FREQUENTLY ASKED QUESTIONS

1. What are the benefits to adopting a road?

The AAR program promotes civic pride, environmental responsibility, preserves habitats, improves motorist safety and saves money. Volunteers can enjoy the outdoors and get exercise while protecting our water supply and improving the environment.

In recognition of the cleaning and reporting efforts, MCDOT will install one or two signs bearing the volunteer's name.

2. How do I find out what road segments are available to adopt?

You can view our Available Road list that is sorted by city **HERE**.

Note: When you submit an application be sure to include two road segment choices in case your first choice is not available. To be eligible, road segments must measure anywhere between one-half to one mile.

3. How many road segments can I adopt at one time?

One road segment can be adopted for the first six months of active participation (following cleaning and reporting requirements). After six months of active participation, a second road segment may be adopted. No more than two road segments can be maintained at the same time.

When applying for a second road segment, be sure to check off that you are a current volunteer and include the name of the road you currently adopt. You must be in good standing with your current road segment by meeting cleaning and reporting requirements in order to adopt a second road segment.

4. Does adopting a road segment cost money?

No. There is no cost to adopt a road segment.

5. What does MCDOT provide to participants who join the program?

MCDOT will install 1-2 signs bearing the volunteer's name. Upon request, MCDOT will also provide a limited amount of cleaning and safety equipment that includes pick sticks, trash bags, gloves, reflective safety vests and cones.

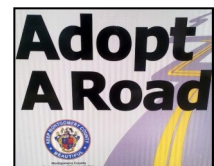### 6. How long is my commitment for?

A road segment can be adopted for an unlimited amount of time as long as the volunteer is meeting participation and reporting requirements.

7. Who would I contact if I experience any problems while maintaining the road segment?

For problems while maintaining an adopted road segment, contact the AAR program administrator by email at mcdot.outreach@montgomerycountymd.gov or by phone at 240-777-7155.

8. Is there recommended equipment beyond what the MCDOT provides?

Long sleeve shirt, pants, strong sole shoes, gloves, a first aid kit, and any other item the volunteer feels is essential.

MCDOT

Montgomery County Department of Transportation
101 Monroe Street, 10th Floor * Rockville, Maryland 20850
240-777-7155 * mcdot.outreach@montgomerycountymd.gov
montgomerycountymd.gov/adoptaroad

9. How often am I required to clean my road segment?

Cleaning your road and reporting the results to us is mandatory to remain in the program. Volunteers are required to clean both sides of their adopted road segment (including bus stops/shelters) as needed, but no fewer than six times a year (the equivalent to every other month), including one major cleaning in the spring.

Adopted road segments that measure one-half (.50) mile require twelve cleanings a year (the equivalent to every month). This data is logged into a database and shared with other departments and agencies to help the region monitor its progress in cleaning up the Potomac River Watershed. Cleaning reports also serve as a record of the volunteer's activities should complaints arise on the condition of the adopted road segment. MCDOT also uses this information when requesting the program's annual budget.

NOTE: If no cleaning reports are submitted within a year and there has been no response to our outreach efforts, the volunteer will be removed from the program and the adopted road segment will be put back into the Available Road list.

10. What happens if I fail to meet the requirements for adopting a road segment?

If an applicant fails to meet the requirements, their application will be denied. For current volunteers, Montgomery County reserves the right to reassign an adopted road segment or terminate participation if three or more complaints are received about the road segment's condition regarding litter. Also, the volunteer will be removed from the program if they do not meet cleaning and reporting requirements within one year of participation or for other reasons, at its sole discretion.

11. Once I've cleaned the road segment, how do I arrange for the trash to be picked up?

Volunteers are responsible for the disposal of trash they collect. If large amounts of trash (4+ bags) are collected or for large/heavy items, we ask that the trash be placed in one location (that is not obstructing the sidewalk) and contact **MC311** to arrange for a one-time trash pickup. If the volunteer picks up recyclables, we ask that they empty what is collected into their own home or business recycling bin.

NOTE: **MC311** can be reached by phone at 240-777-0311 (or by dialing 311 if calling from within the County) or submit the request online at montgomerycountymd.gov/311.

For issues with streetlight or signal outages, foliage obstruction, sidewalk damage, down tree limbs, illegal signs, potholes or other issue, please contact **MC311** or submit a service request online.

12. What do I do if I find animal carcasses on the road?

Animal carcass seen along a County road should be reported to **MC311**. For carcass lying within 15 feet of a State road (roads that contain a number), call the Maryland State Highway Administration at 301-948-2477 or 301-572-5166.

13. Are posted signs required on my adopted road segment?

No, signs are not required to be installed on an adopted road segment. If requested, one or two signs will be installed depending upon the road segment's length, location and type of road. There is a section in the online application to request a name for the nameplates. When choosing the name, there is a 15-character limit per line, two lines maximum. Phone numbers, slogans, slang, social media, website address or any other information other than the volunteer's name is prohibited.

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14. How do I file a complaint on the condition of an adopted road segment?

For complaints, contact the AAR program by email at mcdot.outreach@montgomerycountymd.gov and provide the name of the road that is littered the name on the nameplate.

15. How do I report a damaged or missing AAR sign?

Volunteers can report a damaged or missing AAR sign to MCDOT's Sign Shop by email at trafficops@montgomerycountymd.gov (and copy the AAR Program email, mcdot.outreach@montgomerycountymd.gov). Be sure to include the name on the AAR sign's nameplate, details of the damage or missing sign and its location. The Sign Shop will assign a work order number that can be used when following up.

16. How do I get my or my organization's name changed on a AAR sign?

Due to the cost of materials and staff hours, volunteers can replace their nameplates once every two years. Contact the AAR program by email at mcdot.outreach@montgomerycountymd.gov with the new name. Remember, there is a 15-character limit (this includes spaces) per line, two lines maximum. Sign work can take 10-13 weeks for fabrication and installation.

17. Can I change the road segment I adopt?

Yes, a volunteer can change the road segment they adopt, if it is available by contacting the AAR program by email at mcdot.outreach@montgomerycountymd.gov. Sign work can take 11 to 13 weeks to complete. The previous road segment will go back onto the Available Road list for another volunteer to adopt.

18. What happens if you receive a complaint about my adopted road segment?

If a complaint is received regarding the condition of an adopted road segment, the AAR program will contact the volunteer who adopts it (after reviewing their file to see if cleanings have been recently submitted). The volunteer will be notified in writing (by mail) of the complaint received asking that they schedule a cleaning immediately and to report the results online. If the volunteer does not respond, a second letter will be mailed and a copy will be sent to the email on file. We will also try to reach them by phone. If the volunteer still does not respond, we will assume they are no longer interested in participating and will remove them from the program.

If three or more complaints are received regarding the condition of an adopted road segment, the volunteer will be removed from the program and the road segment will go back onto the Available Road list.

19. Can high school students earn community service hours by cleaning my road segment?

Unfortunately, no, students are not eligible to earn student service learning (SSL) hours. For information on the SSL program please visit montgomeryschoolsmd.org/departments/ssl or email SSL@mcpsmd.org.

20. What if I am unable to continue cleaning the road segment?

Should a volunteer become unable to continue in the program, they can send an email to the AAR program at mcdot.outreach@montgomerycountymd.gov.

21. I am ready to adopt a road segment, what do I do?

Be sure to review all program documents including the guidelines to better understand your responsibility as a volunteer. **APPLY HERE**.