



DEVELOPMENT REVIEW BULLETIN

Bulletin No. 1-2019

Subject: Planning Department Customer Service Improvements-

Resource: Development Review Division

Date: January 14, 2019

The Planning Department is happy to announce our latest customer service improvements regarding application package submittals, returns, and payments as well as the installation of a new customer service kiosk. Effective Friday, February 1, 2019, the submittal and return of all application packages, documents, and payments will occur at the Planning Information Services office located on the lower level of the Prince George's County Administration Building (CAB), Room L-2. This change will include the submittal and return of documents relative to the Development Review Division and the Countywide Planning Division.

The Planning Department staff will be available Monday – Friday from 8:30 a.m. to 4:30 p.m. to allow customers to submit and retrieve application materials. This change will include all submissions for Subdivision and Zoning, Urban Design, Environmental Planning, Historic Preservation, Transportation Planning, Special Projects, and the retrieval of all signs necessary to meet posting requirements. Current procedures will remain as staff will continue the current practice for application package intake and provide comments to customers later.

All payments associated with the submittal of any application package will be processed at the Planning Information Services office. In addition, we will not only accept payments by cash, check, and money orders, but now will accept Visa, MasterCard, American Express, and Discover credit cards. As a reminder, all personal check payments require an address, telephone number, and government issued form of identification (i.e. driver's license).

Lastly, another improvement the Planning Department is excited to announce, will be the installation of a new customer service kiosk "PAM" on the fourth floor of the CAB. PAM will be available to allow visitors to sign in for a meeting, contact the necessary staff regarding their arrival, review Planning Board Agendas, review the Planning Board Calendar, and access the Planning Department's website. Visitors will also be able to alert staff of their arrival for a meeting. If visitors wish to meet with the Planning Board Chairman's Office or the Planning Director, they will continue the current practice of entering the doors toward the Planning Director's Office and announce their arrival to the receptionist. The new kiosk is expected to

provide visitors a customer friendly way to obtain Planning Department information, sign-in for a meeting, and alert staff of their arrival for a meeting.

As we continue to make strides to meet your customer service needs, we hope you will e-mail any additional suggestions to improve our services to PPD-InfoCounter@ppd.mncppc.org.