MEMORANDUM

TO: City Council

FROM: David J. Deutsch
City Manager

SUBJECT: ***Status Report*** DATE: April 4, 2013

1. Prince George's Schools Office of Constituent Services
   Ms. Cooper and I met yesterday with Ms. Robin Shell, the Coordinator of the Prince George's County Public Schools Office of Constituent Services. Ms. Shell is doing outreach so that various segments of the community are aware of her office and its services. Please see the attached information about the program. The information will be provided to the City's Education Committee, and Ms. Shell indicated a willingness to attend an upcoming Committee meeting.

2. Planning Board Results (DSP #12011, St. James Episcopal Church)
   Today the Prince George's County Planning Board reviewed Detailed Site Plan #12011 submitted by the Episcopal Diocese of Washington for approval of a day care use accessory to a church at their property on 8th Street in Old Town Bowie. On December 3, 2012 City Council conducted a public hearing on this request and voted to recommend approval of the proposed 54-child day care center, which will be located in the existing educational building on the 1.05-acre site in the R-55 (One Family Detached Residential) zone. Park and Planning staff recommended approval with five (5) conditions, requiring minor revisions to the plan prior to signature. Commissioner Shoaf's motion for approval of the request was seconded by Commissioner Geraldo and passed unanimously (Washington absent).

3. Stream Cleanup This Weekend
   This Saturday is the City's Spring Stream Cleanup event. Approximately 75 volunteers have signed up to clean four (4) different segments of four (4) streams across the City. The final sites are shown below. While sites 2, 3 and 4 are each being done by one Scout Troop, any Councilmembers wishing to join in the cleanup are encouraged to do so at any of the four (4) sites.

Stream Name and Meet-up Site (at 9:00 a.m.):

(1) Green Branch - Covington Community Center, Elder Oaks Boulevard
(2) Mill Branch - Ruby Tuesday, Excalibur Drive
(3) Saddlebrook Branch - East Saddlebrook Park, Race Track Road
(4) Upper Collington Branch - Stewarts Landing, Church Road

4. Old Town Bowie (9th Street) Sidewalk Replacement

The Maryland State Highway Administration (SHA) is preparing to begin their long-awaited sidewalk retrofit of 9th Street in Old Town Bowie. Several years ago, SHA determined that the prior sidewalk retrofit did not conform with Americans with Disabilities Act regulations and therefore had to be replaced. The current sidewalk upgrade project will improve the look of Old Town's main street and address accessibility issues. According to SHA, approved construction plans were sent out for bid and SHA is now ready to proceed. The final right-of-entry agreement from an abutting property owner is expected to be obtained this week. Construction is programmed to begin next week, commencing at the MD 564 bridge/Chestnut Avenue end and moving west. According to SHA, the work should be completed in approximately four (4) weeks.

How to Navigate Prince George's County Public Schools System

OFFICE OF CONSTITUENT SERVICES

About Constituent Services

Mission

- To provide technical assistance and conflict resolution to resolve constituent concerns in an equitable and timely manner.

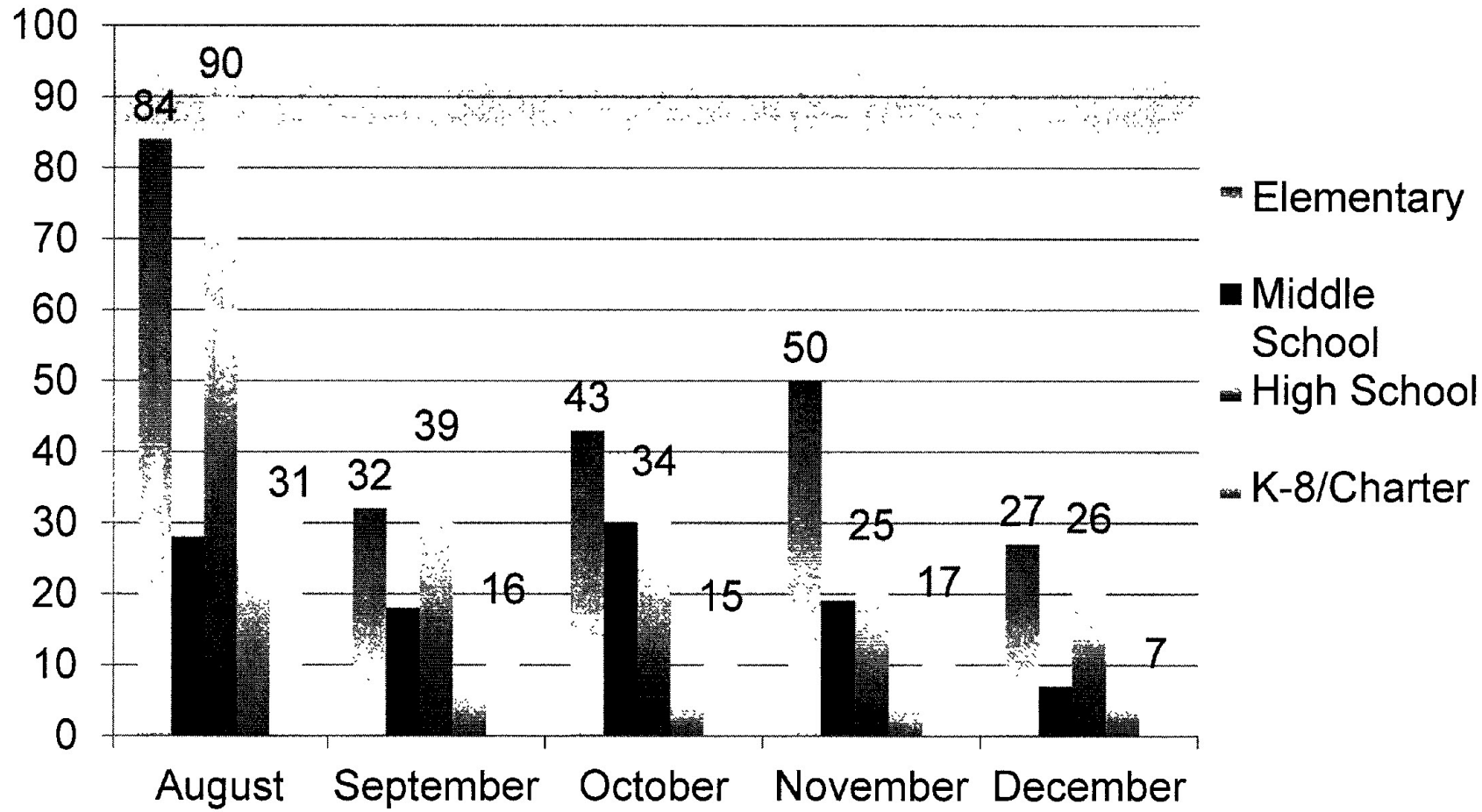
- To inform the Superintendent and Board of Education of trends and issues for responsible systemic change.

Administrative Procedure 1600

The Board of Education routinely receives a large number of requests for information, issue resolution, appeals, suggestions, and follow-up from various members of the community.

Many of these concerns are directed back to the Superintendent for resolution. The timely, efficient and courteous servicing of constituent concerns is a critical component to promote systemic improvement, inform constituents, and support the needs of the school district.

Constituent Concerns by Grade Level



Administrative Procedures Guide the Process

Most concerns are addressed by existing administrative procedures which can be accessed on-line at http://www.pgcps.org/~procedur/.

Bullying	**AP 5143**
Grading (High School)	**AP 5121.3**
Science and Technology	**AP 6142.3**
Cell Phones	**AP 5132**

First Step to Address Concerns

Informal Process

The first level in resolving concerns is to address them with the appropriate person or office most directly involved.

If the issue cannot be resolved at this level, the constituent should be referred to the person or office responsible for review or supervision of the process.

Formal Process

Formal Process

Customers may contact PGCPS by telephone, walk-in, or by submitting their concerns on-line at

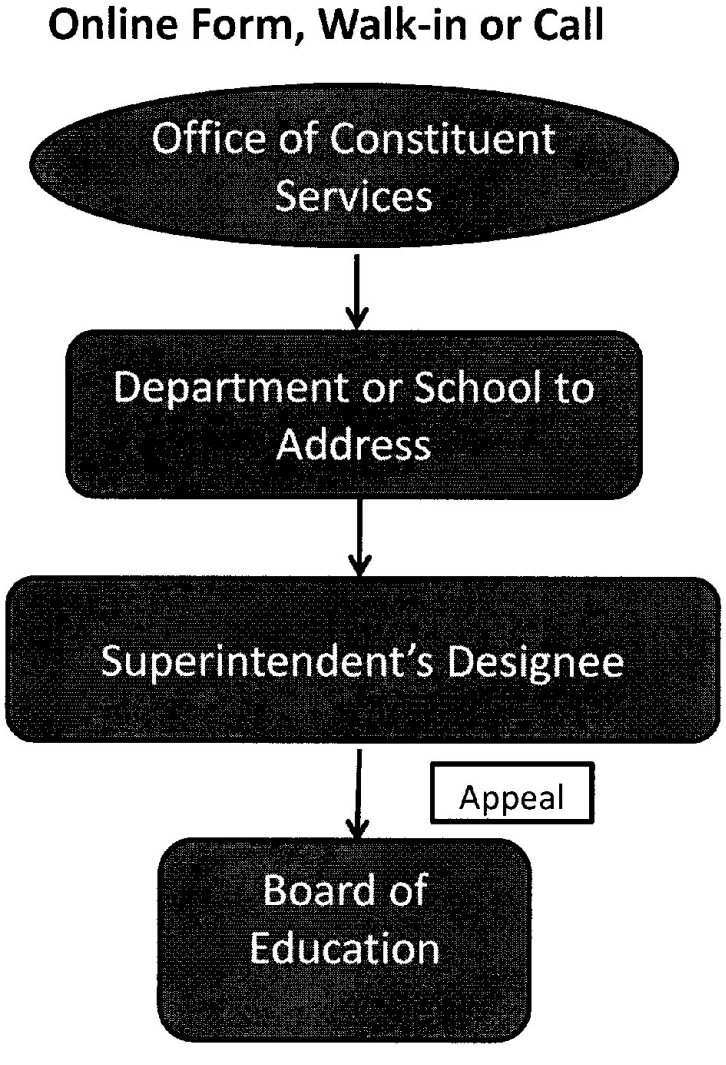
http://www1.pgcps.org/concerns

A tracking number is assigned to the concern by the Office of Constituent Services and the responsible department is given the customer's information to respond to within 3 days and to resolve within 10 days.

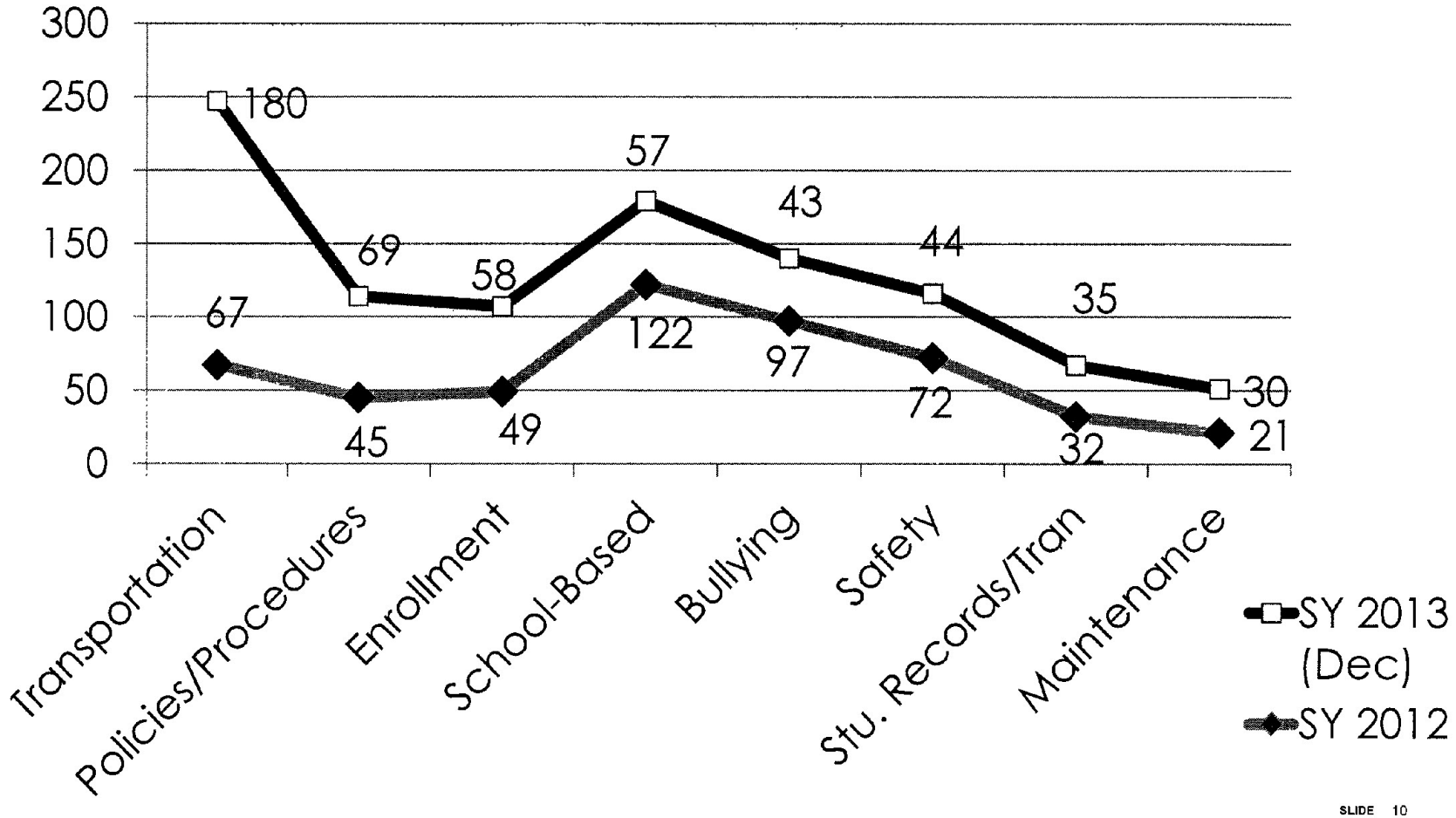
Next Steps

If the constituent is not satisfied with the decision, the constituent's concern may be sent to the appropriate Superintendent's Designee, appealed to the Board of Education according to the relevant administrative procedure, or referred to the Office of Constituent Services for an explanation of the process.

The Process for addressing constituent concerns



Top Issues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Transportation
Policies/Procedures
Enrollment
School-Based
Bullying
Safety
Stu. Records/Tran
Maintenance
SY 2013 (Dec)
SY 2012

How OCS provides technical assistance

- Explain policies and procedures to administrators, staff and managers within the school system
- Maintain current training and statistics on website
- Provide customized trainings to departments
  - Constituent Tracking System
  - Conflict Resolution
  - Customer Service

How OCS partners with external stakeholders

- Explain policies and procedures to community groups, elected officials and other interested parties
- Attend Parent-Teacher Organizations and community events
- Provide training upon request
- Send out monthly newsletters to Parent Teacher Organizations, Schools and Elected Officials

Workshops and Parent Engagement

Month	Number of Outreach	Number of Participants
August	2	107
September	7	657
October	16	332
November	9	226
December	8	381
Total	42	1,703

- **Based on a survey of middle and high schools, administrators indicated a need for increased conflict resolution resources and training for staff, students and families.**
- **Parent workshops offer an opportunity to educate families on how to address conflict.**
- **OCS partners with the International Student Office, Multi-Cultural Youth Center, and the Family Academy at FBCG in offering parent workshops.**
- **OCS is sponsoring a 40 Hour Basic Mediation Training to employees to improve conflict resolution resources in PGCPS.**

Constituent Services

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Questions