



## **TITLE VI PROGRAM**

Pee Dee Regional Transportation Authority

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(843) 519-0884

[www.pdrta.org](http://www.pdrta.org)

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## **Chapter 1: Introduction**

### **PDRTA Background**

Founded in 1974, the Pee Dee Regional Transportation Authority (PDRTA) was the first Transportation Authority formed in the state of South Carolina. Within 2 years, PDRTA began serving the six counties that make up the Pee Dee region – Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro. In 1988, PDRTA began transporting inland county residents to the Grand Strand for job opportunities. This service continued for over 30 years, with PDRTA being actively involved in the economic development of the Pee Dee region by transporting hundreds to work each day, either on the fixed route system, the Florence Transit system, or via demand-response/Paratransit services.

In 2013, PDRTA experienced many changes to contracting and revenue streams resulting in a focus-shift to community outreach and building and expanding partnerships. Since 2015, PDRTA has continued to work together with area stakeholders to help meet the needs of the citizens across the Pee Dee Region serving six counties with plans for expanding services. PDRTA cares about the communities it serves and participates in civic engagements whenever possible across the Pee Dee.

### **PDRTA's Mission and Vision**

PDRTA ensures that no one is excluded from utilizing the Pee Dee transit system by providing fixed-routes, paratransit services, deviated-fixed-routes, commuters, and demand response services. The transit authority's mission is to provide public transportation with the highest degree of integrity, respectfulness, and efficiency across six counties in the Pee Dee Region. The community is what drives PDRTA to become the transit service of choice for those in need of mobility independence to work, live, play and grow throughout Chesterfield, Darlington, Dillon, Florence, Marlboro, and Marion Counties.

## **What is Title VI and What Does it Mean for PDRTA?**

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance.

Furthermore, Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. In addition to PDRTA's commitment to offering all its services without regard to race, color, or national origin, the transit authority approaches inclusivity in all forms. This pertains to limited English-speaking proficiency (LEP persons), physical or mental disability, income status, gender identity, religion, veteran status, and all other subclasses of a society. The entire staff of PDRTA works together to embrace inclusivity and fulfill the requirements of this Title VI Program.

It is the objective of PDRTA to:

- Ensure that the level and quality of public transportation services is provided in a nondiscriminatory manner.
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.
- Prevent the denial, reduction, or delay in benefits related programs and activities that benefit minority populations and low-income populations

### **Title VI Coordinator**

Title VI Coordinator:

Ania Giannace Dixon, Director of Human Resources

(843) 519-0884

[adixon@pdrta.org](mailto:adixon@pdrta.org)

The functions of the Title VI Coordinator fall under the direction of the Executive Director, Don Strickland. Where needed, the Title VI Coordinator will consult with the Executive Director and senior management to support the implementation of Title VI

processes. However, the Executive Director, senior management and all supervisors and employees share the responsibility for carrying out PDRTA's commitment to this Title VI program. The Title VI Coordinator assumes the following duties:

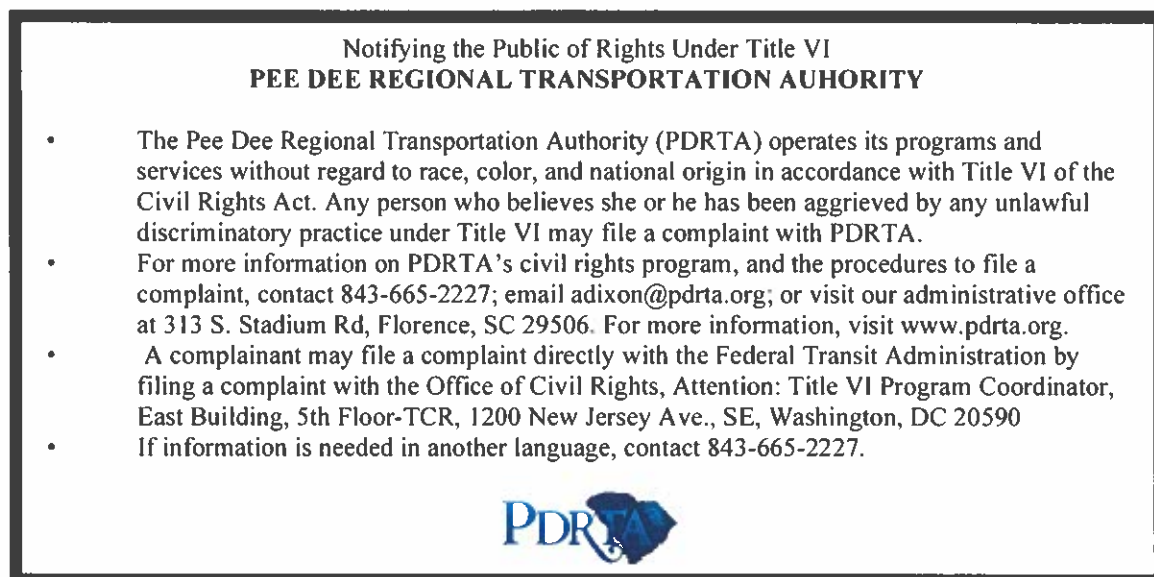
- **Complaints:** Review written Title VI complaints that may be received by PDRTA following the adopted guidelines (see Complaint Procedures). Ensure every effort is made to resolve complaints.
- **Inclusive Public Participation:** Ensure implementation of PDRTA's Public Participation Plan, disseminating public notices, and organizing public engagement activities in an inclusive manner.
- **Customer Relations:** Ensures diversity in public outreach in meeting locations and delivery tactics, targets underrepresented communities to engage and be educated about our services and programs.
- **Information Dissemination:** Ensures that public notices for applicable events are accessible for those with Limited English Proficiency (LEP).

## Chapter 2: General Requirements

### Title VI Notice to the Public

In compliance with the Federal Transit Administration (FTA) regulations, PDRTA provides information to the public regarding its Title VI obligations to inform them of their protections against discrimination by posting a notice throughout PDRTA offices in Marion and Florence as well as at the Florence Transit Center. This notice is also posted on the PDRTA's website and all transit vehicles and includes the following main points (Figure 1.1):

Figure 1.1



### Title VI Complaint Policy

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by PDRTA. However, these procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. PDRTA will make every effort to obtain early resolution of complaints at the lowest level possible. At any stage of the process, the option of informal mediation

meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution. The Title VI Coordinator will make every effort to pursue a resolution of the complaint.

### **Complaint Procedures**

Any person who believes she or he has been excluded from participation in, been denied the benefits of, or subjected to unlawful discrimination under any PDRTA service, program or activity, and believes she or he has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint within *180 calendar days* of the alleged occurrence or when the alleged discrimination became known to the complainant.

#### The complaint must meet the following requirements:

- Complaint shall be in writing and signed by the complainant(s);
- Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct);
- Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident;
- Allegations received by fax or e-mail will be acknowledged and processed, once the identity/identities of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to submit a signed, original copy of the fax or e-mail transmittal for PDRTA to be able to process it;
- Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing;
- A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to PDRTA for processing. This form is also available for download from the PDRTA website.

- Upon receipt of the complaint, the Title VI Coordinator will determine its acceptability and the need for additional information, as well as investigate the merit of the complaint.
- If a discrimination complaint does not fall within the protection of Title VI (race, color, or national origin), the investigation will continue under the direction of the appropriate department.

In order to be accepted, a complaint must meet the following criteria:

- The complaint should be filed within *180 calendar days* of the alleged occurrence or when the alleged discrimination became known to the complainant;
- The allegation(s) must involve a covered basis such as race, color, or national origin; and
- The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint;
- The complainant fails to respond to repeated requests for additional information needed to process the complaint; or,
- The complainant cannot be located after reasonable attempts.

Once the complaint is accepted for investigation, the complainant and the respondent will be notified in writing within *seven calendar days*. The complaint will then be logged into PDRTA records identifying its basis and alleged harm. If PDRTA requires more information to investigate the case, the complainant has *10 calendar days* from the date of the request to send information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information requested within 10 calendar days, PDRTA can administratively close the case.



Within *14 calendar days* from the date of the initial contact, the investigator reviews the complaint, and she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has *60 calendar days* after the date of the letter or the LOF to do so.

A final investigative report and a copy of the complaint will be forwarded to the FTA and affected parties within *60 calendar days* of the acceptance of the complaint. PDRTA will then notify the parties of its final decision. If the complainant is not satisfied with the results of the investigation of the alleged discrimination and practices, the complainant will be advised of the right to appeal to the FTA.

### **Complaint Tracking**

Once a complaint is received, it is logged into PDRTA's Title VI Complaint Tracking Log to include the following:

- Date that the transit-related Title VI complaint was filed
- Complainant's name, mailing address, and contact information (i.e., telephone number, email address, etc.)
- Summary of the allegations: how, when, where and why the complainant believes he or she was discriminated against. Including the location, names and contact information of any witnesses.
- Status of the complaint
- Actions taken by PDRTA in response
- Other information that he/she deems significant

The recipient immediately forwards the complaint to the Title VI Coordinator for investigation. The Title VI Coordinator ensures that the information is complete and follows Title VI complaint procedures.

PDRTA shall also provide appropriate assistance to complainants who are limited in their ability to communicate in English.

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

PDRTA shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits
- Complaints

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

The list of transit-related Title VI investigation, lawsuit, or complaints will be stored in Operations. It will be reviewed monthly in conjunction with the complaint tracking log.

Currently, there have been no transit-related Title VI investigations, complaints, or lawsuits.

## Chapter 3: Public Engagement

### Overview

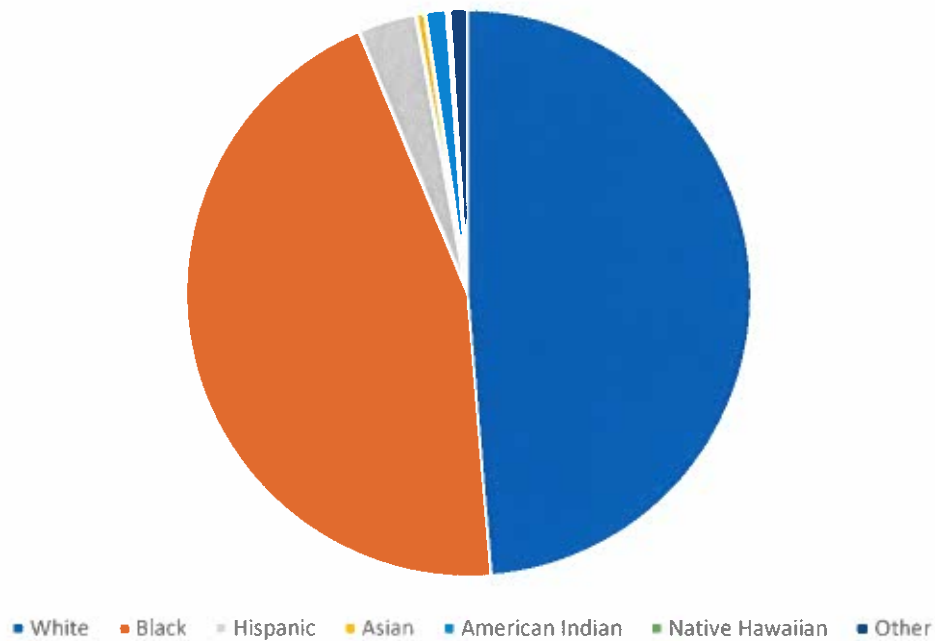
The PDRTA Title VI Program provides leadership, guidance, and directions to ensure compliance with Title VI of the Civil Rights Act and environmental justice principles. The transit authority's goal is to ensure that social impacts to communities and populations are recognized and addressed early and continually throughout the transportation decision-making process for minorities and individuals with Limited English Proficiency (LEP). PDRTA uses census data (2022) to determine its service area's demographic make-up and better understand the Pee Dee's low-income, minority, and LEP communities.

Figure 2.1 provides an overview of the demographic makeup of the PDRTA Six-County region. As depicted below, the two largest minority groups within our service area are African Americans and Hispanics.

**Figure 2.1 PDRTA 6 County Demographic Makeup (2022)**

	White	Black	Hispanic	Asian	American Indian	Native Hawaiian/ Pacific Islander	Other Race
<b>Florence County</b>	49.72%	43.46%	3.11%	1.74%	0.14%	0%	1%
<b>Marion County</b>	38.73%	57.08%	3.3%	0.22%	0.8%	0%	<1%
<b>Marlboro County</b>	39.18%	49.40%	3.45%	0.3%	3.63%	0%	<1%
<b>Chesterfield County</b>	61.91%	30.79%	4.87%	0.33%	0.37%	0%	<1%
<b>Darlington County</b>	54.91%	41.01%	2.36%	0.48%	0.17%	<1%	<1%
<b>Dillon County</b>	45.76%	46.36%	3.14%	0.05%	2.4%	0%	<1%

**Figure 2.2**



### **Public Engagement and Participation Plan**

PDRTA frequently conducts public participation and outreach efforts to identify, provide information to, and receive information from minority and low-income communities in the transit service area. In order to reach as many households as possible, the transit authority avoids using a one-size-fits-all approach and tailors its approach to various target groups. Through various channels of communication, PDRTA's Public Engagement and Participation Plan seeks to include members of the public in the transportation planning process and provide guidelines that ensure PDRTA's compliance with nondiscrimination laws. Below are the most frequently used channels of communication:

- Facebook, Instagram, LinkedIn, PDRTA website [www.pdrta.org](http://www.pdrta.org)
- Florence Transit Center, Passenger waiting area
- Flyers, Printed materials, Print advertising, Signage, Bus Wraps

- Community events, Promotional events, Bus Fairs, Public Hearings
- Partnerships, Stakeholder Presentations, E-Newsletters

The transit authority takes pride in its work to maintain a collaborative relationship with the community and its stakeholders. One of PDRTA's priorities is to ensure meaningful access to benefits, services, information and other important portions of its program and activities for individuals who are limited English proficient (LEP).

### ESL (English as a Second Language) Educational Field Trips

In 2019, the PDRTA's Title VI Coordinator partnered with an English as a Second language (ESL) teacher at Florence 1 Adult Education. The Peruvian Instructor teaches ESL classes to international students who have limited ability to speak, read and write English. PDRTA's Title VI Coordinator addressed the need to inform and educate the students and school staff that PDRTA operators are equipped to assist LEP passengers, and that PDRTA offers all their services and benefits without regard to national origin, race, or color.

As a result, the transit authority now holds educational bus field trips with ESL students annually. A PDRTA bus picks up the ESL class from the school while the Title VI Coordinator provides travel training in English and Spanish. The students are provided with English and Spanish maps and have the opportunity to ask questions about bus routes and schedules. The Title VI Coordinator shows the ESL students how to download the PDRTA Sync app and teaches them how to take the bus from their residence to school or any other place they may want to go. On the bus field trip in 2023, there were 28 participating students who originated from South America, Russia, Korea, Japan, and the Ivory Coast.

In addition, the transit authority provides fare-free bus service to all ESL students and Adult Education students.

### Workforce Transportation

## Workforce Transportation

Since August 2023, PDRTA and Ruiz Foods have partnered to provide workforce transportation services for work visa holders, creating a model for diversity and inclusion. Ruiz Foods is one of the leading distributors of frozen Mexican food that employs a large number of Spanish speaking employees. The goal of this collaboration is the development of a personalized workforce transportation route that caters specifically to the needs of visa holders working at Ruiz Foods. The route is designed to take the work visa employees to and from work to their residence. PDRTA also provides these employees with a supplemental service in the event an emergency arises with the need to leave during their shift. The door-to-door service provided by PDRTA to Ruiz Foods ensures that transportation barriers do not hinder their ability to contribute to the workplace.

This initiative aligns with PDRTA' commitment to provide public transportation services in a nondiscriminatory manner and promote full and fair participation in public transportation decision-making without regard to race, color, or national origin. By removing transportation obstacles, visa holders are provided with an equal opportunity to thrive in their roles. The partnership underscores the belief that a diverse workforce not only enriches the workplace but also contributes to the overall success of the community.

## Fare-free Services

PDRTA partners with the Housing Authority of Florence who manages Affordable Housing for Cheraw, Marlboro County & McColl Housing Authorities in Florence, Chesterfield, Dillon & Marlboro Counties, South Carolina. All four housing authorities offer low-income families, seniors & veterans the opportunity to rent an affordable residence. Free bus ride passes are distributed to the Housing authority and given to their residents every month. Also, during the process of route development, PDRTA completes studies and works with local officials (Planning Department) to make certain

that minorities and low-income individuals will have access to the fixed route public bus system.

### Community Outreach

Periodically, PDRTA participates in regularly scheduled monthly community meetings that serve as coordinating councils for social service and human service agencies. These councils are comprised of various agencies who serve a variety of underserved populations throughout our service area. These populations include minorities, low-income persons, individuals with cognitive disabilities, individuals with physical disabilities, single parents, and many more. Long-standing councils have continued to meet and discuss issues impacting the above listed groups in Florence, Darlington, Marlboro, Chesterfield, Dillon and Marion Counties.

In 2022 and 2023, PDRTA held several Lunch and Learn meetings with stakeholders to promote workforce transportation services and commitment to Title VI of the Civil Rights Act of 1964. During these meetings, all participants were provided with a copy of the PDRTA's Notification to the Public and informed of PDRTA's pledge to inclusivity.

### Public Hearings

PDRTA conducts public hearings to engage public comment on proposed service changes in the county areas. Locations are selected to allow people to use PDRTA public transportation if needed. All meetings are advertised in local newspapers and advance notices are placed on our buses and on our social media outlets.

### Board Meetings

PDRTA Board meetings are open to the public and held on the third Thursday of every other month at 6:00pm at our main facility at 313 S. Stadium Road in Florence, SC.

### Annual Ridership Surveys

PDRTA conducts “Ridership Surveys” to assess the needs of our riders. Members of the PDRTA staff ride the routes to help distribute, collect, and answer any questions regarding the survey and the services that PDRTA provides.

### Job and Bus Fairs

PDRTA participates in Bus Fair, Job Fairs and Career Days in the counties throughout its service area. These Job Fairs and Career Days are conducted by the SC Department of Employment and Workforce (SCDEW), local schools, local technical colleges, and other governmental entities and agencies.

### Local Festivals and Resource Fairs

PDRTA participates in many local festivals and resource fairs in the counties throughout our service areas. This gives the transit agency an opportunity to distribute materials about PDRTA, route schedules, and other important PDRTA information. These events usually involve staffing a booth and meeting and greeting people who come by for information or materials related to our services. Some of the festivals that PDRTA participates in include:

- Pecan Festival Florence, S.C.
- International Festival hosted by Trinity Evangelical Presbyterian Church
- Chesterfield County Health Resource Fair
- First Friday Services Connect by Lighthouse Ministries (PDRTA attends this monthly event that is intended to provide resources to the homeless community).
- Florence School District 1 Transportation Fair
- Touch-A-Truck Event in Darlington, SC.



## **Inclusion of LEP Persons in Public Meetings**

PDRTA has implemented the following process to overcome LEP barriers to public participation:

- PDRTA has a bi-lingual Title VI Coordinator made available to the Spanish speaking community and rider base.
- If a translator cannot be present at a public meeting, staff use the Language Line to assist customers. The Language Line is an “over the phone” translation service that enables someone to communicate clearly with passengers in another language within a matter of seconds. The service is available 24 hours a day and seven days a week from any phone in any country. PDRTA staff have this information at their desks to call for translation services on demand.
- PDRTA provides notices, announcements, survey forms, and other outreach materials in both English and Spanish.
- PDRTA provides a link to Spanish route schedules on its website and Google translation services.

# **Language Assistance Plan for Limited Proficiency Populations**

## **Introduction**

The Limited English Proficiency Plan provides guidance to recipients of federal financial assistance from the U.S. Department of Transportation (DOT) to fulfill their responsibilities to limited English proficient (LEP) populations, 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 provide 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.

## **Executive Order 13166**

Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 11, 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 50123, August 16, 2000, DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be 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 the Pee Dee Regional Transportation Authority (PDRTA) and governments, private and non-profit entities, and sub recipients.

## **Plan Summary**

PDRTA's Limited English Proficiency Plan (LEP) identifies reasonable steps to provide language assistance to LEP persons seeking meaningful access to PDRTA services as required by Executive Order 13166. A Limited English Proficiency 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 plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training PDRTA staff, how to notify LEP persons that assistance is available, and information for future plan updates. PDRTA will utilize the techniques described in the following sections in order to assist LEP persons. The transportation authority will continue efforts to monitor language assistance needs and will provide language translation and interpretation services, as needed.

### **Monitoring and Identifying the Need for Language Assistance**

PDRTA will continually monitor the language needs of LEP persons and update its Language Assistance Plan every three years in conjunction with its Title VI Program.

PDRTA will do the following:

- Continue to monitor the languages and English proficiency encountered by staff with annual surveys;
- Use US Census Bureau to identify languages other than English spoken at home in service areas;
- For languages other than Spanish, staff will attempt to identify the LEP person's preferred language using the ISpeak Cards upon request;
- Continue to monitor and analyze U.S. Census demographic data

### **Four Factor Analysis**

As required by the U.S. DOT, and in order to ensure meaningful access to programs and services, PDRTA shall use information obtained in the following Four Factor Analysis to determine the specific language services that are appropriate to provide.

#### **1. The number or proportion of LEP persons eligible to be served or likely to encountered by PDRTA.**

PDRTA uses the U.S. Census Bureau's American Community Survey (ACS) data for Limited English-Speaking Households by counties and cities to identify the number or proportion of LEP persons within the Six-County service area.

Figure 3.1 displays the total number of persons by jurisdiction and language group in Florence, Darlington, Marion, Dillon, Chesterfield, and Marlboro County on 2022 ACS data.

**Figure 3.1 (Census Bureau 7/1/2022)**

	<b>Households</b>	<b>Languages other than English spoken at home</b>
<b>Florence County</b>	52,244	3.9%
<b>Marlboro County</b>	9,463	2.7%
<b>Darlington County</b>	25,022	3.3%
<b>Chesterfield County</b>	17,116	4.7%
<b>Marion County</b>	11,256	3.8%
<b>Dillon County</b>	10,433	2.7%

**2. The frequency with which LEP individuals encounter a PDRTA program, activity, or service.**

The number of LEP population in the PDRTA transportation planning area is low; however, the transportation authority’s prior experience with LEP individuals has been primarily with Spanish language speakers through partnerships such as Workforce Transportation Services. Detailed explanation on how PDRTA has engaged LEP passengers in programs such as the Ruiz Foods Workforce Transportation Program is included in earlier discussion entitled “Public Engagement and Participation Plan”.

PDRTA has assessed the frequency in which staff has, or could have, contact with LEP persons. This assessment included surveying and speaking with the staff regarding their interactions with LEP persons. The majority of interactions with LEP persons come in the format of passengers speaking with bus operators, but the numbers of inquiries made by LEP passengers remains low. Our most recent survey results and conversations revealed that during the reporting period, PDRTA staff had little or no contact with LEP persons in PDRTA service areas. However, to actively engage and involve LEP residents who often do not use public transportation, the transportation authority translates planning materials and bus maps into Spanish.

Additionally, PDRTA implements the following process to overcome LEP barriers to public participation:

- PDRTA has a bi-lingual Title VI Coordinator who is available to assist the Spanish speaking community and rider base.
- If a translator cannot be present at a public meeting, staff use the Language Line to assist customers. The Language Line is an “over the phone” translation service that enables someone to communicate clearly with passengers in another language within a matter of seconds. The service is available 24 hours a day and seven days a week from any phone in any country. PDRTA staff have this information at their desks to call for translation services on demand.
- PDRTA provides notices, announcements, survey forms, and other outreach materials in both English and Spanish.
- PDRTA provides a link to Spanish route schedules on its website and Google translation services.

**3. The nature and importance of the program, activity, or service provided by the PDRTA to the LEP community.**

The most critical issues LEP persons may face in our service area are access to health care and employment. PDRTA currently provides transportation on its Demand Response, ADA Complementary Paratransit and fixed routes for LEP persons. So far, LEP persons have been able to effectively communicate with our bus operators and dispatch personnel and reach their destination by using Language Line Translation Services or speaking with PDRTA’s bilingual Title VI Coordinator.

PDRTA partners with a local business to provide workforce transportation services for work visa holders from South America. The goal of this collaboration is the development of a personalized workforce transportation route that caters specifically to the needs of visa holders taking them to and from work to their residence as they do not have any other means of transportation. In addition to transportation, the Title VI Coordinator provided translation services to new hires

during the orientation process and distributed the Title VI Notification to the Public to all employees.

**4. The resources available to PDRTA and overall costs.**

The PDRTA website has been redesigned and is available in different languages, including Spanish. All transit vehicles are equipped with directive signs in Spanish and Spanish bus maps are available upon request. These maps are distributed to local businesses that PDRTA partners with. The Title VI Coordinator is bi-lingual and available to assist the Spanish-speaking community at resources fairs and other outreach events. The transit authority will continue to evaluate the costs associated with updating written materials and other means of serving the LEP population.

**Staff LEP Training**

PDRTA staff will be provided with the Title VI Program and Language Assistance Plan, will be educated on the following procedures, and will complete the Title VI Program and Language Assistance Plan Education form annually. This information will also be part of the staff orientation process for new staff. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- Language assistance services PDRTA offers;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint.

## **Chapter 3: Service Standards and Policies**

### **Purpose**

PDRTA is a direct recipient of federal transit grants from the Federal Transit Administration (FTA); therefore, the transit agency is required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. FTA requires that all fixed route providers of public transportation adopt the following system-wide service standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. The adoption of this policy statement by PDRTA ensures compliance with these requirements.

### **Coverage**

This policy shall be applicable to all activities, services, and operations of PDRTA's public transit system.

### **Background:**

#### **Service Availability and Operating Environment**

PDRTA routes are operated primarily along major arterials but may run in other locations that are suitable for operation of PDRTA buses if needed, particularly low-income residential areas where public transportation is at a greater demand. PDRTA buses may have stops located within shopping centers for passenger convenience and utilize areas where shelters already exist, minimizing the number of freestanding bus shelters provided for passengers. For stops on private property, PDRTA will ensure that the location has been approved by private property owners. PDRTA also provides Demand Response in many of the service areas including Chesterfield, Darlington, Dillon, Florence, Marion and Marlboro Counties.

#### **Service Area**

Service coverage is defined as the area within a 3/4-mile walking distance for the nearest bus route corridor. To the extent feasible, PDRTA will serve as many major

employers, medical offices, densely populated housing areas, and public housing as deemed feasible within the service area. PDRTA fixed routes may operate outside the service area for purposes of transporting passengers from within the service area to other locations.

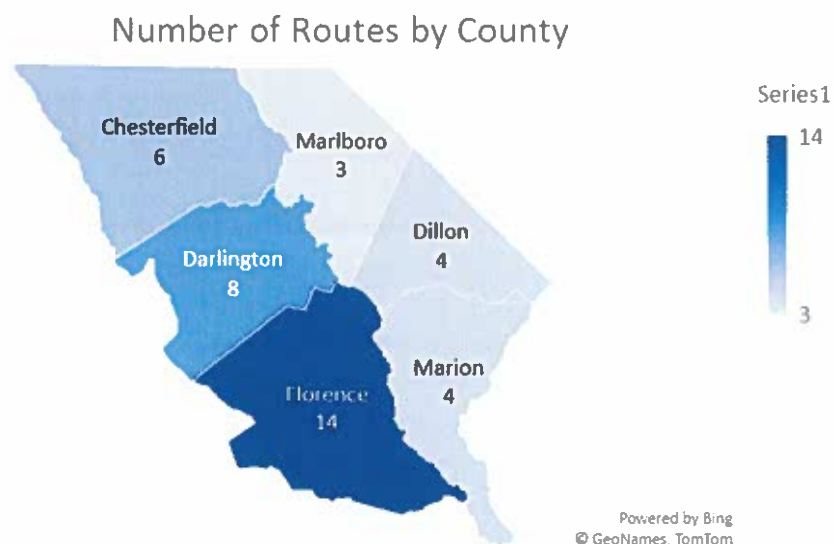
## Service Standards

### Hours of Operation and Vehicle Headways

Current hours of operation and service levels can be found by referencing PDRTA's website at [www.pdrta.org](http://www.pdrta.org). The hours of operation of ADA Complementary Paratransit services will be the same days and hours as the fixed route service. PDRTA office hours are Monday-Friday 8:00am-5:00pm. The Operations Department has staff (Dispatchers and Maintenance) at the office from 4:30am-7pm Monday-Friday with maintenance and operations on call during other operational hours.

Figure 3.1 is a graphic of the Regions Covered by PDRTA services and number of Routes in those respective areas:

Figure 3.1.





PDRTA currently operates and will strive to maintain 60-minute frequency, or “headway”, on all fixed routes during peak and off-peak hours on Monday-Friday. Saturday service in Florence operates from 8 a.m. to 11 a.m. and 1 p.m. to 4 p.m.

In Early 2024 a new service, Black River, Connecting Florence to Lake City will begin and operate Monday-Friday. Johnsonville-Pamplico-Florence commuter operates from 6 a.m. to 7 p.m. on Monday, Wednesday and Friday.

PDRTA also has a Free Downtown Shuttle in Florence that Operates Monday-Friday with one bus 9:00 a.m.-11:00 a.m., 3:00 p.m.-5:00 p.m; and two buses 11:00 a.m.-2:00 p.m.

Florence is connected to Marion via route 7 in Florence that operates Monday-Friday from 7 a.m. – 6 p.m. during Francis Marion University Spring and Fall Semesters. Passengers can get to Florence from Marion at 7 a.m. and return to Marion on the 5 p.m. run.

Workforce Services started in 2023 providing Demand Response to Employees of Ruiz Foods, Performance Foods and Pepsi Monday-Friday with plans to evolve into servicing the entire Industrial Park. This service operates AM and PM flexibility to match Workforce Demand. In addition to the Demand Response, PDRTA provided a Work Visa program for Ruiz Foods operating Monday-Saturday.

Timmons ville Transit in Timmons ville, SC operates Monday-Wednesday-Friday from 8:25 a.m. – 4:15 p.m.

Darlington Transit in Darlington SC operates from 7am - 4pm Mon-Fri and 8 a.m. -12 p.m. on Saturdays.

The Hartsville Free Transit operates from 8 a.m. to 1 p.m. and 2 p.m. to 7 p.m. on Mondays-Fridays and 10 a.m. to 2 p.m. on Saturdays.

LakeTran in Lake City SC operates from 7am-5pm Mon-Fri with a break from 1 p.m. to 2 p.m.

PDRTA also connects passengers from Darlington to Florence SC via the Darlington-Florence Commuter that operates 3 roundtrips during the day at 7am, 12pm and 5pm.

Commuter service to Myrtle Beach SC from Lake City and Marion operates the same schedule 364 days a year departing from their respective cities arriving at the Grand Strand and then boarding again in the afternoon to travel back to Marion County and Lake City SC.

In 2019, PDRTA began the Marlboro Area Regional Transit Initiative (MARTi). This service consists of a fixed route that operates in Bennettsville from 9am-5pm Monday-Friday. We operate a Connector that connects Bennettsville, McColl and Clio Monday-Friday from 9am-4pm. We provide Demand Response service in Marlboro County for seniors and those that cannot access the fixed routes. Along with those described above PDRTA also provides commuter routes that operate from 6am-8:30am and 6:30pm-9:00pm seven days a week where we take many employees to and from work.

In 2020, PDRTA began the Dillon County Area Transportation (DCAT) service. The DCAT consists of a fixed route that operates hourly service in the City of Dillon from 8am-5pm Monday-Friday. We also provide a Connect service that connects Latta, Little Rock and Hamer to the City of Dillon on Monday, Wednesday and Fridays. We provide Demand Response service for those that can not access the fixed routes. Along with

the services described above we now provide commuter services for Harbor Freight Tools and will soon expand to other industries.

In 2021, PDRTA began the Chesterfield County Area Transportation (CCAT). The CCAT provides fixed route service in the Town of Cheraw Monday-Friday from 8am - 5pm. We also provide a connecting service from Marlboro County to Chesterfield County Monday-Friday during the same hours. PDRTA has added McBee-Jefferson-Pageland Connect and Cheraw-Chesterfield-Pageland Connect in early 2024 running Monday-Wednesday-Friday that will evolve throughout the year. PDRTA will also have Demand Response on Tuesday-Thursday for the Patrick and Cash areas. We also plan to start up a Pageland Express in 2024 that will service the Pageland Area and Connect with the McBee-Jefferson-Pageland/Cheraw-Chesterfield-Pageland buses

Any future service hours expansion will operate on a minimum of hourly headways. The goal for PDRTA in the future will be to add additional service to decrease the headway on all fixed routes to make services more accessible and user friendly.

### Proximity Standard

PDRTA's fixed routes are designed so that 75-85% of residents/employees in the transit serviceable area are within a ½ mile walking distance from a PDRTA bus stop. The urbanized area will have a higher percentage due to more service being provided than in the rural areas. The proximity standard does not relate to the commuter services that are the longer routes.

### Service Availability During Inclement Weather

PDRTA transit staff will assess all instances of inclement weather and make adjustments to service hours and frequency as needed with priority placed on passenger and driver safety. All changes in service during these times will be communicated with the Public Information Offices and included on all passenger alert

technologies (Facebook) and web sites. Staff may determine that service needs to be delayed, suspended, or frequency of service adjusted during inclement weather. Every effort will be made by PDRTA to provide FTA required paratransit service when determined safe to operate.

## **Passenger Amenities Criteria**

### **Bus Stop Placement**

In order to provide a safe environment for passenger boarding and alighting, PDRTA will have formally designated bus stop locations. Bus stop signs, consistent with the regionally approved standard, will be used at these established locations. The spacing of the stops will vary by location, but as a general rule of thumb, will be spaced at least 1320 feet (1/4 Mile) apart. There may be some instances where additional stops are needed for transfer purposes. Prior to the placement of any bus stops, transit staff in consultation with the SCDOT, will assess and reach consensus on all locations to ensure the safety of drivers, passengers, and the general public. PDRTA will ensure that all stops, and passenger facilities meet Americans with Disabilities Act (ADA) requirements including accessibility at and near bus stop locations.

### **Shelter Placement**

PDRTA will utilize On-Off surveys, video with GPS data, passenger counts, driver input and local planning departments to determine those bus stops that meet the minimum threshold of 20 passengers boarding a day for requiring a passenger shelter. PDRTA will analyze this data on a quarterly basis and update our priority list. PDRTA will plan for the procurement and installation of passenger shelters and amenities for stops meeting this threshold. PDRTA will maximize the use of federal and state funding when possible, to offset the cost of procurement and installation. There may be circumstances that restrict the installation of bus shelters in areas that meet our minimum threshold such as right-of-way issues or private property. PDRTA will

exercise due diligence in cases like these.

### Bench Placement

There may be some instances where bus stops do not require passenger shelter but necessitate the consideration of a bench-only. In these instances where bus stop usage is between 10-20 passengers boarding, but there is great potential for increased ridership, transit staff may opt to use a bench in lieu of a shelter for passenger comfort and to attract new riders. PDRTA currently has more benches than shelters installed throughout the service area.

### Provision of Information

PDRTA has designed and is currently installing route schedule maps that will be posted in a schedule box at each bus stop throughout the system. These schedules contain all information required by FTA including fare structure, ADA Complementary Paratransit details, contact information and timetables for the routes.

PDRTA prints route schedules and provides these on board our buses, on our website and at area businesses. We also mail these to individuals when they are requested.

PDRTA has electronic signs on board the transit buses to help passengers identify which route is approaching. This is significant on stops that are served by more than one route.

### **PDRTA Vehicle Loads and Assignment Standards**

PDRTA will strive to have vehicle loads not exceed vehicles' achievable capacities, which are identified below in the chart. Standing passenger capacity can differ for each type of vehicle. During peak times, Commuter Routes may require a high number of standees due to higher ridership numbers.

Vehicle Type	Seated	Standing	Total	Maximum Load Factor
Cut-A-Way 24 ft	14	2	16	1.1
Cut-A-Way 26 ft	18	2	20	1.1
Trolley Bus	26	8	34	1.3
32' Standard Bus	28	11	39	1.39
32' Standard Bus	31	12	43	1.39
37' Standard Bus	37	15	52	1.4
37' Standard Bus	40	16	56	1.4
40' Standard Bus	44	16	60	1.4

### Vehicle Loads

Maximum loading standards will establish a goal that all passengers will have a seat for their trip. If PDRTA experiences routes whereby passengers exceed the number of seats available, then an additional transit vehicle, known as a “tripper”, may be dispatched to meet their trip need.

When staff determines that one or more routes are beginning to exceed the seating capacity on 25% or more of the trips provided on a given route or a load factor of 1.4 or greater, then staff will develop budget recommendations for additional service or a larger vehicle type when possible with additional seating capacity to meet this demand. Passengers, who are physically able, always have the option of using grab bars/straps and standing when seats are not available.

### **Vehicle Assignments**

PDRTA will assign vehicles to routes based on the ridership demands, type of route and operating characteristics of buses, including length and turning radius.

Larger vehicles will be assigned to those routes with the highest demand. Routes with lower ridership or that require tight turns on narrow streets may be assigned a cutaway (24-26') bus rather than the larger buses. We will be consistent in ensuring that all vehicles assigned will be in excellent working order and condition regardless of the route it serves. Distribution of vehicles throughout the fixed route system will not be based on age/condition but rather the needs for that route.

PDRTA will maintain its fleet and replace vehicles as required by FTA's minimum service life policy of (12 years or 500,000 miles, 10 years or 350,000 miles for our medium-duty buses and 5 years or 150,000 for light-duty buses.)

**Fixed Route On-Time Performance Standard**

PDRTA's goal is to provide an average system-wide on-time performance of 95% for fixed route service. PDRTA defines on-time performance as arriving and departing stops within five minutes of the route timetables. If route(s) are not meeting the on-time performance goal, then staff will analyze the route(s) to develop strategies to improve it. Staff will provide recommendations for approval as needed. PDRTA has partnered with a CAD/AVL Provider which is software that helps operators improve their on-time performance.

**Board Approval for Title VI Policy**

**Board Meeting Minutes**

PDRTA held a board meeting on January 18, 2024. The minutes are attached showing the board approved the Title VI Program effective April 1, 2024.

# Title VI Program Approval Document

*From January 18, 2024 Board Meeting:*

*The Board reviewed and approved the revised Title VI Program for the Pee Dee Regional Transportation Authority (PDRTA). This revised Title VI Program is effective April 1, 2024 and will be implemented by the authority's Executive Director and staff.*

I hereby acknowledge the receipt of the PDRTA Title VI Program, 2021-2024. I have reviewed and approve the Program. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA subrecipients.

ADOPTED AND APPROVED BY THE BOARD OF DIRECTORS

1-18-2024  
Date

  
James Jackson, Vice Chairman Board of Directors

  
Don Strickland, Executive Director



**Demographic Table**

PDRTA does not select committees and councils. Board members are elected by the municipalities.

**Sub-Recipients**

PDRTA does not have any Sub-Recipients.

**Title VI Equity Analysis**

PDRTA has not constructed a facility.

## Notifying the Public of Rights Under Title VI

### PEE DEE REGIONAL TRANSPORTATION AUTHORITY

- The Pee Dee Regional Transportation Authority (PDRTA) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with PDRTA.
- For more information on PDRTA's civil rights program, and the procedures to file a complaint, contact 843-665-2227; email [adixon@pdrta.org](mailto:adixon@pdrta.org); or visit our administrative office at 313 S. Stadium Rd, Florence, SC 29506. For more information, visit [www.pdrta.org](http://www.pdrta.org).
- 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
- If information is needed in another language, contact 843-665-2227.



## DECLARACIÓN DE POLÍTICA DE NO DISCRIMINACIÓN

### PEE DEE REGIONAL TRANSPORTATION AUTHORITY

- Pee Dee Regional Transportation Authority, bajo el Título VI de la Ley de Derechos Civiles de 1964, asegura que "Ninguna persona en los Estados Unidos, debido a su raza, color u origen nacional, será excluida de participar, ni se le negarán los beneficios, o será objeto de discriminación, en ningún programa o actividad que reciba ayuda financiera federal."
- Para información u orientación sobre cómo presentar una queja o para obtener más información relacionada con el Título VI, por favor comuníquese con el Gerente del Título VI al teléfono (843) 519-0884 o visite la siguiente página de Internet: [www.pdrta.org](http://www.pdrta.org).
- También puede presentar una queja directamente con la Administración Federal de Tránsito en: Federal Transit Administration, Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita la información en otro idioma, contacte (843) 519-0884.



# PDRTA Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Pee Dee Regional Transportation Authority (PDRTA), please fill out the form below and send it to PDRTA, Attn: Title VI Coordinator, 313 S Stadium Rd, Florence, SC 29506. For questions or a full copy of PDRTA's Title VI policy and complaint procedures call 843-665-2227 or email [adixon@pdrtta.org](mailto:adixon@pdrtta.org)

1. Name (Complainant)	
2. Phone:	3. Home Address (Street No., City, State, Zip):
4. If applicable, name of person (s) who allegedly discriminated against you:	
5. Location and Position of person(s) if known:	6. Date of incident:
7. Discrimination because of:  <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	

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9. Why do you believe these events occurred?	
10. What other information do you think is relevant to the investigation?	
11. How can this/these issue(s) be resolved to your satisfaction?	
12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (Witnesses):	
Name:	
Address:	
Phone:	
13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?	
<input type="checkbox"/> Yes <input type="checkbox"/> NO	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Local Agency	
<input type="checkbox"/> Federal Court <input type="checkbox"/> State Court	
If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed:	
Agency/Court:	
Contact's Name:	
Address:	
Phone:	
Signature (Complainant):	Date of Filing:

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## TITLE VI Complaint Tracking Log

\*\*\*When recording a complaint, make sure to include how, when, where and why the complainant believes he or she was discriminated against. Including the location, names and contact information of any witnesses in the 'Complaint Summary' section \*\*\*

**Date/Time** *Complain was received:*

**Complaint Received by:**

Complainant's Name  First Name :  Last Name:	Complainant's Address	Phone Number/Email Address	Complaint Summary	Investigation Findings		Status: Completed/ Uncompleted
				Date Reply	Investigation/ Management Action	

## PDRTA Annual LEP Driver Survey

1. Do you regularly encounter Limited English Proficiency members of the public as part of your job?

Yes  No

2. In a TYPICAL DAY, approximately how many riders/members of the public do you encounter?

3. Of these, approximately how many would you say are unable to communicate well in English?

4. What language do Limited English Proficiency riders/members of the public you encounter speak?

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5. What services or information are those Limited English Proficiency riders/members of the public TYPICALLY seeking?

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Appendix D

6. How were you able to assist a Limited English Proficiency passenger?

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7. In what specific ways would you suggest improving PDRTA services for limited English riders?

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8. Do you regularly drive on more than one bus route in PDRTA service areas?

Yes  No

9. In what specific area do you work?

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Name (Print)

---

Date



**TITLE VI and Language Assistance Plan Acknowledgement Form**

I acknowledge the receipt of the PDRTA Title VI Policy Statement and the Language Assistance Plan for LEP persons. I am committed to ensuring that no person is excluded from participation in or denied the benefits of PDRTA's transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

I received instructions to assist LEP persons, and I understand my responsibilities to ensure fair access to transit-related program and activities by persons with limited English proficiency.

---

Employee Signature

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Printed Name

---

Date





**Pee Dee Regional Transportation Authority  
Board of Directors Meeting**

**Draft Meeting Minutes  
January 18<sup>th</sup>, 2024**

**Members Present:** James Jackson, Judy Alexander, Yolonda Dupree, Hattie Burns, Vivian Rogers, Rebecca Gamble, Belva Britt

**Members Absent/Web Viewing:** George Jebaily (Virtual), Adell McManus-McCoy (Virtual), Tyron Jones, Carolyn Guase, Drew Huggins

**Staff Present:** Don Strickland, Samantha Mack, Chestly Morris, Ania Giannace Dixon, Will Johnson, Jessica McCullum, Tavorous Collins, Cindy Ward

**Guests:** None

**A.** James Jackson called the meeting to order at 12:12 pm

**B.** Invocation – James Jackson

**C. Approval of the Agenda:**

Agenda, as amended – motioned, seconded, and unanimously approved.

**D. Approval of the Minutes:**

November 16<sup>th</sup>, 2023, meeting minutes – motioned, seconded, and unanimously approved on the condition that grammatical errors are resolved.

**E. Public Comments:**

None.

**F. Committee Reports:**

None.

**G. Operations Report:**

Chestly Morris, Director of Operations, shared the report. Ridership is up overall. With the addition of new services total passenger trips have seen a 43% increase this YTD versus last YTD. Top growth experienced on DART and commuter, Bennettsville, Dillon, and Cheraw routes. The Demand and Response services in Marion, Dillon, and Marlboro experienced a decline. Mr. Morris stated that this was partly a result of increased fixed route services in the area, which is a positive. Looking at the historical trend of passenger trips and revenue miles over a six-year period, it continues to trend upward. With the addition of new services and increased ridership numbers PDRTA has recovered from the lows of the COVID pandemic and is experiencing a record number of both passenger trips and revenue miles. Mr. Morris pointed out that revenue miles per day over the last six months has surpassed the benchmark each month. A concern for the operations department and the board has been deadhead miles. Mr. Morris was happy to share that over the last two months through purposeful planning that decreased Deadhead almost 2%. With the addition of new drivers and because of the holidays overtime hours have dropped dramatically since October. This has brought the YTD average closer to the benchmark set at 7% according to Mr. Morris.

**H. HR Report/Newsletter**

Ania Giannace-Dixon, Director of Human Resources, shared the report. Mrs. Giannace-Dixon began with the November monthly report. The YTD turnover percentage dropped 10% from November 2022. She included there were two new hires in November before switching to the December monthly report. The YTD turnover percentage saw the same decrease as November at 10% compared to December 2022. She stated that there are still several vacancies to fill including one for transportation supervisor and four or more for drivers. There were several job promotions in the restructuring of the operations department. Some drivers were promoted to dispatchers and a dispatcher was promoted to transportation supervisor. Mrs. Giannace-Dixon discussed the Employee Assistance Program (EAP) when presenting the January Newsletter. The EAP is a partnership with Trinity Behavioral Care to provide mental health, substance abuse, and other counseling for PDRTA employees at no cost. Mrs. Giannace-Dixon also explained that SCDOT provides a substance abuse program if an employee wishes to come forward to receive help.

Mr. James Jackson, Board Member, questioned the rehiring process if any employee were to utilize the SCDOT program.

Mrs. Cindy Ward, Safety and Training Manager, explained that for employees that complete the program and receive reemployment that SCDOT mandatory testing can last for six months to five years depending on the circumstances.

Mrs. Giannace-Dixon added that reemployment is situational, and many factors are considered such as work performance and attendance.

**I. Finance Update and Financial Report 2<sup>nd</sup> Quarter:**

Samantha Mack, Director of Finance, shared the report. Sam went over the income statement line items before the board. The ADA paratransit is trending up thus the increase in the line item under operating revenue. Mr. Don Strickland, Executive Director, explained that ADA compliment paratransit is federally mandated in fixed route service areas. The rider must fill out an ADA application and not be in accessible proximity to fixed route service. He also stated that some routes

## Appendix F

that are primarily fixed will operate as a deviated fixed route service. A deviated fixed route service means the bus follows a primary route and dispatcher can change stops off the route to provide door to door service to comply with federal mandates. The Lake City to Beach route is down revenue and ridership. The decrease is due to the seasonal shift of work at the beach. During the winter months ridership typically decreases. Sam stated that with new and continuing conversations with government officials, stakeholders, and industries that it looks to change.

Financial Report 2<sup>nd</sup> Quarter – motioned, seconded, and unanimously approved.

### J. Old/Current Business:

#### a. **Chesterfield County Startup – Jan 29<sup>th</sup>**

- i. Chesterfield County Connector and Demand/response service are set to start January 29<sup>th</sup>. There will be two fixed route services, McBee-Jefferson-Pageland route, and Cheraw-Chesterfield-Pageland route, both will operate on Monday, Wednesday, Friday.
- ii. Demand and Response service will be provided in the Cash community and Town of Patrick. This service will operate on Tuesday and Thursday. This service will allow riders to schedule transportation up to 24 hours in advance to the City of Cheraw and back to their pickup location.
- iii. The Ribbon Cutting Ceremony for Chesterfield County services will be held on January 29<sup>th</sup> at 12:00 pm in the Chesterfield County administration building in downtown Chesterfield. Stakeholders and local officials will be invited with one to two speakers in attendance to commemorate the challenging work everyone has put in to achieve this goal.

#### b. **MUSC Black River, Lake City, Florence Startup – Feb 5<sup>th</sup>**

- i. Service is set to start on February 5<sup>th</sup> for MUSC Black River route connecting to Lake Tran and to MUSC Florence. This service will connect Lake City, Coward, Scranton, and Florence.
- ii. Ribbon Cutting for the new route will be held at MUSC Black River on Feb 5<sup>th</sup>. An official press release commemorating the partnership between MUSC Black River and PDRTA will be released at that time.

#### c. **RFP/IFB Procurement Update**

- i. The RFP for the bus shelter program sponsored in part by the Byerly Foundation has opened.
- ii. The House of Hope Bus Shelter has been shipped from the manufacturer.
- iii. State contracts for the addition of buses are in progress.

#### d. **PDRTA 50<sup>TH</sup> Anniversary Events/Planning**

- i. PDRTA is celebrating the organization's 50<sup>th</sup> anniversary in 2024. To commemorate longevity and continued success an event day and formal dinner will be held in June. The approval of additional funds other than sponsorships will be presented to the board later if needed.

Approval of planning for the PDRTA 50<sup>TH</sup> Anniversary Day Event and Formal Dinner – Motioned, Seconded, and unanimously approved.

**K. New Business:**

**a. Ruiz H2B Workforce 2024**

- i. Ruiz foods is asking for a new proposal to partner with their work visa program. The company was impressed with PDRTA's 99% on time performance. They are asking that the new proposal allows transportation services for 7-8 months for their workers, which is longer than the previous proposal's PDRTA has completed with Ruiz for 3-4 months. Mrs. Giannace-Dixon worked with Ruiz's English Second Language (ESL) workers previously as a linguist to help them learn how to navigate public transportation.

**b. TASC Legislative Reception – March 5<sup>th</sup> at 5:00 pm**

- i. The Transportation Association of South Carolina (TASC) is hosting its Legislative reception in Columbia at the Pastides Alumni Center on March 5<sup>th</sup>, 2024, at 5:00pm. Invited are members of TASC, legislative members, Transit Agency Board Members, and other stakeholders. The Executive Director, Don Strickland, is also the President of the organization.

**c. 2024-2026 PDRTA Disadvantaged Business Enterprise Plan**

- i. DOT requires that transit agencies have a board approved plan on file through their Disadvantaged Business enterprise Program (DBE) to "level the playing field" when applying for DOT funding. The board was asked to approve a renewal of the DBE plan.

Approval of PDRTA DBE Plan 2024-2026 -- motioned, seconded, and unanimously approved.

**d. Authorization 011824 – To process 5307/5311 and other applicable grants for 2024/2025**

- i. The PDRTA board must approve applications for grant funding whether federally, state, or other before applying. The board votes to allow PDRTA to apply for funding yearly.

Authorization 011824 -- motioned, seconded, and unanimously approved.

**e. Title VI Program**

- i. Mrs. Giannace-Dixon presented before board and updated Title VI Program to be voted on. The Title VI Program is voted on by PDRTA board every three years

in compliance with federal regulations regarding federal financial assisted programs and activities.

Title VI Program -- motioned, seconded, and unanimously approved.

**L. Executive Director's Comments:**

Don thanked the board for their attendance and for the board's direction, allowing PDRTA to keep things moving.

**M. Chairman's Comments:**

Mr. Jackson thanked the employees in attendance for their dedication and service.

**N. Adjournment:**

Motion was made, seconded, and unanimously approved. The meeting adjourned at 2:22 pm.

**Respectively submitted,**

**Don Strickland  
Executive Director**