

**THE FOLLOWING IS A TRANSCRIPT OF THE Q&A SESSION FROM THE SEPT. 27, 2018
COMMUNITY PARTNERS MEETING, SPONSORED BY DPIE.**

How much does it cost to adopt a pet?

The normal cost is \$225. That includes the spay/neuter fee, rabies shot and county license. During adoption events, which are held periodically, the adoption fee can range from \$50 to half the normal price. The fee for cats is generally \$150, but the price can be lower for special events. During summer months in 2018, for example, cats could be adopted for \$5.

Can an open service request be referred to the administrative hearing process?

The answer is yes. Anytime you have three types of complaints that are property violations it could be referred to the administrative hearing process. We screen the cases and determine whether or not they meet the criteria. If there are three complaints, regardless of whether or not have been adjudicated, they can go to the administrative hearing process. We had a criminal case involving drugs. It came to the board. The attorney, because it was still a pending legal case, decided to wait until they got it was resolved in court to come back. But they can be referred yes.

What can be done about standing water issues in a neighborhood?

We would need to meet with you and do a field visit in the neighborhood. You should email Vernon Stinnett at vlstinnett@co.pg.md.us.

How do you get the tall trees in the public right of way removed from a neighborhood?

You need to call 311. Place a service request. We'll send an investigator inspector out to investigate and then we'll follow up with you to let you know the time frame for tree removal if it is in the public right of way.

What is the timeline for construction of the interchange at Kirby Road and Indian Head Highway?

Work continues. I believe there is some utility work still going on with the project, as well. There is also some sound wall work going on. I don't have my list with me, but I believe we're talking about late 2020. As always, all of our construction projects progress weather permitting. To the best of my knowledge, the estimated completion date for that interchange is 2020.

Question about storm drains

New storm drains were installed per a new project to remove storm water. There are periodic inspections required for newly installed storm drains to ascertain if the storm drain is working properly. If it was done as a maintenance project, we do inspect our storm drains. It's approximately every three years.

On acceptance of the storm drain, we ensure they are constructed as per plans and that they are operable. If you have any challenges please log a request in 311 and we would be happy to come out and look at it.

There are roaming dogs in our neighborhood. I'm not concerned with the occasional escapee. I'm concerned with the dogs that are loose several days per week. They live in houses without adequate fencing or with owners who think it's good for them to be free to roam. What should I do to report it and what would animal control do?

Tell them to go home. No. We are animal control. When you have that problem, you will call us directly at 301-780-7241. You will get a live body. You will give us the information. We'll send an officer to the address. It's an owner's issue, not a dog issue. We have to go in and cite the owner and make sure they keep that dog confined. If you don't know the address, still call us. We'll do a general patrol. If they continue doing that we can take them to the animal control commission board and take their animal away.

What about cats?

Same scenario for cats.

Who do I call if I have a neighbor who moves my trash can and trash to accommodate his family and guests to park in front of his house? My driveway has been blocked cars and trucks are parked on the wrong side of the street and car maintenance is done on the streets. This is an ongoing problem.

There are quite a few issues there. I would say start with DPIE. We'll figure out where the pieces go. The parking issue is revenue authority and a police issue. The trash and debris can be addressed through us. Start with us and we'll figure out what agencies need to be involved.

How do we get signs removed from the front of our homes or the streets near our homes?

So, we went out the last couple days and removed signs. I think the number we're at is about 1,500 illegal signs that we've removed. Last week DPIE and DPW&T went out and removed 1,500 illegal signs. We go out and remove them. We work with the state highway administration to remove signs. If you see signs, call 311 and we will get them removed. In cases where people continue to post signs, we have on more than one occasion cited individuals for putting signs up. We take them down, but we also try to cite the people. Give us the information and we'll look into it.

How do we hold neighbors accountable when their property is vacant?

That's a million-dollar question. We have about 3,500 vacant properties within Prince George's County. What happens with a lot of these properties is that people will walk away from them. That's where the problem comes in. If the bank owns the property we can hold the bank accountable. If it's a rental property, we can hold the owner accountable, but when people walk away from the properties, that's where the problems come in. We'll clean the property and place a lien on it, which means the property cannot be transferred or sold until the lien is paid. We'll get it on the back end. But up front, the county is responsible for maintaining the vacant property.

What can we do if a neighbor has activity going on and day night and people hang out who don't even live at the address?

Contact the police department through the non-emergency number, 301-352-1000, unless there is an emergency. Each police district has a district commander. I would say contact the district commander or schedule a meeting with him and your community association to address the issue. Please follow up with those calls.

When will we get a promised bus line on Westphalia Road and D'Arcy Road and Sansbury?

We have completed our transit vision plan. And we're in the process now of distributing the plan so that everyone can know what it is we have as a vision for public transportation in Prince George's County. We are working on additional funding to provide additional services. But we don't have the additional funding yet. We have not forgotten our commitment to look at extending the bus service from the spot we have at the

intersection of Ritchie Road and D'Arcy and taking that service to D'Arcy and Westphalia. We're not there yet. We don't anticipate being there until early 2020 at best.

Can we get the trash men to close the lids because our community is made of people who are 70 years and over? The rain fills the trash cans when they are left open.

Collection containers' lids are left open for inspectors to verify that collection actually occurs. If the lids are closed and the inspector drives by it, it appears that no collection took place and our contractors are fined. Unfortunately, leaving them open is the most efficient way for staff to verify collection. They will not be closed.

Can they turn them upside down?

Turning them upside down would probably even make it more difficult to turn right side up if you are challenged physically.

Can we have trees cut from around street lights that come on at dusk? Lights are completely covered so they serve no purpose for light.

Again, we ask you to call your service request into 311. We are not at this point back to perpetual trimming, but we do trim for hazards. Call 311 and place that service request as we do try our best to honor the service requests that are in the system.

When you put a request in and they come out, they claim the poles belong to Verizon or another company and they don't do nothing about it.

If trees are in the wire, we're not allowed to trim in those wires. So we do contact PEPCO and they do assist us in getting that work done.

How do we stop water coming down the sidewalks? It's coming from under some of the homes, not inside the homes. The sidewalk is wet and slippery, and in the cold weather, the sidewalks freeze and it's really bad.

We need for you to place your request in the 311 service system. You may need an underdrain in the area. Again, because we do honor our service request in order that they are received, we ask you to put your information into 311 and we will come out and investigate and provide you a time frame for our mitigation of that particular repair.

How often are fire hydrants inspected? What steps do we have to get to get an inspection?

Send a request to 311, especially if it's leaking. It's not supposed to be leaking. WSSC manages and maintains those.

Is the time period to repair sidewalks still 3 years?

We have improved our time frame for sidewalk work for concrete work, which includes curb and gutter and sidewalk and driveway aprons. I think we're probably down to about 2 years, maybe 18 months. We have decreased our backlog. We're starting to respond to some urgent service requests that are in the system that are trip hazards or some other hazard we need to mitigate. And we'll get there just as fast as we can, but we're doing better. It is now probably a 2 year wait versus 3 years.

Who do you contact regarding street lights if a bird's nest is built inside? There's been one like that in front of our home for at least 2 years.

If it's a county maintained pole, then you put it into the 311 system.

We did. We got a 1 year turn around. Is that normal?

For a street light? No. If you could please send me an e mail, we can look into that.

When residents of a senior apartment building complained about mold without obtaining a proper response of some type of remedial action to those concerns, should the county be considered as compliant in the abuse of seniors? What penalties exist for property owners who fail to correct said safety hazards?

Well DPIE is responsible for inspecting multifamily dwellings. We do not inspect for or mitigate mold. There is currently no county standard as relates to mold. What we do inspect for are unsanitary conditions and we can cite for that. If you give me the location we can go out and take a look at it.

A resident of Nottingham Court is concerned about abandoned properties not being maintained.

I will refer this to enforcement for you. Is there an address?

7004 Nottingham court in the Sherwood forest community.

Again, we have our vacant property unit folks here. The county is not set up to provide landscaping and maintenance for 4,000 properties, but we will take them in turn and address it.

There are still a few trees with blue dots in the Millwood Waterford community. When will they be removed?

If they are not a hazard in the community, tree removal is 12 plus months from the date that it was entered into the 311 system. So if it still remains, you can give us a call and we'll look up your case and tell you what the status of that individual case is.

Trees were cut, but logs were left on personal property. What will be about the damage to the lawns?

If it is personal property, then you can call CorVel, our third-party insurer, and let them know the damage. Often times what we find is that our tree contractors leave the logs in the public right of way because we come behind them to remove those heavy logs with equipment. And sometimes our citizens do confuse the public right of way with their property. So if it's stacked on the yard close to the road, it is likely the public right of way, but if there is a concern that we damaged your property, give us a call. We can give your name and number to CorVel and they can investigate it.

There is someone here who expresses concern about traffic coming in and out of chestnut just past 6th and 5th streets saying that it causes near misses. Is that person here?

We'll have someone reach out to them. If you have similar concerns, call 311 and provide details and we can have our traffic engineers take a look at the concern.

How do I get temporary lighting for an election voting site?

We don't provide temporary lighting. All the lighting we provide in public works and transportation is in the public right of way. I would suggest if you are working at an election voting site, that you work with the facility manager of that site to handle your request.

This question came from the Marlow Heights/Hillcrest Heights community. The median strip of grass is cut okay. However, the trash that is in the grass is not removed and is unsightly. Dead trees in the median need to be removed.

Is that person here? She wants to know how do you address having trees and trash removed from medians. We do maintain the medians and if you could give us the particular information, we'll address that contractor who is responsible for the Marlow Heights area.

How does a church get a 3 year permit for a utility company to use their property as a commercial storage site in a residential neighborhood? The community was not notified. Also the work being done is in the district of Columbia.

If you can provide us the address we can look into that and see what is going on. If it is a legal use, there is no requirement for notice, unless they need to have a special exception. If there is no hearing, there will likely be no signs posted.

When are you going to repave Brandywine Road in Clinton?

As far as resurfacing for transportation, we have completed that project. The state highway administration is doing work and if you have questions or concerns, you can see me after this meeting.

The board of appeals ordered my neighbor to stop operating an illegal hotel in January 2018. The neighbor is still running the illegal hotel. How do we stop this?

That's a zoning violation. What we can do is issue citations if we could document they are doing it. Again, it's not what we think they are doing. It's what we can prove in court. Give him the additional documentation you have.

An apartment is under new management. They plan to improve the property. The elevator in the building needs inspection. The certificate expired in March or April. Management is waiting for the certificate as of this week. The elevator, while operating, makes a loud sound and hesitates before ascending. There are seniors in the building and concern continues, especially in light of the recent fire at the senior center. What can residents do. The upper floors are needed.

If you could give us the address we'll have somebody from the DPIE multifamily section go out and take a look at it. The state does elevator inspections, not the county, but if it's not operating properly, we can notify the state and have them do something about it.

Somebody on this form is saying thank you to everybody for doing these meetings and communicating with the public.

Thank you!

How can we get a new sidewalk in our neighborhood?

If you want new sidewalk, there is a service request in 311 for a new sidewalk. DPW&T will go out and investigate. If we have sufficient right of way, we'll add it to our needs list for new sidewalks.

Why won't bulky trash pick up some trash and take it to the dump for free?

For info on the bulky trash program, visit the website at <https://www.princegeorgescountymd.gov/590/bulky-trash-collection>

The bulky trash concerns, I think they need to be directed through specifically through 311. There are some restrictions as to what they can pick up. A bannister, for example. Is it wood? Is it metal railing? In some cases, it might be considered construction debris which would not be accepted at the landfill.

I would like to request that a circular traffic mirror be placed at the intersection of chestnut avenue and 9th street across from on the bridge so those turning left towards the race track could avoid collisions with cars coming from the left. That's the bowie town grill side.

DPW&T can evaluate any traffic concerns if I can get the specifics. We'll add that to our studies list.

They also want to know about speed bumps on old laurel bowie road.

Same. My office does the speed bump evaluations as well. I just need the location.

How do we stop nuisance and illegal parking on our cramped street? Two houses nearby have multiple families with many cars.

Illegal parking can be addressed through the revenue authority or police department. If they are parked on the property then our inspectors can address that. As far as the public street, even though it is a inconvenience to you, if it's a public street we cannot restrict anybody. There are limitations as to how long you can park, how close you can park within a driveway, but you can't prohibit someone from parking on a public street.

If a house illegally contains multiple families, how do we report that?

That should be reported to 311. There is new legislation that came out that addresses, based on the size of the structure, how many people can live there. But we also address that through illegal construction. We find that quite often these properties have been subdivided and that is illegal. We can address it a couple different ways. Give us the address. We'll take a look.

This is about somebody from Brandywine. A long area on north keys road was resurfaced. Cross road trail has some very bad areas. What can be done to get those areas resurfaced?

We will be working on cross road trails probably within the next 18 months. It is in our resurfacing plan. We also have some construction that is going to be occurring along that road. And we're going to combine the two of those together. So, within the next 18 months we'll be on crossroads.

Do you have a manual for homeowners that identifies when you need permits for home renovations and repairs? What is required if you want to enclose your front porch?

We do have a guide that deals with permits that talks about what is required. And it depends upon your structure.

Can someone provide what the law is in Maryland or the county if a tree falls and damages another person's property? Who is responsible, particularly when the caretaker where the trees are rooted have been notified that the property was never maintained and dead trees are encroaching?

The county code doesn't specifically address that. The way it works is if the tree falls and damages your property, you contact insurance company. If your tree falls on their property they will contact their insurance company.

What should a Prince George's County resident do to report people who have DC and Virginia tags, but they live in Prince George's County?

That would be a police department or MVA question. MVA at one time had a unit that addresses people that live in Maryland that have DC tags or Virginia tags and haven't changed their address. You would want to report that to the police department.

I live in the Village of Oak Grove. There is drug transaction activity occurring at the entrance of our development. We called the county police. They do not show up. If they do show up, the people are gone already. And also, there is gambling activity in the middle of our development at the basketball court. We were wondering if there is any way we can get tower lights in that area briefly so they know we're watching them.

I am familiar with that situation. We'll talk a little bit afterwards about some of the tactics. I'm not sure if the lighting option is necessarily doable right now, but we'll talk after.

Thank you very much.

Please direct any questions to DPIE Public Information Officer Avis Thomas-Lester at athomaslester@co.pg.md.us or 301-636-2020.