KEY:

Underscoring indicates language added to existing law.

[Brackets] indicate language deleted from existing law.

Asterisks *** indicate intervening existing Code provisions that remain unchanged.

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LDR-142-cb-Submission and Tracking of County Service Requests.Bill.2025