**T.R.U.S.T. South LA’s**

**Title VI Program**

***Organization Mission, Programs and Principles***

The vision of Tenemos que Reclamar y Unidos Salvar la Tierra-South LA (T.R.U.S.T. South LA) is that low-income residents of South Los Angeles neighborhoods have power to shape the development of housing, recreation and open space in a manner that promotes economic vitality and healthy environments. Our mission is to work with low-income community residents to transform the built environment and social conditions in South Los Angeles by:  serving as a steward for community-controlled land; being a catalyst for values-driven, community-serving development; building awareness and community leadership in issues of housing, transportation and recreation; and creating programs and initiatives that encourage community building and economic opportunity.

As one of our key areas of work, T.R.U.S.T. South LA works toward maximizing mobility and recreational activity in our community to support healthy living and economic vitality. Through policy work, relationships, and resources, we focus on creating bike- and pedestrian-friendly streets in South LA through improved active transportation infrastructure, as well as engaging in broader mobility policy issues. We host T.R.U.S.T. Riders and TRUST Walkers, which brings together community residents to walk and bike our streets together; and we promote open streets events. We have institutionalized participatory mapping as a method for advocacy and resource to identify community assets and to promote bike- and pedestrian-friendly streets by engaging neighbors in a public conversation about the future of South LA for bicycles, food and sustainable development. These community-created resources are shared on www.[**ridesouthla.com**](http://ridesouthla.com/).  Our Active Street LA partnership with LA County Bicycle Coalition and Los Angeles Department of Transportation engages community residents in planning traffic calming treatments to create more bike-able and walkable South LA streets. T.R.U.S.T. also convenes the **South LA Mobility Advisory Council** which as a space for advocates and community stakeholders to coordinate efforts to make South LA a safer and healthier community, particularly when it comes to alternative transportation options.

In compliance with Title VI of the Civil Rights Act of 1964, and to conform with T.R.U.S.T. South LA’s Statement of Principles, all programs of T.R.U.S.T. South LA operate without regard to race, color, or national origin. For additional information on T.R.U.S.T. South LA’s Title VI obligations or to file a complaint against T.R.U.S.T. South LA, please use the procedure outlined on Page 2, and the form on Page 3.

***Title VI Complaint Procedure***

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Tenemos que Reclamar y Unidos Salvar la Tierra-South LA (T.R.U.S.T. South LA) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. T.R.U.S.T. South LA investigates complaints received no more than 180 days after the alleged incident. T.R.U.S.T. South LA will process complaints that are complete.

The complainant will receive an acknowledgement letter informing her/him that the complaint is being investigated by our office. T.R.U.S.T. South LA has 30 days to investigate the complaint. If more information is needed to resolve the case, T.R.U.S.T. South LA may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, T.R.U.S.T. South LA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After T.R.U.S.T. South LA’s Executive Director reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Attached is a form to be utilized by any Title VI complainant.

Information regarding T.R.U.S.T. South LA’s Title VI Complaint Procedures and Title VI Complaint Form are available in English and Spanish. If information is required in any other language, please contact T.R.U.S.T. South LA at 323-233-4118.

**Title VI Complaint Form**

**Section I**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone (Home): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone (Work):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accessible Format Requirements? Large Print \_\_\_\_ Audio Tape \_\_\_\_ TDD\_\_\_\_ Other \_\_\_\_

**Section II:**

Are you filing this complaint on your own behalf? Yes\* \_\_\_\_ No \_\_\_\_

(\*If you answered “yes” to this question, go to Section III.)

If not, please supply the name and relationship of the person for whom you are complaining: \_\_\_\_\_\_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes\_\_\_\_ No \_\_\_\_

**Section III:**

I believe the discrimination I experienced was based on (check all that apply):

 [ ] Race [ ] Color [ ] National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_\_\_\_\_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Section IV**

Have you previously filed a Title VI complaint with this agency? Yes No

**Section V**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No

If yes, check all that apply:

[ ] Federal Agency [ ] Federal Court [ ] State Agency [ ] State Court [ ] Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section VI**

Name of agency complaint is against: ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact person:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*You may attach any written materials or other information that you think is relevant to your complaint.*

Signature and date required below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

**Please submit this form in person at the address below, or mail this form to the attention of:**

**Executive Director, T.R.U.S.T. South LA, 4331 South Main Street, Los Angeles, CA 90037**