







# Welcome to the Winter Session of the Community Partners' Meeting





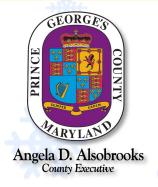




### Office of the Director

Prince George's County, DPW&T

Presented by Rodney Streeter Special Assistant to the Director







### Office of Highway Maintenance

Prince George's County, DPW&T

Presented by Brice Boyd Associate Director, Office of Highway Maintenance

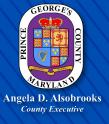


### SNOW PLANNING





- Training and Equipment hook up and inspection has been completed.
- Snow Training will be ongoing.
- OHM conducted a thorough and successful dry run exercise that was held on October 27, 2023, from 6AM to 2PM.



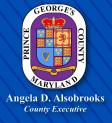




### Snow Fighting Equipment

Contractor Trucks for the 23-24 season = 160 County Fleet = 135 Park and Planning 10 Wheel Dump Trucks = 7 Total = 302









### Personnel 352

#### **DPW&T Participation**

**Snowplow Operators: 155** 

Snow District Staffing: 65

Management and Administration: 32

Route Inspectors: 33

Equipment Maintenance: 11

Logistics: 18

Command Staff: 20

Vendor Inspection and Oversight:18

Total: 287







#### **Sister Agency Participation**

Landfill (DoE) Snowplow Operators: 15

M-NCPPC , Parks and Recreation: 50

Snowplow Operators: 36

Route Inspector: 6

Management and Admin: 8

Requests for DPIE and OCS assistance remain unfulfilled







### Snow Plan One Plan – Five Operations

Blizzard Operation

Snow
accumulation
that must be
removed from
the roadway
with heavy
equipment

Full Operation

Multiple day plowing operation Greater than 4 inches of snow predicted Modified Operation

Plowing operation of 2-4 inches of snow

DPW&T Only

Salting operation, less than 2 inches of snow

Snowflake Operation

Salting operation of icy spots, hilly areas and bridges







### Who Reports

Blizzard Operation

All staff in the plan report
heavy equipment contractors report

Full Operation

All staff in the snow plan report

All plowing contractors report

Modified Operation

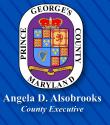
All Field staff report including DoE and MNCPPC

Inspectors

Some Contractors DPW&T Only

ONLY staff that work for DPW&T report Snowflake Operation

DPW&T CDL Drivers report

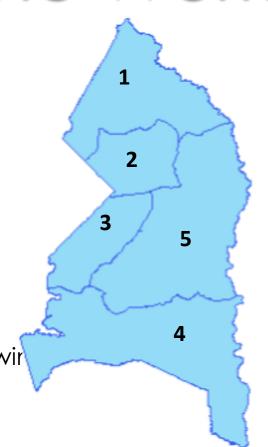


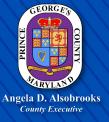




### Accomplishing the Work

- **♦** Snow District 1
  - ❖Glenn Dale Maintenance Shop 7317 Northern Avenue, Glenn Dale
- Snow Districts 2, 3 and 5D'Arcy Road Maintenance Facility
  - 8400 D'Arcy Road, Forestville
- ❖Snow District 4
  - Brandywine Maintenance Shop12911 Cherry Tree Crossing Road, Brandywir









### Communicating Road Conditions

- Snow Districts report road conditions to the Command Center twice per operational period. Information is collected from drivers and inspectors.
- Automatic Vehicle Locator (AVL) staff track and report status of individual trucks and overall progress of operations.
- 3. Command Staff move resources or, if applicable, call-in additional snow fighting resources.
- Public Information Officers use social medica to keep public informed of progress and instructions.

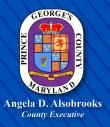






### Service Priority

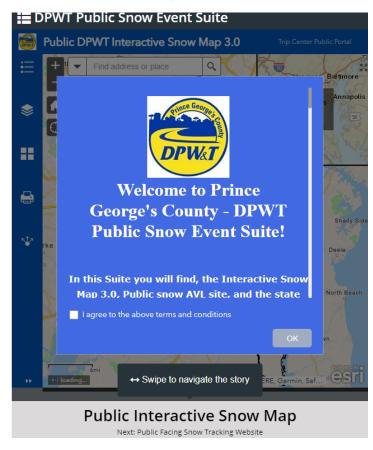
- Pretreat primary and collector roads prior to snow event
- 2. Plow and treat primary and collector roads during snowfall
- 3. Move to plow and treat residential roadways after snowfall ends
- 4. Cul-de-sacs and dead-end roadways
- Clear all roadways to complete condition: Work in 12 hours shifts/ 24 hours a day

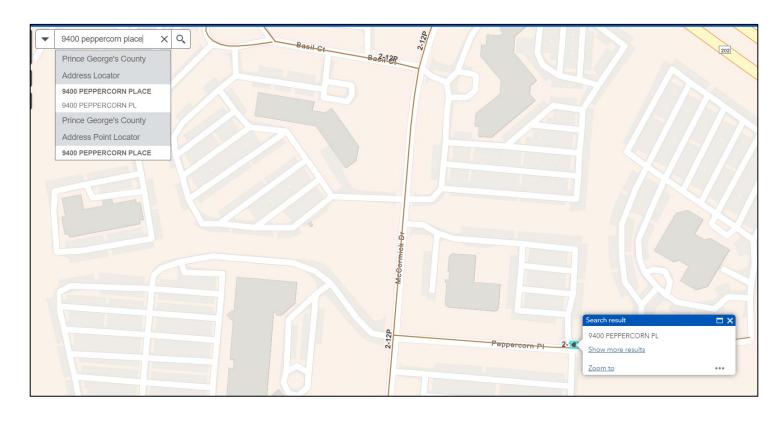


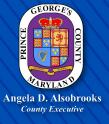




#### Identify Snow Route Map and Area of Property





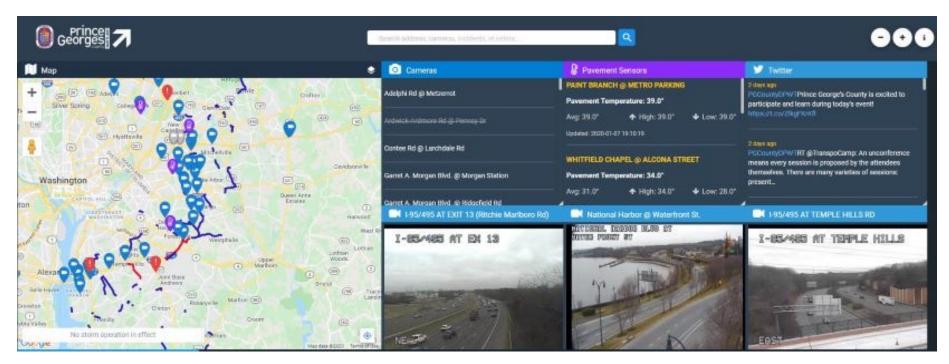


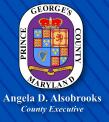




https://www.pgctrip.com/

## View County and State Highway Administration live traffic cameras View current pavement temperatures Visit the DPW&T Twitter Page

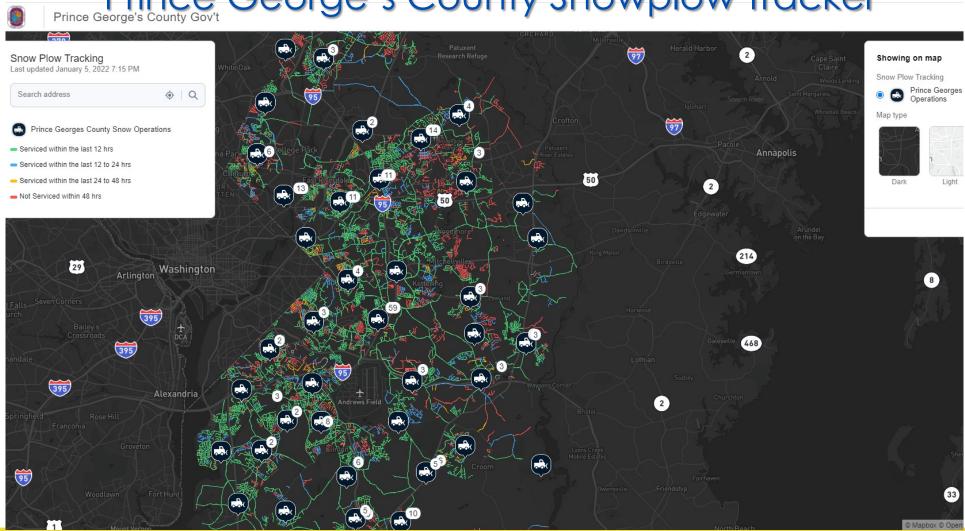








### Prince George's County Snowplow Tracker





### RESIDENTIAL STREET SWEEPING





- DPW&T will implement a countywide Residential Sweeping Program in two phases:
  - Phase 1 will utilize three (3) sweepers and service approximately 1,125 curb-miles of roadway per month.
  - Phase 2 will utilize six (5) sweepers and service approximately 1,563 curb-miles of roadway per month.
- The frequency will be monthly (every 5 weeks) for Phase I beginning in March 2024 and Phase II tentatively in Fall 2024.
- New positions have been created for this new initiative with more details to follow.



#### VEGETATION CUTBACK ON COUNTY SIGNS





- Vegetation Cutback on County Signs is our new initiative that will incorporate roadside vegetation management
- Consists of eliminating or controlling vegetation through a variety of strategies including mowing, brush cutting (mechanical and hand), use of herbicides.
- After initial service and cutback, frequency will be by annual basis
- Will work with the GIS team to determine where signage is located.







### MOWING, LITTER & ILLEGAL DUMPING



- Manages Rural and Roadside Mowing on all county-maintained roadways.
- Reduces the amount of overall litter to improve the health of the environment and aesthetics of our communities, by removing litter and debris.













#### PRECISION CONCRETE HORIZONTAL CUTTING



#### Innovative Solutions to address Sidewalk Requests!

- This will mitigate heaving concrete and trip hazards.
- 1/4 of an inch to 2-inch max for horizontal cutting









### CONCRETE REPAIR



• OHM handles the repair of existing sidewalks with damage that are sent in via PGC311 requests. Currently undertaking over 4,000 backlog request.











### CONTRACTED TREE TRIMMING



The Tree Team is doing amazing work reducing 311 numbers and addressing storm events!

- Tree trimming is accomplished by service request and inspections and issued to contracted vendors for scheduling and completion.
- Tree and stump removals are provided when the tree is found to be dead or when dead tree limbs fall to the ground because of inclement weather and stormy conditions.
- OHM is developing strategic processes and exploring new contracts to address tree related 311 requests.









### Office of Storm Drain Maintenance

Prince George's County, DPW&T

Presented by Joanna Smith Associate Director, Office of Storm Drain Maintenance



### What We Do – Drainage Projects



18,000

drainage complaints
annually



Resolve customer service requests (311)

**800+** stormwater drainage facilities



**1200+** by 2025

100 - 200 small drainage projects per year



800+ miles of storm drain





### Inlet Cleanup Program



In June 2022 OSDM completed the Storm Drain Structure Condition Assessment.

Over 1,500 inlets were identified as 76% or more blocked during this assessment.





### We all have a role to play:



Abutters Ordinance: Homeowner is responsible for cleaning small debris, leaves and small trash.

County Code Sec. 23-151

It shall be the duty of the owner or lessor of any real property, improved or unimproved, unless such duty has been delegated to a lessee in actual possession, as the case may be, to prevent the deposit of dirt, sediment, debris, gravel, oil, litter, or any other matter, including portable storage containers in a road right-of-way, or in any drain or ditch designed to carry surface water from a road right-of-way, whether improved or not. For the purpose of this Section, the deposit of oil shall include the drainage or leakage of oil, transmission fluid, antifreeze, and similar substances from a vehicle or machine in addition to the discharge or dumping of such substances by any other means. The prevention of the deposit of silt in the road right-of-way shall not apply where a temporary approved sediment trapping device has been constructed in the right-of-way as part of an ongoing development construction project. It shall also be the person's responsibility to prevent the formation of algae on sidewalks located within the right-of-way.

Keeping your storm drain or inlets from clogging is easy and always preventable.

#### You can start by always

- Remove debris and trash from the grates when you see them.
- Clear debris from the curb line and on top of catch basins so stormwater can flow freely down the street and into the storm drain system.
- Not dumping trimmings, grass, or leaves over the inlet, ditches, or curb line can assist in preventing clogging.
- Report concerns to assist OSDM operation by Submit a PGC311 Request



#### SWM Ponds: What to Expect this Winter



#### **OSDM** maintains over 800 SWM facilities

#### What are you going to see?

- Functional and corrective maintenance on all failing County-maintained SWM facilities
- Sediment Removal
- Clearing of inflow/outflow
- Tree removal from embankments
- No plantings Matting, topsoil, seed mix on disturbed areas.

#### Stormwater and Deicers: Water Quality

Deicers such as salt and chemicals leach into stormwater runoff and local bodies of water, which affect the water quality.

- Clear walkways and other areas before the snow turns to ice to avoid the need for chemical deicers.
- Track the weather and only apply deicers when a storm is imminent. Only use de-icers in areas where they are critically needed and apply the least amount necessary to get the job done.









### Office of Transportation

Prince George's County, DPW&T



Presented by Semia Hackett Associate Director, Office of Transportation

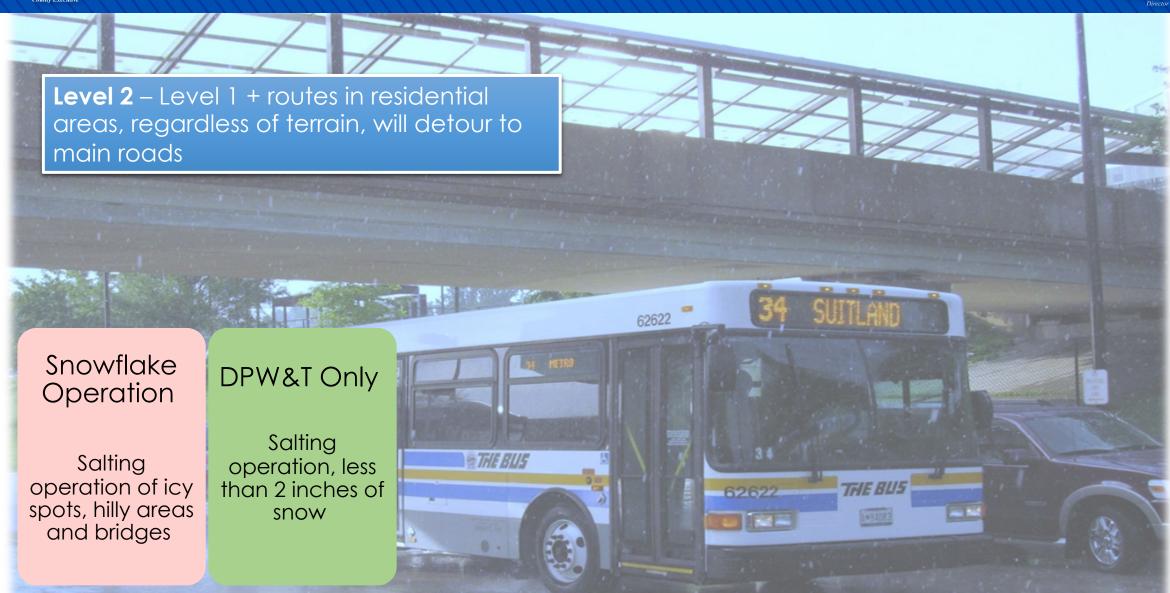






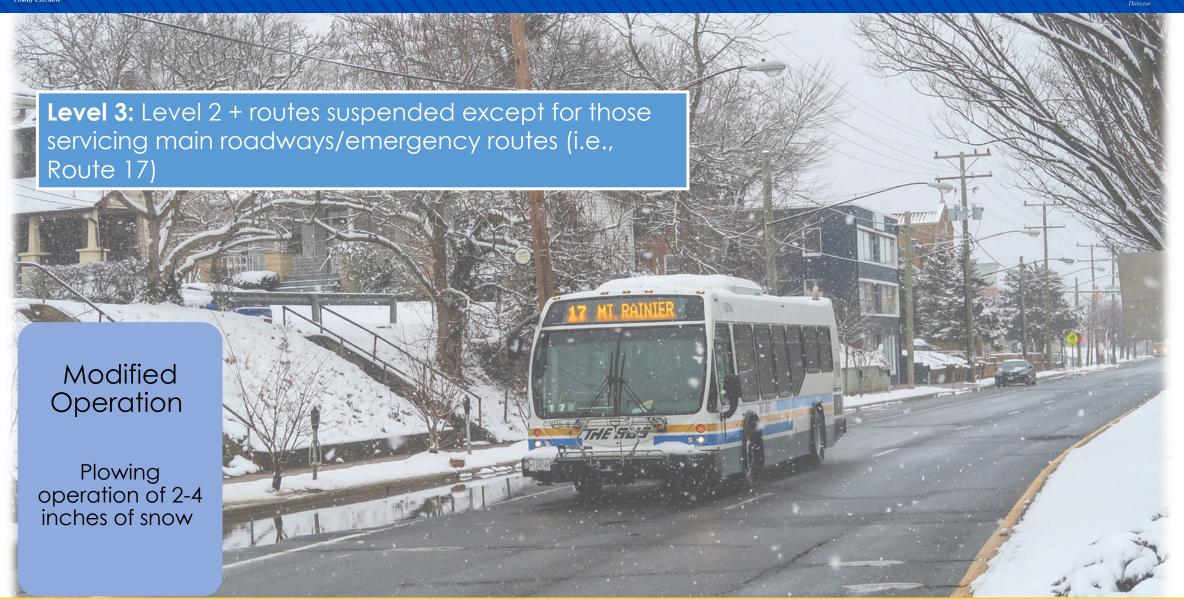




















### Demand Response Paratransit



Level 1: All Reservations Maintained (CAB/Dialysis/Link)

Level 2: Service Follows County
Closures
(Depending on Road Conditions)

Level 3: Dialysis Subscriptions Only

Level 4: All Service Cancelled (County Transit Staff are activated for Snow & Ice Control Operations)





#### Stay informed!



#### **Social Media:**

- -Twitter @PGCountyDPWT
- -Instagram @PGCountyDPWT

Transit Transformation link: <u>Transit</u>
<u>Transformation (arcgis.com)</u>

Real-time Map bus link: <u>PGC</u>
<u>Connect(pgcwifi.com)</u>

Email: pgctransit@co.pg.md.us

Phone: 301-324-2877











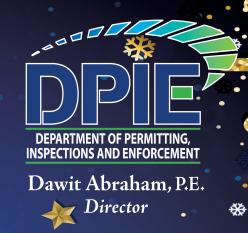


### **DPIE Presentation**

Presented by Tia Collins Public Relations Assistant, DPIE



**Prince George's County** 



Department of Permitting, Inspections and Enforcement

# Community Partners' Meeting

Winter 2023

### Message from the Director



DPIE remains focused on improving services, customer satisfaction and public outreach while upholding County Codes for the health and safety of everyone. We welcome your feedback and suggestions, as we continue to plan for future enhancements in permitting, inspections and enforcement in Prince George's County. Please remember to take the DPIE Customer Satisfaction Survey anytime you interact with DPIE.

Remember to report code compliance issues and problem properties to PGC311.

Also, please be sure and visit our website and social media platforms for updates and helpful information.

Best wishes for a safe and happy holiday season!

Dawit Abraham
Director



# **DPIE Agency Overview**

Manages County government operations in the areas of permitting, business licensing, plan review, inspections and property code enforcement



Director **Dawit Abraham** 

Deputy Director

LaMont Hinton

<u>dpie.mypgc.us</u> 301-636-2000

Call PGC311 to report complaints.

#### Permitting and Licensing — Bellur Ravishankar, Associate Director

301-636-2050

Processes building and site plan permits; issues licenses

Permitting — <a href="https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/permits">https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/permits</a>
Licensing — <a href="https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/licensing">https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/permits</a>

#### Site/Road Plan Review — Mary Giles, Associate Director

301-636-2060

Reviews/approves site and roadway plans for proposed development and road improvement projects https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/plan-review/siteroad-plan-review

#### **Building Plan Review — Bellur Ravishankar, Associate Director**

301-636-2070

Reviews plans for residential and commercial projects

https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/plan-review/building-plan-review-division

#### **Inspections** — Behdad Kashanian, Associate Director

301-636-2080

Regulates construction, development and grading through inspection and enforcement of codes https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/inspections

#### **Enforcement — Valerie Cary, Associate Director**

301-883-6168

Investigates code violations; conducts inspections at residential, commercial and industrial properties <a href="https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/code-enforcement">https://www.princegeorgescountymd.gov/departments-offices/permitting-inspections-and-enforcement/code-enforcement</a>

# Monthly Community Information Sessions Move to Quarterly Presentations

DPIE's virtual Third-Thursday Community Information Sessions are now offered QUARTERLY. These meetings allow citizens to interact with agency staff. Each session focuses on a particular topic and includes a brief presentation, comments by agency

experts and a Q&A period.

- Sessions take place from 11 a.m.–12 noon on the third Thursday every three months (February, May, August and November).
- Registration information is provided in the *DPIE Developments* newsletter and on the <u>DPIE website</u>.
- Participants may submit questions in advance to <u>DPIEpio@co.pg.md.us</u>.
   Call 301-636-2053 for more information.



## Permitting and Licensing Division

#### Reviews and approves permits and licenses

- Provides a one-stop permit approval process to ensure that permits are reviewed in a timely manner
- Reviews and processes all permit applications for construction and alterations of residential and commercial buildings
- Provides document screening for permit application submittals
- Responds to questions regarding the status and issuance of permits and engineering plan reviews
- Provides same day review/approval for projects that meet "walk-through" requirements (currently for homeowners only)
- Issues permits, licenses and regulates various business activities per County Code
- Offers the Peer Review Program and the Third-Party Plan Review Program for review of commercial projects



#### Momentum Update

Momentum, DPIE's processing software, has been live for over three years. Phase 1 began with licensing applications and continued to expand to the latest phase which now includes applications for permits and inspections.



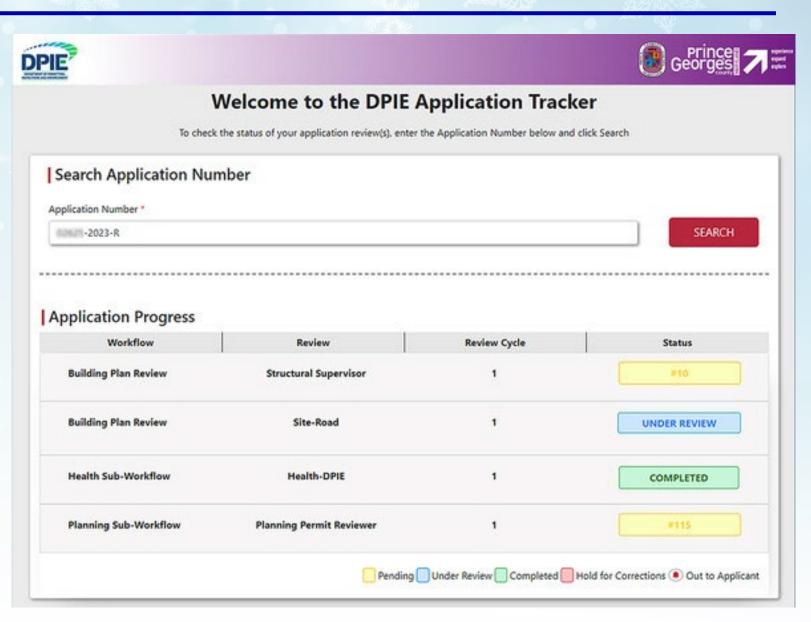
Trade Permits (electrical and HVAC) went live in April.

Site/Road Permits went live in May.

Building Permits also went live in May.

# **DPIE Introduces Our Application Tracker!**

- The DPIE Application Tracker is a tool that gives users a snapshot of where a permit application is in the plan review process.
- Only applications in the plan review process can be found here.
- To Use the DPIE Application Tracker:
  - Go to <u>DPIE Application Tracker</u>
  - Enter your application Number
  - Review your plan review progress.
- Each review has a status listed at the bottom of the page (Pending, Under Review, Completed, Hold for Corrections, Out to Applicant).



# Restaurant Temporary Outdoor Seating Area (RTOSA)

- The Restaurant Temporary Outdoor Seating Area (RTOSA) authorization issued in response to the COVID-19 pandemic has been extended through April 1, 2024.
  - The County Council granted authorization in 2020 to allow qualifying restaurants to offer service to customers while abiding by social distancing mandates.
  - Holders of outdoor seating permits issued under the legislation need to take no action to renew their RTOSA permits and will suffer no penalty if their restaurants are otherwise in compliance.
  - Applicants for new RTOSA permits need to follow the application process. Visit the <u>Temporary Restaurant Outdoor Seating</u> page on the DPIE website for information.



# When Is a Permit Required?



Improving your kitchen









Renovating a bathroom

Finishing your basement

Building a chairlift, ramp or deck

Adding an addition

**Erecting a fence taller than 4 feet** 

Constructing a large shed, carport, garage or driveway, and more

Visit the DPIE website at <a href="mailto:dpie.mypgc.us">dpie.mypgc.us</a> or call 301-883-2050 for information.

#### Helpful Homeowner Permits Links

- Residential permits page
- VPC page
- Projects eligible for VPC page

Remember to Permit Your Projects!

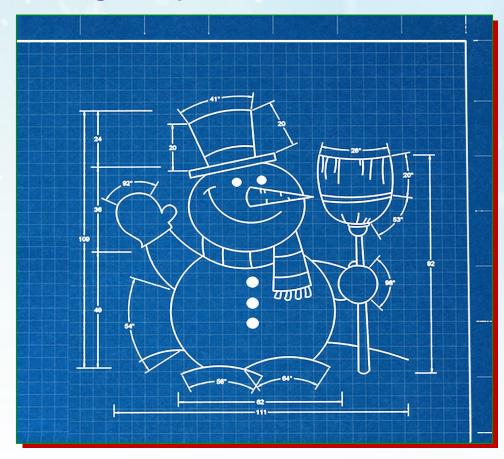
# **Building Plan Review Division**

Reviews and approves plans for residential and commercial construction

- Reviews and approves plans for all residential and commercial projects to ensure compliance with applicable codes pertaining to the following disciplines:
  - Building/Structural
  - Mechanical
  - Energy
  - Electrical

- Health
- Fire protection
- Accessibility
- Processes plans for internal and external agencies
- Provides plan review and inspections of new properties served by well and septic systems, public swimming pools and spas, and new food facilities to ensure compliance with State and County Health regulations

*Please Note:* All plumbing, gas and properties which are served by public water and sewer must obtain review and approval by WSSC.



#### Site/Road Plan Review Division

Reviews and approves plans for site and road construction

- Reviews floodplain studies
- Reviews and approves proposed utility work and small wireless facilities in public rights-of-way
- Reviews and approves plans for site and road development involving:
  - Site development
  - Stormwater management and storm drainage
  - Grading
  - County and private roads
  - Paving
- Reviews and recommends issuance of site/road permits
- Reviews traffic studies and site development concept plans
- Reviews development plans relative to various environmental requirements

- State highway roads (stormwater management only)
- Driveways



#### **Inspections Division**

#### Enforces building, site and road development codes and regulations

- Provides oversight of construction, development and grading for construction and renovations
- Provides oversight of the Third-Party Inspections Program process required for new commercial construction
- Condemns and demolishes abandoned, unsafe and uninhabitable structures in the County and the municipalities
- Performs Use & Occupancy Permit (U&O) inspections to verify conformance with code regulations (except within the City of Laurel)
- Performs inspections and enforces codes for building, electrical, mechanical, energy, fire/life safety, grading, stormwater management and accessibility, along with other regulations for construction projects
- Inspects site and road development, including tree conservation, site development, and sediment and erosion control



#### Inspections Division FAQs

- Q: What is the easiest way for me to schedule an inspection of my work?
- A: You can schedule an inspection by calling the Automated Inspection Request and Information System (AIRIS) Line at 301-755-9000, between 7 a.m. and 11 p.m., Monday through Friday.
- Q: There is construction in my area. The trucks leave a lot of mud and dirt in the road. Who is responsible for cleaning the street?
- A: Mud, dust or run-off from construction sites, due to truck traffic or other means, should be reported to PGC311. File a service request under Construction Issues and include the name of the development as well as the intersecting streets.
- Q: During what hours can construction be done? Is there a noise ordinance?
- A: Construction noise is permitted daily from 7:00 a.m. until 9:00 p.m. Noise that can be heard within 50 feet, or in a residence outside of these hours should be reported to the Police Department's non-emergency number at (301) 352-1200.
- Q: I saw a vehicle dump trash on a construction site. How do I report this?
- A: If the area is an active construction site, please report the issue to the Police Department's non-emergency number at (301) 352-1200. If the area is not an active construction site, please enter a PGC311 service request under Construction Issues.
- Q: I just purchased my home and I'm concerned about the structure being unstable, who can I contact?
- A: The County investigates claims for homes less than a year old for sub-standard construction. Report the home to PGC311 and include details, including the builder's name and contact information.
- Q: What can be done about an abandoned construction site? There hasn't been any activity in several months.
- A: Building permits expire after twelve months of construction inactivity and/or no scheduled inspections. Report suspected abandoned sites to PGC311.

#### **Municipalities Responsibilities**

**DPIE** shares responsibility for some tasks with the municipalities

Municipality	Building	Mech. & Electrical	Health	Plumbing Permits and	Grading	Zoning	Sign Permits	U&O	Commercial and Industrial Property Maintenance	Single Family Housing	Single Family Rental	Multifamily Apartments (3 or more units)
Berwyn Heights	DPIE	DPIE	DPIE	Inspections WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	DPIE
Bladensburg	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	DPIE
Bowie	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Brentwood	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Brentwood, North	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Capitol Heights	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Cheverly	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
College Park	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Colmar Manor	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Cottage City	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
District Heights	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
Eagle Harbor	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Edmonston	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Fairmount Heights	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Forest Heights	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	No Apts
Glenarden	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE	DPIE
Greenbelt	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Hyattsville	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	City
Landover Hills	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	Town	Town	Town	No Apts
Laurel	City	City	DPIE*	WSSC	City	City	City	City	City	City	City	City
Morningside	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	No Apts
Mount Rainier	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
New Carrollton	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	City	City	City
Riverdale Park	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	Town
Seat Pleasant	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	City	City	City	DPIE
University Park	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	Town	No Apts
Upper Marlboro	DPIE	DPIE	DPIE	WSSC	DPIE	DPIE	DPIE	DPIE	DPIE	Town	DPIE	DPIE

<sup>\*</sup>DPIE's Health Section is responsible for conducting health inspections for all municipalities including the City of Laurel and state college campuses.

#### **Enforcement Division**

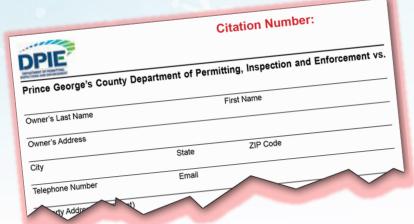
#### Enforces property maintenance standards and appropriate zoning laws

- Inspects residential, commercial and industrial properties to ensure compliance with housing, property maintenance and zoning codes
- Inspects tall grass and weeds, open storage, and accumulation of junk and trash violations
- Issues citations for all residential properties not in compliance with County Code
- Enforces the Zoning Ordinance to ensure private properties comply with approved land uses
- Regulates the placement of signs on private property and in public rights-of-way
- Inspects and licenses short-term rental properties and licenses all residential single-family rental properties



#### What Constitutes a Code Violation?

- Requirements related to property maintenance, housing and zoning are established by County Code and other applicable codes. Codes designate what is allowed, what is not and the actions DPIE and other agencies are empowered to take to address violations.
- Prince George's County Code is established by the County Council.
- One of DPIE's major responsibilities is conducting inspections and taking appropriate enforcement actions to address violations and bring properties into compliance.
- Inspections are conducted as part of an ongoing departmental "cleanup" strategy or on a first-come, first-served basis in response to complaints to PGC311, community surveys and other referrals. Inspectors are authorized to issue a Notice of Violation (NOV) and/or a Civil Citation to the property owner or other responsible person if code violations are identified.



 The NOV or citation references the violation(s) of the County Code and other details. A follow-up inspection may be conducted. If the violation is not abated, appropriate action will be taken, which may include the levying of fines and/or transferring the case to the Administrative Hearing Unit or District Court for adjudication.

#### DPIE's "Dirty Dozen" — The Most Frequent Code Violations

- 1. Operating a business, such as a restaurant or nail salon, out of a residence. Some businesses are allowed with a U&O permit.
- 2. Performing automotive work on a driveway or street.
- 3. Doing unpermitted construction construction without the appropriate permits and inspections.
- 4. Accumulating trash and debris and dumping on your lot.
- 5. Parking disallowed commercial vehicles on residential property.
- 6. Parking vehicles on unpaved surfaces.
- 7. Failing to adequately maintain a property or allowing a property to fall into disrepair.
- 8. Leaving abandoned properties unsafe and unsecured.
- 9. Keeping junk cars, tires, old appliances, building materials and other open storage on your property.
- 10. Operating a rental property without a license either a short-term rental or a single-family rental.
- 11. Raising livestock chickens, roosters, pot-bellied pigs, etc. and some exotic pets in a residential zone.
- 12. Posting signs in public rights-of-way and failing to remove political signs according to County Code.



#### No Auto Repair Shops Allowed at Home!!!



Auto repair businesses in driveways, garages and back yards violate County Code. Setting up pop-up auto shops on streets and in cul-de-sacs is also a violation. DPIE Zoning Unit inspectors are currently working to identify illegal auto repair businesses to take those responsible to task. Report auto repair businesses at homes and on the streets to PGC311.

#### Commercial Vehicle Restrictions in Neighborhoods

#### **County Code PROHIBITS:**

- X Untagged vehicles
- X Vehicles parked on unpaved surfaces
- X Vehicles with business advertisement
- X Vehicles with dual axels or a stake platform
- X Dump trucks, cranes and tow trucks
- Vehicle repair other than minor owner maintenance
- X Semi-trailers and semi-trailer cabs
- Wrecked, dismantled or unlicensed trucks and other vehicles

DPIE handles vehicle complaints on **private property**; the Revenue Authority handles vehicle complaints on the **street**.



**NOT Allowed:** 

Vehicles parked on unpaved surfaces

#### **Rent Stabilization Act**

- The Rent Stabilization Act of 2023
   Limits Rent Increases for Some Renters
   to 3 Percent Annually.
- Landlords in Prince George's County are now limited in the amount they can increase existing rent in certain rental units. To learn more, see the Rent Stabilization Act FAQs.



#### **Enforcement of the Rent Stabilization Act**

- Violations of the Rent Stabilization Act involve a process that could take time to resolve, and we want to be sure everyone understands how that process works.
- For tenants, if you believe that your landlord has raised your rent in violation of the Rent Stabilization Act (CB-07-2023 and CB-51-2023), you will need to submit a complaint to PGC311 to DPIE. DPIE will investigate the complaint and make a determination if there is a violation of the Rent Stabilization Act. If DPIE makes a finding that the law has been violated, DPIE will issue a citation.



 Your landlord may choose to pay the citation. If your landlord chooses to appeal and go to court, your complaint may not be resolved as quickly as you would like. While your complaint is pending, you are obligated to pay your rent until your case has moved through the court system.

# Sidewalk Snow & Ice Removal Inspection Program

- Owners, managers and tenants of residential and commercial properties abutting sidewalks near County-owned roadways are responsible for removing snow and ice within 48 hours after it has accumulated to 2 inches or more.
- Those not removing snow/ice from sidewalks within 24 hours will receive a reminder notice.
- Those not clearing the sidewalks within 24 hours of the reminder may be issued a citation for a fine of \$100.
- After the first notice, a fine of \$100 per day will be assessed until the snow/ice is cleared.
   The County may remove the snow and assess the owner if the snow is not cleared.
- Be a good neighbor! Clear your sidewalks and assist neighbors who are unable to remove snow/ice from their properties.

For more information, call 301-883-6168.



# Administrative Hearing Unit (AHU) and Nuisance Abatement Board (NAB)

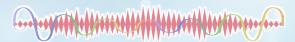
- The AHU handles citations for unlawful vehicles, open storage, trash and debris, tall grass and weeds, unpermitted construction and short-term rental violations.
- After DPIE issues a citation, the respondent may request a hearing within 30 days. Administrative hearings are held within 30 days of the request for a hearing. Decisions are issued within five days of the hearing.



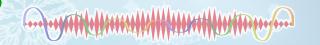


- The NAB hears complaints that allege acts that disturb the public peace or endanger the health, life or safety of residents, workers or visitors in the County.
- Cases are referred by the police department, fire department, health department, DPIE, and other government agencies.

  Citizens and entities other than those listed above may not report cases directly to the NAB.
- If the NAB finds a nuisance exists, it will order the activity to cease and may assess a \$1,000 fine.



#### What Is Noise Disturbance?





Sound that crosses between residential and non-residential areas must not exceed the level set for residential areas. DPIE investigates commercial entities (businesses and industrial sites) that generate noise levels disturbing residential areas. These may include:

- Truck deliveries late at night with loud back-up signals beeping
- Loud music from night clubs, skating rinks, etc., that exceed levels set for residential areas
- Construction noises late at night or very early in the morning

DPIE may also investigate loud-party complaints and pop-up events if an owner, tenant or occupant engages in activities that are prohibited in residential neighborhoods and zones, including unpermitted events that involve admission fees and/or tickets for food or alcoholic beverage sales to the general public without the proper licenses.

## **Business Development Section (BDS)**

Helps entrepreneurs navigate permitting and licensing requirements

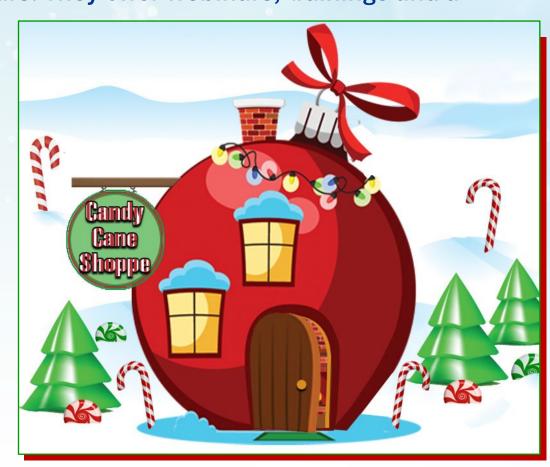
The Business Development Section was created to help spur economic development by assisting the County's business partners. The team serves as a contact between businesses and staff and liaises with other government agencies on behalf of entrepreneurs. They offer webinars, trainings and a

quarterly BDS newsletter.

The BDS supports the growth of a thriving and diverse business community in Prince George's County by providing guidance and assistance to entrepreneurs as they navigate the permitting and licensing process. BDS will assist you by:

- Coordinating with agency personnel to facilitate completion of paperwork and document review
- Educating business owners about DPIE requirements and processes
- Liaising with entrepreneurs and other government agencies

For information, visit the <u>BDS web page</u> or email <u>DPIEBIZDEV@co.pg.md.us</u>.



## **DPIE Connect**



DPIE is encouraging small business owners and aspiring entrepreneurs to participate in our DPIE Connect program. DPIE Connect brings agency experts together with entrepreneurs aspiring to open businesses in a one-hour mini preliminary design review meeting. Staff from DPIE's Permitting and Licensing Division, Building Plan Review Division, Inspections Division, and Business Development Section (BDS) participate. Topics of discussion include application requirements, permits, licenses, inspections, fees, and plan review code-related questions covering building/structural, electrical, mechanical, fire and life safety, health and ADA accessibility.

- The scope of projects applicable for DPIE Connect include:
  - Projects requesting straight U&O no construction
  - Projects with change of occupancy no construction
  - Projects with interior alterations not exceeding 3,000 sq. ft. in area
  - Projects not more than one story in height
- The <u>Maryland-National Capital Park and Planning Commission (M-NCPPC)</u>, which includes zoning, and the <u>Washington Suburban Sanitary Commission (WSSC)</u> will not participate. However, depending on your project, you may be required to obtain approvals and/or permits from these agencies.

# Tell Us How We Are Doing!



# **DPIE Customer Satisfaction Survey**



Tell us how we are doing.
Simply go online, enter the following link and follow the easy instructions to complete this 2-minute, anonymous survey:

https://www.surveymonkey.com/r/DPIECSS21-22

We value your input and thank you for your participation.

# FY2021–2023 DPIE Customer Satisfaction Survey

Are we an effective team?

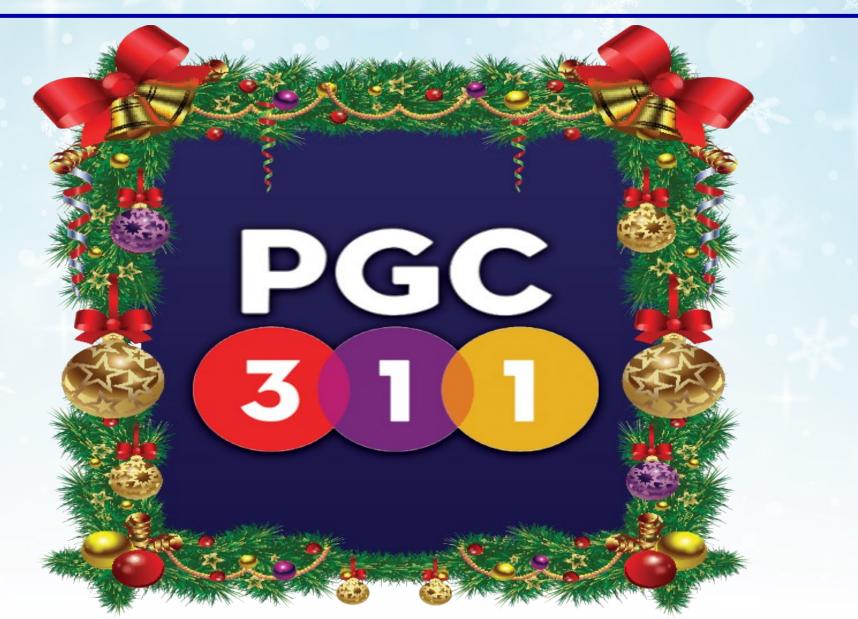
Help Us Better Serve You. DPIE wants to know how we are doing and what we can do to improve our performance, so we are asking customers to complete a short survey which can be found online at:

**DPIE Customer Satisfaction Survey** 

Please complete the survey based on your most recent experience with DPIE. Answer all relevant questions and when finished, click the SUBMIT button. The survey should take only a few minutes to complete. The survey results are completely anonymous. We value your candid input.

Thank you for your participation.

#### For Complaints, Concerns, or to Request a Service, Start with PGC311



#### Follow Us on Social Media



Visit DPIE's website at <a href="http://DPIE.mypgc.us">http://DPIE.mypgc.us</a>.

Instagram: <a href="mailto:opgcountydpie">opgcountydpie</a>

Facebook: PG County DPIE

Twitter: <a>@PgCountyDPIE</a>

and **DPIE YouTube**.

To sign up for DPIE newsletters and stay up-to-date with what is happening in the County, sign up for <u>Subscribe MyPGC</u>.









# DOE Presentation

Presented by Rodney Taylor Special Assistant to the Director for Public Engagement, DOE



# WELCOME DAVID FISHER DIRECTOR of the ANIMAL SERVICES DIVISION



DoE welcomes David Fisher as its new Associate Director for the Animal Services Division (ASD). David joins us from the Maryland-National Capital Park & Planning Commission (M-NCPPC), where he held various positions at M-NCPPC, supervising multiple recreational facilities throughout the County. He has extensive work experience working at M-NCPPC facilities, organizational, and budget management. He focuses on building and enhancing teams that provide direct service through education, support, and fostering community.

David is a pet parent of a dog named Hunter, whom he adopted from ASD about six years ago. His family was the fourth and *final forever* home for Hunter, who has positively impacted his family's life. He looks forward to helping the ASD team continue to facilitate that experience for countless more families.



# HOURS OF OPERATION

The Prince George's County Animal Services Facility and Adoption Center is OPEN!





#### **HOURS OF OPERATION**

Tuesday 10 a.m. – 6 p.m.

Wednesday 10 a.m. – 6 p.m.

Thursday 10 a.m. – 6 p.m.

Friday 10 a.m. - 6 p.m.

Saturday 10 a.m. -4 p.m.

Closed Sunday and Monday
Animal interactions are by appointment only!

#### **Other Animal Adoption Highlights:**

- Adoption applications can be completed online or in person by appointment.
- Visit <u>www.princegeorgespets4us.com</u> for adoption discounts and special events running from September through December.



# HOME FOR THE PAWLIDAYS

**December Adoption Event & Donation Drive** 

'Tis the Season to Adopt a Furry Friend

Spayed/Neutered dogs: \$10 pet license fee\*

Dogs requiring spay/neuter are \$125 plus \$10 for a pet license\*

\*Pet license fee for County residents ONLY\*

Help our shelter pets enjoy the holidays by donating cleaned and gently used blankets or new toys for their merriment (cat and dog toys or treats, Kongs, Nylabones). Please drop off or deliver holiday treats to the Animal Services Facility and Adoption Center, Tuesdays through Fridays from 10 a.m. - 6 p.m. and Saturdays from 10 a.m. - 4 p.m.

Visit www.princegeorgespets4us.com to view our adoptable dogs, then call 301-780-7200 to begin the adoption process.

- Adopt a dog and take advantage of our special adoption rates of only \$10. For dogs that require spay or neuter services, the price is \$125 plus the \$10 pet license fee.
- Donate pet toys, such as Kong toys,
  Nylabones, or gently used blankets to help
  make a difference for a homeless pet. Drop
  the holiday treats at Animal Services and
  Adoption Center.
- For more information, visit <a href="www.princegeorgespets4us.com">www.princegeorgespets4us.com</a> to view our adoptable dogs, then call (301) 780-7200, option 2, to begin the adoption process. Bring some holiday cheer to a dog's life and adopt, don't shop!



Every Wednesday, every Large Dog over 50 pounds has a \$50 adoption fee

For more information, view our adoptable dogs at www.princegeorgespets4us.com or call 301-780-7200 to begin the adoption process.

ADOPT, DON'T SHOP WHEN ADDING A NEW FURRY MEMBER TO YOUR FAMILY













FOSTERING

The Animal Services Division Foster Program helps meet the needs of animals that are too young or immature for adoption, injured or recovering from surgery, require special care due to illness or pregnancy, or just in need of a second chance! For anyone who may not be able to commit to owning a pet for 10-15 years, fostering allows you to care for an animal on a short-term basis.

#### **REASONS TO BECOME A FOSTER PARENT:**

- Provide companionship, a sense of purpose and fulfillment, and fun!
- Create space in the shelter to accommodate other homeless animals.
- Help save an animal's life!

Be a Hero Foster a Pet All Orientations
Are Held Online

Contact
Animal Services Foster
by email
FosterPGPets@co.pg.md.us

Or call (301) 780-7200

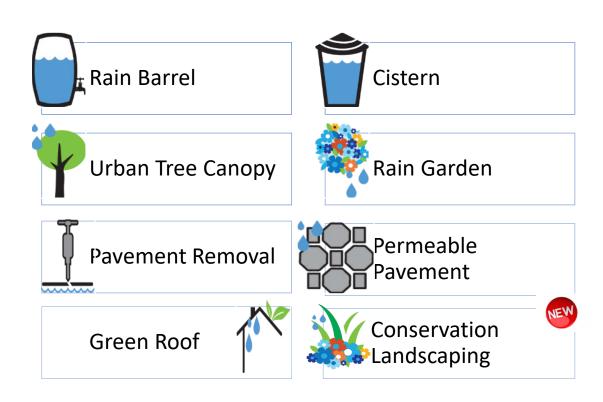
FOSTERING SAVES LIVES



## PRINCE GEORGE'S COUNTY RAIN CHECK REBATE PROGRAM

Prince George's County residents, businesses, and non-profits can apply for **cash rebates** by adopting **stormwater management practices** that improve the quality of the County's waterways and build climate resilience to localized flooding while beautifying our communities.





### **Rebate Amounts**





Residential: \$6,000 maximum rebate

Commercial properties and multifamily dwellings: \$20,000 maximum rebate

Over 899 rebates have been awarded to individual property owners for a total of \$833,303 in cash rebates.

For more information, visit Rain Check Rebate bit.ly/PGCraincheckrebates (case sensitive)



### STORMWATER STEWARDSHIP GRANT PROGRAM



The Prince George's County **Stormwater Stewardship Grant Program** funds on-theground restoration activities that improve
neighborhoods, improve water quality, and
engage County residents in the restoration
and protection of the local rivers and streams
of Prince George's County.

Who can apply: Non-profit organizations, municipalities, watershed organizations, education institutions, community associations, faith-based organizations, civic groups, and more.

For more information, visit the Chesapeake Bay Trust's website at <a href="https://www.cbtrust.org/grants/prince-georges-stormwater-stewardship-2">www.cbtrust.org/grants/prince-georges-stormwater-stewardship-2</a>.

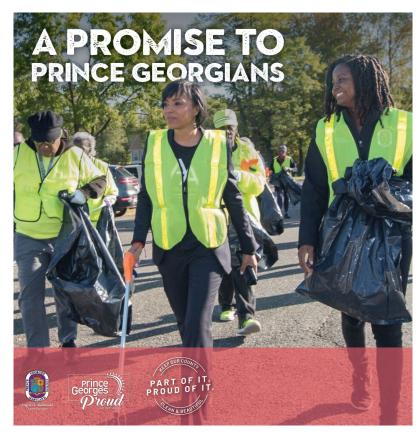




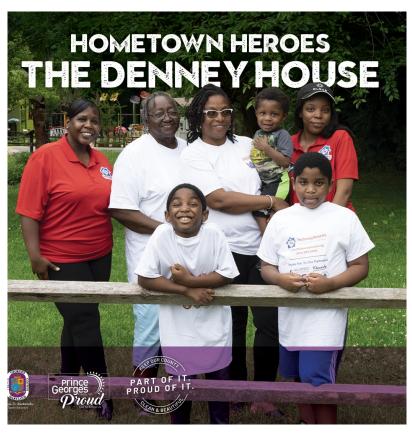
### BEAUTIFICATION CAMPAIGN

We are making significant changes to reduce litter, increase recycling, prevent illegal dumping, and more. The County has a marketing awareness Beautification Campaign featured throughout the County and online that includes bus stop ads, digital media, bus wraps, television commercials, videos, and print ads. The campaign is designed to remind our residents that with their help, we can create a cleaner, greener environment today and for the future generations of Prince Georgians.

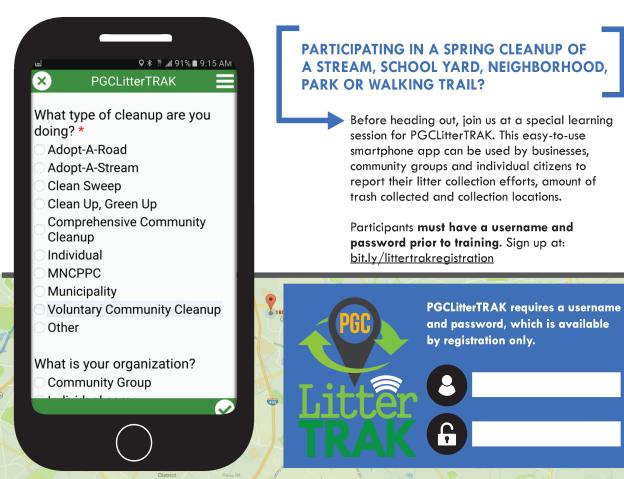
To learn how to help and receive more information about the campaign, visit www.pgcproud.com.







# LEARN HOW TO USE... PGCLitterTRAK



### Help DoE Clean Up Our County!

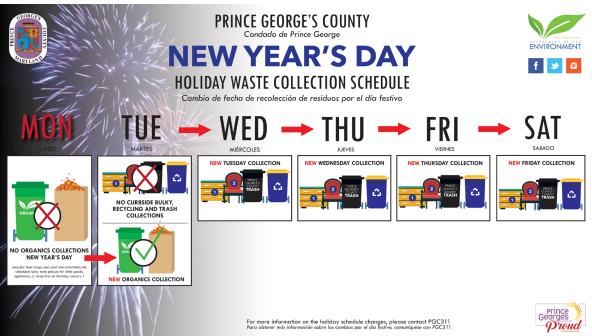
- To help residents and communities keep track
   of the amount of litter collected, DoE has a
   smartphone app called PGCLitterTRAK
   designed to assist County residents, community
   organizations, and businesses in reporting trash
   and debris collected during individual and
   group cleanup events.
- For more information or to learn how to become involved in the fight for a "Litter Free PGC," contact Tiaa Rutherford, Litter Reduction Program, at litterreduction@co.pg.md.us.



### WASTE COLLECTION HOLIDAY SCHEDULES

#### CHRISTMAS DAY AND NEW YEAR'S DAY







Prince George's County Final Expansion Phase of Curbside Composting Program!

- P Eligible residents participating in the Curbside Composting program receive a Welcome Packet with educational materials, including a magnet listing accepted compost materials.
- Natural materials collected through the program create an organic soil supplement called LeafGro Gold®.



### Better Bag: CB-032-2023

What is CB-032-2023? Starting January 2024, Prince George's County law prohibits retail establishments from providing plastic carryout bags to customers to help reduce litter.

### What is the purpose of CB-032-2023?

- To reduce unnecessary waste generated from single-use plastic items;
- Improve the health and safety of community members; and
- Help keep our waterways clean and safe.



# Don't Wait. Start shopping with your reusable bags now!



Prince George's County -

The world's oceans are taking in a million tons of plastic from land-based sources annually, and plastic bags are among the top five plastic products collected in beach cleanups in the United States.









### To learn more about what the law requires and steps you can take to comply, visit: mypgc.us/bagitright

### Better Bag: CB-032-2023

**Reusable Carryout Bag** means a bag with stitched handles that is specifically designed and manufactured for multiple reuse and is made of:

- cloth or other washable fabric; or
- a durable material suitable for multiple re-use that is not made of plastic film.

### What if my business fails to comply with CB-032-2023?

Businesses have 90 days from January 1, 2024, to come into compliance.

Retail establishments in violation of the law may be subject to a civil penalty\* not exceeding \$500.

<sup>\*1</sup> st-time violations will receive a warning.



# UP II NI REQUEST

Reduce Single-Use Disposable Foodware

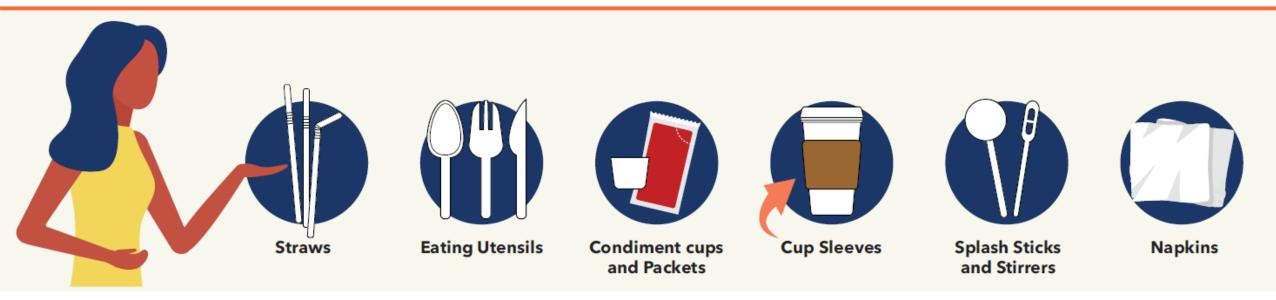
NEW MANDATORY
REQUIREMENTS BEGINS

JUNE 1, 2023

### Food Service Ware: CB-014-2022

- What is CB-014-2022? Prince George's County CB-014-2022 regulates the distribution of single-use foodware accessories and standard condiments by food service businesses to customers.
- What is the purpose of CB-014-2022?
  - To reduce unnecessary waste generated from single-use disposable items in the retail food industry;
  - Improve the health and safety of community members;
     and
  - Help keep our waterways clean and safe.
  - Who is affected by CB-014-2022?
     Any food service business operating in Prince George's County and its consumers.

### Food Service Ware: CB-014-2022



• Accessory Disposable Food Service Ware means straws\*, utensils, condiment cups and packets, cup sleeves\*\*, splash sticks, stirrers, and napkins, designed to be used once and then discarded.

Customers will have to verbally request that they want single-use items, or select items from self-service bins instead of having them automatically included with a food order.

<sup>\*</sup>compostable and paper straws are allowed under County law.

<sup>\*\*</sup> cup sleeves are permitted as deemed necessary by a business for safe handling precautions



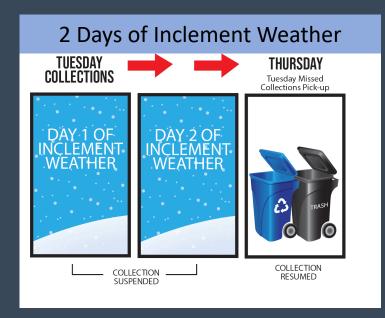






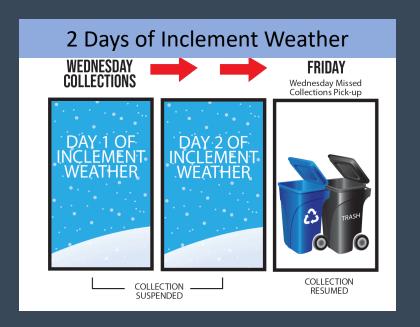














Remember all collections can occur anytime from 6 a.m. to 8 p.m. Scheduled bulky trash collections suspended due to weather will be collected within seven (7) days.

COLLECTION SUSPENDED

COLLECTION

**RESUMED** 





### CONTACT US



Office of
Communications and
Public Engagement
Linda Lowe, PIO
Imlowe@co.pg.md.us
301-836-2115





### Thank you!





VV

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