

**Lower Savannah Council of Governments
Best Friend Express and Dial-A-Ride
Title VI Complaint Process**

The Lower Savannah Council of Governments (LSCOG) is authorized, and required, to implement a FTA approved Title VI program and to provide oversight for its contractor(s) selected to operate the Best Friend Express fixed route service and the Dial-A-Ride ADA complementary paratransit serving the urbanized portion of Aiken County. LSCOG endeavors to ensure that the level and quality of transportation service provided to the public is accomplished without discrimination in regard to race, color, or national origin.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the operators of the Best Friend Express, Dial-A-Ride, dispatchers, or mobility managers may file a Title VI complaint immediately, or no later than 180 days. You may submit your complaint with LSCOG, or directly with FTA, at the addresses below. Complaint Forms may be obtained from LSCOG offices, by the Best Friend Express website www.bestfriendexpress.com or www.lscog.org/transportation or from the transit lobby desk of the Best Friend Express at 1310 E. Pine Log Rd, Aiken, SC. LSCOG is responsible for investigating complaints it receives and within ten (10) working days LSCOG will send a letter to the complainant acknowledging receipt of the complaint, requesting any additional information necessary, and enclose a copy of the full complaint and appeals process. If necessary, a meeting will be held between all affected parties within those ten working days. The complainant will receive a written response/outcome from LSCOG regarding their claim within 15 days following the full investigation.

To submit a Title VI Complaint Form or Obtain More Information Regarding Your Civil Rights under Title VI, Please Contact:

Lower Savannah Council of Governments
2748 Wagener Rd, Aiken, SC 29801 Phone: 803-649-7981
Attention: Nora Sanders, Assistant Executive Director, LSCOG
Or Christine Chandler, Transit Operations Manager, LSCOG

Or

File a Claim Directly with:
Federal Transit Administration, Office of Civil Rights
Attention: Title VI Coordinator
East Building; 5th Floor-TCR,
1200 New Jersey Ave. SE
Washington, DC 20590