

**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 an 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, or mobility managers at LSCOG, may file a Title VI complaint by contacting LSCOG to complete and submit the agency's *Title VI Complaint Form*. LSCOG investigates complaints received 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 complete a Title VI Complaint Form, please contact:

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

Please Ask For:
Nora Sanders, Assistant Executive Director
Or
Lee Willing, Director of Human Services
Or

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Ave. SE
Washington, DC 50290