



Disability Network Directory – Montgomery County, Maryland

Montgomery County Department of Transportation (MCDOT) Audible Pedestrian Signal Repair / Sidewalk Program / Snow Removal Requests

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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.

Audible Pedestrian Signal / Crosswalk Signal Repair

311 (in the County)

240-777-0311 (outside the County)

Hours: Monday through Friday, 7:00 am to 7:00 pm

www3.montgomerycountymd.gov/311/Solutions.aspx?SolutionId=1-88AYCQ

If a crosswalk signal or accessible pedestrian signal (audible system) needs repair on a county, city or state roadway, a representative from the Division of Traffic Engineering and Operations will inspect and repair the issue. Online customers wishing to report a broken signal may click on the "Create Service Request" button on the website above. Please provide the requestor's name, telephone number, location of the crosswalk signal and a brief description of the request.

Sidewalk Program

311 (in the County)

240-777-0311 (outside the County)

Email: mcdot.dte.sidewalk@montgomerycountymd.gov

Sidewalk Installation Request Form:

www.montgomerycountymd.gov/dot-dte/forms/sidewalk.html

Division of Transportation Engineering administers and manages the County's Sidewalks Program. Receive and review requests for sidewalk construction along County-maintained and State-maintained roadways. All sidewalks constructed by MCDOT comply with Federal Law under the Americans with Disabilities Act. Requests to construct a new sidewalk can be submitted online. MCDOT will then conduct an investigation, including feasibility studies and cost analysis. Consideration must be given to funding at the time, as they have to maintain infrastructure that is already in place before they install new. You may need to submit a petition signed by yourself and your neighbors before they proceed with these studies. The County also may require that homeowners without driveway aprons install one at their expense, if they are to be a part of the curbing process. Requests are evaluated on a case-by-case basis. **Please note:** Most municipalities, such as the City of Rockville and the City of Gaithersburg, maintain their own roadways.

Sidewalk Program Continued

City of Rockville Public Works

240-314-8500 (V)

Email: pw@rockvillemd.gov

City of Gaithersburg Public Works

301-258-6370 (V)

Email: publicworks@gaithersburgmd.gov

Snow Removal Requests

311 (in the County)

240-777-0311 (outside the County)

www.montgomerycountymd.gov/snow

Requirements for County Homeowners to Clear Their Sidewalks of Snow and Ice:

www.montgomerycountymd.gov/safesidewalks

Who Plows My Street and Check Snow Removal

Status: www.montgomerycountymd.gov/snow/snow-status.html

During the snowstorm, plowing begins when there is 3 inches of snow on the streets. Once emergency and primary routes are clear, then residential or neighborhood streets are plowed with at least one pass and spot sanded as necessary. Residential streets are made passable but are not cleared to bare pavement. **Report an Unshoveled Sidewalk:** It is the responsibility of each property owner to remove snow and ice from walkways within 24 hours of the end of the precipitation that caused the condition. If a snowplow re-deposits snow or ice on a sidewalk or other walkway after a person has complied with this Section, the person is not responsible for clearing the walkway until 24 hours after the snowplow re-deposited the snow or ice. Letters are sent to homeowners who are reported to be in violation. Inspections of commercial properties and multi-family properties are conducted within one business day of a complaint. Department of Housing and Community Affairs (DHCA) Housing Code Enforcement does not have jurisdiction inside the municipalities of Gaithersburg and Rockville. Complaints regarding rental properties within the City of Takoma Park are also handled by DHCA but complaints regarding commercial or owner-occupied properties in that

jurisdiction are handled by the City of Takoma Park. Please provide the exact address of the un-shoveled sidewalk and indicate if this is a commercial, multi-family (apartment or condominium), or residential property. Locations without an address will be accepted but further investigation regarding ownership and responsibility for removal will result in additional time for enforcement action. Bill 46-16, which became effective December 19, 2016, established a commercial-class fine for failure to remove sidewalk snow. Commercial property owners can be fined up to \$250 for the first offense of not clearing snow and up to \$500 for subsequent offenses. Residential property owners can be fined up to \$50 for not clearing snow.

Report an Unplowed or Missed Street: Please note, missed street service requests cannot be submitted until neighborhood plowing operations are complete. All Interstates and State maintained numbered roads such as I-270, US 29, MD 97, or MD 355 are cleared by the Maryland State Highway Administration. Check the State's web site for information about snow removal status:

<https://roads.maryland.gov/pages/home.aspx>. Submit an online Service Request to the Maryland State Highway Administration (http://marylandsha.force.com/customercare/request_f or [or service](#)) or call them at 301-513-7300.