



FREDERICKSBURG REGIONAL TRANSIT
History In Motion

ASSISTANCE FOR THOSE WITH LIMITED ENGLISH PROFICIENCY

As part of its Title VI Policy on Non-Discrimination, FRED Transit offers free assistance to individuals with limited English proficiency (LEP). FRED's objective is to enable those with limited English proficiency to use FRED's services as fully as those who are proficient English speakers.

To that end, FRED offers:

- The ability to translate information on the FRED website, rideFRED.com, into multiple languages using Google Translate software available on the site;
- The availability of certain important documents (e.g., complaint forms, statement of customer rights and benefits) in hard copy;
- On request, print outs of other FRED information; and
- On request, interpretation services during public hearings relating to FRED.

If you need language assistance, please contact a FRED service representative. Our representatives use "I speak..." language reference cards to determine your language, after which they will print out translations of any FRED information you may need.

This assistance is available in the Lawrence A. Davies Transportation Center, 1400 Jefferson Davis Highway, Fredericksburg, VA 22401, Monday through Friday from 8:00 am - 5:00 pm. Or you may call us at 540.372.1222.