

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

The Lower Savannah Council of Governments (LSCOG) is authorized, and required, to implement a Federal Transit Administration (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](http://www.bestfriendexpress.com) or [www.lscog.org/transportation](http://www.lscog.org/transportation) or from the transit lobby desk of the Best Friend Express at 1310 E. Pine Log Rd, Aiken, SC. LSCOG investigates complaints it receives within ten (10) working days. If necessary, a meeting will be held between all affected parties within those ten working days. The complainant will receive a written response and outcome to their claim within 15 days following the investigation.

***To submit a Title VI Complaint Form or Obtain More Information Regarding Title VI***

***Please Contact:***

Lower Savannah Council of Governments  
2748 Wagener Rd  
Aiken, SC 29801  
803-649-7981

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; 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave. SE  
Washington, DC 20590