

Notification of Availability of Language Assistance

Trinity Metro values all customers regardless of their proficiency with the English language. Spanish speaking Customer Care agents are available during regular Customer Care service hours. For all other languages, Trinity Metro Customer Care agents can establish a three-way call with an interpreter at no cost to the customer.

Trinity Metro encourages everyone to participate in public policy and decision making. Trinity Metro contracts with a third party vendor for translation service and can provide free oral interpretation service for public meetings if requested in advance.

Official documents regarding the notification to citizens of their rights, application forms for services or benefits, and complaint forms are available on Trinity Metro's website in English, Spanish, Vietnamese, Korean, Laotian **and Arabic** based on *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, U.S. Department of Transportation, 70 Fed. Reg. 239. Translation of these documents into another language can be provided at no charge upon request.