



Discrimination Complaint Procedures

In compliance with Title VI of The Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis, the following complaint procedure will be followed by the City of Paramount in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participating in, been denied the benefits of, or been subjected to discrimination on the basis of race, color or national origin with regard to:

- a. The availability and equitable distribution of transit services and benefits
- b. The level and quality of transit services that is sufficient to provide equal access and mobility for all persons.
- c. The opportunity to participate in the transit planning and decision making process; and
- d. The right to fair decisions on the location of transit services and facilities

Any person who believes he or she may have been discriminated against on the basis of race, color, national origin or English proficiency may file a complaint with the City of Paramount.

The complaint will be made in writing to the City of Paramount and will include all information relevant to a determination of discrimination. A complaint must be filed within 180 days after the alleged discrimination. In cases where the complainant is unable or incapable of providing a written statement, the City of Paramount staff will, if necessary, assist the person in converting verbal complaint so writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Written complaints may be sent to the City of Paramount, 16400 Colorado Avenue, Paramount, CA 90723 or an online Civil Rights Complaint Form may be accessed at the City of Paramount's website at www.paramountcity.com.