

## **Best Friend Express and Dial A Ride Transit System**

### **Reasonable Accommodation Policy**

The Best Friend Express and Dial A Ride transit service will make reasonable accommodations/modifications to its policies, practices and procedures when such accommodations are necessary to avoid discrimination on the basis of disability.

The procedures described herein regarding reasonable accommodations apply to the transit services operated by a Contractor on behalf of the Lower Savannah Council of Governments and include the Best Friend fixed routes, Dial A Ride paratransit, and Urban 5310 transit service(s).

Requests for reasonable accommodations are to be made in advance, as often as possible, and should be sent in writing by mail or email to:

Lower Savannah Council of Governments (LSCOG)  
Best Friend Express Transit System  
PO Box 850  
Aiken, SC 29802  
[rmitchell@lscog.org](mailto:rmitchell@lscog.org)

For inquiries, questions or comments about this policy, call LSCOG Aging Disability and Transportation Resource Center (ADTRC) at 803-508-7033 and press option #1.

As stated, requests for reasonable accommodations should generally be made in advance. When the request cannot be made in advance, the operating personnel who receive the request (driver, call taker or dispatcher) shall contact the LSCOG Transit Department for a decision. The decision of the LSCOG Transit Manager is final for the individual trip in question.

The individual requesting a reasonable accommodation must give his/her name, address, and phone number. The request itself must clearly state the Best Friend and Dial A Ride policy, practice or procedure for which a reasonable accommodation is being requested. Furthermore, it must clearly explain what modification is being requested and why. The request for a reasonable accommodation does not have to use the specific words "reasonable modification;" however, it must be clear what is being requested. The request for the reasonable accommodation will be granted unless one of the following situations exists:

- Granting the request fundamentally alters the nature of the Best Friend Express and Dial A Ride transit services, programs, or activities,
- Granting the request creates a direct threat to the health or safety of the driver or anyone else. (e.g. exposing the vehicles to operational hazards, leaving a vehicle unattended for a period of time),
- The individual can fully use the service, program or activity as intended without the requested modification,
- Granting the request results in an undue financial or administrative burden.

In an event that a request for a reasonable accommodation is denied, the Best Friend Express and Dial A Ride transit service will work with the individual(s) making the request to identify and implement alternative actions, steps or modifications that could be taken to ensure that the individual receives the service or benefit sought for future transportation.

The Best Friend Express and Dial A Ride transit service recognizes that requests for reasonable accommodations may come through the Best Friend Express and Dial A Ride complaint process. Best Friend Express and Dial A Ride transit service handles any complaint that is in fact a request for a reasonable accommodation in accordance with this policy.