Massachusetts (MassDOT) and Massachusetts Bay (MBTA) and Pioneer Valley Metropolitan Planning Organization (PVMPO) are required to adhere to Title VI of the Civil Rights Act of 1964. These entities are required to develop and implement a plan to ensure that their programs and activities do not discriminate on the basis of race, color, or national origin. MassDOT and MBTA must ensure that their programs and activities are accessible to persons with disabilities.

MassDOT/MBTA Title VI Specialists
Office of Diversity and Civil Rights - Title VI Unit
10 Park Plaza, Suite 3800
Boston, MA 02116
Telephone: (857) 368-8580 or 711-1-191-01 Relay Service
Email: MassDOT.CivilRights@state.ma.us or MBTACivilrights@mbta.com

Or
Pioneer Valley Metropolitan Planning Organization
MPO Title VI Specialist
60 Congress Street
Springfield, MA 01104-3419
Phone: 413-781-6045 TDD/TTY (413-781-7168)
pvmpocivilrights@pvpc.org

U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
Website: civilrights.justice.gov/

For more information on civil rights complaints, please visit
mass.gov/nondiscrimination-in-transportation-program or mbta.com/titlevi