



**Waccamaw Regional Transportation Authority
Board of Directors Meeting Agenda
March 26, 2025
10:00 AM**

- I. Welcome and Call to Order
- II. Invocation and Pledge of Allegiance
- III. Roll Call
- IV. Approval of Agenda
- V. Approval of Minutes – February 26, 2025
- VI. Acknowledgement of Visitors
- VII. Public Comment (3-minute time limit)
- VIII. Committee Reports
 - a. Service/PAC Committee
 - Resolution MAR2025-08 Approval of FY 24-27 Title VI Program
 - b. Finance Committee
 - Resolution MAR2025-09 Authorization to Apply for FTA Grants
 - Resolution MAR2025-XX Approval Horry County Funding Agreement
 - c. Compensation Committee
 - d. Other Ad Hoc Committees
- IX. General Manager's Report
- X. Old Business
- XI. New Business
- XII. Executive Session - - If Necessary
- XIII. Good of the Order
- XIV. Announcements
- XV. Adjournment

Next meeting date: Wednesday April 30, 2025 - 10am

FY2025 BOARD OF DIRECTORS ATTENDANCE ROSTER



	OCT	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Bilka, Melissa	A										
D'Angelo, Katharine	A	X	X	X							
Eickhoff, Darrell	X	X	X	X							
Johnson, Lillie Jean	X	A	X	X							
Keene, Marvin, Ph.D. CFA	X	A	*	#							
Metherd, Elijah	#	#	X	#							
Pope, Sarah			X	#							
Silverman, Bernard	X	X	X	X							
Twigg, Nicholas, DBA	X	X	X	A							
Wallace, Randal	X	X	A	*							

X = In Attendance

A = Absent

E = Excused Absence

* = Arrived after roll call

#= In attendance via conference call

revised June 2022



**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
d/b/a THE COAST RTA
REGULAR BOARD OF DIRECTORS MEETING
Wednesday, February 26, 2025
10:00 PM**

Board Present: Katharine D'Angelo
Darrell Eickhoff
Lillie Jean Johnson
Elijah Metherd
Sarah Pope
Bernard Silverman
Marvin Keene
Randal Wallace

Staff Present: Brian Piascik, General Manager/CEO
Ron Prater, CFO
Lauren Morris, Strategic Communications Manager
Candace Brown, Senior Planner/Special Projects
Ann-Martin Buffkin, Staff Accountant/Board Liaison
Doug Herriott, Operations Manager
Tom Burda, Maintenance Manager

Visitors: Mary Kate and Bella

In accordance with the Freedom of Information Act (FOIA), the FY2025 meeting schedule was provided to the press at the beginning of the 2025 fiscal year, stating the date, time, and location. In addition, notice of this meeting was provided to the press and stakeholders, stating the date, time, and location on February 24, 2025.

CALL TO ORDER: Chairman Silverman called the meeting to order at 10:00 AM and welcomed everyone.

INVOCATION/PLEDGE OF ALLEGIANCE: Mr. Silverman gave the invocation, then led the Pledge of Allegiance.

ROLL CALL/ANNOUNCEMENT OF QUORUM: Roll call was taken. A quorum was present.

APPROVAL OF AGENDA: A voice vote was taken; no nays being heard; the agenda was approved unanimously.

APPROVAL OF MINUTES: A voice vote was taken; no nays being heard; the minutes for January 29, 2025, were approved unanimously.

ACKNOWLEDGEMENT OF VISITORS: Mary Kate Morookian from Kimley-Horn and Bella Linck – Intern at Coast RTA. Ms. Linck gave an introduction of herself and her future plans as a student at CCU and as an intern for Coast RTA.

SERVICE/PACC COMMITTEE: Ms. D'Angelo began by updating the Board on what was discussed at the Service/PACC committee meeting. Items discussed included TDP, Title VI, Entertainment Shuttles, and trend data on incoming calls. There will be no fee for the shuttle this upcoming season. Coast RTA is hoping to have more ridership by increasing marketing for the shuttles. There will be public meetings today and this week regarding TDP and Title VI discussions.

FINANCE COMMITTEE: Dr. Keene updated the Board on what was discussed at the Finance committee meeting. Items discussed included January financials and the plan leading up to the transition in funding and how that will affect cash and cash requirements. Brian Piascik stated that from a budget perspective, Coast is in good shape. Mr. Piascik shared a new cash requirements report and requested it be added to the Board Report. There was a consensus from the Board. The big take away from the cash requirements report was that on March 25, 2025, Coast will need a loan from bank in order to float cash until funding goes in to place the later part of this year. The first loan request will be \$550,000 which will pay off the current CNB loan note of \$147,000.

COMPENSATION COMMITTEE: None

AD HOC COMMITTEES: None

GENERAL MANAGER'S REPORT: Mary Kate Morookian began by providing an update on Kimley Horn projects. She and Mr. Piascik presented a spreadsheet to show how Ride IV money will make an impact for Coast. The Ride IV money will cover the loss of current funding – to include road use fees, MB/NMB, and 5307 urbanized formula, which will move to capital. Ride IV funding will also cover the shortfall on current services, salary and wage increases, increased frequencies,

and microtransit/vanpool services. Some of the remaining funds will go to the O&M reserve and capital purchases/projects.

Mr. Piascik provided an update on TASC. He explained how there has been a decline in transit funding over the last 40 years. In 1987, there were only 7 transit systems that split \$6,000,000 compared to 2025, with 34 transit systems. These 34 systems are still splitting the same \$6,000,000. TASC members are going to the State to ask for increased funding from \$6,000,000 to \$80,000,000.

OLD BUSINESS: None

NEW BUSINESS: None

EXECUTIVE SESSION: There was a motion to go into Executive Session by Ms. D'Angelo with a second by Mr. Eickhoff at which time the recording session ended. A motion to come out of the Executive Session was made by Mr. Eickhoff and a second by Ms. D'Angelo. No decisions were made, and no votes were taken.

Once Executive Session ended, the Board discussed Mr. Piascik's recommended bonus. The Board suggested a \$30,000 bonus for Mr. Piascik. Mr. Eickhoff made the motion and a second was made by Ms. Lillie Jean Johnson. Mr. Piascik's recommended bonus was approved unanimously.

FOR THE GOOD OF THE ORDER: None

ANNOUNCEMENTS: None

ADJOURNMENT: There was a motion by Mr. Metherd to adjourn the meeting. Mr. Silverman adjourned the meeting at 12:23 PM.

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
RESOLUTION NO. MAR2025-08**

APPROVAL OF FY24-27 TITLE VI PROGRAM

A motion of the Board of Directors for the Waccamaw Regional Transportation Authority to approve the FY24-27 Title VI Program.

Background:

The Authority has updated Title VI Program, in order to comply with federal laws and regulations of the Title VI of the Civil Rights Act of 1964, 49 CFR Part 21 and United States Department of Transportation Title VI regulations. The Title VI Program outlines our policies related maintaining a diverse workforce, strategies to serve disadvantaged populations, and gives our customers a process for filing a claim to notify of a violation of civil rights related to our service, employment practices and information dissemination.

The document was released via our website, social media and available for review and comment from February 6th through March 15, 2025, including at three public meetings held in February. There was no substantive input during the public participation period.

Motion:

It is hereby moved by the Board of the Waccamaw Regional Transportation Authority to approve the FY 24-27 Title VI Program.

Requested by: _____
Brian Piascik, General Manager/Secretary-Treasurer

APPROVED by the Waccamaw Regional Transportation Board of Directors at the regular meeting thereof, held on March 26, 2025.

ATTEST:

_____ Bernard Silverman, Board Chair	_____ Marvin Keene, Ph.D. CFA, Vice Chair
_____ Katharine D'Angelo	_____ Darrell Eickhoff
_____ Lillie Jean Johnson	_____ Sarah Pope
_____ Elijah Metherd	_____ Dr. Nicholas W. Twigg, DBA
_____ Randal Wallace	_____ Vacant – City of Myrtle Beach
_____ Vacant – City of Conway	



DRAFT Title VI Program

(ANY TITLE VI COMPLAINT MUST BE FILED WITHIN 180 DAYS FROM DATE OF INCIDENT)

FTA Recipient # 5526

Candace Brown - Title VI Coordinator

Waccamaw Regional Transportation Authority d/b/a Coast RTA

1418 Third Avenue Conway, South Carolina 29526

843.438.3112 Direct Phone

843.488.0865 Main Phone Email: cbrown@coastrta.com

January 2025



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Title VI Program

Review and Approval

As mandated by the Federal Transit Administration (FTA), this document was prepared by Waccamaw Regional Transportation Authority (Coast RTA) 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."

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

Signature & Title of Responsible Official

Date

Prepared and Submitted by Coast RTA on January 31, 2025. Actual Board Resolution in Appendix X.

Adopted by the Coast RTA Board of Directors: February 24, 2021

FY 25 Board of Directors Roster

Title	Name	Appointed by:	Race
Chair	Bernard Silverman	Horry/G-town Leg. Delegation	Caucasian
Vice-Chair/Past Chair	Marvin Keene, Ph.D.	Horry County	African-American
Board member	Katharin D'Angelo	City of N. Myrtle Beach	Caucasian
Board member	Lillie-Jean Johnson	Georgetown County	African-American
Board Member	Darrell Eickhoff	Horry/G-town Leg. Delegation	Caucasian
Board Member	Randall Wallace	Horry County	Caucasian
Board Member	Elijah Metherd	City of Georgetown	Caucasian
Board Member	Nicholas Twigg, Ph.D.	Horry/G-town Leg. Delegation	Caucasian
Board Member	Sarah Pope	Horry County	Caucasian
Board Member	Vacant	City of Myrtle Beach	
Board Member	Vacant	City of Conway	

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



Introduction and Background

Coast RTA Mission Statement:

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 (Coast RTA) is responsible for providing residents and tourists throughout Horry and Georgetown Counties (South Carolina) with safe, reliable, and affordable public transportation. The Authority provides transit services in both the urban and rural portions of its service area, which has over 400,000 residents and over 18 million tourists visiting annually. Horry County is one of the fastest growing counties in the US.

Coast RTA provides transit services along 13 fixed routes, paratransit services and vanpool services. There is a base fare on the system on \$1 with special fares on fixed route for disabled customers, veterans, and passengers 55 years of age and older. Paratransit services have a one-way fare of \$2 and vanpool fares vary by employer and vanpool characteristics. Ridership on Coast RTA exceeds 600,000 riders per year, including paratransit and vanpool.

A system Map is available at the link below.

https://coastrta.com/wp-content/uploads/2023/07/CoastRTA_system_map_2023.pdf

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).

The Waccamaw Regional Transportation Authority (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 4702.1B.

If you feel you are being denied participation in or being denied benefits of the transit services provided by Coast RTA, 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 – OR – you may contact the Federal Transit Administration directly on their Civil Rights Hotline at 888-446-4511.

(ANY TITLE VI COMPLAINT MUST BE FILED WITHIN 180 DAYS FROM DATE OF INCIDENT)



Program Implementation

List of Locations Where Title VI Notice is Posted

Coast RTA's notices to the public are currently posted in the following locations:

Facility	Location	City
Coast RTA Main Terminal in All Public Facing Offices	1418 3 rd Avenue	Conway, SC
Ivory Wilson Transfer Center in All Public Facing Offices	503 10 th Avenue N	Myrtle Beach, SC
Georgetown Transfer Center	1604 Lynch Street	Georgetown, SC
Revenue Service Vehicles	Throughout Service Area	Parked at Conway Facility
Website	RideCoastRTA.com	

The Title VI notice and program information is posted in English and Spanish on Coast RTA'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 Coast RTA's Title VI Coordinator.

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

During New Employee Orientation, new employees will be trained on the provisions of Title VI, and Coast RTA's expectations to perform their duties accordingly.

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

Subrecipients, Subcontracts and Vendors

Currently, Coast RTA has no subrecipient(s) (entity or organization) that receives FTA, SCDOT, or Local assistance in providing transit services. In accordance with 49 CFR 21.9(b) all subcontractors and vendors who receive payments from Coast RTA 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, Coast RTA shall acquire signed assurances, monitor ethnicity of subrecipients including their subcontractors and shall include Title VI assurances in all appertaining contracts, as applicable.

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 Coast RTA 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.

Title VI Complaint Procedures

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

How to file a Title VI Complaint with Coast RTA

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 Coast RTA at the following address:

**Candace Brown
Title VI Coordinator
Waccamaw Regional Transportation Authority
1418 Third Avenue
Conway, SC 29526**

NOTE: Coast RTA 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.

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 the Coast RTA will be directly addressed by the Authority. Coast RTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Coast RTA 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 a 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 will receive a letter stating as such with the reasons, such as non-compliance in providing the additional information pertaining to the complaint.

How Will the Complainant Be Notified of the Outcome of the Complaint

Coast RTA will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying the 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 Coast RTA; 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, Coast RTA will draft a written response. This initial draft is subject to review by the transit system's attorney. If appropriate, Coast RTA's attorney may advise the Title VI Coordinator to administratively close the complaint. In this case, Coast RTA 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 directly with the FTA:

1. Contact the FTA Hotline at 888-446-4511, or,
2. The Complainant may complete the FTA complaint form found online at http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf.

Once completed, the Complainant must sign and, or 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



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

As of December 31, 2024, the Waccamaw Regional Transportation Authority has not been involved in or been the subject of any Title VI Investigations, Complaints or Lawsuits.

Limited English Proficiency (LEP) Program

Coast RTA has developed an LEP Program (see Appendix H) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Coast RTA 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, Coast RTA 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, Coast RTA 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, Coast RTA will make a “good-faith effort” to adhere to the following objectives.

1. Effectively communicate with and fully serve our LEP customers, by utilizing Certified Languages International LLC interpretive services, as necessary.
2. Develop an internal committee to assess our present offerings and develop recommendations to improve our communications with LEP customers.
3. Annually, perform a self-assessment of LEP Program progress with ‘next steps’.
4. Consider developing agreements with other governmental or not-for-profit entities who have available resources to provide language assistance to our customers seeking or receiving services.
5. 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.
6. Research practical resources that promote LEP customer access to pertinent information, and as appropriate, add such resources.
7. Consider soliciting, testing, and developing a list of volunteer interpreters/ translators to aid customers in person or by telephone.
8. Make bilingual ability (especially English-Spanish) a preference in hiring new staff, particularly when hiring receptionists, customer service representatives and operators;
9. Continue printings of routes and schedules duplicated in Spanish.



FOUR FACTOR ANALYSIS

Factor 1 - The number and proportion of LEP persons served or encountered in the Coast RTA service area

Coast RTA service area 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. Coast RTA has secured the top 10 countries and created fliers to accommodate those LEP needs (Appendix I). Among The Grand Strand area households, approximately 8.5% speak a language other than English. Coast RTA has experienced minimal difficulty in communicating with LEP passengers. Coast RTA has relied largely on family members and friends to reasonably provide transportation needs information to LEP individuals. When LEP persons visit Coast RTA terminal or have internet access elsewhere, route information is readily available on the website and ride guides.

Coast RTA currently serves Horry and Georgetown areas in coastal South Carolina. Based on the Federal Census Bureau's (<http://factfinder.census.gov>) estimated data for 2023, 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:

The chart below depicts the statistical information 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 31,702 LEP individuals age 5 and above, that speak languages other than English. However, 51% 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.

Coast RTA 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.



**POPULATION (6+ Years of Age) by Language Spoken at Home
(Ability to Speak English Estimates (% ROUNDED)):**

	Population	% of Category	% of Total Population
Horry County			
Population 5 years and over	353,168	100.0	100.0
Speak only English	323,149	91.5	91.5
Speak a language other than English	30,019	8.5	
Spanish	23,361	100.0	6.6
Speak English “very well”	10,980	47.0	3.1
Other Indo-European languages	6,543	100.0	1.9
Speak English “very well”	1,897	29.0	.5
Asian and Pacific Island languages	4,767	100.0	1.3
Speak English “very well”	2,479	52.0	.7
All other languages	830	100.0	.2
Speak English “very well”	183	22.0	
Georgetown County			
Population 5 years and over	61,591	100.0	100.0
Speak only English	59,908	97.3	97.3
Speak a language other than English	1,683	2.7	2.7
Spanish	1,021	100	1.7
Speak English less than “very well”	398	39.0	
Other Indo-European languages	382	100	.6
Speak English less than “very well”	38	1.0	
Asian and Pacific Island languages	263	100	.4
Speak English less than “very well”	147	56.0	

Horry County Schools currently have approximately 47,350 students enrolled in K-12 and there are an estimated 3,184 LEP students within the student body of the school district. The numbers show that an estimated 6.7% of students enrolled in Horry County Schools are LEP individuals.



Georgetown County Schools has an estimated 8,355 students enrolled in K-12; there are an estimated 252 LEP students within the student body of the school district. The numbers show that an estimated 3% of students enrolled in Georgetown County Schools are LEP individuals.

Coast RTA 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. Coast RTA 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.

Coast RTA has partnered with local agencies who work with LEP individuals, by hosting 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. Coast RTA staff spoke to those attending the event through an interpreter, to educate them on public transportation services.

Staff at the Vocational Rehabilitation and SCDEW are kept informed of Coast RTA services through regular meetings. LEP individuals use these state/local agencies on a regular basis.

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

Factor 2 - The Frequency with which LEP individuals Comes into Contact with Coast RTA Programs, Activities, and Services:

LEP individuals are among Coast RTA's daily transportation customers. They also frequently inquire in person or by telephone about our services, including fixed route services, paratransit services, and the seasonal entertainment shuttle.

Ride Guides, which have been translated into Spanish, are distributed along Coast RTA 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 Coast RTA through Certified Languages International.

Coast RTA 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.

On-board surveys show that about 5.8% of Coast RTA riders are Hispanic.



Factor 3 - The importance of Coast RTA programs, activities, and services to LEP persons:

Coast RTA's most critical services are:

- Fixed route services
- Paratransit Services
- Vanpool

Providing public transportation information to LEP individuals is critical, because 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 Coast RTA services, there is the potential for loss and/or interruption of access to employment, health care, education, and numerous other services.

Coast RTA works with organizations such as Department of Social Services, Helping Hands, United Way, and several other community organizations to regularly update the information about the clients they serve.

- 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 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, Coast RTA has learned that there are limited staff for assisting LEP individuals at these organizations. Most of them attempt to hire staff with bilingual capabilities to serve the LEP (primarily Spanish) speaking population. To date, Coast RTA has had limited success in attracting bilingual speaking frontline employees. Coast RTA 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

- Coast RTA'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.
- Coast RTA is designated to provide evacuations services in Horry County when a State of Emergency is declared. Public materials, such as the 'Know Your Zone' hurricane evacuation brochure has been made available in English and in Spanish. The Horry County Emergency Management Department prints these and other emergency management materials at no cost to Coast RTA.
- System-wide Ride Guides and times are printed in Spanish. These Ride Guides are distributed at key locations within the Latino community and along Coast RTA's routes to insure the community is aware of transit services. The cost of printing each order of 1,000 Spanish guides: \$1,896.
- "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.
- "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.
- "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 Coast RTA's office.
- Instruct drivers and other first line staff to report any occurrence where they experienced direct or indirect contact with LEP individuals.

Oral Language Assistance

- Coast RTA 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 all options above have been exhausted, staff will first attempt to determine what language is required. The CLI system is very good at determining the language being used by the customer and then provides an interpreter.
- Coast RTA continues to seek bilingual employees when hiring new employees.
- Coast RTA 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 of which, are staffed during business hours.

- Coast RTA 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.

Coast RTA 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:

- Routine monitoring to determine any change in the LEP populations within the service area.
- Routine polling of operators to determine if frequency of encounters with LEP language groups has changed.
- Routine market survey for the availability of new resources, including technological advances, sources of additional resources, and the costs imposed.
- Routine monitoring to determine if existing LEP assistance is meeting the needs of Coast RTA’s LEP passengers.
- Routine monitoring 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 the Authority’s small size, budgetary constraints often require that the 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.

Coast RTA will continue to explore available language assistance products throughout the market, and those utilized by counterpart RTAs. Additionally, Coast RTA will continue to take advantage of 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, Coast RTA recognizes the need to offer language translation services in the region. A review of relevant programs, activities and services that are being offered or will continue to be offered by Coast RTA 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 Authority’s website.
- Transit surveys periodically conducted by Coast RTA are available in Spanish.
- Spanish outreach meetings/forums are regularly conducted in the service area to inform the Spanish community of the services offered by Coast RTA. Information was provided by staff on-site to answer any questions or address concerns.



Staff Training

Staff will be provided access to the LEP Program and will be educated on procedures to follow. This information will also be part of Coast RTA's staff orientation process for new hires. Training topics are listed below.

- Understanding the Title VI policy and LEP responsibilities
- What language assistance services are offered
- 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

Community Outreach

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

Coast RTA 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-owned and other small businesses does not go unnoticed. This event is covered by local media and television. This annual OUTREACH event offers the opportunity to speak on relevant topics ranging from Disadvantaged Business Enterprises, Title VI and How to Do Business with the participants included.

Coast RTA 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.

Coast RTA 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. Coast RTA plays a vital role in the orientation and transportation of these students each year. At times, there have been as many as 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.

Coast RTA has made efforts to partner with local agencies who work with LEP individuals. Coast RTA 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. Coast RTA was able to speak (with an interpreter) to those attending the event and inform them of its public transportation services.

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

Coast RTA has spoken to several church associations to educate their members of Coast RTA'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 Coast RTA's eleven board members racially; breakdown of the Community Transit Partners (CTP), and service area population as a whole:

POPULATION by Race/Ethnicity

2020 US Census	Caucasian	African-American	Multi-Racial	Asian American	Native American	Hispanic Ethnicity
Population 414,433	74.9%	13.8%	5.5%	1.1%	0.5%	5.5%
Community Transit Partners*	0	0	0	0	0	0
Board of Directors (2 seats Vacant)	7	2	0	0	0	0

* The CTP is currently being reconvened – no data available

Community Transit Partners (formerly Service Advisory Council)

The Community Transit Partners (CTP) are comprised of agency representatives, passengers and frontline employees of Coast RTA. The committee meets 3-4 times per year. The purpose is to provide insight into "how Coast RTA is performing"; serve as Mystery Ride survey takers; serve as a sounding board for service (future and current) and so forth. This group did not meet for several years on the heels of the pandemic, but recruitment efforts have resumed to establish a new group focused on Coast RTA services. 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. Coast RTA offers an application process to individuals to join the CTP and announces vacancies as they become available in the local newspaper and various other sources of media, including our website. A statement encouraging minorities to apply is listed in all advertisements.

Board Meetings

The Board of Directors holds regular meetings at the Coast RTA office and the public is invited to attend. Virtual meetings have also been held due to the pandemic but have been continued for the convenience of those who wish to attend. Meetings are publicly announced; and the press is invited.



Board vacancies are appointed and filled by their respective county, municipality and legislative delegation.

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. Coast RTA's complaint process is reviewed and/or updated on an on-going basis.

Community Meetings

Coast RTA mentioned its community outreach and meetings in the paragraphs above regarding outreach and working with community partners to inform the LEP community of its services.

Service Change/Public Meetings

Coast RTA 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. Coast RTA 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.

Title VI Equity Analyses

Coast RTA 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. As of FY 25, Coast RTA is developing three separate facilities: Bus Operating & Maintenance Facility (BOMF); a passenger handling facility in Myrtle Beach and a passenger handling facility in Conway. Title VI equity analyses for each of these facilities are available by request.

Provision of Service Policy & Procedures

Background

The Authority's Service Standards identify the policies guiding transit service and the transit service change process. Updated on an 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 FY2024-2027 Service Standards delineate Coast RTA's transit service by service tiers. Not only do they distinguish different types of Coast RTA service, but the tiers are also used in evaluation during the service change process (conducted regularly). Further details regarding service tier characteristics, standards and design guidelines is included in this section.



FY2024-2027 Coast RTA's service design guidelines are comprised of nine segments that offer general guidance for transit service, though and appertain only to Coast RTA's fixed route and paratransit bus service:

1. Direct Route Design
2. Simple and Consistent Route Design
3. Symmetrical Route Design
4. Coordinated Schedules
5. Equitably Distributed Routes and Rolling Stock
6. Consistent Stop Spacing
7. Transit Amenities
8. Transit Access
9. Clean Stations and Vehicles

Reporting of Coast RTA'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). Coast RTA 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 Coast RTA's customers can engage in the process. In addition to state and federal mandates, Coast RTA's Service Standards are guided by requirements from the Coast RTA Board of Directors and related Coast RTA policies.

Coast RTA's Service Design Guidelines

Coast RTA's service design guidelines are general principles that guide Coast RTA 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 Coast RTA staff during the service change process. Because the design guidelines are not rigid standards, they provide flexibility as funding and context allow.

Several sources of guidance, past planning and regulatory requirements are central to the design of our services. They include:

- State and Federal Requirements – guide eligible expenses and grant opportunities.
- The Americans with Disabilities Act of 1990 – accessibility requires and paratransit.
- Title VI of the Civil Rights Act of 1964 – inclusiveness, complaint procedure, access equity.
- The 2040 South Carolina Multimodal Transportation Plan of 2014 – State plan that is currently being updated.
- GSATS – Metropolitan Transportation Plan – regional transportation goals.
- Coast RTA Organizational Plan – long range service needs and potential solutions.

In addition to these documents much of the service provided by Coast RTA have been the result of historical evolution. Largely a commuter system, many of the fixed routes are designed to bring



workers from inland rural areas to jobs in the urbanized areas along the coast and along major corridors. The Organization Plan (in the list above) collected data that shows Coast RTA routes replicate the primary travel corridors. Service gaps related more to the need for higher frequency and extended service hours. These are improvements that will require many more resources than are currently available to the Authority. Local funding for transit will be increasing in FY 26, so continual review of service guidelines will be important to the future evolution of service provision a Coast RTA.

Service Area

Coast RTA's service area encompasses both urban and rural areas of Horry and Georgetown Counties in South Carolina. Within these member jurisdictions, Coast RTA provides fixed-route bus, ADA paratransit, other demand response and vanpool services. Paratransit Mobility Service is available within ¾ mile of any fixed route. All Coast RTA fleet vehicles are ADA accessible vehicles. Coast RTA will coordinate with adjacent RTAs that have service coming into the Coast RTA service area.

Service Tier Definitions

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

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

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

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

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

Microtransit – Coast RTA provides limited demand response services with defined geography and service hours. These services are designed to supplement the fixed route service with general public, demand response service or support ADA paratransit and local human service transportation.

Vanpool – Coast RTA offers a subsidy for any employers to create small group of workers to utilize small vehicles to commute to/from work.

Coast RTA 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. Due to limited resources, our fixed route network is constructed for maximum coverage of our service area and then added frequency on productive routes.



Coast RTA 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.

Coast RTA 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, Coast RTA balances service designed for speed and reliability with providing convenient access to transit. Service tiers like 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.

Coast RTA Strives to Coordinate Route Schedules for Convenient, Efficient Service

Schedules should be coordinated with other Coast RTA routes. To the extent possible, Coast RTA will coordinate overlapping routes to create combined, coordinated service. With low frequency, Coast RTA will make every effort to facilitate timed transfers at transit centers.

Equitably Distributed Vehicles

Coast RTA vehicles shall be distributed equitably throughout the service area. Coast RTA assigns buses in rotation 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. Coast RTA also assigns vehicles by route based on ridership, demand, road type along routes, and service tier characteristics to provide efficient, reliable service. Routes with consistently higher ridership are served by larger vehicles, when available.

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.
- **Stop Annunciation** – Drivers are currently required to announce stops. The Authority has made several efforts to automate this process and will do so as soon as a viable method can be implemented.



Transit Access

Coast RTA strives to provide equitable transit access throughout the service area. Transit access is the distance a person must travel to access Coast RTA'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 Coast RTA 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 Coast RTA vehicles and customers. When planning routes, Coast RTA considers a street or corridor's accessibility when determining its suitability for transit service.

Bus and Bus Stop Amenities

Both the Coast RTA 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. Coast RTA completed 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 Coast RTA customers have a safe and comfortable experience, Coast RTA maintenance staff wash its buses daily.

Providing Consistent Bus Stop Spacing

Stop spacing, the distance between consecutive transit stops, is an important aspect of Coast RTA'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 will be based on safety considerations, 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.

Pandemics – (Not currently in place)

In the event of epidemic/pandemic or other social disruption, Coast RTA will initiate on-going procedures to address the safety, security and health of its employees and customers.



Service Standards

Coast RTA uses service standards as its targets for evaluating service. For each standard below, Coast RTA 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 Coast RTA service. They also provide information on how routes are assessed and analyzed for potential changes in service.

Coast RTA 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 Coast RTA'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, Coast RTA's service standards include specific targets for service that Coast RTA strives to deliver. Service Standards are monitored and if unmet over a period of time, may indicate potential service changes.

Updates to Service Standards

Coast RTA's service standards are updated every three years or more frequently, as needed, and adopted by the Coast RTA Board. Development of updates is guided by recommendations from the Service Standards Best Practices Review. Coast RTA 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 Coast RTA's customers play in informing the service change process.

How Does Coast RTA Evaluate Service

Within the service change process, Coast RTA 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. Coast RTA'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, include:

- 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 Coast RTA operates transit service is as follows:

Coast RTA currently operates both fixed route and paratransit services from 4:00 AM until 10:00 PM. Coast RTA operates 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.

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 Coast RTA. The Authority must balance service availability with travel demand, while managing costs and maintaining vehicles and facilities.

In the service planning process, Coast RTA 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, Coast RTA can assess the potential for service hours to be extended or shortened.

Designated State of Emergency May Impact Normal Service Hours

During declared states of emergency by the South Carolina Governor or local authorities, Coast RTA 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.

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 Coast RTA 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. Coast RTA 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.

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

Evaluation Process

- Determine average number of passengers per hour for each route.
- Determine average number of passengers per hour for each service tier.
- Compare individual route average for passengers per hour with service tier average.
- Consider the route's performance with respect to other service standards and tier averages. Consider possible service changes, if warranted.
- Coast RTA implements major service changes after public outreach, public hearings, budget considerations, and Board adoption within the service change process.
- 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 Coast RTA'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, Coast RTA 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. Coast RTA employs a maximum load factor as follows:

Total Passengers (Seated and Standing)/Number of Seat = Load Factor

Average Passenger Capacities*

Vehicle Type	Number in Fleet	Seated	Standing	Total	Maximum Load Factor	Wheelchair Positions
Transit Van	7	9	0	9	1.00	2
Cutaway Bus	7	12	0	12	1.00	2
Lg Cutaway Bus	3	24	4	28	1.16	2
30' Trolley Buses	5	24	12	36	1.50	2
40' Low Floor Bus	14	39	19	58	1.50	2
40' Suburban Bus	4	40	5	45	1.13	2



Capacity directly impacts passenger comfort and safety. On some buses, load factors between 100% and 150% can be considered acceptable because some of Coast RTA'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, Coast RTA compares existing service capacity with observed ridership and passenger load data. By analyzing the load factors of each route, Coast RTA can assess the potential for service increases or decreases.

- Coast RTA 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.
- Coast RTA 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." Coast RTA 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. Coast RTA strives to provide quality service, and working towards on-time performance is an important aspect of that.

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. Coast RTA 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 any given day, Coast RTA'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, Coast RTA 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 high tourist summer seasons. Coast RTA 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. Coast RTA does attempt to make adjustments in pull-out schedule and time adjustments to maintain close on-time efficiency.

Coast RTA has established the following On-Time Performance Measures: Fixed-Route: 85% Paratransit: 80%

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 Coast RTA service is appropriate for existing passenger demand:

- passengers per hour
- average load (occupancy rate)
- Operating cost per passenger

Efficient use of limited resources is an important consideration for Coast RTA in providing service and maintaining financial stability. Coast RTA 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.

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

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. Coast RTA 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. Coast RTA holds public hearings for any potential service changes in either Horry or Georgetown Counties and their municipalities. Coast RTA invites its customers and potential customers to share comments at public hearings or provide feedback as prescribed during the service change feedback window.

Coast RTA 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 Coast RTA Board. Before any proposed changes are adopted by the Board, Coast RTA 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 Coast RTA'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 Coast RTA's service area, ridership patterns continue to change. For that reason, Coast RTA 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. Coast RTA 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.

The following potential service changes invoke a public input process before final decisions are made by Coast RTA 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 10% of a fixed route
- A major route modification which causes a 25% or greater change in the number of daily scheduled bus trips provided.

Coast RTA Guidance

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

Key Performance Indicators (KPIs)

Coast RTA uses its Key Performance Indicators to provide customers and stakeholders with information about current transit system performance. KPIs are provided to the Board of Directors and the public in the Authority's monthly financial report.

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

Maintain Service Equity

Coast RTA complies with all Title VI and Environmental Justice requirements. Proposed service changes are evaluated for potential impacts to low-income and minority populations. Coast RTA 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, Coast RTA will strive to balance the impacts of service changes between its member jurisdictions.

Limit Impact on Coast RTA's Mobility Service

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

Improve Performance and Productivity

Coast RTA's service standards provide relevant benchmarks that enable evaluation of routes across the entire Coast RTA 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 Coast RTA continues to deliver service that is productive, efficient, and financially sustainable.

A Service Change throughout Coast RTA can take months to complete, including data collection and analysis. Customers are strongly encouraged to provide feedback to Coast RTA staff during public engagement and public hearings. Summaries of public engagement events and feedback received are presented to the Coast RTA 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 Coast RTA service standards and tier averages. Available funding may allow Coast RTA 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. Coast RTA's service standards for each tier are used to identify potential changes for Coast RTA's routes and services. Each route is compared with both the tier's adopted standard and the tier average. Coast RTA develops and considers service changes for any route that performs outside the tier average or below the standard during two consecutive service change periods, based on



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 Coast RTA 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. The process for evaluation includes the following steps.

- Established Community Support
- Determine Available Funding and Resources
- 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, Coast RTA 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. Coast RTA will evaluate existing service and propose service changes following the aforementioned processes.

The Importance of Public Input

Coast RTA 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 Coast RTA staff who consider the feedback and often respond directly to customers.

Feedback received at public hearings is summarized by Coast RTA staff and presented to the Coast RTA 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, Coast RTA 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.



Coast RTA Paratransit Mobility Service Delivery Standards

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

Eligibility, procedures for making a reservation, and other characteristics of service provision are incorporated into our ADA Riders Guide and Application available at the following links.

https://coastrta.com/wp-content/uploads/2022/11/Paratransit_Application_Rev09302022.pdf

<https://coastrta.com/wp-content/uploads/2024/05/Paratransit-Riders-Guide-Revision-1.pdf>

Paratransit Performance Standards

- On-Time Performance - Target: 80%
- Customer Complaints - no more than 4.0 complaints per 1,000 Unlinked Trips
- Collision Rate - Not to exceed 7.5 collisions per 1,000,000 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

Temporary Service Changes

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

- Re-routing – When street closures are planned, Coast RTA 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.
- Tripper service – Extra service is used to alleviate anticipated overcrowding or increased demand. These services are added to the public schedule temporarily with notifications made aboard buses, on social media, website and the Ridetracker App.

Notification of Detours

Notifications are provided online and through Coast RTA's Ride Coast RTA app, at CoastRTA.com and on social media, as well as signs aboard buses.

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. Coast RTA will respond appropriately as conditions allow and keep riders informed with announcements on social media, the Ridetracker App, website and via local news outlets.



Contracted Services

Coast RTA does not currently have any contracted services for transportation.

Summary

To provide transit service that meets both ridership and equity goals, Coast RTA's service standards offer guidance that targets clear goals for quality and productivity of transit service. Guided by state and federal legislation, Coast RTA'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 Coast RTA'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 Coast RTA riders and community members. Coast RTA's service standards are designed to ensure that its service planning processes are transparent and accountable to riders and community members. Coast RTA's service standards reflect a continuous process to respond to community input and provide effective transit service so that as the region grows, Coast RTA 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 Coast RTA comment line at (843) 488-0865



Appendix A – Board Approval of the Coast RTA Title VI Program

WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
RESOLUTION NO. JAN2025-05

APPROVAL OF DRAFT TITLE VI PROGRAM POLICY

A motion of the Board of the Waccamaw Regional Transportation Authority authorizing the General Manager/Secretary-Treasurer to update and release for public input the DRAFT FY 25 Title VI Program.

Background:

The Authority has updated Title VI Program, in order to comply with federal laws and regulations of the Title VI of the Civil Rights Act of 1964, 49 CFR Part 21 and United States Department of Transportation Title VI regulations.

The Title VI Program outlines our policies related maintaining a diverse workforce, strategies to serve disadvantaged populations, and gives our customers a process for filing a claim to notify of a violation of civil rights related to our service, employment practices and information dissemination.

The document will be released via our website, social media and be available for review and comment for 30 days, including at public meetings scheduled for late February.

Motion:

It is hereby moved by the Board of the Waccamaw Regional Transportation Authority that the Board of Directors to authorize the General Manager/Secretary-Treasurer to update and release for public input the DRAFT FY 25 Title VI Program..

Requested by: Brian Piascik
Brian Piascik, General Manager/Secretary-Treasurer

APPROVED by the Waccamaw Regional Transportation Board of Directors at the regular meeting thereof, held on January 29, 2025.

ATTEST:

Bernard Silverman
Bernard Silverman, Board Chair

Katharine D'Angelo
Katharine D'Angelo

Elle Jean Johnson
Elle Jean Johnson

Eljah Metherd
Eljah Metherd

Randal Wallace
Randal Wallace

Vacant – City of Conway
Vacant – City of Conway

Marvin Keene, Ph.D. CFA, Vice Chair
Marvin Keene, Ph.D. CFA, Vice Chair

Darrell Ekkhoff
Darrell Ekkhoff

Sarah Pope
Sarah Pope

Dr. Nicholas W. Twigg, DBA
Dr. Nicholas W. Twigg, DBA

Vacant – City of Myrtle Beach
Vacant – City of Myrtle Beach



Appendix B - 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 Coast RTA 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.

(ANY TITLE VI COMPLAINT MUST BE FILED WITHIN 180 DAYS FROM DATE OF INCIDENT)

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 financierafederal.

Se espera que todos los empleados del Coast RTA 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, coloru origen nacional.

(CUALQUIER QUEJA DE TÍTULO VI DEBE SER PRESENTADA DENTRO DE LOS 180 DÍAS A PARTIR DE LA FECHA DEL INCIDENTE)



Appendix C - Acknowledgement of Receipt of Title VI Program

I hereby acknowledge the receipt of and access to Coast RTA'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 Coast RTA. 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 D - TITLE VI Complaint Form (English & Spanish)



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.

ANY TITLE VI COMPLAINT MUST BE FILED WITHIN 180 DAYS FROM DATE OF INCIDENT

Section I

NAME:

ADDRESS:

CITY/STATE/ZIP:

TELEPHONE (Home):

TELEPHONE (Mobile):

E-Mail ADDRESS:

Section II

Are you filing this on your own behalf? YES or NO (Circle One) If Yes, Go to Section III
If no, please supply the name and relationship of the person.

NAME:

RELATIONSHIP:

WHY ARE YOU FILING
FOR THIS PERSON

Confirm that you have permission to file on their behalf? YES or NO (Circle One)



Section III

I believe the discrimination experienced was based on (Circle all that Apply)

RACE

COLOR

NATIONAL ORIGIN

OTHER

DATE/TIME OF
INCIDENT:

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved. Include the name and contact information of person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or attached additional pages.

Section IV

Have you previously filed a Title VI Complaint with Coast RTA? YES or NO (Circle One)

Have you filed this complaint with any other federal, state or local agency, or in a court?
YES or NO (Circle One) If Yes, please list other notified entities below with a contact person.

SIGNATURE/DATE:

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

**Candace Brown 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 1/31/2025)



FORMULARIO DE DENUNCIA DE TÍTULO VI

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

(CUALQUIER QUEJA DE TÍTULO VI DEBE PRESENTARSE DENTRO DE LOS 180 DÍAS A PARTIR DE LA FECHA DEL INCIDENTE)

Sección I

NOMBRE:

ADDRESS:

CITY/STATE/ZIP:

TELEPHONE (Home):

TELEPHONE (Mobile):

Dirección de correo electrónico:

Sección II

¿Está presentando esta denuncia en su nombre? Si or No (Circule Uno) Si es así, vaya a la sección 3. 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 or No (Circule Uno)



Sección III

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

RAZA

COLOR

Origen Nacional

OTRO

Fecha y Hora:

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.

Sección IV

¿ Tiene que usted previamente una denuncia título VI con esta agencia? Si or No (Circule Uno)
¿Se presentó esta queja con cualquier otro Federal, estado o agencia local o con cualquier, o tribunal?
YES or NO (Circle One) Si es así, indique otras entidades notificadas a continuación con una persona de contacto.

FIRMA/FECHA:

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

Candace Brown Title VI Coordinator
Waccamaw Regional Transportation Authority
1418 Third Avenue
Conway, SC 2952

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 E -Letter Acknowledging Receipt of Complaint (English)

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) 438-3112, or write to me at this address.

Sincerely, Name

Title VI Coordinator



Appendix E (Cont.) - Carta de Acuse de Recibo de Queja (Spanish)

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) 438-3112, o escríbame a esta dirección.

Sinceramente, Nombre
Coordinador del Título VI



Appendix F - Letter Notifying Complainant that the Complaint is Substantiated (English)

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 F (Cont.) - Carta Notificando al Demandante que la Queja está Justificada (Spanish)

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 G - Letter Notifying Complainant that the Complaint Is Not Substantiated (English)

Today's Date

Ms. Jo Doe 1234 Main St.
Anywhere, USA

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,

Title VI Coordinator



Appendix G (Cont.) - Carta Notificando al Demandante que la Queja no está Justificada (Spanish)

Fecha de hoy

Sra. Jo Doe
1234 Main St.
En Cualquier Lugar, USA

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,

Coordinador del Título VI



Appendix H – Passenger Notice

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).

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 4702.1B.

If you feel you are being denied participation in or being denied benefits of the transit services provided by Coast RTA, 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

–OR–

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
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave SE
Washington, DC 20590**



Appendix H (Cont) – Passenger Notice (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 sujeta 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 Coast RTA 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 Coast RTA, 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.

—O—

Presente una queja externamente ante el Departamento de Transporte de EE. UU. Y / o la Administración Federal de Tránsito en:

**Oficina de Derechos Civiles de la
Administración Federal de Tránsito
Atención: Equipo de Quejas Edificio
Este, 5to Piso – TCR
1200 New Jersey Ave., SE
Washington, DC 20590**

Appendix I - Limited English Proficiency Program (English)

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

Coast RTA has developed this LEP Program to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Coast RTA 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 Coast RTA's extent of obligation to provide LEP services, Coast RTA 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 Coast RTA's service area who may be served or likely to encounter a Coast RTA program, activity, or service; 2) the frequency with which LEP individuals come in contact with Coast RTA services; 3) the nature and importance of the program, activity or service provided by Coast RTA to the LEP population; and 4) the resources available to Coast RTA 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/05-3972.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 Coast RTA Title VI Coordinator:

**Candace Brown
Title VI Coordinator
1418 Third Avenue
Conway, SC 29526
843-438-3015**

cbrown@coastrta.com

Appendix I (cont.) - Programa de Dominio Limitado del Inglés (Español)

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

Coast RTA 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 Coast RTA 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 Coast RTA de proporcionar servicios LEP, Coast RTA 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 Coast RTA que pueden recibir servicios o es probable que encuentre un programa, actividad o servicio Coast RTA; 2) la frecuencia con la que las personas LEP entran en contacto con los servicios



Coast RTA; 3) la naturaleza e importancia del programa, actividad o servicio provisto por Coast RTA para la población LEP; y 4) los recursos disponibles para Coast RTA 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-2012-12-14/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 Coast RTA:

Candace Brown
Title VI Coordinator
1418 Third Avenue
Conway, SC 29526
843-438-3015

cbrown@coastrta.com

Appendix J – Key Phrases (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? Pobřežie RTA ponúka bezplatné prekladateľské služby súvisiace s prepravou na telefónnom čísle 843.488.0865.

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

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



Thai: ฝึก จปรถไดออยา งไร? รถบสคน ต่อไปเมื่อไหร่?

องการคาคตอบในภาษาพื้นเมืองของคุณหรือไม่? 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, S



Financial Statements

February 28, 2025

FY 2025

3/17/2025

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
DBA THE COAST RTA
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February 28, 2025**

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17-Mar-25

Revised Route Specific Statistics (Page 13)

Income Statement
Waccamaw Regional Transportation Authority
dba THE COAST RTA
FOR THE PERIOD ENDED February 28, 2025

	MTD Actual	YTD Actual	YTD Budget	YTD \$ Variance	YTD % Variance	TOTAL FY25 Budget
Operating Revenues						
Passenger Fares and Passes	27,625	146,432	166,667	(20,235)	-12.1%	400,000
Local Contracts / Other Operating Revenue	0	0	0	0	0.0%	0
Total Operating Revenues	27,625	146,432	166,667	(20,235)	-12.1%	400,000
Operating Expenses						
Salaries & Benefits - Admin	61,977	358,340	408,512	50,172	12.3%	980,429
Salaries & Benefits - Transit	299,132	1,716,014	1,698,260	(17,754)	-1.0%	4,015,823
Overtime - Transit	22,660	116,403	145,833	29,430	20.2%	350,000
Salaries & Benefits - Maintenance	74,110	419,105	411,087	(8,018)	-2.0%	978,208
Overtime - Maintenance	3,508	17,155	36,726	19,571	53.3%	88,143
Subtotal Salaries & Benefits	461,387	2,627,017	2,700,418	73,401	2.7%	6,412,603
Facility Maintenance	16,622	65,517	69,000	3,483	5.0%	215,000
Vehicle Maintenance	40,643	357,083	377,250	20,167	5.3%	635,000
Fuel & Oil	50,773	271,136	350,089	78,953	22.6%	840,214
Tires	9,279	59,707	56,250	(3,457)	-6.1%	135,000
Liability Insurance	20,365	103,725	109,829	6,104	5.6%	263,590
Utilities	4,637	18,729	18,750	21	0.1%	45,000
Telecommunications	16,132	85,452	79,167	(6,285)	-7.9%	190,000
Office Supplies/I.T.; Postage; Dues & Pubs	15,966	91,143	95,833	4,690	4.9%	230,000
Legal & Professional Services	33,828	62,928	66,917	3,989	6.0%	115,000
Public Information	2,250	9,768	13,333	3,565	26.7%	32,000
Advertising & Marketing	1,797	3,297	6,250	2,953	47.2%	15,000
Leases	912	5,411	7,500	2,089	27.9%	18,000
Travel & Training; Events & Meetings	1,183	29,215	37,500	8,285	22.1%	90,000
Vanpool	0	9,750	35,000	25,250	72.1%	84,000
Interest Expense	0	5,091	6,000	909	15.2%	45,000
Other Expenses	776	7,124	4,167	(2,957)	-71.0%	10,000
Total Operating Expenses	676,550	3,812,093	4,033,253	221,160	5.5%	9,375,407
Operating Profit (Loss)	(648,925)	(3,665,661)	(3,866,586)	200,925	5.2%	(8,975,407)
Operating Expenses (Capital Grants)						
Facility Maintenance (Capital Grants)	0	6,982	6,982	0	0.0%	20,946
I.T./Security & Telecommunications (Capital Grants)	7,901	19,866	19,866	0	0.0%	100,000
Interest Expense - Lease Assets	2,400	13,361	17,098	3,737	21.9%	41,035
Total Expenses Reimbursed by Capital Grants	10,301	40,209	43,946	3,737	8.5%	161,981
Non-Reimbursable (by FTA) Expenses						
Depreciation	89,313	447,241	458,333	11,092	2.4%	1,100,000
Amortization - Lease Assets	19,110	95,552	95,550	(2)	-0.0%	229,320
(Gain) Loss on Fixed Assets	0	(31,799)	0	31,799	0.0%	0
Accident Expense*	3,802	1,658	0	(1,658)	100.0%	0
Pension Expense - Deferred Outflows	0	0	0	0	0.0%	0
Total Non-Reimbursable Expenses	112,225	512,652	553,883	41,231	7.44%	1,329,320
Total Expenses	799,076	4,364,954	4,631,082	266,128	5.7%	10,866,708

WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
DBA THE COAST RTA
INCOME STATEMENT
FOR THE PERIOD ENDED February 28, 2025

	MTD Actual	YTD Actual	YTD Budget	YTD \$ Variance	YTD % Variance	TOTAL FY25 Budget
Operating Grant Revenue						
Federal Grants - Operating	302,864	1,825,249	1,959,033	(133,784)	-6.8%	4,701,679
State Grants - Operating	0	0	0	0	0.0%	280,000
Local Grants - Operating	281,880	1,359,263	1,338,333	20,930	1.6%	4,458,833
Total Operating Grant Revenue	584,744	3,184,512	3,297,366	(112,854)	-3.4%	9,440,512
Capital Grant Revenue						
Federal Grants - Capital	29,902	3,438,662	3,438,662	0	0.0%	4,577,280
State Grants - Capital	4,244	31,473	31,473	0	0.0%	57,000
Local Grants - Capital	3,232	1,578,182	1,578,182	0	0.0%	1,238,520
Total Capital Grant Revenue	37,378	5,048,317	5,048,317	0	0	5,872,800
Total Grant Revenue	622,122	8,232,829	8,345,683	(112,854)	-1.4%	15,313,312
Other Revenue						
Bus Advertising Revenue	7,913	36,650	25,000	11,650	46.6%	60,000
Interest Income	79	440	0	440	0.0%	0
Miscellaneous - Vending, Other	0	1,192	2,500	(1,308)	-52.3%	6,000
Total Other Revenue	7,992	38,282	27,500	10,782	39.2%	66,000
Total Revenue	630,114	8,271,111	8,373,183	(102,072)	-1.2%	15,379,312
 In-Kind Revenue	 0	 0		 0		
Change in Net Position	(141,337)	4,052,589	3,908,768	143,821	3.7%	4,912,604
 YTD Capital Expenditure Activity (Cost)						
Touchless Fare System - Horry Cty ARPA-T1	0	15,332	15,332	0	0.0%	40,000
Transit Facility Development - 5307 Flex	0	3,653	3,653	0	0.0%	469,000
Transit Facility Development - FY25 5339/Horry/KH	16,160	93,989	77,829	(16,160)	0.0%	469,000
Parcel Acquisition	0	4,487,280	4,435,000	(52,280)	0.0%	4,435,000
Shop Equipment / Floor Lift and Jacks - FY22 5339	0	76,798	76,798	0	0.0%	70,000
5339 Cutaways	0	246,228	246,228	0	0.0%	253,000
Fare Collection	0	0	0	0	0.0%	328,000
Computer Hardware/Software/Security - 5307	0	18,947	18,947	0	0.0%	75,000
Computer Hdwe/Software/Security - 5307 ARPA	0	0	0	0	0.0%	0
Lease Expense - Maintenance Facility - 5339	21,218	106,090	84,872	(21,218)	-25.0%	226,600
Other Capitalized Items - Maintenance Facility	0	0	0	0	0.0%	0
Other Expense Items - Maint Facility - 5339	0	0	0	0	0.0%	0
YTD Capital Expenditures vs Budget	37,378	5,048,317	4,958,659	(89,658)	(0)	6,365,600

Statements have been downloaded from Sage 100 and consolidated for reporting purposes.

5,092,480

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
DBA THE COAST RTA
INCOME STATEMENT NOTES – February 2025**

These notes represent Income Statement variances of \$5,000 per MTD and YTD budget line item on pages 2 and 3, in accordance with Section 2.3 of WRTA Month-End Procedures (Rev. 04/01/09).

Operating Revenues are under budget YTD (\$20.25K) or (12.1%) (page 2) due to a number of factors. There are still issues with validator failures for the “tap” system, that require us to operate fare free when they are not operational.

Salaries & Benefits - Admin is under budget YTD \$50.2K or 12.3% (page 2) due to change in overall budget, to accommodate additional staffing which are not in place yet.

Salaries & Benefits – Transit is over budget YTD (\$17.8K) or (1.0%) (page 2) but has rebounded with the short month of February.

Overtime – Transit is under budget YTD \$29.4K or 20.2% (page 2) as we continue to operate without using too much overtime.

Salaries & Benefits – Maintenance is over budget YTD (\$8.0) or (2.0%) (page 2) but rebounded due to a short month.

Overtime - Maintenance is under budget YTD \$19.6K or 53.3% (page 2) because coverage for both facilities has balanced out with the amount of staff in place.

Vehicle Maintenance is under budget YTD \$20.2K or 5.3% (page 2) due to timing of expenses.

Fuel and Oil is under budget YTD \$79.0K or 22.6% (page 2) due to stable fuel prices and consistent fuel usage.

Telecommunications is over budget YTD (\$6.3K) or (7.9%) (page 2) due to data plans running a little more expensive than planned for onboard cradlepoints and the Ridetracker App.

Travel & Training is under budget YTD \$8.3K or 22.1% (page 2) due to timing of expenses. We are sending a team to Columbia in March to compete in the State Bus and Maintenance Rodeos.

Vanpool is under budget YTD \$25.3K or 72.1% (page 2) due to timing of invoices. Invoicing from Enterprise is still slowed as we work out issues with the timely reporting from the vanpool users.

Depreciation is under budget YTD \$11.1K or 2.4% (page 2) due to new vehicles being placed into service later than expected.

Operating Revenue is under budget YTD (\$112.9K) or (3.4%) (page 2) due to timing of grants. Local revenues are moderately ahead of pace.

Other Revenue is over budget YTD \$11.7K or 39.2% (page 2) due to additional of advertising revenues.

Waccamaw Regional Transportation Authority
February 28, 2025

***** Net Working Capital *****

Cash & Investments

Cash - Checking CNB	\$	183,885.00	
Money Market / CD - CNB	\$	-	
Operating & Maintenance Reserve - SC LGIP	\$	11,984.00	
Management Account - SC LGIP	\$	10,616.00	
Subtotal Cash & Investments			\$ 206,485.00

Accounts Receivable

Accounts Receivable - Federal, State & Local Grants	\$	481,068.00	
Accounts Receivable - Employees/Other	\$	40,795.00	
Subtotal Accounts Receivable			\$ 521,863.00

Total Current Assets	\$	728,348.00
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Current Liabilities

Accounts Payable	\$	335,773.00
Accrued Payroll and Withholdings	\$	236,665.00

Total Current Liabilities	\$	572,438.00
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Net Working Capital	\$	155,910.00
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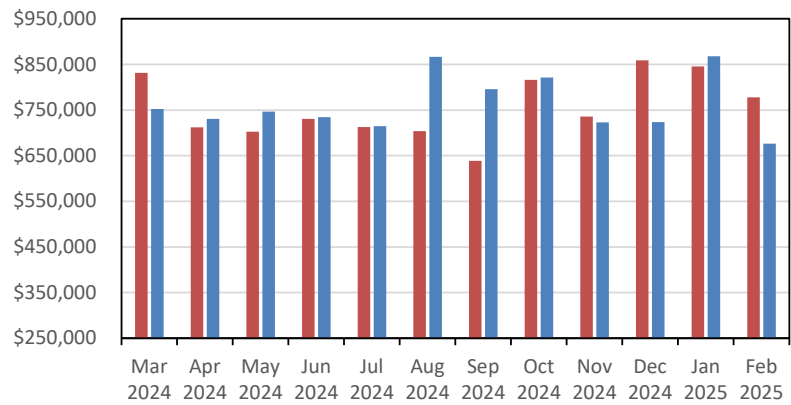
***** Coast RTA Budget Review FY 25 *****

<u>Department</u>	<u>YTD Expenses</u>	<u>YTD Budget</u>	<u>YTD Variance \$</u>	<u>YTD Variance %</u>
Administration	\$ 666,730	\$ 730,595	62,956	8.6%
Operations	\$ 2,286,503	\$ 2,408,595	122,092	5.1%
Maintenance	\$ 858,860	\$ 894,063	35,203	3.9%
Total	\$ 3,812,093	\$ 4,033,253	221,160	5.5%
Farebox Revenue	146,432	166,667	(20,235)	-12.1%

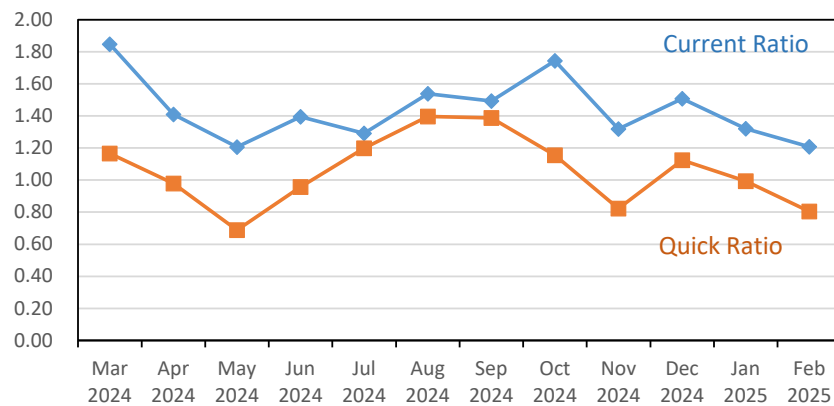
Waccamaw Regional Transportation Authority
DBA THE COAST RTA
COMPARATIVE BALANCE SHEET
February 28, 2025

	<u>Feb-25</u>	<u>Feb-24</u>
ASSETS		
Current Assets:		
Cash - Checking CNB	183,885	132,904
Money Market / CD - CNB	0	0
Operating & Maintenance Reserve - SC LGIP	11,984	58,390
Management Account - SC LGIP	10,616	27,450
Accounts Receivable - Federal, State & Local Grants	481,068	565,598
Accounts Receivable - Employees/Other	40,795	49,168
Inventory	436,359	351,175
Prepaid Expenses	<u>107,051</u>	<u>202,723</u>
Total Current Assets	<u>1,271,758</u>	<u>1,387,408</u>
Long-Term Assets		
Total Capital Assets, Net	11,299,500	7,019,433
Deferred Outflows of Resources-NPL	<u>762,584</u>	<u>762,584</u>
Total Long-Term Assets	<u>12,062,084</u>	<u>7,782,017</u>
Total Assets	<u><u>13,333,842</u></u>	<u><u>9,169,425</u></u>
LIABILITIES & EQUITY		
LIABILITIES		
Current Liabilities:		
Accounts Payable	335,773	171,882
Accrued Payroll and Withholdings	236,665	353,505
Accrued Compensated Absences	114,693	140,321
Disallowed Costs due to SCDOT - Current	0	0
Notes Payable CNB - Short-term	147,791	0
Unearned Revenue	<u>217,542</u>	<u>73,333</u>
Total Current Liabilities	<u>1,052,464</u>	<u>739,041</u>
Non-Current Liabilities:		
Due to FTA - Long Term	0	0
Net Lease Liability	367,342	580,522
Net Pension Liability	6,932,496	6,932,496
Deferred Inflows of Resources-NPL	<u>28,714</u>	<u>28,714</u>
Total Non-Current Liabilities	<u>7,328,552</u>	<u>7,541,732</u>
Total Liabilities	<u><u>8,381,016</u></u>	<u><u>8,280,773</u></u>
EQUITY		
Contributed Capital	2,719,523	2,719,523
Restricted Net Assets	2,068,747	2,541,338
Retained Earnings - Current Year	4,052,589	(484,176)
Net Investments in Capital Assets	2,027,824	2,027,824
Net Position Retricted for Pensions	(3,676,132)	(3,676,132)
Restricted for Transit Operations	60,000	60,000
Unrestricted Net Pension	<u>(2,299,725)</u>	<u>(2,299,725)</u>
Total Fund Equity	<u>4,952,826</u>	<u>888,652</u>
Total Liabilities and Fund Equity	<u><u>13,333,842</u></u>	<u><u>9,169,425</u></u>

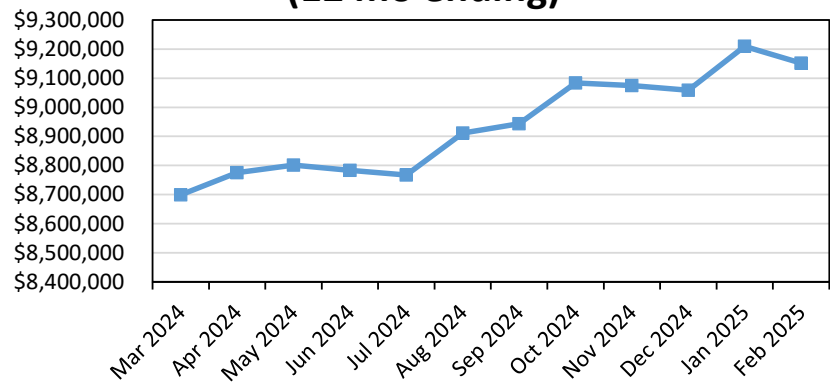
Expenses: Monthly Budget to Actual



Current/Quick Ratio



12-mo Rolling Expense Trending
(12 mo ending)



WACCAMAW REGIONAL TRANSPORTATION AUTHORITY					
CASH REQUIREMENTS					
3/17/2025					
	Income	Expense	Balance	Date	Notes
Cash Balance			\$117,705	03/17/25	
Deposits in Transit			\$117,705		
5339 Facility Program		\$21,000	\$96,705	03/20/25	January KHA
Accounts Payable		\$30,000	\$66,705	03/20/25	
Fuel - Diesel		\$22,243	\$44,462	03/20/25	
Fuel - Gas		\$18,000	\$26,462	03/20/25	
Fares	\$10,000		\$36,462	03/21/25	
Sales Tax Loan	\$387,000	\$147,000	\$276,462	03/25/25	Includes Pay-off of Current CNB Note
Payroll and taxes		\$160,000	\$116,462	03/26/25	
Fares	\$8,000		\$124,462	03/29/25	
State Accident Fund - Workers' Comp		\$35,780	\$88,682	03/31/25	
5339 Lease Capital	\$17,280		\$105,962	04/01/25	Apr Rent
PEBA - SC Retirement (Pension)		\$85,000	\$20,962	04/01/25	Feb Pension Payment
Lease - Highway 65		\$21,218	(\$256)	04/04/25	April
5307 Federal PM	\$50,000		\$49,744	04/05/25	Apr Partial
Fuels Refund	\$5,500		\$55,244	04/05/25	
Horry County Monthly	\$200,000		\$255,244	04/05/25	
Accounts Payable		\$40,000	\$215,244	04/06/25	
Fares	\$8,000		\$223,244	04/06/25	
Fuel - Diesel		\$20,200	\$203,044	04/06/25	
Fuel - Gas		\$18,000	\$185,044	04/06/25	
Payroll and taxes		\$175,000	\$10,044	04/09/25	
5307 Federal OPS	\$0		\$10,044	04/10/25	Apr Partial
City of Myrtle Beach Apr Payment	\$62,500		\$72,544	04/10/25	
City of North Myrtle Beach Apr Payment	\$62,500		\$135,044	04/10/25	
Fuel - Diesel		\$20,200	\$114,844	04/10/25	
Georgetown County Quarterly	\$96,000		\$210,844	04/10/25	
PEBA Health Insurance		\$57,000	\$153,844	04/11/25	
Accounts Payable		\$40,000	\$113,844	04/13/25	
Fares	\$8,000		\$121,844	04/14/25	
5307 Federal OPS	\$0		\$121,844	04/15/25	Mar Final
5307 Federal PM	\$40,000		\$161,844	04/15/25	Mar Final
Fuel - Gas		\$18,000	\$143,844	04/19/25	
5339 Facility Program	\$16,000	\$20,000	\$139,844	04/20/25	March KHA
Accounts Payable		\$40,000	\$99,844	04/21/25	
Fares	\$8,000		\$107,844	04/22/25	
Sales Tax Loan	\$450,000		\$557,844	04/22/25	
Payroll and taxes		\$160,000	\$397,844	04/23/25	
Fuel - Diesel		\$20,200	\$377,644	04/27/25	
Accounts Payable		\$40,000	\$337,644	04/29/25	
Fares	\$8,000		\$345,644	04/30/25	
5339 Lease Capital	\$17,280		\$362,924	05/01/25	May Rent
PEBA - SC Retirement (Pension)		\$85,000	\$277,924	05/01/25	Mar Pension Payment
Fuel - Gas		\$18,000	\$259,924	05/04/25	
Lease - Highway 65		\$21,218	\$238,706	05/04/25	May Rent
Fuels Refund	\$5,500		\$244,206	05/05/25	
Horry County Monthly	\$235,072		\$479,278	05/05/25	
Accounts Payable		\$40,000	\$439,278	05/07/25	
Payroll and taxes		\$160,000	\$279,278	05/07/25	
Fares	\$8,000		\$287,278	05/08/25	
5307 Federal PM	\$50,000		\$337,278	05/10/25	May Partial

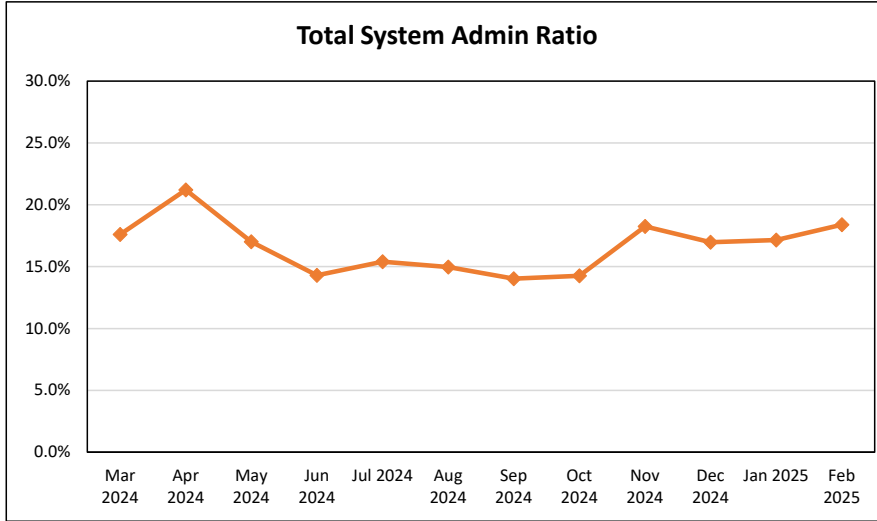
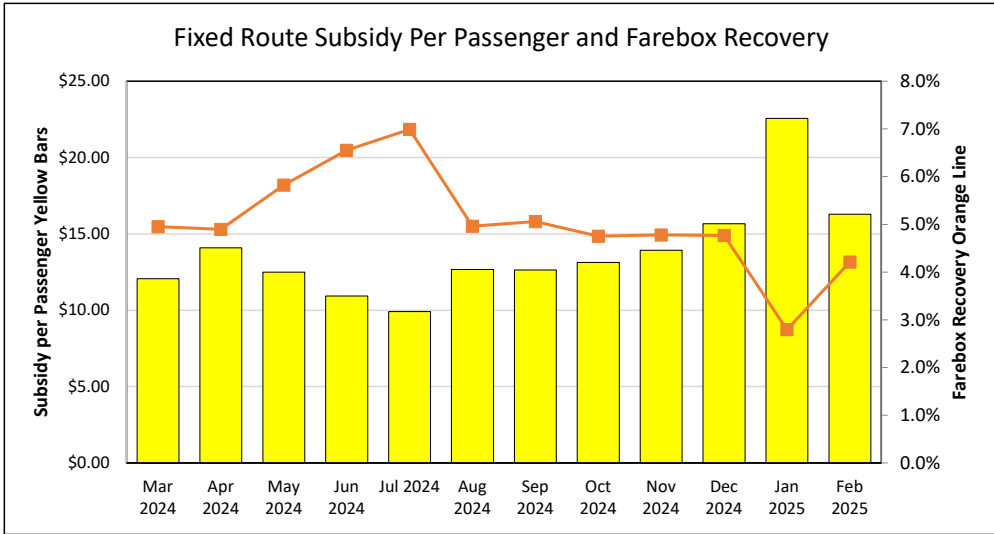
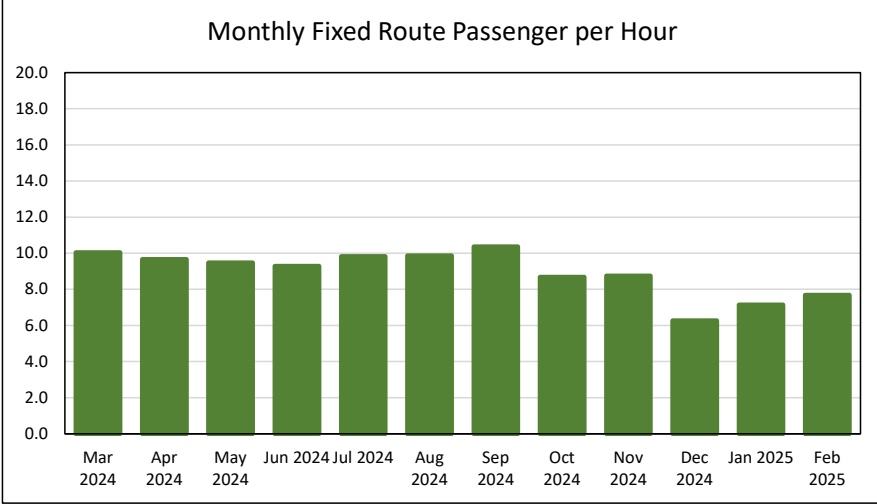
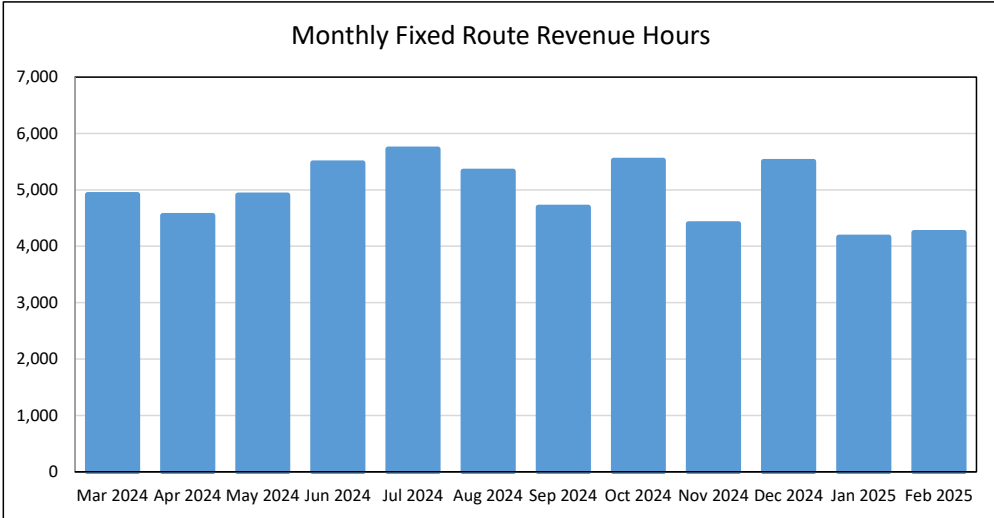
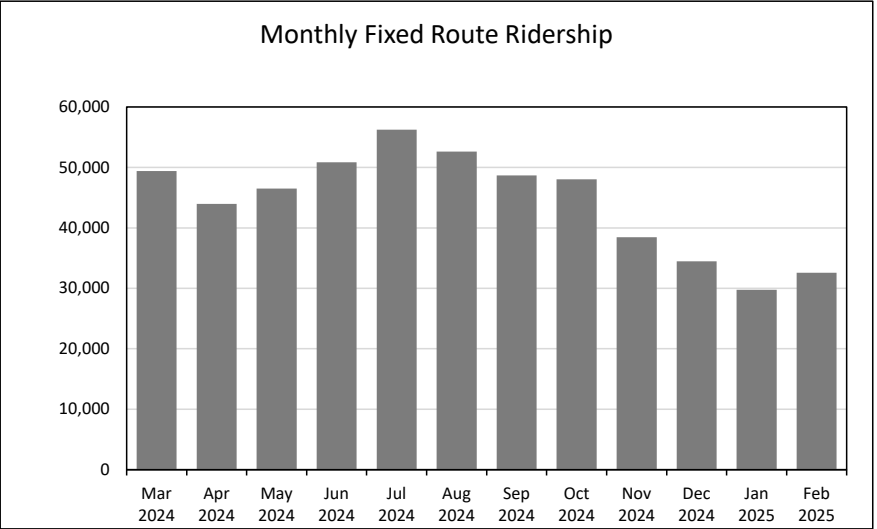
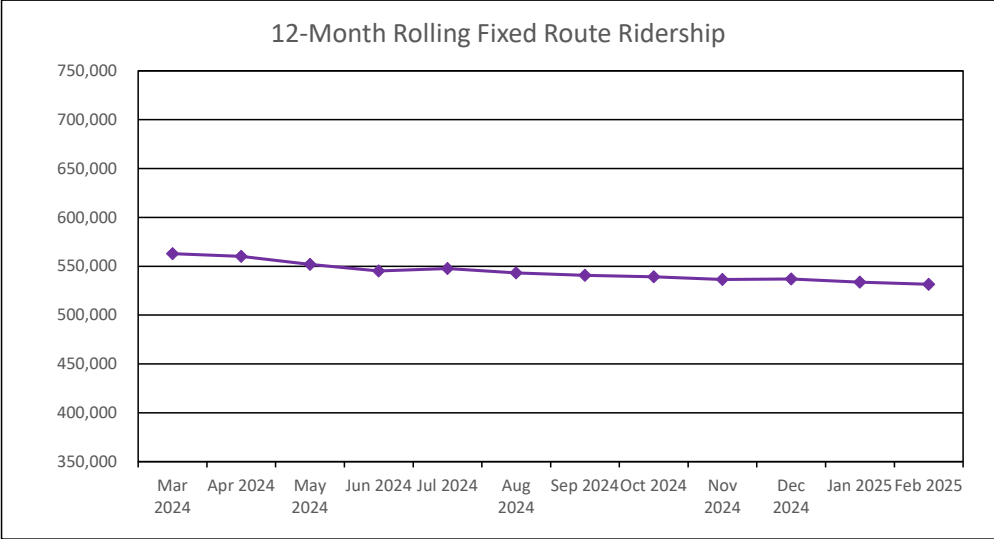
WACCAMAW REGIONAL TRANSPORTATION AUTHORITY					
CASH REQUIREMENTS					
3/17/2025					
	Income	Expense	Balance	Date	Notes
Cash Balance			\$117,705	03/17/25	
5311 Federal Admin/Ops/PM +SMTF	\$70,000		\$407,278	05/10/25	Feb Final
State Insurance Fund - Liability Ins. Premium		\$61,100	\$346,178	05/10/25	
PEBA Health Insurance		\$57,000	\$289,178	05/11/25	
Fuel - Diesel		\$20,673	\$268,505	05/14/25	
5307 Federal OPS FY 25 Grant	\$150,000		\$418,505	05/15/25	Apr Final
5307 Federal PM	\$45,000		\$463,505	05/15/25	Apr Final
Accounts Payable		\$40,000	\$423,505	05/15/25	
Fares	\$8,000		\$431,505	05/16/25	
Fuel - Gas		\$18,001	\$413,504	05/19/25	
5339 Facility Program	\$32,000	\$40,000	\$405,504	05/20/25	April KHA
Payroll and taxes		\$160,000	\$245,504	05/21/25	
Accounts Payable		\$40,000	\$205,504	05/23/25	
Fares	\$8,000		\$213,504	05/24/25	
5340 Lease Capital	\$17,280		\$230,784	06/01/25	Jun Rent
Fares	\$12,000		\$242,784	06/01/25	
O&M Reserve Line of Credit			\$242,784	06/01/25	\$450K - to meet funding agreement requirements
PEBA - SC Retirement (Pension)		\$85,000	\$157,784	06/01/25	Apr Pension Payment\
State Accident Fund - Workers' Comp		\$42,222	\$115,562	06/01/25	
Accounts Payable		\$40,000	\$75,562	06/02/25	
Fuel - Diesel		\$20,674	\$54,888	06/02/25	
Fuel - Gas		\$18,002	\$36,886	06/03/25	
Lease - Highway 65		\$21,218	\$15,668	06/03/25	June Rent
Payroll and taxes		\$175,000	(\$159,332)	06/04/25	
Fuels Refund	\$5,500		(\$153,832)	06/05/25	
Horry County Monthly	\$235,073		\$81,241	06/05/25	
Accounts Payable		\$40,000	\$41,241	06/08/25	
Fares	\$12,000		\$53,241	06/09/25	
5311 Federal Admin/Ops/PM +SMTF	\$70,000		\$123,241	06/10/25	Mar Final
PEBA Health Insurance		\$57,000	\$66,241	06/11/25	
5307 Federal OPS	\$175,000		\$241,241	06/15/25	May Final
5307 Federal PM	\$45,000		\$286,241	06/15/25	May Final
Accounts Payable		\$40,000	\$246,241	06/16/25	
Fares	\$12,000		\$258,241	06/17/25	
Fuel - Diesel		\$20,675	\$237,565	06/17/25	
Fuel - Gas		\$18,003	\$219,562	06/18/25	
Payroll and taxes		\$175,000	\$44,562	06/18/25	
5339 Facility Program	\$16,000	\$20,000	\$40,562	06/20/25	May KHA
Accounts Payable		\$40,000	\$562	06/24/25	
Fares	\$12,000		\$12,562	06/25/25	
5341 Lease Capital	\$17,280		\$29,842	07/01/25	Jul Rent
PEBA - SC Retirement (Pension)		\$85,000	(\$55,158)	07/01/25	Jun Pension Payment\
Payroll and taxes		\$175,000	(\$230,158)	07/02/25	
Fares	\$12,000		(\$218,158)	07/03/25	
Fuel - Gas		\$18,004	(\$236,162)	07/03/25	
Horry County Monthly	\$235,074		(\$1,088)	07/05/25	
Fuel - Diesel		\$20,676	(\$21,764)	07/06/25	
Fuels Refund	\$5,500		(\$16,264)	07/06/25	
Lease - Highway 65		\$21,218	(\$37,482)	07/06/25	July Rent
5311 Federal Admin/Ops/PM +SMTF	\$70,000		\$32,518	07/10/25	April Final
5311 SCDOT ARPA	\$76,612		\$109,130	07/10/25	May Final

Key Performance Indicators - Fixed Route

Fixed Route Measures	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
Ridership	34,695	49,397	43,949	46,492	50,857	56,239	52,639	48,679	48,012	38,459	34,481	29,749	32,586	531,539
Revenue Hours	4,665	4,917	4,546	4,909	5,479	5,725	5,333	4,694	5,527	4,397	5,503	4,163	4,244	59,437
Total Hours	4,760	5,076	4,648	5,063	5,742	5,985	5,559	4,798	5,610	4,561	5,636	4,317	4,357	61,352
Revenue Miles	110,092	113,097	106,232	112,745	118,208	122,270	115,018	107,180	110,362	104,421	130,877	98,396	100,566	1,339,372
Total Miles	113,838	116,346	109,130	116,740	125,871	130,514	121,169	110,729	113,508	108,064	134,347	101,762	103,409	1,391,589
Accidents	3	2	6	3	0	0	0	3	1	1	4	0	0	20
Breakdowns	2	6	3	5	6	3	3	4	5	5	6	4	0	50
Complaints	3	2	7	3	3	4	8	2	2	3	5	2	0	41
Transit Expense	\$364,155	\$393,570	\$380,241	\$386,377	\$389,703	\$410,995	\$400,186	\$356,061	\$363,863	\$364,508	\$374,429	\$360,184	\$335,264	\$4,515,382
Maintenance Expense	\$178,813	\$144,463	\$158,041	\$142,232	\$129,787	\$110,262	\$212,490	\$215,712	\$219,352	\$110,881	\$110,771	\$234,860	\$122,854	\$1,911,705
Administrative Expense	\$81,110	\$88,654	\$112,674	\$88,598	\$75,824	\$77,869	\$89,345	\$76,318	\$79,106	\$87,037	\$81,740	\$95,374	\$96,148	\$1,048,687
Total Operating Expenses	\$624,078	\$626,687	\$650,956	\$617,207	\$595,313	\$599,125	\$702,021	\$648,092	\$662,321	\$562,426	\$566,940	\$690,418	\$554,267	\$7,475,774
Fare/Contract Revenues	\$23,912	\$31,018	\$31,870	\$35,949	\$39,004	\$41,877	\$34,839	\$32,782	\$31,489	\$26,874	\$27,034	\$19,286	\$23,348	\$375,370

Efficiency Metrics	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
O & M Expense per Hour (No Admin)	\$116.39	\$109.42	\$118.41	\$107.68	\$94.81	\$91.05	\$114.88	\$121.81	\$105.52	\$108.12	\$88.17	\$142.94	\$107.94	\$108.13
Average Fare	\$0.69	\$0.63	\$0.73	\$0.77	\$0.77	\$0.74	\$0.66	\$0.67	\$0.66	\$0.70	\$0.78	\$0.65	\$0.72	\$0.71
Farebox Recovery	3.8%	4.9%	4.9%	5.8%	6.6%	7.0%	5.0%	5.1%	4.8%	4.8%	4.8%	2.8%	4.2%	5.0%
Subsidy per Passenger	\$17.30	\$12.06	\$14.09	\$12.50	\$10.94	\$9.91	\$12.67	\$12.64	\$13.14	\$13.93	\$15.66	\$22.56	\$16.29	\$13.36
Maintenance Cost per Mile	\$1.57	\$1.24	\$1.45	\$1.22	\$1.03	\$0.84	\$1.75	\$1.95	\$1.93	\$1.03	\$0.82	\$2.31	\$1.19	\$1.37
Deadhead Ratio (Miles)	3%	3%	3%	4%	6%	7%	5%	3%	3%	3%	3%	3%	3%	4%
Administrative Ratio	15%	16%	21%	17%	15%	15%	15%	13%	14%	18%	17%	16%	21%	16%

Effectiveness Metrics	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
Passengers per Hour	7.4	10.0	9.7	9.5	9.3	9.8	9.9	10.4	8.7	8.7	6.3	7.1	7.7	8.9
Mean Distance between Accidents	37,946	58,173	18,188	38,913	N/A	N/A	N/A	36,910	113,508	108,064	33,587	N/A	N/A	69,579
Mean Distance between Breakdowns	56,919	19,391	36,377	23,348	20,979	43,505	40,390	27,682	22,702	21,613	22,391	25,441	N/A	27,832
Complaints per 1,000 Riders	0.086	0.040	0.159	0.065	0.059	0.071	0.152	0.041	0.042	0.078	0.145	0.067	0.000	0.113
On-Time Performance	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data

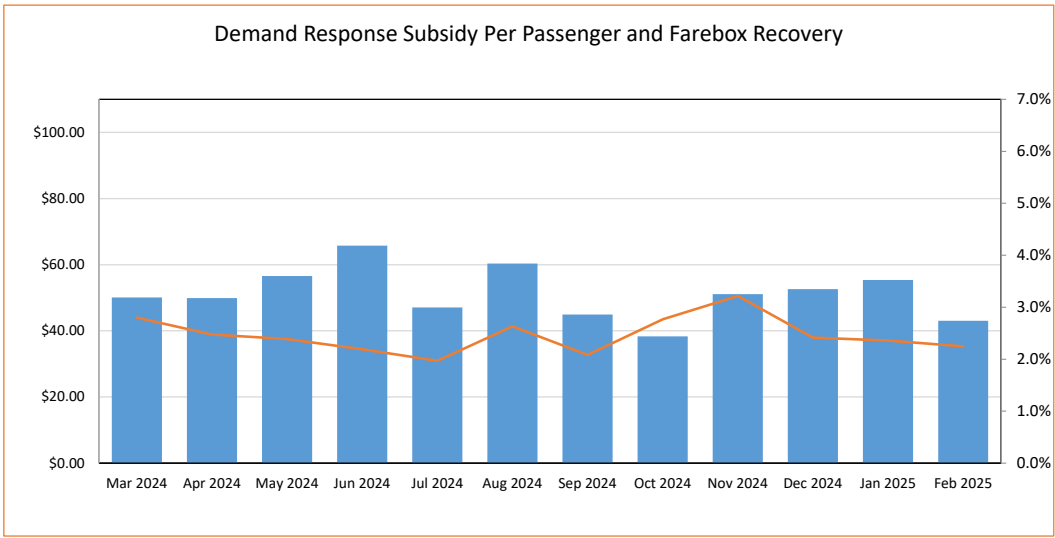
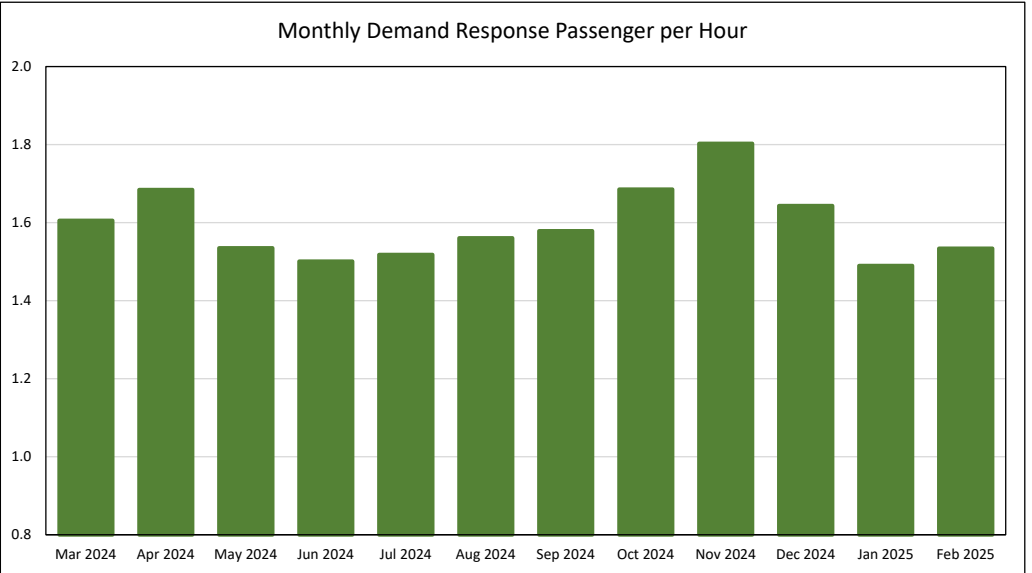
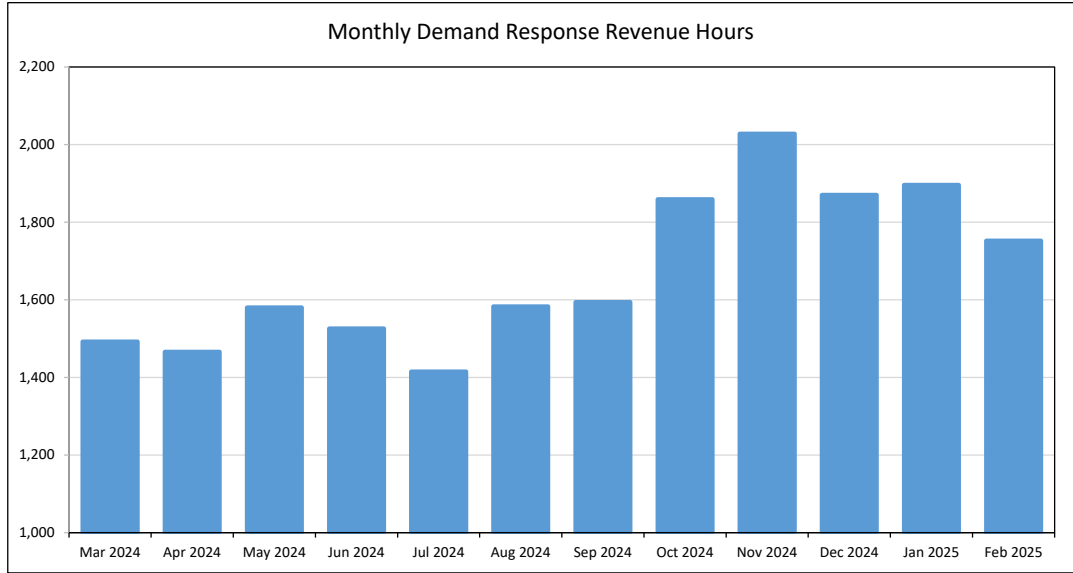
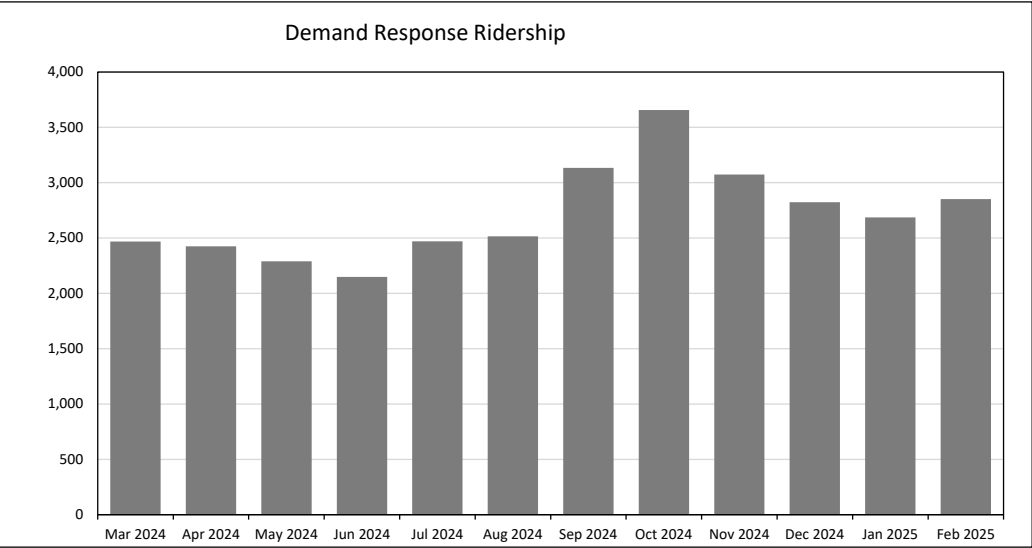
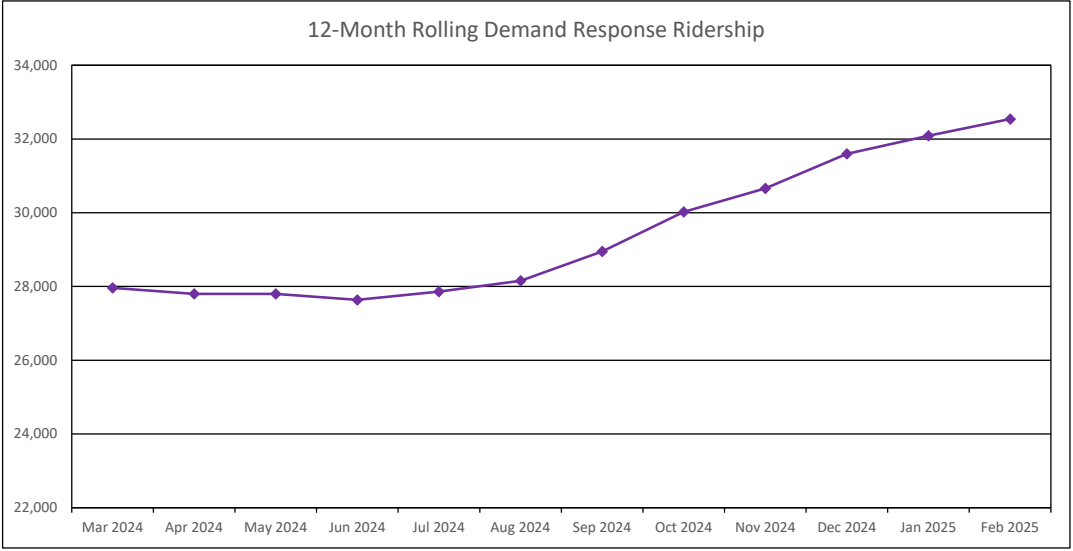


Key Performance Indicators - Demand Response

Demand Response Measures	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
Ridership	2,199	2,395	2,469	2,425	2,290	2,148	2,470	2,516	3,133	3,656	3,073	2,824	2,687	2,851	34,937
Revenue Hours	1,460	1,492	1,466	1,580	1,526	1,415	1,583	1,594	1,859	2,028	1,870	1,896	1,752	1,704	21,765
Total Hours	1,696	1,717	1,664	1,792	1,725	1,582	1,781	1,815	2,081	2,256	2,087	2,026	1,876	1,891	24,293
Revenue Miles	28,512	29,812	27,308	31,831	30,861	29,661	32,744	31,444	36,768	42,247	37,640	35,233	33,117	35,135	433,801
Total Miles	33,701	34,955	31,304	36,622	35,308	33,386	37,671	35,655	41,211	47,154	42,097	39,477	37,104	39,075	491,019
Accidents	2	2	2	1	2	0	0	2	1	1	0	2	0	0	13
Breakdowns	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	1	1	1	1	7	1	1	0	1	4	2	2	2	0	23
Paratransit Expense	\$105,050	\$86,733	\$99,143	\$94,148	\$104,314	\$98,374	\$110,262	\$115,002	\$113,361	\$114,190	\$122,424	\$121,878	\$119,263	\$99,298	\$1,398,390
Maintenance Expense	\$45,989	\$22,198	\$28,267	\$30,440	\$28,632	\$46,077	\$9,664	\$40,668	\$32,066	\$31,499	\$39,273	\$30,982	\$33,618	\$27,721	\$401,107
Administrative Expense	\$23,143	\$19,319	\$22,333	\$27,898	\$23,920	\$19,140	\$20,890	\$25,675	\$24,298	\$24,826	\$29,232	\$26,607	\$26,607	\$28,477	\$319,221
Total Operating Expenses	\$174,182	\$128,250	\$149,743	\$152,486	\$156,866	\$163,592	\$140,816	\$181,344	\$169,725	\$170,515	\$190,929	\$179,467	\$179,487	\$155,497	\$2,118,717
Fare Revenues	\$3,299	\$3,593	\$3,704	\$3,638	\$3,435	\$3,222	\$3,705	\$3,774	\$4,700	\$5,484	\$4,610	\$4,236	\$4,031	\$4,277	\$52,406

Efficiency Metrics	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
O & M Expense per Hour	\$103.45	\$73.01	\$86.91	\$78.85	\$87.12	\$102.09	\$75.76	\$97.66	\$78.23	\$71.84	\$86.47	\$80.62	\$87.26	\$74.54	\$82.68
Average Fare	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$0.72
Farebox Recovery	1.9%	2.8%	2.5%	2.4%	2.2%	2.0%	2.6%	2.1%	2.8%	3.2%	2.4%	2.4%	2.2%	2.8%	2.5%
Subsidy per Passenger	\$67.19	\$43.98	\$50.10	\$49.88	\$56.56	\$65.75	\$47.05	\$60.37	\$44.92	\$38.35	\$51.12	\$52.63	\$55.40	\$43.05	\$50.01
Deadhead Ratio (Miles)	18%	17%	15%	15%	14%	13%	15%	13%	12%	12%	12%	12%	12%	11%	13%
Administrative Ratio	15%	18%	18%	22%	18%	13%	17%	16%	17%	17%	18%	17%	17%	22%	18%

Effectiveness Metrics	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	12-Month Total
Passengers per Hour	1.51	1.61	1.68	1.53	1.50	1.52	1.56	1.58	1.69	1.80	1.64	1.49	1.53	1.67	1.61
Mean Distance between Accidents	16,851	17,478	15,652	36,622	17,654	n/a	n/a	17,828	41,211	47,154	n/a	19,739	n/a	n/a	37,771
Mean Distance between Breakdowns	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	#DIV/0!
Complaints per 1,000 Riders	0.5	0.4	0.4	0.4	3.1	0.5	0.4	0.0	0.3	1.1	0.7	0.7	0.7	0.0	0.7
On-Time Performance	87%	83%	78%	77%	79%	78%	76%	76%	76%	76%	76%	76%	76%	76%	78%



Ridership and Productivity by Route

3/17/2025

Routes																			
	Conway			Conway-	MB-		Andrews	Gtown -	North	Kings Hwy		Kings Hwy S							
	Local	Loris	Bucksport	Georgetown	Conway	MB Local	Gtown	MB	Myrtle	Specials	North	Socastee	NMB Ent	MB Ent			Total	Vanpool	Paratransit
Boardings	1	2	3	4	7	10	14	16	17	99	15 North	15 South	17E	21	Rural	Urban	Transit		200
Oct-24	1,283	166	173	1,155	10,438	5,915	1,279	8,107	5,297	836	6,635	6,727			8,853	39,158	48,011	868	3,656
Nov-24	1,337	189	117	878	8,837	5,148	986	6,480	3,655	247	5,697	4,888			7,030	31,429	38,459	670	3,073
Dec-25	1,449	161	106	790	8,131	4,320	1,123	5,742	3,168	108	5,068	4,346			6,487	28,026	34,512	440	2,824
Jan-25	1,061	221	94	735	7,251	3,302	781	5,110	2,915	10	4,266	4,005			5,664	24,088	29,751		2,687
Feb-25	1,149	234	100	707	6,435	4,544	1,199	4,683	3,659	-	4,752	4,682			5,752	26,392	32,144		2,851
Mar-25															-	-	-		-
Apr-25															-	-	-		-
May-25															-	-	-		-
Jun-25															-	-	-		-
Jul-25															-	-	-		-
Aug-25															-	-	-		-
Sep-25															-	-	-		-
YTD	6,279	971	590	4,265	41,092	23,229	5,368	30,122	18,694	1,201	26,418	24,648	-	-	33,786	90,090	182,877	1,978	15,091
FY 24 Monthly Avg	1,212	136	156	1,331	9,519	6,780	1,023	8,000	4,585	248	6,200	4,866	1,062	2,583	3,858	40,229	45,010	721	2,412
Revenue Hours	1	2	3	4	7	10	14	16	17	99	151	152	17E	21	Rural	Urban	Transit	Vanpool	200
Oct-24	341	106	80	304	776	382	343	759	431	41	408	785			1,175	3,583	4,758	355	2,028
Nov-24	320	95	73	292	721	354	314	692	413	15	373	735			1,094	3,303	4,397	253	1,870
Dec-25	332	99	79	307	769	364	333	732	420	6	393	760			1,150	3,444	4,594		1,896
Jan-25	296	87	68	264	698	337	303	667	377	2	362	700			1,019	3,143	4,162		1,752
Feb-25	312	92	71	271	703	340	315	670	411	-	366	692			1,063	3,181	4,244		1,704
Mar-25															-	-	-		-
Apr-25															-	-	-		-
May-25															-	-	-		-
Jun-25															-	-	-		-
Jul-25															-	-	-		-
Aug-25															-	-	-		-
Sep-25															-	-	-		-
YTD	1,602	480	372	1,439	3,667	1,777	1,608	3,521	2,052	64	1,902	3,673	-	-	5,500	16,656	22,156	608	9,250
FY 24 Monthly Avg	325	100	76	318	749	370	329	846	433	15	403	766	456	471	1,147	3,583	4,730	86	1,556
Passengers/Hour	1	2	3	4	7	10	14	16	17	99	151	152			Rural	Urban	Transit	Vanpool	200
Oct-24	3.76	1.56	2.15	3.80	13.45	15.48	3.73	10.68	12.29	20.22	16.27	8.57			7.53	10.93	10.09	2.45	1.80
Nov-24	4.18	2.00	1.61	3.00	12.26	14.53	3.14	9.36	8.84	16.67	15.28	6.65			6.43	9.51	8.75	2.65	1.64
Dec-25	4.36	1.63	1.34	2.57	10.57	11.87	3.37	7.84	7.54	18.00	12.90	5.72			5.64	8.14	7.51	--	1.49
Jan-25	3.58	2.54	1.38	2.78	10.39	9.80	2.58	7.66	7.73	5.00	11.77	5.72			5.56	7.66	7.15	--	1.53
Feb-25	3.68	2.53	1.40	2.61	9.16	13.38	3.80	6.99	8.91	--	12.99	6.76			5.41	8.30	7.57	--	1.67
Mar-25	--	--	--	--	--	--	--	--	--	--	--	--			--	--	--	--	--
Apr-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
May-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Jun-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Jul-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Aug-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Sep-25	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
FY 25 YTD	3.92	2.02	1.59	2.96	11.21	13.07	3.34	8.56	9.11	18.72	13.89	6.71	--	--	6.14	5.41	8.25	3.25	1.63
FY 24 YTD	3.73	1.36	2.06	4.19	12.71	18.35	3.11	9.46	10.59	16.25	15.37	6.35	2.32	5.35	3.36	11.23	9.52	3.49	1.55

Coast RTA Funding Sources									
2/28/2025									
		Period of Performance		Award	LTD	Balance @			
Grant No.	Grant Name	Start Date	End Date	Amount	Expenditures	2/28/2025	% unspent	Status	Comments
Federal Transit Administraion Grants									
SC-2024-021-00	Urbanized Area FY25 Formula Grant (Section 5307)	06/01/24	09/30/25	\$ 2,963,165	\$ 2,449,801	\$ 513,364	17.32%	Active	> Operating Funds
SC-2022-043-00	Bus & Bus Facilities FY22 (Section 5339)	09/01/22	03/30/31	\$ 957,662	\$ 772,727	\$ 184,935	19.31%	Active	> North Conway Maint Facility Rent & Equipment
SC-2024-025-00	Bus & Bus Facilities FY25 (Section 5339)	08/01/24	3/31/34	\$ 3,820,479	\$ 3,367,964	\$ 452,515	11.84%	Active	> Grissom Pkwy Land Acquisition + 3 Buses
SC-2020-006-00	FHWA Flex Funds Xfird to Section 5307 Formula Grant	04/13/20	03/30/25	\$ 800,000	\$ 769,207	\$ 30,793	3.85%	Active	> Transit Facility Development
SC Department of Transportation - Office of Public Transit									
PT-250911-01	Rural Area FY25 Formula Grant (Section 5311)	06/01/24	06/30/25	\$ 1,026,879	\$ 906,812	\$ 120,067	11.69%	Active	> Operating Funds
PT-250911-01	Rural Area FY25 Formula Grant (SMTF)	06/01/24	06/30/25	\$ 281,227	\$ 281,227	\$ -	0.00%	Active	> Operating Funds
PT-2409AR-19	American Rescue Plan Act of 2021 (Section 5311)	07/01/23	06/30/25	\$ 76,642	\$ -	\$ 76,642	100.00%	Active	> Operating Funds (POP starts 10/01/2024)
PT-230999-37	SMTF - Bus & Bus Facilities FY22 (Section 5339 Match)	07/01/22	06/30/25	\$ 140,000	\$ 96,793	\$ 43,207	30.86%	Active	> North Conway Maint Facility Rent & Equipment
Local Grants & Contracts									
Contract	Horry County FY25 Road Use Fees (estimate)	07/01/24	06/30/25	\$ 2,750,000	\$ 1,749,207	\$ 1,000,793	36.39%	Active	> Ops Funds & Capital - Horry Co Fiscal Year 25
Contract	Georgetown County FY25 Road Use Fees (estimate)	07/01/24	06/30/25	\$ 384,000	\$ 256,000	\$ 128,000	33.33%	Active	> Ops Funds & Capital - Gtown Co Fiscal Year 25
TBD	Myrtle Beach Mass Transportation Services - FY25	07/01/24	06/30/25	\$ 250,000	\$ 166,666	\$ 83,334	33.33%	Active	> Operating Funds
Contract	N. Myrtle Beach Mass Transportation Services - FY25	07/01/24	06/30/25	\$ 250,000	\$ 147,916	\$ 102,084	40.83%	Future	> Operating Funds (Includes Entertainment Shuttle)
Contract	Horry County ARPA - Tranche 1	05/05/25	12/31/25	\$ 340,000	\$ 291,773	\$ 48,227	14.18%	Active	> Contactless Payment System/Parcel
Contract	Horry County ARPA - Tranche 2	09/21/22	09/22/25	\$ 475,000	\$ 475,000	\$ -	0.00%	Active	> 5 Gillig Trollies (\$475K)
Res R-81-2021	Horry County Capital Funds - FY21	06/15/21	06/14/24	\$ 500,000	\$ 500,000	\$ -	0.00%	Active	> Grissom Parkway Matching Funds
Contract	Horry County Capital Funds - FY25	07/01/24	06/30/25	\$ 375,000	\$ 266,287	\$ 108,713	28.99%	Active	> Grissom Parkway Matching Funds
Contract	City of Myrtle Beach Capital Funds	07/01/23	06/30/25	\$ 750,000	\$ 750,000	\$ -	0.00%	Active	> Grissom Parkway Matching Funds
Contract	Georgetown County Capital Funds	04/13/20	03/30/25	\$ 500,000	\$ 495,191	\$ 4,809	0.96%	Active	> Transit Facility Development Match

Coast RTA														
Monthly Cash Flow														
February 2025														
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Totals	
Beginning Balance	\$ 256,383.11	\$ 197,949.74	\$ 127,693.69	\$ 151,770.23	\$ 192,566.76	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 256,383.11	
Cash Receipts														
5307 - Operations	\$ 39,996.00	\$ 157,635.00	\$ 189,755.00	\$ 260,265.00	\$ 187,160.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 834,811.00	
5307 - Preventative Maintenance	\$ 120,429.00	\$ 100,563.00	\$ 80,763.00	\$ 70,319.00	\$ 174,349.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 546,423.00	
5307 - Capital Expenditures	\$ -	\$ -	\$ -	\$ -	\$ 15,157.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,157.00	
5307 - SMTF	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
5307 - ARPA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
5311 - Operations	\$ 122,316.00	\$ -	\$ 118,886.00	\$ 76,810.00	\$ 79,223.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 397,235.00	
5311 - Preventative Maintenance	\$ 58,765.00	\$ -	\$ 60,618.00	\$ 69,487.00	\$ 862.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 189,732.00	
5311 - Administration	\$ 18,928.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,928.00	
5311 - Capital Exp (5339/SMTF Match)	\$ 4,120.00	\$ -	\$ 4,120.00	\$ -	\$ 22,985.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,225.00	
Horry County - FY21 Capital Funds		\$ 500,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Horry County Registration Fees	\$ 226,623.00	\$ 235,072.50	\$ 188,714.50	\$ 186,985.50	\$ 217,776.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,055,171.50	
Horry County ARPA/Other	\$ -	\$ -	\$ -	\$ -	\$ 5,861.64	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,861.64	
Georgetown Cty Reg Fees/FY24 & FY25	\$ 96,000.00	\$ -	\$ -	\$ 96,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 192,000.00	
Myrtle Beach - Operating Support	\$ 62,500.00	\$ -	\$ -	\$ 62,500.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 125,000.00	
North Myrtle Beach	\$ 62,500.00	\$ -	\$ -	\$ 62,500.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 125,000.00	
Myrtle Beach - Capital Funds		\$ 750,000.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Fares/Passes	\$ 45,758.55	\$ 29,111.81	\$ 21,308.21	\$ 23,290.03	\$ 33,074.96	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 152,543.56	
Horry Cty Capital - (ARPA \$375K reclass)	\$ -	\$ 247,448.00	\$ 40.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 247,488.00	
Bus Advertising	\$ 5,350.00	\$ 2,200.00	\$ 36,850.00	\$ 7,850.00	\$ 2,200.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 54,450.00	
Accident Claims	\$ 11,058.64	\$ 2,203.54	\$ 6,315.05	\$ 3,428.32	\$ 4,137.62	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 27,143.17	
Proceeds from Sale of Assets	\$ -	\$ -	\$ -	\$ 31,276.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,276.00	
Misc / Fuel Refunds / Other	\$ 21,661.69	\$ 245.63	\$ 7,732.44	\$ 273.41	\$ 5,602.52	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35,515.69	
Transfer-In from Investments (SC LGIP)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Notes Payable Current - CNB	\$ -	\$ -	\$ 147,791.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 147,791.00	
5310 - Vehicles - WRCOG	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
5339 - Bus & Bus Facilities	\$ 16,974.00	\$ 3,071,276.00	\$ 226,267.00	\$ 46,156.00	\$ 63,956.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,424,629.00	
5307 + FHWA Flex - Facility Development	\$ -	\$ 2,832.00	\$ -	\$ 90.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,922.00	
Horry County ARPA Funds	\$ -	\$ 23,741.52	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 23,741.52	
Georgetown County Capital Funds	\$ -	\$ -	\$ -	\$ -	\$ 731.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 731.00	
Total Cash Receipts	\$ 912,979.88	\$ 5,122,329.00	\$ 1,089,160.20	\$ 997,230.26	\$ 813,075.74	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,934,775.08	
Cash Basis Expenditures:														
Operating Expenses	\$ 706,007.42	\$ 703,167.05	\$ 771,492.28	\$ 877,922.36	\$ 772,581.30	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,831,170.41	
Capital Expenditures	\$ 10,027.75	\$ 4,489,418.00	\$ 293,591.38	\$ 78,511.37	\$ 49,475.64	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,921,024.14	
O & M Reserve + Management Account	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Notes Payable Current - CNB	\$ 255,378.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 255,378.08	
Total Expenditures	\$ 971,413.25	\$ 5,192,585.05	\$ 1,065,083.66	\$ 956,433.73	\$ 822,056.94	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,007,572.63	
Ending Balance	\$ 197,949.74	\$ 127,693.69	\$ 151,770.23	\$ 192,566.76	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	\$ 183,585.56	

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
RESOLUTION NO. MAR2025-09**

**AUTHORIZATION FOR THE GENERAL MANAGER/SECRETARY-TREASURER
TO FILE APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION**

WHEREAS, the Federal Transit Administrator has been delegated authority to award federal financial assistance for a transportation project;

WHEREAS, the grant or cooperative agreement for federal financial assistance will impose certain obligations upon the applicant, and may require the applicant to provide the local share of the project cost;

WHEREAS, the applicant has or will provide all annual certifications and assurances to the Federal Transit Administration required for the project;

NOW, THEREFORE, BE IT RESOLVED BY THE WACCAMAW

That the General Manager/Secretary-Treasurer is authorized to execute and file an application for federal assistance on behalf of (Legal Name of Applicant) with the Federal Transit Administration for federal assistance authorized by 49 U.S.C. Chapter 53, title 23, United States Code, or other federal statutes authorizing a project administered by the Federal Transit Administration. (If the applicant is requesting Urbanized Area Formula Program assistance authorized by 49 U.S.C. 5307, either alone or in addition to other federal assistance administered by the Federal Transit Administration, the resolution should state whether the applicant is the designated recipient as defined by 49 U.S.C. 5307(a)(2), or whether the applicant has received authority from the designated recipient to apply for Urbanized Area Formula Program assistance.)

That the General Manager/Secretary-Treasurer is authorized to execute and file with its applications the annual certifications and assurances and other documents the Federal Transportation Administration requires before awarding a federal assistance grant or cooperative agreement.

That the General Manager/Secretary-Treasurer is authorized to execute grant and cooperative agreements with the Federal Transit Administration on behalf of the Waccamaw Regional Transportation Authority.

The undersigned duly qualified General Manager/Secretary-Treasurer, acting on behalf of the Waccamaw Regional Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Waccamaw RTA Board of Directors held on March 26, 2025.

_____ Bernard Silverman, Board Chair	_____ Marvin Keene, Ph.D. CFA, Vice Chair
_____ Katharine D'Angelo	_____ Darrell Eickhoff
_____ Lillie Jean Johnson	_____ Sarah Pope
_____ Elijah Metherd	_____ Dr. Nicholas W. Twigg, DBA
_____ Randal Wallace	_____ Vacant – City of Myrtle Beach
_____ Vacant – City of Conway	_____

Requested by: _____
Brian Piascik, General Manager/Secretary-Treasurer

**WACCAMAW REGIONAL TRANSPORTATION AUTHORITY
RESOLUTION NO. MAR2025-10**

**AUTHORIZATION TO EXECUTE HORRY COUNTY FUNDING
AGREEMENT**

A motion of the Board of Directors for the Waccamaw Regional Transportation Authority to authorize the Chariman to execute the Horry County Funding Agreement under the RIDE IV Program.

Background:

Waccamaw RTA was incorporated into the Horry County RIDE 4 Program, which was approved by referendum in November 2024. The Authority will receive 5.45% of collections from the administered 1% Transportation Sales Tax beginning May 1, 2025. The Agreement outlines the compliance requirements for the Authority to continue receiving funds from Ride 4 through April 2050.

The Referendum also included funding for capital projects that will be incorporated into a separate agreement with Horry County.

Motion:

It is hereby moved by the Board of the Waccamaw Regional Transportation Authority that the Chairman be authorized to execute the Horry County Funding Agreement under the RIDE IV Program.

Requested by: _____
Brian Piascik, General Manager/Secretary-Treasurer

APPROVED by the Waccamaw Regional Transportation Board of Directors at the regular meeting thereof, held on March 26, 2025.

ATTEST:

_____ Bernard Silverman, Board Chair	_____ Marvin Keene, Ph.D. CFA, Vice Chair
_____ Katharine D'Angelo	_____ Darrell Eickhoff
_____ Lillie Jean Johnson	_____ Sarah Pope
_____ Elijah Metherd	_____ Dr. Nicholas W. Twigg, DBA
_____ Randal Wallace	_____ Vacant – City of Myrtle Beach
_____ Vacant – City of Conway	_____

STATE OF SOUTH CAROLINA)
)
COUNTY OF HORRY)

COAST RTA FUNDING AGREEMENT

This Agreement is entered into on the ____ day of _____, 2025 by and between Horry County, a body politic (hereinafter "the County") and Waccamaw Regional Transportation Authority d/b/a Coast RTA established by the Regional Transportation Authority SC Law § 58-24-10 (hereinafter "the Agency" or "Coast RTA"), for the purpose of regulatory oversight of use of public funding provided to Coast RTA by the County.

1. On November 5, 2024, under authority of the Optional Methods for Financing Transportation Act, S.C. Code Ann. §§4-37-10, et seq., and County Ordinance 50-2024, a majority of the voters of Horry County approved a referendum (56.78%) for a one percent sales and use tax to fund Transportation Related Projects ("RIDE 4"). County Ordinance 50-2024 and the referendum provides for using five and 45/100 percent (5.45%), annually, of the special sales and use tax revenue for the operation of mass transit services within Horry County. Contingent upon satisfaction of the terms and conditions contained in this Agreement, amounts will be paid quarterly for the Agency to use for the express purpose of mass transit services for Horry County, a valid public purpose under the laws of the State of South Carolina. Funding may also be used to support capital expenditures when such funding is used as a local match for State and/or Federal grants used to acquire buses and other similar rolling stock, as well as capitalized repairs and maintenance of buses and other similar rolling stock, used in the provision of a fixed bus route service for Horry County.

The County Treasurer shall disburse to the Agency five and 45/100 percent (5.45%) collected by the County (net of refunds) as payments are received from the State Treasurer within six (6) business days from the date of receipt.

This shall continue thereafter unless this Agreement is terminated by default. The happening of any one or more of the following and the expiration of any notice and cure periods herein provided shall constitute a default and breach of this Agreement on the part of the Agency, namely:

- a) The filing by, on behalf of, or against the Agency of any petition or pleading to declare the Agency a bankrupt, voluntary or involuntary, under any bankruptcy act or law, or insolvent or unable to pay its debts;
- b) The failure in any material respect of the Agency to perform, fully and promptly, any act required of it under the terms of this Agreement, or otherwise to comply with any term or provision hereof within the shorter of: (i) the time specifically required; or (ii) thirty (30) days after written notice by the County to the Agency to do so, unless such default cannot be cured within such period and the Agency has in good faith commenced and is prosecuting the cure thereof, in which case the Agency shall have a reasonable extension of such period in order to cure such default; or (iii) immediately if the Agency allows insurance coverage to lapse or a situation exists that would endanger public health or safety;

- c) The appointment by any court or under any law of a receiver, trustee, or other custodian of the property, assets or business of the Agency;
- d) The assignment by the Agency of all or any part of its property or assets for the benefit of creditors;
- e) Failure of the Agency to operate business and to provide the service contemplated by this Agreement at the level contemplated for a period of thirty (30) days unless service interruption is due to a catastrophic loss, declaration of emergency or other event not caused by the negligence of the Agency; and/or
- f) A finding by an administrative agency or judicial forum that the Agency has misappropriated public funds or otherwise has engaged in activity which is in contravention of law or regulation.

Prior to further expansion of service, the Agency shall pay off liabilities related to installment loans on its balance sheet and establish a cash reserve equal to 8% of operational expenses prior to any expansion of service. By the end of year three (3) of this agreement, and continually thereafter, the Agency will maintain a cash reserve equal to no less than 16.67% of operational expenses.

2. The Agency will provide the County with the following throughout the duration of this Agreement:

- a. No later than 30 days following the completion of the prior month, monthly internally-prepared financial statements, as specified below, which show the total receipts and expenditures in sufficient detail to reflect the restrictions of the funding sources from which County staff can determine that County revenues are funding appropriate expenditures. The financial information shall include the following, and be provided to the County by the date specified above:
 - i. Detailed monthly internally prepared financial statements to include the following:
(Format required - as approved by the Coast RTA Board.)
 - 1. Comparative Balance Sheet (current year month compared to the prior year)
 - 2. Statement of Revenues, Expenses, and Changes in Fund Equity (Month to date, Year to Date, and Budget Year to Date)
 - 3. Income Statement (month to date compared to budget with variance, and Year to date compared to Budget with variance)
 - 4. Summary information regarding formula and competitive grant awards during the fiscal year. This shall be a list of grants including grant number; sponsor, funding amount; start and end date; funding type (formula, competitive, etc.); amount encumbered and grant balance; and source and amount of any matching funds
- b. Audited prior fiscal year-end Financial Statements once completed no later than June 30 following the fiscal year-end including its audit of Federal Financial Assistance required under OMB Uniform Guidance, 2 CFR 200.500, and all auditor

communications related to matters of concern, including management letters and communications related to material weaknesses in internal controls, significant deficiencies in internal controls, and instances of non-compliance with grants, funding agreements, debt covenants, or other contracts. Agency shall provide draft Financial Statement by December 31 following the fiscal year end.

Supporting documentation may be requested by the County as a result of the annual review of financial statements.

- c. The approved detailed budget, including the Capital Improvement Plan and Business Plan adopted by the Coast RTA Board of Directors is to be provided by September 1st annually. Disbursement of the payment on October 15th of each year and future payments is contingent on County Council approving the budget by resolution. Agency shall provide the County with its Compensation Plan that shall be updated at least every three years. The Compensation Plan shall show planned positional wage/salary rates based on local market conditions and will be approved by the Agency's Board of Directors and County Council. Any positional salary increases that are not outlined in the Agency's Compensation Plan or part of a promotion/increase in responsibilities shall be incorporated into the budget resolution.
- d. Any and all updates to Coast RTA's long-range financial plan (minimum 5 years in length) and Capital Improvement Program (CIP) (timely asset repair and replacement) within 30 days of such action by the Agency.
- e. Any and all updates or modifications to the Five-Year Long-Term Strategic Plan (Transportation Development Plan) within three business days of approval by the Coast RTA Board.
- f. Advance notice of at least 48 hours, to the Clerk of Horry County Council, County Administrator, Director of Finance, and Community Development Director, of all Board meetings, Committee Meetings, Executive Committee meetings, along with any agendas and meeting materials.
- g. Routes, designated pick-up points and drop-off locations, shall be coordinated annually with the Horry County Emergency Management Director or his designee as specified in the Comprehensive Emergency Management Plan.
- h. With respect to any contemplated modification of existing routes, and the Agency's public notice and public comment process in that regard, such advance notice directly to the Horry County Administrator and an opportunity for comment concerning the contemplated modification.
- i. Immediate notification to the County regarding any issues that may arise with the Federal Transit Administration (FTA) as a result of any future FTA Triennial review, Financial Management Oversight review, or other audits, monitoring, or oversight actions initiated by a grantor agency.
- j. Copies of all grantor monitoring materials, as well as follow-up communications related to any noted deficiencies, findings, or reverted funds within 15 days of receipt.
- k. Immediate notification of the use of a line of credit or other loan necessary to

maintain the operations of the Agency.

3. No less than quarterly, the Agency will present a report at a meeting of the County Administration Committee (or meeting of the appropriate Standing Committee), providing a review of their finances as well as their operations, routes, and designated pick-up points and drop-off locations. Included in the report will be a description of any special designation received by the Agency (e.g. "High Risk Agency,") as defined by the U.S. Code of Federal Regulations, a description of any special conditions or restrictions attached to such a designation, and a description of the Agency's efforts at compliance with such conditions or restrictions, and efforts to improve its status at removal of such designation. At the request of the County Council Chairman, the Agency will present a similar report at a meeting or meetings of the County Council.
4. The Agency must have continually in effect a written Procurement Policy substantially similar to County's and meets federal regulations, adopted and approved by the Agency's Board of Directors, with signed copies and/or minutes from the Board of Director's meeting evidencing adoption of said policy, provided to the County before any funds are disbursed hereunder.
5. No less than quarterly, the Agency's Finance Director and other staff as appropriate will meet with the Horry County Finance Director (or their designee) and the Horry County Community Development Director (or their designee) to review financial and cash flow projections, and to discuss grant and other financial matters. A review of this Agreement will also be conducted at each meeting to ensure compliance. In addition, the Coast RTA Finance Director shall provide to the County any and all other financial information requested by the County, from time to time upon reasonable notice, including grant documents.
6. Upon request of the County, the Agency shall allow one or more representatives of the County access to all financial records of the Agency necessary to examine documentation and support for the receipt and disbursement of the funds provided hereunder, whether received or disbursed by the Agency or such subsidiary or Affiliate Corporation or entity of the Agency. Such access shall be at a reasonable time and place to be determined by the County. This right of access and audit granted to the County shall not be interpreted to limit the right of the County to examine the financial records of any other source contributing funds to the Agency during the term of this Agreement.
7. Assets acquired through this Agreement shall be used primarily for the provision of mass transportation in the Agency's service area within Horry County or in direct support of emergency response evacuations or training. In the event the Agency declares the asset to be surplus or non-operable, the Agency may dispose of the asset through methods permitted by its policies and procedures.
8. The Agency shall provide a certificate of insurance upon such terms as the County may require, including at least \$1,000,000 per occurrence on each liability policy. This per occurrence amount is based on the services in effect as of June 30 of each year of this Agreement. The County may require a reasonable adjustment to this amount if changes in services occur which are deemed to warrant an adjustment to this amount. Each certificate shall designate the County as a certificate holder, list the County as an additional insured (on all general liability policies not issued by South Carolina Fiscal Accountability Authority), and shall by its terms not be canceled without thirty (30) days' written notice to the County

9. By accepting the funds which are the subject of this Agreement, the Agency also agrees that it will be primarily responsible for and will defend against any and all causes of action which may arise out of the course of the disbursement and the use of the funds which are the subject of this agreement, and agrees to reimburse any reasonable attorney fees incurred by the County in defending itself against any such cause of action.
10. If the County shall determine at any time that the funds disbursed hereunder were not spent for a valid public purpose, or in accordance with this Agreement, then the Agency shall, upon demand by the County, repay all or such portion of the funds disbursed hereunder as the County may require.
11. **NON-APPROPRIATION/CHANGE IN LEGAL STATUS:** The continuation of this Agreement is contingent upon the RIDE 4 Transportation Tax Collections to fulfill its payment obligations under this Agreement. If the Sales and Use Tax collections as authorized by the RIDE 4 Ordinance or Referendum are enjoined from collection, modified, or terminated, the obligation to make payment under this Agreement shall terminate and this Agreement shall create no further obligation on the part of the County for such payment. No penalty or expense shall accrue to the County in the event this provision is brought into operation. In the event of a change in the County's statutory authority, mandate or mandated functions, by federal, state, and/or local legislative or regulatory action, which adversely affects the County's authority to continue its obligations under this Agreement, then this Agreement shall automatically terminate without penalty to the County upon written notice to Coast RTA of such limitation or change in the County's legal authority.
12. Nothing in this agreement, nor any actions by the Agency shall be construed as providing the full faith and credit of the County or any other pledge of County funds or assets. Unless otherwise described in the Agreement, the County will not extend credit, including advance payments, to the Agency for any cash deficiencies that the Agency may incur from non-performance of grant agreements or any other circumstance.

WITNESS OUR HANDS AND SEALS on the day and year set forth.

Witness for the County

Horry County, A Body Politic

Chairman of County Council,
on behalf of the County Council

Date

Witness for Coast RTA

Waccamaw Regional Transit Authority
DBA Coast RTA, A South Carolina Public Agency

Chairman of Coast RTA Board,
on behalf of the Coast RTA Board

Date

COUNTY OF HORRY)
STATE OF SOUTH CAROLINA)
RESOLUTION No. R-____-2025

A RESOLUTION APPROVING A FUNDING AGREEMENT FOR COAST RTA

WHEREAS, County Council enacted Resolution R-112-2024 on September 17, 2024 approving the Waccamaw Regional Transit Authority’s (Coast RTA) FY 2025 Budget; and

WHEREAS, the County Council approved Resolution 61-18 which authorized the County to execute an agreement with the Waccamaw Regional Transit Authority (COAST RTA) to receive the funding allocated for mass transit; and

WHEREAS, Horry County voters approved a 1% Transportation Sales Tax that allocated 5.45% of collections to mass transit; and

WHEREAS, County Council desires the 5.45% of collections from the Transportation Sales Tax directed to mass transit to be allocated to Coast RTA in lieu of its current County funding; and

WHEREAS, the attached Funding Agreement requires substantially similar duties and obligations of Coast RTA as the current funding agreement.

NOW, THEREFORE, BE IT RESOLVED that County Council hereby approves the attached Funding Agreement with Coast RTA, substantially similar to that attached herewith, and all future disbursements set forth thereunder, contingent upon Coast RTA complying with all the terms and conditions contained in such Agreement.

AND IT IS SO RESOLVED this 1st day of April 2025.

HORRY COUNTY COUNCIL

Johnny Gardner, Chairman

Jenna L. Dukes, District 1
Bill Howard, District 2
Dennis DiSabato, District 3
Gary Loftus, District 4
Tyler Servant., District 5
Cam Crawford, District 6

Tom Anderson, District 7
Michael Masciarelli, District 8
R. Mark Causey, District 9
Danny Hardee, District 10
Al Allen, District 11

Attest:

Ashley C. Carrol, Clerk to Council