



TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MARYLAND

Other Useful Information

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.

Emergency Police, Fire and Rescue 911 (V)

Text-to-911 is now available to residents and visitors of Maryland. Text-to-911 is for people who are Deaf, hard-of-hearing or have a speech disability; in a situation making it unsafe for a voice call to 911; or experiencing a medical emergency and may be unable to speak.

Non-Emergency Police 301-279-8000 (V)
www.montgomerycountymd.gov/OPI/make_right_call.html

Disability Rights Maryland

Provide free services to persons with disabilities such as information and referrals to callers about many different legal topics, investigations of complaints that persons with disabilities are abused, neglected, or mistreated, case advocacy for persons with disabilities to obtain certain services, legal representation, technical assistance and legal information to promote self-advocacy, and public education and training. Monitors psychiatric facilities and advocates to prevent and address abuse, neglect, coercive practices, and barriers to discharge in adult mental health facilities and Residential Treatment Centers (RTCs) for children. Provides information, advice, training and legal representation to help individuals with disabilities access and remain in public or subsidized housing and obtain reasonable accommodations or modifications to allow them to live meaningful, integrated lives in their communities. Assists students with all types of disabilities from birth – age 21 in K-12 special education matters, with an emphasis on placement in the least restrictive environment; appropriate assessments, educational and behavioral plans, services and supports; access to school curriculum and high school diplomas; inclusion in school based and out of school activities; and student discipline matters, including inappropriate school exclusion, restraint, seclusion, and the use of school police and arrests.

..... 410-727-6352 (V)
..... 1-800-233-7201 (Toll Free)
..... 410-235-5387 (TTY)

www.disabilityrightsmd.org

Maryland Institute for Emergency Medical Services Systems - Office of Licensing and Certification

Licenses and regulates commercial ambulance services.

..... 410-706-3666 (V)
..... 1-800-762-7157 (Toll Free)

www.miemss.org/home/ems-providers • Email: licensure-support@miemss.org

Maryland Motor Vehicle Administration (MVA)

Driver's licenses, disability placards and tags, identification cards, and residential street parking signs. Request an application for "Maryland Parking Placards/License Plates for Individuals with a Disability" – form number VR-210 – by calling the MVA at any of the numbers listed below, visiting your local MVA full-service and express office (for placards only) location, or downloading it from the MVA web site. For the quickest processing of your disability application for plates or placards, please use the online services portal to submit your application. Driver's Road Tests are by appointment only.

General Information 410-768-7000 (V)
..... 1-800-950-1682 (Toll Free)
..... 1-800-492-4575 (TTY)

Have a question for MDOT MVA? ContactMVA has answers. MDOT MVA has created a more private, secure way to communicate and share information with customers. Login or create a myMVA account to send your message directly to MDOT MVA. New to Maryland or live out-of-state? First time driver? Please see MDOT MVA's FAQs for next steps: <https://mymva.maryland.gov/go/web/ContactMVA>

Maryland Motorists with Disabilities: <https://mva.maryland.gov/about-mva/Pages/Disabilities.aspx>

Disability Parking: <https://mva.maryland.gov/vehicles/Pages/Disability-Parking.aspx>

Request Disabled Parking Space in Residential Area:

<https://mva.maryland.gov/about-mva/Pages/info/12100/https://mva.maryland.gov/about-mva/Pages/info/12100/12100-01T.aspx-01T.aspx>

Please note: Appointments required. All services are offered Monday through Friday at all locations. All Saturday services at all locations are only for driver's licenses.

- **MVA Gaithersburg - Full Service Location** - 15 Metropolitan Grove Road, Gaithersburg
Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
<https://mva.maryland.gov/locations/Pages/Gaithersburg.aspx>
- **MVA White Oak - Full Service Location** - 2131 Industrial Parkway, Silver Spring
Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
<https://mva.maryland.gov/locations/Pages/white-oak.aspx>
- **MVA Kemp Mill - Limited Service Office** - 1327 Lambertson Drive, Silver Spring
Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
<https://mva.maryland.gov/locations/Pages/Kempmill.aspx>
- **MVA Gaithersburg - Limited Service Office** - 16520 S. Westland Drive, Gaithersburg
Hours: Monday, Tuesday, Wednesday and Friday 8:30 a.m. to 4:30 p.m.; Thursday 8:30 a.m. to 6:30 p.m.; Saturday 8 a.m. to noon
<https://mva.maryland.gov/locations/Pages/walnut-hill.aspx>

Maryland Relay (MD Relay)

With Maryland Relay, people who are Deaf, Hard of Hearing, late-deafened, Deaf-Blind or have cognitive, mobility or speech difficulty can easily communicate through TTY (text telephone) with anyone using a standard phone. Either a TTY user or a person using a standard phone may initiate a call through Maryland Relay. The spoken words are relayed by an Operator (OPR) who types them, word for word, to the person on the other end of the line. Then the OPR speaks to the hearing person everything that the TTY user types back. The Maryland Accessible Technology (MAT) program distributes free amplified phones, ring signalers, TTYs and other assistive devices to qualified applicants who have difficulty using the telephone. To qualify, applicants must be receiving one or more state or federal benefits or show that they have a limited income and their home must be equipped with home phone service, high speed/Wi-Fi, or applying for phone service and/or

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high speed/Wi-Fi. In addition, applicants must have a disability that makes it difficult for them to access a standard telephone. Free training on the use of your equipment will be provided, if necessary. Administered by Telecommunications Access of Maryland.

MD Relay for Maryland Residents: 711 (V/TTY)
MD Relay for Outside of Maryland: 1-800-735-2258 (V/TTY)
MD Relay Customer Service: 1-800-552-7724 (V/TTY)
..... 443-453-5970 (Videophone)

<https://doit.maryland.gov/mdrelay/Pages/default.aspx> • Email: moreinfo@mdrelay.org

Maryland State Highway Administration (SHA) – Maryland Department of Transportation (MDOT)

With a few exceptions, SHA owns and maintains all non-toll roads in Maryland that have a number as well as a name, such as I-495 (Capital Beltway), MD 355 (Rockville Pike) and US 29 (Columbia Pike), except those in Baltimore City. Roads without a number are maintained by the county or municipality. Toll roads (including I-95, the Bay Bridge, Fort McHenry Tunnel) are owned and maintained by the Maryland Transportation Authority (MDTA). Please report all highway emergency situations not requiring police assistance, such as traffic signal outages or sinkholes to the Statewide Operations Center. All other service requests, submit online via the customer service form: <https://mdotsha.my.salesforce-sites.com/customer-care/request-for-service>

Statewide Operations Center: 410-582-5650 (V)
..... 1-800-543-2515 (Toll Free)

www.roads.maryland.gov

Metro Transit Police Department (MTPD) - WMATA

Officers provide a variety of law enforcement and public safety services on the Metrorail and Metrobus systems in the Washington Metropolitan Area. MTPD police officers have jurisdiction and arrest powers throughout the 1,500 square mile Transit Zone that includes Maryland, Virginia, and the District of Columbia for crimes that occur in or against Transit Authority facilities. To report suspicious activity or unattended items on the Metro, call MTPD or text MyMTPD (696873).

..... 202-962-2121 (24-Hour Line)
www.wmata.com/about/transit-police/about.cfm

Montgomery County Commission on Aging

Advise and counsel the residents of the County, the County Council, the County Executive and the various departments of county, state and federal governments on matters involving the needs of persons 60+, and to recommend such procedures, programs or legislation as it may deem necessary and proper to promote and ensure equal rights and opportunities for all persons, regardless of their age.

..... 240-777-1120 (V)
www.montgomerycountymd.gov/coa

Montgomery County Commission on People with Disabilities

Advise the County Executive, County Council and the various departments of the County government on matters involving the coordination and development of the County's policies affecting residents with disabilities. May advise state and federal governments with approval from the Office of Intergovernmental Relations. The Commission provides advice, counsel, and recommendations to the Government of Montgomery County, Maryland in general, the County Executive, and the County Council in particular.

Betsy Tolbert Luecking, Community Outreach Manager 240-777-1252 (V)
www.montgomerycountymd.gov/cpwd • Email: MCCPWD@montgomerycountymd.gov

Montgomery County Council

Legislative branch of Montgomery County Government. Responsibilities include exercises oversight over County programs to ensure efficiency and effectiveness; enacts all County laws and amendments to the Code; and appropriates money to fund the capital and operating budgets and sets the local property tax rate and other local taxes.

..... 240-777-7900 (V)
www.montgomerycountymd.gov/council • Email: county.council@montgomerycountymd.gov

Montgomery County Department of Transportation - Division of Traffic Engineering and Operations

Call for information on traffic signals, streetlights, traffic signs and street name signs, lane markings and crosswalks, speed humps and other traffic calming measures, and residential parking.

..... 240-777-2190 (V)
www.montgomerycountymd.gov/dot-traffic/index.html
Email: mcdot.trafficops@montgomerycountymd.gov

Montgomery County Office of the County Executive

The County Executive oversees the enforcement of the laws of Montgomery County and provides Executive direction to all departments and offices of the County government. The County Executive also develops policies; proposes plans, programs, budgets, and legislation to the County Council; adopts Executive Orders and Regulations and appoints residents to boards, committees, and commissions.

..... 311 (in the County)
..... 240-777-0311 (outside of County)
..... 240-773-3556 (TTY)
www.montgomerycountymd.gov/exec • **Contact:** <https://montgomerycountymd.gov/exec/Contactcex.aspx>

U. S. Department of Transportation (USDOT) Accessibility Assistance

Information on USDOT's accessibility policy, disability laws and regulations, and transportation resources for travelers with disabilities.

Hours: Monday through Friday, 8:30 a.m. to 5 p.m. EST. 202-366-4000 (V)
www.transportation.gov/accessibility

MONTGOMERY COUNTY IS A



MARYLAND ACCESS POINT

MONTGOMERY COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES Aging & Disability Services - Aging & Disability Resource Unit

Provides hands-on assistance, referrals to service, and information to adults 60+, caregivers and persons with disabilities of any age. It is the primary entry point for most DHHS Aging and Disability services.

240-777-3000 (Voice) • MD Relay 711 • 240-777-4000 (Emergency After Hours)

Email: ADS@montgomerycountymd.gov • www.montgomerycountymd.gov/disability

Hours: Monday and Friday, 8:30 a.m. to 5 p.m., Tuesday, Wednesday and Thursday, 8:30 a.m. to 7:30 p.m.