

311 *On the Go!* Program Overview

The Office of Community Relations knows how challenging it can be to engage County government beyond the 311 Call Center. Citizens like you want to know that your concerns are being addressed. This is why we saw the need to bring 311 programs and County government out of the office and into the community.

County Executive Angela Alsobrooks loves the residents of Prince George's County and wants to ensure that its citizens have a positive customer service experience when they engage their County government. She has charged the Office of Community Relations to make sure our programs and offerings are understood and available to address citizen concerns at every turn. That's why we developed 311 *On the Go!*.

311 *On the Go!* is an innovative, award-winning program that brings County government right to your neighborhood. We don't wait for your call. Instead, we put boots on the ground in your community to hear your concerns in person and see for ourselves what challenges our residents are facing. We plan our initiatives through careful data-driven analysis that combines information from County agency departments, 311 service requests, and residents.

Although spearheaded and run by the Office of Community Relations, 311 *On the Go!* isn't just a one-department program. By working with other agencies, like the Department of Permitting, Inspections, and Enforcement (DPIE), Public Safety, the Office of Public Works and Transportation, and more, 311 *On the Go!* brings cohesive solutions to community concerns. We work as a team to better your community and to make a positive impact in each region of the County.

311 *On the Go!* is on the move and happening all over Prince George's County.

1. Check out our [schedule](#) to learn where we are headed next.
2. Attend one of our "What's the 311? Know Your County Government" [webinars](#).
3. Interested in bringing the 311 *on the* team to your neighborhood? [Schedule your Community Walk](#) so we can hear your concerns and ideas in person.

311 *on the Go!* is in your community and about your community.