



**PRINCE GEORGE'S COUNTY GOVERNMENT**  
**OFFICE OF MANAGEMENT AND BUDGET**



Aisha N. Braveboy  
County Executive

**M E M O R A N D U M**

**DATE:** March 27, 2026

**TO:** Sylvia King  
Senior Legislative Budget Officer

**THRU:** Angela Fair-Baker, Director *afb*  
Office of Management and Budget

**FROM:** Chanel Dickerson, Director  
Office of Community Relations

**RE:** First Round FY 2027 Proposed Budget Responses

*We are submitting a request for budgetary information to facilitate an efficient and effective budget review and reporting process. Please respond to the questions and complete the following tables with the appropriate information. In some cases, we have populated the tables with available known data. In instances where the tables need to be re-sized or modified to accommodate additional information, please feel free to do so.*

**OVERALL BUDGET**

1. Does the Office expect that a supplemental budget request may be necessary for FY 2026?

No

a. If so, how much does the Office expect to request?

N/A

b. Please identify the specific conditions that may necessitate the need for supplemental appropriation for FY 2026.

N/A

- Identify any impacts that the proposed Maryland State budget or other legislation being considered by the Maryland General Assembly may have on the Office’s programs and operations.

None

- Does the Office have any federal, State, or County legal requirements that must be funded? If so, please identify each requirement and the total dollar amount.

**Common Ownership Communities are mandated under CB-15-2007; however, the legislation does not specify a dollar amount.**

- What is the plan for maintaining continuity of funding for the most essential services considering anticipated financial shortfalls over the next two (2) fiscal years?

**The plan to maintain funding continuity is to operate as fiscally responsible as possible while avoiding operational compromises.**

**COMPENSATION**

*Staffing*

- Please complete the following table on FY 2026 authorized and actual staffing levels:

FY 2026 Authorized and Actual Staffing Levels									
	Full-Time			1,000-Hour Positions			Limited Term		
	Authorized	Filled Positions	Vacancies	Authorized	Filled Positions	Vacancies	Authorized	Filled Positions	Vacancies
<b>General Fund</b>									
	56	44	12	1	1	0	0	0	0
<b>Grant Fund</b>									
	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>56</b>	<b>44</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<i>YTD as of: March 9, 2026</i>									

6. For each currently vacant position, please complete the following table by identifying the position title, position number, grade, salary information, date the vacancy or creation of position occurred, organizational assignment, the status of recruitment efforts, and funding source (General Fund (GF), Internal Service Fund (IS), Enterprise Fund (EF), or Grants) for FY 2026.

Vacancies, FY 2026 YTD									
#	Position Number	Grade	Salary			Date Vacated or Created	Organizational Assignment	Status of Recruitment Efforts	Funding Source
			Budgeted	Expended (Est.)	Lapse (Est.)				
1	30006633	G18	\$ 77,900	\$ 15,000	\$ 62,900	12/19/2023	Administration	To be filled 5/2026	GF
2	30005721	G21	\$ 90,200	\$ 34,700	\$ 55,500	8/23/2025	311 Call Center	To be filled 5/2026	GF
3	30056301	G27	\$ 120,900	\$ -	\$ (120,900)	9/22/2024	Administration	Unfunded	GF
4	30006605	G24	\$ 104,500	\$ -	\$ (104,500)	10/22/2023	Administration	Unfunded	GF
5	30006635	G21	\$ 90,200	\$ -	\$ (90,200)	1/1/2016	311 Call Center	Unfunded	GF
6	30057059	A12	\$ 54,200	\$ -	\$ (54,200)	10/17/2019	311 Call Center	Unfunded	GF
7	30003493	G13	\$ 61,100	\$ -	\$ (61,100)	8/25/2022	Administration	Unfunded	GF
8	30000482	A12	\$ 54,200	\$ -	\$ (54,200)	12/18/2022	311 Call Center	Unfunded	GF
9	30000527	A12	\$ 54,200	\$ -	\$ (54,200)	9/16/2022	311 Call Center	Unfunded	GF
10	30000552	A12	\$ 54,200	\$ -	\$ (54,200)	12/19/2022	311 Call Center	Unfunded	GF
11	30050122	A12	\$ 54,200	\$ -	\$ (54,200)	8/31/2023	311 Call Center	Unfunded	GF
12	30052737	A12	\$ 54,200	\$ -	\$ (54,200)	12/20/2022	311 Call Center	Unfunded	GF
YTD as of: March 9, 2026									

7. Please discuss the Office’s FY 2026 attrition rate and provide the following information:

a) How many people have separated from the Office in FY 2026, YTD?

**Four (4) employees have separated from the Office in FY 2026, YTD.**

b) What is the attrition rate in FY 2026, YTD?

**The attrition rate in FY 2026, YTD, is 7%.**

c) Identify the key factors that contribute to the current attrition levels.

**The key factor that has contributed to the current attrition levels is the high workload.**

d) What positions and/or position classification and grades are the most affected by attrition?

**The Call Center Representatives and Community Developers are the most affected by attrition.**

e) What impact has attrition had on the Office’s operations?

**The Office of Community Relations must serve the entire county. The Office has had to make small restructuring changes to account for attrition and the retirement of employees. This sometimes adds to the workload of current employees.**

8. How many of the Office’s employees have been or are expected to be assigned to another County agency in FY 2026? Please identify each position by completing and updating the table below.

Office Employee Assignments to Other Agencies						
Title	Grade	Salary	Function	Assigned Agency	Date Assigned	Assignment likely to continue in FY 2027 (Y/N)
Administrative Specialist IV	G35	\$194,757	Sr. Liaison for Strategic Initiatives	OHS/OEM	08/18/25	Y
Administrative Assistant IV	G27	\$122,096	Spec. Asst to Director of OEM	OHS/OEM	08/18/25	Y

9. Are all positions included in the FY 2027 Proposed Budget fully funded? If not, please explain.

**No, there are ten (10) unfunded vacancies in the FY 2027 Proposed Budget.**

10. Does the Office anticipate accruing salary lapse in FY 2026? If so, how much, and what is the planned usage of lapsed funding?

**No**

**OPERATING EXPENSES**

11. Please identify instances where categories of expenditures are **expected to exceed** authorized FY 2026 expenditure levels. What factors are driving these higher-than-expected levels of expenditures in FY 2026?

Description	FY 2026 Approved	FY 2026 Estimate	Variance	Factors
Telephone	\$20,000	\$45,600	\$25,600	Includes cable and purchase of new software and equipment
Training	\$3,400	\$18,900	\$15,500	Additional employees attending conference/training
Equipment Lease	\$3,500	\$5,100	\$1,600	Purchase of a new copier

12. Please identify instances where categories of expenditures are **expected to be significantly lower** than authorized FY 2026 expenditure levels. What factors are driving these lower-than-expected levels of expenditures in FY 2026?

N/A

13. Please complete the chart below regarding the FY 2026 approved and estimated, and FY 2027 proposed operating budget. Please add operating categories, as needed, to ensure the total operating budget is presented.

Commitment Items	FY 2026 Approved	FY 2026 Estimated	FY 2027 Proposed
Telephone	\$20,000	\$ 45,600	\$ 21,600
Utilities	\$6,000	\$ 4,700	\$ 5,000
Office Automation	\$651,200	\$ 651,200	\$ 850,700
Training	\$3,400	\$ 18,900	\$ 27,000
Advertising	\$50,000	\$ 50,000	\$ 50,000
General Office Supplies	\$25,000	\$ 30,000	\$ 30,000
Vehicle Equipment Repair/Maintenance	\$12,800	\$ 13,000	\$ 19,500
Gas and Oil	\$3,500	\$ 3,500	\$ 3,500
Operating Contracts	\$15,000	\$ 15,000	\$ 15,000
Equipment Lease	\$3,500	\$ 5,100	\$ 3,500
Miscellaneous	\$ 1,200	\$ 1,500	\$ 1,500
<b>TOTAL</b>	<b>\$ 791,600</b>	<b>\$ 838,500</b>	<b>\$ 1,027,300</b>

14. Please explain the reason for any budgetary change for the above commitment item where expenditures are expected to exceed authorized FY 2026 expenditure levels by \$100,000 or more.

N/A

15. Please explain the reason for any budgetary change for the above commitment item where expenditures are expected to be lower than authorized FY 2026 expenditure levels by \$100,000 or more.

N/A

16. Please provide the information requested in the following table for **all** the Office’s FY 2026 currently executed and planned and not yet executed, and **all** planned contracts for FY 2027.

Contracts, FY 2026, and FY 2027									
Vendor/ Contractor Name	1 = MBE 2 = CBB 3 = CBSB 4 = CLB Unknown	Summary of Contract Services	FY 2026				FY 2027		
			FY 2026 Approved Budget	FY 2026 Actual/ Estimated Contract Amount	Current Contract Term (month/ year - month/ year)	Number of Additional Option Years Available	Contract Status: Executed (E), Planned Not Executed (PE)	FY 2027 Proposed Contract Amount	Funding Source: General Fund (GF), Grants (GR), Other Fund (OF)
Multiple Vendors	Unknown	COC Commission Banquet	15000	\$ 15,000	7/25 - 6/26	0	PE	\$ 15,000	GF
Total			\$ 15,000	\$ 15,000				\$ 15,000	

17. Multi-year and Personal Services Contracts: Please provide the information requested in the table below for **all** the Office’s anticipated FY 2027 multi-year contracts over \$500,000 and personal services contracts over \$100,000 required to be approved by the County Council, in accordance with Section 819 of the County Charter, and attached as an exhibit to the proposed Budget Bill.

N/A

## **RECOVERIES**

18. Please provide a list of anticipated recoveries due to the Office for each Fund (General Fund (GF), Internal Service (IS), Enterprise Fund (EF), or Grants) in FY 2026 and FY 2027 proposed budgets.

N/A

## **WORKLOAD AND PROGRAM IMPACT**

19. How many county residents did OCR reach in FY 2025 and FY 2026 YTD? What is the number of community meetings attended in FY 2025 and FY 2026 YTD?

**OCR has engaged over 44,600 residents and attended 542 community meetings, programs, and activities in FY 2025.**

**OCR has engaged more than 34,000 residents and attended 299 community meetings, programs, and activities to date in FY 2026.**

20. What programs and initiatives from FY 2026 do the OCR plan to continue or have continued?

**OCR plans to continue the following programs and initiatives in FY 2026:**

- **Spanish CPR**
- **Forever Fit**
- **Spill the Tea w/ the Director (formerly Lunch and Listen)**
- **Christmas in April**
- **National Night Out**
- **311 OTG! Resource Hubs**
- **PGC311/311OTG! Forum**
- **311 Go Day of Action**
- **Purple Bike Ride**
- **Breast Cancer Awareness**
- **Winter Coat Distribution**
- **Harbor Halloween**
- **Grateful Gathering**
- **Breakfast with Santa**
- **Narcan Training**
- **Youth Advisory Council**
- **311 OTG! National Composting Day and National Recycling Day**
- **Read 2 Lead**

- PGC 330<sup>th</sup> Celebration
- Small Business Week
- Mental Health Awareness
- Men's Health Summit
- Mother's and Father's Day
- Elevate 360
- 311 OTG! Elevated Living Everyday (apartment complex outreach)
- Sunny Summers with OCR (formerly known as 100 Events of Summer)

a. Any programs that have been discontinued? If so, why?

The following programs have been discontinued due to funding in FY 2026:

- Prince George's County Martial Arts Day
- Class Act
- Stuff-A-Truck
- Dereck Davis Day of Service
- Cinco Dias en Mayo

21. Please provide details of the Office's major program activities and accomplishments realized in FY 2026. Provide details about the objectives, the location of the activities, the partners involved, and the participants of the activities.

In FY 2026, the Office of Community Relations played a leading role in several impactful initiatives aimed at addressing community concerns and providing essential services to residents.

One of the key accomplishments was organizing and hosting our inaugural event, Grateful Gathering, providing dinner and fellowship to some of the County's most vulnerable residents – those living in shelters and transitional housing. We hosted a total of three events in each region of the County and provided 400 Thanksgiving meals to women, men, and families experiencing homelessness.

Additionally, OCR hosted the PGC311 Winter Forum for Seniors at Prince George's Sports and Learning Complex to arm, inform, and educate them on who to call, when to call, and how to reach the appropriate County agencies during this winter season. The Office partnered with the Department of Family Services, the Office of the State's Attorney, Prince George's County Fire/EMS, Prince George's County Police Department, and the Department of Public Works and Transportation. This event drew over 250 senior residents, who received valuable information on preparing for winter.

The CPR Training for Spanish Speakers Initiative aims to expand access to life-saving emergency response skills among Spanish-speaking residents across Prince George's County. The program is designed to eliminate language barriers that often prevent members of the Hispanic and Latino community from receiving critical emergency

preparedness training. Through partnerships with certified training organizations and county agencies (Office of Emergency Management, Capital First Aid, M-NCPPC, and Prince George’s County Public Schools), this initiative provides culturally and linguistically accessible CPR instruction, ensuring participants receive training in their primary language. By offering these sessions in Spanish, OCR promotes greater understanding, confidence, and readiness among residents to respond effectively during medical emergencies such as cardiac arrest. The program also supports Prince George’s County’s broader goals of equity, public safety, and community resilience by empowering underserved communities with the knowledge and certification needed to assist family members, neighbors, and the broader public during life-threatening situations. Ultimately, the CPR Training for Spanish Speakers Initiative strengthens community preparedness, increases the number of trained responders within Spanish-speaking communities, and reinforces OCR’s commitment to inclusive outreach, language access, and resident empowerment. In FY 2026, we hosted 7 events at various community and faith-based centers, resulting in over 130 participants to date.

OCR’s signature event, Forever Fit, continues to promote health and wellness among residents of Prince George’s County by encouraging active lifestyles and community engagement. This year, the program expanded its reach beyond its traditional audience (seniors) to include a broader range of County residents. New initiatives included a wellness workshop and fitness event for teachers, as well as a fun, engaging field day to promote physical activity among youth. Through these expanded efforts, Forever Fit is helping foster healthier habits and stronger community connections across multiple generations. Since its inception, we have engaged with over 250 seniors.

22. Does the Office plan to make any organizational changes or modifications in FY 2027? If so, identify the specific planned changes, the objectives for the planned changes and the short-term and long-term fiscal implications for the Office and the County.

No

23. Please provide the following information related to the 311 Call Center:

a. How many 311 calls did the Office receive in FY 2025 and FY 2026, YTD, and what were the shortest and longest resolution times? Please fill in the table below.

FY 2025	FY 2026 YTD	Shortest Res. Time	Longest Res. Time
210,749	123,619	1 day	365 days

- b. Please provide the data (in spreadsheet format) on the citizens’ inquiries, received through the 311 Center by types, agencies, and Councilmanic District, if available, for FY 2025 and FY 2026, YTD. Also include statistics on the number of calls resolved.

**Please see attached exhibits A for FY 2025. Please see attachment B for FY 2026, YTD.**

- c. For inquiries received by the 311 Call Center, please provide a breakdown of the total number of inquiries, for FY 2025 and FY 2026, YTD, in the chart below.

Inquiry Type	FY 2025	FY 2026 (YTD)
Calls	210,749	123,619
Web Portal	20,651	26,828
Mobile App	24,957	10,921

- d. For the total calls received by the Office, please provide the number of Spanish-speaking versus non-Spanish-speaking calls for FY 2025 and FY 2026 (YTD). Also, please provide statistics on the average wait time for Spanish-speaking versus non-Spanish-speaking callers.

	FY 2025	FY 2026 (YTD)
# of Spanish-speaking Calls	6,827	3,602
Average Wait Time (Spanish Speaking)	0:32	0:42
Average Wait Time (Non-Spanish Speaking)	0:22	0:59

- e. Are there any plans to expand the number of Spanish-speaking Call Representatives for the 311 Call Center? If so, by how many, and is funding available in FY 2027?

**Yes, there is the need for one (1) to two (2) more Spanish-speaking Call Representatives. They are funded in FY 2027.**

- f. Please discuss residents complaints during the recent snow/ice event where 3-1-1 requests were closed, and the service was not provided.

**The 311 Call Center does not close service requests. This is the sole responsibility of the responding agency.**

**INFORMATION TECHNOLOGY**

24. Please complete the chart below and identify the Office's key IT initiatives, including the project name, summary for the purposes and benefits associated with each project, initiation year, estimated completion date, total project cost, amount of funding spent to date, and proposed FY 2027 funding amount.

N/A

**EQUIPMENT**

25. Please complete the following chart regarding the Office's FY 2026 estimated equipment purchases and FY 2027 proposed equipment budget.

N/A

PGC311 FY2025 Counts

As of 2026-03-05 08:11:58 Eastern Standard Time/EST • Generated by Karla Ukaoma

Filtered By

Date Field: Opened Date equals Custom (7/1/2024 to 6/30/2025)

Show: All service requests

Units: Hours

Subject does not contain admin,test,re:

Subject contains doe,dpie,dpwt,dpw&t,rva,health

Service Department ↑	Subject ↑	Councilmanic Districts →										Total Record Count	
		District 1 Record Count	District 2 Record Count	District 3 Record Count	District 4 Record Count	District 5 Record Count	District 6 Record Count	District 7 Record Count	District 8 Record Count	District 9 Record Count			
Department of Health	Health - Air Quality Concerns	1	7	7	7	3	6	13	9	11	7	71	
	Health - Drinking Water Quality and Wells	0	0	0	2	3	0	1	0	2	0	8	
	Health - Food Safety and Food Facility Issues	4	81	114	46	46	61	77	59	62	73	623	
	Health - Life Safety Public Swimming Pool Incident	0	0	0	0	1	0	1	0	1	0	3	
	Health - Potential Food Poisoning	0	8	12	10	9	9	15	10	16	12	101	
	Health - Public Swimming Pool Concerns	5	97	134	65	63	78	109	79	95	92	817	
Department of Permitting Inspections and Enforcement	DPIE - Construction Issues	1	169	121	119	72	96	96	91	149	196	1110	
	DPIE - Private Property Concerns	0	1	0	2	0	2	1	1	10	16	33	
	DPIE - Private Property Concerns.	36	1248	834	881	522	1250	1096	2168	1738	1431	11204	
	DPIE - Request for Damaged Property Inspection and Report	0	3	5	0	1	3	5	4	1	2	24	
Subtotal		37	1421	960	1002	595	1351	1198	2264	1898	1645	12371	
		3	5	9	13	11	12	10	15	29	13	120	
Department of Public Works and Transportation	DPW&T - Bus Stop and Bus Shelter Issues	1	6	7	0	3	5	17	3	10	8	60	
	DPW&T - Graffiti Removal	43	376	319	323	223	524	684	737	552	968	4749	
	DPW&T - Litter and Illegal Dumping	8	116	94	88	40	118	178	112	117	162	1033	
	DPW&T - Repair Traffic Calming, Signals, Signs and Street Lights	2	24	25	25	11	27	45	25	41	57	282	
	DPW&T - Request New Traffic Signal or Street Light	4	392	192	230	262	330	643	805	1307	1815	5980	
	DPW&T - Snow	12	195	127	153	153	294	615	270	542	820	3181	
	DPW&T - Trees New, Removal, Replacement or Trimming	0	1	1	24	0	3	4	3	6	4	46	
	DPWT - Accessibility Ramp Requests	0	0	0	1	2	0	0	8	1	11	16	39
	DPWT - Damaged Mailbox (Business or Residential)	8	64	50	60	26	119	146	197	204	137	1011	
	DPWT - Grass and Weeds Removal	0	4	4	3	1	2	15	4	16	19	68	
	DPWT - Guardrail New or Repair	0	22	13	14	7	44	39	24	31	56	250	
	DPWT - Pavement Markings New or Refresh	2	7	3	6	14	21	38	15	24	49	179	
	DPWT - Pond Issues	25	275	130	217	316	403	893	377	488	509	3633	
	DPWT - Pothole Repair	0	11	6	7	2	5	5	7	17	9	69	
	DPWT - Request New Bus Stop and Bus Stop Amenities	4	47	37	30	21	67	78	69	75	117	545	
	DPWT - Request New Traffic Sign	7	152	76	58	88	156	365	192	350	481	1925	
	DPWT - Roadway Emergency	6	106	33	111	74	145	181	100	190	215	1161	
	DPWT - Sinkholes, Storm Drain, Channel, Drainage Ditch Maintenance	8	148	76	115	95	152	370	173	281	456	1874	
	DPWT - Street and Sidewalk Issues	27	5	8	17	14	19	27	26	14	24	181	
	DPWT - TheBus, Call-A-Bus, Taxi Information & Concerns	2	51	47	48	36	85	215	112	247	257	1100	
DPWT - Tree Debris and Stump Removal	162	2007	1257	1543	1399	2531	4576	3267	4552	6192	27486		
Department of the Environment	DOE - Bulky Trash - General Items, Bags and Boxes	1	48	17	39	46	55	98	46	82	431	863	
	DOE - Bulky Trash - Large Appliances (White Goods)	11	523	138	308	354	604	1205	694	1367	1709	6913	
	DOE - Bulky Trash - Tires	0	70	36	75	56	71	157	92	180	269	1006	
	DOE - Electronic Waste Recycling Collection	8	232	61	155	146	229	464	244	439	642	2620	
	DOE - Environmental Product Ban Enforcement	0	3	5	1	4	2	3	3	4	3	28	
	DOE - Flooding and Water Run-Off Issues	2	38	16	40	23	55	99	69	106	109	557	
	DOE - Missed Collection and Other Collection Issues	112	3671	2554	2822	2265	3655	6706	2353	1827	5157	31122	
	DOE - On-Premise Collection Assistance for Elderly and Disabled Resident:	0	2	5	4	6	10	13	10	14	9	73	
	DOE - Recycling for Multi-Family and Businesses	0	3	2	3	6	1	5	2	0	9	31	
	DOE - Request New or Repair Recycling Container	22	488	570	485	420	831	1333	606	729	1771	7255	
	DOE - Request New or Repair Trash Container	27	344	260	262	403	540	1144	633	561	1226	5400	
	DOE - Request New Recycling Bin	3	56	48	41	30	87	102	49	55	90	561	

PGC311 FY2025 Counts

As of 2026-03-05 08:11:58 Eastern Standard Time/EST • Generated by Karla Ukaoma

Filtered By

Date Field: Opened Date equals Custom (7/1/2024 to 6/30/2025)

Show: All service requests

Units: Hours

Subject does not contain admin,test,re:

Subject contains doe,dpie,dpw,t,dpw&t,rva,health

Service Department	Subject	Councilmanic Districts									Total	
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9		
		Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count	
	Subject ↑	1	109	39	52	58	104	201	120	188	259	1131
	DOE - Scrap Metal Recycling Collection	0	1	1	0	0	0	0	1	3	4	11
	DOE - (INTERNAL USE ONLY) County Hauler Report	1	0	11	7	2	0	3	2	4	14	44
	DOE - Sewage and Water Pollution	188	5588	3763	4294	3819	6244	11534	4926	5560	11699	57615
Subtotal	RVA - Abandoned Vehicles	19	466	435	472	234	624	600	685	556	746	4837
Revenue Authority	RVA - Parking Enforcement	18	771	443	571	173	689	649	634	615	751	5314
Subtotal		37	1237	878	1043	407	1313	1249	1319	1171	1497	10151
Total		429	10350	6992	7947	6283	11517	18666	11855	13276	21125	108440

# PGC311 FY2026 Counts

As of 2026-03-05 08:14:51 Eastern Standard Time/EST • Generated by Karla Ukaoma

Filtered By

Date Field: Opened Date equals Custom (7/1/2025 to 6/30/2026)

Show: All service requests

Units: Hours

Subject does not contain admin, test, re:

Subject contains doe, dpie, dpwt, dpwt&st, rva, health

Service Department	Subject	Councilmanic Districts →										Total Record Count
		District 1 Record Count	District 2 Record Count	District 3 Record Count	District 4 Record Count	District 5 Record Count	District 6 Record Count	District 7 Record Count	District 8 Record Count	District 9 Record Count		
Subtotal		1	1	5	1	2	3	2	1	1	18	
Department of Health	Health- Air Quality Concerns	1	4	3	6	4	4	3	14	11	53	
	Health - Drinking Water Quality and Wells	0	0	0	0	0	0	2	0	2	4	
	Health - Food Safety and Food Facility Issues	1	35	43	29	47	49	44	48	38	379	
	Health- Life Safety Public Swimming Pool Incident	0	0	0	0	0	0	0	0	1	1	
	Health- Potential Food Poisoning	1	7	4	5	11	9	12	8	17	80	
	Health- Public Swimming Pool Concerns	0	1	1	1	0	0	0	0	0	3	
Subtotal		3	47	51	41	61	62	60	70	64	520	
Department of Permitting Inspections and Enforcement	DPIE- Construction Issues	1	80	98	106	57	78	71	71	99	814	
	DPIE- Private Property Concerns	0	2	0	3	0	3	5	2	3	4	
	DPIE- Private Property Concerns.	31	635	563	575	325	845	783	1475	1118	882	
	DPIE - Request for Damaged Property Inspection and Report	0	0	3	1	1	1	1	2	2	13	
Subtotal		32	717	664	685	383	927	860	1,550	1,222	1,041	
Department of Public Works and Transportation	DPW&T - Bus Stop and Bus Shelter Issues	0	10	11	19	8	5	18	29	20	134	
	DPW&T - Graffiti Removal	0	3	12	0	0	4	14	0	2	36	
	DPW&T - Litter and Illegal Dumping	39	242	152	161	138	300	413	479	280	598	
	DPW&T - Repair Traffic Calming, Signals, Signs and Street Lights	5	105	63	60	52	72	110	83	84	105	
	DPW&T - Request New Traffic Signal or Street Light	0	8	14	7	8	16	33	16	23	40	
	DPW&T - Snow	10	1023	480	902	913	1656	2524	1588	2389	3073	
	DPW&T - Trees New, Removal, Replacement or Trimming	15	114	74	112	119	151	445	206	340	632	
	DPWT - Accessibility Ramp Requests	0	1	0	3	1	3	2	6	0	17	
	DPWT - Damaged Mailbox (Business or Residential)	0	7	0	2	3	6	8	3	25	22	
	DPWT Grass and Weeds Removal	12	36	26	39	47	98	77	119	112	127	
	DPWT - Guardrail New or Repair	0	2	2	0	2	1	7	2	8	13	
	DPWT - Pavement Markings New or Refresh	2	34	6	12	4	19	30	11	23	57	
	DPWT - Pond Issues	0	7	0	3	7	7	12	10	12	37	
	DPWT Pothole Repair	12	322	138	157	207	270	482	283	652	628	
	DPWT- Request New Bus Stop and Bus Stop Amenities	0	9	2	4	4	5	2	3	4	6	
	DPWT- Request New Traffic Sign	0	43	25	30	8	33	36	29	82	47	
	DPWT- Roadway Emergency	8	114	50	41	71	94	201	126	231	378	
	DPWT - Sinkholes, Storm Drain, Channel, Drainage Ditch Maintenance	1	74	27	71	49	134	86	79	114	180	
	DPWT - Street and Sidewalk Issues	5	136	51	69	80	115	176	94	201	276	
	DPWT- TheBus, Call-A-Bus, Taxi Information & Concerns	35	3	4	37	35	16	22	23	19	14	
	DPWT- Tree Debris and Stump Removal	7	40	18	31	28	37	98	51	115	144	
Subtotal		151	2,333	1,155	1,760	1,784	3,042	4,796	3,240	4,736	6,393	
Department of the Environment	DOE - Bulky Trash - General Items, Bags and Boxes	1	21	2	18	14	28	42	18	32	246	
	DOE - Bulky Trash - Large Appliances (White Goods)	23	370	91	201	210	347	775	422	869	1076	
	DOE - Bulky Trash - Tires	5	34	5	26	37	43	83	27	78	131	
	DOE - Electronic Waste Recycling Collection	7	121	30	69	73	120	245	116	236	310	
	DOE - Environmental Product Ban Enforcement	0	1	1	0	2	0	1	1	2	1	
	DOE - Flooding and Water Run-Off Issues	2	28	15	37	24	38	62	35	61	58	
	DOE - Missed Collection and Other Collection Issues	71	2354	1190	1672	1054	1943	3053	1140	1066	2271	

