

**Title VI Program
Submitted:
January 31, 2021**



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Program’s Review and Approval



As mandated by the Federal Transit Administration (FTA), this document was prepared by Waccamaw Regional Transportation Authority (WRTA) and approved by its Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including provisions detailed in the US Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.”

WRTA is committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end the no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any WRTA transportation services and activities on the basis of race, color, national origin, sex, age, religion, or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.

Kevin Parks, Title VI Coordinator

Signature & Title of Responsible Official

January 31, 2021

Date

***Prepared and Submitted by WRTA: January 31, 2021 (delayed board approval because of cancelled meeting)
Adopted by the WRTA Board of Directors: February 24, 2021***

2021 Board of Directors Roster

| Board Member Title | Name | Appointed by: |
|-----------------------------|------------------------------|--|
| <i>Chair</i> | <i>Darrell Eickhoff</i> | <i>Horry County Legislative Delegation</i> |
| <i>Vice Chair</i> | <i>Marvin Keene, Ph.D.</i> | <i>Horry County</i> |
| <i>Immediate Past Chair</i> | <i>Robert Sheehan, Ph.D.</i> | <i>Horry County</i> |
| <i>Board Member</i> | <i>Katharine D'Angelo</i> | <i>City of North Myrtle Beach</i> |
| <i>Board Member</i> | <i>Heather Edwards</i> | <i>Horry County Legislative Delegation</i> |
| <i>Board Member</i> | <i>Greg James</i> | <i>City of Myrtle Beach</i> |
| <i>Board Member</i> | <i>Lillie Jean Johnson</i> | <i>Georgetown County</i> |
| <i>Board Member</i> | <i>Joseph Lazzara</i> | <i>City of Georgetown</i> |
| <i>Board Member</i> | <i>Bernard Silverman</i> | <i>Horry County Legislative Delegation</i> |
| <i>Board Member</i> | <i>Randal Wallace</i> | <i>Horry County</i> |
| <i>Board Member</i> | <i>Vacant</i> | <i>City of Conway</i> |

General Manager/Chief Executive Officer: Brian Piascik

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II. Introduction and Background

Mission:

Coast RTA's mission is to provide safe, reliable, affordable, clean and courteous mass public transportation that enhances the quality of life for residents and supports the growth of tourism.

Known as Coast RTA, Waccamaw Regional Transportation Authority (WRTA) is responsible for providing residents and tourists throughout Horry and Georgetown Counties with safe, reliable, and affordable public transportation. The geographical area in which COAST RTA provides public transportation consists of both Rural and Urban areas of Horry and Georgetown Counties in South Carolina. WRTA is a rapidly growing public transportation system within South Carolina. It serves an area in excess of 300,000 residents and over 14 million tourists. WRTA provides transit services along 10 fixed routes, paratransit services and special fares for students, disabled customers, Veterans, and for senior citizens age 55 and above. In addition to its paratransit passengers, WRTA provides transportation services for more than 500,000 riders per year.

Coast RTA is rolling out the next chapter of transit tracking along the Grand Strand...

Coast RTA's new transit tracking tool will provide passengers the ability to find their buses in real time. Coast RTA's Ride Systems App integrates location, route and bus information with schedules aiding passengers in determining the most accurate of arrivals possible.

Coast RTA App users can opt to receive push notifications of bus arrival times/emergencies/delays, call in, text or track buses in real time.

Coast RTA's APP accesses accurate location data via a GPS device mounted inside each Coast RTA bus. Passengers can access the Next Bus data through the Coast RTA APP.

Tracker Map
Passengers can follow all active buses in the Coast RTA service area by using the Shuttle Tracker. One may view ALL or only ACTIVE buses within the Coast RTA system using the tracking map.

Text Messages
Passengers may opt to receive SMS text messages** using the text stop feature of the Coast RTA APP.

1. Passengers will find their stop ID number at RideCoastRTA.com under schedules.
2. Dial 41411, then text NXTBUS Stop ID#. Text the word NXTBUS, a space and the actual bus stop ID number; NXTBUS 21.
3. Passengers will receive a return text with the estimated arrival time.

**Texting and data rates may apply. Check with your wireless carrier for fees associated with this service.

For more information about the Coast RTA APP or view a short tutorial, visit RideCoastRTA.com.

DOWNLOAD THE FREE COAST RTA APP TO STAY CONNECTED!

COASTRTARIDETRACKER.COM
Available on the App Store and Google Play Store.
Features include push notifications, schedules, bus tracking in real time and text options.

ROUTE 1
BUS SERVICE (FOR INFORMATION ON THIS ROUTE VISIT RideCoastRTA.com)

ROUTE 7
7:00 am - 7:00 pm
7:00 am - 7:00 pm

ROUTE 7A
DURING THE DAY FOR MORE INFORMATION ON THIS ROUTE VISIT RideCoastRTA.com

ROUTE 10
7:00 am - 7:00 pm
7:00 am - 7:00 pm

ROUTE 15N
7:00 am - 7:00 pm
7:00 am - 7:00 pm

ROUTE 15E
7:00 am - 7:00 pm
7:00 am - 7:00 pm

ROUTE 16
FOR MORE INFORMATION ON THIS ROUTE VISIT RideCoastRTA.com

ROUTE 16X
DURING THE DAY FOR MORE INFORMATION ON THIS ROUTE VISIT RideCoastRTA.com

ROUTE 16X service to Surfside Beach, Murrells Inlet, and Georgetown
ROUTE 16X service to Georgetown & Andrews



III. Title VI Notice to the Public



TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

WRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

If you feel you are being denied participation in or being denied benefits of the transit services provided by WRTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at 843-488-0865.

A. List of Locations Where Title VI Notice is Posted

WRTA's notice to the public are currently posted in the following locations:

| Location | Address | City |
|------------------------------|-------------------|------------------|
| WRTA Main Terminal | 1418 Third Avenue | Conway, SC |
| Ivory Wilson Transfer Center | Tenth Avenue | Myrtle Beach, SC |
| Georgetown Transfer Center | Lynch Street | Georgetown, SC |
| Revenue Service Vehicles | | |
| Website | RideCoastRTA.com | |

The Title VI notice and program information is posted in English and Spanish on WRTA's website:

English: <http://www.ridecoastrta.com/routes-and-schedules/title-vi.aspx>

Spanish: <http://www.ridecoastrta.com/routes-and-schedules/title-vi/titulo-vi.aspx>



Additional information relating to nondiscrimination obligation may be obtained from WRTA's Title VI Coordinator.

In addition to the Notice to the Public, Title VI information shall be disseminated to WRTA employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of WRTA's policy statement, and of their Title VI role/responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and WRTA's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Program and are required to sign the Acknowledgement of Receipt (see Appendix B). Failure of a WRTA employee to follow WRTA's Title VI Program may subject such employee to disciplinary action up to and including termination.

IV. Subcontracts and Vendors

In accordance with 49 CFR 21.9(b) all subcontractors and vendors who receive payments from WRTA where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

V. Record Keeping

The Title VI Coordinator and/or Human Resources Manager will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of WRTA Title VI Program, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

VI. Title VI Complaint Procedures

Any person who believes he/she has been discriminated against on the basis of race, color or national origin by WRTA or one of its employees may file a Title VI complaint by completing and submitting WRTA's Title VI Complaint Form. WRTA investigates written complaints received no more than one hundred eighty (180) days from the date of the alleged discrimination.

A. How to file a Title VI Complaint with WRTA



The Title VI Complaint Form (see Appendix C for English and Spanish versions) may be used to submit the complaint information. Complaint forms are available in English and Spanish at the Coast RTA website or at the Coast RTA Terminal, located at 1418 Third Avenue, Conway, South Carolina.

The complaint may be filed in person or in writing with WRTA at the following address:

Mr. Kevin Parks
Title VI Coordinator
Waccamaw Regional Transportation Authority
1418 Third Avenue
Conway, SC 29526

NOTE: WRTA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

B. What Happens to the Complaint After it is Submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by WRTA will be directly addressed by WRTA. WRTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, WRTA shall make every effort to address all complaints in an expeditious and thorough manner. Should the complaint be filed using the Spanish form, the Title VI Coordinator shall work with either bi-lingual staff or the WRTA contracted translator to complete the investigation and communicate effectively with the Complainant.

A letter acknowledging receipt of the complaint will be mailed within seven business days (see Appendix D for English and Spanish versions). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint. Should the complaint receive an administrative closure, the complainant would receive a letter stating as such with the reasons, such as non-compliance in providing the additional information pertaining to the complaint.

C. How Will the Complainant Be Notified of the Outcome of the Complaint?

WRTA will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his/her right to:

- 1) Appeal within seven calendar days of receipt of the final written decision from WRTA; and/or,



- 2) File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints, if not sooner.

Upon receiving sufficient information for investigating the complaint, WRTA will draft a written response. This initial draft is subject to review by the transit system's attorney. If appropriate, WRTA's attorney may advise the Title VI Coordinator to administratively close the complaint. In this case, WRTA will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the FTA:

1. The Complainant may complete the FTA complaint form found online at http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf.
2. Once completed, the Complainant must sign and mail the form, along with a summary of allegations and supporting documentation, including any correspondence from the transit provider, dates/times of the incident.

The complaint packet should be mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

VII. List of Transit-Related Title VI Investigations, Complaints and Lawsuits

WRTA has not been involved in any transit-related Title VI Investigations, Complaints or Lawsuits as of January 31, 2021.

VIII. Limited English Proficiency (LEP) Program

WRTA has developed an LEP Program (see Appendix H) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WRTA services as required by Executive Order 13166. An LEP person is one who does not speak English as his/her primary language and who has a limited ability to read, speak, write or understand English.

To date, WRTA has successfully implemented a system via its website that translates any and all information posted about the agency, its services and schedules into any one of dozens of languages with the touch of a button. This is an invaluable tool, but its utility is



limited to those Limited English Proficiency (LEP) customers who have ready access to computers and the internet. In response to the needs of the Spanish-speaking population, the largest language minority population the agency serves, WRTA has also had its Ride Guides printed in Spanish.

Still, we have only begun to provide meaningful access to accurate and effective communication to foster full benefit of its transportation services without delay or the unintended denial of services for want of a full understanding for our LEP customers and potential customers. To that end, WRTA pledges to follow the plan below:

- In order to effectively communicate with and fully serve our LEP customers, WRTA will continue to utilize Certified Languages International LLC interpretive services as necessary.
- Develop an internal committee to assess our present offerings and develop recommendations to improve our communications with LEP customers.
- “Annually, perform a self-assessment of LEP Program progress, and develop ‘next steps’.
- Consider developing a Memorandum of Understanding with other governmental or not-for-profit entities who have available resources to provide language assistance to our customers seeking or receiving services.
- Institute annual meetings with LEP persons, and with the aid of interpreters, receive input as to the needs of this population and how to meet them.
- Research practical resources that promote LEP customer access to pertinent information, and as appropriate, add such resources.
- Consider soliciting, testing, and developing a list of volunteer interpreters/ translators to provide assistance to customers in person or by telephone.
- Make bilingual ability (especially English-Spanish) a preference in hiring new staff, particularly when hiring receptionists, customer service representatives and operators;
- Continue printings of routes and schedules duplicated in Spanish.

IX. FOUR FACTOR ANALYSIS

1. Factor 1

The number and proportion of LEP persons served or encountered in WRTA’s service area

The Horry-Georgetown County service area of WRTA encompasses ‘The Grand Strand’, a major resort community, and attracts international students who come for the experience of working in the hospitality industry. Coastal Carolina University draws international students who travel here to study, and the area has a growing Hispanic population. In addition to the International students attending CCU, the Grand Strand attracts several thousand international J-1 students who work in the hospitality industry for up to 6 months each year. WRTA has secured the top 10 countries and created fliers to accommodate those LEP needs (Appendix I). Among The Grand Strand area households, approximately



8.0% speak a language other than English. WRTA has experienced minimal difficulty in communicating with LEP passengers. WRTA has relied largely on family members and friends to reasonably provide transportation needs information to LEP individuals. When LEP persons visit WRTA terminal or have internet access elsewhere, route information is readily available on the website and ride guides.

WRTA currently serves Horry and Georgetown areas in coastal South Carolina. Based on the Federal Census Bureau's (<http://factfinder.census.gov>) estimated data for 2016, the following is an estimated population size and approximate percentage of languages primarily spoken at the home in the service area are for individuals ages five and older:

Attached is a chart with numbers obtained from U.S. Census Data/American Community Survey (ACS) statistics indicating both English speaking and Non-English speaking proficiency in compilation, which is indicated.

Estimates (% **ROUNDED**):

| POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH | Population | Percentage (%) | % of Total County Population |
|--|-------------------|-----------------------|-------------------------------------|
| <u>Horry County</u> | | | |
| Population 5 years and over | 284,695 | 100.0 | 100.0 |
| Speak only English | 263,171 | 92.0 | 92.0 |
| Speak a language other than English | 21,524 | 8.0 | |
| Spanish | | | |
| | 13,375 | 100.0 | 5.0 |
| Speak English less than "very well" | 6,203 | 47.0 | 2.0 |
| Other Indo-European languages | | | |
| | 4,710 | 100.0 | 2.0 |
| Speak English less than "very well" | 1,370 | 29.0 | .5 |
| Asian and Pacific Island languages | | | |
| | 2,459 | 100.0 | 1.0 |
| Speak English less than "very well" | 1,275 | 52.0 | |
| All other languages | | | |
| | 980 | 100.0 | .3 |
| Speak English less than "very well" | 216 | 22.0 | |
| <u>Georgetown County</u> | | | |
| Population 5 years and over | 57,827 | 100.0 | 100.0 |
| Speak only English | 55,691 | 96.0 | 96.0 |
| Speak a language other than English | 2,136 | 4.0 | 4.0 |
| Spanish | | | |
| | 1,557 | 100 | 2.7 |
| Speak English less than "very well" | 610 | 39.0 | |
| Other Indo-European languages | | | |
| | 491 | 100 | .8 |



WRTA
Title VI Program

| | | | |
|---|-----------|------------|-----------|
| Speak English less than “very well” | 43 | 1.0 | |
| Asian and Pacific Island languages | 88 | 100 | .2 |
| Speak English less than “very well” | 49 | 56.0 | |

Data comprised from the entire service areas indicates that there are 23,660 LEP individuals age 5 and above, that speak languages other than English. However, 69% of the individuals who speak a language other than English, do speak English very well. The majority of the LEP individuals reside in Horry County.

WRTA partners with local state agencies including the South Carolina Department of Employment Workforce (DEW); South Carolina Vocational Rehabilitation Offices in Georgetown and Horry Counties; Horry County Schools (including the English as a Second Language (ESL) program) and Coastal Carolina University (CCU) to further assess LEP needs in the service area. Statistics from these entities support US Census data.

CCU serves a population that is growing rapidly in diversity. However, the ability to speak English proficiently by students tends to be a self-made and enforced criteria for attendance in an American school. There are no known students who consider themselves LEP.

Horry County Schools currently have, in round numbers, 45,478 students enrolled in K-12; there are an estimated 4,222 LEP students within the student body of the school district. The numbers show that an estimated 9% of students enrolled in Horry County Schools are LEP individuals.

Georgetown County Schools has an estimated 9,170 students enrolled in K-12; there are an estimated 474 LEP students within the student body of the school district. The numbers show that an estimated 5% of students enrolled in Georgetown County Schools are LEP individuals.

WRTA also partners with the Adult Education program within both school districts to provide community outreach and travel training workshops to students enrolled in their GED and ESL classes. There are an estimated 400 ESL students in the Horry County Schools Adult Education program. Those enrollment numbers for Georgetown County were not available at the time of program adoption.

There is a city/chamber of commerce sponsored committee which works with the J-1 students recruited for the hospitality industry each year. WRTA plays a vital role in the orientation and transportation of these students each year. At times, there have been more than 5,000 J-1 students representing 12 countries residing in the greater Myrtle Beach area for up to six months as part of the program. These foreign students do speak English very well, a prerequisite to their being allowed to come to work in the Grand Strand. Some of the languages assisted with are Spanish, Turkish, Ukrainian, Russian, Chinese, Filipino, German, French, Albanian, Japanese, and Korean.



WRTA has made efforts to partner with local agencies who work with LEP individuals. WRTA has hosted travel training/introduction workshops at the local South Carolina Department of Employment and Workforce (SCDEW) as well as attending a Mexican Consulate visit to the Grand Strand. WRTA was able to speak (with an interpreter) to those attending the event and inform them of its public transportation services.

WRTA also works with Vocational Rehabilitation and SCDEW to keep their staff informed of WRTA's services, which may be of use to the LEP individuals using state/local agencies.

WRTA has spoken to several church associations to educate their members of WRTA's services.

2. Factor 2

The Frequency with which LEP individuals Comes into Contact with WRTA Programs, Activities, and Services:

LEP individuals are among WRTA's daily transportation customers. They also frequently inquire in person or by telephone of our operational services which include fixed route services, paratransit services, and the seasonal entertainment shuttle.

Ride Guides, which have been translated into Spanish, are distributed along WRTA's routes at local tiendas, restaurants, libraries, laundromats, Catholic and Hispanic churches, service organization offices (i.e. employment, social services and others) and various other locations which have been suggested from within the Latino community. The Ride Guide provides information on each route in addition to promoting the transit-related translation services provided by WRTA through Certified Languages International.

WRTA partnered with a local college professor to aid in translation services of vital documents and to provide insight into the Latino/Hispanic community at large. In addition to his insight, we spoke with tienda owners; ministers/pastors; medical service providers; the Mexican consulate and other agencies to create a strategy for community outreach and implementation of the LEP program.

WRTA conducted surveys aboard its entertainment shuttle. Of the responses received, 10% were Hispanic.

3. Factor 3

The importance of WRTA programs, activities, and services to LEP persons:

WRTA's most critical services are:

- Fixed route services
- Paratransit Services

WRTA recognizes that providing public transportation access to LEP individuals is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his



or her ability to obtain health care, education, or access to employment. When LEP status is a barrier to accessing WRTA services, there is the potential for loss and/or interruption of access to employment, health care, education, and numerous other services.

Based on limited data through phone calls with organizations such as Department of Social Services, Helping Hands, United Way, and several other community organizations, WRTA has inquired about the recommended questions below:

- What geographic area does your agency serve?
- How many people does your agency provide services to?
- What are the countries of origin from which your population has immigrated?
- What are the languages spoken by the population you serve?
- What is the age and gender of your population?
- What is the education and literacy level of the population you serve?
- What needs or expectations for public services has this population expressed?
- Has the population inquired about how to access public transportation or expressed a need for about public transportation service?
- Are there locations that the population has expressed difficulty accessing via the public transportation system?
- Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
- What is the best way to obtain input from the population?

Through our research, WRTA has learned that there are limited staff for assisting LEP individuals. Most of the organizations, when hiring new employees, are attempting to hire staff with bilingual capabilities to serve the LEP (primarily Spanish) speaking population. To date, WRTA has unsuccessfully sought bilingual speaking employees, when hiring operators and customer service staff. WRTA has learned through operators and residential concentrations and census statistics that the largest concentration of LEP passengers do ride the Myrtle Beach routes.

4. Factor 4

The resources available to the recipient and costs

X. Written Language Assistance

1. WRTA's website has a feature that translates all available information related to routes, fares, etc. to any one of dozens of languages. This is an invaluable feature for LEP persons who either visit the terminal or otherwise have access to computers and the internet. Our IT department handled this service, in-house, at no additional cost.

2. Because WRTA serves as the designated State of Emergency Public Transit provider for Horry County, in the event of an evacuation, The 'Know Your Zone'



informational emergency evacuation brochure has been made available in English and in Spanish, the most frequently used language in the service area, providing details of using public transit during a Hurricane Evacuation. The Horry County Emergency Management Department prints these each year or provides them online for community members. There was no cost to WRTA for the translated brochure.

3. System-wide Ride Guides and times are printed in Spanish. These Ride Guides are distributed at key locations within the Latino community and along WRTA's routes to insure the community is aware of WRTA's services. WRTA's cost of printing each order of 1,000 Spanish guides: \$1,896.

4. "I Speak" posters are available on all revenue vehicles in the top languages identified by the J-1 program, Horry County Schools Adult Education ESL program and the Census. These posters inform LEP passengers, in their native languages, that the transit-related translation service is available by calling the main number and requesting the service. The service is provided at NO COST to the passenger.

5. "I Speak" posters are prominently placed at the Main Terminal and the Ivory Wilson Transfer Center, which have personnel during business hours. LEP individuals can point to the poster identifying his/her language, and the operator will facilitate the telephone-based interpretive services for the passenger(s) at the terminal, at NO COST to the passenger.

6. "I Speak" fliers will be available at community outreach meetings at the sign in table. While staff may not be able to provide translation assistance at the meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at WRTA's office.

7. Instruct drivers and other first line staff to report any occurrence where they experienced direct or indirect contact with LEP individuals.

XI. Oral Language Assistance

1. WRTA also has contracted with Certified Languages International (CLI), for telephone based interpretation services, at a cost of \$0.99 per minute for Spanish and \$1.49 per minutes for other languages. This service is available to staff and passengers "at any staffed terminal" on an as needed basis. With this service, staff can call CLI and an interpreter will speak with both the operations staff and the passenger and translate the message(s) to both parties.

When an interpreter is needed, in person or on the telephone, and WRTA staff has exhausted all options above, staff will first attempt to determine what language is required. Staff shall use this telephone interpreter service.



2. WRTA continues to seek bilingual employees when hiring new employees.
3. WRTA posts signs at public entry points of its terminal and on the bulletin board at the transfer center, so that LEP persons can learn of the various available language services. "I SPEAK" flyers are posted on each revenue vehicle, to assist passengers in indicating their specific need for translation services. The services are available at the main terminal and the Ivory Wilson Transfer Center, both which are staffed during business hours.
4. WRTA is a small agency with limited resources. As Spanish is the forerunner language utilized by the majority of our LEP passengers, efforts have been and continue to be directed in translating pertinent information (schedules, fares, routes, prohibitions, safety and security information) in Spanish.

WRTA will monitor new documents, programs, services, or activities to determine which items need to be made accessible for LEP individuals, or employees, on an on-going basis by:

- Routinely monitoring to determine any change in the LEP populations within the service area.
- Routinely poll operators to determine if frequency of encounters with LEP language groups has changed.
- Routinely survey the market for the availability of new resources, including technological advances, sources of additional resources, and the costs imposed.
- Routinely monitor to determine if existing LEP assistance is meeting the needs of WRTA's LEP passengers.
- Routinely monitor to determine if staff knows and understands the LEP plan and how to implement it; and retrain if necessary.
- Whether identified sources for assistance are still available and viable.

5. Due to its small size, budgetary constraints often require that WRTA's LEP program enhancements continue to be planned and implemented in phases, and concentrate first on the immediate, low-cost needs. The first step (Community Outreach), described in more detail below, is to expand and enhance the committee for studying and planning cost-effective practices that can reasonably be established to benefit LEP persons.

6. WRTA will continue to explore available language assistance products throughout on the market, and those utilized by counterpart RTAs. Additionally, WRTA will monitor for any translation services provided and/or paid for by local, regional, federal, or state governments.

Based on the four factor analysis, although rarely, if ever utilized, WRTA recognizes the need to offer language translation services in the region. A review of WRTA relevant programs, activities and services that are being offered or will continue to be offered by WRTA include:



- Spanish speaking translator services are available during normal business hours.
- Public Timetables shall be made available in both English and Spanish.
- Route and schedule information are available in Spanish on the WRTA website.
- Transit surveys periodically conducted by WRTA are available in Spanish.
- Spanish outreach meetings/forums are regularly conducted in the County to inform the Spanish community of the services offered by WRTA. Information was provided by staff on-site to answer any questions or address concerns.

XII. WRTA Staff Training

All WRTA staff will be provided access to the LEP Program and will be educated on procedures to follow. This information will also be part of WRTA's staff orientation process for new hires.

Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services WRTA offers;
- Use of LEP "I Speak Cards";
- How to use Certified Languages International telephone translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint

XIII. Community Outreach

As an agency receiving federal financial assistance, WRTA has made the following community outreach efforts:

WRTA participates annually each January with the City of Myrtle Beach's sponsored MLK Small Business Workshop. The time, effort, and distance travelled to provide accurate business information to minority and other small businesses does not go unnoticed. This event is covered by local media and television. This annual OUTREACH event offers WRTA the opportunity to speak on relevant topics ranging from Disadvantaged Business Enterprises, Title VI and How to Do Business with the participants are included.

WRTA partnered with a local college professor to aid in translation services of vital documents and to provide insight into the Latino/Hispanic community at large. In addition to his insight, we spoke with tienda owners; ministers/pastors; medical service providers; the Mexican consulate and other agencies to create a strategy for community outreach and implementation of the LEP program.

WRTA also partners with the Adult Education program within both school districts to provide community outreach and travel training workshops to students enrolled in their GED and



ESL classes. There are an estimated 400 ESL students in the Horry County Schools Adult Education program. Those enrollment numbers for Georgetown County were not available at the time of program adoption.

There is a city/chamber of commerce sponsored committee which works with the J-1 students recruited for the hospitality industry each year. WRTA plays a vital role in the orientation and transportation of these students each year. At times, there have been more than 5,000 J-1 students representing 12 countries residing in the greater Myrtle Beach area for up to six months as part of the program. These foreign students do speak English very well, a prerequisite to their being allowed to come to work in the Grand Strand. Some of the languages assisted with are Spanish, Turkish, Ukrainian, Russian, Chinese, Filipino, German, French, Albanian, Japanese, and Korean.

WRTA has made efforts to partner with local agencies who work with LEP individuals. WRTA has hosted travel training/introduction workshops at the local South Carolina Department of Employment and Workforce (SCDEW) as well as attending a Mexican Consulate visit to the Grand Strand. WRTA was able to speak (with an interpreter) to those attending the event and inform them of its public transportation services.

WRTA also works with Vocational Rehabilitation and other agencies to keep their staff informed of WRTA's services, which may be of use to the LEP individuals using state/local agencies.

WRTA has spoken to several church associations to educate their members of WRTA's services.

The municipalities and counties (Horry and Georgetown) that make up the Authority appoint the Board of Directors. The following represents the current breakdown of WRTA's eleven board members racially; breakdown of the Service Advisory Council, and Population as a whole:

| Body | Caucasian | Spanish | African American | Asian American | Native American |
|--|------------------------------|----------------------------|------------------------------|---------------------------------|---------------------------------|
| Population 269,291 H 60,158 G | 80% H 63% G | 6% H 3% G | 13% H 33% G | 1.00% H 0.9% G | 0.00% H 0.1% G |
| Service Advisory Council | 4 | 1 | 8 | 0 | 0 |
| Board of Directors | 7 | 0 | 4 | 0 | 0 |



XIV. Service Advisory Council

The Service Advisory Council is comprised of passengers and drivers. The committee meets 3-4 times per year. The purpose is to provide insight into “how WRTA is performing”; serve as Mystery Ride survey takers; serve as a sounding board for service (future and current) and so forth. Recruitment efforts for Service Advisory Committee members at-large are distributed via: posters on each revenue vehicle, social media, website; and, local media. The majority of the Spanish population reside in areas of the counties which are not currently part of WRTA’s fixed routes. Although WRTA attempts to do so, it is very difficult to recruit LEP participation with the majority of the population residing in non-fixed route areas.

XV. Board Meetings

The Board of Directors holds regular meetings at the WRTA office and the public is invited to attend. Meetings are publicly announced; and the press is invited.

XVI. Customer Complaint Process

Citizens may call our Customer Service Department with any Title VI related complaint at 843.488.0865 to file a complaint or comment. All complaints/comments are reviewed by the Title VI Coordinator and relevant manager; they research the complaint and provide status updates/outcomes to the General Manager. WRTA’s complaint process is reviewed and/or updated on an on-going basis.

XVII. Community Meetings

WRTA mentioned its community outreach and meetings in the paragraphs above in regards to outreach and working with community partners to inform the LEP community of its services.

XVIII. Service Change/Public Meetings

WRTA submits annual applications for funding to the South Carolina Department of Transportation and FTA. The application requests funding for both capital and operating assistance. Part of the annual application process is a public notice, which includes a 30-day public comment period. WRTA complies with all applicable requirements in conducting its public meetings/service change meetings by scheduling multiple meetings in various locations at multiple dates/times. Notification of the meetings is distributed through local media, social media platforms, revenue vehicles, terminals, and various distribution points across the system service area.

XIX. Title VI Equity Analysis

WRTA will continue to comply with all applicable requirements and conduct an equity analysis when planning or constructing any facility.



XX. Appendix A

**Employee Annual Education Form
(Formulario anual de educación del empleado)**

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the WRTA are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the General Manager.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

Título VI Política

Ninguna persona, con motivo de la raza, coloreará u origen nacional, excluirá de la participación en, ser negará los beneficios de, o ser sujetado a la discriminación conforme a cualquier programa o actividad que recibe la ayuda financiera federal.

Se espera que todos los empleados del WRTA consideren, respeten, y observen esta política en su rutina diaria y deberes. Si un ciudadano se acerca a usted con una pregunta o queja, dirijas él o ella al Gerente General.

En todo el trato con ciudadanos, use títulos de cortesía (es decir. Sr., Sra, Sra., o señorita) para dirigirse a ellos sin hacer caso de raza, color u origen nacional.



XXI. APPENDIX B

Acknowledgement of Receipt of Title VI Program

I hereby acknowledge the receipt of WRTA's Title VI Program. I have read the Program and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

Your signature: _____

Print your name: _____

Date: _____

Acuse de recibo del recibo del programa Título VI

Por la presente reconozco el recibo del Programa Título VI de WRTA. He leído el Programa y me comprometo a garantizar que ninguna persona sea excluida de participar o se le nieguen los beneficios de sus servicios de tránsito por motivos de raza, color u origen nacional, como está protegido por el Título VI en la Administración Federal de Tránsito (FTA) Circular 4702.1B.

Su firma: _____

Imprime tu nombre: _____

Fecha: _____



XXII. APPENDIX C

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint.

Section I

Name: _____

Address: _____

City/State/Zip: _____

Telephone: (Home) _____

Telephone: (Cell) _____

Telephone: (Work) _____

E-Mail Address: _____

Section II

Are you filing this complaint on your own behalf? Yes* _____ No _____

*If you answered “yes” to the above question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____

Relationship: _____

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes _____ No _____

Section III

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Time of Alleged Discrimination _____



Explain as clearly as possible what happened and why you believe you were discriminated against.

Describe all person(s) who were involved. Include the name and contact information of person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency? Yes _____
No _____

Section V

Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court? Yes _____ No _____

(If yes, check all that apply)

_____ State Court _____ State Agency (name): _____

_____ Federal Court _____ Local Agency (name): _____

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: _____

Telephone Number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature: _____ Date: _____

Please submit this form in person at the address below, or mail to:

Kevin L. Parks
Title VI Coordinator
Waccamaw Regional Transportation Authority
1418 Third Avenue
Conway, SC 2952

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 (form rev 1/31/2021)



XXIII. APPENDIX C (Spanish)

FORMULARIO DE DENUNCIA DE TÍTULO VI

Título VI de la ley de derechos civiles de 1964 requiere que "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, se excluirá de la participación en, ser negada los beneficios de o ser sujeta a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal". Si usted siente que ha discriminado en los servicios de tránsito, por favor proporcionar la siguiente información para ayudarnos a procesar su queja.

Sección I

Name: _____

Address: _____

City/State/Zip: _____

Telephone: (Home) _____

Telephone: (Cell) _____

Telephone: (Work) _____

Dirección de correo electrónico: _____

Sección II

¿Está presentando esta denuncia en su nombre? Sí * ___ No___

* Si contestaste "sí" a la pregunta anterior, vaya a la sección III.

Si no, por favor proporcionar el nombre y la relación de la persona para quien se quejan:

Nombre: _____

Relación: _____

Por favor explique por qué han presentado por un tercero:

Por favor confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero. SI___ No___

Sección III

Creo que la discriminación que viví fue basada en (marque todos que aplican):

Raza Color Origen Nacional

Fecha de la supuesta discriminación (mes, día, año):_____

momento de presunto Discrimination:_____

Explicar lo más claramente posible lo que sucedió y por qué usted cree que fueron discriminados.



Describir a todas personas que participaron. Incluir el nombre e información de contacto de persona que discriminó (si se conoce) así como los nombres y datos de contrato de cualquier testigo. Si necesita más espacio, utilice el dorso de este formulario.

¿ Tiene que usted previamente una denuncia título VI con esta agencia? SI___ No___

Sección IV

¿ Se presentó esta queja con cualquier otro Federal, estado o agencia local o con cualquier Tribunal Federal o estatal? SI___ No___ (si es así, marque todas las que apliquen)

___ State Tribunal ___ State agencia (nombre): _____

___ Federal Tribunal ___ Local agencia (nombre): _____

Sírvanse facilitar información sobre una persona de contacto en la Agencia/corte donde la denuncia:

Name: _____

Número de teléfono: _____

Usted puede conectar cualquier material escrito u otra información que crees que es relevante a su queja.

Firma y fecha especificadas a continuación.

Signature: _____ Date: _____

Por favor, envíe este formulario en persona a la siguiente dirección o correo a:

Kevin L. Parks, Title VI Coordinator
Waccamaw Regional Transportation Authority
1418 Third Avenue
Conway, SC 29526

Un demandante puede presentar una queja directamente ante la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles,

Attention: Title VI Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590



XXIV. APPENDIX D

Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Conway, SC 29526

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against WRTA alleging

_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (843) 438-3015, or write to me at this address.

Sincerely,

Name
Title VI Coordinator

Carta de acuse de recibo de queja

Fecha de hoy

Sra. Jo Doe
1234 Main St.
Conway, SC 29526

Estimada Sra. Doe:

Esta carta es para acusar recibo de su reclamo contra la WRTA alegando

_____.

Una investigación comenzará en breve. Si tiene información adicional que desea transmitir o si tiene preguntas sobre este asunto, no dude en comunicarse con esta oficina llamando al (843) 488-6060, o escríbame a esta dirección.

Sinceramente,
Nombre

Coordinador del Título VI



XXV. APPENDIX E

Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Conway, SC 29526

Dear Ms. Doe:

The matter referenced in your letter of (date) against the Waccamaw Regional Transportation Authority alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Name
Title VI Coordinator



XXVI. APPENDIX E (Spanish)

Carta notificando al demandante que la queja está justificada

Fecha de hoy

Sra. Jo Doe
1234 Main St.
Conway, SC 29526

Estimada Sra. Doe:

El asunto al que se hace referencia en su carta de (fecha) contra la Autoridad de Transporte Regional de Waccamaw alegando violación al Título VI ha sido investigado.

(Una / varias) aparente violación (es) del Título VI de la Ley de Derechos Civiles de 1964, incluidos los mencionados en su carta (fue / fueron) identificados. Se están realizando esfuerzos para corregir estas deficiencias.

Gracias por llamarnos este importante asunto. Usted fue extremadamente útil durante nuestra revisión del programa. (Si se solicita una audiencia, la siguiente oración puede ser apropiada) Usted puede estar escuchando desde esta oficina, o desde las autoridades federales, si sus servicios deberían ser necesarios durante el proceso de audiencia administrativa.

Sinceramente,

Nombre

Coordinador del Título VI



XXVII. APPENDIX F

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of (date) against the Waccamaw Regional Transportation Authority alleging Title VI violation has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Waccamaw Regional Transportation Authority has analyzed the materials and facts pertaining to your case for evidence of the Authority's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to:

1. Appeal within seven calendar days of receipt of this final written decision from the Waccamaw Regional Transportation Authority, and/or
2. File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

You may file a complaint by completing the FTA complaint form found online at:
http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,
Name



Title VI Coordinator

XXVIII. APPENDIX F (Spanish)

Carta notificando al demandante que la queja no está justificada

Fecha de hoy

Sra. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Estimada Sra. Doe:

El asunto al que se hace referencia en su carta de (fecha) contra la Autoridad de Transporte Regional de Waccamaw alegando violación al Título VI ha sido investigado.

Los resultados de la investigación no indicaron que las disposiciones del Título VI de la Ley de Derechos Civiles de 1964, de hecho, hubieran sido violadas. Como usted sabe, el Título VI prohíbe la discriminación basada en la raza, el color o el origen nacional en cualquier programa que reciba asistencia financiera federal.

La Autoridad de Transporte Regional de Waccamaw ha analizado los materiales y hechos relacionados con su caso para evidencia de incumplimiento de la Autoridad con alguna de las leyes de derechos civiles. No se encontraron pruebas de que alguna de estas leyes haya sido violada.

Por lo tanto, le aconsejo que su queja no ha sido confirmada y que estoy cerrando este asunto en nuestros archivos.

Usted tiene derecho a:

1. Apelar dentro de los siete días calendario posteriores a la recepción de esta decisión final por escrito de la Autoridad de Transporte Regional de Waccamaw, y / o
2. Presente una queja externamente ante el Departamento de Transporte de EE. UU. Y / o la Administración Federal de Tránsito en:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Puede presentar una queja completando el formulario de queja de FTA que se encuentra en línea en: http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf

Gracias por tomarse el tiempo para contactarnos. Si puedo ser de ayuda para usted en el futuro, no dude en llamarme.

Sinceramente,
Nombre

Coordinador del Título VI



XXIX. APPENDIX G

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION ON THE BASIS OF RACE, COLOR, RELIGION, SEX OR NATIONAL ORIGIN

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

WRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

If you feel you are being denied participation in or being denied benefits of the transit services provided by WRTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at 843-488-0865



XXX. APPENDIX G (Spanish)

**TÍTULO VI DEL ACTO DE DERECHOS CIVIL de 1964 PROHÍBE DISCRIMINACIÓN
SOBRE LA BASE DE
RAZA, COLOR, U ORIGEN NACIONAL**

El título VI del Acto de Derechos Civil de 1964 prohíbe la discriminación sobre la base de raza, color, u origen nacional en programas y actividades que reciben la ayuda financiera Federal. Expresamente, el Título VI dispone que 'ninguna persona en los Estados Unidos, con motivo de la raza, coloreará, u origen nacional, excluirá de la participación en, ser negará los beneficios de, o ser sujetado a la discriminación conforme a cualquier programa o actividad que recibe la ayuda financiera Federal' (42 Congreso de los Estados Unidos. La sección 2000).

El WRTA es cometido al contrato de un seguro que ninguna persona es excluida de la participación en, o negada los beneficios de sus servicios de tránsito sobre la base de raza, color, u origen nacional, como protegido por el Título VI en la Administración de Tránsito Federal (FTA) Circular 4702.1B.

Si usted siente que usted es la participación negada en o negado beneficios de los servicios de tránsito proporcionados por WRTA, o por otra parte discriminado contra debido a su raza, origen en color, nacional, género, edad, o discapacidad, usted puede ponerse en contacto con nuestra oficina en 843-488-0865



XXXI. Appendix H

Limited English Proficiency Program

The purpose of this Limited English Proficiency Policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to Limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provided that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 20123, August 16, 2000 DOJ’s General LEP Guidance). Different treatment based upon a person’s inability to speak, read, write, or understand English maybe a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as Greater Lapeer Transportation Authority and governments, private and non-profit entities, and sub recipients.

Program Summary

WRTA has developed this LEP Program to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to WRTA services as required by Executive Order 13166. A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.

This Program details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future Program updates.

In developing the Program while determining WRTA’s extent of obligation to provide LEP services, WRTA undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in WRTA’s service area who may be served or likely to encounter a WRTA program, activity, or service; 2) the frequency with which LEP individuals come in contact with WRTA services; 3) the nature and importance of the program, activity or service provided by WRTA to the LEP population; and 4) the resources available to



WRTA and overall costs to provide LEP assistance. A description of these considerations is provided in section VI.

Further reference:

FTA Circular 4702.1B

Chapter III-6, 9.

Requirement to Provide Meaningful Access to LEP Persons:

DOT LEP Guidance at <http://www.gpo.gov/fdsys/pkg/FR-2015-12-14/pdf/2015-30972.pdf>;

FTA Title VI website at <http://www.fta.dot.gov/civilrights/12328.html>;

Appendix M of FTA Circular 4702.1B.

Any questions or comments regarding this Program should be directed to the WRTA Title VI Coordinator:

Kevin L. Parks
Title VI Coordinator
1418 Third Avenue
Conway, SC 29526
843-438-3015
kparks@coastrta.com



XXXII. APPENDIX H (Spanish)

Programa de dominio limitado del inglés

El propósito de esta guía de la Política de competencia limitada en inglés es aclarar las responsabilidades de los beneficiarios de la asistencia financiera federal del Departamento de Transporte de los Estados Unidos (DOT) y ayudarlos a cumplir sus responsabilidades con las personas con dominio limitado del inglés (LEP), de conformidad con el Título VI la Ley de Derechos Civiles de 1964 y los reglamentos de implementación. Fue preparado de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d, et seq., Y sus reglamentos de implementación establecen que ninguna persona será objeto de discriminación por motivos de raza, color u origen nacional en virtud de ningún programa o actividad que reciba asistencia financiera federal, y;

La Orden Ejecutiva 13166 "Mejorar el acceso a los servicios para personas con dominio limitado del inglés", reimpressa en 65 FR 50121 (16 de agosto de 2000), ordena a cada agencia federal que está sujeta a los requisitos del Título VI que publique una guía para sus respectivos destinatarios aclarando que obligación. La Orden Ejecutiva 13166 ordena que todos los documentos de orientación sean consistentes con los estándares de cumplimiento y el marco detallados en la Orientación de Política del Departamento de Justicia (DOJ) titulada "Aplicación del Título VI de la Ley de Derechos Civiles de 1964 - Discriminación nacional de origen contra personas con limitaciones Dominio del inglés." (Ver 65 FR 20123, 16 de agosto de 2000 Guía general del LEP del DOJ). Un tratamiento diferente basado en la incapacidad de una persona para hablar, leer, escribir o entender inglés puede ser un tipo de discriminación de origen nacional.

La Orden ejecutiva 13166 se aplica a todas las agencias federales y todos los programas y operaciones de entidades que reciben fondos del gobierno federal, incluidas agencias estatales, agencias locales como Greater Lapeer Transportation Authority y gobiernos, entidades privadas y sin fines de lucro, y sub recipientes.

Resumen del programa

WRTA ha desarrollado este Programa LEP para ayudar a identificar pasos razonables para proporcionar asistencia lingüística para personas LEP que buscan un acceso significativo a los servicios WRTA según lo exige la Orden Ejecutiva 13166. Una persona LEP es una que no habla inglés como idioma principal y que tiene un límite capacidad de leer, hablar, escribir o entender inglés.

Este Programa detalla los procedimientos sobre cómo identificar a una persona que puede necesitar asistencia con el idioma, las formas en que se puede brindar asistencia, capacitar al personal, cómo notificar a las personas LEP que hay asistencia disponible e información para futuras.



Al desarrollar el Programa al determinar el grado de obligación de WRTA de proporcionar servicios LEP, WRTA realizó un análisis LEP de cuatro factores del Departamento de Transporte de los EE. UU. Que considera lo siguiente: 1) El número o proporción de personas LEP elegibles en el área de servicio de WRTA que pueden recibir servicios o es probable que encuentre un programa, actividad o servicio WRTA; 2) la frecuencia con la que las personas LEP entran en contacto con los servicios WRTA; 3) la naturaleza e importancia del programa, actividad o servicio provisto por WRTA para la población LEP; y 4) los recursos disponibles para WRTA y los costos generales para proporcionar asistencia LEP. Una descripción de estas consideraciones se proporciona en la sección VI.

Referencia adicional:
FTA Circular 4702.1B
Capítulo III-6, 9.

Requisito para proporcionar un acceso significativo a las personas con LEP:
Orientación DOT LEP en <http://www.gpo.gov/fdsys/pkg/FR-2015-12-14/pdf/05-3972.pdf>;
El sitio web FTA Título VI en <http://www.fta.dot.gov/civilrights/12328.html>;
Apéndice M de la Circular FTA 4702.1B.

Cualquier pregunta o comentario con respecto a este Programa debe dirigirse al Coordinador del Título VI de la WRTA:

Kevin L. Parks
Coordinador del Título VI
1418 Third Avenue
Conway, SC 29526
843-438-3015
kparks@coastrta.com



XXXIII. APPENDIX I

(Printed/Laminated on Legal Paper)



How do you catch the bus? When is the next bus?

Need answers in your native language?

**Coast RTA offers FREE Transit-Related Translation Services by calling
843.488.0865.**

Chinese: 你怎么赶公车？下一班车是什么时候？需要你母语的答案吗？

Coast RTA通过致电843.488.0865提供免费的与Transit相关的翻译服务。

Filipino: Paano mo sumakay ng bus? Kailan ang susunod na bus?

Kailangan kasagutan sa iyong sariling wika? Coast RTA nag-aalok ng LIBRE Transit Kaugnayan Translation Services sa pamamagitan ng pagtawag 843.488.0865.

Kazakh: Қалай поймать автобус ма? Келесі автобус қаншада жүреді?

Егер ана тілінде жауап керек пе? Coast ЖКО 843.488.0865 қоңырау шалу арқылы ТЕГІН Transit-Қатысты аудару қызметтерін ұсынады..

Romanian: Cum prind autobuzul? Când este următorul autobuz? Aveți nevoie de răspunsuri în limba maternă? Coast RTA oferă servicii gratuite de traducere în legătură cu serviciile de tranzit, sunând la numărul 843.488.0865.

Russian: Как вы ловите автобус? Когда будет следующий автобус?

Вам нужны ответы на родном языке? Побережье RTA предлагает БЕСПЛАТНУЮ услугу перевода с переводом по телефону 843.488.0865.

Slovak: Ako sa chystáte do autobusu? Kedy je najbližší autobus? Potrebujete odpovede vo vašom materinskom jazyku? Pobrežie RTA ponúka bezplatné prekladateľské služby súvisiace s prepravou na telefónnom čísle 843.488.0865.

Spanish: ¿Cómo coger el autobús? ¿Cuándo pasa el próximo autobús?

¿Necesita respuestas en su idioma nativo? Coast RTA ofrece servicios gratuitos de traducción relacionados con el tránsito llamando al 843.488.0865.



WRTA
Title VI Program

Thai: คุณจับรถได้อย่างไร? รถบัสคันต่อไปเมื่อไหร่?
ต้องการคำตอบในภาษาพื้นเมืองของคุณหรือไม่? Coast RTA
ขอเสนอบริการด้านการแปลเกี่ยวกับการขนส่งฟรีโดยโทร 843.488.0865

Turkish: Otobüsü nereden buluyorsun? Bir sonraki otobüs ne zaman?
Ana dilde cevap mı lazım? Coast RTA, 843.488.0865 numaralı telefonu arayarak
ÜCRETSİZ Transit ile İlgili Tercüme Hizmetleri sunmaktadır.

Ukrainian: Як ви зловити автобус? Коли наступний автобус? Потрібні відповіді на рідній мові? Узбережжя RTA пропонує БЕЗКОШТОВНИЙ, пов'язані з транзитним Translation Services по телефону 843.488.0865.



Conway Terminal
1418 Third Avenue
Conway, SC



www.RideCoastRTA.com
843.488.0865, Main Phone
Download Coast RTA's APP at
www.CoastRTARideTracker.com.



Myrtle Beach Transfer Center
580 10th Avenue North
Myrtle Beach, SC