



Melinda Bolling
Director



Angela D. Alsobrooks
County Executive

THIRD-THURSDAY COMMUNITY INFORMATION SESSION

Who Handles That?



From the Director

Welcome!

We regularly receive inquiries from citizens and business leaders asking for clarification about which County agencies are responsible for certain functions. It can be difficult to explain. Sometimes agencies share functions, such as with vehicle issues. DPIE responds to vehicle complaints on private property, the Revenue Authority responds to vehicle complaints on County roadways and the Prince George's County Police Department is responsible for vehicle issues in no-parking zones and other issues. Complaints and requests for service should be reported to PGC311. If you have the need to reach out to an agency, hopefully this seminar will be helpful in explaining the best agency to respond to your needs.

Melinda Bolling





DPIE Agency Overview

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



Director
Melinda Bolling

Deputy Director
Dawit Abraham

dpiе.mypgc.us

301-636-2020

Permitting and Licensing — Bellur Ravishankar, Associate Director

301-636-2050

Processes building and site plan permits; issues licenses

Permitting — <https://www.princegeorgescountymd.gov/1497/Permits>

Licensing — <https://www.princegeorgescountymd.gov/1214/Licensing>

Building Plan Review — Bellur Ravishankar, Associate Director

301-636-2070

Reviews plans for residential and commercial projects

<https://www.princegeorgescountymd.gov/1279/Building-Plan-Review>

Enforcement — Valerie Cary, Associate Director

301-883-6168

Investigates code violations; conducts inspections at residential, commercial and industrial properties

<https://www.princegeorgescountymd.gov/1221/Code-Enforcement-Property-Maintenance>

Inspections — Behdad Kashanian, Associate Director

301-636-2080

Regulates construction, development and grading through inspection and enforcement of codes

<https://www.princegeorgescountymd.gov/1232/Inspections>

Site/Road Plan Review — Mary Giles, Associate Director

301-636-2060

Reviews/approves site and roadway plans for proposed development and road improvement projects

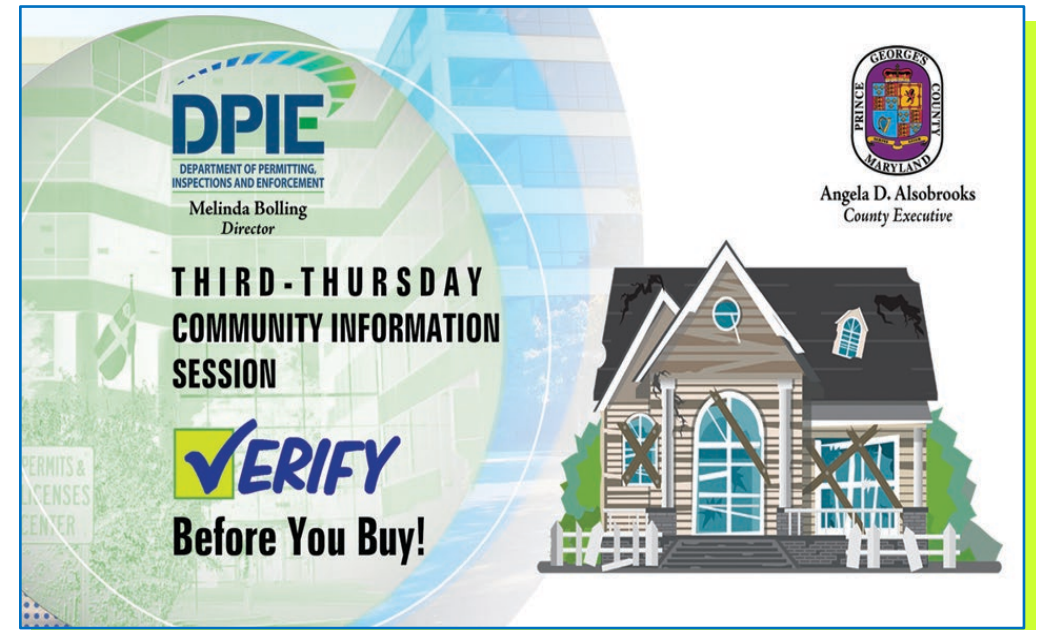
<https://www.princegeorgescountymd.gov/1352/SiteRoad-Plan-Review>

Monthly Community Information Sessions

DPIE hosts virtual Third-Thursday Community Information Sessions. Each session will focus on a particular topic and include a brief presentation, comments by agency experts and a Q&A period.


Sessions will take place from 11 a.m.–12 noon on the third Thursday of each month. Topics will vary. Each session will be announced in the DPIE *Under Construction* newsletter and on the DPIE website.

Participants may register and submit questions in advance to dpiepio@co.pg.md.us. A Zoom link will be provided to those who register. Call 240-508-9723 for more information.




Sister Agencies DPIE, DoE and DPW&T at a Glance

The information below will help you direct your inquiries to the appropriate agency.

Agency	Responsibilities	Service Divisions
 <p>Department of Permitting, Inspections and Enforcement (DPIE)</p> <p>Director: Melinda Bolling mmbolling@co.pg.md.us</p> <p>Website: dpie.mypgc.us</p> <p>Phone: 301-636-2000</p>	<p>Streamlines government operations in permitting, business licensing, inspection, property maintenance and code enforcement for residents and businesses in Prince George's County.</p>	<p>Building Plan Review — Reviews plans for residential and commercial projects</p> <p>Enforcement — Investigates code violations at residential, commercial and industrial properties</p> <p>Inspections — Regulates construction, development and grading through inspection and code enforcement</p> <p>Permitting and Licensing — Processes building and site plan permits</p> <p>Site/Road Plan Review — Reviews and approves site and roadway plans for proposed development and road improvement projects</p>


Sister Agencies DPIE, DoE and DPW&T at a Glance

The information below will help you direct your inquiries to the appropriate agency.

Agency	Responsibilities	Service Divisions
 <p>Department of the Environment (DoE)</p> <p>Director: Andrea Crooms acrooms@co.pg.md.us</p> <p>Website: environment.mypgc.us</p> <p>Phone: 301-883-5810</p>	<p>Responsible for clean water services; flood prevention for buildings and structures; waste collection, recycling, yard trim, food compost and County landfill management; animal services; and sustainability services.</p>	<p>Animal Services — Manages the welfare of the County's animal population through enforcement, pet adoptions, licensing, spay/neuter and humane education</p> <p>Resource Recovery — Manages the reduction, recycling, collection and disposal of municipal solid waste, yard trim and food compost</p> <p>Sustainability — Works to move the County toward a sustainable tomorrow</p> <p>Stormwater Management — Protects and restores water quality and stream systems and mitigates for flooding of County structures</p>

Sister Agencies DPIE, DoE and DPW&T at a Glance

The information below will help you direct your inquiries to the appropriate agency.

Agency	Responsibilities	Service Divisions
 <p>Department of Public Works & Transportation (DPW&T)</p> <p>Acting Director: Michael Johnson mdJohnson1@co.pg.md.us</p> <p>Website: dpwt.mypgc.us</p> <p>Phone: 301-883-5600</p>	<p>Responsible for 2,000 miles of County roads, 900 bridges, shoulders, sidewalks, curbs/gutters and driveway aprons. Also tasked with snow and ice removal, traffic signals, streetlights, fallen trees, unclogging drainage inlets and maintaining stormwater management facilities.</p>	<p>Office of Transportation — Operates the County's public transportation system</p> <p>Office of Engineering and Program Management — Implements the Capital Improvement Program (CIP), including roadway reconstruction, bridge replacement, pedestrian safety and intersection improvements</p> <p>Office of Highway Maintenance — Provides highway infrastructure, litter control and stormwater management from maintenance shops located in Brandywine, Forestville and Glenn Dale</p>

Other Agencies at a Glance

The information below will help you direct your inquiries to the appropriate agency.


Agency	Responsibilities
<p>Prince George's County Police Department Chief: Malik Aziz Police_CustServ@co.pg.md.us Website: police.mypgdc.us Phone: 301-772-4740 Emergency: 911 Non-emergency: 301-352-1200</p>	<p>Law enforcement</p>
<p>Prince George's County Revenue Authority Director: Mark Graves megraves@co.pg.md.us Website: https://www.princegeorgescountymd.gov/1148/Revenue-Authority Phone: 301-772-2060</p>	<p>Handles vehicle and traffic violations, abandoned vehicle complaints, and parking violations</p>
<p>Maryland State Highway Administration Administrator: Tim Smith lconti@mdot.maryland.gov Website: https://Roads.Maryland.Gov District 3 Office Phone: 301-513-7300</p>	<p>Responsible for complaints on state rights-of-way</p>
<p>PGC311 Director: Euniesha Davis 311onthego@co.pg.md.us Website: PGC311.com 301-952-4729 Phone: 311 (301-883-4748 outside of Prince George's County) to report code violation complaints or request service</p>	<p>Processes service requests and complaints related to code violations</p>

PGC311 Service Request Status Update




- If a service request was submitted prior to March 2022, call the PGC311 Call Center and have a representative check the status of your service request. Dial: 3-1-1 or 301-883-4748 and a representative will assist you.
- If a service request was submitted after March 2022, go online to www.pgc311.com, click the “status” tab, enter your service request number and click the search icon to check on the status of your service request.
- You may also call the PGC311 Call Center and have a representative check the status of your service request. Dial: 3-1-1 or 301-883-4748 and a representative will assist you.


Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	PARKING COMPLAINTS							
	<ul style="list-style-type: none"> DPIE handles complaints of vehicles parked on residential lots: on unpaved areas, commercial vehicles in driveways, untagged vehicles, etc. 	✓						
	<ul style="list-style-type: none"> The Police Department handles “No Parking” zone violations. 				✓			
	<ul style="list-style-type: none"> The Revenue Authority handles some illegally parked vehicles abandoned vehicles, wrecked and junk vehicles parked on roads, etc. 					✓		


Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	STREET MAINTENANCE							
	<ul style="list-style-type: none"> DPW&T is responsible for County roadways. 			✓				
	<ul style="list-style-type: none"> The State Highway Administration (SHA) is responsible for state “routes” — numbered roads, such as Route 202. Municipalities are responsible for their own streets. 						✓	
	<ul style="list-style-type: none"> Find out if a roadway is owned by the County, state or a municipality with the Pavement Assessment Management System (PAMS). 							✓


Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
ANIMAL CONCERNS								
	<ul style="list-style-type: none"> DPIE investigates and cites residents for maintaining chickens, roosters, pot-bellied pigs and other non-domesticated animals in residential areas. 	✓						
	<ul style="list-style-type: none"> DoE responds to complaints related to injured or rabid animals, loose pets, pit bulls, feral cat colonies, and animals that venture inside private homes and investigates animal cruelty cases. 		✓					

Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	TRASH							
	<ul style="list-style-type: none"> DPIE addresses trash on residential or commercial lots and private property. 	✓						
	<ul style="list-style-type: none"> DoE collects trash, recycle, bulky trash, compost and yard trim. 		✓					
	<ul style="list-style-type: none"> DPW&T addresses complaints about trash on sidewalks, roads, public rights-of-way, etc. 			✓				

Who Handles That?

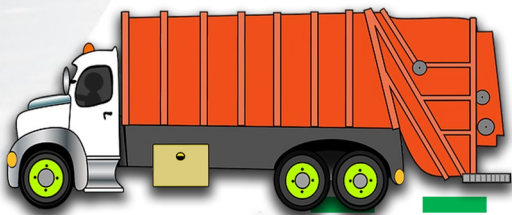
		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	DUMPING							
	<ul style="list-style-type: none"> DPIE responds to complaints about dumping at private residences and on private property. 	✓						
	<ul style="list-style-type: none"> DoE manages the County's Illegal Dumping and Beautification Task Force. 		✓					
	<ul style="list-style-type: none"> DPW&T responds to dumping complaints on County public rights-of-way. SHA responds to dumping on state rights-of-way. 			✓				
	<ul style="list-style-type: none"> Prince George's County police investigate industrial dumping and large-scale dumping on public property and in commercial areas. 				✓			

Who Handles Trash?




This chart will help you find the appropriate place to properly dispose of litter and debris to bring your property into compliance.


VIOLATION	SOLUTION
Dumping tires	Call PGC311 to schedule a bulky trash pickup of up to four tires per trip. You can always schedule additional pickups to dispose of additional tires.
Storing construction materials	Dispose of construction materials at the Ritchie Land Reclamation Landfill, 2001 Ritchie Road, Upper Marlboro. Vehicles are charged by size. Call 301-350-4059 for details. Mon-Fri, 7:00 AM-4:00 PM
Storing old furniture, broken appliances and fixtures, junk and debris	Two tightly closed bags of household items or two large bulky items, such as a sofa or recliner, may be placed next to your wheeled trash cart or can with your weekly trash. Mattresses must be encased in plastic covers. Call PGC311 to schedule a bulky trash pickup for large appliances.
Keeping large loads of trash that does not qualify for weekly pickup	Transport items to the Brown Station Road Sanitary Landfill, 11611 White House Road, Upper Marlboro. Call 301-952-7625 for details. Mon-Sat, 8:00 AM-3:30 PM
Harboring hazardous materials and old electronics on your property	Take the materials to the Household Hazardous Waste Acceptance Site and Electronics Recycling Acceptance Site, 11611 White House Road, Upper Marlboro. Thurs-Sat, 8:00 AM-3:30 PM




Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	DRAINAGE ISSUES/FLOODING							
	<ul style="list-style-type: none"> DPIE responds to drainage complaints in new subdivisions under permit and those related to structures and unpermitted construction. 	✓						
	<ul style="list-style-type: none"> Homeowners should address property maintenance. See DoE's Residential Drainage booklet for details. 							✓
	<ul style="list-style-type: none"> DoE responds to drainage complaints related to grading, environmental issues, etc. 		✓					
	<ul style="list-style-type: none"> DPW&T responds to problems that occur on County streets, in the public storm drain system, etc. 			✓				


Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	TREES							
	<ul style="list-style-type: none"> DPIE handles complaints for fallen branches on private property. Firewood must be stacked on a platform 18 inches off the ground. 	✓						
	<ul style="list-style-type: none"> DPW&T handles trimming of trees, removal of limbs and branches and tree planting and replacement in public rights-of-way. 			✓				
	<ul style="list-style-type: none"> Branches and limbs from a neighbor's tree infringing on your property is a civil matter between affected parties. 							✓


Who Handles That?

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	NOISE							
	<ul style="list-style-type: none"> DPIE investigates noise complaints at businesses and industrial sites. 	✓						
	<ul style="list-style-type: none"> The Police Department responds to noise complaints at loud parties and other events at private residences. 				✓			


Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
VEHICLES								
	<ul style="list-style-type: none"> DPIE responds to vehicle complaints on private property related to property maintenance violations and vehicles used to operate illegal home-based businesses, such as auto repair shops. 	✓						
	<ul style="list-style-type: none"> The Police Department handles complaints in “No Parking” zones, speeding and other issues. 				✓			
	<ul style="list-style-type: none"> Revenue Authority responds to complaints for vehicles on County roadways. 					✓		

Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
INFORMATION								
	<ul style="list-style-type: none"> DPIE provides information about code violations and other information through the Maryland Public Information Act (MPIA). 	✓						
	<ul style="list-style-type: none"> <u>Data Prince George's</u> features static information. 							✓
	<ul style="list-style-type: none"> The <u>Maryland State Department of Assessments and Taxation (SDAT)</u> is a good tool to glean information about private property. 							✓

Who Handles That?

		DPIE	DoE	DPW&T	Police Dept.	Revenue Authority	State Highway Admin.	Other
	MOLD							
	<ul style="list-style-type: none"> DPIE inspects for unsanitary conditions at apartments where mold is alleged. DPIE does not respond to reports of mold in private residences. 	✓						
	<ul style="list-style-type: none"> Private mold companies investigate mold complaints and mitigate mold on private property. 							✓

Municipalities Responsibilities

Municipality	Building	Mech. & Electrical	Health	Plumbing Permits and Inspections	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	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

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

DPIE Public Information Office



- Serves as the information liaison between DPIE and Prince George's County residents, community leaders, homeowner and civic organizations, business partners, media outlets and other entities.
- Facilitates customer service complaint resolution and responds to inquiries under the Maryland Public Information Act (MPIA).
- Publishes periodic bulletins and a monthly e-newsletter called *Under Construction*, a summary of agency services, code requirements and other helpful information. You may subscribe at [Subscribe My PGC](#) or by sending an email to dpiepio@co.pg.md.us.

To file an MPIA request, visit [MPIA Processing at DPIE](#) on the DPIE website.

Email dpiepio@co.pg.md.us for more information.

DPIE Publications



Information for Citizens and HOA/Civic Groups

DPIE is participating in the County's priority to reduce litter by decreasing document printing. The following code enforcement and property maintenance documents are available on dpi.e.mypgc.us. Click the **RESOURCES** tab, then the **PUBLICATIONS** tab or Google DPIE Publications. Feel free to share the documents with your networks!

Flyers

- ◆ Beautify Your Property and Bring It into Compliance!
- ◆ Buyer Beware! Unpermitted Construction
- ◆ Did You Know That Ugly Sign Litter Is Also Illegal?
- ◆ DPIE Alert: Storms — Steps to Help Mitigate Storm Damage to Your Property
- ◆ Improperly Installed Fences May Cause Drainage Problems and Flooding!
- ◆ Many Home-Based Businesses Are Prohibited in Prince George's County!
- ◆ NO Landscape Litter — Landscape Litter Violates County Code
- ◆ Operating a Restaurant and Selling Food at Home Are Illegal!
- ◆ Posting Illegal Signs Is Expensive!
- ◆ PYP — Permit Your Projects!
- ◆ The 10 Most Frequent Code Violations in Prince George's County
- ◆ Who Handles That?

Booklets

- ◆ Homeowner and Community Code Enforcement
- ◆ Multifamily Code Enforcement
- ◆ Homeowners Guide to Permits



Information Translations

El Departamento de Permisos, Inspecciones y Cumplimiento
(The Department of Permitting, Inspections and Enforcement [DPIE])

¡Operar un restaurante y vender comida en casa es ilegal!



¡Operar un restaurante, cafetería u otro restaurante y preparar comida en casa para la venta son violaciones del Código del Condado de Prince George que pueden crear riesgos de seguridad para las personas que viven allí!

- **¡Fuego!** Cocinar grandes cantidades de alimentos en un departamento, condominio, casa de pueblo o casa unifamiliar puede ocasionar incendios porque se pueden encender estufas no diseñadas para la producción en masa de comidas.
- **¡Envenenamiento por monóxido de carbono!** Muchas residencias no están equipadas con sistemas de ventilación adecuados para la producción en masa de comidas. Respirar monóxido de carbono puede provocar lesiones graves.
- **¡Peligro extraño!** Traer extraños a su casa para comprar alimentos expone a su familia a personas posiblemente sin escrúpulos que pueden regresar más tarde sin invitación.
- **¡Ratas y cucarachas!** Las ratas se sienten atraídas por todo tipo de alimentos y las cucarachas acuden en masa a los mostradores, armarios y pisos donde se han arrojado los alimentos. ¡Las áreas de almacenamiento y preparación de alimentos que se utilizan para producir grandes cantidades de alimentos pueden atraer alimañas y sus gérmenes!
- **¡Violación de distanciamiento social COVID-19!** Tener más de unas pocas personas dentro de una residencia viola los estándares de distanciamiento social ordenados por nuestros legisladores para mantenernos a salvo durante la emergencia actual de COVID-19. COVID-19 es una enfermedad viral grave que se transmite a través de la exposición de una persona sana a una persona infectada. Usar una máscara, lavarse las manos con frecuencia y mantener una distancia de al menos seis (6) pies de los demás son las mejores herramientas para ayudar a prevenir la propagación del virus.

Operar un restaurante ilegal o una operación de venta de alimentos puede generar una multa de hasta \$2,300 y otras consecuencias.

¡No te pongas a ti ni a tu familia en riesgo! ¡No cree molestias públicas para su vecindario!

Si está operando un restaurante ilegal o vendiendo comida en casa, ¡DETÉNGASE inmediatamente!

Para obtener más información sobre los mercados de agricultores, los camiones de comida y otras opciones permitidas para vender alimentos, visite el sitio web de DPIE en <http://dpiie.mypgc.us>.




Angela D. Alsobrooks
County Executive

McLinda Belling
Director

- In an effort to share both departmental and County information with our communities, DPIE is publishing pages in other languages. On [DPIE's website](#) select the [Resources tab](#) at the bottom of the left column.
- The fifth item in the left column is [Information Translated to Other Languages](#).
- Be sure and check back on a regular basis as we continue to convert and add additional DPIE documents, as well as County notices and COVID-19 updates.
- For instructions on how to translate information, visit DPIE's website at dpiie.mypgc.us.

Important Phone Numbers

Call
PGC
3 1 1
First!

- Abandoned Vehicles 301-952-1873
- Animal Management 301-780-7200
- Building/Construction Standards 301-883-3820
- Bulky Trash 301-883-4748
- Enforcement Division 301-883-6168
- Licensing 301-883-3840
- Permits Center 301-636-2050
- Refuse, Recycling and Yard Waste 301-952-7625
- Rental Licensing 301-883-3840



DEPARTMENT OF PERMITTING,
INSPECTIONS AND ENFORCEMENT

Melinda Bolling
Director



Thank you!

Contact:

DPIE Public Information Officer

AVIS THOMAS-LESTER

athomaslester@co.pg.md.us

301-636-2053

for more information.

Visit the DPIE website at dpiе.mypgc.us.