KNOW YOUR COUNTY

Montgomery County, Maryland

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LEAGUE OF WOMEN VOTERS®
OF MONTGOMERY COUNTY, MD, Inc.
CITIZEN EDUCATION FUND

Know Your County

A Guide to
Government in
Montgomery County
Maryland

The Offices of the County Executive

Office of Community Partnerships

Isiah Leggett

County Executive

The League of Women Voters of

Montgomery County, MD –

Citizen Education Fund

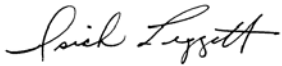Nancy Soreng

President

2007 Edition

Dear Readers,

It is a pleasure to provide you with this 2007 edition of ***Know Your County – A Guide to Government in Montgomery County, Maryland.*** As with so many projects that make Montgomery County a great place to live, this product results from the collaboration of business (Discovery Communications, Inc. and Host Hotels & Resorts), government (The Offices of the County Executive, Office of Community Partnerships), and a private, non profit organization (The League of Women Voters and its Citizen Education Fund).

It was produced so that you, the residents of Montgomery County, will have a greater understanding of the functioning of local government and the array of services it provides. Because these programs and services are constantly changing to meet current needs, all of the information in this booklet is available on-line at www.montgomerycountymd.gov and will be updated periodically. If you should discover an error or have an addition to recommend, please send an e-mail to: KnowYourCounty.ResourceGuide@montgomerycountymd.gov.

This booklet provides clear concise descriptions and contact information for all departments and agencies in Montgomery County government. It was compiled with the assistance of Ben Kaufman, a student intern at the Office of Community Partnerships.

Sincerely,

Isiah Leggett
County Executive
Montgomery County, MD

Nancy Soreng, President
League of Women Voters of
Montgomery County, MD

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For assistance in reaching Montgomery County
government agencies, please call Information and Referral at 240-777-1000.

Si necesita ayuda para ponerse en contacto con alguna agencia del gobierno del
Condado de Montgomery, favor de llamar al número de Información y Referencia: 240-777-1000.

Pour toute information et/ou assistance pour joindre les agences gouvernementales du
Comté de Montgomery, appelez ce numéro d'information:
240-777-1000

若需要協助聯絡蒙哥馬利郡政府各機構, 請洽咨詢專線 240-777-1000.

몽고메리 카운티 정부기관의 도움이 필요하시면

안내 와 소개 전화번호, 240-777-1000을

이용하시기 바랍니다.

Nếu quý vị cần sự giúp đỡ liên lạc những cơ quan chính phủ Quận Montgomery, xin
gọi đường giây Thông Tin và Chỉ Dẫn, ĐT: 240-777-1000.

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Basic Information and History

Location.............Northwest part of Washington Metropolitan Area

Area....................496 square miles - 4th largest in Maryland

Population 931,000 (2005)

How Governed ..Home Rule Charter implemented by County Executive and nine-member County Council

County Seat.......Rockville

Historical Timeline

1634....................First European Settlers arrived on the shores of
Maryland. The area that is now Montgomery County was inhabited by members of the
Piscataway Confederacy

1695....................Europeans began to settle along Rock Creek

1776....................Frederick County was divided into three counties
Frederick, Montgomery and Washington

1801....................The name of the county seat was changed from Williamsburg to Rockville

1860....................Free public school system was established

1861-1865...........Confederate troops passed through the county during the Civil War

1891....................The third Court House, which still stands to this day, was built

1948....................Became the first county in the state to adopt a Home Rule Charter with a council form of
...........................government

1950....................Montgomery County Public Library System created

1954....................Montgomery County Schools began to desegregate

1968....................A new charter was adopted, allowing a County Executive and a seven-member County
Council

1976....................United States and Montgomery County bicentennial

1981....................Executive Office Building and Judicial Center were built

1990....................The County Council expanded to nine members

Demographic Data by Race (2005)

White...64.0%

Black or African American 16.6%

Asian or Pacific Islander 13.4%

Other...3.2%

Hispanic/Latino (may be any race) 13.9%

Municipalities

Nineteen cities, towns and villages in Montgomery County are incorporated. Municipalities may legislate local ordinances. Except in the areas of public safety and health, laws passed by the County Council do not apply in municipalities.

Barnesville 301-972-8411
Brookeville 301-570-4465
The Town of Chevy Chase 301-654-7144
Chevy Chase View 301-949-9274
Chevy Chase Village 301-654-7300
North Chevy Chase 301-654-7084
Village of Chevy Chase- Section 3 301-907-9117
Village of Chevy Chase- Section 5 301-986-5481
Gaithersburg 301-258-6300
Garrett Park 301-933-7488
Glen Echo 301-320-4041
Kensington 301-949-2424
Laytonsville 301-869-0042
Martin's Additions 301-656-4112
Poolesville 301-428-8927
Rockville 240-314-5000
Somerset 301-657-3211
Takoma Park 301-891-7100
Washington Grove 301-926-2256

Contacts for Surrounding Area Governments

Maryland

Prince George's County (Executive).. 301-952-4131
Howard County (Executive) 410-313-2013
Carroll County (Commissioners).. 410-386-2043
Frederick County (Commissioners) 301-694-1100

Virginia

Loudoun County (Administrator).. 703-777-0200
Fairfax County (Executive) 703-324-2531
Arlington County (Manager)... 703-228-3120

Washington, DC

(Mayor) 202-727-2980

Montgomery County Government

Organizational Chart

RESIDENTS

COUNTY COUNCIL
- → Board of Appeals
- → Inspector General
- → Legislative Oversight
- → Merit System Protection Board
- → People's Counsel
- → Zoning & Administrative Hearings

COUNTY EXECUTIVE
- → Boards, Committees & Commissions
- → Chief Administrative Officer

BOARD OF EDUCATION
- → Montgomery County Public Schools

CIRCUIT COURT

SHERIFF

STATE'S ATTORNEY

Operational Departments
- → Community Use of Public Facilities
- → Consumer Protection (Office of)
- → Correction & Rehabilitation
- → County Executive (Offices of)
- → Economic Development
- → Environmental Protection
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- → Health & Human Services
- → Homeland Security
- → Housing & Community Affairs
- → Human Rights
- → Libraries
- → Liquor Control
- → Permitting Services
- → Police
- → Public Works & Transportation
- → Recreation
- → Regional Services Centers
- → Women (Commission for)

Administrative Departments
- → County Attorney
- → Ethics
- → Finance
- → Human Resources
- → Intergovernmental Relations
- → Management & Budget
- → Procurement
- → Public Information
- → Technology Services

OTHER AGENCIES
- → Board of Elections
- → District Court
- → District of Columbia Water & Sewer Authority
- → Housing Opportunities Commission
- → Montgomery College
- → Maryland-National Capital Park & Planning Commission
- → Revenue Authority
- → Washington Metropolitan Area Transit Authority
- → Washington Suburban Sanitary Commission
- → Washington Suburban Transit Commission

For the most updated information and organizational chart, please visit the Montgomery County web site: www.montgomerycountymd.gov

Executive Branch

Executive Office Building

101 Monroe Street, Rockville, MD 20850

240-777-2500

Montgomery County Executive

The Montgomery County Executive is elected to serve a four-year term and has official duties comparable to that of a city mayor. The County Executive is responsible for:

- Overseeing the implementation and enforcement of the laws of Montgomery County

- Providing executive direction to all departments

- Proposing plans, programs, budgets, policies, and legislation to the County Council

- Ensuring full protection of, and participation by, residents of all races, national origins and physical abilities

- Preparing the Public Services Program (PSP) and Operating Budget, Capital Improvements Program (CIP), annual update of the ten-year Water Supply and Sewage System Plan and the Solid Waste Management Plan

The County Executive may:

- Appoint department heads and members of boards, committees and commissions responsible to the executive branch. Most appointments require confirmation by the County Council

- Exercise an executive veto on any legislation passed by the County Council. The County Executive's veto can be overridden by a vote of six or more members of the County Council

Chief Administrative Officer (CAO)

The Chief Administrative Officer (CAO) is appointed by the County Executive. The CAO is responsible for the supervision of all of the department heads and various agencies that comprise the Executive Branch.

Legislative Branch

Stella B. Werner Council Office Building

100 Maryland Avenue, Rockville, MD 20850

240-777-7900

Montgomery County Council

The County Council is composed of nine members who are elected for four-year terms of office. The county is divided into five councilmanic districts. Each district is represented by one council member who must reside in that district and is elected only by voters living in that district. In addition, four at-large representatives, who may reside anywhere in the county, are elected by all county voters. Except for powers reserved to the state, the County Council has ultimate law-making authority in county government. The Council:

- Passes legislation
- Adopts the budget and sets the tax rate
- Exercises planning, zoning, and subdivision responsibilities
- Appoints people to committees and commissions that are directly responsible to the legislative branch
- Confirms appointments made by the County Executive to Boards, Commissions and Committees

The County Council meets regularly on Tuesdays. The County Charter, the legal document that outlines how the county is governed, limits the number of times that the Council may meet to pass legislation to no more than 45 times per year. However, Council members may hold as many public hearings, work sessions and committee meetings as necessary to perform their job. Council meetings are open to the public except on rare occasions when the Council goes into "executive session" to deal with specific legal or personnel matters. The public is encouraged to share their views with the Council in writing and at public hearings. Individuals must sign up in advance if they wish to speak.

Council members serve on six committees each of which have three members. These committees study and make recommendation on issues that the Council will be addressing.

The committees are:

Education (ED)

Planning, Housing and Economic Development (PHED)

Health and Human Services (HHS)

Management and Fiscal Policy (MFP)

Transportation and Environment (T&E)

Public Safety (PS)

County Boards, Committees and Commissions

Background

The County Executive and County Council encourage individuals who live and work in Montgomery County to become actively involved in matters affecting quality of life in the county. The County Executive appoints members to over 75 Boards, Committees, and Commissions (B/C/Cs), most of which require County Council confirmation. Generally, B/C/C members meet one or two evenings per month, hold three-year terms and serve in an advisory capacity. Most members of B/C/Cs are not compensated but can be reimbursed for travel and dependent care expenses. Vacancies are advertised and often published by area newspapers.

Application

To find out which B/C/Cs have vacancies check out the county web site or call the Office of the County Executive. To apply:

- Send a letter of interest addressed to the County Executive, 101 Monroe Street, Rockville MD, 20850
- Include the name of the B/C/C you would like to serve on and the type of position applying for (if applicable)
- Include a personal statement about why you are interested in that B/C/C
- Include a resume with home address, home/work telephone numbers and a clear statement of your current employment
- If you are retired, describe your work experience

Departments and Offices of Montgomery County Government

For the most updated information and the website for each department, please refer to www.montgomerycountymd.gov

Board of Appeals

Stella B. Werner Council Office Building

100 Maryland Avenue, Room 217, Rockville, MD 20850

240-777-6600

The Board of Appeals holds public hearings and makes decisions on:

- Requests for special exception or land uses which are allowed by the zoning ordinance according to specific conditions
- Applications for variances from development standards by land owners who want to build on their lots in areas or in ways that are not otherwise allowed by the zoning ordinance
- Appeals from certain decisions or actions of county agencies

Disagreements with the decisions of the Board of Appeals may be taken to the Circuit Court.

Board of Investment Trustees

11 North Washington Street, Rockville, MD 20850

240-777-8220

The Board of Investment Trustees is responsible for overseeing the investment programs for the county's Employee Retirement Plans
including the Employees' Retirement System, Retirement Savings Plan and Deferred Compensation Plan.

Board of Elections

751 Twinbrook Parkway, Rockville, MD 20849

240-777-8500 (24 hour recorded information at 240-777-VOTE)

(See section on Elections and Voting)

Community Use of Public Facilities

600 Jefferson Plaza, Suite 300, Rockville, MD 20852

240-777-2706

This department:

- Provides community groups with access to public schools, fields and government facilities for services, programs and events
- Provides scheduling, information and referral, problem and conflict resolution and user education training for customers
- Manages online customer applications and informational website
- Works with MCPS staff, PTAs and community-based organizations to implement and review Interagency Coordinating Board (ICB) policies and procedures

Consumer Protection

100 Maryland Avenue, #330, Rockville, MD 20850

240-777-3636

240-777-3681 (Anonymous report line for deception or fraud)

The mission of the Office of Consumer Protection (OCP) is to enforce consumer protection laws prohibiting unfair and deceptive business acts or practices to ensure a fair marketplace for consumers and businesses. The office also serves as staff to the Commission on Common Ownership Communities. Activities include:

- Complaint resolution
- Law enforcement
- Education
- Legislation
- Licensing
- Advocacy and outreach to vulnerable consumers

The Office of Consumer Protection licenses:

- New home builders
- Automotive repair and towing firms
- Appliance repair firms
- Second hand personal property dealers

Corrections and Rehabilitation

51 Monroe Street, Room 1100, Rockville, MD 20850

240-777-9975

The Department of Corrections and Rehabilitation provides progressive and comprehensive services for individuals accused and convicted of crimes through the use of pre-trial supervision, secure incarceration, and community treatment and reintegration programs.

The department operates the following programs:

- **Montgomery County Correctional Facility**
  22880 Whelan Lane, Boyds, MD 20841 240-773-9700
- **Montgomery County Detention Center**
  1307 Seven Locks Rd, Rockville, MD 20850 240-777-9960
- **Pre-Release and Reentry Services**
  11651 Nebel Street, Rockville, MD 20852 301-468-4200
- **Pre-Trial Services**
  12500-C Ardennes Ave, Rockville, MD 20852 240-777-5400

County Attorney's Office

101 Monroe Street, 3rd Floor, Rockville, MD 20850

240-777-6700

The County Attorney is the chief legal officer of Montgomery County Government and conducts all of its legal business.

County Executive, Offices of

Executive Office Building

101 Monroe Street, 2nd Floor, Rockville, MD 20850

240-777-2500

Many programs are operated out of the offices of the County Executive. They include:

- **Office of Community Partnerships** – works to highlight the contributions made by the diverse communities of Montgomery County and to eliminate barriers to services for all residents. OCP advises the County Executive and departments on community issues and concerns and develops strategic partnerships to deliver services and solve problems in an environment that is welcoming to all residents
- **Volunteer and Community Service Center** - links individuals and businesses with volunteer opportunities in more than 600 agencies, both within Montgomery County government and other public and private

nonprofits

- **Information and Referral** – helps residents identify and locate county services and agencies
- **Planning Implementation** – Planning for Montgomery County is the responsibility of the Montgomery County Planning Department of the Maryland-National Capital Park and Planning Commission, a State-created, bi-county agency. The County Executive does not play a direct role in the land use planning process; however, assisted by the staff of the Planning Implementation Section, the Executive has the opportunity to submit comments on a variety of planning matters

Economic Development

111 Rockville Pike, Suite 800, Rockville, MD 20850

240-777-2000

The Department of Economic Development:

- Works to retain and expand existing businesses and attract new ones by conducting outreach activities
- Helps create new businesses and jobs by nurturing them in the business incubator network
- Serves as liaison to business organizations to identify and assist new and expanding companies
- Provides land use, planning expertise and economic analysis, needs assessment, financial and training services, site identification, development expediting and coordination for businesses
- Promotes development of high technology, life sciences and professional services in the county
- Operates workforce investment services; one-stop employment centers providing job training, counseling and placement services
- Administers the county's agriculture preservation and assistance programs

Environmental Protection

255 Rockville Pike, Suite 120, Rockville, MD 20850

240-777-7700   240-777-DUMP (Illegal Dumping Hotline)

240-777-7763 (Water Quality Protection Charge Hotline)

The mission of the Department of Environmental Protection is to protect and enhance the quality of life in our community through the conservation, preservation, and restoration of our environment, guided by the principles of science, resource management, sustainability, and stewardship. It has enforcement capabilities and may write citations for illegal dumping, as well as noise, air and water pollution.

- **Office of the Director** – provides the overall policy direction for all programs, projects and activities in the Department of Environmental Protection. It provides management services for the entire department including budget, human resources, procurement, information technology, information and referral, and outreach and public education. In addition, the Water and Wastewater Policy Group within the Office of the Director coordinates issues related to the availability and extension of the community water supply (drinking water) and sewer service, water quality issues related to water supply and wastewater disposal, biosolids management, and groundwater protection. This Group also serves as the main county liaison with the Washington Suburban Sanitary Commission and the D.C. Water and Sewer Authority including state and regional coordination on related topics

- **Division of Policy and Compliance** – develops, analyzes, and enforces policies and regulations relating to air and water quality, energy conservation, noise and other environmental nuisance issues, resource management and pollution prevention, and forest and tree protection and enhancement

- **Division of Watershed Management** – monitors water quality and habitat conditions in the county's streams, builds stream restoration projects to replace or repair damaged stream habitat, manages severe channel erosion problems, inspects and enforces maintenance of facilities constructed to capture and manage stormwater runoff, and is responsible for the county's Water Quality Protection Charge that appears on the property tax bill

Ethics Commission

100 Maryland Avenue, Room 204, Rockville, MD 20850

240-777-6670

The Ethics Commission administers the county's Code of Ethics. Through its administration of various reporting programs, this office encourages and enforces compliance and ensures ethical conduct of all county government and agency employees including members of select advisory and adjudicatory Boards and Committees, and those entities doing business with the county. It serves in an advisory capacity to the Washington Suburban Transit Commission.

Finance

101 Monroe Street, 15th Floor, Rockville, MD 20850

240-777-8860

The Department of Finance:

- Manages financial operations (accounting, debt management, revenue collection, and risk management)
- Recommends and implements sound fiscal policies
- Safeguards public assets
- Encourages a safe environment on public property

(See section on Financing County Government for information

on the Budget process)

Fire and Rescue Service

101 Monroe Street, 12th Floor, Rockville, MD 20850

240-777-2400

Montgomery County Fire and Rescue Service prevents fires and accidents through public education, inspections, and enforcement of applicable laws. In addition to putting out fires, the department provides rescue and emergency medical services and handles hazardous materials incidents. Fire and Rescue services are provided by both career and volunteer personnel using tax and volunteer-generated funds. The department is organized into several departments under the supervision of the Fire Chief.

They include:

Community Risk and Reduction

- Fire Code Enforcement
- Fire/Explosives Investigation
- Community Outreach
- Safety/Fire Education
- Recruitment (Career and Volunteer)
- Public Information Office

Administrative Services

- Information Technology
- Logistics
- Procurement
- Human Resources
- Capital Improvement Projects
- Budget Administration

Operations

- Fire-Rescue and Emergency Medical Services Operations
- Emergency Communications
- Apparatus Management and Procurement
- Special Operations

Wellness, Safety and Training

- Wellness-Fitness Initiatives
- Safety Office
- Training Development

Volunteer Services

- Volunteer Recruitment and Retention
- Volunteer Budget Administration
- Volunteer Benefits
- Training and Risk Management
- Mobile Volunteer Personnel

Health and Human Services

401 Hungerford Drive, Rockville, MD 20850

240-777-1245 (Information and Referral Line for all HHS services)

The Montgomery County Department of Health and Human Services (HHS) provides numerous services to address basic needs of county residents. The department strives to make it easy for residents to find the service they need. It works in partnership with a broad network of community, non-profit, public and private sector organizations in order to provide a comprehensive range of programs. These include:

Crisis Services - 24 hour Crisis Assistance 240-777-4000

- Abuse
- Domestic Violence/Partner Abuse
- Financial Crisis
- Housing Crisis
- Mental Health Crisis
- Neglect
- Rape and Sexual Assault

Infants, Children and Teens

- Adoption
- Alcohol and Drug Abuse
- Child Abuse and Neglect
- Child Care
- Child Protective Services
- Conservation Corps
- Early Childhood Programs
- Foster Care
- Health Services
- Juvenile Justice Services
- Linkages to Learning
- Medical Assistance
- Mental Health
- Newborn Safe Haven
- School Health Services

Low Income Individuals and Families .

- Assisted Living Subsidy
- Child Care Subsidy Program
- Emergency Services
- Employment Services
- Food Stamps
- Health Care for Uninsured Residents
- Home Energy Programs
- Homeless Services
- Income Support
- Medical Assistance
- Mental Health, Emergency Shelter and other Crisis Services
- Rental Assistance
- Temporary Cash Assistance

Mental Health

- Crisis Services
- Information and Referral
- Services for Children, Teens, Young Adults, Adults, Seniors
- Services for People with Disabilities
- Substance Abuse Services
- Supportive Employment Services

People with Disabilities

- Abuse, Neglect and Financial Exploitation
- Accessibility Information
- Blind/Low Vision Services and Supports
- Deaf/Hard of Hearing Services and Supports
- Developmental Disabilities Services
- Emergency Preparedness
- Employment Services
- Family Caregiver Support
- Food and Nutrition Programs
- Housing and Residential Information
- Information and Assistance
- Medicaid for Nursing Homes and Hospitals
- Mental Health
- Respite Care
- Transportation

Public Health

- Alcohol and Drug Abuse Prevention
- Birth, Death and Other Vital Records
- Cancer Screening
- Dental Services
- Disease Outbreak Investigation
- Emergency Preparedness
- Family Planning
- Health Care for Uninsured
- HIV and STD Services
- Immunizations
- Licenses for Swimming Pools

- Licenses for Food Service Businesses
- Maternity Care
- Medical Assistance (Medicaid)
- Minority Health Programs
- Prescription Drug Program (Montgomery Rx)
- Rat/Vermin Control
- School Health Services
- Smoking Cessation
- Wellness Programs
- Women's Health

Seniors

Abuse, Neglect and Financial Exploitation

Alcohol and Substance Abuse

- Blind/Low Vision Services and Supports
- Deaf/Hard of Hearing Services and Supports
- Family Caregiver Support
- Home Care Services
- Food and Nutrition Programs
- Information and Assistance
- Long Term Care Assistance
- Medicaid for Nursing Homes and Hospitals
- Mental Health
- Nursing Home Licensing
- Nursing Home/Assisted Living Facilities Complaints
- Respite Care
- Transportation

Substance Abuse (Alcohol and Drugs)

- Court/Jail Services
- Crisis Services
- Detoxification Services
- DWI Monitoring and Court Ordered Services
- Jail Addiction Programs

- Outpatient Addiction Services
- Services for Teens
- Women's Programs

Homeland Security

101 Orchard Ridge Drive, Suite 250, Gaithersburg, MD 20878

240-777-2200

The Montgomery County Department of Homeland Security:

- Plans, prevents, prepares and deters against "all hazards" that may harm, disrupt, or destroy communities, commerce and institutions in Montgomery County
- Plans, manages and coordinates the county's response to major emergencies and disasters and manages the recovery from the consequence of such disasters
- Educates the public on emergency preparedness, conducts community outreach and training and promotes and utilizes volunteer organizations during emergencies

Housing and Community Affairs

100 Maryland Avenue, 4th Floor, Rockville, MD 20850

240-777-3600

The Montgomery County Department of Housing and Community Affairs plans and implements activities which prevent or correct problems that contribute to the physical decline of residential and commercial areas. It strives to:

- Increase the supply of new affordable housing
- Maintain existing housing in a safe condition
- Maintain a rental environment which is fair to landlords and tenants

Programs it operates include:

Community Development

- Community Revitalization
- Federal Programs

Housing

- Loan Programs
- Home Improvement
- Moderately Priced Housing
- Landlord-Tenant Mediation
- Code Enforcement

Human Resources

101 Monroe Street, 7th Floor, Rockville, MD 20850

240-777-5000

The Office of Human Resources (OHR) attracts, develops, and retains the county work force. The Director's Office is responsible for: human resources policy development and planning; the administration of human resources programs; ensuring the integrity of the merit system; and directing the design and implementation of new initiatives to better serve customers and improve organizational performance. Montgomery County offers:

- Alternate work schedules
- Compressed work week
- Leave use to care for family members
- Dependent care and health care reimbursement accounts
- Transportation subsidy for employees who give up parking passes
- Free Ride-On bus service
- An employee assistance program
- Discount gym membership
- Cafeteria style benefits
- Job sharing
- Sick leave donation program
- On-site health screening and health fairs
- Employee awards programs
- Training and career development programs
- Paid long-term disability
- Tuition assistance program

The Management Services program includes:

- The Employee/Labor Relations team
- The Recruitment and Selection team
- The Classification and Compensation team

The Training & Development program:

- Allows employees to further develop skills and competencies
- Provides employees with opportunities to compete for promotional opportunities
- Offers classes and workshops
- Provides tuition assistance

- Offers employee development
- Provides computer lab and self-directed study resources

The EEO & Diversity Management program:

- Promotes fairness, equity, and respect for diversity in the workplace
- Has one of the most highly structured EEO & Diversity Management programs in the region
- Has served as a model for other public jurisdictions

The Benefits and Information Management program:

- Manages the county's group insurance and retirement benefit programs
- Oversees the department's information technology needs
- Conducts presentations and workshops
- Provides retirement and investment counseling
- Provides benefit processing and eligibility maintenance
- Develops and oversees all benefit plans and related communication
- Ensures legal compliance

The Occupational Medical Services program provides:

- Health promotion
- Work-related medical and safety hazard assessments
- Employee disability management

Human Rights

21 Maryland Avenue, Suite 330, Rockville, MD 20850

240-777-8450   TTY 240-777-8480

The Office of Human Rights:

- Enforces anti-discrimination laws in housing, commercial real estate, employment and public accommodations
- Provides training and technical assistance in civil rights laws and addresses community conflict motivated by prejudice, intolerance, and bigotry based on race, ethnicity, religion, disability and sexual orientation
- Promotes increased understanding and tolerance among diverse groups

Inspector General

51 Monroe Street, Suite 802, Rockville, MD 20850

240-777-8240   800-971-6059 (Fraud Hot-Line)

The Office of the Inspector General is an independent office. Its responsibilities are to:

- Review the effectiveness and efficiency of programs and operations of County government and independent county-funded agencies
- Prevent and detect fraud, waste, and abuse in government activities
- Propose ways to increase the legal, fiscal, and ethical accountability of county government and county-funded agencies

Intergovernmental Relations

101 Monroe Street, 4th Floor, Rockville, MD 20850

240-777-6550

The Office of Intergovernmental Relations:

- Advocates on behalf of the county before the Maryland General Assembly, Governor, state administrative agencies, task forces and committees
- Prepares the annual State Legislative Program, including responding to legislation, regulations or other policy issues involving nearby counties and states, municipalities within the county, regional agencies, the District of Columbia and the federal government
- Prepares the annual county federal priorities requests, as well as federal monitoring and advocacy
- Serves as liaison to the state government and the county's legislative delegation
- Serves as the county's main point of contact for the Maryland Congressional delegation
- Serves as lead Executive Branch agency representing the county before the Maryland Association of Counties

Legislative Oversight

Stella B. Werner Council Office Building

100 Maryland Avenue, Room 509, Rockville, MD 20850

240-777-7990

The Office of Legislative Oversight (OLO) is an independent Legislative Branch office that conducts evaluations, budget analyses, audits, and other special studies identified by the nine elected members of the Montgomery County Council. OLO's reports include recommendations to the County Council concerning the performance and management of publicly funded programs across the local agencies. These reports are available to the public. Information about OLO and a list of their reports can be found on the county web site.

Liquor Control

16650 Crabbs Branch Way, Rockville, MD 20855

240-777-1900

The Department of Liquor Control provides efficient and quality wholesale and retail sales of beverage alcohol products; promotes moderation and responsible behavior in all phases of licensing, distribution and consumption; and generates significant revenue for the benefit of Montgomery County residents.

(For retail store locations, see Appendix)

Management and Budget

101 Monroe Street, 14th Floor, Rockville, MD 20850

240-777-2800

The Office of Management and Budget:

- Provides recommendations on budget development to the County Executive and County Council
- Acts where appropriate on resource allocation, fiscal policy and related matters to support the advancement of elected officials' policy agendas and the effective and efficient operation of county government

(See the section on Financing County Government for more information on the Budget process)

Merit System Protection Board

100 Maryland Avenue, Room 113, Rockville, MD 20850

240-777-6620

The duty of the Merit Protection Board is to oversee the merit system and protect the rights of employees and applicants for county jobs as guaranteed by merit system law.

People's Counsel

100 Maryland Avenue, Room 226, Rockville, MD 20850

240-777-9700

The Office of the People's Counsel was established to:

- Help residents understand and participate effectively in land use hearings
- Protect the public by participating in land use hearings to ensure that all relevant zoning and planning issues are addressed

Permitting Services

255 Rockville Pike, 2nd Floor, Rockville, MD 20850

240-777-6300

This department ensures compliance with county development and construction standards by issuing permits for all building and construction. It also issues permits for special events, door to door vendors, practicing certain occupations and more. Scheduling inspections may be done on-line, via an interactive voice response (IVR) system or in person.

Police Department, Montgomery County

2350 Research Boulevard, Rockville, MD, 20850

301-279-8000 (Non-Emergency Dispatch)   911 (Emergency)

The Montgomery County Police Department protects the lives and property of residents and preserves peace and order in the community. The department is broken down into six patrol districts, each providing similar services while covering specific areas within the county. Some municipalities, such as Gaithersburg and Rockville, provide additional police services.

Sections and divisions of the MCPD provide specific assistance in such areas as:

- Abandoned vehicles
- Animal services
- Automobile theft
- Crime prevention
- Criminal investigations
- Community outreach
- Computer crimes
- District-specific issues
- Emergency services
- False-alarm reduction
- Family crimes
- Fraud
- Internal affairs
- Records
- Sex offenders
- Special operations
- Technology

Procurement

255 Rockville Pike, Suite 180, Rockville, MD 20850

240-777-9930

The role of the Montgomery County Office of Procurement is to assist departments and agencies in acquiring goods, services, or construction. It is, in most cases, the place of initial contact for both agencies and contractors to acquire goods or services. The office oversees a purchasing process that assures impartial and equitable evaluation of bids and proposals from vendors and helps agencies to establish fair and reasonable contracts. In the event of a contract dispute or claim resolution, the Office of Procurement acts as mediator. The office has the following responsibilities:

- Initiates procurement policies and practices
- Terminates contracts
- Responds to public information requests
- Reviews requirements
- Selects sources of supply
- Solicits bids and proposals
- Executes contracts

The Office of Procurement is committed to providing opportunities to business owners who are minorities, female, or disabled through its (MDF) Program.

Property Tax Assessment Appeals Board

51 Monroe Street, Room 201, Rockville, MD 20850

301-279-8333

This is a state agency that operates under the Maryland Department of Assessments and Taxation. Property owners who disagree with the value assigned to their property for tax assessment purposes may dispute that value by going through an appeals process. Contact this agency for information on how to begin the process.

Public Information, Office of

101 Monroe Street, 4th Floor, Rockville, MD 20850

240-777-6530

The Office of Public Information provides communication with the public, the County Executive, departments and agencies, media, county employees, the County Council and other elected officials, businesses, civic groups and others. The office provides accurate and timely information about the county government, county programs and activities both directly – through the internet, intranet, cable television programming, flyers and publications – and indirectly through media relations efforts, including press conferences and press releases.

Public Libraries

21 Maryland Avenue, Suite 310, Rockville, MD 20850

240-777-0002

Montgomery County Public Libraries provide:

- Free access to over 2.9 million items for adults and children including books, magazines, large type books, CD's, and DVD's at 21 locations
- Free 24/7 access to Montgomery County Online Resources (MOR) including:
    - databases featuring articles from reference books
    - nine national newspapers and thousands of magazines
    - e-Books
    - downloadable audio e-Books

- - Rosetta Stone language tutorials for 25 languages
  - Learning Express Library test tutorials for many standardized tests
- Internet workstations for the public in all branches with MS Word/ Excel; wi-fi network connections in most locations
- Ask-a-Librarian reference services (240-777-0001) providing:
  - live chat
  - email
  - telephone
  - business
  - health
  - legal resources
  - services for people with disabilities
- Free services for English Language learners including conversation clubs, language tapes, Rosetta Stone, website links to Internet language learning sites, a Telephone Language Interpretation Line in over 140 languages and materials in Spanish, Chinese, Korean and Vietnamese
- Programs for all age groups including book discussion and children's programs that emphasize language skills and reading readiness
- Volunteer opportunities at libraries or through the Friends of the Library organization

(See the Appendix for a complete listing of public libraries)

Public Works and Transportation

101 Monroe Street, 10th Floor, Rockville, MD 20850

240-777-7170

The Department of Public Works and Transportation provides project planning, engineering design, construction management, and maintenance of the county's public infrastructure. This includes roads, sidewalks, bikeways, most public buildings, and the county's fleet of motor vehicles, buses, and heavy equipment. The department provides a mix of public transportation services in the county. The department also manages the county's solid waste and recyclables in an environmentally and economically sound manner. The department is organized into five (5) divisions with several sections in each division, all under the supervision of the Office of the Director and each with specific responsibilities.

The divisions are:

Capital Development - Planning, Designing, and Construction of:

- County owned facilities
- Public roads
- Transit facilities
- Bridges
- Bikeways
- Sidewalks
- Storm Drains

Fleet Management

- Fleet vehicle maintenance
- Automobile rental repair services
- Public ethanol fueling

Operations:............. 240-777-6000

- Traffic signals
- Potholes
- Road signs
- Sidewalk repair
- Lane markings
- Paving
- Speed humps
- Fallen trees
- Residential parking
- Leaf collection
- Security
- Snow removal
- Parking permits
- Parking garages/lots/meter
- Street lights
- Storm drain maintenance

Solid Waste: 240-777-6410

- Recycling
- Trash collection
- Composting
- Waste facilities

Transit Service:...... 240-777-5800

Ride-On buses......... 240-777-RIDE (7433)

- Metrorail and Metrobus
- Transportation districts
- Taxicab licensing
- Medicaid transportation
- Call 'N Ride
- Carpooling
- Senior or disability transport

Recreation

4010 Randolph Road, Silver Spring, MD 20902

240-777-6804 (General Information)

240-777-6870 (Camps and Classes)

The mission of Montgomery County Department of Recreation is to provide high quality, diverse and accessible programs, services and facilities that enhance the quality of life for all ages, cultures, and abilities. In support of the mission, the department serves the community by providing:

- Leisure activities that enhance skills, health and self esteem
- Activities that incorporate current leisure trends and population demographics
- Ways to stimulate growth in knowledge through leisure experiences
- Opportunities to build sense of community
- A network of services linking the community through collaboration
- Safe havens where participants feel welcome
- Fun for all

Regional Services Centers

Each region of Montgomery County has characteristics, needs, and resources that are unique. For that reason, the county government has established Regional Service Centers. Staff from the centers work with local residents, businesses, agencies, and community groups to provide information about county services, identify and assess regional issues and problems, and recommend or implement solutions. Services vary from center to center but they may include: services provided by other county departments or organizations i.e. health clinics, child care centers; information and referral services; maintenance by the Urban Districts in the downtown areas of Bethesda, Silver Spring and Wheaton; sale of parking permits and more. Regional Services Centers help to promote a sense of community by sponsoring or participating in community events.

Bethesda-Chevy Chase

4805 Edgemoor Lane, Bethesda, MD 20814

240-777-8200

Eastern Montgomery

3300 Briggs Chaney Road, Silver Spring, MD 20904

240-777-8400

Mid-County

2424 Reedie Drive, Wheaton, MD 20902

240-777-8100

Silver Spring

8435 Georgia Avenue, Silver Spring, MD 20910

301-565-7300

Upcounty

12900 Middlebrook Road, Germantown, MD 20874

240-777-8000

Revenue Authority

101 Monroe Street, Suite 410, Rockville, MD 20850

301-762-9080

The Revenue Authority is a public corporation created in accordance with State law to construct and operate a variety of self-supporting projects. It owns and operates these projects to serve the county's economic, recreation, and transportation needs through enterprises conducted within its authority as a public corporation. To accomplish its goals, the Authority engages in activities to construct, improve, equip, furnish and maintain projects devoted wholly or partially for the public good, use or general welfare. It initiates public projects designed to stimulate employment or economic growth, and develops and operates recreational facilities in the county. It also assists in funding county government projects through the issuance of Revenue Authority bonds.

Technology Services

101 Monroe Street, 13th Floor, Rockville, MD 20850

240-777-2900

Montgomery County government is a fully integrated enterprise in which all county government departments

and offices have the ability to reliably access information in a secure environment to perform government service. Montgomery County utilizes information technology to:

- Enable our employees to provide quality services to our citizens and businesses

- Deliver information and services to community residents

- Increase the productivity of government and citizens

The Department of Technology Services is comprised of four (4) divisions and the Cable Office. All divisions are under the supervision of the Chief Technology Officer (CTO) and the CTO reports to the Chief Information Officer. The divisions and units include:

- Cable Office
    - Cable TV & Internet
    - CCM
    - PEG Network
    - Tower Administration
- Enterprise Applications Division (EAD)
    - Project Management
    - Application & Systems Development
    - Geographic Information Systems (GIS)
- Enterprise Infrastructure Division (EID)
    - Data Center
    - Network Operations Center (NOC)
    - 24/7/365 Technical Support
    - Security
- Enterprise Services Division (ESD)
    - Desktop Computing
    - Public Safety Data Systems
    - e-Messaging
    - Help Desk / User Support
    - Server and DBA Management
- Enterprise Telecommunications Division (ETD)
    - Telephone Services (PBX, vMail, IVR)
    - Radio Communications

Women, Commission for

401 North Washington Street, Suite 100, Rockville, MD 20850

240-777-8300   TTY: 301-279-1034

The Commission for Women provides both advocacy and services. The Commission is a 15-member advisory board that:

- Identifies inequities in laws, policies, practices and procedures
- Recommends remedies and advocates on behalf of the women of Montgomery County

The Counseling and Career Center provides:

- Individual counseling for personal and career issues
- Couples counseling
- Workshops and seminars on a wide range of topics
- Vocational testing
- A legal call back program
- Information and referral services

Zoning and Administrative Hearings

Stella B. Werner Council Office Building

100 Maryland Avenue, Room 200, Rockville, MD 20850

240-777-6660

The Office of Zoning and Administrative Hearings is responsible for:

- Processing applications for individual zoning and, in certain cases special exception requests
- Conducting administrative hearings in rezoning cases, special exception cases, human rights disputes and other matters referred by Executive and Legislative Branch agencies
- Ensuring that proper notice is given to all interested parties, that adequate pre-hearing disclosure is made, that parties are given an opportunity to testify and cross-examine witnesses and that the record is complete
- Preparing and issuing an opinion containing findings of fact and conclusions of law based on the evidence of record or, in cases that are ultimately decided by another body, preparing and issuing a report and recommendation for consideration by the ultimate decision maker (i.e., the County Council, the Board of Appeals, the Human Rights Commission or other agencies using the hearing examiner's services)

Administration of Justice

Unlike states with county courts, Maryland has a single state court system. The Maryland courts fall into two categories: trial and appellate courts. A "trial court" hears testimony from witnesses and may examine documents as well as other evidence. An appellate court hears appeals from a trial court when one side or the other claims that an error was made at trial.

District Court

27 Courthouse Square, Rockville, MD 20850

301-279-1520

301-279-1500 (Civil Issues) 301-279-1565 (Traffic & Criminal Issues)

TTY Number: 301-279-1286

8552 Second Avenue, Silver Spring, MD 20910

301-563-8500 (General Information) 301-563-8501 (TTY)

The District Court handles civil cases involving less than $25,000 in value and most criminal cases where the punishment does not exceed 3 years incarceration or a fine of $2,500. There are no jury trials in the District Court. If a person has a right to a trial by jury and demands a jury trial, the case will be transferred to the Circuit Court. District Court cases cover a wide variety of issues including:

- Landlord-tenant disputes
- Claims which seek the recovery of goods or property
- Motor vehicle violations, ranging from parking tickets to driving under the influence of alcohol
- Criminal misdemeanors and certain felonies
- Bail and preliminary hearings for any crime charged in Maryland

Circuit Court

Montgomery County Judicial Center

50 Maryland Avenue, Rockville, MD 20850

240-777-9400

More serious cases, and all cases requiring a jury, are handled by the Circuit Court. For example, any civil case involving more than $25,000 is heard in the Circuit Court, but a case involving between $10,000 and $25,000 could also be heard in the Circuit Court if the plaintiff (the person, group or institution filing the complaint) or the defendant (the person, group, or institution being accused) requests a jury trial. Circuit Court

judges also hear appeals from the District Court and certain administrative agencies. Although references are made to "Juvenile Court," there are not separate juvenile courts in Maryland. All juvenile cases are heard in Circuit Court. In all Maryland counties, except Montgomery and Harford, the Orphans' Court handles estates of deceased persons and the appointment of guardians for children whose deceased parents did not designate a guardian in a will. In Montgomery County, these cases are handled by the Circuit Court.

Clerk of the Circuit Court

Judicial Center, Room 122a,

50 Maryland Avenue, Rockville, MD 20850

240-777-9400

This official is elected countywide to a four-year term and is responsible for assisting the Circuit Court through administrating over 600 statutory obligations established by Maryland law and supervising several departments: Criminal, Civil, Courtroom Clerks, Family, Finance, Land Records and License. In addition, the Clerk offers public services such as performing civil marriages, maintaining titles in property ownership matters and issuing various permits and licenses.

State's Attorney

Judicial Center, 5th Floor

50 Maryland Avenue, Rockville, MD 20850

240-777-7300

The Constitution of the State of Maryland provides that each county and the City of Baltimore shall have a State's Attorney whose primary responsibility is the investigation and prosecution of all criminal defendants. The State's Attorney is an independently elected state official, who serves as the chief prosecutor in the county. The State's Attorney's Office is staffed by:

The State's Attorney

Trained legal assistants

Two appointed Deputy State's Attorneys

Investigators

More than 60 full-time Victim/Witness coordinators

Assistant State's Attorneys

Volunteers

Register of Wills

Judicial Center, Room 322

50 Maryland Avenue, Rockville, MD 20850

240-777-9600

This official is elected countywide to a four year term and is responsible for assisting the general public with administrative processes concerning estates of deceased persons. The Register collects Maryland Inheritance tax on estates and probate fees and maintains all records of wills and estates of deceased persons.

Sheriff's Office

Judicial Center, Room T-8

50 Maryland Avenue, Rockville, MD 20850

240-777-7000

The Montgomery County Sheriff is elected countywide to a four-year term and is responsible for carrying out court orders, delivering summonses, and executing bench warrants. The Sheriff performs police or corrections functions in jurisdictions where there are no county police or corrections departments. The Sheriff's office is divided into four areas:

- The Civil Section
- The Court and Transportation Section
- The Criminal Section
- The Special Operations Section

Public Defender

27 Courthouse Square, Rockville, MD 20850

240-773-9601

Attorneys from this office represent people with low incomes who have been charged with a crime in Montgomery County. Defendants do not have to be residents of the county.

The Court of Special Appeals

Robert C. Murphy Courts of Appeal Building

361 Rowe Boulevard, Annapolis, MD 21401

410-260-1450

The role of the Court of Special Appeals (the term "Special" is applied to distinguish it from the Court of Appeals) is to review decisions made during a trial and to determine if the presiding judge interpreted the law correctly. If the Court finds that an error was made, the case will be sent back with directions to correct the mistake. This may require a new trial or a more limited hearing.

The Court of Appeals

Robert C. Murphy Courts of Appeal Building

361 Rowe Boulevard, Annapolis, MD 21401

410-260-1500

The highest court in Maryland is the Court of Appeals. It primarily hears appeals of decisions made by the Court of Special Appeals. It may also hear appeals of District Court cases and Motor Vehicle Administration cases that have been appealed to the Circuit Court and raise important issues that require a uniform rule throughout the state. The Court of Appeals also has exclusive jurisdiction in appeals of death penalty cases, legislative redistricting, removal of certain public officials and certification of questions of law.

Inter-County Agencies

Council of Governments (COG)

777 North Capital Street, NE, Suite 300, Washington, DC

202-962-3200   www.mwcog.org

Founded in 1957 and comprised of 21 local governments in the metropolitan Washington area, COG provides a focus for action and develops regional responses to such issues as the environment, affordable housing, economic development, health and family concerns, human services, population growth, public safety, homeland security and transportation. COG serves as a clearinghouse for foster care and adoption services throughout the region. In addition, COG coordinates an area-wide purchasing program that saves local governments millions of dollars each year. COG is supported by financial contributions from its participating local governments, federal and state grants and contracts, and donations from foundations and the private sector.

Housing Opportunities Commission (HOC)

10400 Detrick Avenue, Kensington, MD 20895

301-929-6700   www.hocmc.org

The Housing Opportunities Commission (HOC) is a public corporation established by state and local law to build, own, manage and finance housing for persons of low and moderate income. Seven commissioners appointed by the County Executive, with County Council approval, determine its policies and programs which are carried out by an executive director. The mission of the HOC is to provide affordable housing and supportive services. HOC provides the following housing programs:

- Opportunity Housing (non-federally subsidized mixed income types owned by HOC located throughout the county)
- Housing Choice Voucher Program (a federal program often referred to as Section 8)
- Public Housing - HOC owns and manages approximately 1,500 units of public housing for low income individuals and families, including more than 550 apartments in four high rise elderly housing buildings

- 280 townhouses in five clustered developments for families, and 700 individual homes scattered throughout the county
- Housing Resource Service (information on housing programs and services)
- Section 236 Housing (multifamily buildings that were federally subsidized prior to 1978 such as Bauer Park)
- Low Income Housing Tax Credit Partnerships (below market rents for low and moderate income households)
- Scattered moderately priced housing sites (HOC owns more than 1,100 individual units throughout the county)
- HOC partners with the Department of Health and Human Services to provide housing and services for people with special needs
- Multifamily Mortgage Program - funded by tax-exempt bonds for the acquisition and development of multifamily rental projects that include an affordable housing component by private and non-profit entities as well as by HOC
- Single Family Mortgage Purchase Program – funded by tax-exempt bonds, assists first time moderate income homebuyers to obtain below market interest rate mortgages
- Various Closing Cost Programs using local, state and federal funds
- HOC Homeownership Program (HOC/HOP) – prepares HOC residents for homeownership by one-on-one counseling and homebuyer education classes - Low interest loans are available through the Mortgage Purchase Program to assist families living in subsidized or rental housing to purchase homes
- Family Self Sufficiency Program (aids families to end dependence on welfare)
- Supportive Housing Program (grant funds provide supportive services and transitional housing to homeless individuals and families)

Maryland National Capital Park and

Planning Commission (M-NCPPC)

Montgomery County Regional Office

8787 Georgia Avenue, Silver Spring MD 20910

301-495-4600   www.mncppc.org

M-NCPPC was established by the Maryland General Assembly in 1927 to operate a park system and provide land use planning for the physical development of the great majority of Montgomery and Prince George's Counties and to operate public recreation programs in Prince George's County. Ten members, five appointed from Montgomery County and five from Prince George's County make up the Commission. The Montgomery County Planning Board consists of the Montgomery County members of the M-NCPPC. The Planning Board, made up of four members and a chair, advises and assists the County Council and Executive in planning, zoning, and acquiring and maintaining park land. The Board prepares master plans and other types of plans such as transportation plans and open space preservation plans. It reviews and comments on proposals for all items related to land use that are initiated by other departments of government.

For land use regulatory items such as subdivisions, site plans, and project plans, the Planning Board has final authority to approve, deny or modify proposed plans. Weekly meetings of the Planning Board, usually held on Thursdays, are open to the public, and public hearings precede final decisions on almost all matters.

The Parks Department oversees the acquisition, development and management of the park system. Parks provide residents with open space for recreational opportunities and natural resources stewardship. The department is responsible for nearly 33,000 acres of parkland.

Washington Metropolitan Area Transit Authority (WMATA)

600 Fifth Street NW, Washington, DC 20001

202-962-1234   www.wmata.com

WMATA was created in 1966, with the consent of Congress, by an
interstate compact among the District of Columbia, Maryland, and
Virginia. It operates, maintains, and oversees the Metro Rail and Metro Bus transit systems that serve the
Washington region.

Washington Suburban Sanitary Commission (WSSC)

14501 Sweitzer Lane, Laurel, MD 20707

301-206-WSSC   www.wsscwater.com

WSSC provides water supply and sewage disposal to residents of Montgomery and Prince George's County.
Exceptions include residents within the incorporated city limits of Rockville and Bowie, which operate their own
water and sewage systems. WSSC operates and manages 4 reservoirs, 2 water filtration plants, 6 wastewater
treatment plants and more than 10,000 miles of water and sewer mains in the suburban Washington area
(about 1,000 square miles).

Financing County Government

The Budget Process

The County Executive, with assistance from the Office of Management and Budget, prepares the short and long-term operating and capital budgets. The Board of Education, Montgomery College, and the bi-county agencies (such as WSSC), prepare their budgets separately and submit them for inclusion in the Executive's budget. The County Council approves the budgets and sets tax rates. The County Charter contains several provisions designed to limit excessive budget growth:

Spending Affordability Guidelines (SAG) – The Council uses information such as estimated revenues, inflation trends, demographic trends, employment levels and state requirements to set a ceiling on funding from property tax revenues and a ceiling on total tax-supported appropriations in the operating budget

- **Super Majority Provisions** – The aggregate budget cannot grow more than the Consumer Price Index – Urban (CPI-U) for the Washington metropolitan area without at least six votes of the County Council. The votes of seven Council members are required to increase property tax revenues (excluding new property) above the prior year's level plus the Washington area CPI-U. It also takes seven votes to exceed the guidelines outlined in the spending affordability process

- **Executive Veto** – The Executive may veto or reduce items approved by the Council

Public Input - The county encourages resident participation in the budget process. Residents and advisory groups work with specific departments to convey their concerns and priorities as departmental requests are prepared for the County Executive. The County Council holds hearings that by law must begin at least 21 days after receipt of the Budget from the Executive. Public hearings are advertised in local newspapers.

Legislative Information Office..240-777-7910

To sign up to speak at a hearing...................................240-777-7931

Written comments may be sent to:

President of the County Council

100 Maryland Avenue, Rockville, MD 20850

Types of Budgets:

- **Operating Budget** – a plan for the level of spending and required revenues for county programs for a single year

- **Capital Budget** – the annual request for funding for capital projects (public buildings, roads, etc.)

- **Capital Improvement Program** – a comprehensive presentation of the projected expenditures and funding requirements for capital projects for a six-year period that is produced every other year in even-numbered years - also contains the annual capital budget appropriations to fund project activity during the first year of the plan

- **Public Services Program (PSP)** – A forecast of public service requirements over the next six years, submitted annually by the Executive to the County Council. Its purpose is to provide guidance for the orderly planning of services with regard to population changes, socio-economic variables, potentially needed public facilities, and anticipated new or changing needs of county citizens. The PSP includes the County Executive's fiscal policy statements. The first year of the PSP is referred to as the operating budget

Budget Cycles

Montgomery County Budget Timeline

- November - Spending Affordability process begins for the operating budget

- December - By the third Tuesday, after a public hearing, the County Council sets the Spending Affordability Guidelines (SAG) for the following fiscal year

- January 15th (even numbered years) - Proposed Capital Improvements Program (six-year plan for construction projects) is published

- January 15th (all years) - Proposed Capital Budget for the following fiscal year is published

- January-March - Departments and Agencies prepare budgets that are analyzed by the Office of Management and Budget and reviewed by the Executive

- March 15th - Proposed Public Services Program (six-year plan) is published

- March 15th - The proposed operating budget for the following fiscal year is published

- End of April - By the second Tuesday after the General Assembly adjourns; the County Council may, by simple majority vote, increase or decrease, the SAG to reflect a significant change in the financial picture. However, any increase in the aggregate operating budget may not exceed any projected increase in net revenues. By the third Tuesday, each agency and the Executive must specify how reductions would be made if the Council reduces the SAG
- April - May - Public hearings and review of the budget by the County Council
- June 1 - The County Council approves the Operating and Capital Budgets. If the aggregate operating budget exceeds the SAG, it must by approved by seven of the nine Council members
- July 1 - The fiscal year begins

Montgomery County Public Schools (MCPS) Budget Timeline

- Summer - Preliminary research and planning
- Early fall - The preliminary budget estimate for the following year is reviewed by MCPS units, principals, executive staff, and community members
- Late December - The Superintendent submits the budget to the Board of Education
- Jan-Feb - The Board of Education holds work sessions and public hearings
- March 1 - The Operating budget is submitted to County Executive
- April/May - The County Council holds hearing(s) on the MCPS budget
- June - The Board of Education makes adjustments to conform with Council action
- June 30 - The Board of Education submits a final budget to the County
- July 1 - The fiscal year begins

Sources of Revenue

The state constitution gives the General Assembly all taxing authority. Through legislation, the General Assembly may grant general or specific powers to local governments. Among the tax collection powers held by the state are:

- Sales Tax
- Automobile Tax
- Gasoline Tax
- Tobacco Excise Tax

- Income Tax (Individual and Corporate)
- Alcoholic Beverages Excise Tax
- Franchise Tax (on banks and savings institutions)
- Property Tax
- Estate Tax

Montgomery County:

- Must impose an income tax on individuals using a rate between 1.0% - 3.2% of Maryland State taxable income
- Must impose a property tax. Property taxes and income taxes are by far the largest sources of revenue for Montgomery County. While the ratio of one to the other varies with the economic climate, together they account for nearly 70% of local revenue
- Collects transfer and recordation taxes
- Collects certain excise taxes
- Charges fees for services

Local Income Tax

Prior to 1998 the local income tax was computed as a percentage of the Maryland State income tax. This was called the piggyback tax and it was required to be no less than 20% nor more than 60% of the State income tax. Due to various changes in the computation of the State income tax at that time, including a decrease in the tax rate and a doubling of the exemption amount, the local income tax was changed from a piggyback to an actual tax rate applied to State taxable income. The rate must be between 1.0% and 3.2%. The current local income tax rate used in Montgomery County is 3.2%.

Property Tax

Property taxes can be affected by the following:

- **Constant Yield Rate** - Each year the state assesses real property (land and improvements) and determines the tax rate for each county that would raise the same revenue (excluding new construction) as the previous year. Counties may exceed this rate if they hold a public hearing. Montgomery County has placed additional restrictions on exceeding this rate. The state assesses property on a three-year cycle, reassessing one third of the county each year. This means that similar pieces of property in different parts of the county can be valued differently depending on the cycle

- **Municipal District Property Tax** - Each municipal area within the county levies this tax. It is used by the municipalities for services such as street and sidewalk maintenance, trash removal, tree care, sanitation and police protection

- **Special Taxing Districts** - A geographic area, established by legislation, where taxes are levied to provide specific services

- **State Property Tax** - The state must levy property taxes on real property for the payment of principle and interest on state bonds

- **Limits on annual increases** - State law prohibits increasing the taxable assessment of owner occupied property by more that 10% per year. The County Charter requires that property tax revenues may not increase more than the rate of inflation unless a supermajority (7 of 9) of the County Council votes to override this requirement. Revenue from new construction is excluded from this limitation

- **Property Tax Relief Programs** - The Homeowner's Property Tax Credit Program and the new Senior Property Tax Credit (effective 2007), administered by the State, are available to eligible homeowners based on household income and, in the case of the Senior credit, an age requirement. *Applications must be filed no later than September 1st of each tax year*. *For information or an application, call the State at:* 1-800-944-7403. Disabled veterans and blind persons who are exempt from property taxes under State law may apply for a refund of property taxes for the past three years. *For information or an application, call SDAT at* 301-279-1355. *For information on filing a claim for refund, call the Division of Treasury at* 240-777-8995

State Aid

The state makes grants of funds for many county services. The amount of many of these grants is based partially on the county's wealth as compared to other local jurisdictions. Because Montgomery County is a high-wealth county it receives relatively less in state aid than other jurisdictions. The largest state grants go for education followed by transportation, health and human services, and public safety.

Public Education

Montgomery County Public Schools

Carver Education Services Center (CESC)

850 Hungerford Drive, Rockville, MD 20850

www.montgomeryschoolsmd.org

301-309-6277 (Call Center)

240-777-6804 (Adult Education)

301-230-0670 (ESOL/Bilingual)

301-279-3135 (Special Education)

Background

MCPS is the largest school district in Maryland, and the 17th largest in the nation. It has one the highest graduation rates, 90%, among large school systems nationwide. MCPS serves a highly diverse student population, which includes nearly half of Maryland's English language learners. An Early Success initiative in Kindergarten through Grade 2 has produced substantial gains in academic performance among students learning English and those most impacted by poverty, effectively narrowing the achievement gap by race and ethnicity. All 23 eligible MCPS high schools have been recognized by *Newsweek* magazine as among the best in America for the high number of students taking Advanced Placement and International Baccalaureate tests. The class of 2005 posted an average SAT score of 1101, outperforming state and national averages by more than 70 points, with a 77 % participation rate.

Statistics

- 2005-2006 Enrollment: 139,387
- International Students: 18,000
- Countries represented in the student population: 162
- Native Languages represented in the student population: 134
- Total Schools: 194
- 125 Elementary Schools (Pre-K - Grade 5)
- 38 Middle Schools (Grades 6 - 8)
- 24 High Schools (Grades 9 - 12)
- 6 Special Schools
- 1 Career and Technology Center

Board of Education

Carver Education Services Center, Room 123

850 Hungerford Drive, Rockville, MD 20850

301-279-3617

Seven adult members are elected to the Montgomery County Board of Education for staggered four-year terms. Board members are elected countywide but two run at-large and five run from the Board district in which they reside. Every two years, all voters, regardless of where they live, may vote for one at-large candidate and one candidate from each district that is up for election. Two district seats are elected during presidential elections and three are elected during gubernatorial elections. Elections for the Board of Education are non-partisan and therefore, all registered voters, regardless of party affiliation, may vote in the primary. The top two vote-getters in each race go on to compete in the general elections. A student member, who must be a junior or senior, is elected by all secondary students in MCPS schools to a one-year term on the Board. Duties include:

- Formulating and interpreting policies that govern the Montgomery County Public Schools
- Appointing the Superintendent of Schools
- Initiating, reviewing, and discussing educational issues
- Adopting and requesting annual capital and operating budgets
- Receiving funding from state and federal sources
- Establishing school boundaries
- Approving curriculum recommended by the superintendent
- Deciding appeals brought by students, parents, and staff
- Advancing a legislative agenda before the General Assembly

Higher Education

Montgomery College

http://www.montgomerycollege.edu

Germantown Campus

20200 Observation Drive, Germantown, MD 20876

301-353-7700

Gaithersburg Business Training Center

12 South Summit Avenue, Gaithersburg, MD 20877

240-683-1863

Rockville Campus

51 Mannakee Street, Rockville, MD 20850

301-279-5000

Westfield South Center

11160 Veirs Mill Road, Suite 306, Wheaton, MD 20902

301-279-5188

Takoma Park Campus

7600 Takoma Avenue, Takoma Park, MD 20912

301-650-1300

Montgomery College is a public, open admissions community college with campuses at Germantown, Rockville, and Takoma Park/Silver
Spring plus workforce development/continuing education centers and off-site programs throughout Montgomery County. The College serves more than 55,000 students a year, through both credit and noncredit programs, in more than 100 areas of study. Montgomery College offers students the opportunity to pursue associate's degree and certificate programs, prepare for transfer to a four-year university, develop or upgrade work and career skills or simply learn for pleasure.

The Universities at Shady Grove (University System of Maryland)

9630 Gudelsky Drive, Rockville, MD 20850

301-738-6023   www.shadygrove.umd.edu

The Universities at Shady Grove (USG) offer more than 40 undergraduate and graduate degree programs from eight institutions within the University System of Maryland at one central location in Montgomery County. Students are admitted to, and receive degrees
from: Bowie State University, University of Maryland Baltimore, University of Baltimore, University of Maryland, College Park, University of Maryland University College, Towson University, University of Maryland Baltimore County, or University of Maryland Eastern Shore while attending classes in Montgomery County. USG provides daytime, part and full-time, evening and weekend programs to meet the needs of its students.

Voting and Elections

Montgomery County Board of Elections

751 Twinbrook Parkway, Rockville, MD 20849

240-777-8500

240-777-VOTE (8683) (24 Hour Voter Information)

Voter Registration

In order to vote in Montgomery County you must be:

- A United States citizen
- A Montgomery County resident
- At least 18 years of age on or before the next General Election

You may not register to vote if you:

- Have been convicted more than once of a disqualifying crime
- Are under a sentence imposed pursuant to conviction of an infamous crime
- Are under guardianship for mental disability

Voter Registration applications are available at:

The Montgomery County Board of Elections

Montgomery County Post Offices

Public Libraries

Public Schools

County Regional Services Centers

Motor Vehicle Administration Offices

The League of Women Voters (301-984-9585)

You may have a form mailed to you by calling the Board of Election's 24-hour voter information line and leaving your name and address after the recorded message. Forms may also be downloaded by visiting www.777vote.org. All voting materials in Montgomery County are available in English and Spanish.

You may register to vote at any time. However, voter registration is closed from 21 days before until 11 days after the primary election, and 21 days before until 11 days after the general election. Voter registration applications received while the voter rolls are closed are processed when voter registration reopens. You are not registered to vote until you receive a voter notification card from the Board of Elections. If you have not received a card within three (3) weeks of sending in your application, please call the Board of Elections office.

The voter notification card includes your name, address, party affiliation, polling place location, and representative election districts.

Registering as a Member of a Political Party

The Voter Registration Form will ask you if you consider yourself a:

- Democrat
- Republican
- Green Party
- Unaffiliated (decline to join a party)
- Other (with a place to fill in which other party)

- Constitution
- Libertarian
- Populist

Only those voters who have registered as a member of a party may vote in that party's primary election. All voters, including those who have not indicated a party preference may vote in the Board of Education primary because it is a non-partisan election. All voters may vote for members of any party they choose in the general election.

Changing or Updating Voter Registration

Changes to your name, address, or party affiliation must be made in writing and signed by the voter. Changes can be made at any time voter registration is open, however, changes of party affiliation must be made at least 12 weeks before the day of the primary election. Forms for voter registration changes are available at the Board of Elections or may be downloaded from their web page. You may also send any changes in writing to the elections office. You must include your date of birth, name, address and party affiliation as you are currently registered and the change you wish to make. Be sure to sign and date the change request before mailing it or faxing it to the Board of Elections.

Volunteering to Register Voters

The Board of Elections provides training for individuals wishing to register other people to vote. Information about this training is available on their web page and by calling their office.

Voting Procedures

Polling Places

- Polls are normally open from 7:00 a.m. to 8:00 p.m. on primary day and election day
- To find your polling location, refer to the voter notification card you received in the mail. You may also call or visit the web site of the Board of Elections or contact the League of Women Voters

Absentee Voting

240-777- 8550

To vote by absentee ballot:

You must first fill out and return an Absentee Ballot Application. An application may be obtained by downloading one from the Board of Elections web site or calling, faxing or visiting the Board of Elections

Applications should be submitted 4-6 weeks before the election and should be received by the Board of Elections no later than 10 days before an election

Late absentee ballots may be issued after that. You or an authorized person must apply for the absentee ballot in person at the Board of Elections office. After you receive your ballot, vote the ballot and return it to the Board of Elections before or by 8pm on an election day. A ballot received by the Board of Elections will be considered timely provided:

It has been received prior to the closing of the polls on Election Day

It was mailed on or before Election Day, (bearing a postmark verifying that fact) and the ballot is received from the postal service or private mail carrier by 10 am on the second Wednesday after a primary election preceding a gubernatorial election

It was mailed on or before Election Day, (bearing a postmark verifying that fact) and the ballot is received from the postal service or private mail carrier by 10 am on the second Friday after a general or special election or in a primary election preceding a presidential election

Untimely absentee ballots will not be counted.

Provisional Ballots

The provisional ballot is a safeguard that ensures that no one who asserts that he or she is registered and eligible to vote will be prevented from casting a ballot on Election Day. It will only be counted after the local board of elections has reviewed the application and determined that the individual is registered and eligible to vote. You may request a provisional ballot if:

- You are not listed on the precinct register but you believe you are
- registered to vote in Maryland
- You registered by mail after January 1, 2003 and have not yet been able to provide the required identification
- You were sent an absentee ballot, but you did not turn it in
- Your right to vote has been challenged

Types of Elections

In Maryland, statewide elections are held every two years and are called either Presidential Elections or Gubernatorial Elections.

In **Presidential Election Years** (2008, 2012, 2016, etc.) the following offices are elected:
- President and Vice President of the United States
- U.S. Senator (if the six-year term of either Senator is expiring)
- Representative to the U.S. House of Representatives
- Three members of the County Board of Education
- Judges
    - Circuit Court - Judges appointed by the Governor since the last election must stand for approval by the voters and may be challenged by other candidates
    - Appellate Court- Judges run strictly on their record with no opposition, where voters vote YES or NO to retain
- Delegates to party nominating conventions

In **Gubernatorial Election Years** (2010, 2014, 2018, etc.) the following offices are elected:
- U.S. Senator (if the six-year term of either Senator is expiring)
- Representative to the U.S. House of Representatives
- Governor and Lieutenant Governor of Maryland
- Comptroller
- Attorney General
- State Senators

- State Delegates

- State's Attorney

- Clerk of the Circuit Court

- Register of Wills

- County Executive

- All nine members of the County Council

- Four members of the County Board of Education

- Judges (see above)

- Members of the Democratic and Republican Central Committees

In addition to statewide elections, municipalities may hold elections for mayor, town council, etc. For information on municipal elections contact the municipalities.

Crisis Services

24 Hour Crisis Line 240-777-4000

TTY 250-777-4815

Sexual Assault Crisis Line 240-777-4357

Abused Persons Crisis Line... 240-777-4673

Mobile Crisis Team 240-777-4000

Mental Health Association Hot Line............................. 240-738-2255

Department of Public Works and Transportation

Division of Operations (7am-4:30pm Mon.-Fri.)............ 240-777-6000

Hotline (5pm-8am Mon.-Fri., all day Sat. & Sun).......... 240-777-7165

Contact for the following services:

- crosswalk markings
- snow removal
- highway maintenance
- storm drainage
- lane markings and crosswalks
- street name signs
- leaf vacuuming
- street lights
- mowing

- subdivision development
- parking issues
- traffic calming measures
- potholes
- traffic signals and signs
- road resurfacing and paving
- tree maintenance
- sidewalks

Department of Health and Human Services

(DHHS) Information & Referral Line.......................... 240-777-1245

(The line offers assistance in multiple languages; including Spanish, Chinese, and Hindi)

TTY Mon. - Fri. 8:30am - 5pm 240-777-1295

You may also contact via e-mail at hhs@montgomerycountymd.gov

Contact for the following programs and services:

- Health and Healthcare Information
- Abused Persons Program (domestic abuse)
- Addiction Services
- Birth and Death Records

- Child Care Subsidy Programs - POC & WPA
- Child Protective Services (CPS)
- Child Welfare Services
- Communicable Disease
- Crisis Center
- Foster Parenting
- Health Care Services - for the uninsured
- Home Energy Program - MEAP & EUSP
- Homeless Services
- Licensure and Regulatory Services
- Mental Health Services
- Montgomery Rx Discount Prescription Card
- Early Childhood Services
- Emergency Services
- Financial Assistance
- Food Service License
- Gang Hotline
- Group Home Licensing
- Rat Control
- Rental Assistance Program (RAP)
- School Health Services
- Social Services
- Victim Assistance and Sexual Assault Program

Aging and Disability Information and Assistance Unit

(part of DHHS) 240-777-3000

TTY 240-777-3075

Mon.- Fri. 8:30am - 5pm -Se habla español

On-call staff is available from 5:00pm - 8:30am weekdays, and 24 hours on weekends for emergency safety needs. Contact for:

- Adult Assessment Services Intake unit
- Adult Protective Services
- County's Senior Meal Program
- Employment
- Home delivered meals
- Home health services
- Senior Housing Referrals
- Information and Referral of Disability Services
- Montgomery County Area Agency on Aging (AAA)
- Respite Care
- Senior Information and Assistance Program
- Transportation

Information & Referral – General County Directory 240-777-1000

Mon.- Fri. 8:30am - 5pm -Se habla español   TTY240- 777-2544

e-mail at Customer.Service@montgomerycountymd.gov

- Information concerning available services and programs provided by public and private agencies closely related to county government
- Direct to many public agencies, organizations, private and non-profit
- service groups, and other community resources
- Refer public to appropriate departments within county government

A-Z Service Listings

For a complete listing of services provided by Montgomery County,

please visit the website www.montgomerycountymd.gov

Abandoned Vehicles

Police, Abandoned Vehicles Section 301-840-2454

Adoption & Foster Care Homes

Health & Human Services, Child Welfare Services 240-777-3500

Adoption and Foster Parent Information Line 240-777-1664

Adoption Information – Circuit Court...240-777-9422

Addiction Services

Health & Human Services,

Addiction Services Coordination..240-777-4710

Outpatient Addiction Services..240-777-1680

Adult Education

Montgomery College...301-279-5188

ESOL and GED classes 301-962-8950

Montgomery County Recreation Department 240-777-6870

Regional Evening High School and Summer Programs 301-279-3202

Animals

Police, Animal Emergencies 240-773-5900

Animal Control, Humane Society, Animal Shelter 240-773-5960

Pet Licensing 240-773-5933

Wildlife Nuisance Problems 1-877-463-6487

Birth & Death Records

Health & Human Services,

Birth & Death Records Office..240-777-1755

Building Permits

Permitting Services,

Casework Management Division 240-777-6370

Bus & Metrorail Information

Public Works and Transportation,

Transit Services 240-777-RIDE (7433)

Business Development

Economic Development,

Business Retention & Development 240-777-2000

Cable Office

Technology Services,

Cable and Communication Services...240-773-2288

Chest X-Ray & TB Clinic

Health and Human Services, Tuberculosis Control 240-777-1800

Child Welfare Services

Health and Human Services, Child Welfare Services..240-777-3500

Citizenship

U.S. Citizenship and Immigration Services (http://www.uscis.gov)

National customer hotline 1-800-375-5283

Community Use of Public Facilities, Office of

Interagency Coordinating Board 240-777-2706

Commuter Services

Public Works and Transportation,

Commuter Services Section 301-565-5870

Construction Projects

Public Works & Transportation,

Building Construction Section...240-777-6112

Transportation Construction Section 240-777-7214

Consumer Complaints & Protection

Office of Consumer Protection..240-777-3636

Courts

Circuit Court, General Information 240-777-9400

District Court, Rockville..301-279-1520

District Court, Silver Spring..301-563-8500

Crisis Intervention

Health and Human Services,

Crisis Center Hotline...240-777-4815

Deeds

Finance – Recordation and Transfer Tax 240-777-8995

Circuit Court, Clerk's Office - Recording Department 240-777-9470

Dental Care

Health and Human Services,

Dental Services...240-777-1875

Disability

Health and Human Services,

Aging and Disability Services 240-777-3000

Disaster & Emergency Preparedness

Homeland Security,

Emergency Management..240-777-2300

Discrimination (see HUMAN RIGHTS)

Divorce

Family Department,

Office of the Clerk of the Circuit Court 240-777-9402

Driver's License

(see MOTOR VEHICLE ADMINISTRATION) 800-950-1682

Driveway Permit

Permitting Services, Land Development..240-777-6320

Dumping

Environmental Protection, Illegal Dumping..240-777-3867

Housing and Community Affairs,

Overflowing Dumpster 240-777-3785

Education

Montgomery County Public Schools Call Center..301-309-6277

Board of Education, Inquiries and Concerns 301-279-3391

Elections

Montgomery County Board of Elections 240-777-8500

24-Hour Hotline.. 240-777-VOTE(8683)

Employment

Office of Human Resources (county jobs)...240-777-5000

Energy & Electric Assistance

Health and Human Services 240-777-4450

Environmental Protection

Department of Environmental Protection...240-777-7700

Eviction

Housing and Community Affairs, Landlord-Tenant..240-777-3609

Sheriff's Office (carries out orders) 240-777-7000

Fences

Permitting Services, Casework Management...240-777-6370

Financial Assistance

Health and Human Services

East County 240-777-4470

Germantown 240-777-3420

60

Rockville 240-777-4600

Silver Spring 240-777-3100

Fire Marshal

Fire and Rescue Services, Fire Marshal...240-777-2439

Food Assistance (Food Stamps**)**

Health and Human Services

East County 240-777-4470

Germantown 240-777-3420

Rockville 240-777-4600

Silver Spring 240-777-3100

Government

Montgomery County Information and Referral...240-777-1000

Graffiti Removal

Graffiti Abatement...301-607-4722

Hazardous Waste

Public Works & Transportation, Solid Waste Services 240-777-6410

Head Start

Montgomery County Head Start 301-230-0676

Health Clinics

Health Services Information Line..240-777-1245

Highways

Public Works and Transportation, Operations 240-777-6000

HIV & AIDS Testing (also see SEXUALLY TRANSMITTED DISEASES)

Health and Human Services, HIV/AIDS Services...240-777-1869

Homeless Assistance

Health and Human Services...240-777-1245

Emergency Housing Assistance

Germantown 240-777-4488

Rockville 240-777-4550

Silver Spring 240-777-3075

East County 240-777-4470

Housing

Code enforcement, landlord-tenant affairs, moderately priced dwelling unit program, group home rehabilitation

loan program, other Housing and Community Affairs offices 240-777-3600

Housing Opportunities Commission 301-929-6700

Human Rights

Office of Human Rights...240-777-8450

Humane Society 240-773-5960

Immigration (see CITIZENSHIP)..800-375-5283

Job Assistance (see EMPLOYMENT**)**

Montgomery Works/Gaithersburg...301-519-8253

Montgomery Works/Wheaton 301-946-1806

KISS Program (Kids in Safety Seats)

KISS Program...800-370-7328

Child Passenger Safety Hotline 240-777-2222

Landlord-Tenant Disputes

Housing and Community Affairs, Landlord-Tenant..240-777-3609

Leaf Collection

Public Works and Transportation...240-777-6000

Legal Services

Legal Aid Bureau 240-314-0373

Licenses and Permits

Department of Permitting Services...240-777-6300

Permitting Services,

Casework Management (Licenses) 240-777-6260

Liquor Retail Stores and Licenses

Department of Liquor Control 240-777-1900

Marriage License Circuit Court,

License Department..240-777-9460

Medicaid & Medical Assistance

Health and Human Services...240-777-1245

Medicare

United States Social Security Administration...800-772-1213

Mental Health

Health and Human Services, Crisis Center 240-777-4000

Mental Health Access Team..240-777-1770

Mental Health Core Services Agency 240-777-1400

Child and Adolescent Outpatient Mental Health Services

Rockville 240-777-1432

Silver Spring 240-777-1450

Metrobus Information

Washington Metropolitan Transit Authority (WMATA)..................................202-637-7000

Motor Vehicle Administration (MVA)

Maryland Motor Vehicle Administration 800-950-1682

Mulch

Public Works and Transportation,

Solid Waste Services...240-777-6400

Neighborhood Master Plans

Park and Planning 301-495-4610

Neighbors & Housing Code

Housing and Community Affairs Code Enforcement 240-777-3785

Noise Complaints

Environmental Protection..240-777-7770

Nursing Home Information

Nursing Home Complaints...240-777-3369

Assisted Living and Group Home Complaints 240-777-3910

Aging and Disability Services, General Information...240-777-3000

Parking

Police Department, Parking Enforcement...301-279-8000

Public Works and Transportation,

Parking Enforcement 240-777-8740

Public Works and Transportation,

Parking Maintenance 301-279-8111

County Parking Permits..240-777-8744

Parking Tickets 240-453-0113

Parks

Montgomery County Parks 301-495-2595

Passports

Circuit Court..240-777-9460

Prescription & Pharmacy Assistance

Prescription and Pharmacy Assistance,

Health and Human Services 240-777-1245

Poison Center

State of Maryland Poison Information Center..800-492-2414

Police

EMERGENCY..911

Non-Emergency..301-279-8000

Potholes (Montgomery County Roads)

Public Works and Transportation,

Highway Maintenance 240-777-7623

Potholes (Maryland State Roads)

Maryland State Highway Administration:

Southern Maryland 301-572-5166

Northern Maryland 301-948-2477

Power Outages

Call your local energy provider, number is listed on your utility bill

Pregnancy

Health and Human Services,

Maternity and Family Planning Clinics..240-777-4248

Public Defender...240-773-9601

Pro-Bono Independent Agency funded by the Courts 301-424-7651

Public Information Services

Montgomery County Office of Public Information 240-777-6530

Public Libraries...240-777-0001

Public Schools

Montgomery County Public Schools Call Center..301-309-6277

Rats & Rodent Control

Health & Human Services,

Licensure & Regulatory Services...240-777-3986

Recreation

Montgomery County Recreation Department 240-777-6804

Recycling

Public Works and Transportation,

Solid Waste Services...240-777-6400

Recycling Complaints 240-777-6410

Recycling Hotline...301-590-0046

Shady Grove Transfer Station 301-840-2370

Regional Services Centers

Bethesda-Chevy Chase...240-777-8200

Eastern Montgomery 240-777-8400

Midcounty 240-777-8100

Silver Spring 301-565-7300

Upcounty..240-777-8000

Rental Assistance Program

Health and Human Services, Rental Assistance 240-777-4400

Restaurant Complaints (Health Violations)

Health and Human Services,

License and Regulation Services 240-777-3986

Ride-On Bus Information

Public Works and Transportation,

Transit Services 240-777-RIDE (7433)

Senior Citizen Information (Aging/Disability Services)

General Information and Assistance

(and health information)..240-777-3000

Commission on Aging (advocacy) 240-777-1132

Employment and Retirement Counseling 301-652-8072

Recreation Department, Senior Programs...301-468-4540

Transportation, Call 'n' Ride 301-948-5409

Septic Tanks

Permitting Services, Well and Septic..240-777-6320

Sexually Transmitted Diseases (STD)

Health and Human Services, STD Clinic...240-777-1760

Shelters

Health and Human Services,

Shelter and Homeless Services...240-777-4000

Sheriff

Montgomery County Sheriff's Office 240-777-7000

Sign Repair & Replacement (Montgomery County Roads)

Public Works & Transportation,

Traffic Engineering/Operations 240-777-6000

Sign Repair and Replacement (Maryland State Roads**)**

Maryland State Highway Administration 800-749-0737

Small Claims

District Court, Civil Division..301-279-1500

Snow Removal (Montgomery County Roads)

Public Works and Transportation,

Highway Maintenance 240-777-6000

Snow Removal (Maryland State Roads)

Maryland State Highway Administration 800-749-0737

Social Security

United States Social Security Administration..800-772-1213

State's Attorney 240-777-7300

Sidewalks (New)

Public Works and Transportation,

Capital Development 240-777-7270

Sidewalks (Repair)

Public Works and Transportation,

Highway Maintenance 240-777-7623

Swimming Pools

Recreation Department,

Aquatic Programs 240-777-6860

(For a complete listing of Montgomery County public swimming pools, please refer to the APPENDIX of this guide.)

Taxes

Assessment Office..301-279-1355

Department of Finance 240-777-8950

Tax Aid Program for Seniors 240-777-2577

Taxicab Information

Public Works and Transportation,

Transit Services .... 240-777-CABS(2227)

Traffic Signals

Public Works & Transportation,

Traffic Operations/Engineering 240-777-6000

District Court, Traffic Division 301-279-1565

Transit Passes

Commuter Express Store 301-565-5870

Trash & Solid Waste Collection

Public Works and Transportation, Solid Waste 240-777-6410

Tree Trimming

Public Works and Transportation,

Highway Maintenance 240-777-6000

Unemployment

Unemployment Insurance,

MD Department of Labor, Licensing and Regulation.....................................800-827-4839

Urban Districts

Bethesda..301-215-6660

Silver Spring 240-876-2911

Wheaton 240-777-8120

Utilities (see ENERGY and WATER**)**

Vendor License

Permitting Services..240-777-6240

Victim Services

Health and Human Services 24 Hour 240-777-4643

Abused Persons Program (weekdays) 240-777-4210

Sexual Assault Services 240-777-1355

Victim Advocate Program 240-777-1355

Volunteer Opportunities

Montgomery County Volunteer Center 240-777-2600

Voter Registration

Montgomery County Board of Elections 240-777-8500

24-Hour Hotline.. 240-777-VOTE(8683)

Water

Washington Suburban Sanitary Commission

(WSSC)...301-206-8000

24-Hour Maintenance Line 301-206-4002

Weed Complaints

Housing and Community Affairs 240-777-3785

Well Water Inspection

Permitting Services...240-777-6320

WIC Program (Women, Infants, Children)

Community Clinic, WIC Program 301-762-9426

Wills, Register of

Register of Wills...240-777-9600

Women's Services

Commission for Women,

Counseling and Career Center 240-777-8300

Work Permit

Available at local high schools or

MD Department of Labor, Licensing and Regulation...410-767-2239

Zoning

Permitting Services, Case Management 240-777-6240

Board of Appeals 240-777-6600

Environmental Protection...240-777-7700

Zoning Complaints..240-777-6259

Zoning Information..240-777-6240

Hearing Examiner 240-777-6660

Appendix

Public Libraries

Aspen Hill
4407 Aspen Hill Road, Rockville, MD 20853 240-773-9410
Bethesda
7400 Arlington Road, Bethesda, MD 20814 240-777-0970
Chevy Chase
8005 Connecticut Avenue, Chevy Chase, MD 20815 240-773-9590
Damascus
9701 Main Street, Damascus, MD 20872...240-773-9444
Davis
6400 Democracy Boulevard, Bethesda, MD 20817..240-777-0922
Fairland
4910 Old Columbia Pike, Burtonsville, MD 20866..240-773-9460
Gaithersburg
18330 Montgomery Village Avenue
Gaithersburg, MD 20879 240-773-9490
Germantown
19840 Century Boulevard, Germantown, MD 20874...240-777-0110
Kensington Park
4201 Knowles Avenue, Kensington, MD 20895 240-773-9515
Little Falls
5501 Massachusetts Avenue, Bethesda, MD 20816...240-773-9520
Long Branch
8800 Garland Avenue, Silver Spring, MD 20901..240-777-0910
Noyes Library for Young Children
10237 Carroll Place, Kensington, MD 20895..301-929-5533
Olney
3500 Olney-Laytonsville Road, Olney, MD 20832..301-570-1232
Poolesville
19633 Fisher Avenue, Poolesville, MD 20837 240-773-9550
Potomac
10101 Glenolden Drive, Potomac, MD 20854 240-777-0690
Quince Orchard
15831 Quince Orchard Road
Gaithersburg, MD 20878 240-777-0200
Rockville
21 Maryland Avenue, Rockville, MD 20850 240-777-0140

Silver Spring
8901 Colesville Road, Silver Spring, MD 20910...240-773-9420
Twinbrook
202 Meadow Hall Drive, Rockville, MD 20851...240-777-0240
Wheaton
11701 Georgia Avenue, Wheaton, MD 20902..240-777-0678
White Oak
11701 New Hampshire Avenue,
Silver Spring, MD 20904...240-773-9555

Public School Clusters

Bethesda-Chevy Chase	7 elementary, 1 middle, 1 high school
Winston Churchill	5 elementary, 2 middle, 1 high school
Damascus	7 elementary, 2 middle, 1 high school
Downcounty Consortium	28 elementary, 8 middle, 5 high schools
Gaithersburg	7 elementary, 2 middle, 1 high school
Walter Johnson	6 elementary, 2 middle, 1 high school
Col. Zadok Magruder	6 elementary, 2 middle, 1 high school
Richard Montgomery	4 elementary, 1 middle, 1 high school
Northeast Consortium	17 elementary, 5 middle, 3 high schools
Northwest	6 elementary, 3 middle, 1 high school
Poolesville	2 elementary, 1 middle, 1 high school
Quince Orchard	6 elementary, 2 middle, 1 high school
Rockville	5 elementary, 1 middle, 1 high school
Seneca Valley	6 elementary, 2 middle, 1 high school
Sherwood	5 elementary, 2 middle, 1 high school
Watkins Mill	6 elementary, 2 middle, 1 high school
Walt Whitman	6 elementary, 1 middle, 1 high school
Thomas S. Wootton	6 elementary, 2 middle, 1 high school

Public Swimming Pools

Indoor

Germantown Indoor Pool

18000 Central Park Circle, Boyds...240-777-6830

Martin Luther King, Jr. Swim Center

1201 Jackson Road, Silver Spring..301-989-1206

Montgomery Aquatic Center

5900 Executive Boulevard, Rockville..301-468-4211

Olney Swim Center

6601 Georgia Avenue, Olney 301-570-1210

Outdoor

Bethesda Pool

Littlefalls Parkway & Hillandale Road, Bethesda 301-652-1598

Germantown Pool

18905 Kingsview Drive, Germantown...301-601-1690

Glenmont Pool –

12621 Dalewood Drive, Wheaton 301-929-5460

Good Hope Sprayground

14715 Good Hope Road, Silver Spring 301-989-1210

Long Branch Pool

8700 Piney Branch Road, Takoma Park 301-431-5700

Martin Luther King Jr. Pool

1201 Jackson Road, Silver Spring..301-622-1090

Upper County Pool

8201 Emory Grove Road, Gaithersburg 301-840-2446

Western County Pool

20151 Fisher Avenue, Poolesville 301-349-2217

Retail Locations – Montgomery County Liquor Stores

Bethesda
4800 Auburn Avenue   240-773-2006   Mon - Sat 10 am to 9 pm
5432 Westbard Avenue   240-773-2024   Mon - Sat 10 am to 9 pm
Burtonsville
15604 Columbia Pike   240-773-2007   Mon - Sat 10 am to 8 pm
Chevy Chase
11 Wisconsin Circle   240-773-2009   Mon - Sat 10 am to 8 pm
Gaithersburg
24 Bureau Drive   240-773-2011   Mon - Sat 10 am to 9 pm
220 N. Frederick Avenue 240-773-2012   Mon - Sat 10 am to 9 pm
866 Muddy Branch Road   301-840-2356   Mon - Sat 10 am to 10 pm
16535 South Frederick Rd 240-773-2004   Mon - Sat 10 am to 9 pm
Germantown
18323 Leaman Farm Rd   240-773-2014   Mon - Sat 10 am to 9 pm
20946 Frederick Road   240-773-2016   Mon - Sat 10 am to 10 pm
Kensington
3733 University Boulevard 240-773-2013   Mon - Sat 10 am to 9 pm
Montgomery Village
19233 Watkins Mill Road 240-773-2017   Mon - Sat 10 am to 9 pm
Olney
17825 Georgia Avenue   240-773-2019   Mon - Sat 10 am to 9 pm
Potomac
Cabin John Mall   240-773-2005   Mon - Sat 10 am to 9 pm
10132 River Road   240-773-2020   Mon – Sat 9 am to 9 pm
Rockville
832-836 Rockville Pike 301-279-1575   Mon - Sat 10 am to 9 pm
Fallsgrove Center   240-773-2018   Mon - Sat 10 am to 9 pm
2090 Viers Mill Road   240-773-2022   Mon - Sat 10 am to 9 pm
Montrose Center   240-773-2003   Mon - Thu 10 am to 9 pm
                                          and Fri - Sat 10 am to 10 pm
Silver Spring/Wheaton
723 Cloverly Avenue   240-773-2010   Mon - Sat 10 am to 9 pm
8701 Flower Avenue   301-565-5842 Mon - Sat 10 am to 8:30 pm
8715 Colesville Road   240-773-2021   Mon - Sat 10 am to 9 pm
11405-07 Georgia Avenue 240-773-2025   Mon - Sat 10 am to 9 pm
White Oak Center   240-773-2026   Mon - Sat 10 am to 9 pm
Leisure World Center   240-773-2015 Mon-Thu 9:30am to 8:30pm