



Disability Network Directory – Montgomery County, Maryland

Access & ADA-Related Issues

Montgomery County, Maryland ('the County') cannot guarantee the relevance, completeness, accuracy, or timeliness of the information provided on the non-County links. The County does not endorse any non-County organizations' products, services, or viewpoints. The County is not responsible for any materials stored on other non-County websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. Alternative formats of this document are available upon request.

This is a project of the Montgomery County Commission on People with Disabilities.

To submit an update, add or remove a listing, or request an alternative format, please contact: MCCPWD@montgomerycountymd.gov.

Also view [Audible Pedestrian Signal Repair / Sidewalk Program / Snow Removal Request](#)

Access Board - U.S. Architectural & Transportation Barriers Compliance Board

Sachin Dev Pavithran, Executive Director
1331 F. Street NW, Suite 1000
Washington, DC 20004
202-272-0080 ext. 3 (Technical Assistance)
202-272-0082 (TTY)

Email: ta@access-board.gov

Email: enforce@access-board.gov

www.access-board.gov

Independent federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards. Develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, medical diagnostic equipment, and information technology.

Technical assistance is available Monday through Friday from 10 a.m. to 4 p.m. EST. Accessibility specialists are available to answer questions on accessibility as it relates to the built environment, outdoor sites, streets and sidewalks, transportation vehicles and vessels, information and communication technology, and medical diagnostic equipment.

Enforcement: If you are concerned about access to a facility that may have been federally funded, you can file a complaint about it with the Access Board under the Architectural Barriers Act (ABA). The ABA requires access to facilities designed, built or altered with federal dollars or leased by federal agencies. The law covers a wide range of facilities, including post offices, social security offices, prisons, and national parks. It also applies to non-government facilities that have received federal funding, such as certain schools, public housing, and mass transit systems. The Board enforces the ABA through the investigation of complaints from the public. Complaints can be submitted through an online form or by email.

American National Standards Institute (ANSI) Headquarters

1899 L Street, 11th Floor
Washington, DC 20036
202-293-8020 (V)
Email: info@ansi.org

www.ansi.org

Neutral forum for the development of policies on standards issues and serves as a watchdog for standards development and conformity assessment programs and processes. ANSI facilitates the development of American National Standards (ANS) by accrediting the procedures of standards developing organizations (SDOs). These groups work cooperatively to develop voluntary national consensus standards. Accreditation by ANSI signifies that the procedures used by the standards body in connection with the development of American National Standards meet the Institute's essential requirements for openness, balance, consensus and due process.

City of Gaithersburg – ADA Compliance

Sarah Fleming, PHR, SHRM-CP
301-258-6327 (V)
Email: sarah.fleming@gaithersburgmd.gov

Handle ADA questions and complaints regarding City of Gaithersburg owned or operated government buildings, programs and services, and contracted out services.

City of Rockville – ADA Compliance

Jessica Homer, Esq., ADA Coordinator
111 Maryland Avenue
Rockville, MD 20850
240-314-8108 (V)
240-314-8137 (TTY)
Email: ada@rockvillemd.gov

www.rockvillemd.gov/142/Americans-With-Disabilities-Act

Handle ADA questions and complaints regarding City of Rockville owned or operated government buildings, programs and services, and contracted out services.

City of Rockville - Human Rights Commission

Delores Scott, Human Rights Liaison & Community Mediation Coordinator
111 Maryland Avenue
Rockville, MD 20850
240-314-8108 (V)
Email: dscott@rockvillemd.gov
www.rockvillemd.gov/108/Human-Rights-Commission
Provide free mediation services to people in the City of Rockville who may find themselves in conflict with a neighbor, landlord, tenant, or business. Review and/or hear investigated complaints of discrimination. Provides a variety of services and educational and cultural programs that promote global thinking, encourage civic awareness, and/or reflect the rich diversity found in the city.

City of Takoma Park – ADA Compliance

Robert DiSpirito, City Manager
301-891-7229 (V)
Email: robertd@takomaparkmd.gov
Handle ADA questions and complaints regarding City of Rockville owned or operated government buildings, programs and services, and contracted out services.

Disability Rights Education & Defense Fund

510-644-2555 (V)
510-841-8645 (TTY)
Email: info@dredf.org
www.dredf.org
National civil rights law and policy center directed by individuals with disabilities and parents who have children with disabilities. Advance the civil and human rights of people with disabilities through legal advocacy, training, education, and public policy and legislative development. Train and educate people with disabilities and parents of children with disabilities about their rights under state and federal disability rights laws so they can use the laws as tools to challenge exclusion and discrimination, and advocate effectively for full participation in the lives of their communities.

Equal Rights Center

820 First Street, NE, Suite LL160
Washington, DC 20002
202-234-3062 (V)
1-866-549-0009 (Toll Free)
Email: info@equalrightscenter.org
www.equalrightscenter.org
Civil rights organization that identifies and seeks to eliminate unlawful and unfair discrimination in housing, employment and public accommodations in its home community of Greater Washington DC and nationwide. May be able to assist individuals in the area who believe they have experienced housing discrimination. Also available to assist with preparing requests for reasonable accommodations and modifications, and with assisting in filing an administrative complaint. Complaints can be filed online or via phone.

Job Accommodation Network (JAN)

1-800-526-7234 (Toll Free)
Email: jan@askjan.org
<http://askjan.org>
Hours: Monday through Friday 9 a.m. to 6 p.m. EST.
Offer free, expert and confidential one-on-one guidance on workplace accommodations, disability employment issues, the ADA and related legislation, and self-employment and entrepreneurship options for people with disabilities.

Maryland Building Codes Administration Dept. of Labor, Division of Labor and Industry

10946 Golden West Drive, Suite 160
Hunt Valley, MD 21031
410-767-2227 (V)
Email: dldlibuildingcodes-labor@maryland.gov
www.dlir.state.md.us/labor/build
Maryland building codes information. Provide technical assistance to local governments, industry and the public to ensure that buildings are accessible to individuals with disabilities.

Maryland Commission on Civil Rights

William Donald Schaefer Tower
6 Saint Paul Street, Suite 900
Baltimore, MD 21202
410-767-8600 (V)
1-800-637-6247 (Toll Free)
Email: mccr@maryland.gov
<https://mccr.maryland.gov/Pages/default.aspx>
Hours: Monday through Friday, 9 a.m. to 5 p.m.
Ensure equal opportunity to all through the enforcement of Maryland's laws against discrimination in employment, housing, public accommodations, and state contracts; to provide educational and outreach services related to provisions of this law; and to promote and improve human relations in Maryland. Call here for discrimination concerns and to file a complaint or grievance.

Maryland Department of Transportation (MDOT)

Wanda L. Dade, ADA Title II Compliance Coordinator
7201 Corporate Center Drive, Mail Stop 330
Hanover, MD 21076
410-865-1000 (V)
Email: mdotada@mdot.state.md.us
www.mdot.maryland.gov/tso/Pages/Index.aspx?PagelId=62
Provide transportation programs and services that support public or private transportation opportunities for individuals with disabilities and senior citizens. Handle ADA complaints regarding the Maryland State Highway (SHA), the Maryland Aviation Administration (MAA), the Maryland Port Administration (MPA), the Maryland Transit Administration (MTA), the Maryland Transportation Authority (MdTA), and the Maryland Motor Vehicle Administration (MVA). Complaints can be filed via phone or mailed.

Maryland Public Service Commission (MPSC)

William Donald Schaefer Tower
6 St. Paul Street, 16th Floor
Baltimore, MD 21202
410-767-8000 (V)
1-800-492-0474 (Toll Free)

www.psc.state.md.us

The mission of MPSC is to ensure safe, reliable, and economic public utility and transportation service to the citizens of Maryland. MPSC handles disputes with passenger motor vehicle carriers (sedans, limousines, and buses), taxicab companies (MPSC has jurisdiction for Baltimore City, Baltimore County, Charles County, Cumberland, and Hagerstown), and transportation network companies such as Uber and Lyft.

Transportation Complaint Form:

https://webapp.psc.state.md.us/newIntranet/Transport/transComplaint_new.cfm

MPSC's Consumer Affairs Division (CAD) offers free dispute resolution and mediation services to utility customer account holders and applicants for regulated utility service. The CAD is available to assist consumers with disputes concerning gas, electric, local telephone and certain water and sewer company disputes. CAD's function is to investigate disputes between consumers and utility companies based on applicable laws and utility tariffs, with the intention of assisting the parties in reaching a resolution. If a resolution cannot be achieved, the CAD will issue a series of findings that are binding on the utility and the utility account holder or service applicant if not appealed. **General Dispute Form:**

https://mdpsc.my.site.com/complaints/s/?language=en_US

Maryland State Highway Administration (SHA)

Kellie S. Irving, Director, Office of Equal Opportunity
707 Calvert Street
Baltimore, MD 21202
410-545-8477 (V)
1-866-910-8866 (Toll Free)

Email: shaada@mdot.maryland.gov

<https://roads.maryland.gov/mdotsha/pages/index.aspx?PageId=568>

Contact if you are having concerns relating to SHA services, programs or activities or have questions or comments concerning SHA's ADA program.

Metro Ombudsperson Program for Customers with Disabilities – WMATA

Office of ADA Policy and Planning
Barbara J. Milleville, ADA Ombudsperson
300 7th Street, NW
Washington, DC 20001
202-962-1100 (V)
202-962-3780 (TTY)

Email: access@wmata.com

www.wmata.com/service/accessibility/free-resources.cfm#complaints

Metro Ombudsperson Program Continued Customer Comment Form:

www.wmata.com/about/contact/Customer-Complaint-Process.cfm

If you have a complaint about an accessibility issue within the Metrobus, Metrorail or MetroAccess system, please use the online customer comment form. If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, you may contact the Metro Ombudsperson Program for Customers with Disabilities. Office helps individuals understand their rights and responsibilities as well as their options; make inquiries on an individual's behalf and obtain responses to his/her questions; help present an individual's complaint to the parties responsible for resolution; mediate between an individual and other parties to a conflict to bring about a mutually agreeable outcome; and recommend changes in policies, procedures, and practices to prevent similar problems from occurring.

Mid-Atlantic ADA Center

12300 Twinbrook Parkway, Suite 350
Rockville, MD 20852
301-217-0124 (V)
1-800-949-4232 (Toll Free)

Email: adainfo@transcen.org

www.adainfo.org

ADA specialists provide information and guidance on a wide range of ADA topics such as reasonable accommodations at work, building codes for new construction projects, accessible housing, and transitioning from school to work. Also develop and provide information specific to their state laws and regulations, and offer an extensive network of regional referrals. Provide training in-person or through distance technology such as webinars, podcasts and webcourses on all ADA topics such as accessible information technology; ADA and education (pre-K through post-secondary); accessible architectural design; ADA and employment; accessible health care; emergency preparedness; and ADA and hospitality. ADA Centers are not enforcement or advocacy agencies, but helpful sources of information and personalized guidance on the requirements of the ADA. Serve Delaware, D.C., Maryland, Pennsylvania, Virginia, West Virginia.

Montgomery County Department of Permitting Services

2425 Reddie Drive, 7th Floor
Wheaton, MD 20902
240-777-0311 (Out of County)
Hours: 7:30 a.m. to 4 p.m.
<https://permittingervices.montgomerycountymd.gov>
Responsible for issuance of building permits and provide technical assistance on local building codes, ADA, parking requirements, restrooms, and accessibility. Complaints can be filed online or via telephone. **Online Complaint Form:**
<http://permittingervices.montgomerycountymd.gov/DP/Online/eComplaint.aspx>

Montgomery County Department of Transportation Division of Transportation Engineering

100 Edison Park Drive, 4th Floor
Gaithersburg, MD 20878
240-777-0311 (Out of County)
Email: mcdot.dte.planning@montgomerycountymd.gov
www.montgomerycountymd.gov/dot-dte
Designs and constructs transportation systems and infrastructure, including bikeways, sidewalks, transit facilities, ADA ramps, roads and storm drains; inspects, maintains and builds bridges; oversees the County's Bikeshare program; and acquires property for projects.

Montgomery County Government - Americans with Disabilities Act Compliance

Department of General Services
Matthew Barkley, ADA Title II Compliance Manager
101 Monroe Street, 9th Floor
Rockville, MD 20850
240-777-6197 (V)
240-777-6196 (TTY)
Email: adacompliance@montgomerycountymd.gov
www.montgomerycountymd.gov/DGS-ADA/Home.html
The Department's ADA Compliance Team provides training and technical assistance to County departments, ensures that buildings and facilities are built and maintained in accordance with the ADA, provides information and assistance to the public on the accessibility of County programs and services and administers the County's Title II grievance procedure.

Montgomery County Government - Office of Human Resources - Equal Employment Opportunity Compliance and Diversity Management Division

240-777-0311 (V)
Email: OHR.EEO@montgomerycountymd.gov
www.montgomerycountymd.gov/HR/EqualEmploymentOpportunity/EEO.html#1
Montgomery County is committed to Equal Employment Opportunity and prohibits discrimination or harassment based on any basis covered by Federal, State and Local laws. The County also prohibits discrimination or harassment consistent with Montgomery County Personnel Regulations, Section 5 and the Workplace Harassment policy.

Montgomery County Office of Human Rights

21 Maryland Avenue, Suite 330
Rockville, MD 20850
240-777-8450 (V)
Email: human-rights.administration@montgomerycountymd.gov
www.montgomerycountymd.gov/humanrights
Conduct investigations into complaints of discrimination and harassment in the business sector or housing discrimination complaints. Also provide information on requirements for townhouse and condominium developments. Complaints are handled in-person or virtually Monday through Friday from 9 a.m. to 4 p.m.

Montgomery Parks & Planning – Program Access and Inclusion – Maryland-National Capital Park and Planning Commission

2425 Reddie Drive, 12th Floor
Wheaton, MD 20902
301-495-2581 (Program Access)
Email: programaccess@montgomeryparks.org
<https://montgomeryparks.org/about/parks/accessibility>
Maintain the park system that includes: 414 parks across 37,386 acres; 285 outdoor tennis courts; 285 athletic fields; 268 playgrounds; 227 basketball courts; 270.6 miles of paved and natural surface trails; 106 historic structures; 102 campsites; 29 park activity buildings; nature centers, miniature trains, indoor tennis facilities, boat rental facilities, indoor and open air ice rinks, event centers, public gardens, and more. Program Access, also referred to as "Inclusion", within the Montgomery County Department of Parks is how individuals with disabilities are welcome to participate in recreational programs and activities of their choice. Reasonable modifications (also known as accommodations) are provided to enable an individual's successful participation in a program. Minimum eligibility requirements must be met to participate. The Program Access Office (Inclusion Services) has made various adaptive equipment, including fishing kits, adaptive paddling equipment, gardening equipment, tennis wheelchairs, ice skating aids, and transfer benches, available throughout the county for people at no additional cost to the user.

Montgomery County Public Schools - Office of Special Education - Resolution and Compliance Unit

Gerald L. Loiacono, Supervisor
240-740-3230 (V)
Email: gerald_loiacono@mcpsmd.org
www.montgomeryschoolsmd.org/departments/special-education/compliance/
Inquiries, complaints, or requests for accommodations for students with disabilities may be directed to this office. Monitors and supports the provision of procedural safeguards under the Individuals with Disabilities Act (IDEA). Problem solve disputes regarding the identification, evaluation, educational placement, or provision of a free appropriate public education for a student with a disability or suspected of having a disability under IDEA.

**Montgomery County Public Schools Continued
Director of Student Welfare and Compliance Office
of District Operations - Student Welfare and
Compliance**

15 West Gude Drive, Suite 200
Rockville, MD 20850
240-740-3215 (V)

Email: SWC@mcpsmd.org
www.montgomeryschoolsmd.org/info/nondiscrimination

For inquiries or complaints about discrimination
against MCPS students.

National Aging and Disability Transportation Center

1-866-983-3222 (Toll Free)

Email: contact@ndatc.org

www.nadtc.org

Hours: Monday through Friday, 9am to 5pm

Technical assistance center focused on increasing
transportation options for older adults, people with
disabilities and caregivers, to enhance their ability to
live more independently within their communities
throughout the United States. Provide one-on-one
consultation by phone to discuss the problem or issue.
Can provide information and technical assistance on
the following topics, as well as other issues related to
transportation: ADA and Paratransit. A program of the
U.S. Department of Transportation, Federal Transit
Administration, administered by Easterseals and the
National Association of Area Agencies on Aging (n4a)
with guidance from the U.S. Department of Health and
Human Services, Administration for Community Living.

**U.S. Department of Housing and Urban Development
Federal Housing Administration (FHA)**

1-800-225-5342 (FHA Resource Center)

1-800-877-8339 (TTY – Federal Information Relay)

1-800-669-9777 (Housing Discrimination Hotline)

Email: answers@hud.gov

www.hud.gov/fha

Federal law prohibits housing discrimination based on
your race, color, national origin, religion, sex, family
status, or disability. If you have been trying to buy or
rent a home or apartment and you believe your rights
have been violated, you can file a fair housing
complaint.

**U.S. Department of Justice - ADA Information Line
Civil Rights Division**

950 Pennsylvania Avenue, NW

Washington, DC 20530

1-800-514-0301 (V)

1-833-610-1264 (TTY)

Email: disability.outreach@doj.gov

www.ada.gov

Provide general ADA information, answer technical
questions and investigate complaints. ADA Specialists
are available to provide ADA information and answers
to technical questions Monday through Friday. Calls are
confidential. You can also file ADA complaints with the
department via an online form: [www.ada.gov/file-a-
complaint/](http://www.ada.gov/file-a-complaint/)

U.S. Equal Employment Opportunity Commission

131 M Street NE

Washington, DC 20507

1-800-669-4000 (Toll Free)

1-800-669-6820 (TTY)

1-844-234-5122 (ASL Videophone)

Email: info@eeoc.gov

www.eeoc.gov

EEOC is responsible for enforcing federal laws that
make it illegal to discriminate against a job applicant or
an employee because of the person's race, color,
religion, sex (including pregnancy, childbirth, or related
conditions, transgender status, and sexual orientation),
national origin, age (40 or older), disability or genetic
information. The laws apply to all types of work
situations, including hiring, firing, promotions,
harassment, training, wages, and benefits. Also work to
prevent discrimination before it occurs through outreach,
education, and technical assistance programs.

**Washington Lawyers' Committee for Civil Rights and
Urban Affairs**

700 14th Street, Suite 400, NW

Washington, DC 20005

202-319-1000 (V)

202-319-1011 ext. 8001 (Spanish)

1-800-361-8361 (Toll Free)

Email: justice@washlaw.org

www.washlaw.org

Provide pro bono legal services and handle
discrimination complaints including MetroAccess
complaints, Equal Employment Opportunity, fair
housing, public accommodations, disability rights, and
public education.