

# TRANSPORTATION NETWORK DIRECTORY

## MONTGOMERY COUNTY, MD

### AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

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#### Equal Rights Center (ERC)

Handle discrimination complaints, including those against public or private transportation. Offer free counseling and paths to resolution. Resolves complaints by communicating directly with discriminating parties; advocating before administrative agencies; investigating the extent of issues; and taking legal actions.

..... 202-234-3062 (V)  
..... 1-866-719-4374 (Toll Free)  
[www.equalrightscenter.org](http://www.equalrightscenter.org)

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#### Maryland Department of Transportation (MDOT) ADA Compliance

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).

**Robin Underwood, ADA Title IV Coordinator** ..... 410-865-1146 (V)  
..... 1-888-713-1414 (Toll Free)  
[www.mdot.maryland.gov/ADA/index.html](http://www.mdot.maryland.gov/ADA/index.html) • E-mail: [runderwood@mdot.state.md.us](mailto:runderwood@mdot.state.md.us)

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#### Metro Ombudsman Program for Customers with Disabilities - WMATA

The Ombudsman helps individuals understand their rights and responsibilities as well as their options, makes inquiries on an individual's behalf and obtain responses to his/her questions, helps present an individual's complaint to the parties responsible for resolution, mediates between an individual and other parties to a conflict to bring about a mutually agreeable outcome, and recommends changes in policies, procedures, and practices to prevent similar problems from occurring. If you have a complaint about an accessibility issue within the Metrobus, Metrorail or MetroAccess system, use the online customer comment form to send feedback:

[www.wmata.com/accessibility/free\\_resources.cfm#complaints](http://www.wmata.com/accessibility/free_resources.cfm#complaints). 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. Written complaints can be sent to Office of ADA Policy and Planning, Metro Ombudsman Program for Customers with Disabilities, 600 5<sup>th</sup> Street NW, Washington, DC 20001.

..... 202-962-1100 (V)  
..... 202-962-2033 (TTY)

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#### Montgomery County Government – ADA Compliance Office

Provides information and assistance to the public on the accessibility of County programs and services, ensures that buildings and facilities are built and maintained in accordance with the ADA, and administers the County's Title II grievance procedure.

**Nancy Greene, ADA Title II Compliance Manager** ..... 240-777-6197 (V)  
..... 240-777-6196 (TTY)  
[www.montgomerycountymd.gov/DGS-ADA/Home.html](http://www.montgomerycountymd.gov/DGS-ADA/Home.html) • E-mail: [adacompliance@montgomerycountymd.gov](mailto:adacompliance@montgomerycountymd.gov)

**Project Action**

Staff can answer questions about ADA rights and responsibilities, direct callers to additional resources, and help members of the disability and transportation communities address diverse accessibility issues.

..... 1-800-659-6428 (Toll Free)

[www.projectaction.org](http://www.projectaction.org) • E-mail: [projectaction@easterseals.com](mailto:projectaction@easterseals.com)