

Title VI Program

January 24, 2021

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I. 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 L. Parks, Title VI Coordinator

Signature & Title of Responsible Official

January 31, 2021 (Rev. 06/11/2021)

Date

Prepared and Submitted by WRTA: January 31, 2021 (pending 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:
Chair	Darrell Eickhoff	Horry County Legislative Delegation
Vice Chair	Marvin Keene, Ph.D.	Horry County
Immediate Past Chair	Robert Sheehan, Ph.D.	Horry County
Board Member	Katharine D'Angelo	City of North Myrtle Beach
Board Member	Heather Edwards	Horry County Legislative Delegation
Board Member	Greg James	City of Myrtle Beach
Board Member	Lillie Jean Johnson	Georgetown County
Board Member	Joseph Lazzara	City of Georgetown
Board Member	Bernard Silverman	Horry County Legislative Delegation
Board Member	Randal Wallace	Horry County
Board Member	Vacant	City of Conway

General Manager/Chief Executive Officer: Brian Piascik
BPiascik@CoastRTA.com



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.





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	@ Conway Facility	
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. Subrecipients, Subcontracts and Vendors

Currently, WRTA has no Subrecipient(s) (entity or organization) that receives FTA or SCDOT assistance in providing transit services. 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.

Formal contracted procurement opportunities (IFBs, RFPs and/or RFQs) and written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract, as applicable. To comply with Title VI, WRTA shall acquire signed assurances, monitor ethnicity of subrecipients including their subcontractors and shall include Title VI assurances in all appertaining contracts, as applicable.

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

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.

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.



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
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	

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. Due to Covid-19 the J-1 program was paused until restrictions are lifted.

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.



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.

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 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.

Factor 4 - The resources available to the recipient and costs

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.

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.

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.

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.

X. 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

XI. 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



XII. 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. To ensure that opportunities to participate in the transit planning and decision-making processes are provided to people without regard to race, color, or national origin. Waccamaw Regional Transportation publicly announces vacancies for its **Service Advisory Council** as vacancies become available.

XIII. Board Meetings

The Board of Directors holds regular meetings at the WRTA office and the public is invited to attend. Virtual meeting have also held due to Covid -19. Meetings are publicly announced; and the press is invited. Board vacancies are appointed and filled by the appertaining county, municipality and legislative-delegation (approved by the governor) recommendations.

XIV. Customer Complaint Process

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

XV. 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.

XVI. 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.

XVII. Title VI Equity Analysis

WRTA will continue to comply with all applicable requirements and will conduct a Title VI Equity Analysis when planning or constructing any facility or buying property for Authority use..

**AT THE REQUEST OF FTA OFFICE OF CIVIL RIGHTS,
WRTA HAS INCLUDED A “DRAFT” AND
“UNAPPROVED” COPY OF ITS ONGOING TITLE VI
EQUITY ANALYSIS, WHICH
INCLUDES MULTIPLE PROPERTIES BEING REVIEWED
FOR THE AUTHORITY’S NEW FORTHCOMING
FACILITY OR FACILITIES!**



XVIII. Service Standards FY2021-2024

FY 2021 - 2024

Executive Summary

The Waccamaw Regional Transportation Authority, “Doing Business As” and referred to locally as [COAST RTA or WRTA](#) FY2021 - 2024 Service Standards identify the policies guiding transit service and the transit service change process. Updated regularly as needed, but at least every three years with the Authority’s Title VI Program, the Service Standards comply with Title VI of the Civil Rights Act and related guidance described in the Federal Transit Administration’s (FTA) Title VI Circular 4702.1B.

The FY2021 - 2024 update reflects a substantial revision to the previous Service Standards following a best practices review of transit agency service standards across North America. The FY 2021 – 2024 update includes revisions to both the content and the presentation of the document. WRTA’s goal is to ensure that its standards and policies are equitable, accountable, and transparent.

The FY2021 - 2024 Service Standards delineate WRTA’s transit service by service tiers. Service tiers not only help distinguish different types of WRTA service, the tiers are also used in evaluation during the service change process (conducted annually or more as needed each year). Further detail regarding service tier characteristics summarizing many key standards and design guidelines is included in this document.

The FY2021 - 2024 update also draws the distinction between service standards and service design guidelines—delineating the fixed targets for service delivery that can trigger service changes (standards) from the flexible principles that inform service planning as funding and context allow (design guidelines).

Along with changes to content, the FY2021 - 2024 update substantially revised the document’s presentation in an effort to make WRTA’s Service Standards clearer and more readable for customers and stakeholders alike. In describing WRTA’s service tiers, the service change process, and the standards and design guidelines, the FY 2020 – 2024 Service Standards offer a revised layout to make the document easier to read and use.

The FY2021 - 2024 Service Standards consolidates WRTA’s policies guiding service changes into seven chapters, as follows:

1. Introduction
2. Service Design Guidelines



3. Service Standards

4. Service Change Process
5. MARTA Mobility Service Delivery Standards
6. Other Service Considerations
7. Summary

FY 2021 - 2024 update consolidates service and the service change process into two chapters: Service Design Guidelines and Service Standards.

WRTA's service design guidelines are comprised of nine segments that offer general guidance for transit service, though and appertain only to WRTA's fixed route and paratransit bus service:

- Direct Route Design
- Simple and Consistent Route Design
- Symmetrical Route Design
- Coordinated Schedules
- Equitably Distributed Routes
- Consistent Stop Spacing
- Transit Amenities
- Transit Access
- Clean Stations and Vehicles

XIX. Chapter 1. Introduction

This section provides a summary of requirements which guide WRTA's Service Standards and an overview of WRTA's existing transit service.

Reporting of WRTA's Service Standards is mandated by the Federal Transit Administration (FTA Circular 4702.1B specifies the standards required of transit agencies to comply with Title VI of the Civil Rights Act). WRTA staff provide updates to the Standards which are adopted by the Board of Directors at least once every three years or more frequently as necessary. The Service Standards establish a process for the implementation of regular transit service changes, including how WRTA's customers can engage in the process. In addition to state and federal mandates, WRTA's Service Standards are guided by requirements from the WRTA Board of Directors and related WRTA policies.

The mission of the Waccamaw Regional Transportation Authority is to provide safe, reliable, affordable and courteous mass public transportation that enhances the quality of life for residents and supports the growth of tourism.

What are WRTA's Service Standards

WRTA's service standards define the policies that guide delivery of transit service. The standards ensure that WRTA delivers service consistent with appertaining state



legislation and external mandates, such as Title VI of the Civil Rights Act of 1964. The standards guide WRTA's process for evaluating transit service and implementing regular

service changes. The standards also guide WRTA's public involvement process for service changes, ensuring that WRTA customers receive service that is **equitable, accountable, and transparent**. The standards are composed of service standards and service design guidelines which define the criteria WRTA staff use to evaluate service and implement regular service changes.

State and Federal Requirements

The state and federal requirements identified below provide guidance for WRTA's service standards, ensuring that the service change process is equitable and transparent. Federal requirements also mandate that specific standards and design guidelines be included in agencies' service standards.

The Americans with Disabilities Act of 1990

Establishes the provision of accessible equipment, vehicles, and facilities on the part of transportation providers, both private and public. The ADA requires the provision of complementary paratransit service for individuals unable to use fixed-route transportation systems.

Title VI of the Civil Rights Act of 1964

Prohibits discriminatory actions based on the grounds of race, color, or national origin. It also ensures the participation of low-income and minority groups in the decision-making process, and requires agencies to establish a process for reporting Title VI complaints and providing meaningful access to services for persons with limited English proficiency.

The Urban Mass Transportation Act of 1964

Established the federal department that preceded the FTA. As amended, the act requires that recipients of federal dollars establish a process to receive and consider public comments prior to fare changes and service reductions.

The 2040 South Carolina Multimodal Transportation Plan of 2014

Transportation plays a key role in determining the environmental conditions and the quality of life in any community. This is particularly true in South Carolina, due to the sensitivity of the unique mountain areas of the state, along with the Atlantic Ocean shoreline. These factors contribute to the high level of travel demand and the popularity of the state as both a tourist destination and a desirable residential area. The 2040 South Carolina Multimodal Transportation Plan (2040 MTP) planning process includes several major components that encompass public transportation.



WRTA Board Requirements for Service Changes

As required by the Urban Mass Transportation Act, the following potential service changes must first receive a public hearing process to fully consider public input before final decisions are made by WRTA Board:

- Changes in fare policy.
- Implementation of new service (including new service tiers, new route numbers, or new vehicle types).
- A substantial geographical alteration, such as the addition or deletion of more than one and one-half (1 1/2) directional miles on a given route (3/4 of a mile in each direction).
- A major route modification which causes a 25% or greater change in the number of daily scheduled bus trips provided.

WRTA Guidance

In addition to the state and federal requirements which guide WRTA's Service Standards, the Authority documents and policies identified below inform WRTA's service standards, service design guidelines and the service change process.

Key Performance Indicators (KPIs)

WRTA uses its Key Performance Indicators to provide customers and stakeholders with information about current transit system performance.

Background

Reporting of WRTA's Service Standards is mandated by the Federal Transit Administration (FTA Circular 4702.1B specifies the standards required of transit agencies to comply with Title VI of the Civil Rights Act). WRTA staff provide updates to the Standards at least every three years or more frequently, if necessary, which are adopted by the Board of Directors. The Service Standards establish a process for the implementation of regular transit service changes, including how WRTA's customers can engage in the process. In addition to state and federal mandates, WRTA's Service Standards are guided by requirements from the WRTA Board of Directors and related WRTA policies.

Service Area

WRTA's service area encompasses both Urban and Rural areas of Horry and Georgetown Counties in South Carolina. Within these member jurisdictions, WRTA provides Transit Bus, and Paratransit Mobility Service. Paratransit Mobility Service is available within 3/4 mile of any fixed route. All WRTA fleet vehicles are ADA accessible vehicles.



Service Tier Definitions

To meet the diverse needs of its customers, WRTA provides eight different tiers of service designed to deliver fast, frequent service as well as provide equitable coverage across the service area.

Paratransit - WRTA's complementary mobility service, provides origin-to-destination shuttle service for eligible customers.

Community Circulator - Routes are shorter transit routes intended to provide local circulation and connections.

Frequent Local Bus - Routes operate with consistent, high-frequency service throughout the service period.

Limited Express Bus - Routes provide service all day from WRTA's major transit stops, with limited stops, and may operate on limited-access highways.

The WRTA service change process takes place up to three times per year and is guided by public input and service evaluation by WRTA staff. WRTA holds public hearings before changes can be adopted by the WRTA Board of Directors and go into effect.

WRTA Service Change Process

Service changes take place periodically and are informed by stakeholder feedback. Customers can provide feedback at any time by contacting the Authority via telephone or website www.ridecoastrta.com. WRTA considers crowding, frequency, reliability, costs, customer demand and available resources when evaluating service during each service change period and proposes changes to address identified issues. WRTA holds public hearings for any potential service changes in either Horry or Georgetown Counties and their municipalities. WRTA invites its customers and potential customers to share comments at public hearings or provide feedback as prescribed during the service change feedback window.

XX. Chapter 2. Service Design Guidelines

What Are Service Design Guidelines

WRTA's service design guidelines are general principles that guide WRTA service planning as new routes are developed and existing routes are adjusted. These design guidelines apply to bus routes.

WRTA's service design guidelines are general principles that guide WRTA service planning as new routes are developed and existing routes are adjusted. Design guidelines serve as the overarching goals to guide new service development and planning. These semi-high level, conceptual design guidelines shape how service is planned and implemented by WRTA staff during the service change process. Because the design guidelines are not rigid standards, they provide for flexibility as funding and context allow.



WRTA strives to design routes that are direct but service area coverage must factor into the design.. Bus service that operates along linear, direct paths allows passengers to complete their trip without having to travel out of direction.

WRTA strives to minimize deviations from major corridors onto side-streets or neighborhood streets. While route deviations can provide convenience for some passengers, they increase the travel time for passengers not served by the deviation.

Deviations may be warranted in cases where they serve high volumes of passengers. Where feasible, bus routes should operate in straight lines, and minimize turning movements which can be significant sources of delay unless they are positioned to access activity centers and dense residential areas to facilitate easy access. In developing its service tiers, WRTA balances service designed for speed and reliability with providing convenient access to transit. Service tiers like it's Conway Circulator provides local service with access to activity centers so that Frequent Local Bus routes can provide longer distance trips and faster travel times on high-ridership routes.

WRTA strives to design routes that are simple and consistent. Routes that are simple and consistent are a key factor in the success of WRTA's overall network. For customers to use WRTA's service, they must be able to understand where it goes and how often it comes.

As much as feasible, the Authority's bus routes use major arterial streets with good pedestrian connectivity, that serve major destinations and activity centers. WRTA does strive to design routes that are symmetrical and easy to understand. To ensure that bus routes are predictable and easy to understand, both directions of a bus route should use the same alignment to make it easier for riders to plan return trips.

WRTA Strives To Design Routes That are Easy to Understand

To ensure that bus routes are predictable and easy to understand, both directions of a bus route should use the same alignment to make it easier for riders to plan return trips. Some routes may feature loops, which are common at the end of the line to provide a convenient turnaround for buses and increase access to neighborhoods at the end of a line. When implementing loops, it is important to consider the land uses and length of the loop to reduce potentially long rides that may warrant additional bi-directional service.

WRTA Strives to Coordinate Route Schedules for Convenient, Efficient Service

Schedules should be coordinated with other WRTA routes. To the extent possible, WRTA will coordinate overlapping routes to create combined, coordinated service.

Equitably Distributed Vehicles

WRTA vehicles shall be distributed equitably throughout the service area. WRTA assigns buses every day to ensure a fair and equitable distribution of vehicles throughout the service area with respect to vehicle age, size, amenities, and fuel type. WRTA assigns



vehicles by route based on ridership, demand, road type along routes, and service tier characteristics to provide efficient, reliable service. Vehicles are distributed evenly across the service area based on age and fuel type (diesel, unleaded). Routes with consistently higher ridership are served by larger vehicles, when available. We employ a bi-weekly bus rotation system to achieve equitable distribution of vehicles. Logs are maintained.

Providing Consistent Bus Stop Spacing As Possible

Stop spacing, the distance between consecutive transit stops, is an important aspect of WRTA's service. The amount of time buses spend at stops – loading and unloading passengers, can greatly increase passengers' overall travel time. While closely spaced bus stops can increase access to bus service, they also require more frequent stopping. In general, the more scheduled stops a bus makes, the lower its operating speed and service reliability. Stop location also takes into account the level of development along a route's alignment, and stop spacing may vary between different segments of a single route. Stop spacing is generally closer together in higher density areas and farther apart in lower density areas.

Bus and Bus Stop Amenities

Both the WRTA Conway Terminal and the Ivory Wilson(Myrtle Beach) Transit Center provide passengers with clean climate controlled waiting facilities, benches to sit on, trash receptacles, cold water and restrooms. WRTA is still in the process of formally identifying stop locations with signs (we were a flag stop system until 2018). The Authority has a goal to provide additional amenities as funding becomes available and dependable data for boarding/alightings at stop locations becomes available. To ensure that WRTA customers have a safe and comfortable experience, WRTA maintenance staff wash its buses daily.

All transit and paratransit buses include the following amenities:

- **Bike Racks** – Buses are equipped with fold-down bike racks on the front of the vehicle which can accommodate two bikes.
- **Fareboxes** – Bus fareboxes can process both cash and pre-aid passes.
- **Automated Announcement System** – Most buses announce the route and stop/intersection using on Automated Vehicle Location (AVL) equipment. We have technical issues with our annunciation system. Drivers announce stops when the automatic system is not operable.

Covid-19; Coronavirus – (Temporary Procedures)

Due to the Covid-19 Pandemic, WRTA has initiated an on-going procedures where drivers sanitize the interior and hard surfaces of each bus periodically throughout the day. Drivers also have a petition between themselves and the public to reduce contact with the virus. The interior of all buses placed in service are sprayed daily with an average of three (3) buses are thoroughly detailed daily.



Transit Access

WRTA strives to provide equitable transit access throughout the service area. Transit access is the distance a person must travel to access WRTA's fixed-route service. This distance considers a customer's actual path of travel, considering the street network and the built environment, rather than a "straight-line distance."

Though WRTA does not own or maintain the city streets and state routes where vehicles operate, it does coordinate with local jurisdictions to identify needed infrastructure to accommodate WRTA vehicles and customers. When planning routes, WRTA considers a street or corridor's accessibility when determining its suitability for transit service.

The Authority's new **BUS STOP DESIGNATION** program is currently underway. Whereas, the Authority previously made "flag" stops, new designated bus stops are being identified throughout both counties that are served. Flag stops have been eliminated and Bus Stop signage is being installed. Dependent passengers, through public notice and driver notifications have been made aware of the location of new stops, even if signage has not yet been installed. WRTA hopes to have this project fully completed within the next two years.

The Authority uses a Route Tracking system, which also provides a downloadable application for smartphones, which notifies passengers when the next bus should arrive. Operations staff also are able to monitor where each vehicle is located.

XXI. Service Standards

What Are Service Standards

WRTA uses service standards as its targets for evaluating service. For each standard below, WRTA uses relevant data to evaluate the different routes and service tiers:

- Service Hours
- Service Frequency
- Service Capacity
- On-Time Performance
- Bus Productivity

The service standards provide customers with clear targets for what to expect from WRTA service. They also provide information on how routes are assessed and analyzed for potential changes in service.

WRTA takes into account the entirety of a route's performance instead of focusing on a single standard. By evaluating all standards regularly over months of service, this analysis can more accurately reflect how a service is operating. Particularly with bus service, factors outside of WRTA's control such as congestion, construction, or road closures



affect performance on individual days. Evaluation of service over time can provide a more complete and informed assessment of performance.

Service Standards vs. Service Design Guidelines

Service Design Guidelines describe general principles the authority uses to inform service planning. As principles, the service design guidelines include some degree of flexibility as

funding and context allow. Unlike the service design guidelines, WRTA's service standards include specific targets for service that WRTA strives to deliver. Service Standards are monitored and if unmet over a period of time, may indicate potential service changes.

Updates to Service Standards

WRTA's service standards are updated every three years or more frequently, as needed, and adopted by the WRTA Board. Development of updates is guided by recommendations from the Service Standards Best Practices Review. WRTA uses an Best Practices Review to identify and make recommendations to consider, from revisions to specific standards, to enhancing the document's presentation, to more clearly identifying the role that WRTA's customers play in informing the service change process.

How Does WRTA Evaluate Service

Within the service change process, WRTA evaluates service on an ongoing basis, based on data relevant to each specific standard. Data for each route are compared with both the service tier route averages and the adopted service standard for each tier. For each standard, if a route meets the following conditions, its overall performance will be considered before any service changes are recommended. WRTA's fixed route system is still in a very basic stage. Almost all routes operate on 60 minute frequencies so increasing frequency is not a feasible option financially. Until we get bigger, we focus on on-time performance and transfer connections.

Possible Outcomes for Routes as Compared to the Service Tier Average

- Those performing 50% below the tier average are first evaluated with respect to the other service standards and then considered for service changes.
- Routes performing between 50% and 150% of the tier average typically see service levels maintained.
- Routes performing at 50% above the tier average are evaluated with respect to the other standards and considered for possible service changes.

Service Hours

The number of hours per day that WRTA operates transit service is as follows:



WRTA currently operates both fixed route and paratransit services from 4:00 AM until 10:00 PM. WRTA operates its service seven days a week, 363 days per year, excluding Thanksgiving Day and Christmas Day.

The Authority does routinely operate a limited Entertainment Express Shuttle Service in Myrtle Beach, South Carolina annually, transporting primarily tourists along a designated route of major attractions within the City. This shuttle routinely operates during the Spring/Summer season, usually Memorial Day through Labor Day and is subject to change at any given point in time.

Designated State of Emergency May Impact Normal Service Hours

During declared states of emergency by the South Carolina Governor or local authorities, WRTA is contracted with Horry County to provide Emergency Evacuation Services during emergency events (Hurricanes, etc.). During such times, routine public transportation can be reduced, delayed or stopped. Customers are given as much notification as possible and the Authority utilizes/designates the requisite number of vehicles and helps evacuate all citizens needing public transportation until it becomes unsafe to continue. The Authority may perform mutual aid assistance to neighboring Georgetown County, although not mandated to do.

Why are Service Hours Important

Service Hours are a fundamental part of making service available to customers. The longer service operates each day, the more options riders have to use WRTA. The Authority must balance service availability with travel demand, while managing costs and maintaining vehicles and facilities.

How are Service Hours Evaluated

In the service planning process, WRTA evaluates the number of hours per day service is available. By analyzing the number of boardings for each route's first and last few trips, WRTA can assess the potential for service hours to be extended or shortened.

Service Frequency

Service Frequency is the number of transit vehicles on a given route that are provided at a stop within a period of time. A related measure, **headway**, is the amount of time between vehicles on a given route in the same direction. Service frequency can determine how WRTA customers use transit service and how long they have to wait at stops. Frequent routes allow riders to access transit without checking schedules. Less frequent routes may require customers to check schedules ahead of time. WRTA provides transit service that balances frequent, high-ridership service with routes designed to provide access to activity and job centers, medical services, and other key destinations throughout the service area. For many routes, higher frequencies are offered during peak times to accommodate periods of high ridership, compared to nights and weekends.



How is Service Frequency Evaluated

Ridership is a major factor in determining frequency for a particular route and service.

Evaluation Process

1. Determine average number of passengers per hour for each route.
2. Determine average number of passengers per hour for each service tier.
3. Compare individual route average for passengers per hour with service tier average.
4. Consider the route's performance with respect to other service standards and tier averages. Consider possible service changes, if warranted.
5. WRTA implements major service changes after public outreach, public hearings, budget considerations, and Board adoption within the service change process.
6. Service changes may be recommended after a route performs outside the service tier standard for multiple months.

Service Capacity

Service Capacity is the number of passengers that can be safely accommodated on WRTA's vehicles. The capacity of each type of vehicle is different and depends on the number of seats and available room for standing. To evaluate service capacity, WRTA measures each vehicle's load factor – the ratio of the number of passengers onboard compared to the number of seats. A load factor of 100% (or 1.0) indicates that the number of passengers aboard equals the number of seats available.

Vehicle Load Standards

Vehicle load is a capacity guideline that the number of passengers will not exceed the maximum load factor at the maximum load point in the prevailing direction. WRTA employs a maximum load factor as follows:

Numbers Seats/Standing Capacity= Maximum Load Factor

Average Passenger Capacities*



<u>Vehicle Type</u>	<u>Seated</u>	<u>Standing</u>	<u>Total</u>	<u>Maximum Load Factor</u>
130" Van	7	0	7	1.00
148" Van	9	0	9	1.00
Cutaway Bus	14	0	14	1.00
Lg Cutaway Bus	26	4	30	1.15
40' Low Floor Bus	39	19	58	1.50
40' Suburban Bus	40	5	45	1.13

* Current Fleet

Why is Service Capacity Important

Capacity directly impacts passenger comfort and safety. On some buses, load factors between 100% and 150% can be considered acceptable because some of WRTA's vehicles were designed to accommodate standing passengers. In general, load factors above 150% indicate overcrowding and could indicate the need for service changes. In some buses, 100% is only acceptable.

How Is Service Capacity Evaluated

In the service planning process, WRTA compares existing service capacity with observed ridership and passenger load data. By analyzing the load factors of each route, WRTA can assess the potential for service increases or decreases.

Evaluation Process

- WRTA regularly collects data on route/vehicle passenger loads.
- Determine average load for each route.
- Determine variation in average load for each route.
- Compare individual route load plus variation with service tier average load plus variation.
- Consider the route's performance with respect to other service standards and tier averages.
- Consider possible service changes, if warranted.
- WRTA implements major service changes after public outreach, public hearings, budget considerations, and Board approval within the service change process changes may be recommended after a route performs outside the service tier standard for an established consecutive service change.

On-Time Performance

On-Time Performance measures how closely to schedule the service operates, as experienced by the customer. Any service which departs within five minutes after its scheduled departure time is considered "on time." WRTA service that departs before its scheduled departure time, or more than five minutes after, is not considered "on time." On-time performance can be an important indicator of service reliability, particularly for



less frequent service. Passengers always expect arrivals/departures to occur as scheduled but, when the service is less frequent, lower on-time performance can have a significant impact on the amount of time spent waiting for service. WRTA strives to provide quality service, and working towards on-time performance is an important aspect of that.

On-Time Performance measures how closely to schedule the service operates, as experienced by the customer. Any service which departs within five minutes after its scheduled departure time is considered “on time.” WRTA service that departs before its scheduled departure time, or more than five minutes after, is not considered “on time.”

On-time performance can be an important indicator of service reliability, particularly for less frequent service. Passengers always expect arrivals/departures to occur as scheduled but, when the service is less frequent, lower on-time performance can have a significant impact on the amount of time spent waiting for service. WRTA strives to provide quality service, and working towards on-time performance is an important aspect of that. Early departures and late arrivals are unacceptable.

On-Time Expectations

On any given day, WRTA’s on-time performance can be impacted by many variables including traffic congestion, passenger loads, inclement weather, road conditions, special events, and road maintenance or construction. For service that consistently does not meet standards, WRTA will determine the cause and take action to address the issue. Possible improvements for such routes include adjusting running times, changing headways, or providing additional service. On-Time performance is often very unpredictable during the summer periods, when Myrtle Beach, South Carolina being a significant source of tourism, significantly increases traffic congestion. WRTA has opened a transfer/boarding center in downtown Myrtle Beach closer to our major service area, but other routes must still travel on these congested highways. WRTA does attempt to make adjustments in pull-out schedule and time adjustments to maintain close on-time efficiency.

WRTA has established the following On-Time Performance Measures:

Fixed-Route Buses: 90%

Paratransit Buses: 85%

Bus Productivity

Bus Productivity is a measurement of bus route efficiency that takes into account a route’s costs and its revenues. This standard is only applicable to fixed route bus services.

The measurement is based on three factors to ensure that WRTA service is appropriate for existing passenger demand:

- passengers per hour
- average load (occupancy rate)
- total costs per passenger



Efficient use of limited resources is an important consideration for WRTA in providing service and maintaining financial stability. WRTA must balance delivering fast, frequent service on high ridership routes with providing needed access to important destinations like hospitals, government offices and commercial areas. Compared to other standards, bus productivity is not immediately visible to riders. It is, however, an important factor in determining service potential service changes. Consideration of passengers, costs, and how many riders are on the bus at once are important to understand how the route is performing. While this is an important assessment, ridership and costs are not the only consideration for potential service changes. This standard, along with the others, will be used to identify potential changes to improve efficiency.

Bus Productivity Evaluation

To evaluate bus productivity, WRTA considers the total ridership, average occupancy, and overall costs associated with each route. By assessing bus productivity, WRTA can deliver service that is both efficient and appropriate to the existing demand of a route.

XXII. Service Change Process

WRTA may conduct service changes throughout the year. Service changes reflect a continuous, thorough process that follows analysis by staff, including public outreach and hearings, and adoption by the WRTA Board. Before any proposed changes are adopted by the Board, WRTA conducts outreach to customers at transfer locations, conducts and attends community meetings and holds public hearings. Information about proposed changes are advertised in local newspapers, as well as posted on buses, at stations and on WRTA's website: www.ridecoastrta.com. The purpose of the service change process is to deliver service that meets customer demand and to address service that could perform more efficiently. Due to residential and commercial growth and development within WRTA's service area, ridership patterns continue to change. For that reason, WRTA is continuously collecting data about how customers are using transit service, where they need to go, and adapting service accordingly. Customers can provide input about service changes via in-person hearings, online surveys, and through formal requests at www.ridecoastrta.com. WRTA continues to evaluate ridership across the system to retain riders and identify opportunities for growth. Potential new service is considered with respect to its impact on existing riders and its ability to attract new riders.

Maintain Service Equity

WRTA complies with all Title VI and Environmental Justice requirements. Proposed service changes are evaluated for potential impacts to low-income and minority populations. WRTA will maintain service for routes that serve protected minority and low-income populations as detailed in FTA Circular 4702.1B: routes with at least one-third (1/3) of its total mileage in census tracts that exceed the service area's average



percentage of minority or low-income population. To the extent feasible, WRTA will strive to balance the impacts of service changes between its member jurisdictions.

Limit Impact on WRTA's Mobility Service

Complementary paratransit service (WRTA Mobility) must be taken into account to ensure compliance with the Americans with Disabilities Act (ADA).

Improve Performance and Productivity

WRTA's service standards provide relevant benchmarks that enable evaluation of routes across the entire WRTA transit system. Within the service change process, routes will be evaluated according to both the tier standard and the average for routes within that tier. Among other factors, service changes take into account route productivity and performance to ensure that WRTA continues to deliver service that is productive, efficient, and financially sustainable.

A Service Change throughout WRTA can take months to complete, including data collection and analysis. Customers are strongly encouraged to provide feedback to WRTA staff during public engagement and public hearings. Summaries of public engagement events and feedback received are presented to the WRTA Board.

When Are Service Changes Warranted

Service changes may be considered for routes that fall below the adopted service standard or the route's service tier average for several consecutive service change periods. If standards or tier averages for the following service standards are not met, service changes may be considered:

- Service Hours
- Service Frequency
- Service Capacity
- Bus Productivity

In addition to proposing changes based on an evaluation of current performance, availability of funding, operators and vehicles must also be taken into consideration. Limited funding may result in the need to reduce service for routes that fall below WRTA service standards and tier averages. Available funding may allow WRTA to provide additional service. A proposed expansion of service may require other additional resources, like vehicles, physical capacity at stops and stations, and staff. Service changes that include additional service may be proposed as resources allow. WRTA's service standards for each tier are used to identify potential changes for WRTA's routes and services. Each route is compared with both the tier's adopted standard and the tier average. WRTA develops and considers service changes for any route that performs outside the tier average or below the standard during two consecutive service change periods.



Process for Evaluating Existing Service

- Determine Available Funding
- Determine Availability of Required Resources
- Determine Proposed Changes Through Service Evaluation

Potential New Service

As with evaluating existing service, potential new service is not proposed without identified funding and resources. In addition, new service must have established support from the public. In lieu of performance data, potential new service must also meet defined service warrants to ensure that WRTA service standards are met and resources are utilized efficiently. To maintain service that is efficient and financially sustainable, new

services should show consistent ridership growth following implementation and perform the tier average or above.

Process for Evaluating

- Establish Community Support
- Determine Available Funding and Resources
- Satisfy Service Warrants
 - potential demand
 - mobility need and
 - connectivity
- Making New Service Permanent
- Demonstration Projects

Guidelines for Major Service Reduction

In times of national or regional economic distress, WRTA will respond with cost reduction and/or revenue generating actions that may include the following alternatives:

- Implement internal productivity and cost reduction processes.
- Consider fare increases or other revenue sources.
- Conduct service adjustments or reduce service as needed.

Depending on the severity of the fiscal situation, a significant reduction of service may be required to align service with expected revenues. WRTA will evaluate existing service and propose service changes following the aforementioned processes.

The Importance of Public Input

WRTA values customer feedback and looks to riders to provide input throughout the service change process. Feedback received during the service change process is forwarded to WRTA staff who consider the feedback and often respond directly to customers.



Feedback received at public hearings is summarized by WRTA staff and presented to the WRTA Board so that Board Members can consider customer feedback when making decisions about service changes. Customer feedback may be used to revise service changes before Board adoption. During the pandemic and post-pandemic, WRTA will utilize social media and other methods for virtual interactions with the public. We have successfully utilized Facebook Live events, and virtual Board meetings with some success and we will continue to develop these methods moving forward.

WRTA Paratransit Mobility Service Delivery Standards

WRTA provides its complementary paratransit service in compliance with the Americans with Disabilities Act (ADA) for riders with disabilities who are unable to utilize WRTA's fixed-route system for some or all of their travel.

WRTA Mobility is an advanced reservation mode of transit that operates on an origin-to-destination basis. WRTA Mobility operates with the same schedule as MARTA's fixed-route services and provides service in the same areas of Horry and Georgetown Counties where fixed-route service is available. A 24-hour advance reservation is required.

Customers can apply for WRTA paratransit services by contacting the WRTA paratransit line by calling (843) 488-0865 Monday through Friday, from 8:00AM to 5:00PM. More information can also be obtained online at www.ridecoastrta.com or in person at the WRTA headquarters, located at 1418 Third Avenue, Conway, SC 29526. WRTA adheres to the U.S. Department of Transportation (DOT) Transportation for Individuals with Disabilities Reasonable Modification Policies as amended in 49 CFR Parts 27 and 37. **NOTE:** Inconvenience in using the fixed-route system is not a basis for eligibility, as all WRTA buses are ADA/Wheelchair accessible.

Eligibility Requirements

Eligibility for MARTA Mobility services requires customers to complete an application and have signed by a physician, then returned to WRTA for evaluation. For eligible customers, trip origin and destination must be within **3/4-mile** of a WRTA fixed-route.

Categories of Service

WRTA Paratransit includes two categories of service for customers depending upon the requested frequency of trips:

- 1. Subscription** – customers who have travel patterns to and from the same destination(s), at the same time, at least one (1) day per week, for at least six (6) consecutive months.
- 2. Advance Reservation** – customers can make reservations between one (1) day and six (6) six days in advance.

Neither type of service has reservation priority



Provide Information

Customers need to provide the following information to schedule a reservation:

- Name or customer ID number
- Exact address of trip origin and destination
- The type of mobility aid used and if lift is required.
- Use of service animal, if applicable.
- Pick-up or drop-off time – customers must prioritize either pick-up or drop-off time when making reservations to determine the “Ready Time” and 30-minute “Ready Window.”

Paratransit Performance Standards

- On-Time Performance - Target: 90%
- Customer Complaints - no more than 4.0 complaints per 1,000 Unlinked Trips
- Collision Rate - Not to exceed 2.5 collisions per 100,000 miles
- Reservation Call Abandonment Rate - Target: no more than 5%
- Adherence to 0% Trip Denial Requirement - Target: 0%
- Reservation Call Average Wait Time - Target: no more than 120 seconds (2 minutes)
- Missed Trips - Target: not to exceed 0.5% of total trips

XXIII. Other Service Considerations

Large Scale or Special Events

Large scale or special events may require special service considerations on the part of WRTA staff to accommodate additional passengers or re-route service based on street closures or other impacts to regularly scheduled service.

Large Scale Events – WRTA defines large scale events as any event that requires an Authority-Wide Operations and Staffing Plan.

Special Events – WRTA defines special events as major conventions, national celebrations, sports championships, demonstrations, ethnic celebrations, religious convocations, and foot races, or any event that would or have a significant impact, through the system.

Possible Service Changes

When large scale or special events occur, WRTA responds with appropriate service changes that may include the following:

- Re-routing – When street closures are planned, WRTA may re-route service on adjacent or nearby streets to provide access for customers impacted by the closure.



- Shuttle service – Shuttle service may be used if in compliance with FTA's Charter Service Regulations (49 CFR Part 604) and properly requested as outlined to provide additional service and access to/from destinations off normal service routes.
- Plug service – Extra service is used to alleviate anticipated overcrowding or increased demand.

Notification of Detours

Notifications are provided online and through WRTA's Ride Coast RTA app.

Evaluation of Large Scale or Special Event Coordination

As directed by WRTA's Large Scale or Special Events Coordinator, a designated supervisor or the Operations Manager that participated in the event will submit a post-event report to the General Manager, who will provide a summary report to Charter Reporter.

Weather Events

In the event of severe weather that may pose a risk to staff or customers, MARTA may be required to implement service changes, reductions, or suspension.

WRTA will respond appropriately as conditions allow but customers may experience the following necessary service changes:

- service reductions
- service cancellations
- other changes as needed

Notification of Service Changes

In the event of severe weather conditions, WRTA will notify customers of service changes in coordination with media outlets and by posting updates at www.ridecoastrta.com, on WRTA's Facebook page (Coast RTA), and @Coast RTA on Twitter.

Contracted Services

WRTA does not currently have any contracted services for transportation.

XXIV. Summary

In order to provide transit service that meets both ridership and equity goals, WRTA's service standards offer guidance that targets clear goals for quality and productivity of transit service. Guided by state and federal legislation, WRTA's service standards and design guidelines provide a set of evaluation tools for staff to assess the performance of transit service and determine how to allocate resources efficiently. In addition, the standards describe WRTA's process for planning and implementing service changes and new service. This process identifies how the Authority engages community members and how customers can inform service changes to ensure that proposed changes are



responsive to the feedback and opinions of WRTA riders and community members. WRTA's service standards are designed to ensure that its service planning processes are transparent and accountable to riders and community members. WRTA's service standards reflect a continuous process to respond to community input and provide effective transit service so that as the region grows, WRTA will continue to provide safe, reliable, affordable and courteous mass public transportation that enhances the quality of life for residents and supports the growth of tourism.

Customers can provide input regarding service changes any time at www.ridecoastrta.com or by contacting the WRTA comment line at (843) 488-0865

XXV. Title VI Property Equity Analysis (DRAFT)



TITLE VI EQUITY ANALYSIS

Waccamaw Regional Transportation Authority- Coast RTA

"DRAFT"

BUS OPERATIONS & MAINTENANCE FACILITY



MAY 19, 2021

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1.1 Background And Project Description

Waccamaw Regional Transportation Authority (Coast RTA), headquartered in Conway, SC, operates 10 fixed route services, as well as paratransit service, in Horry and Georgetown Counties. Coast RTA's system is made up of ten fixed bus routes and a paratransit system that includes on-demand response and subscription services. Coast RTA operates a fleet of 34 vehicles comprised of a mix of standard 40-foot buses, cutaways, and rubber-tired trolleys, with ridership of 560,063 annual passenger trips in 2019, and operates Monday-Sunday from 6am to 8pm.

Horry County has an estimated population of 344,147. Georgetown County has an estimated population of 62,249. The municipalities of Conway, Myrtle Beach, and Georgetown (as well as a rural, unincorporated area in Horry County, Bucksport), are all served by Coast RTA, and while Conway and Myrtle Beach are considered to be "Small Urban," areas—with populations of roughly 25,000 and 33,000 respectively—Georgetown's population is around 9,000. The City of Conway is the Horry county seat, part of the Myrtle Beach Metropolitan area, and where Coast RTA's administrative headquarters and maintenance facility is located. Coastal Carolina University is also located in Conway with a total enrollment of 10,641 students.

The present facility located at 1418 Third Avenue, Conway, SC and serves as a multi-use bus maintenance, storage, administration, customer service, and passenger transfer facility. The facility was originally built as a Ford dealership in the 1950s and later repurposed as a bus maintenance facility and passenger transfer center. The current facility, including building area, exterior areas, and parking areas, totals 59,574 square feet. Due to space limitations, Coast RTA also leases a one-acre parcel for the storage of their transit fleet, however, the adjacent parcel is currently being marketed by a commercial real estate company for redevelopment. The entire site is severely constrained geographically with no method of reconfiguration or expansion.

The Coast RTA maintenance facility presents many disadvantages and safety challenges:

- The entire facility has experienced varying degrees of electrical retrofitting
- There are multiple wiring connections to or from unknown interior power sources
- Short-circuiting is common for the building due to water leakage
- None of the air conditioning equipment in the maintenance garage is working properly
- There are water leaks and visible damage on ceiling tiles around ventilation throughout the facility
- There are pipes and valves that tie into unknown systems and include exposed piping in areas



- Rainwater drainage is inadequate and stormwater flooding is common in the driver's room. Sandbags are needed in any major rain event
- The garage roof height does not allow for vehicle lifts to be done inside the building
- The roof is in poor condition and allows stormwater to pool in the middle due to a non-functional roof downspout
- Lobby walls have been damaged from repeated flooding over time
- Water damage can be seen on ceiling tiles throughout the facility
- There is limited capacity for parked transit vehicles. Coast RTA leases a month-to-month property nearby for bus storage, however the property lacks proper fencing and cannot be secured

In order to demolish and construct a new passenger facility at the current site and identify a different site for a new operations and maintenance facility, Coast RTA is involved in a feasibility study with the goal of identifying an alternative site that improves operational efficiency as well as minimizes risk of service interruption due to environmental impacts and weather events.

The feasibility study is intended to:

1. Identify current and future bus maintenance, operations, and administrative facility needs
2. Identify potential sites that meet programming and operational needs
- 3.. Recommend a preferred site for acquisition by Coast RTA based on prioritized site selection criteria

1.2 Title VI Compliance

Per FTA C 4702.1B, Title VI equity analyses for the location of facilities must occur in the planning stage before a preferred site has been selected. Sites have been evaluated and ranked as part of the Coast RTA Bus Operations and Maintenance Facility Feasibility Study process. The Coast RTA Board was provided periodic process updates at several public meetings and was eventually notified of top sites at a public meeting on February 24, 2021.

Coast RTA 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 4702.1.B.

Title 49 CFR Section 21.9(b)(3) states, "In determining the site of location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national



origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 9 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.”

Coast RTA is required to conduct a Title VI equity analysis to ensure a location is selected without regard to race, color, or national origin. Per guidance in the circular, this analysis must:

- Include outreach to persons potentially impacted by the siting of the facility
- Compare impacts of various siting alternatives
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

1.3 Defining Search Area Process

To identify viable parcels as potential locations for the future Coast RTA Operations and Maintenance Facility, a methodological approach was established using GIS data and ArcGIS Online analysis tools. The analysis comprises a three-round process to identify an “Area of Opportunity,” representing a refined study area to focus a site for the future Coast RTA Operations and Maintenance Facility. The data used to identify the Area of Opportunity included Coast RTA transit routes, GIS data and information, Horry County GIS, South Carolina Department of Transportation GIS, and ArcGIS Online analysis tools.

Round 1 – Location of Service Entry Points

In Round 1, central locations between the bus stops at which every route enters service, the Points of Entry, were identified. For the calculation, the Points of Entry were weighed based on the number of routes they serve. The purpose of this calculation is to minimize deadhead, or non-revenue miles, for every route. The following three points of centrality were identified:

- Central feature – The Point of Entry that is most centrally located
- Mean center – The point that is a geographic center between the Points of Entry
- Median center – The point that minimizes the distance between Points of Entry



Round 2 – Route Frequency

Similar to Round 1, Round 2 also identified central locations between the Points of Entry; however, for this calculation the Points of Entry were weighed based on the frequency of routes. The purpose of this calculation is to identify locations of higher demand. The following three points of centrality were identified:

- Central feature – The Point of Entry that is most centrally located
- Mean center – The point that is a geographic center between the Points of Entry
- Median center – The point that minimizes the distance between Points of Entry

Round 3 – 15-Minute Drive Time

In Round 3, the distance a vehicle can travel in 15 minutes was calculated for each Point of Entry. This calculation was used to identify areas of overlap between the Points of Entry as an additional measure to find a central location between them.

Additional Considerations

As an additional consideration for identifying the Area of Opportunity, Coast RTA employee addresses were mapped to visualize the main areas, or clusters, where employees reside. This data can be used to measure the commutes of employees to a potential Operations and Maintenance Facility. Clusters are mainly located in Conway, Myrtle Beach, and closer to the South Carolina/North Carolina border. Additionally, the location of Ocean Bay Middle school was considered, as it is an emergency shelter Coast RTA services during hurricanes and other natural disasters requiring evacuation. The school is located in Myrtle Beach off International Drive. Finally, the future Operations and Maintenance Facility must be located near major roads in order to maximize efficiency of the transit system.

Area of Opportunity

To identify the Area of Opportunity, the three rounds of analysis were combined with the additional considerations and an area of overlap defined. The Area of Opportunity is centralized in Myrtle Beach and includes four major thoroughfares--US 17, US 501, SC 31, and 544-- and spans north and south of the Intracoastal Waterway.

1.4 Parcel Search Process

To create a manageable pool of potential parcels to assess for the future Coast RTA Operations and Maintenance Facility, parcels were filtered using criteria based on Coast RTA site and operational requirements. Parcels were eliminated during three rounds of



searches using GIS data, and then in a fourth round with manual, targeted site assessment using Google Maps.

Round 1

Parcels remained based on the following criteria:

- Parcels located within the identified Area of Opportunity and along US 501
- Parcels within 0.5 miles driving distance from US 17, US 501, SC 31, and SC 544
- Parcels with an area of 8.0 acres or greater

Results

- Total parcels = 172

Round 2

Parcels remained based on the following criteria:

- Parcels located inland from the Intracoastal Waterway
- Parcels not zoned as residential, agricultural, or conservation

Results

- Total parcels = 107

Round 3

Parcels remained based on the following criteria:

- Parcels without structures
- Parcels not in the floodplain

Results

- Total parcels = 36

Round 4

A workshop was held on September 1, 2020 with Coast RTA General Manager, Brian Piascik, and staff from Kimley-Horn and Keystone Commercial Realty. All parcels remaining after Round 3 were manually examined and discussed relative to their access potential for transit vehicles, known planned development, potential partnership opportunities, and local market knowledge/trends. Eight parcels were eliminated as a result of the workshop discussion and feedback received from Coast RTA.

In addition to the parcels that were found through GIS and data evaluation, Keystone Commercial Realty provided six additional parcels to be considered based on their viability in the real estate market. Finally, another search was conducted for publicly owned parcels located south of the Intracoastal Waterway, resulting in one additional parcel. The data-driven additions and eliminations of Round 4 resulted in 28 remaining parcels.



Round 5

An evaluation matrix was created based on discussions with Coast RTA and identified priorities, goals, and objectives for a potential new operations and maintenance facility site. The goals included:

- Operational Efficiency
- Ease of Acquisition and Constructability
- Resiliency

Results

- Total parcels = 5

The results of each site evaluation indicator for Round 5 sites is shown in Table 1 below. Each indicator was evaluated on a relative scale by comparing the sites to one another. This scale is color coded in the table where green means the result of the indicator reflects well on the site's viability, yellow means a fair result, and red means that the result of the indicator poses a potential issue to relocating the Coast RTA Operations and Maintenance Facility on the given site.

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Site Evaluation Matrix		Parcel ID				
Goal	Indicator	21	39	A01	A04	B6
Operational Efficiency	Dead head mile change to entry of service points	76.90 miles saved	63.90 miles saved	146.64 miles saved	72.54 miles saved	189.00 miles saved
	Dead head travel time in minutes change to entry of service points	93 minutes saved	69 minutes saved	195 minutes saved	36 minutes gained	186 minutes saved
Ease of Acquisition and Constructability	Listed for Sale	Yes	No	Yes	No	No
	Compatible Zoning	Conditional	Permitted	Permitted	Permitted	Permitted
	Planned for Redevelopment	No	No	Yes	No	No
	Publicly Owned	Private	Private	Private	Public: Horry County	Public: City of Myrtle Beach
	Currently Developed	No	No	Yes	No	No
	Parcel Size	77.31	83.8	125.14	147.16	44.24
	Estimated Value	\$ 122,688	\$ 101,351	\$ 86,512	\$ 42,314	\$ 197,684
Resiliency	FEMA floodplain zones (floodway, 100-year, and 500-year)	Parcel not in FEMA-mapped zones	Parcel not in FEMA-mapped zones	Parcel not in FEMA-mapped zones	Part of the parcel in the 100-year floodplain (Zone AE)	Parcel not in FEMA-mapped zones
	Current Tidal Flooding	Parcel not exposed	Parcel not exposed	Parcel not exposed	Parcel not exposed	Parcel not exposed
	Sea Level Rise (1 and 2 ft)	Parcel not exposed	Parcel not exposed	Parcel not exposed	Parcel not exposed	Parcel is not in the mapped extent for SLR but part of the parcel is identified by NOAA as being in "low-lying areas that are hydrological unconnected but may also flood" with a 1 foot or higher of SLR.
	Storm Surge	Parcel not exposed	Parcel not exposed	Cat 3: part of the parcel in the inundation extent; Cat 4 and higher: full parcel as well as surrounding areas completely inundated	Cat 3: part of the parcel in the inundation extent; Cat 4 and higher: full parcel as well as surrounding areas completely inundated	Cat 3 and Cat 4: part of the parcel in the inundation extent; Cat 4: site access could be a significant issue because of inundation of surrounding areas

Table 1: Site Evaluation Matrix



Round 6

Remaining parcels were evaluated based on the ranking of the indicators as displayed in Table 1, with an emphasis on operational efficiency and resiliency. The study team performed a calculation to determine relative non-revenue travel time savings/cost per hour savings by route from each of the proposed sites to service entry points as compared to the current facility. These calculations are shown in Table 2 below.

	Conway	Site 21	Site 39	Site A01	Site A04	Site B06*
Deadhead Minutes per Day	1,201.60	1,108.70	1,132.74	1,006.86	1,237.70	1,015.60
Deadhead Minutes Saved per Day	-	92.90	68.86	194.74	(36.10)	186.00
Deadhead Hours per Day	20.03	18.48	18.88	16.78	20.63	16.93
Deadhead Miles per Year (Buses Operating on 95 and 362 Days/Year Schedule)	265,042.20	250,479.64	254,085.60	227,727.54	251,310.36	219,714.36
Annualized Hours Saved	-	206.72	86.51	739.37	(447.25)	611.43
Monetized Savings (\$90/hr. Operating Costs)	-	\$67,389.53	\$44,490.63	\$191,546.99	\$5,749.58	\$206,876.87

Table 2: Operational Savings Calculations

**Removed from consideration due to development plans by the City of Myrtle Beach.*

A coordination meeting was held with Coast RTA operations and management staff to discuss site evaluation results, operational feasibility, and any circulation concerns associated with the final pool of sites.

An environmental resiliency analysis was also conducted for each of the proposed sites to determine risk of flooding and storm surge. The risk of storm surge was modeled for over 100,000 storm types with varying characteristics using the National Hurricane Center's SLOSH MOM Dataset. The results show maximum storm surge potential for a given category of storm and assumes high tide conditions. Neither of the final sites carry a significant threat of storm surge related flooding with a Category 3 storm, while site A01 had a higher chance of storm surge related flooding with a Category 4 Hurricane. In addition, neither site was present in FEMA 100-year or 500-year floodplain maps.

Based on these factors, sites A01, 21, and 39 were identified as the preferred sites for a potential bus operations and maintenance facility.



Site A01

Site A01 is approximately 0.5 miles from US 501 1.1 Miles from US 17 via George Bishop Parkway. The site is zoned Planned Development District (PDD) and an operations and maintenance facility would be considered a permitted use by the Horry County Unified Development Ordinance. The site is privately owned and listed for sale and totals approximately 125.14 acres. There is a stormwater retention area

adjacent to Preferred Site A that is assumed to be sufficient for Coast RTA's intended use as an operations and maintenance facility. Portions of the site are developed with existing structures and/or paved parking lots.

Site 21

Site 21 is located on US 501, and is accessible via Glenbriar Rd, behind existing highway commercial development (Gander Mountain). The parcel is located approximately 1.3 miles north of the US 501/SC 31 interchange and zoned Highway Commercial. A bus operations and maintenance facility would be considered a conditional use by the Horry County Unified Development Ordinance and would require County approval. The proposed project site is currently undeveloped, and the majority is wooded.

There is also an active rezoning application to be reviewed by the Horry County Planning Commission, changing the zoning to residential. If granted, the rezoning would permit the construction of a residential on a previously highway commercial site. The rezoning review/approval is on hold until Postal Way is fully extended, but initial due diligence suggests the portion of Site 21 that would be available for potential use as an operations and maintenance facility is located in the southern corner of the site.

Site 39

Site 39 is located on US 501 and is accessible via Conbraco Cir and Postal Way. The parcel is located approximately 1.7 miles north of the US 501/SC 31 interchange and zoned Light Industrial and Highway Commercial. A bus operations and maintenance facility would be considered a permitted use by the Horry County Unified Development Ordinance. The site is privately owned and totals approximately 83.80 acres. The proposed project site is currently undeveloped, and the majority is wooded.

Initial due diligence suggests the portion of Site 39 that would be available for potential use as an operations and maintenance facility is located on the eastern side of the site, along Postal Way. This section of the parcel totals roughly 12 acres.



1.5 Community Outreach

The Coast RTA Board has discussed the need for a new facility and been given status updates on the on-going feasibility study on several occasions in publicly accessible and properly noticed meetings (advertised in the Sun News):

- February 24, 2021 Regular Board of Directors Meeting
- March 31, 2021 Regular Board of Directors Meeting
- April 28, 2021 Regular Board of Directors Meeting

Coast RTA also conducted targeted outreach to current transit users and more specifically, those passengers who use the current passenger facility. The objective was to inform and solicit feedback from those who might possibly be impacted by the proposed demolition of the current facility, construction of a new/improved passenger facility, and the relocation/construction of a new bus operations and maintenance facility on a new site.

The following steps were taken to inform the public of the project and solicit feedback:

- An online survey was developed and made available via Coast RTA's website
- An informational Power Point presentation was developed and made available on the Coast RTA website
- A poster was created to post on the doors of the current passenger facility and on board the buses, directing passengers to the Coast RTA website and informational project presentation
- A QR code was included on all posters that directs interested parties to an online survey
- Email contacts of the Coast RTA Public Communications officer and the General Manager were also included on the website, informational project presentation, and posters, requesting any written comments or questions regarding the project

Public Input Received

Coast RTA received no survey responses and no written or emailed responses to the online survey or public-facing informational project Power Point presentation.

1.6 Benefits and Burdens Analysis

Coast RTA reviewed the benefits and burdens of each of the potential locations to determine the impact of a new facility. There were various benefits and burdens to each location. None of the potential sites would involve the displacement of residences but some are within close proximity to planned residential housing.



<i>Site</i>	<i>Benefits/Positive Impacts</i>	<i>Burdens/Adverse Impacts</i>
A01	<ul style="list-style-type: none"> • Closer proximity to Downtown Myrtle Beach Transit Center, which the majority of Coast RTA routes serve • Increases operational efficiency of system • Compatible with surrounding uses • Property is currently for sale • Existing stormwater retention on site 	<ul style="list-style-type: none"> • Site has a chance of storm surge related flooding with a Category 4 hurricane • Will require new roadway access points to southern portion of the site
21	<ul style="list-style-type: none"> • Closer proximity to Downtown Myrtle Beach Transit Center, which the majority of Coast RTA routes serve • Increases operational efficiency of system 	<ul style="list-style-type: none"> • Will require a rezoning • Close proximity to planned residential housing • Postal Way is a high traffic road and would serve as main access point for buses • Site is currently undeveloped and would require extension of utilities
39	<ul style="list-style-type: none"> • Closer proximity to Downtown Myrtle Beach Transit Center, which the majority of Coast RTA routes serve • Compatible with surrounding uses • Increases operational efficiency of system 	<ul style="list-style-type: none"> • Close proximity to highway commercial • Postal Way is a high traffic road and would serve as main access point for buses • Site is currently undeveloped and would require extension of utilities

Table 3: Benefits and Burdens Analysis





1.7 Site Maps

Site A01

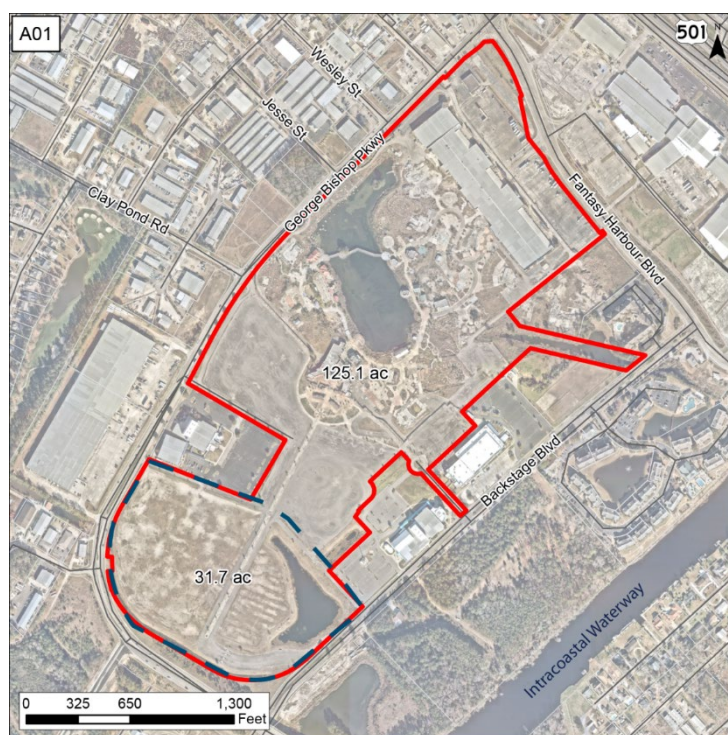


Figure 1: Site A01



Site 21

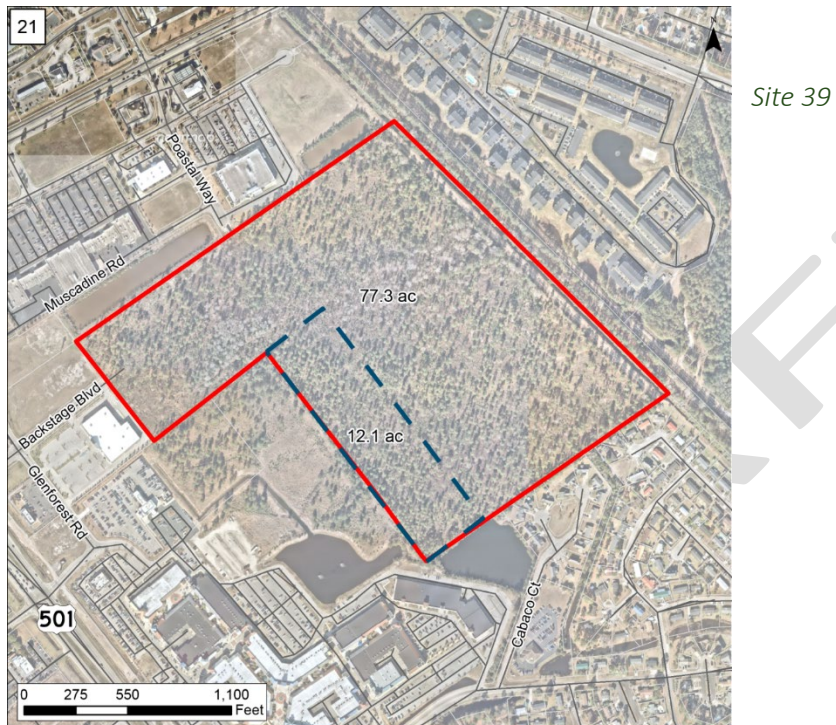


Figure 2: Site 21



Site 39

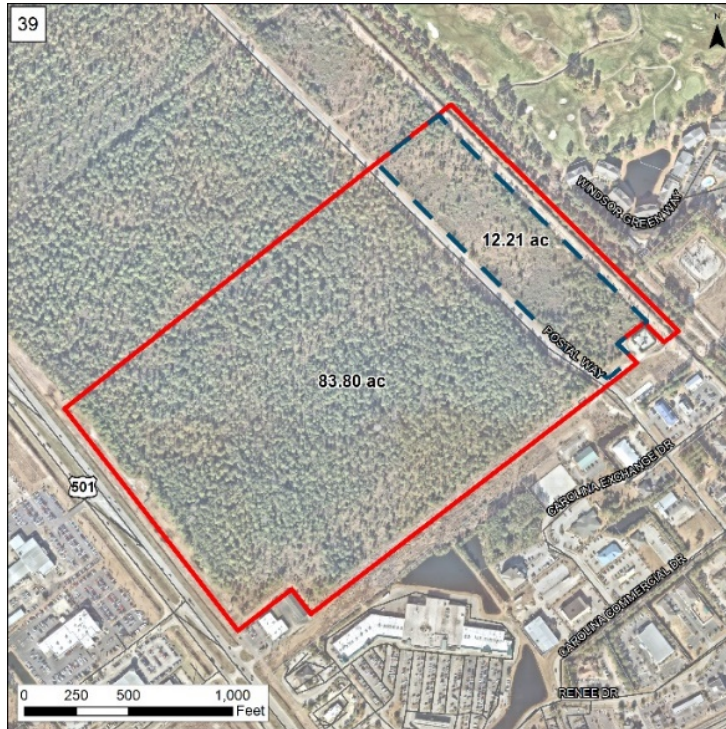


Figure 3: Site 39



1.8 Demographic Analysis

Table 4 shows contains a comparison of various demographic factors for the Census block group each potential site is located within, as well as the demographics of Horry County as a whole.

	Current Site (Conway Site) (1418 3 rd Ave) Block Group 450510703002, Census Tract 703	Site 21 Block Group 450510602061, Census Tract 602.06	Site 39 Block Group 450510602091, Census Tract 602.09	Site A01 Block Group 450510602042, Census Tract 602.04	Horry County
Total Population	1602	9202	7062	3670	332,172
White	724	7483	6139	3195	269,392
Non-White	878	1719	923	475	62,780
Non-White %	54.8%	18.7%	13.1%	12.9%	18.9%
Population under Poverty Line	324	1363	975	179	49007
Percentage under Poverty Line	20.2%	14.8%	13.8%	4.9%	14.8%
Median Income (Households)	\$32,004	\$59,577	\$68,693	\$47,646	\$50,524
LEP % (Households)	1.8%	0.0%	0.8%	0.0%	1.6%

Table 4: Demographic Comparison of Final Sites

While there are minority and low-income populations present within each of the block groups where the potential sites are located, the concentration of those populations is comparable to those in Horry County, indicating that any impacts resulting from the development of a bus operations and maintenance facility would not be disproportionately burdening minority and/or low-income communities. All sites are currently vacant with no adjacent residences (no risk of displacement), no identified negative environmental impacts, and no known cumulative impacts related to other projects being implemented in close proximity. As was noted in the site evaluation matrix, the construction of a bus operations and maintenance facility on any of the sites would not pose noise, air, or traffic concerns, even when compounded with other nearby uses. As there are no known



negative impacts to surrounding uses and populations in general, there are also no known disproportionate burdens on minority and low-income populations with any of the potential sites.

1.9 Conclusion

The current location of the Coast RTA Bus Operations and Maintenance Facility has a significantly higher percentage of non-white residents and residents below the poverty line living within the Census block group that compared to Horry County as a whole and the other alternative sites. As Coast RTA is proposing no changes to the site other than improving the passenger transfer facility and relocate the bus operations activities to a different site, this is not anticipated to results in a disparate impact to minority and low-income residents.

None of the final sites would have a disproportionate effect on minority or low-income households. However, Site A01 poses the lowest likelihood of a resulting disparate impact on minority and low-income populations with development of a new bus operations and maintenance facility, while also meeting all site selection and evaluation criteria. Coast RTA believes there is justification for Site A01 to be the final, locally preferred alternative for the citing of a new bus operations and maintenance facility.

DRAFT



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.



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: _____



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 contract 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: _____ 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)



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 excluya 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: _____ Fecha: _____

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



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



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



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



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



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



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



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



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-2012-12-14/pdf/2012-30972.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



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", reimpresa 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-205-12-14/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



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?



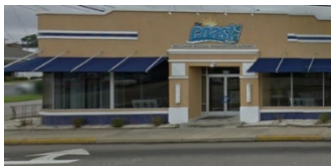
WRTA
Title VI Program

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

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 ilgili 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

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