The mission of the Detroit Department of Transportation is to provide public transit services that are reliable, clean, customer-focused, safe and secure.

The Detroit Department of Transportation (DDOT) ensures the right of all to participate in programs and services we provide. All DDOT passengers will be treated equally and will not be excluded from participation in, denied the benefits of, or subjected to discrimination under any federally-funded program or activity on the grounds of RACE, COLOR, or NATIONAL ORIGIN, as protected by Title VI of the Civil Rights Act of 1964.

Any person who believes he/she has experienced discrimination MAY FILE A COMPLAINT WITHIN ONE HUNDRED-EIGHTY (180) DAYS following the date of the alleged discriminatory action. The complaint should include a description of the alleged action, the complainant’s name, address, and telephone number.

Send Title VI Civil Rights complaints to Detroit Department of Transportation, ADA Office, 1301 E. Warren Ave, Detroit, MI 48207 or call the Customer Service Center at (313) 933-1300 or (888) DDOT-BUS (7-1-1).