



BOSTON REGION METROPOLITAN PLANNING ORGANIZATION

Jamey Tesler, Acting MassDOT Secretary and CEO and MPO Chair
Tegin L. Teich, Executive Director, MPO Staff

TECHNICAL MEMORANDUM

DATE: August 5, 2021
TO: Boston Region Metropolitan Planning Organization
FROM: Róisín Foley and Heyne Kim, MPO Staff
RE: MPO Municipal Election Process Survey Results

Between January and May 2021, the Boston Region Metropolitan Planning Organization (MPO) conducted a survey regarding its annual election process. The goal of the survey was to gauge opinions about the MPO's election process among the 97 municipalities in the Boston region. These municipalities are eligible to stand for election to the MPO board and to vote in the annual elections. The MPO did this survey per a recommendation that was included in the MPO's triennial review process by the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) in 2019. As part of that review process, the federal agencies recommended that the MPO review its existing voting procedures to ensure that effective engagement of all municipalities in the region are effectively represented.

As outlined in the MPO's Memorandum of Understanding (MOU), the Metropolitan Area Planning Council (MAPC) and the Massachusetts Bay Transportation Authority (MBTA) Advisory Board jointly administer the annual MPO elections. The MPO has 12 elected municipal members: four at-large seats, two town representatives and two city representatives. There are eight seats that represent each of the eight MAPC subregions, which can be held by either cities or towns. Election terms are for three years and each year four of the 12 seats are up for election. Chief elected officials of the municipalities in the region vote in the elections, which are held at MAPC's fall Council Meeting.

Below are the results of the survey.

Civil Rights, nondiscrimination, and accessibility information is on the last page.

1 QUESTION 1: WHAT IS YOUR ROLE IN YOUR MUNICIPALITY?

Table 1
Question 1 Results: What is Your Role in Your Municipality?

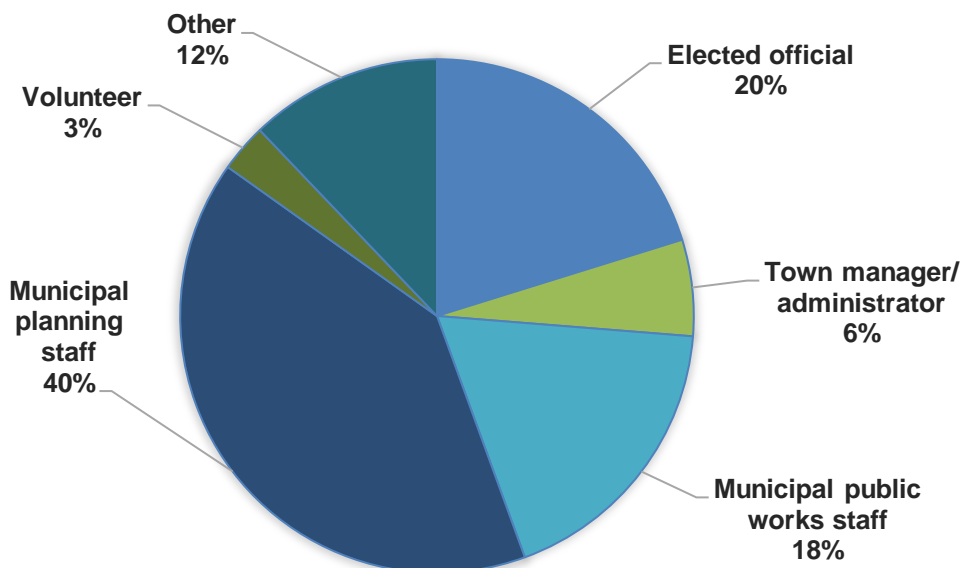
Answer Choices	Responses	Percentage
Elected official	18	20%
Town manager/administrator	5	6%
Municipal department of public works staff	17	18%
Municipal planning/community/economic development staff	36	40%
Volunteer	3	3%
Other (individual answers paraphrased below)	11	12%
Total	90	100%*

[*rounding error]

Other (individual answers paraphrased)

- Municipal staff (not planning related) (3 responses)
- MBTA advisory board member (3 responses)
- Appointed official (2 responses)
- Golf director
- Current MPO representative
- Executive assistant to select board

Figure 1
Question 1 Results: What is Your Role in Your Municipality?



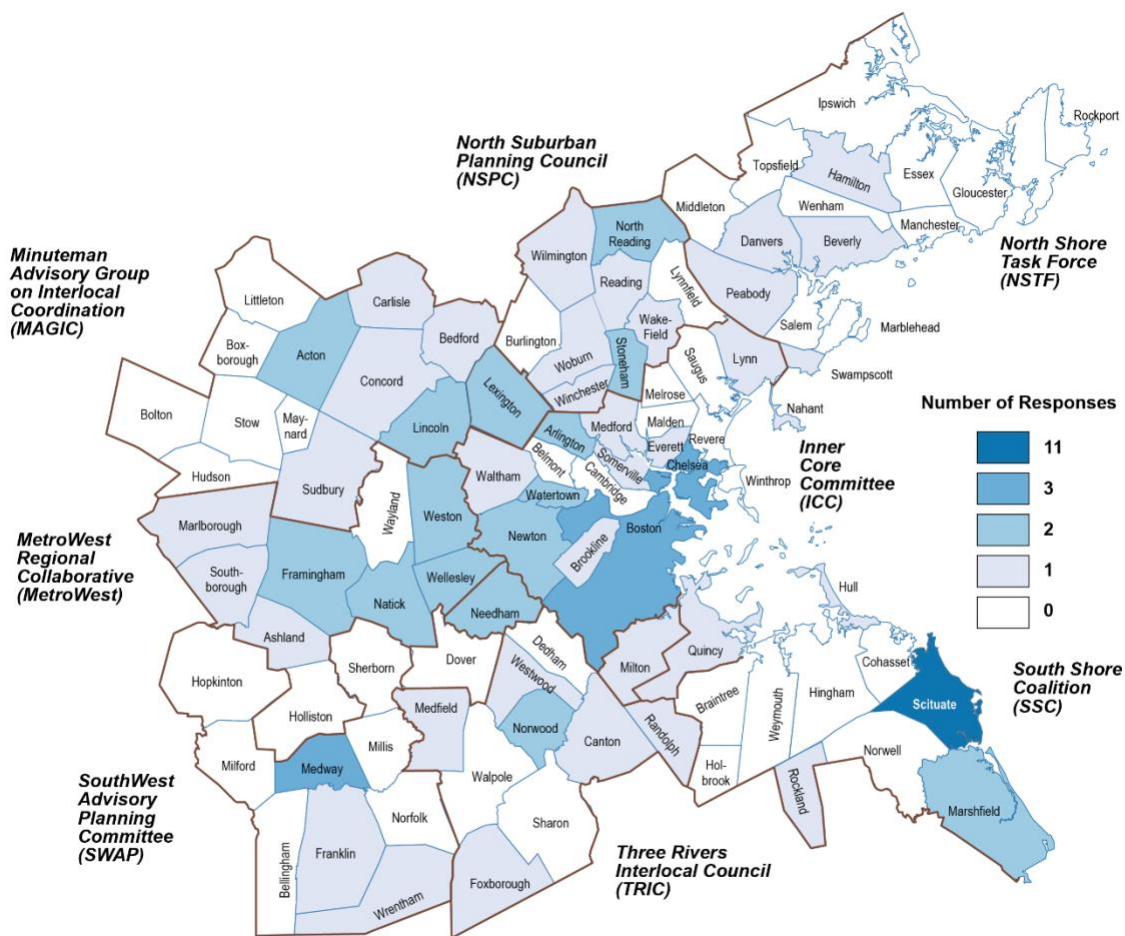
2 QUESTION 2: WHAT MUNICIPALITY DO YOU REPRESENT OR WORK FOR?

Table 2
Question 2 Results: What Municipality Do You Represent or Work for?

Municipality	Responses from Each Municipality
Scituate	11
Boston, Chelsea, Medway	3
Acton, Arlington, Framingham, Lexington, Lincoln, Marshfield, Natick, Needham, Newton, North Reading, Norwood, Stoneham, Watertown, Wellesley, Weston	2
Ashland, Bedford, Belmont, Beverly, Brookline, Canton, Carlisle, Concord, Danvers, Everett, Foxborough, Franklin, Hamilton, Hull, Lynn, Marlborough, Medfield, Medford, Milton, Nahant, Peabody, Quincy, Randolph, Reading, Rockland, Somerville, Southborough, Stoughton, Sudbury, Swampscott, Wakefield, Waltham, Westwood, Wilmington, Winchester, Woburn, Wrentham	1
Total	87
Skipped	3

Note: Stoughton is no longer in the Boston Region MPO's planning area.
 MPO = Metropolitan Planning Organization.

Figure 2
Map of Question 2 Results: What Municipality Do You Represent or Work for?



3 QUESTION 3: HAVE YOU HEARD OF THE BOSTON REGION MPO?

Table 3
Question 3 Results: Have You Heard of the Boston Region MPO?

Answer Choices	Responses	Percentage
Yes	80	89%
No	10	11%
Total	90	100%

MPO = Metropolitan Planning Organization.

4 QUESTION 4: HOW FAMILIAR ARE YOU WITH THE BOSTON REGION MPO?

Table 4

Question 4 Results: How Familiar Are You with the Boston Region MPO?

Answer Choices	Responses	Percentage
Very familiar	47	52%
Somewhat familiar	29	32%
Not at all familiar	14	16%
Total	90	100%

MPO = Metropolitan Planning Organization.

5 QUESTION 5: PLEASE DESCRIBE YOUR MUNICIPALITY'S EXPERIENCES WITH THE BOSTON REGION MPO. CHECK ALL THAT APPLY.

Table 5

Question 5 Results: Please Describe Your Municipality's Experiences with the Boston Region MPO. Check All That Apply.

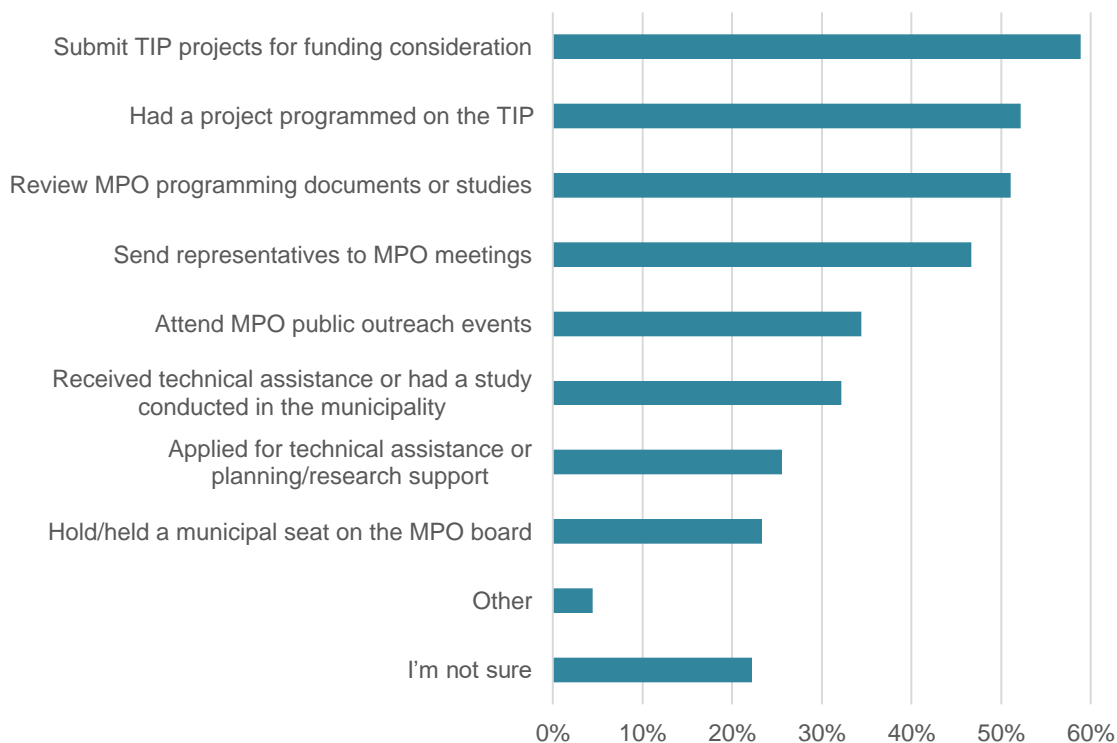
Answer Choices	Responses	Percentage
Submit TIP projects for funding consideration	53	59%
Had a project programmed on the TIP	47	52%
Review MPO programming documents or studies	46	51%
Send representatives to MPO meetings	42	47%
Attend MPO public outreach events	31	34%
Received technical assistance or had a study conducted in the municipality	29	32%
Applied for technical assistance or planning/research support	23	26%
Hold/held a municipal seat on the MPO board	21	23%
Other (individual answers paraphrased below)	4	4%
I'm not sure	20	22%
Answered	90	100%

MPO = Metropolitan Planning Organization. TIP = Transportation Improvement Program.

Other (individual answers)

- Communication with MAPC team on initiatives and data
- Limited experience
- None

Figure 3
Question 5 Results: Please Describe Your Municipality's Experiences with the Boston Region MPO. Check All That Apply.



MPO = Metropolitan Planning Organization. TIP = Transportation Improvement Program.

6 QUESTION 6: HOW FAMILIAR ARE YOU WITH THE PROCESS OF RUNNING FOR AN ELECTED MUNICIPAL SEAT ON THE BOSTON REGION MPO BOARD?

Table 6
Question 6 Results: How Familiar Are You with the Process of Running for an Elected Municipal Seat on the Boston Region MPO Board?

Answer Choices	Responses	Percentage
Very familiar	25	28%
Somewhat familiar	27	30%
Not at all familiar	38	42%
Total	90	100%

MPO = Metropolitan Planning Organization.

7 QUESTION 7: HOW FAMILIAR ARE YOU WITH THE PROCESS OF VOTING IN THE ELECTION FOR MUNICIPAL SEATS ON THE BOSTON REGION MPO BOARD?

Table 7

Question 7 Results: How Familiar Are You with the Process of Voting in the Election for Municipal Seats on the Boston Region MPO Board?

Answer Choices	Responses	Percentage
Very familiar	28	31%
Somewhat familiar	28	31%
Not at all familiar	34	38%
Total	90	100%

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8 QUESTION 8: TO THE BEST OF YOUR KNOWLEDGE, HAS THE MUNICIPALITY YOU REPRESENT OR WORK FOR VOTED IN THE BOSTON REGION MPO MUNICIPAL ELECTIONS IN THE PAST FIVE YEARS?

Table 8

Question 8 Results: To the Best of Your Knowledge, Has the Municipality You Represent or Work for Voted in the Boston Region MPO Municipal Elections in the Past Five Years?

Answer Choices	Responses	Percentage
Yes	44	49%
No	9	10%
I don't know	37	41%
Total	90	100%

MPO = Metropolitan Planning Organization.

9 QUESTION 9: IF YOU REPLIED “NO” TO THE PREVIOUS QUESTION, WHY HAS THE MUNICIPALITY YOU REPRESENT OR WORK FOR NOT VOTED IN THE BOSTON REGION MPO ELECTIONS IN THE PAST FIVE YEARS? CHECK ALL THAT APPLY.

Table 9

Question 9 Results: If You Replied “No” to the Previous Question, Why Has the Municipality You Represent or Work for Not Voted in the Boston Region MPO Elections in the Past Five Years? Check All That Apply.

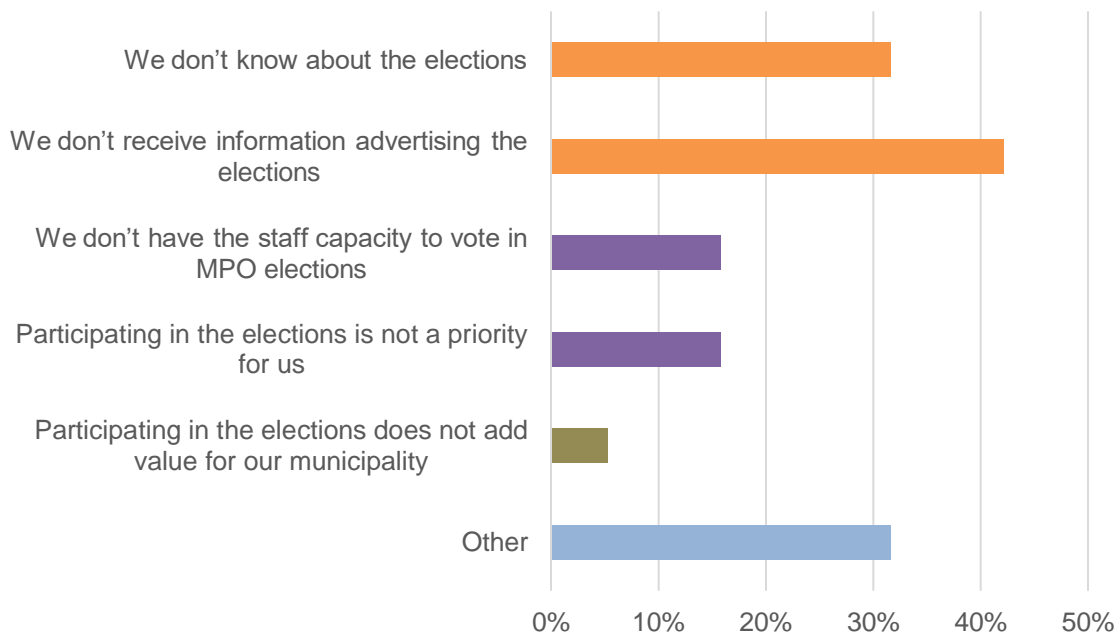
Answer Choices	Responses	Percentage
We don't receive information advertising the elections	8	42%
We don't know about the elections	6	32%
Participating in the elections is not a priority for us	3	16%
We don't have the staff capacity to vote in MPO elections	3	16%
Participating in the elections does not add value for our municipality	1	5%
Other (individual answers paraphrased below)	6	32%
Answered	19	

MPO = Metropolitan Planning Organization.

Other (individual answers paraphrased)

- I don't know (2 responses)
- I don't know about the MPO/the elections (2 responses)
- We have a very small community

Figure 4
Question 9 Results: If You Replied “No” to the Previous Question, Why Has the Municipality You Represent or Work for Not Voted in the Boston Region MPO Elections in the Past Five Years? Check All That Apply.



MPO = Metropolitan Planning Organization.

10 QUESTION 10: TO THE BEST OF YOUR KNOWLEDGE, HAS THE MUNICIPALITY YOU REPRESENT OR WORK FOR EVER RUN FOR A SEAT ON THE BOSTON REGION MPO BOARD?

Table 10
Question 10 Results: To the Best of Your Knowledge, Has the Municipality You Represent or Work for Ever Run for a Seat on the Boston Region MPO board?

Answer Choices	Responses	Percentage
Yes	27	30%
No	26	29%
I don't know	37	41%
Total	90	100%

MPO = Metropolitan Planning Organization.

11 QUESTION 11: TO THE BEST OF YOUR KNOWLEDGE, HAS THE MUNICIPALITY YOU REPRESENT OR WORK FOR RUN FOR A SEAT ON THE BOSTON REGION MPO BOARD IN THE PAST FIVE YEARS?

Table 11-A

Question 11 Results: To the Best of Your Knowledge, Has the Municipality You Represent or Work for Run for a Seat on the Boston Region MPO Board in the Past Five Years?

Answer Choices	Responses	Percentage
Yes	21	23%
No	39	43%
I don't know	30	33%
Total	90	100%

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Table 11-B

Question 10 and 11 Results Aggregated: Has the Municipality You Represent or Work for Ever Run for a Seat on the Boston Region MPO Board or Run for a Seat in the Past Five Years?

Question	Yes	No	I don't know
Ever	30%	29%	41%
In the past five years	23%	43%	33%

MPO = Metropolitan Planning Organization.

12 QUESTION 12: IF YOU REPLIED “NO” TO EITHER OF THE PREVIOUS QUESTIONS, WHY HAS THE MUNICIPALITY YOU REPRESENT OR WORK FOR NOT RUN FOR A SEAT ON THE BOSTON REGION MPO IN THE PAST FIVE YEARS? CHECK ALL THAT APPLY.

Table 12

Question 12 Results: If You Replied “No” to Either of the Previous Questions, Why Has the Municipality You Represent or Work for Not Run for a Seat on the Boston Region MPO in the Past Five Years? Check All that Apply.

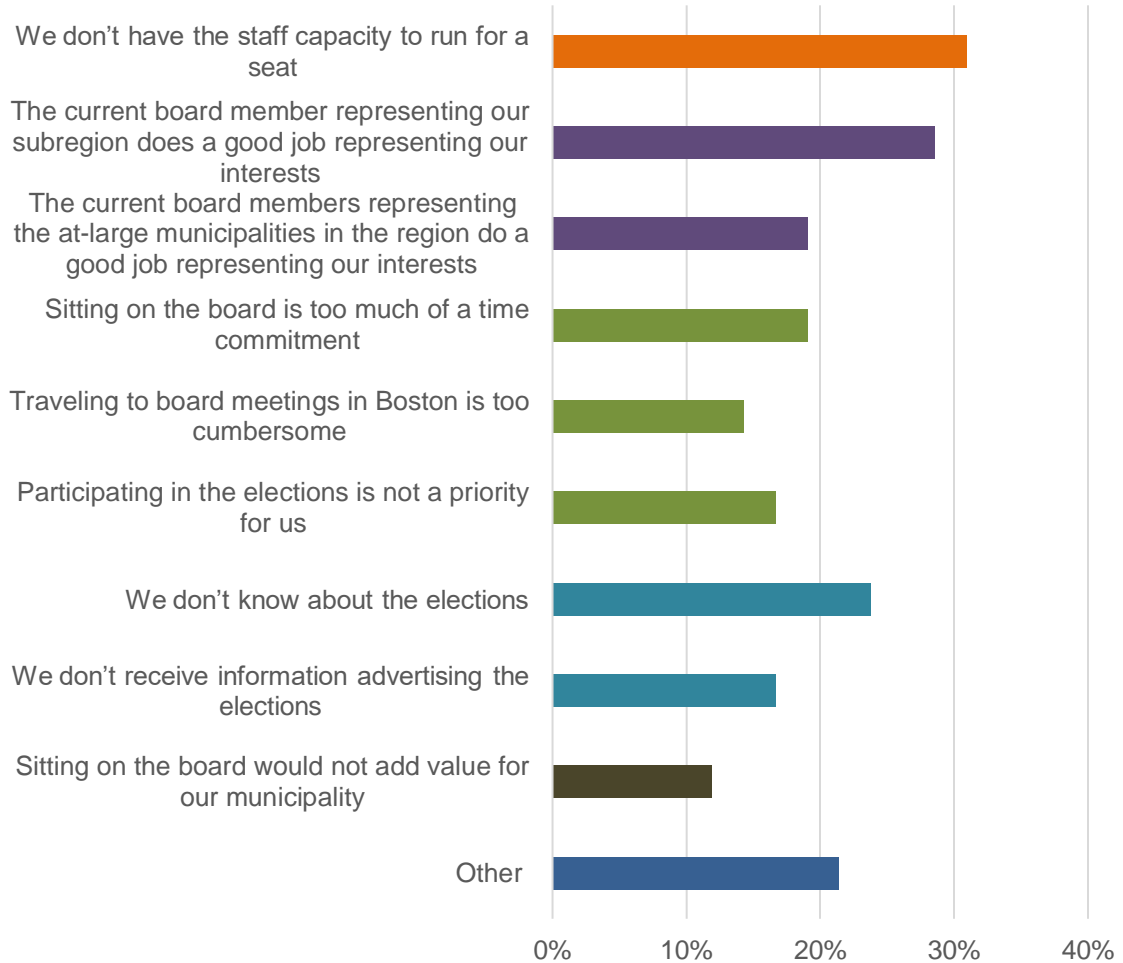
Answer Choices	Responses Percentage	
We don't have the staff capacity to run for a seat	13	31%
The current board member representing our subregion does a good job representing our interests	12	29%
We don't know about the elections	10	24%
Sitting on the board is too much of a time commitment	8	19%
The current board members representing the at-large municipalities in the region do a good job representing our interests	8	19%
We don't receive information advertising the elections	7	17%
Participating in the elections is not a priority for us	7	17%
Traveling to board meetings in Boston is too cumbersome	6	14%
Sitting on the board would not add value for our municipality	5	12%
Other (individual answers paraphrased below)	21	31%
Answered	42	

MPO = Metropolitan Planning Organization.

Other (individual answers paraphrased)

- We had a seat but rotated it to another town in our region
- Please continue holding virtual meetings, they are much more inclusive.
- Considered but wasn't the right time
- I don't know (2 responses)
- I don't know about the MPO
- Certain cities/organizations have permanent/non-elected seats (2 responses)

Figure 5
Question 12 Results: If You Replied “No” to either of the Previous Questions, Why Has the Municipality You Represent or Work for Not Run for a Seat on the Boston Region MPO in the Past Five Years? Check All that Apply.



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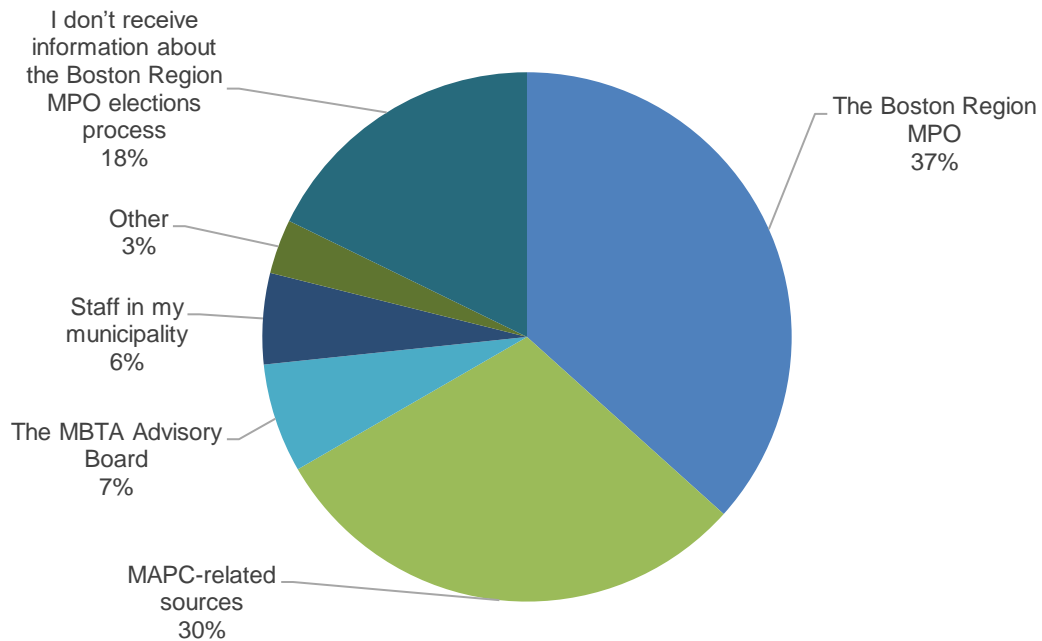
13 QUESTION 13: HOW DO YOU USUALLY RECEIVE INFORMATION ABOUT THE BOSTON REGION MPO MUNICIPAL ELECTIONS?

Table 13
Question 13 Results: How Do You Usually Receive Information about the Boston Region MPO Municipal Elections?

Answer Choices	Responses	Percentage
The Boston Region MPO	33	37%
MAPC-related sources	27	30%
I don't receive information about the Boston Region MPO elections process	16	18%
The MBTA Advisory Board	6	7%
Staff in my municipality	5	6%
Other	3	3%
Answered	42	100%

MAPC=Metropolitan Area Planning Council. MPO = Metropolitan Planning Organization.

Figure 6
Survey Question 13 Results: How Do You Usually Receive Information about the Boston Region MPO Municipal Elections?



MAPC=Metropolitan Area Planning Council. MPO = Metropolitan Planning Organization.

14 QUESTION 14: DO YOU THINK THE BOSTON REGION MPO ELECTIONS PROCESS IS TRANSPARENT AND FAIR?

Table 14
Question 14 Results: Do You Think the Boston Region MPO Elections Process is Transparent and Fair?

Answer Choices	Responses	Percentage
Yes	40	44%
No	1	1%
I don't know	49	54%
Total	90	100%*

MPO = Metropolitan Planning Organization.
 [*rounding error]

15 QUESTION 15: IF YOU REPLIED “NO” TO THE PREVIOUS QUESTION, PLEASE EXPLAIN WHY.

- Because there is no outreach to town officials to introduce them to the MPO, it is hard to understand how the organization works.
- Do not know the organization exists or what their responsibilities include.
- I stated don't know as I have not followed the process in detail to respond.
- Don't know MPO.
- The whole process seems stacked against smaller outlying communities.

16 QUESTION 16: WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES FOR MUNICIPALITIES SEEKING ELECTION TO THE BOSTON REGION MPO BOARD? CHOOSE THE TOP TWO CHALLENGES, IN YOUR OPINION:

Table 15

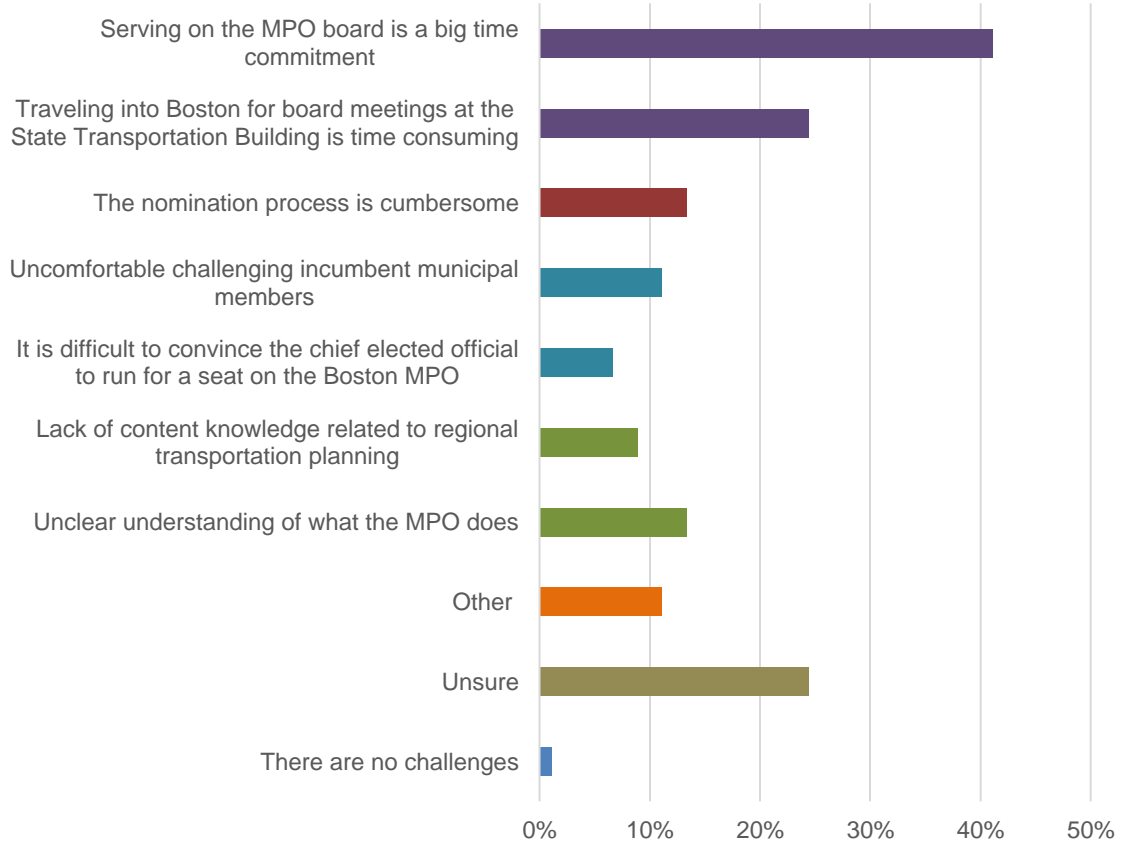
Question 16 Results: What Do You Think Are the Biggest Challenges for Municipalities Seeking Election to the Boston Region MPO Board? Choose the Top Two Challenges, in Your Opinion:

Answer Choices	Responses Percentage	
Board responsibilities, including traveling into the Boston region for board meetings, are time consuming	59	66%
The nomination process is cumbersome	12	13%
Difficult convincing/challenging elected officials	16	18%
Lack of knowledge or understanding of the MPO	20	22%
Other (individual answers below)	12	13%
Unsure	22	24%
There are no challenges	1	1%
Answered	42	

Other (individual answers paraphrased)

- Small town/suburb disadvantage (4 responses)
- I don't know (3 responses)
- Lack of clear benefit of membership

Figure 7
Question 16 Results: What Do You Think Are the Biggest Challenges for Municipalities Seeking Election to the Boston Region MPO Board? Choose the Top Two Challenges, in Your Opinion:



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17 **QUESTION 17: WHAT WOULD IT TAKE TO ENCOURAGE MORE MUNICIPALITIES TO SEEK ELECTION TO THE BOSTON REGION MPO BOARD?**

Respondents wrote in the following answers:

- Change the process
- Awareness
- more advance notice of the elections.
- More PR on process and benefits
- incentives
- Revolving municipal seat / term limits?
- I don't know how this problem is solved, but having to go into Boston on such a regular basis for such a long period of time is difficult - and the trip in is especially hard for a community without public transit.
- Given the number of regional organizations, it would be great to have some sort of joint introduction letter or video for town officials that explains the connections between various groups, their main objectives, sources of funding, etc. I've been learning by trial and error and only because virtual meetings make it possible.
- Massachusetts
- That the outlying communities have more seats at the table.
- Unsure
- Perhaps ask current or former Board members to reach out personally to those that they know
- Knowledge of benefits from participation
- More engagement
- The time commitment is large - many municipalities do not have the staff capacity to dedicate so much time a month.
- MORE INFORMATION
- Set some seats aside for communities with a population of less than 15,000
- Improved communication about opportunity, time commitment
- Fairness
- Know about it
- Email the info to all Select Board and Planning Board members in each town
- More public outreach
- Clear relevance to the priority issues facing our town.
- Travel reimbursement
- More information regarding what is involved e.g. time
- Massachusetts
- Perhaps a greater understanding of the value of a seat on the MPO. Also encouraging non-staff to represent the municipality if they can, because

many cities and towns have extremely limited staff for this. Often it seems to depend on how engaged a city/town is on transportation issues for them to value having a seat on the MPO.

- less bureaucracy
- don't know
- Explanation of why the investment of time makes sense for a community (both those who submit and don't submit TIP projects)
- a broader spread of state / fed funded trans projects
- More information on the process and function of the MPO
- Find a way to make it more relevant to those of us on the outskirts and don't require travel into Boston
- probably one on one convincing - also time commitment is a deterrent
- I would increase the number of Board members to allow for more input and voting authority.
- ma
- Better understanding of the process
- MA
- I'm not sure. Some municipalities will have a regional outlook, others not so much. Cities / towns active in regular gov are candidates
- I would think some flexibility in meeting locations, possibly traveling around the Boston Region MPO to meeting locations that can accommodate everyone.
- Continuing to hold meetings remotely at least some of the time
- Term limits on MPO board membership
- smaller communities actually getting on the project list
- Easier nomination process and less time commitment.
- An information session and other resources to help people/municipalities in future years.
- Communication regarding these efforts is helpful.
- outreach
- Tangible benefits to the municipality
- Perhaps a session on what it means to seek election to the MPO
- ?
- The understanding that the board plays a critical planning role
- Term Limits
- Put term limits on how many times a community can be elected to the Board
- I think that if Cities and Towns start to believe that they are NOT being well served by other elected Cities and Towns, they may be interested in spending the time, effort and maybe \$ to seek election. (It takes more than the FTA simply saying that they "want contested elections" - there provide a clear explanation of HOW more contested elections will actually benefit the region and the process.

18 QUESTION 18: DO YOU FEEL THAT YOU UNDERSTAND THE ROLE OF THE ELECTED MUNICIPAL MEMBERS OF THE BOSTON REGION MPO BOARD?

Table 16

Question 18 Results: Do You Feel that You Understand the Role of the Elected Municipal Members of the Boston Region MPO Board?

Answer Choices	Responses	Percentage
Yes	51	57%
No	29	32%
I don't know	10	11%
Total	90	100%

MPO = Metropolitan Planning Organization.

19 QUESTION 19: DO YOU FEEL THAT YOUR LOCAL OR REGIONAL TRANSPORTATION CONCERNS ARE UNDERSTOOD BY THE BOSTON REGION MPO BOARD?

Table 17

Question 19 Results: Do You Feel that Your Local or Regional Transportation Concerns Are Understood by the Boston Region MPO Board?

Answer Choices	Responses	Percentage
Yes	41	46%
No	14	16%
I don't know	35	39%
Total	90	100%

MPO = Metropolitan Planning Organization.

20 QUESTION 20: IF YOU RESPONDED "NO" TO THE PREVIOUS QUESTION, WHY DO YOU FEEL THAT WAY?

The answers from respondents are paraphrased here:

- Small town/suburb/lack of transit disadvantage (4 responses)
- Project not awarded/being slow (2 responses)
- Nontransparent process
- MPO has different priorities from ours (2 responses)
- No contact from the MPO
- Unfair control of the seat by one municipality

- 21 QUESTION 21: IN THE LAST 21 YEARS, 17 PERCENT OF THE 97 ELIGIBLE MUNICIPALITIES IN THE MPO REGION HAVE HELD SEATS ON THE BOSTON REGION MPO BOARD. SEVEN MUNICIPALITIES HAVE RUN FOR SEATS BUT HAVE NEVER BEEN ELECTED. IF THE MPO WERE TO MAKE CHANGES TO ITS ELECTIONS PROCESS, BOARD STRUCTURE, OR MEETING POLICIES, WHAT CHANGES DO YOU THINK WOULD ENCOURAGE MORE MUNICIPALITIES TO SEEK ELECTION TO THE BOSTON REGION MPO BOARD? CHECK ALL THAT APPLY.**

Table 18

Question 21 Results: In the Last 21 Years, 17 Percent of the 97 Eligible Municipalities in the MPO Region Have Held Seats on the Boston Region MPO Board. Seven Municipalities Have Run for Seats But Have Never Been Elected. If the MPO Were to Make Changes to Its Elections Process, Board Structure, or Meeting Policies, What Changes Do You Think Would Encourage More Municipalities to Seek Election to the Boston Region MPO Board? Check All that Apply.

Answer Choices	Responses Percentage	
Subregional representatives elected by the municipalities in their subregion, rather than by all the municipalities in the Boston region	52	58%
Continue holding virtual meetings beyond the COVID-19 pandemic	49	54%
Term limits for elected municipal members	37	41%
Hold more meetings outside of the State Transportation Building in Boston	34	38%
At-large city and at-large town representatives elected only by the other cities and towns in the region, respectively, rather than all the municipalities in the Boston region	26	29%
Make meetings shorter	10	11%
Hold meetings outside of regular business hours (prior to 9:00 AM or after 5:00 PM)	7	8%
Hold fewer meetings	4	4%
Hold more meetings	2	2%
Other (individual answers below)	8	9%
None, the current structure works fine	5	6%
I don't know	15	17%
Answered	42	100%

MPO = Metropolitan Planning Organization.

Other (individual answers)

- Perhaps training/summary including accurate estimate of time, list of pros, etc.
- Perhaps presenting some of the more informational material (i.e., technical memos) at shorter meetings outside of regular business hours. This could facilitate education of the public as well as give the public more opportunities to interact. Members of the public might also be encouraged/emboldened to ask their elected leaders to become more involved with the MPO.
- Hybrid meetings
- Regular electronic newsletter to all Select Board and Planning Board members in each town
- hold meetings in other locations other than Boston
- smaller communities need better representation - IMHO the MPO gets commandeered by larger communities at the expense of smaller ones get over
- Regular and consistent project and process summary updates to all CEO's and management; to keep MPO work on municipal radars and as means of educating

Other (individual answers paraphrased)

- More information on the MPO and MPO activities (2 responses)
- More frequent outreach (2 responses)
- Inclusivity

22 QUESTION 22: IS THERE ANYTHING ELSE YOU WOULD LIKE TO SHARE REGARDING THE BOSTON REGION MPO MUNICIPAL ELECTION PROCESS?

Respondents wrote in the following answers:

- Very good overall but there can always be more public awareness
- No, not familiar with it (yet).
- Holding a seat on the MPO is a significant time commitment. Feedback I have gotten from other communities is that they lack the resources to make running for a seat on the MPO a priority. As a community holding an at large seat, we do our best to represent the interests of our neighboring communities.
- I still have no idea, it would have been nice to take this survey and learn more

- Making the process itself more streamlined may help; but clarification of benefits is important given all the time pressures currently facing communities
- Don't really know about the election process. Can't comment.
- I know having to get an actual signature from the chief elected official can be difficult if it could be done by email or electronically it may be easier.
- Not in a bad place in my opinion
- I think it works well
- Thanks for doing this outreach.
- While I don't necessarily think that election of board members only by those in their sub-region rather than entire MPO area would make a municipality more likely to run for a seat, I do think it's an idea worth considering generally.
- It is OK
- Seems to me that the structure of our MPO differs from most other regions of the country. In our region, MassDOT has a comparatively powerful voice when compared to local jurisdictions, but MassDOT also pays for the regional match. Despite (or because of) this, I think that our structure seems to work well enough. In a way, this survey and topic is looking to fix a problem that may not be viewed by Cities and Towns in our region to be a big concern. Fact is -- if communities were dissatisfied and wanted to run for a seat -- then they would. I don't think that term limits would be helpful to our region or would make it easier to create contested elections.

Other (individual answers paraphrased)

- MPO needs more outreach
- I don't know about the election process (3 responses)
- Holding a seat is a big time commitment
- Simplify the election process (2 responses)
- It's okay (4 responses)
- Elect the board member by those in their subregion

The Boston Region Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin (including limited English proficiency), be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, Federal Transit Administration, or both, prohibit discrimination on the basis of age, sex, and disability. The Boston Region MPO considers these protected populations in its Title VI Programs, consistent with federal interpretation and administration. In addition, the Boston Region MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with U.S. Department of Transportation policy and guidance on federal Executive Order 13166.

The Boston Region MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 sections 92a, 98, 98a, which prohibits making any distinction, discrimination, or restriction in admission to, or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry. Likewise, the Boston Region MPO complies with the Governor's Executive Order 526, section 4, which requires that all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

A complaint form and additional information can be obtained by contacting the MPO or at http://www.bostonmpo.org/mpo_non_discrimination.

To request this information in a different language or in an accessible format, please contact

Title VI Specialist
Boston Region MPO
10 Park Plaza, Suite 2150
Boston, MA 02116
civilrights@ctps.org

By Telephone:

857.702.3702 (voice)

For people with hearing or speaking difficulties, connect through the state MassRelay service:

- **Relay Using TTY or Hearing Carry-over:** 800.439.2370
- **Relay Using Voice Carry-over:** 866.887.6619
- **Relay Using Text to Speech:** 866.645.9870

For more information, including numbers for Spanish speakers, visit <https://www.mass.gov/massrelay>