TRINITY METRO

Notice to Beneficiaries of Protection Under Title VI & LEP Notice

This notice is provided in compliance with 49 CFR Section 21.9 (d)

Non-discrimination Notice

Trinity Metro provides services and operates programs without regard to race, color, national origin or ability to read, write, speak or understand English in compliance with Title VI of the Civil Rights Act of 1964 and Presidential Executive Order 13166.

Request for Information

To request additional information about Trinity Metro's non-discrimination obligations, send your written request to: Detra Whitmore, Vice President of Community Engagement and Customer Service, 801 Grove Street, Fort Worth, TX 76102.

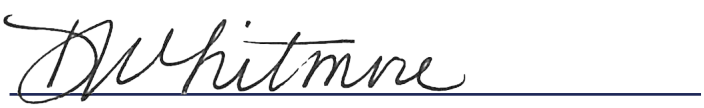
Complaint Process

As a member of the general public if you desire to file a discrimination complaint under Title VI or EO13166, the following procedure should be followed:

1. The complaint should be filed with: Detra Whitmore, Vice President of Community Engagement and Customer Service, 801 Grove Street, Fort Worth, TX 76102.
2. Any person who believes he or she has been subjected to unlawful discrimination may directly file a complaint or use an authorized representative.
3. The complaint should at a minimum include the following information.
    - Your name and address, and a telephone number where you may be reached during business hours;
    - A general description of the person(s) or class of persons injured by the alleged discriminatory act(s);
    - A description of the alleged discriminatory act(s) in sufficient detail to enable investigator(s) to understand what occurred, when it occurred, and the basis of the alleged discrimination complaint (race, color, national origin or language);
    - The letter must be signed and dated by the person filing the complaint or by someone authorized to do so on his or her behalf.

Request for Information

Trinity Metro is committed to providing equal access to transportation services for everyone regardless of which language they speak. Upon request, we will provide language assistance free of charge to help anyone to use Trinity Metro Buses, TEXRail, TRE, Vanpool, Trinity Metro Bikes or Trinity Metro On-Demand or wishing to do business with Trinity Metro. Interpretation services are available by calling our Customer Care representatives at 817- 215-8600. Press **2** to speak immediately with someone in Spanish or for other languages, press **1** and request to be connected with an interpreter.



Detra Whitmore, Vice President of Community Engagement and Customer Service