

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: DHHSWebsite@montgomerycountymd.gov, 240-777-1246 (V), MD Relay 711.

Access Board - U.S. Architectural & Transportation

Barriers Compliance Board

1331 F. Street NW, Suite 1000

Washington, DC 20004

202-272-0080 (V)

202-272-0082 (TTY)

1-800-872-2253 (Toll Free)

1-800-993-2822 (TTY)

Email: info@access-board.gov

E-mail: enforce@access-board.gov

www.access-board.gov

Technical assistance available Monday, Tuesday, Thursday, and Friday from 10am to 5pm EST.

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. It also provides technical assistance and training on these requirements and on accessible design and continues to enforce accessibility standards that cover federally funded facilities. **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.

ADA National Network - Mid-Atlantic ADA Center

Marian Vessels, Director

12300 Twinbrook Parkway, Suite 350

Rockville, MD 20852

1-800-949-4232 (Toll Free/TTY)

301-217-0124 (V/TTY)

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.

American National Standards Institute (ANSI)

Headquarters

1899 L Street, 11th Floor

Washington, DC 20036

202-293-8020 (V)

E-mail: 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)
E-mail: 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

Janet Kelly, ADA Coordinator
240-314-8108 (V)
E-mail: jkelly@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
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)
E-mail: 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)
E-mail: 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)
E-mail: 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)
1-877-781-9403 (TTY)
304-216-8189 (via Text)
E-mail: 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
Norman C. Wang, RA, Director
1100 N. Eutaw Street, Room 606
Baltimore, MD 21201
410-767-0548 (V)
E-mail: norma.wang1@maryland.gov
www.dlir.maryland.gov/labor/build/buildstatecodes.shtml
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)
E-mail: mccr@maryland.gov
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)

E-mail: ada@mdot.maryland.gov

www.mdot.maryland.gov/newMDOT/ADA/index.html

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.

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.

Montgomery County Department of Permitting Services

255 Hungerford Drive, 2nd Floor
Rockville, MD 20850

311 (In County)

240-777-0311 (Out of County)

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>

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)

E-mail: ada@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.

Montgomery County Department of Transportation Div. of Transportation Engineering

100 Edison Park Drive, 4th Floor
Gaithersburg, MD 20878

240-777-7220 (Main Line)

E-mail: 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.

Metro Ombudsman Program for Customers with Disabilities – WMATA

Office of ADA Policy and Planning

David J. Shaffer, ADA Ombudsman

600 5th Street, NW

Washington, DC 20001

202-962-1100 (V)

202-962-3780 (TTY)

E-mail: access@wmata.com

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

Customer Comment Form:

<http://wmata.custhelp.com/app/home/>

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

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)

E-mail: ada.compliance@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

Angela Washington, EEO Officer, Title I Compliance

101 Monroe Street, 7th Floor

Rockville, MD 20850

240-777-5015 (V)

E-mail: angela.washington@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 Parks – Park Development

Bob Green, Senior ADA Project Manager

Montgomery County Planning Board

2425 Reedie Drive, 14th Floor

Wheaton, MD 20902

9500 Brunett Avenue

Silver Spring, MD 20901

301-495-2571 (V)

E-mail: bob.green@montgomeryparks.org

301-495-2581 (Program Access)

E-mail: programaccess@montgomeryparks.org

www.montgomeryparks.org/about/divisions/park-development

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

Tracee N. Hackett, Supervisor

240-740-3230 (V)

E-mail: Tracee_N_Hackett@mcpsmd.org

www.montgomeryschoolsmd.org/departments/special-education/compliance/

Inquiries, complaints, or requests for accommodations for students with disabilities also 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.

Department of Compliance & Investigations

Heather Dublinske, Coordinator

850 Hungerford Drive, Room CESC, 55

Rockville, MD 20850

240-740-2888 (V)

E-mail: Heather_Dublinske@mcpsmd.org

www.montgomeryschoolsmd.org/info/nondiscrimination

Handle ADA complaints and legal compliance for school programs.

Montgomery County Office of Human Rights

21 Maryland Avenue, Suite 330

Rockville, MD 20850

240-777-8450 (V - Complaints/Compliance)

E-mail:

human-rights.administration@montgomerycountymd.gov

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.

National Aging and Disability Transportation Center

1-866-983-3222 (Toll Free)

202-347-7385 (TTY)

E-mail: contact@ndatc.org

www.ndatc.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)
E-mail: answers@hud.gov

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

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)
E-mail: BFOContact@eeoc.gov

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 14th Street, Suite 400, NW
Washington, DC 20005
202-319-1000 (V)

202-319-1011 ext. 8001 (Spanish)

1-800-361-8361 (Toll Free)
E-mail: 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.