



## Public Participation Plan July 2020

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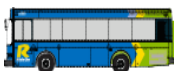
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## 1. Overview and Recommendations

The purpose of the Ride On Public Participation Plan is to assure and improve access to the Montgomery County Department of Transportation (MCDOT) Division of Transit Services decision-making process for low income, minority and limited English proficient (LEP) populations. Ride On's Public Participation Plan is intended to comply with FTA requirements as described in Section 4.

COVID-19 and social distancing requirements have affected transit agencies' public involvement methods. Electronic communication has become even more important and virtual meeting software has made it possible to reach a larger audience.

MCDOT Division of Transit Services plans to add online participation capability by using MS Teams in conjunction with regular onsite public forums in the future. MS Teams will be an "option" for residents and interest parties to participate. The format of the public forums is not anticipated to change: 1) located in a public facility, usually a school, 2) handouts in English, Spanish, Amharic, Chinese, and/or French as needed by local demographics, 3) Language Interpreter if requested in advance, 4) Transcription service, 5) PowerPoint presentation if appropriate, 6) Poster board displays on easels, and 7) Public testimonies.

## 2. Montgomery County Transit Services

Montgomery County is a Maryland suburb of Washington, DC located to the northwest of Washington, D.C.. It has been the most populous Maryland county since 1990 with a 2018 population of 1,052,567 – an 8.3 percent increase over the 2010 census figures.<sup>1</sup> Within the Washington, DC region, the county's population ranks second behind Fairfax County, Virginia.

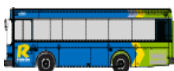
The Ride On bus system is an integral part of the County's infrastructure and resources. Ride On is the second largest bus operation in the State, next to Maryland Department of Transportation (MDOT) Maryland Transit Administration (MTA), and the second largest in the Washington Metropolitan Area.

The County's Department of Transportation manages three primary programs:

1. Transit Services – The Ride On system is a fixed route system that operates primarily in neighborhoods. It acts as a feeder system to major transfer points and transit centers in the County. This service is intended to support and complement WMATA's Metrorail and Metrobus services. In 2019 Ride On operated 79 routes, 1,176,642 platform hours, and carried 24,806,348 passengers. One route is also operated through a contractual agreement with a private operator.
2. Commuter Services - This program promotes the use of transit, car/vanpooling, biking, walking, and teleworking. The services are concentrated in five Transportation Management Districts: Silver Spring, Friendship Heights, North

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<sup>1</sup> U.S. Census Bureau Quick Facts; Population; Montgomery County, Maryland



Bethesda, Greater Shady Grove, and the Wheaton Transportation Planning and Policy area.

3. Medicaid and Senior Programs – These services provide Medicaid transportation to eligible riders and a user-side subsidy program known as Call-n-Ride that provides transportation for low income, elderly, and people with disabilities.

Additionally, the MCDOT is responsible for seven support programs including passenger facilities, taxi regulation, customer service, transit planning and implementation, transit parking facility maintenance, fixed costs and administration.

Montgomery County is served by multiple transit agencies. The Washington Metropolitan Transit Authority (WMATA) provides rapid rail service with the Red Line and local bus services on 17 bus lines. Through Maryland Transit Administration (MTA), the MARC provides commuter rail services. The MTA Commuter Bus program also provides commuter bus services while Ride On provides local and express bus services. Figure 1 on the following page illustrates the public transportation services in the County as of May 2019.

### **3. Public Participation Responsibilities**

Montgomery County is committed to providing inclusive public participation for all of the county services and programs provided to Montgomery County citizens. For the Ride On transit program, public participation responsibilities are shared among County departments and offices. Public participation responsibilities include:

**MCDOT – Division of Transit Services** - The MCDOT - Division of Transit Services through the Marketing & Customer Innovation Services Section has the primary responsibility for developing the Public Participation Plan; conducting outreach to minority, low-income and LEP communities; organizing and conducting public participation activities for the Ride On fare policy and major service changes; and marketing Ride On services.

**Montgomery County Public Information Office** - The Montgomery County Office of Public Information (MCOPI) handles media inquiries and processes press releases for Ride On and other County divisions and departments. The MCOPI consists of a Media Relations section that works with the news media to inform residents about the programs and services available to them. A Publications and Graphics section provides graphical support to the office and oversees the content and design of the County web site so that it is informative and easy to navigate. A Cable Programming section produces cable television shows for the Executive branch of County government on cable channel 6 – County Cable Montgomery, as well as video interviews and announcements.

**MC311** - MC311, the County's Customer Service Center, is where residents can call or go online to find information or submit service requests (compliments, complaints, concerns, etc.). MC311 provides the following features:

- 311 allows customers to call one easy-to-remember number to access Montgomery County information and services.



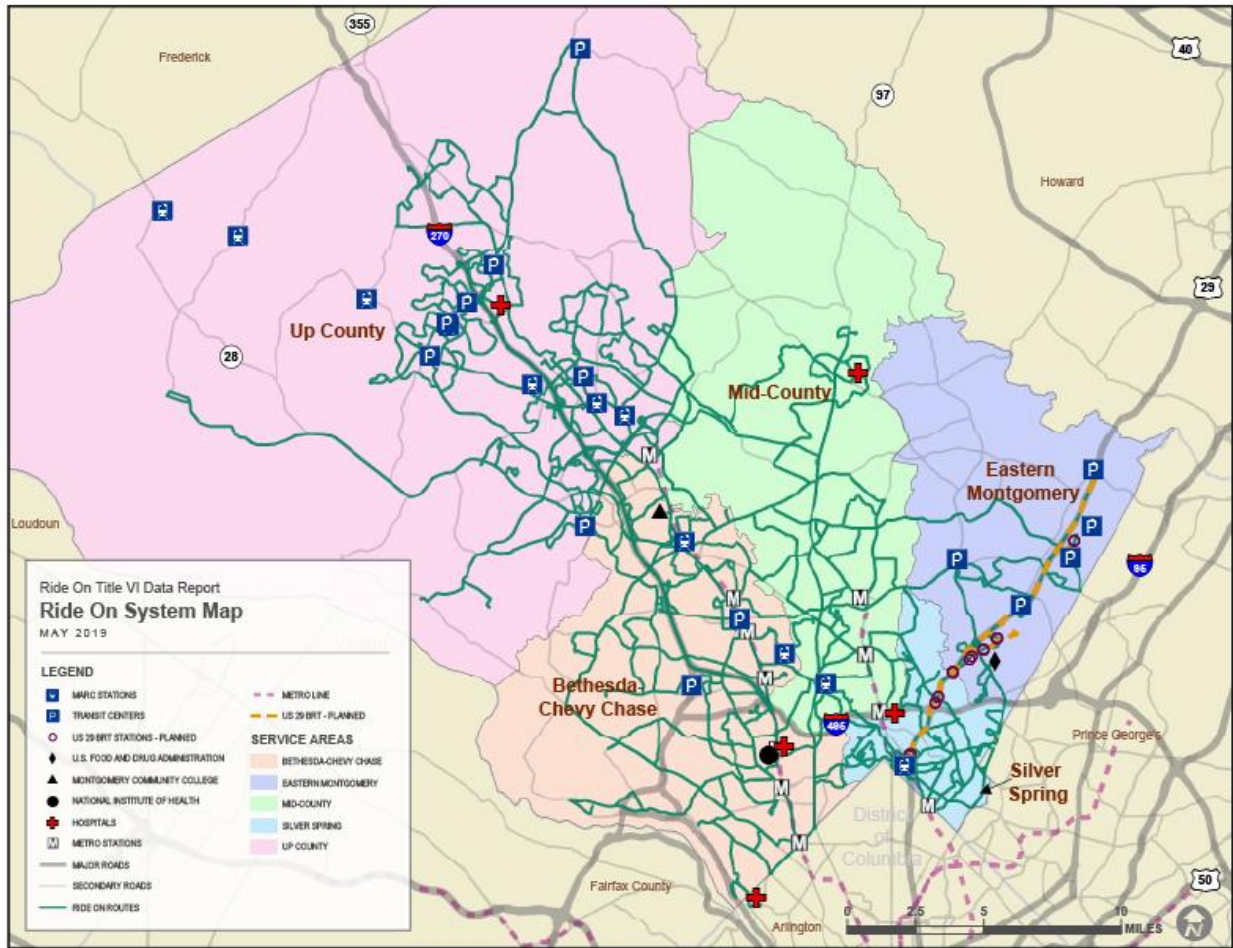
- Customers can also access information and create or track service requests on the website at [www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311).
- Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. The call center is closed on Saturdays, Sundays and holidays.
- Trained representatives who speak Spanish are available, as is a language interpretation service for other languages.
- Maryland Relay 711 for hearing impaired.
- Customer service representatives and the online system use a state-of-the-art database of information and services about County government that can be continually updated so the most current facts are available.
- The 311 system can quickly incorporate real time information in the event of a community event/emergency, like a water main break, H1N1 flu epidemic or weather-related incident.

**Montgomery County Office of Community Partnerships** - The mission of the Office of Community Partnerships (OCP) is to strengthen relationships between the Montgomery County government and the residents it serves, with special focus on underserved and emerging communities and our neighbors in need. The OCP serves as a bridge builder between the County government and community organizations serving the residents of Montgomery County, working across the barriers of race, ethnicity, income, and religion that too often diminish communities. OCP's mission is to carry out the County Executive's commitment to build a larger policy table with participation by a more diverse range and greater number of residents as we work to become America's most welcoming community. The OCP has liaison representatives serving the following communities: African American, African and Caribbean, Asian, Faith, Latino, Middle Eastern, and Seniors.

**MCDOT Community Outreach Unit** - The MCDOT Community Outreach unit exists to inform communities of major transportation programs and services, solicit community comment on transportation policies and needs, resolve citizen issues concerning safety or service delivery needs, and coordinate pedestrian safety education, enforcement, and engineering work to achieve the County Executive's announced Pedestrian Safety Initiative.



Figure 1: Montgomery County Public Transportation Services



## 4. Federal Requirements

Federal Transit Administration regulations require inclusive public participation in transportation decision making. These requirements are contained in multiple circulars that apply to Montgomery County's transit services including:

- FTA C 4702.1B, **Title VI Requirements and Guidelines for Federal Transit Administration Recipients**,
  - Chapter 3, paragraph 8, **Promoting Inclusive Public Participation**
  - Chapter 3, paragraph 9, **Requirement to Provide Meaningful Access to LEP Persons**.
- FTA C 4703.1, **Environmental Justice Policy Guidance for Federal Transit Administration Recipients**.
- 49 U.S.C. Sections 5307(b) which requires programs of projects to be developed with public participation and 5307(c)(1)(I) which requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service.
- Executive Order 13166, "**Improving Access to Services for Persons with Limited English Proficiency**" (65 FR 50121, Aug. 11, 2000), which requires that recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

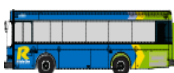
This Ride On Public Participation Plan is intended to document Montgomery County's activities to meet or exceed these federal requirements.

## 5. Public Participation Plan Goals

The Division of Transit Services endeavors to provide meaningful opportunities for the public to assist staff in identifying social, economic, and environmental impacts of proposed transportation decisions. This includes input from low income, minority and limited English proficient populations.

Specific goals and outcomes include:

- **Quality Input and Participation** – Comments received by Division of Transit Services are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.
- **Consistent Commitment** – Division of Transit Services staff communicates regularly, develops trust with communities and builds community capacity to provide public input.
- **Diversity** – Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents with limited English proficiency.
- **Accessibility** – Effort is made to ensure that opportunities to participate are



accessible physically, geographically, temporally, linguistically and culturally.

- **Relevance** – Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction** – People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Clarity in Potential for Influence** – The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.

Division of Transit Services’ public participation activities are based on the following principles:

- **Flexible** – The engagement process accommodates participation in a variety of ways and is adjusted as needed.
- **Inclusive** – Division of Transit Services proactively reaches out and engages low income, minority and LEP populations.
- **Respectful**— All feedback received is given careful and respectful consideration.
- **Tailored** – Division of Transit Services’ public participation methods are tailored to match local and cultural preferences as much as possible.
- **Trustworthy** – Information provided is accurate and trustworthy.
- **Responsive** – Division of Transit Services strives to respond to and incorporate appropriate public comments into transportation decisions.

## 5. Population Demographics

### *Minority Populations*

Using the 2010 census the Division of Transit Services has utilized GIS to estimate the numbers of persons in Montgomery County that are within the transit service area for the Ride On and Metrobus services. As shown in Table 1, for the entire county, minorities comprise 50.7 percent of the population while in the combined Ride On / Metro Bus transit service area, minorities represent 52.4 percent of the population.

**Table 1: Montgomery County Minority Population**

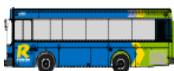
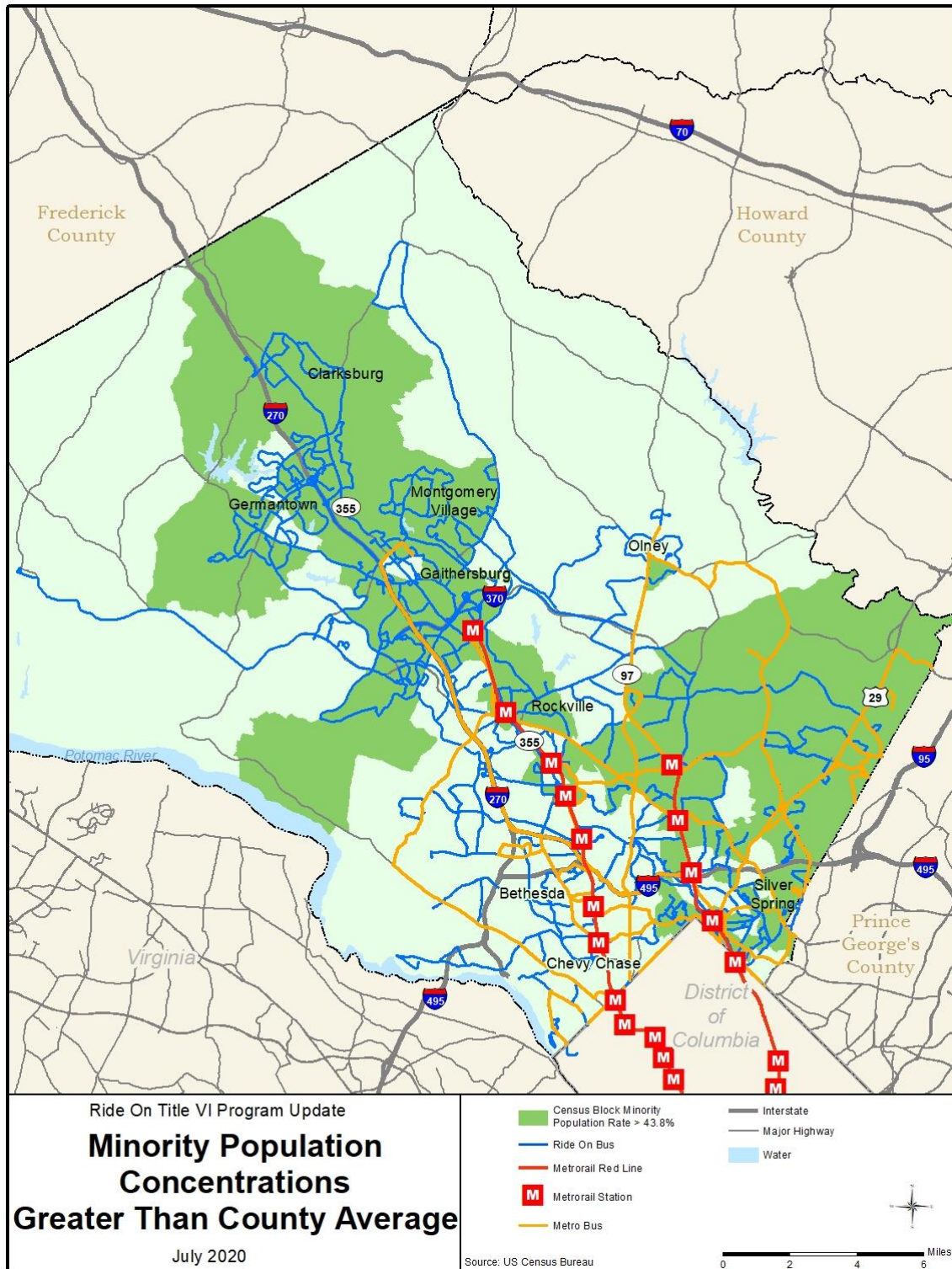
	<b>Total Population</b>	<b>Minority Population</b>	<b>Non-Minority Population</b>	<b>Percent Minority</b>
Montgomery County	971,777	493,012	478,765	50.7%
Transit Service Area	854,312	447,350	406,962	52.4%
% of population within transit service area	87.9%	90.7%	85.0%	





Figure 2 illustrates the minority populations served by the Ride On and Metro Bus transit services.

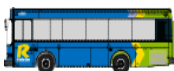
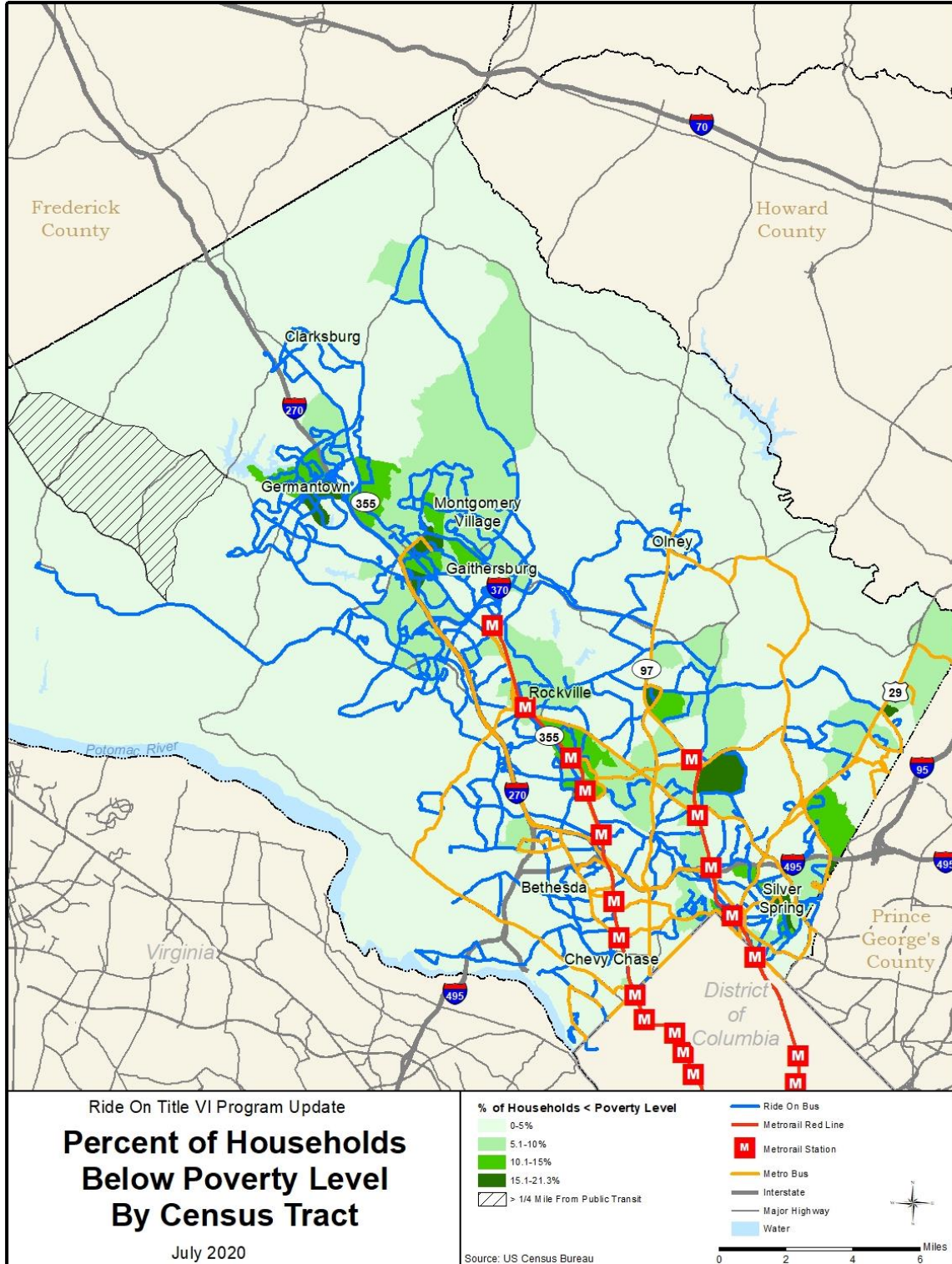
Figure 2: Montgomery County Minority Population Concentrations



### Low Income Populations

Figure 3 illustrates the low-income populations served by the Ride On and Metro Bus transit services.

Figure 3: Low Income Population Concentrations



### ***Limited English Proficiency Populations***

The United States Census' most recent American Community Survey (ACS) 5-year estimates (2013-2018) and 2018 one-year estimate offer current and reliable estimates of the number, proportion, and geographic distribution of LEP persons in the Ride On service area. This analysis of LEP individuals uses data estimates for the "county subdivision" census-defined areas (shown in Figure 1). The county subdivision geography was chosen because the estimates at this level provide the best balance between detail and statistical significance of the data.

According to the ACS 2018 one-year estimate, of the total Montgomery County population over the age of five (986,740), approximately 14.3% (140,833) speak English less than "very well."

The Spanish speaking population has the largest number of persons (68,541) within the county who speak English less than "very well" with Chinese speakers having the second largest segment (16,836 persons) who speak English less than "very well."

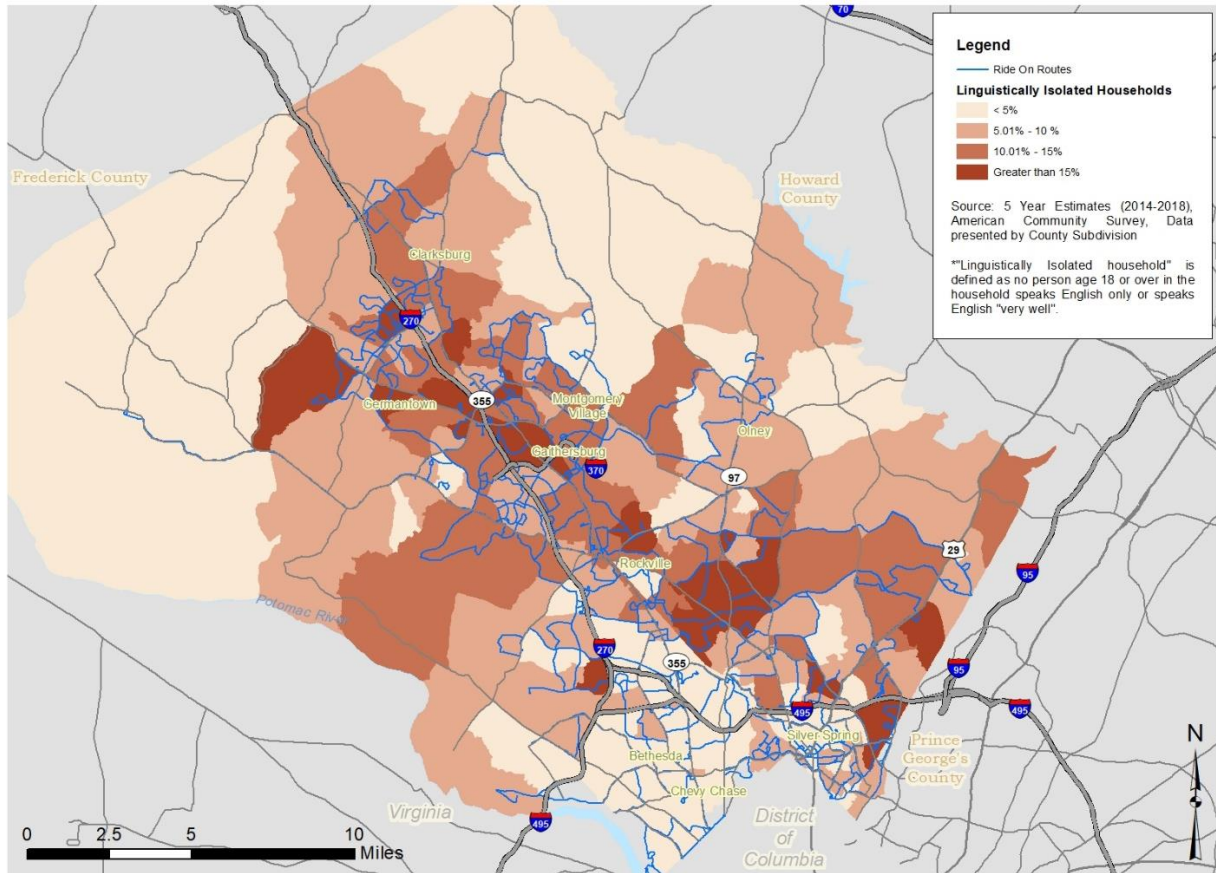
Figure 4, shows that the highest concentrations of linguistically isolated households<sup>2</sup> are located in and around the Germantown/Gaithersburg area in the center of the county and the Wheaton-Glenmont/College Park area just north of Washington, D.C.

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<sup>2</sup> households where no person age 18 or older in the household speaks English only or speaks English "very well".



Figure 4: Percent Linguistically Isolated Households, Montgomery County



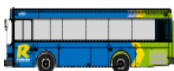
Of the Montgomery County population age 5 and over that speaks a language other than English at home, approximately 139,000 speak English less than "very well." Spanish/Spanish Creole, Chinese, Korean, African languages, Vietnamese, and French (including Patois and Cajun) speakers make up the majority (approximately 80%) of the languages spoken at home among the subpopulation of people 5 years and over who speak English less than "very well." Table 2 shows the number and proportion of all languages spoken.



**Table 2: Language Spoken at Home of Persons that Speak English Less than "Very Well" in Montgomery County (Population 5 Years and Over)**

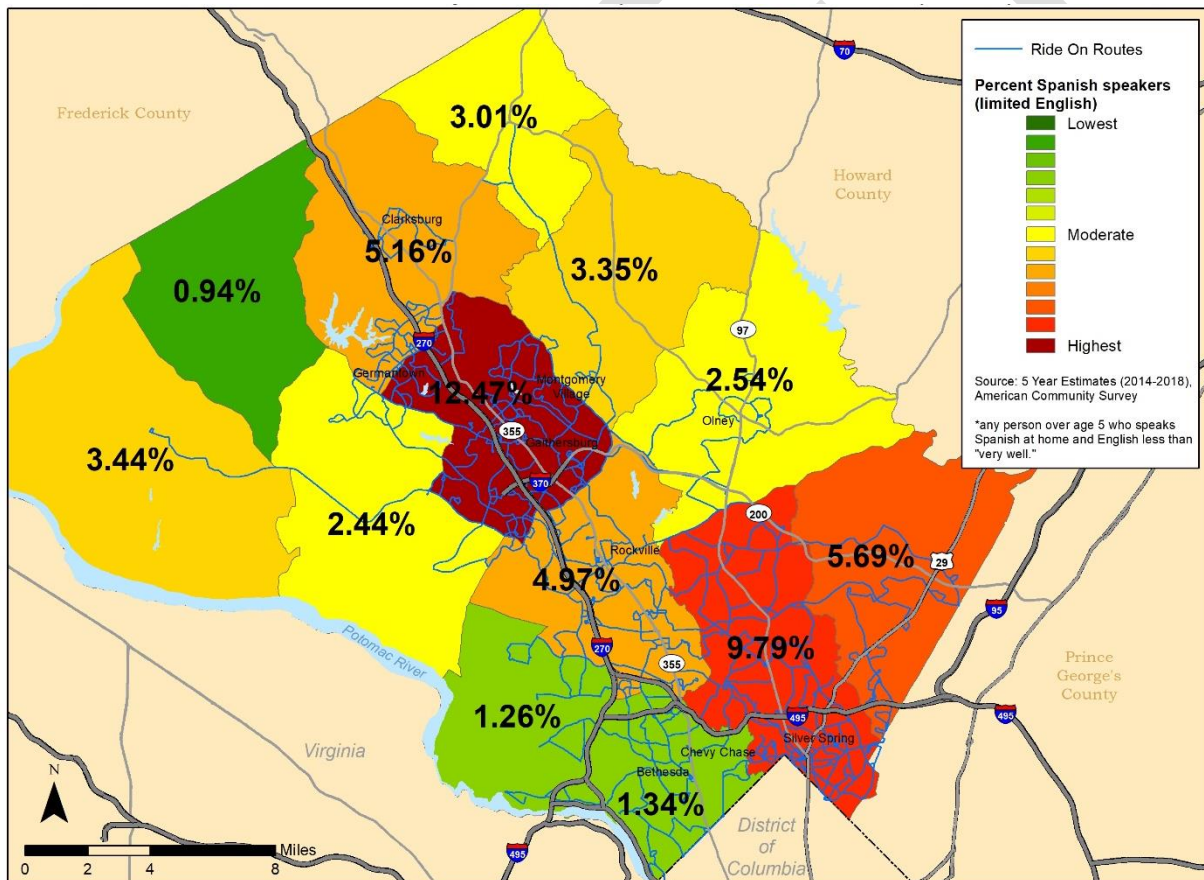
<b>Montgomery County</b>			
<b>Language</b>	<b>Number of LEP Population</b>	<b>Percent of County Population Speaking Language</b>	<b>Percent of LEP Population Speaking Language</b>
Spanish	68,541	6.9%	48.7%
Chinese (incl. Mandarin, Cantonese)	16,836	1.7%	12.0%
Amharic, Somali, or other Afro-Asiatic languages	6,881	0.7%	4.9%
Korean	6,131	0.6%	4.4%
French (Cajun)	5,602	0.6%	4.0%
Vietnamese	4,663	0.5%	3.3%
Russian	3,927	0.4%	2.8%
Portuguese	3,028	0.3%	2.2%
Bengali	2,518	0.3%	1.8%
Persian (incl. Farsi, Dari)	2,117	0.2%	1.5%
Tagalog (incl. Filipino)	2,030	0.2%	1.4%
Swahili or other languages of Central, Eastern, and Southern Africa	1,844	0.2%	1.3%
Nepali, Marathi, or other Indic languages	1,417	0.1%	1.0%
Urdu	1,274	0.1%	0.9%
Japanese	1,226	0.1%	0.9%
Yoruba, Twi, Igbo, or other languages of Western Africa	1,108	0.1%	0.8%
Haitian	1,037	0.1%	0.7%
Gujarati	1,009	0.1%	0.7%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	1,006	0.1%	0.7%
Other Slavic languages	994	0.1%	0.7%
Hindi	979	0.1%	0.7%
Arabic	964	0.1%	0.7%
Other languages of Asia	951	0.1%	0.7%
Thai, Lao, or other Tai-Kadai languages	878	0.1%	0.6%
Tamil	576	0.1%	0.4%
Other and unspecified languages	551	0.1%	0.4%
Malayalam, Kannada, or other Dravidian languages	536	0.1%	0.4%
Other Indo-European languages	393	0.0%	0.3%
Telugu	370	0.0%	0.3%
Italian	333	0.0%	0.2%
Polish	250	0.0%	0.2%
German	235	0.0%	0.2%
Khmer	191	0.0%	0.1%
Punjabi	154	0.0%	0.1%
Serbo-Croatian	150	0.0%	0.1%
Armenian	104	0.0%	0.1%
Greek	29	0.0%	0.0%
<b>Total LEP Population</b>	<b>140,833</b>	<b>14.3%</b>	<b>100.00%</b>
<b>Total County Population</b>	<b>986,740</b>	<b>100.00%</b>	

Source: American Community Survey 2018 1-year estimate



Using American Community Survey 5-year Estimates 2013 – 2018, Figures 5 – 10 help identify where the highest concentration of each of the top six languages of LEP persons (Spanish/Spanish Creole, Chinese, Korean, African languages, Vietnamese, and French (including Patois and Cajun)) are spoken. The figures show the percent of the population of each county subdivision that speaks the given language at home and speaks English less than “very well.” Those subdivisions shown in red have the greatest percentage of the population with limited English proficiency that speaks the given language. These figures give reasonable guidance regarding the areas likely to have higher language assistance needs and for which languages the assistance is needed; we can be confident that those county subdivisions shown in red tones have higher concentrations of the given LEP population than those county subdivisions in green, but the rankings among subdivisions that have closer percentages may not hold true in reality.<sup>3</sup>

Figure 5: Spanish Speakers with Limited English Proficiency (percent of population by county subdivision)



<sup>3</sup> Note regarding data limitations: This calculation deals with some sub-populations that are small and in some cases the estimates come with a significant margin of error; therefore, the percentages presented in Figures 2-7 can be considered good enough to identify the areas with highest percentages of LEP, non-English speakers, but percentages should not be used as concrete figures to compare with other data.



Figure 6: Chinese Speakers with Limited English Proficiency (percent of population by county subdivision)

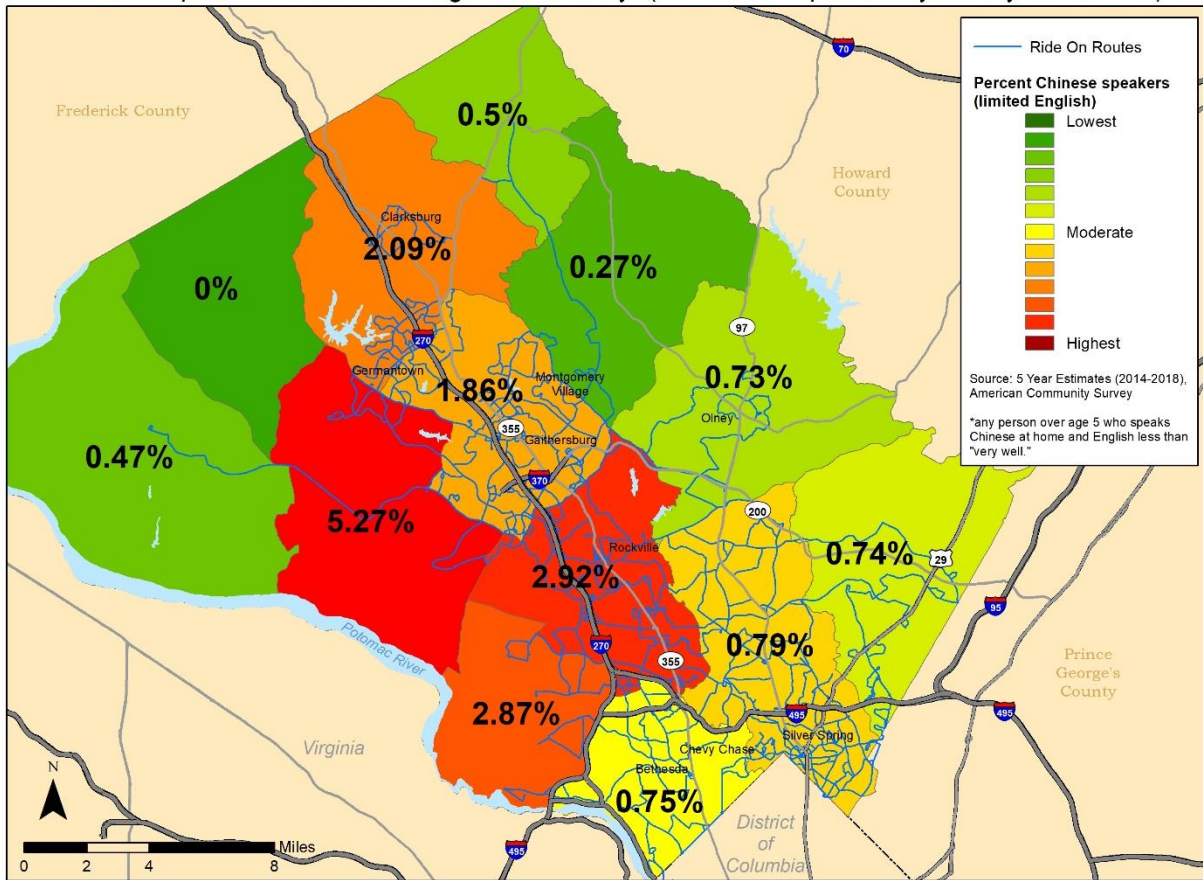


Figure 7: Korean Speakers with Limited English Proficiency (percent of population by county subdivision)

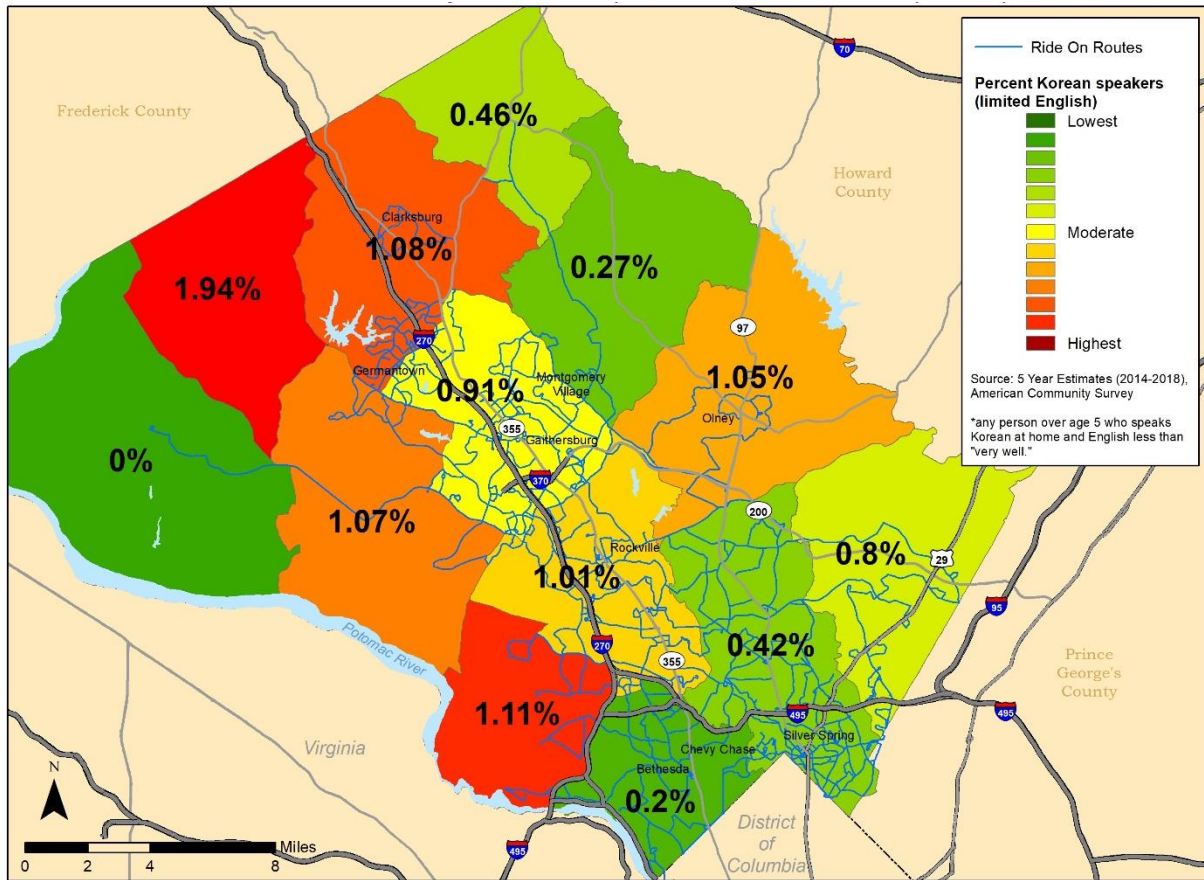
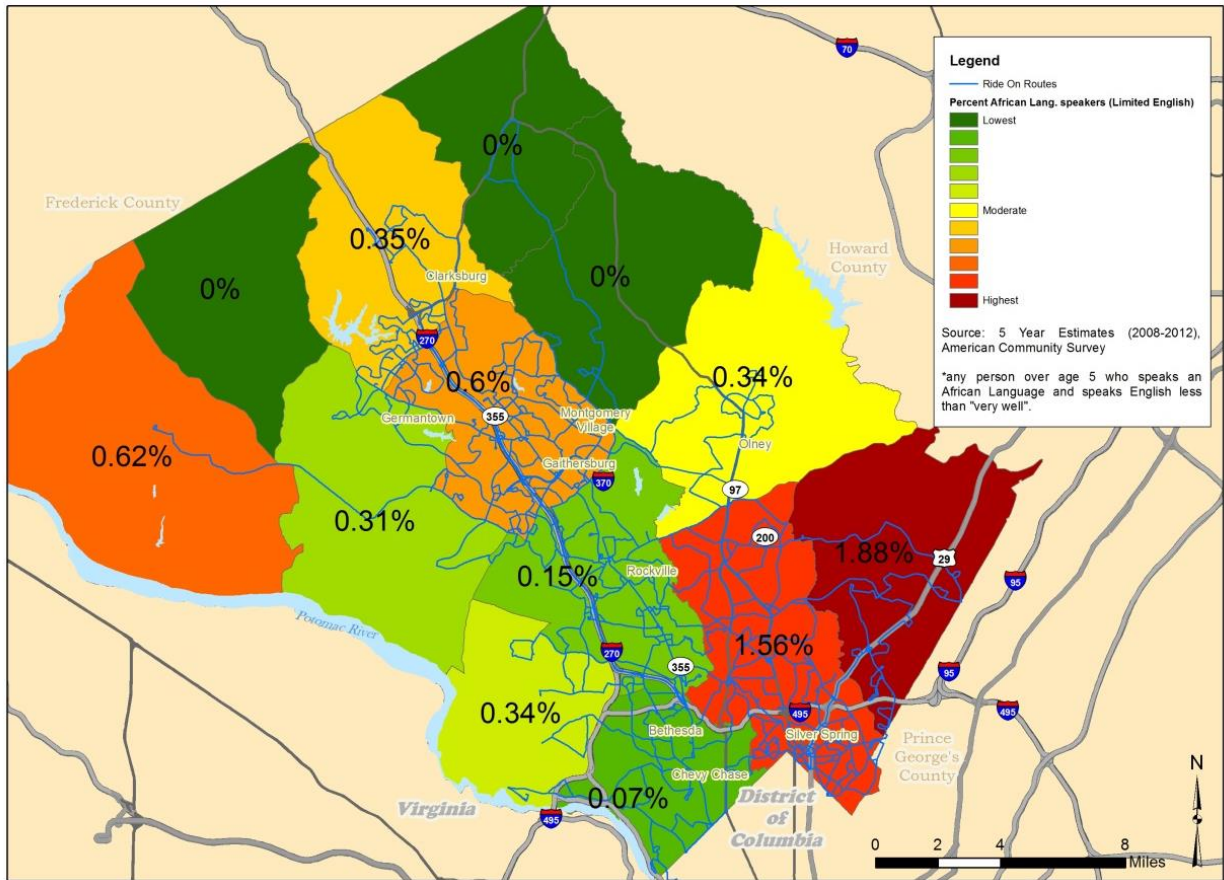




Figure 8: African Language Speakers with Limited English Proficiency (percent of population by county subdivision)



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Figure 9: Vietnamese Speakers with Limited English Proficiency (percent of population by county subdivision)

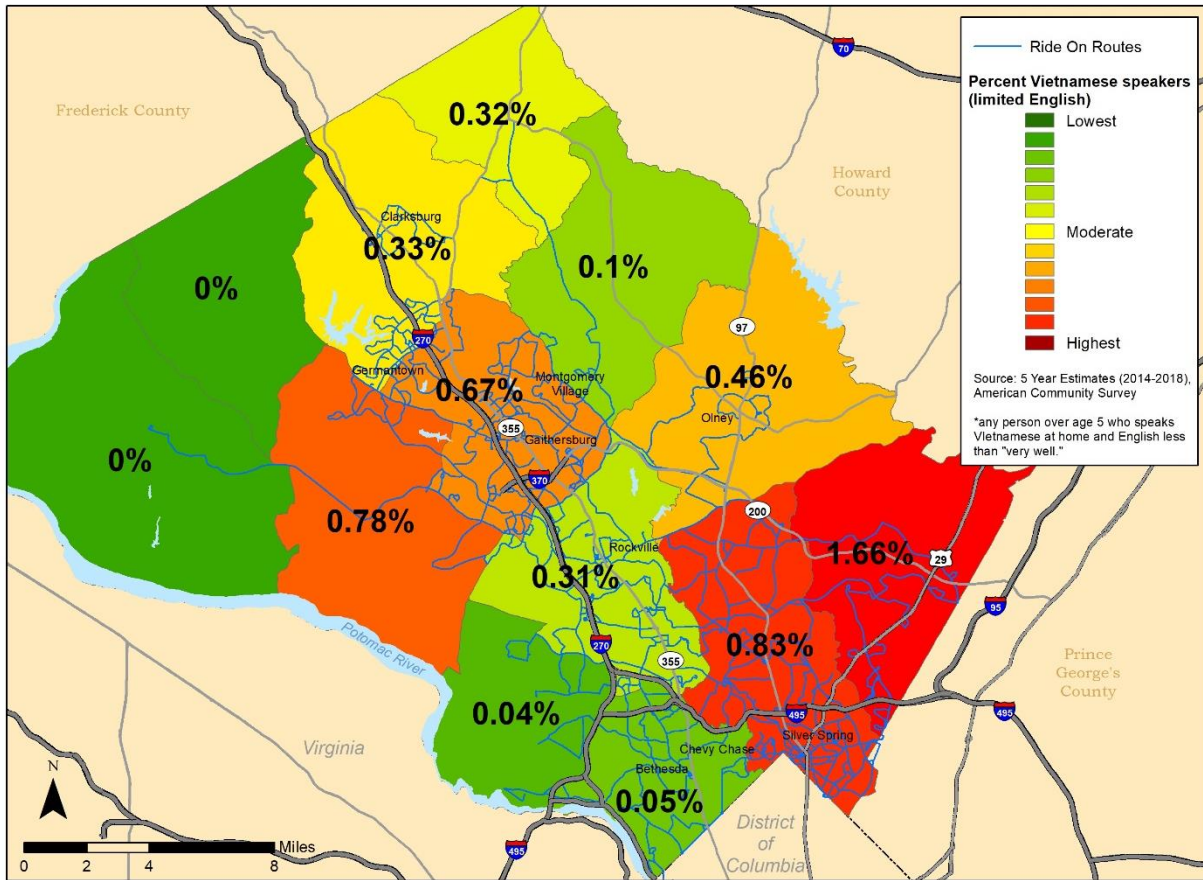
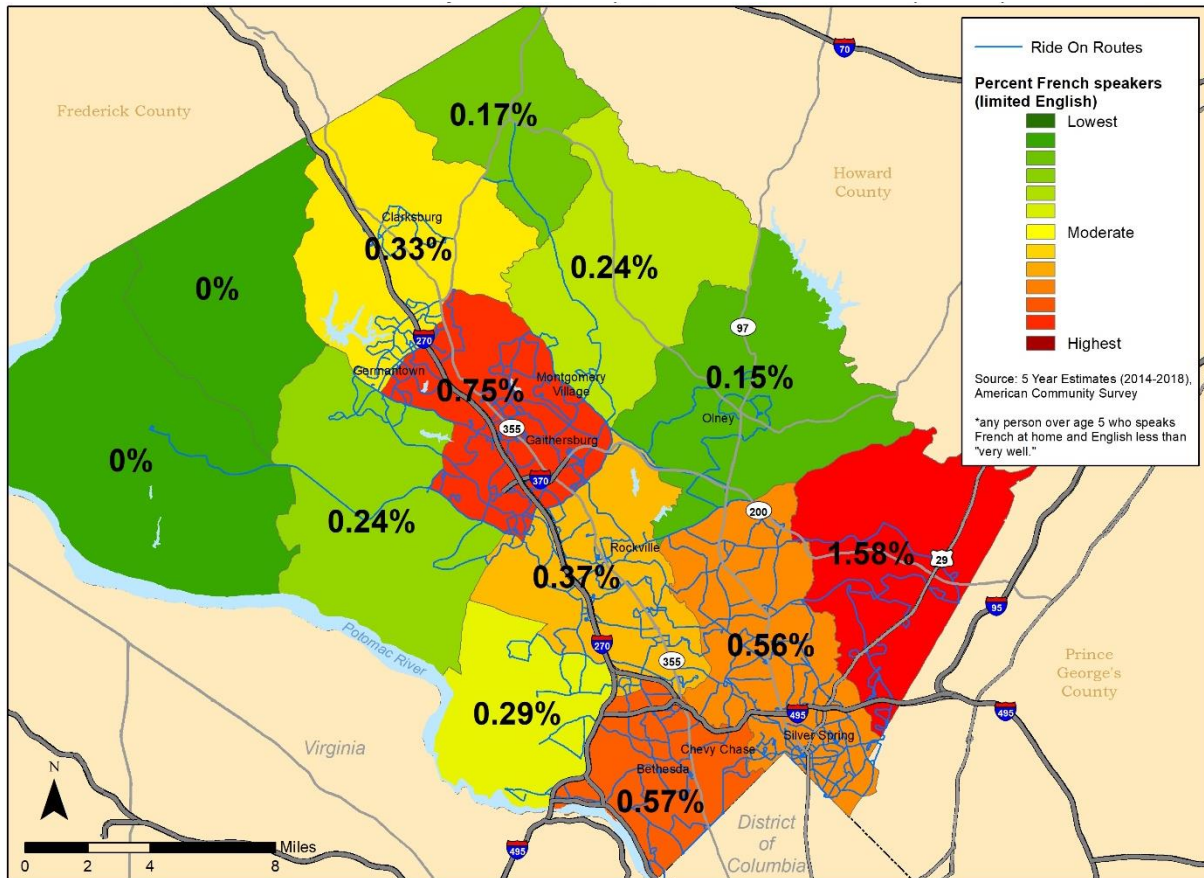


Figure 10: French Speakers (including Patois, Cajun) with Limited English Proficiency (percent of population by county subdivision)

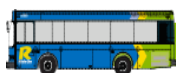


## 6. Public Participation Survey Data and Analysis

The Ride On On-Board Survey and WMATA’s Speak Up! It’s Your Ride Survey and Outreach Campaign have been utilized to assist in developing public participation strategies.

### *Ride On On-board Survey*

The Ride On on-board survey was conducted from September through December 2018. Surveys were available in the seven primary languages spoken in Montgomery County including English, Spanish, Chinese, Korean, Vietnamese, Amharic, and French. Data collectors were instructed to ask customers to participate in the survey and hand each participating customer a small clipboard with the survey so that it could be completed on-board the bus. Of the 10,897 returned surveys, 10,033 were English, 695 were Spanish and 169 were in other languages. Not all respondents responded to each question so the number of responses by question varies. Table 3 tabulates the results by ethnic background. Of the respondents, 80% were minorities including 36% Black or African descent, 18% Hispanic, and 9% Asian.



**Table 3: Ride On Ridership Ethnic Background**

<b>Ethnic Background</b>	<b># of Responses</b>	<b>% of Responses</b>
White	2,078	19.6%
American Indian or Alaskan Native	88	0.8%
Black or African American Descent	3,828	36.0%
Asian	973	9.2%
Hawaiian or other Pacific Islander	39	0.4%
Hispanic	1,956	18.4%
Middle Eastern Descent	78	0.7%
Two or More Races	622	5.9%
Rather not say	958	9.0%
Total Responses	10,620	100.0%
No response	277	
Source: Ride On On-board Survey – December 2018		

Table 4 tabulates the results by household income. Note that 47% of respondents had annual household incomes less than \$30,000.

**Table 4: Ride On Ridership Household Income**

<b>Household Income</b>	<b># of Responses</b>	<b>% of Responses</b>
Less than \$20,000	2,483	27.3%
\$20,00 to \$29,999	1,760	19.4%
\$30,000 to \$49,999	1,755	19.3%
\$50,000 to \$74,999	1,052	11.6%
\$75,000 to \$99,999	687	7.6%
\$100,000 to \$149,999	701	7.7%
\$150,000 to \$199,999	400	4.4%
\$200,000 or more	249	2.7%
Total Responses	9,087	100.0%
No response	1,810	
Source: Ride On On-board Survey – December 2018		

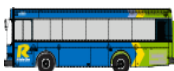


Table 5 tabulates the results by language usage

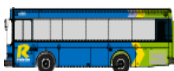
**Table 5: Language Spoken at Home Other than English**

Response	# of Responses	% of Responses
Yes	4,547	42.7%
No	6,084	57.2%
Other	10	0.1%
Total Responses	10,641	100.0%
Blank or no response	256	
Total Surveys Returned	10,897	100.0%
Source: Ride On On-board Survey – December 2018		

Tables 6 and 7 tabulate language skill.

**Table 6: Ability to Read English**

Read English	# of Responses	% of Responses
Very Well	8,091	75.5%
Well	1,702	15.9%
Not Well	721	6.7%
Not at All	206	1.9%
Total Responses	10,720	100.0%
Blank or no response	177	
Total Surveys Returned	10,897	
Source: Ride On On-board Survey – December 2018		



**Table 7: Ability to Speak English**

<b>Speak English</b>	<b># of Responses</b>	<b>% of Responses</b>
Very Well	7,779	73.1%
Well	1,817	17.1%
Not Well	836	7.9%
Not at All	209	2.0%
Total Responses	10,641	100.0%
Blank or no response	256	
Total Surveys Returned	10,897	
Source: Ride On On-board Survey – December 2018		

The data results are summarized that:

- 42.7% of respondents reported that they speak a language other than English at home
- 8.7% indicated that they read English not well or not well at all
- 9.9% indicated that they speak English not well or not well at all

The Ride On On-Board Survey asked questions about the use of smart phones and apps as well as the customer’s preferred methods of communication. Table 8 tabulates the responses concerning the use of smart phones, Table 9 lists the preferred method of communication and Table 10 analyses the preferred method of communication by income group.

**Table 8: Use of Smart Phones and Apps**

<b>Smart Phones and Apps</b>	<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>Total Responses</b>	<b>No Response</b>
Do you use a smart phone and apps?	6,989	79.2	1,838	20.8	8,827	2,070
Do you use the Ride On Real Time App?	4,029	47.6	4,440	52.4	8,469	2,428
Do you use another transit app for Ride On Info?	2,168	27.5	5,703	72.5	7,871	3,026
Do you get text messages for Ride On bus times?	1,652	19.8	6,676	80.2	8,328	2,569



Table 9: Preferred Method of Communication

Preferred Communication	Responses	% of Responses
Twitter	551	6.8%
Facebook	1,044	12.8%
Email	2,119	26.0%
Text Message	2,065	25.4%
NextDoor.com	153	1.9%
Other	1,220	15.0%
Multiple Answers	987	12.1%
Total Responses	8,139	100.0%
No response	2,758	
Total Surveys Returned	10,897	

Source: Ride On On-board Survey – December 2018

Table 10: Preferred Method of Communication by Income Group

Preferred Communication	Less than \$30,000	More Than \$30,000	No Response to Income Question	All Responses
Email	32.9%	38.1%	35.1%	35.7%
Facebook	24.0%	13.2%	14.6%	17.6%
Twitter	8.7%	9.5%	10.3%	9.3%
Text	31.8%	36.8%	37.0%	34.9%
Next Door	2.6%	2.5%	3.0%	2.6%

Source: Ride On On-board Survey – December 2018

For Ride On’s transit customers that answered the question, 79% indicated that they use smart phones and apps. The customers that provided an answer indicated that email was the preferred method of communication with 36% of responses, while Facebook had



18% of responses, Twitter had 9% of responses, Text had 35% of responses and Next Door had 3% of responses.

## 7. Regional Planning and Cooperation

Because of the multiple transit services within Montgomery County, coordination of public participation activities between the transit agencies is important. Marketing and public outreach staff of the MTA, WMATA and the Division of Transit Services should maintain regular communication and coordinate their outreach activities.

### *Maryland Transit Administration Public Participation Plan*

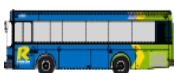
The Maryland Transit Administration (MTA) developed its Public Participation Plan to guide the decision-making process when proposing certain service changes and fare increases subject to public comment. MTA developed the PPP with the flexibility to adjust appropriately and as needed to accommodate public involvement. Several MTA departments and offices have responsibilities for carrying out the plan including:

**The Customer Relations Department** serves as an advocate for customers regarding policies, service information, customer service-related issues, recommendations, and system-wide construction and rehabilitation projects. Inclusive of this department is the Transit Information Contact Centers who work to resolve ongoing customer issues. InfoCom, a customer tracking system, is used to document customer comments, recommendations and suggestions. The Customer Relations Department also provides oversight of the Citizens Advisory Committee (CAC) and the Citizens Advisory Committee on Accessible Transportation (CACAT). community.

The **Community Relations Department** ensures the agency maintains a presence in the community by identifying low income, minority, and Limited English Proficient (LEP) populations, coordinating informational meetings, public forums, and public outreach efforts. When MTA proposes service changes the department informs customers and communities, provides opportunities for public involvement and input, and responds to community-initiated concerns regarding transit issues. Community Relations staff is responsible for providing ADA accessible locations for all public meetings, translated written material, language interpretation service, and written material in alternate formats when requested (such as Braille and documents recorded on CDs).

The **Office of Public Affairs and Marketing** provides and produces multimedia marketing and communications materials that promote Maryland Transit Administration. Office of Public Affairs and Marketing uses state-of-the-art multimedia resources and tools to position the MTA as one of the nation's premier public transit providers. Office of Public Affairs and Marketing's services support the MTA's strategic mission to offer riders excellence in transportation, communication, and public outreach. Office of Public Affairs and Marketing provides a wide array of services.

The **Office of Governmental Affairs** primarily focuses on legislative activities (State, Federal, and Local), Transit Policy and Technical Support, Constituent Services, Strategic Community Development, Administration of MDOT Workflow Correspondence System and Special Projects.





## **WMATA Public Participation Plan – 2017 - 2020**

WMATA identified proactive strategies that engage minority, low-income, and LEP communities; created a process and set of procedures that will facilitate inclusive participation; and developed a set of performance measures that will track whether the agency is reaching its desired outcomes. WMATA's PPP includes recommended strategies to ensure that Metro's public participation activities are effective, efficient and compliant with federal requirements for inclusive public participation. The strategies include:

- Public Participation Toolkit & Project Communications / Outreach Plan
- Performance Measures
- Public Participation Training
- Centralized Public Participation Office

The 2017 - 2020 plan recommendations include:

- Expand strategies and internal processes for reaching Limited English Proficient (LEP) communities.
- Consider new and innovative ways to collect feedback and communicate about planned projects to hard-to-reach communities especially those techniques that save resources.

Division of Transit Services staff has participated in the development of WMATA's PPP and will coordinate Ride On's public participation activities with WMATA.

## **8. Key Findings**

1. Compared to the County's population, Ride On's ridership is more diverse, lower income and has a higher percentage of LEP persons. Key comparisons include:
  - While Montgomery County is very diverse with the minority population comprising 51% of the total county population, Ride On's ridership is significantly more diverse than the county as a whole with 80% minority.
  - According to the 2010 US Census, 6.5% of the County's residents are in poverty while in the 2018 survey 47% of Ride On riders reported a household income less than \$30,000 per year.
  - The American Community Survey estimates that 14% of the county's population speaks a language other than English at home while the 2018 Ride On ridership survey reported 43% speaking a language at home other than English.
2. The use of smart phones and apps is very high for the transit riders with 79% of the 2018 survey respondents indicating that they use a smart phone with apps. This is significantly higher than the 2014 survey when 64% reported using smart phone with apps.



3. When analyzed by income, the 2018 survey indicated that 67% of riders with household incomes less than \$30,000 make use of the smart phones with apps, while 74% of households with higher incomes reported use of smart phones with apps. While the use of smart phone with apps is high, there are still a significant number of Ride On customers who do not utilize the technology.
4. There are multiple ways to communicate with Ride On customers. According to the 2018 Ride On On-Board Survey, 36% prefer email, 35% prefer text message, 18% prefer Facebook and 9% prefer Twitter.

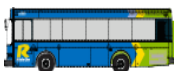
## 9. Public Participation Activities and Methods

The Division of Transit Services' public involvement activities and methods will vary depending upon the type of project or public decision.

### ***Public Participation Activities***

Generally, there are five types of public involvement activities including:

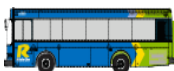
- **Ongoing Customer Communication** – Regular communication is needed to maintain dialogue with existing customers and to recruit new customers. Ongoing communication will focus on the website, Facebook page, periodic electronic newsletters, on-board advertising, and communication with community-based organizations. The ongoing customer communication activities will seek to increase the number of email list serve participants.
- **Fare Policy Changes** – Ride On fare policy changes are approved and conducted by the Montgomery County Council. The fare policy changes are coordinated with WMATA. Depending on the nature of the fare policy change, public participation strategies will be coordinated with WMATA.
- **Major Service Changes** – Public participation activities for major service changes will be directed to the affected customers. For new services, outreach will be focused through MNCPPC certified civic associations / HOAs and Montgomery County regional service centers. For service reductions communication will be focused on existing customers that will be adversely affected.
- **Capital Projects** – Each capital project is expected to require a different public participation strategy customized for the proposed project. Capital project public participation strategies will focus on communicating with citizens that may be adversely affected by the proposed project.
- **Planning Projects** – Short and long-range planning projects may require public involvement and community outreach. Ride On planning projects may be coordinated with the Maryland National Capital Parks and Planning Commission and the Metropolitan Washington Council of Governments. Planning project public participation strategies will focus on communicating with all citizens, especially minority, low income and LEP populations.



## ***Public Participation Methods***

The Division of Transit Services strives to proactively promote public involvement and to inform the public of current initiatives, issues and programs. The following methods include those used to inform, reach out to invite participation, and to seek input public input. They identify how each method could best be used and is based on input collected from the community and Division of Transit Services staff experience. The methods are not listed in priority order.

- 1. Printed Materials Produced by Division of Transit Services** - Outreach information can be publicized in printed materials produced by the Division of Transit Services such as rider notices, car cards, flyers, posters, and banners. Based on experience, the Division of Transit Services has found a combination of these methods, along with e-notifications, to be the most effective forms of notification.
- 2. Ride On Website** - The Ride On website, is a communications tool providing substantial information about Ride On policies, strategies, plans, and methods. Ride On's website <http://www.montgomerycountymd.gov/DOT-Transit/> provides the option to translate many of the web pages into 84 different languages. Ride On also uses social networking applications such as Facebook and Twitter. Visit Ride On's Facebook page at <https://www.facebook.com/RideOnMCT> or Twitter feed at <https://twitter.com/RideOnMCT> for more sources of updated information.
- 3. Postcards and Letters Distributed by Mail** - Participation methods are occasionally publicized by letter or postcard distributed by mail. This can be an effective method for reaching a specific geographic area or population group.
- 4. Station Information Resources** - Information resources may be located in WMATA stations and Ride On Transit Centers to communicate schedule and service information. Fixed and electronic postings in the transit stations and centers are also used to conduct outreach.
- 5. Media Targeted to Ethnic Communities** - Participation opportunities are publicized through newspaper publications serving primarily English and Spanish speaking audiences. The Division of Transit Services also publicizes in other ethnic community media when applicable.
- 6. Coordination with Community Events** – The Division of Transit Services hosts information booths to provide materials regarding its service and outreach methods at community events.
- 7. Meetings with Civic and Community Organizations** – The Division of Transit Services works with civic associations / HOAs certified by the MNCPPC. As needed, the Division of Transit Services provides updates on its policies, projects, strategies, and methods by accepting invitations to participate in scheduled meetings of civic associations. These gatherings provide an opportunity to make a presentation, answer questions, and address issues.
- 8. Informational Public Meetings** – The Division of Transit Services conducts several different types of meetings. Some meetings are designed to engage the



public to provide their input, testimony, or comments regarding proposed changes. Venues for meetings should be fully accessible for persons with disabilities, and in general served by public transit. It is typical to conduct a series of meetings on a single topic. The Division of Transit Services considers the best areas or communities to conduct meetings and hearings by first examining the topic and/or the issues that may affect riders and communities. The Division of Transit Services secures meeting venues with consideration to time of day, length of time required for the meetings, and the number of expected attendees.

#### **8a. Meeting Formats**

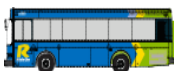
- **Informational Open House** - This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include table-top displays, maps, Power Point presentations, photographs, visualizations, and other tools. Participants have the opportunity for one-on-one conversations with the appropriate Division of Transit Services staff. Occasionally open houses include a short educational presentation followed by a discussion period for comments and questions and answers. Participants are often given comment forms to provide written comments. Division of Transit Services staff is available to take verbal comments and transcribe them to provide a written record.
- **Public Forums** – Public forums are conducted to obtain formal comments for the public record. They are normally conducted with a hearing officer and a court reporter who transcribes the public comments. Public forums may be conducted as a part of Montgomery County Council meetings.

#### **8b. Community Meeting Considerations**

- **Meeting Locations** - Locations are selected for the convenience and comfort level of the public. Typical venues include public libraries, local schools, colleges, and state or city owned buildings. The Division of Transit Services conducts all public participation activities at locations fully accessible to persons with disabilities and preferably, the venues should be served by public transit.
- **Meeting Times** - Public participation methods are scheduled at varying times of day and preferably on different days of the week. Typically meetings are conducted on weeknights after traditional work hours. Meetings conducted in the central business district are scheduled during traditional lunch hours with an additional hour or from noon until 6:00 PM.

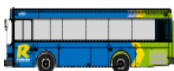
**9. Partnerships with Community Based Organizations** - The Office of Community Partnerships has developed working relationships with several Community Based Organizations. These relationships expand the reach of the County's public involvement activities.

**10. Translation and Interpretive Services** – The Division of Transit Services works with translation services to translate written public information into other languages as needed. Prearranged onsite language interpretation service is provided upon request at public meetings/forums.



**11. Ride On's Ongoing Public Participation Methods** - The Division of Transit Services promotes ongoing public participation with emphasis on outreach to low income, minority, and LEP populations. The Division of Transit Services conducts proactive outreach to expand the reach, inclusivity, and effectiveness of its transit services. Examples of ongoing methods include:

- Ride On website <http://www.montgomerycountymd.gov/DOT-Transit/>
- Ride On Facebook page <https://www.facebook.com/RideOnMCT>
- Ride On communications via Twitter <https://twitter.com/RideOnMCT>
- E-notification system: [www.montgomerycountymd.gov/govdelivery](http://www.montgomerycountymd.gov/govdelivery)
- Regular communications with media
- Press briefings and news releases
- Rider bulletins in WMATA stations at Ride On transit centers and on vehicles
- Language Line Services (LLS)
- Language interpreters at public meetings (when requested)



## Appendix A – Public Participation Events FY 17 – FY 20

Meetings/Event	Locations	Date & Time	Attendees (approximate)
<b>FY17</b>			
Note: Highlighted cells included event interpreters			
Customer Appreciation Day	Forest Glen Metro Station	July 23; 4:30-6:30	200
<b>Tobytown Service Public Forum</b>	Travilah Elementary School	July 28	25
MC Agricultural Fair	Booth on Main Street	August 8-18	2000
Silver Spring Citizens Advisory Group	Silver Spring Civic Building	August 24; 7-8 pm	40
Customer Appreciation Day	Grosvenor Metro Station	August 26; 4:30-6:30	300
Christ Episcopal School	sent collateral materials	August 27; 9-10 am	25
Victory Christian Church International (African/African American) August 26th, 30 people	staffed table at their Community Day	August 26; 6-8 pm	50
Seneca Valley School Cluster Day	Back-To-School Fair	August 27; 10 am - 2 pm	300
Customer Appreciation Day	Twinbrook Metro Station	August 26; 4:30-6:30	500
Customer Appreciation Day	Lakeforest Transit Center	September 22; 4:30-6:30	300
Route 301 Soft Launch	Tobytown Community Center	October 2; 7 am - Noon	30
Customer Appreciation Day	Germantown Transit Center	October 27; 4:30-6:30	300



Meetings/Event	Locations	Date & Time	Attendees (approximate)
Youth Transitioning Fair	Takoma Park	October 8; 2-14 pm	75
Impact Silver Spring Meeting	East County Community Center	October 27; 10-11 am	10
East County Community Village Senior Citizens meeting	East County Community Center	November 7; 7-8 pm	15
Rte 33 Public Forum	Highland Elementary School	March 2	40
Clarksburg new route/changes Public Forum	Rocky Hill Middle School	March 7	25
Rte 31 Public Forum for Popular Run	Poplar Run Community Center	March 9	35
Ride On extRa soft launch	Medical Ctr Metro Station	April 10th; 4:30-6:30 pm	150
Ride On extRa soft launch	Lakeforest Transit Ctr	April 11th; 4:30-6:30 pm	150
Give And Ride	On All Buses	April 19-25; all hours of service	6000
Bike To Work Day	Dawson's Market, Rockville	May 19; 6-9 am	100
GreenFest	Bohrer Park, Gaithersburg	May 6th; 10 am - 4 pm	300
Ride On extRa Public Forum	Executive Office Building	May 24	25
Customer Appreciation Day	White Oak Transit Center	June 29; 4:30-6:30 pm	300
<b>FY18</b>			
Bethesda/Chevy Chase RSC CAB	Bethesda Regional Services Ctr	July 6; 8-9 pm	25



Meetings/Event	Locations	Date & Time	Attendees (approximate)
RO extRa outreach	Bethesda office building	July 11; 1-3 pm	75
Transportation Options for Mentally Disabled Persons	Center for Behavioral Health	July 11; 1-3 pm	11
UpCounty RSC CAB meeting	Germantown Regional Svcs Ctr	July 17; 7-9 pm	30
Bethesda TMD/BUP meeting	Bethesda Urban Partnership office	July 21; 8-9 am	15
NIH Transportation Team meeting	NIH Building 31	July 25; 9:30-11 am	10
Transit Advisory Group meeting	Executive Office Building	July 27; 6-8 pm	15
Ride On extRa Outreach	Bethesda Metro Station	August 1; 3-7 pm	300
Ride On extRa Outreach	Medical Center Metro Station	August 2; 3:30 - 7:30 pm	200
Ride On extRa Outreach	Rockville Metro Station	August 3; 4-7 pm	250
Ride On extRa Outreach	Lakeforest Transit Center	August 4; 5:30 - 9:30 am	300
Ride On extRa Outreach	Medical Center Metro Station	August 7; 3:30 - 7:30 pm	200
Ride On extRa Outreach	Shady Grove Metro Station	August 8; 5:30 - 9:30 am	250
Ride On extRa Outreach	Twinbrook Metro Station	August 10; 4-7 pm	200
Booth at County Ag Fair	Montgomery County Fair	August 11-19; Every Day	5000
Ride On extRa Outreach	Route 124 Park & Ride	August 15; 4-7 pm	150
Ride On extRa Outreach	Lakeforest Transit Center	August 21; 5:30 - 9:30 am	200





Meetings/Event	Locations	Date & Time	Attendees (approximate)
Ride On extRa Outreach	Montgomery College	August 22; 7-11 am	125
Ride On extRa Outreach	White Flint Metro Station	August 24; 4-7 pm	150
Ride On extRa Outreach	Seneca Valley Back-To-School Day	August 26; 10 am - 2 pm	200
Ride On extRa Outreach	Grosvenor Metro Station	August 28; 4-7 pm	150
Ride On extRa Outreach	Route 124 Park & Ride	August 29; 6-8 am	100
Ride On extRa Outreach	Montgomery County Council	September 5; 7 - 7:30 pm	20
Ride On extRa Outreach	Lakeforest Transit Center	September 6; 5:30 - 9:30 am	15
Ride On extRa Outreach	Medical Center Metro Station	September 7; 3:30 - 7:30 pm	100
Ride On extRa Outreach	Rockville City Council	September 11; 7-7:30 pm	20
Ride On extRa Outreach	Friendship Heights TMD	September 12; 10-10:30 am	20
Ride On extRa Outreach	NIH Transportation Day	September 12; 12-2 pm	150
Ride On extRa Outreach	Shady Grove Metro Station	September 13; 5:30 - 9:30 am	250
Ride On extRa Outreach	Richard Montgomery High School	September 15; 11-Noon	500
Ride On extRa Outreach	Silver Spring TMD	September 14; 8:30 - 9:30 am	20
Ride On extRa Outreach	Gaithersburg City Council	September 18; 7-7:30 pm	20
Ride On extRa Outreach	Lakeforest Transit Center	September 19; 3:30 - 7:30 pm	250



Meetings/Event	Locations	Date & Time	Attendees (approximate)
Ride On extRa Outreach	Gaithersburg High School	September 20; 11-Noon	700
Ride On extRa Outreach	Rockville Metro Station	September 21; 5:30 - 9:30 am	200
Ride On extRa Outreach	Bethesda Naval Walter Reed	September 21; 5:30 - 9:30 am	200
Ride On extRa Outreach	Medical Center Metro Station	September 22; 6-10 am	200
Ride On extRa Outreach	Montgomery College	September 26; 4:30 - 7:30 pm	150
Ride On extRa Outreach	Route 124 Park & Ride	September 28; 4-7 pm	100
Ride On extRa Outreach	Media Event at Lakeforest Transit Center	October 2; 1-2 pm	100
Ride On extRa Outreach	Kentlands OctoberFest	October 8; Noon - 5 pm	150
<b>Route 129 Public Forum</b>	East County Regional Service Center	November 29	25
Give And Ride	On All Buses	April 15-21	6,000
Bike To Work Day	Dawson's Market, Rockville	May 18; 6-9 am	75
GreenFest	Montgomery College Takoma Park	May 5; 10 am - 3 pm	250
Customer Appreciation Day	Lakeforest Transit Center	May 15; 4:30 - 6:30 pm	300
<b>FY19</b>			
Customer Appreciation Day	Bethesda Metro Station	July 31	200



Meetings/Event	Locations	Date & Time	Attendees (approximate)
Customer Appreciation Day	Rockville Metro Station	October 30	250
Route 75 Public Forum	Up County Regional Service Center	November 1	10
Public Forum for Route 52	Ross Body Community Center	November 19	4
Flex Outreach Efforts:			
**Focus Group I – Glenmont/Wheaton Community	Wheaton Library/Rescue Station	January 28	6
**Focus Group II – Rockville/Wheaton/Glenmont Communities; 8 attendees; February 11	Executive Office Building	February 11	8
**Commission on Aging – 11 attendees; March 12	CoA Offices	March 12	11
**Transit Advisory Group – 12 attendees; March 19	Executive Office Building	March 19	12
**COG committee – 14 attendees; April 23	Council of Governments Building	April 23	14
**Public Forum	Mario Loiederman Middle School	April 25	23
Give And Ride	On All Buses	April 21-27; all hours of service	5500
GreenFest	Brookside Gardens	April 28	200
**Commission on Disabilities – 22 attendees	Executive Office Building	May 8	22
**Glenmont Forest Neighbors Civic Association	Highland Elementary School	May 13	50
Bike To Work Day	Dawson's Market, Rockville	May 19; 6-9 am	100



Meetings/Event	Locations	Date & Time	Attendees (approximate)
Customer Appreciation Day	Takoma Metro Station	June 18	100
**CE's Age-Friendly Montgomery Advisory Workgroup	Executive Office Building	June 19	22
<b>FY20</b>			
MC Ag Fair	County Fairgrounds	August 9-17	2500
MCPS Back-To-School Fair	Westfield Wheaton Mall	August 24	2000
<b>FLEX EVENTS:</b>			
Flex Launch Events	Rockville Town Square	June 26	100
Flex Launch Events	Westfield Wheaton Mall	June 26	200
Flex Launch Events	Westfield Wheaton Mall	July 20	150
**Friendship Heights TMD July 9 - 12 ppl	Friendship Heights Community Ctr	July 9 - 12 ppl	12
**Silver Spring TMD July 11 - 20 ppl	Discovery Communications Bldg	July 11 - 20 ppl	20
**Bel Pre-Community Association	Bel Pre Swim Center	July 11	1
Flex & Kids Ride Free Outreach	Richard Montgomery High School	September	500
Flex & Kids Ride Free Outreach	Wheaton High School	September	200
Flex & Kids Ride Free Outreach	Thomas Edison High School	September	200
Customer Appreciation Day	Silver Spring Transit Center	July 29	100



Meetings/Event	Locations	Date & Time	Attendees (approximate)
Montgomery County Council of PTA Presidents Annual Meeting	Blake High School	September	200
Customer Appreciation Day	Forest Glen Metro Station	September	100
National Institutes of Health Commuter Day	Rockledge Drive Campus	September	100
MCPS/MCCPTA Kids Ride Free Outreach	Norwood High School	October	40
NIH Clinical Research Ctr Transportation Day	Clinical Sciences Building Lobby	October 22	200
Clarksburg Public Forum	Rocky Hill Middle School	December 12	40
US 29 Route Restructuring Workshop for the FLASH	Blair High School	January 27	74
US 29 Route Restructuring Workshop for the FLASH	East County Regional Services Center	January 29	25



## Appendix B – Montgomery County Community Based Organizations

Organization	Address	City	Services 1	Services 2	Services 3	Services 4	Services 5
African Immigrant & Refugee Foundation	11350 Baroque Road	Silver Spring	African Comm.				
American Cancer Society - Silver Spring Office	11331 Amherst Avenue	Silver Spring	Medical	Disabilities			
Asian American LEAD	10111 Colesville Road	Silver Spring	Asian Comm.				
Asian American LEAD (AALEAD)	11141 Georgia Avenue - Suite 515	Wheaton	Asian Comm.				
Asian Pacific American Legal Resource Center	11141 Georgia Avenue - Suite 215	Silver Spring	Asian Comm.	Legal Resources			
Bethel World Outreach Church	8242 Georgia Avenue	Silver Spring	Comm. Help Org.	General	Education	Religious	African Comm.
Caribbean Help Center	10140 Sutherland Road	Silver Spring	Comm. Help Org.	Caribbean Comm.			
CentroNia - Maryland	1345 University Boulevard E.	Takoma	Spanish Comm.	Education			
Charles W. Gilchrist Center for Cultural Diversity - Maryland	11319 Elkin Street	Wheaton	Community Ctrs	Government			
Chinese Cultural and Community Service Center	9366 Gaither Road	Gaithersburg	Asian Comm.				



<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Services 1</b>	<b>Services 2</b>	<b>Services 3</b>	<b>Services 4</b>	<b>Services 5</b>
Church of the Redeemer	19425 Woodfield Road	Gaithersburg	Women/ Family	General	Youth Org.	Religious	Education
Community Family Life Services - Milestone Place	1010 Grandin Avenue, Suite A	Rockville	Community Ctrs	Medical	Religious		
Community Ministries of Gaithersburg	9075 Comprint Ct.	Gaithersburg	Community Ctrs	Religious			
Community Ministries of Rockville	1010 Grandin Avenue	Rockville	Community Ctrs	Religious			
Community Support Services	9075 Comprint Ct.	Gaithersburg	Community Ctrs	Disabilitie s			
Covenant Life	7501 Muncaster Mill Road	Gaithersburg	Women/ Family	General	Youth Org.	Religious	Skills/ Job Training
African Immigrant & Refugee Foundation	11350 Baroque Road	Silver Spring	African Comm.				
American Cancer Society - Silver Spring Office	11331 Amherst Avenue	Silver Spring	Medical	Disabilitie s			
Asian American LEAD	10111 Colesville Road	Silver Spring	Asian Comm.				
Asian American LEAD (AALEAD)	11141 Georgia Avenue - Suite 515	Wheaton	Asian Comm.				
Asian Pacific American Legal Resource Center	11141 Georgia Avenue - Suite 215	Silver Spring	Asian Comm.	Legal Resources			



<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Services 1</b>	<b>Services 2</b>	<b>Services 3</b>	<b>Services 4</b>	<b>Services 5</b>
Bethel World Outreach Church	8242 Georgia Avenue	Silver Spring	Comm. Help Org.	General	Education	Religious	African Comm.
Caribbean Help Center	10140 Sutherland Road	Silver Spring	Comm. Help Org.	Caribbean Comm.			
CentroNia - Maryland	1345 University Boulevard E.	Takoma	Spanish Comm.	Education			
Charles W. Gilchrist Center for Cultural Diversity - Maryland	11319 Elkin Street	Wheaton	Community Ctrs	Government			
Chinese Cultural and Community Service Center	9366 Gaither Road	Gaithersburg	Asian Comm.				
Church of the Redeemer	19425 Woodfield Road	Gaithersburg	Women/Family	General	Youth Org.	Religious	Education
Community Family Life Services - Milestone Place	1010 Grandin Avenue, Suite A	Rockville	Community Ctrs	Medical	Religious		
Community Ministries of Gaithersburg	9075 Comprint Ct.	Gaithersburg	Community Ctrs	Religious			
Community Ministries of Rockville	1010 Grandin Avenue	Rockville	Community Ctrs	Religious			
Community Support Services	9075 Comprint Ct.	Gaithersburg	Community Ctrs	Disabilities			
Maryland Multicultural Youth Centers	1320 Fenwick Ln. Suite 600	Silver Spring	Education	Youth Org.			





<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Services 1</b>	<b>Services 2</b>	<b>Services 3</b>	<b>Services 4</b>	<b>Services 5</b>
Montgomery County Health and Human Services	8818 Georgia Avenue	Silver Spring	Government	Medical	Social Services		
Montgomery Aquatic Center	5900 Executive Boulevard	North Bethesda	Government	Community Ctrs			
Montgomery Coalition for Adult English Literacy (MCAEL)	12320 Parklawn Drive	Rockville	Skills/ Job Training	Education			
Montgomery County Refugee Center (Montgomery College)	8561 Fenton Street, Suite 210	Silver Spring	Skills/ Job Training	Education	Social Services		
Montgomery County Transit - RIDE ON	101 Monroe Street - 5th Floor	Rockville	Government				
Montgomery County, Office of Community Affairs	401 Hungerford Drive, Fifth Floor	Rockville	Government				
Montgomery County, Office of Community Partnerships	225 Rockville Pike	Rockville	Government				
NST Myosenji Temple	310 University Boulevard, West	Silver Spring	Religious	Asian Comm.			
Office of Community Partnerships	2424 Reedie Drive	Wheaton	Spanish Comm.	Comm. Help Org.	Government		
Organization of Chinese Americans	P.O. Box 10433	Rockville					
Parent Encouragement Program (PEP)	10100 Connecticut Ave.	Kensington	Women/ Family				



<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Services 1</b>	<b>Services 2</b>	<b>Services 3</b>	<b>Services 4</b>	<b>Services 5</b>
PSI Family Services	8401 Connecticut Avenue	Chevy Chase	Comm. Help Org.	Women/ Family			
Rockville Volunteer Fire Department	P.O. Box 1547	Rockville	Government				
Self Help for Hard of Hearing	7910 Woodmont Avenue, Suite 1200	Bethesda	Disabilities	Skills/ Job Training	Social Services		
Sligo Seventh Day Adventist Church	7700 Carroll Avenue	Takoma Park	Youth Org.	General	Women/ Family	Religious	
Spinal Cord Injury Network of Metropolitan Washington	14 Wolf Drive	Silver Spring	Disabilities	Medical			
The Arc Montgomery County - Maryland	11600 Nebel Street	Rockville	Disabilities	Senior Comm.			
The Nature Conservancy of Maryland/DC Office	5410 Grosvenor Lane	Bethesda	Government				
Washington Ear	12061 Tech Rd.	Silver Spring	Disabilities	Medical			
Washington International Japanese Church	13008 North Commons Way	Potomac	Religious	Asian Comm.			
Congregation Or Chadash	24800 Kings Valley Rd	Damascus	Religious	Jewish Comm.			
Washington Buddhist Temple	20900 New Hampshire Ave	Brookeville	Religious	Asian Comm.			



<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Services 1</b>	<b>Services 2</b>	<b>Services 3</b>	<b>Services 4</b>	<b>Services 5</b>
Beth Messiah Congregation	20300 Pleasant Ridge Dr	Montgomery Village	Religious	Jewish Comm.			
Kehilat Shalom	9915 Apple Ridge Rd	Gaithersburg	Religious	Jewish Comm.			
Ohev Sholom Talmud Torah	18320 Georgia Ave	Olney	Religious	Jewish Comm.			
B'Nai Shalom	18401 Burtfield Dr	Olney	Religious	Jewish Comm.			
Chabad Of Olney	17320 Georgia Ave	Olney	Religious	Jewish Comm.			
Shaare Tefila Congregation	16620 Georgia Ave	Olney	Religious	Jewish Comm.			
Tikvat Israel Congregation	2200 Baltimore Rd	Rockville	Religious	Jewish Comm.			
American Zen College	16815 Germantown Rd	Germantown	Religious	Education			
Shaare Torah Congregation	1409 Main St	Gaithersburg	Religious	Jewish Comm.			



Organization	Address	City	Services 1	Services 2	Services 3	Services 4	Services 5
Temple Beth AMI	14330 Travilah Rd	Rockville	Religious	Jewish Comm.			
Chabad Lubavitch	11520 Darnestown Rd	Gaithersburg	Religious	Jewish Comm.			
Kemp Mill Synagogue	11910 Kemp Mill Rd	Silver Spring	Religious	Jewish Comm.			
Service Jewish Center	11703 Monticello Ave	Silver Spring	Religious	Jewish Comm.			
Silver Spring Learning Center	1401 Arcola Ave	Silver Spring	Education	Jewish Comm.			
Young Israel Shomrai Emunah	1132 Arcola Ave	Silver Spring	Religious	Jewish Comm.			
Congregation Har Tzeon Agudath Achim	1840 University Blvd W	Silver Spring	Religious	Jewish Comm.			
Burma-America Association	Buddhist 1708 Powder Mill Rd	Silver Spring	Religious	Asian Comm.			
Shirat Hanefesh	8814 Kensington Pkwy	Chevy Chase	Religious	Jewish Comm.			
Beth Sholom Congregational and Talmud Torah	11825 7 Locks Rd	Potomac	Religious	Jewish Comm.			
Shri Mangal Mandir	17110 New Hampshire Ave	Silver Spring	Religious	Asian Comm.			



Organization	Address	City	Services 1	Services 2	Services 3	Services 4	Services 5
Vedanta Center of Greater Washington, DC	3001 Bel Pre Rd	Silver Spring	Religious	Asian Comm.			
ISKCON of Washington, D.C.	10310 Oaklyn Dr	Potomac	Religious	Asian Comm.			
Islamic Center of Maryland	19411 Woodfield Rd	Gaithersburg	Religious	Community Ctrs			
Muslim Community Center Mosque	15200 New Hampshire Ave	Silver Spring	Religious	Community Ctrs			
Idara-e-Jaferia Islamic Center	3140 Spencerville Rd	Burtonsville	Religious	Community Ctrs			
Islamic Society of the Washington Area	2701 Briggs Chaney Rd	Silver Spring	Religious	Community Ctrs			
Islamic Education Center	7917 Montrose Rd	Potomac	Religious	Education			
Bait-ur-Rehman Mosque	15000 Good Hope Road	Silver Spring	Religious				
United Korean Presbyterian Church	7009 Wilson Ln	Bethesda	Religious	Asian Comm.			
Korean Baptist Church	310 Randolph Rd	Silver Spring	Religious	Asian Comm.			
Hahnuri Baptist Church	800 Randolph Rd	Silver Spring	Religious	Asian Comm.			
New Hope Korean Church	15121 McKnew Rd	Burtonsville	Religious	Asian Comm.			



Organization	Address	City	Services 1	Services 2	Services 3	Services 4	Services 5
First Korean Presbyterian Church	1011 Maple Ave	Rockville	Religious	Asian Comm.			
Korean Presbyterian Church of Rockville	800 Hurley Ave	Rockville	Religious	Asian Comm.			
Washington Spencerville Korean	1700 Spencerville Rd	Spencerville	Religious	Asian Comm.			
Bethany Presbyterian Church	1201 Quince Orchard Blvd	Gaithersburg	Religious	Asian Comm.			
St Andrew Kim Catholic Church	17615 Old Baltimore Rd	Olney	Religious	Asian Comm.			
Chinese Christian Church	7716 Piney Branch Rd	Silver Spring	Religious	Asian Comm.			
Montgomery Chinese Baptist	12221 Veirs Mill Rd	Silver Spring	Religious	Asian Comm.			
Maryland Chinese Baptist Mission	5100 Randolph Rd	Rockville	Religious	Asian Comm.			
Mustard Seed Chinese Baptist Church	12801 Falls Rd	Rockville	Religious	Asian Comm.			



Organization	Address	City	Services 1	Services 2	Services 3	Services 4	Services 5
Chinese Bible Church-Montgomery	4414 Muncaster Mill Road	Rockville	Religious	Asian Comm.			
Japanese Ministry of First Baptist Church Rockville	55 Adclare Rd	Rockville	Religious	Asian Comm.			
Japanese Christian Community Center	1099 Rockville Pike	Rockville	Religious	Asian Comm.			
Washington Japanese Christian	7611 Clarendon Rd	Bethesda	Religious	Asian Comm.			
Our Lady of Vietnam Parish Silver Spring	11812 New Hampshire Ave	Silver Spring	Religious	Asian Comm.			
Hoa Hao Buddhism Congregational Church	585 University Blvd E	Silver Spring	Religious	Asian Comm.			
Burma-America Buddhist Association	1708 Powder Mill Rd	Silver Spring	Religious	Asian Comm.			
Dharma Realm Buddhist Association	9601 7 Locks Rd	Bethesda	Religious	Asian Comm.			
Kunzang Odsal Palyul Changchub Choling	18400 River Rd (PO Box 88)	Poolesville	Religious	Asian Comm.			
Mahamevnawa Monastery	5004 Stone Road	Rockville	Religious	Asian Comm.			
Wat Thai of Washington D.C.	13440 Layhill Rd	Silver Spring	Religious	Asian Comm.			



Nichiren Shoshu Myosenji Temple	310 University Blvd W	Silver Spring	Religious	Asian Comm.			
True Buddha Temple Maryland	1930 Spencerville Rd	Spencerville	Religious	Asian Comm.			
Tsrha Tsion Mahebere Baleweld Inc	3603 Chevy Chase Lake Dr apt #1	Chevy Chase	Religious	African Comm.			
Damascus Spanish SDA Church	9600 Main St	Damascus	Religious	Spanish Comm.			
Montgomery Village Spanish SDA	19300 Watkins Mill Rd	Montgomery Vlg	Religious	Spanish Comm.			
Gaithersburg Spanish SDA Church	303 Chestnut Ave	Washington Grove	Religious	Spanish Comm.			
Iglesia de Rockville / Church of Rockville	55 Adclare Rd	Rockville	Religious	Spanish Comm.			
Iglesia Centro Cristiano de Rockville	5906 Halpine Road	Rockville	Religious	Spanish Comm.			
Rockville Spanish SDA Church	2208 Rockland Ave	Rockville	Religious	Spanish Comm.			
Wheaton Spanish SDA Church	3101 University Blvd W	Kensington	Religious	Spanish Comm.			
Four Corners Spanish SDA Church	33 University Blvd E	Silver Spring	Religious	Spanish Comm.			
Emanuel Spanish Baptist Church	832 Wayne Ave	Silver Spring	Religious	Spanish Comm.			





Tacoma Park Spanish SDA Church	8400 Carroll Ave	Takoma Park	Religious	Spanish Comm.			
Oxon Hill Spanish SDA Church	6400 Livingston Rd	Oxon Hill	Religious	Spanish Comm.			
First Hispanic Church of God	14720 New Hampshire Ave	Silver Spring	Religious	Spanish Comm.			
Source: WMATA – 2014							

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