



[www.montgomerycountymd.gov/311](http://www.montgomerycountymd.gov/311)  
301-251-4850 TTY

Outside of Montgomery County  
call 240-777-0311

### MCDOT'S ADDRESS

Department of Transportation  
101 Monroe Street, 10th Floor  
Rockville, Maryland 20850-2540

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

*Order more copies of this guide by calling 240-777-7155.*

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MARCH 2015



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Montgomery County Department of Transportation

# Service Guide for Residents



MCDOT is partnering with the Department of Environmental Protection to create "green streets" that improve water quality by using rain gardens, permeable pavers and other methods to filter rainwater on-site.



## Office of the Director



Al Roshdieh, MCDOT Director

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

E-mail: [mcdot.director@montgomerycountymd.gov](mailto:mcdot.director@montgomerycountymd.gov)

Twitter: MCDOTNow

Call 240-777-7170:

- Rapid Transit System
- METRO and MARC train coordination
- Master and sector plan review & analysis
- METRO & MARC train coordination
- Regional transportation project coordination
- State transportation project coordination, including Purple Line
- Bikeshare Call 240-777-7777 or e-mail [mcdot.bikeshare@montgomerycountymd.gov](mailto:mcdot.bikeshare@montgomerycountymd.gov)

Call 240-777-7155 or e-mail:

[mcdot.outreach@montgomerycountymd.gov](mailto:mcdot.outreach@montgomerycountymd.gov)

- Community outreach
- Adopt A Road
- Beautification grants
- Graffiti removal
- Keep Montgomery County Beautiful Programs
- Adopt A Spot



Find out more about what MCDOT can do for you!

## Transit Services



[www.rideonbus.com](http://www.rideonbus.com)

E-mail: [montgomerycountymd.gov/311](mailto:montgomerycountymd.gov/311)

Call 311 inside the County or 240-777-0311

Twitter: RideOnMCT

Facebook: RideOnMCT

Ride On Bus Service

- Schedules
- Bus shelters, stops and benches
- Compliments/concerns

Commuter Services

- Commuting information
- Employer outreach
- Transit subsidies
- TRiPS Commuter stores
- Transportation management districts and traffic mitigation plans

Taxis

- Service and performance
- Licensing and regulation

Services for seniors, people with disabilities or low income residents

- WMATA/Metro Access, 301-562-5360 or 202-962-1245
- Call-N-Ride subsidized taxi trips, 301-948-5409
- JCA Connect-A-Ride, 301-738-3252
- Medicaid transportation to medical appointments, 240-777-5899 (Monday-Friday, 8:30 a.m. to Noon)



## Transportation Engineering



[www.montgomerycountymd.gov/dot-dte](http://www.montgomerycountymd.gov/dot-dte)  
E-mail: [mcdot.dte.planning@montgomerycountymd.gov](mailto:mcdot.dte.planning@montgomerycountymd.gov)

Call 240-777-7270

- ADA Ramps
- Sidewalks

Call 240-777-7244

- Bikeways

Call 240-777-7223

- Bridges
- Transit facilities
- Roadways and highways
- Storm drain construction

Call 240-773-3410

- Right-of-way abandonment
- Disposition of public property
- Permanent closures of public roads
- Property acquisition

Call 240-777-7210

- Road construction

## Highway Services



[www.montgomerycountymd.gov/dot-highway](http://www.montgomerycountymd.gov/dot-highway)  
E-mail: [mcdot.highway@montgomerycountymd.gov](mailto:mcdot.highway@montgomerycountymd.gov)

Call 311 from inside the County or 240-777-0311

Twitter: **MontCo\_Highways**

Facebook: **MoCoHighwayServices** and **YouTube**

- Leaf vacuuming
- Tree maintenance
- Potholes
- Roadway paving
- Mowing in the right-of-way
- Road shoulder maintenance
- Snow removal
- Storm drain maintenance

## Parking Management



[www.montgomerycountymd.gov/parking](http://www.montgomerycountymd.gov/parking)  
E-mail: [mcdot.parking@montgomerycountymd.gov](mailto:mcdot.parking@montgomerycountymd.gov)

Call 311 from inside the County or 240-777-0311

Twitter: **MCDOT\_Parking**

Facebook: **MCDOT\_Park**

- Parking garage or lot maintenance
- Parking lot districts and taxes
- Parking policies and studies

Call 240-453-0113

- Parking tickets, related court hearings and appeals
- Parking meters

Parking Stores

Call Silver Spring, 240-777-8744

Call Bethesda, 240-777-8770

- Purchase monthly and residential permits

## Traffic Engineering



[www.montgomerycountymd.gov/dot-traffic](http://www.montgomerycountymd.gov/dot-traffic)  
E-mail: [mcdot.trafficops@montgomerycountymd.gov](mailto:mcdot.trafficops@montgomerycountymd.gov)

Call 311 from inside the County or 240-777-0311

- Pedestrian safety
- Safe Routes to Schools
- Lane markings and crosswalk striping
- Speed humps and other traffic calming measures
- Streetlights
- Traffic signals
- Traffic signs and street name signs
- Subdivision development plan review
- Traffic mitigation agreement review
- Impact tax and development approval

## DO I CONTACT THE COUNTY, STATE OR MUNICIPALITY?

All numbered roads in the County are State roads, which are maintained by the Maryland State Highway Administration (MSHA).

If the road has a route number posted, such as Route 355 or Route 97, it is a MSHA road. Non-numbered within Montgomery County are either County-maintained or maintained by a municipality.

Call 311 from inside the County or 240-777-0311 for more information.

On State roads, MSHA removes snow and maintains the road, signs, trees and medians. The County is responsible for sidewalk construction and maintenance along State roads and initially evaluates traffic signal issues.

**MHSA information:** [www.roads.maryland.gov](http://www.roads.maryland.gov)

**MSHA Customer Service Requests:** [marylandsha.force.com/customer-care/request-for-service](http://marylandsha.force.com/customer-care/request-for-service)