

TITLE VI INFORMATION
ENGLISH

Protecting Your Rights



Massachusetts Bay Transportation Authority

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that MBTA customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

What Does Title VI Mean to You?

Public transit agencies, such as the MBTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires the MBTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English.

In addition to the Title VI requirements, there are other laws that provide similar protections for people based on their gender, religion, age, disability, sexual orientation, or other protected status.

The MBTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

What Services are Available to Customers Who are Not Proficient in English?

Under Title VI, customers who are not proficient in English are entitled to assistance to help them access critical MBTA information. Upon request we can translate materials in several languages, including: Spanish, Chinese, Italian, Haitian Creole, and Cape Verdean Creole.

Additionally:

- Our automated fare system provides audio and visual instructions in English, Spanish, and Chinese.
- Our customer service agents and hub monitors are able to provide guidance for customers who are not proficient in English.

What Should You Do If You Have a Complaint?

All comments and suggestions improved our service are welcome and will be considered.

You may:

- Submit your comments, suggestions, or complaints to Customer Communications via www.mbta.com; or

- Send a letter to MBTA's Customer Communications, Ten Park Plaza, Room 5610, Boston, MA 02116; or
- Call MBTA's Customer Communications at (617) 222-3200.
- For more information or for an alternate format of this document please call (617) 222-3200, TTY (617) 222-5416 or visit **www.mbta.com**.

When submitting complaints, please include your contact information as well as details of the incident including: what occurred, where and when it occurred, and the names, addresses, phone numbers, and e-mail addresses of witnesses.

We Welcome Your Feedback!

The MBTA is committed to providing safe, efficient, and quality transportation services to all the communities that we serve. If you have comments or suggestions on how we can improve our commitment to non-discrimination in our services, or how we can better serve the needs of our customers who are not proficient in English, we would like to hear from you.

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