

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Access & ADA-Related Issues

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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](mailto:MCCPWD@montgomerycountymd.gov).

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](mailto:ta@access-board.gov)  
Email: [enforce@access-board.gov](mailto:enforce@access-board.gov)  
[www.access-board.gov](http://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 available** Monday through Friday from 10am to 5pm 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, 11<sup>th</sup> Floor  
Washington, DC 20036  
202-293-8020 (V)  
Email: [info@ansi.org](mailto:info@ansi.org)  
[www.ansi.org](http://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](mailto: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, ADA Coordinator  
240-314-8108 (V)  
Email: [jhomer@rockvillemd.gov](mailto:jhomer@rockvillemd.gov)

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 (HRC)

Janet Kelly, Human Rights & Community Mediation Coordinator  
111 Maryland Avenue  
Rockville, MD 20850  
240-314-8316 (V)  
240-314-8108 (ADA Issues)  
[www.rockvillemd.gov/108/Human-Rights-Commission](http://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

Suzanne Ludlow, City Manager  
301-891-7229 (V)  
Email: [SuzanneL@takomaparkmd.gov](mailto:SuzanneL@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](mailto:info@dredf.org)  
[www.dredf.org](http://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](mailto:info@equalrightscenter.org)  
[www.equalrightscenter.org](http://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)  
1-877-781-9403 (TTY)  
304-216-8189 (via Text)  
Email: [jan@askjan.org](mailto:jan@askjan.org)  
<http://askjan.org>  
Hours: Monday through Friday 9am to 6pm 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: [dlldlbuildingcodes-labor@maryland.gov](mailto:dlldlbuildingcodes-labor@maryland.gov)  
[www.dlrl.state.md.us/labor/build](http://www.dlrl.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](mailto:mccr@maryland.gov)  
[www.mccr.maryland.gov](http://www.mccr.maryland.gov)  
Hours: Monday through Friday, 9am to 5pm.  
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](mailto:mdotada@mdot.state.md.us)  
[www.mdot.maryland.gov/tso/Pages/Index.aspx?PageId=62](http://www.mdot.maryland.gov/tso/Pages/Index.aspx?PageId=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)

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

### **Maryland State Highway Administration (SHA)**

Wanda L. Dade, ADA Title II Compliance Coordinator  
707 Calvert Street  
Baltimore, MD 21202  
410-545-0327 (V)  
1-866-910-8866 (Toll Free)

Email: [mdotada@mdot.state.md.us](mailto:mdotada@mdot.state.md.us)

<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 Ombudsman Program for Customers with Disabilities – WMATA**

#### **Office of ADA Policy and Planning**

Barbara J. Milleville, ADA Ombudsman  
600 5<sup>th</sup> Street, NW  
Washington, DC 20001  
202-962-1100 (V)  
202-962-3780 (TTY)

Email: [access@wmata.com](mailto:access@wmata.com)

[www.wmata.com/service/accessibility/free-resources.cfm#complaints](http://www.wmata.com/service/accessibility/free-resources.cfm#complaints)

#### **Customer Comment Form:**

[www.wmata.com/about/contact/Customer-Complaint-Process.cfm](http://www.wmata.com/about/contact/Customer-Complaint-Process.cfm)

### **Metro Ombudsman Program Continued**

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 Ombudsman 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  
1-800-949-4232 (Toll Free/TTY)  
301-217-0124 (V/TTY)

[www.adainfo.org](http://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 Reedie Drive, 7<sup>th</sup> Floor  
Wheaton, MD 20902  
311 (In County)  
240-777-0311 (Out of County)

[www.montgomerycountymd.gov/permittingservices](http://www.montgomerycountymd.gov/permittingservices)

Responsible for issuance of building permits and provide technical assistance on local building codes, ADA, parking requirements, restrooms, and accessibility. Complaints can be file online or via telephone.

#### Online Complaint Form:

<http://permittingservices.montgomerycountymd.gov/DPS/online/eComplaint.aspx>

## Montgomery County Department of Transportation

### Div. of Transportation Engineering

100 Edison Park Drive, 4<sup>th</sup> Floor  
Gaithersburg, MD 20878  
240-777-7220 (Main Line)

Email: [mcdot.dte.planning@montgomerycountymd.gov](mailto:mcdot.dte.planning@montgomerycountymd.gov)

[www.montgomerycountymd.gov/dot-dte](http://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, 9<sup>th</sup> Floor  
Rockville, MD 20850  
240-777-6197 (V)  
240-777-6196 (TTY)

Email: [adacompliance@montgomerycountymd.gov](mailto:adacompliance@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/DGS-ADA/Home.html](http://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

Angela Washington, EEO Officer, Title I Compliance  
101 Monroe Street, 7<sup>th</sup> Floor  
Rockville, MD 20850  
240-777-5015 (V)

Email: [angela.washington@montgomerycountymd.gov](mailto:angela.washington@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/HR/EqualEmploymentOpportunity/EEO.html#1](http://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 - Complaints/Compliance)  
Email:

[human-rights.administration@montgomerycountymd.gov](mailto:human-rights.administration@montgomerycountymd.gov)  
[www.montgomerycountymd.gov/humanrights](http://www.montgomerycountymd.gov/humanrights)

Conduct investigations on complaints of discrimination and harassment in the business sector or housing discrimination complaint. Also provide information on requirements for townhouse and condominium developments.

## Montgomery County Parks – Park Development

Bob Green, Senior ADA Project Manager  
Montgomery County Planning Board  
2425 Reedie Drive, 14<sup>th</sup> Floor  
Wheaton, MD 20902

9500 Brunett Avenue  
Silver Spring, MD 20901  
301-495-2571 (V)

Email: [bob.green@montgomeryparks.org](mailto:bob.green@montgomeryparks.org)

301-495-2581 (Program Access)

Email: [programaccess@montgomeryparks.org](mailto:programaccess@montgomeryparks.org)

<https://montgomeryparks.org/about/parks/accessibility>

Maintain the park system that includes: 400+ parks across 34,000 acres; 500+ lakes; 457 miles of streams; 305 tennis courts; 296 athletic fields; 289 playgrounds; 208 basketball courts; 189 miles of paved and natural surface trails; 114 picnic areas; 110 historic structures; 102 campsites; 31 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 (age, level of participation) must be met to participate.

## Montgomery County Public Schools

### Office of Special Education Resolution and Compliance Unit

Gerald L. Loiacano, Supervisor  
240-740-3230 (V)

Email: [gerald\\_loiacono@mcpsmd.org](mailto:gerald_loiacono@mcpsmd.org)  
[www.montgomeryschoolsmd.org/departments/special-education/compliance/](http://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 2004). 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.

### Director of Student Welfare and Compliance Office of District Operations - Student Welfare and Compliance

850 Hungerford Drive, Room 55  
Rockville, MD 20850  
240-740-3215 (V)

Email: [SWC@mcpsmd.org](mailto:SWC@mcpsmd.org)  
[www.montgomeryschoolsmd.org/info/nondiscrimination](http://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)  
202-347-7385 (TTY)

Email: [contact@ndatc.org](mailto:contact@ndatc.org)  
[www.nadtc.org](http://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](mailto:answers@hud.gov)  
[www.hud.gov/answers](http://www.hud.gov/answers)

Hours: Monday through Friday, 8am to 8pm  
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)  
1-800-514-0383 (TTY)

[www.ada.gov](http://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 on Monday, Tuesday, Wednesday, and Friday from 9:30 a.m. until 5:30 p.m. or on Thursday from 12:30 p.m. until 5:30 p.m. (Eastern Time). Calls are confidential. You can also file ADA complaints with the department via an online form.

## U. S. Equal Employment Opportunity Commission Baltimore Field Office

GH Fallon Federal Building  
31 Hopkins Plaza, Suite 1432  
Baltimore, MD 21201  
1-800-669-4000 (Toll Free)  
1-800-669-6820 (TTY)  
1-844-234-5122 (Videophone)

Email: [BFOContact@eeoc.gov](mailto:BFOContact@eeoc.gov)  
[www.eeoc.gov](http://www.eeoc.gov)

Provide information and assistance on equality in the hiring of people with disabilities. The Baltimore Field Office is open Monday through Friday, 8:30 a.m. from 5:00 p.m. Intake interviews are conducted Monday through Thursday as scheduled appointments. Appointments may be scheduled through our online system. Walk-ins can visit the office Monday through Friday to speak with a staff member but may not be interviewed by an investigator that same day.

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

700 14<sup>th</sup> 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](mailto:justice@washlaw.org)

[www.washlaw.org](http://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.