



# TITLE VI PROGRAM

Pee Dee Regional Transportation Authority

313 S. Stadium Rd.  
Florence SC 29506  
(843) 519-0884

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

April 2024 - 2027

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## **Chapter 1: Introduction**

### **A. 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.

### **B. 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.

### **C. 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. Not only

does PDRTA commit to offer all its services without regard to race, color, or national origin, but 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.

#### **D. Title VI Coordinator**

PDRTA has designated a Title VI Coordinator to ensure compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities. The Title VI Coordinator is responsible for overseeing the implementation of the Title VI Program, investigating and tracking Title VI complaints, and ensuring that individuals are not subjected to discrimination based on race, color, or national origin in the provision of transit services.

Any questions, requests for additional information, or complaints regarding Title VI may be directed to:

Title VI Coordinator  
Ania Giannace Dixon  
313 S. Stadium Rd.  
Florence SC 29506

Phone: (843) 519-0884

Email: [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**

### **E. 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



## 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 they have 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



#### **F. 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.

If customers require assistance completing the form, they should contact the Title VI Coordinator at (843) 519-0884 to receive assistance. The completed form can be submitted by mail, fax, email or in person to:

Pee Dee RTA  
Attn: Title VI Coordinator  
313 S. Stadium Road  
Florence, SC 29506  
Phone: 843-519-0884  
Fax: 843-665-7552  
Email: [adixon@pdrta.org](mailto:adixon@pdrta.org)

Customers may also choose to file a complaint directly with:

Federal Transit Administration Office of Civil Rights  
Attn: 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**

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 investigations, lawsuits, 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: Engagement and Public Participation**

### **Overview**

The PDRTA Title VI Program provides leadership, guidance, and directions to ensure compliance with Title VI of the Civil Rights Act. 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 the most recent census data (2023 Census and 2019-2023 ACS) to determine its service area's

demographic make-up and better understand the Pee Dee's low-income, minority, and LEP communities.

PDRTA recognizes the importance of socioeconomic indicators in transit planning as they correlate with protected classes and populations that may be disproportionately impacted. In fact, certain protected classes, racial and ethnic minorities, and individuals with disabilities, may experience higher unemployment or lower-wage employment resulting in higher poverty rates. In addition, low-income status can be associated with language barriers or minority status also affecting access to PDRTA services. Furthermore, the level of education often varies by race, ethnicity and national origin; therefore, lower level of education can create barriers to access to transportation, healthcare, and workforce.

Figure 2.1 provides an overview of the demographic makeup of PDRTA's six-county service area.

**Figure 2.1**

Pee Dee Region Race Demographic Census Data (2023)								
County	White	Black	Hispanic	Asian	American Indian	Native Hawaiian/Pacific Islander	Other Race	Two or More
Florence County	49.35%	40.46%	3.03%	1.64%	>1%	>1%	1.50%	3.67%
Marion County	37.48%	54.87%	2.38%	>1%	>1%	>1%	1.36%	3.07%
Marlboro County	39.79%	49.16%	2.11%	>1%	4.18%	>1%	>1%	3.82%
Chesterfield County	57.73%	29.17%	4.60%	>1%	>1%	>1%	2.71%	4.63%
Darlington County	53.04%	39.69%	2.17%	>1%	>1%	>1%	1.10%	3.25%
Dillon County	45.12%	43.66%	2.94%	>1%	2.19%	>1%	1.83%	4.02%

Figure 2.2 illustrates the population of individuals who do not speak English as their primary language at home or who speak English less than very well.

**Figure 2.2**

Pee Dee Region LEP Demographic (Percentage) Census Data (2023)								
County	Estimated Total Population (5 years and over)	Only English	Speak Language Other than English	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages	Percent speak English less than 'very well'
Florence County	128951	95.80%	4.20%	2.40%	1.00%	>1%	>1%	1.00%
Marion County	27383	96.80%	3.20%	2.80%	>1%	>1%	>1%	0.50%
Marlboro County	24905	97.50%	2.50%	2.00%	>1%	>1%	>1%	0.30%
Chesterfield County	41162	95.20%	4.80%	3.90%	>1%	>1%	0.00%	0.80%
Darlington County	59290	97.10%	2.90%	2.10%	>1%	>1%	>1%	0.80%
Dillon County	26049	97.20%	2.80%	2.60%	0.00%	0.00%	>1%	0.90%

Figure 2.3 depicts the median household income and poverty rate representing the percentage of the population living below the federal poverty threshold.

**Figure 2.3**

Median Household Income & Poverty Rates (2019-2023 ACS)		
County	Median Household Income	Poverty Rate (%)
Florence County	\$56,600	18.30%
Darlington County	\$47,419	20.30%
Dillon County	\$45,268	29.20%
Chesterfield County	\$43,313	20.30%
Marion County	\$34,501	27.30%
Marlboro County	\$30,702	30.00%

## G. Public Participation Plan

PDRTA conducts public participation and outreach efforts to ensure equitable service input from traditionally underserved communities, increase awareness of transit planning opportunities and enhance the diversity of participation. The transit authority utilizes various outreach strategies to include members of the public in the transportation planning process and provide guidelines that foster PDRTA's commitment to non-discriminatory services.

To ensure inclusive community participation, PDRTA actively engages with community service agencies, local churches, schools and colleges, foreign student and immigrant-serving organizations to reach Limited English Proficiency (LEP) or minority communities. Promotional flyer and materials are translated into the predominant non-

English language spoken in the area and an interpreter is available at in-person events to promote accessibility, when needed. In general, in-person meetings and events are held in accessible, community-recognized venues with flexible times to encourage broad participation. 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:

- Social media outlets: Facebook, Instagram, LinkedIn,
- PDRTA website [www.pdrta.org](http://www.pdrta.org)
- In-person outreach at Community events, Promotional events, Bus Fairs, Public Hearings
- Promotional and Informational Flyers, Printed Materials, Printed Advertising, Signage, Bus Wraps
- Partnerships, Stakeholder Presentations, E-Newsletters

The transit authority takes pride in its work to maintain a collaborative relationship with the community it serves 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 Limited English Proficiency (LEP) persons.

#### Outreach Efforts to LEP Populations

PDRTA collaborates with schools and colleges throughout the Pee Dee area to reach diverse populations and promote broad participation. The transit authority partners with Florence 1 Adult Education, which offers English as a Second Language (ESL) classes where foreign students and immigrants receive instruction in English listening, speaking, writing, conversation, citizenship, digital literacy, and workforce readiness. Each school year, PDRTA hosts an educational field trip for all ESL students, providing an introduction to public transportation as well as information on PDRTA's Title VI and LEP programs.

In addition to hosting educational field trips, PDRTA participates in community fairs across rural areas of the Pee Dee to better reach LEP populations. For example, during a Multicultural Community Resource Fair at Pageland Elementary School, PDRTA met with parents whose primary language was Spanish and who had limited ability to read, write, speak, or understand English. Both parents and students received information about local bus services, Spanish-language bus maps, and details regarding their rights under Title VI.

### Workforce Transportation

PDRTA regularly partners with companies across a variety of industries to provide workforce transportation in both the urban areas of Florence County and the rural communities of Dillon County. In the past, the transit authority has delivered transportation services for employees with temporary work visas, establishing a model of diversity and inclusion. These collaborations focus on developing customized workforce routes tailored to the specific needs of employees, ensuring that transportation barriers do not prevent them from reaching their jobs.

This initiative reflects PDRTA's commitment to delivering public transportation in a nondiscriminatory manner and to promoting full and fair participation in transportation decision-making without regard to race, color, or national origin. By addressing transportation challenges, PDRTA helps individuals from diverse backgrounds access equal opportunities to succeed in the workplace. The partnership also reinforces the belief that a diverse workforce strengthens organizations and contributes to the overall success and vitality of the community.

### Fare-free Services

Transportation on PDRTA's urban and rural routes is free of charge, excluding the commuter route from Marion to Myrtle Beach. Offering fare-free services to the communities has a variety of benefits as it removes financial barriers for low-income, minority, senior, disabled, and Limited English Proficiency (LEP) populations. Also, it ensures that everyone, regardless of income, has equal access to jobs, education, healthcare, and community resources.

PDRTA maintains close relationships with non-profit agencies, such as 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. 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 and Travel Training

Periodically, PDRTA participates in 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.

As of 2024, PDRTA held several 'lunch and learn' meetings and travel training with stakeholders to promote workforce transportation services and commitment to Title VI of the Civil Rights Act of 1964.

### Public Hearings

PDRTA conducts public hearings to engage public comments and participation 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 on PDRTA social media platforms and advance notices are placed on buses. During these hearings, all participants are provided with a copy of the PDRTA's Notification to the Public and informed of PDRTA's pledge to inclusivity.

### Board Meetings

PDRTA Board meetings are open to the public and held on the third Thursday of every month at 12:00PM at PDRTA's main facility at 313 S. Stadium Road in Florence, SC.

### Annual Ridership Surveys

Every year, PDRTA conducts "Ridership Surveys" to assess the needs of our riders in the PDRTA's service area across all six counties. Members of the PDRTA staff ride the routes to help distribute informational flyers, gain feedback, and answer any questions regarding the survey and the services that PDRTA provides. With the help of this survey, PDRTA is able to evaluate service equity, improve customer experience and identify travel patterns that can help the agency optimize routes, schedules, and frequency of service. At the same time, passengers are informed of their rights under Title VI by providing them with a copy of the 'Notification to the Public' Form and information about free language translation services.

### Job and Career Fairs

PDRTA participates in Job Fairs and Career Days in all counties across the Pee Dee region. 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 authority 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:

## Inclusion of LEP Persons in Public Meetings

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

- Bilingual staff at PDRTA are available to assist with translation for riders and community members
- If a translator cannot be present at a public meeting, PDRTA staff are instructed to utilize the phone translation service provided by Language Line to assist passengers. 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 accessible 24 hours a day, seven days a week, from any mobile device. PDRTA staff have this information readily available at their workstations, allowing them to request translation services on demand.
- PDRTA provides bus routes and maps, notices, announcements, survey forms, and other outreach materials in both English and Spanish when needed.

## **H. Language Assistance for Limited English Proficiency (LEP) Populations**

### **Introduction**

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

## **Language Assistance Plan Summary**

PDRTA's language assistance plan identifies reasonable steps to provide support to LEP (Limited English Proficiency) persons seeking meaningful access to PDRTA services. 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**

In compliance with U.S. DOT requirements, and to ensure meaningful access to all programs and services, PDRTA will apply the results of the Four-Factor Analysis to identify and implement appropriate language services.

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

PDRTA uses the most recent census data (2023 Census and 2019-2023 ACS) to determine its service area’s LEP demographic make-up. Figure 2.2 displays the total population by county and language groups in Florence, Darlington, Marion, Dillon, Chesterfield, and Marlboro County on 2023 ACS data. PDRTA must understand the size of the LEP population before deciding what language services are reasonable and necessary in the service areas covered. By knowing how many LEP riders there are, and which languages are most common, PDRTA can focus translation, interpretation, and outreach efforts where they are most needed (e.g., Spanish). At the same time, PDRTA ensures that all riders, regardless of language ability, have meaningful access to public transit services.

**Figure 2.2**

Pee Dee Region LEP Demographic (Percentage) Census Data (2023)								
County	Estimated Total Population (5 years and over)	Only English	Speak Language Other than English	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages	Percent speak English less than 'very well'
Florence County	128951	95.80%	4.20%	2.40%	1.00%	>1%	>1%	1.00%
Marion County	27383	96.80%	3.20%	2.80%	>1%	>1%	>1%	0.50%
Marlboro County	24905	97.50%	2.50%	2.00%	>1%	>1%	>1%	0.30%
Chesterfield County	41162	95.20%	4.80%	3.90%	>1%	>1%	0.00%	0.80%
Darlington County	59290	97.10%	2.90%	2.10%	>1%	>1%	>1%	0.80%
Dillon County	26049	97.20%	2.80%	2.60%	0.00%	0.00%	>1%	0.90%

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

Determining how often LEP riders use PDRTA services can help the agency determine whether more robust and immediate language assistance (e.g., bilingual staff, translated materials, interpreter access) is needed. The number of LEP population in the PDRTA transportation planning area is low. The agency sporadically encountered LEP passengers through Workforce Transportation Services, as well as partnerships with schools and local agencies. Detailed explanation on how PDRTA has engaged LEP passengers 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 frontline employees regarding their interactions with LEP persons. The majority of interactions with LEP persons come in the format of passengers speaking with bus operators, while the numbers of inquiries made by LEP passengers remain low. PDRTA's 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 be prepared to actively engage and involve LEP persons, the agency translates planning materials and bus maps into Spanish, when needed.

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

PDRTA has bi-lingual staff 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 Phone Service to assist customers. 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 mobile device in any country. Also, PDRTA is prepared to provide notices, announcements, survey forms, and other outreach materials in both, English and Spanish. The PDRTA website [www.pdrta.org](http://www.pdrta.org) is accessible and can be translated in multiple languages through Google translation services.

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

Transit services are often vital daily services for LEP individuals as they provide access to jobs, schools, medical care, grocery stores, and other necessities. As transportation directly impacts quality of life, language barriers that prevent access can have severe consequences (missed medical appointments, job loss, inability to

obtain food). Currently, the most critical issues LEP persons face in the PDRTA service area are access to health care and employment. PDRTA has implemented effective procedures to overcome possible LEP barriers to public participation. Language Assistance is available to ensure meaningful access to essential and critical service. Announcements such as changes in schedules or service are translated into Spanish, when needed.

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

PDRTA takes reasonable steps to provide meaningful access for LEP individuals. For instance, it ensures feasible language assistance to all LEP passengers. By evaluating available funding, staff capacity, and tools, PDRTA can determine what types of language services are achievable (e.g., written translations, on-call interpreters, bilingual staff). Understanding the costs of these resources allows PDRTA to prioritize language assistance for the most important and frequently used services (e.g., route maps, complaint forms) rather than translating every single document.

In an effort to ensure feasible language assistance, the PDRTA website has been redesigned and is available in different languages, including Spanish. Currently, 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. Bi-lingual staff is available to assist the Spanish-speaking community at resource fairs and other outreach events. PDRTA will continue to evaluate the costs associated with updating written materials and other means of serving the LEP population.

#### **Staff LEP Training**

Providing LEP training to staff ensures that PDRTA can offer meaningful access to all riders and comply with federal nondiscrimination laws. PDRTA staff will receive a copy of the Title VI Program and the LEP Language Assistance Plan and will be trained on the associated procedures. All staff are required to complete the Title VI Program and Language Assistance Plan Education Acknowledgment form on an annual basis.

Additionally, this training will be incorporated into the orientation process for all new employees. Training will cover the following topics:

- 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.

### **LEP Outreach Techniques**

Under Title VI of the Civil Rights Act of 1964, PDRTA ensures meaningful access to services, programs, and decision-making opportunities for all populations, including Limited English Proficient (LEP) individuals. The following outreach techniques help PDRTA promote inclusive participation (see Appendix G for newsletter articles highlighting PDRTA outreach activities):

### **Community Engagement & Public Involvement**

- Public Meetings that are scheduled at accessible times and locations, including evenings and weekends.
- Pop-up outreach at community events, FTC transit center, schools, churches, and local festivals to reach diverse groups directly.
- Partnerships with local organizations (churches, advocacy groups, nonprofits, immigrant service providers) to reach underrepresented groups.

### **Language & Accessibility**

- Translation of vital documents (e.g. Title VI complaint forms, bus maps) into languages spoken by LEP populations.
- Interpretation services at public meetings and on the job (Language Line Translation Services)
- Use of bilingual staff or volunteers at outreach events.

- Accessible formats (e.g. digital accessibility for screen readers).

### Communications & Media

- Flyers and posters are available in Spanish, upon request, and distributed in community centers, libraries, and local businesses.
- Accessible locations for ethnic/minority populations to advertise public hearings, surveys, or service changes.

### Data-Driven Outreach

- Mapping minority and LEP populations using Census/ACS data to guide where outreach should occur.
- Tracking participation by demographics to measure effectiveness and identify gaps.

### **Monitoring and Updating the Language Assistance Plan**

This plan is designed to be flexible and easily updated. PDRTA will update this plan by obtaining data from other sources, such as most recent census data (2023 Census and 2019-2023 ACS). Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in South Carolina?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified Pee Dee RTA programs? Are there other programs that should be included?
- Have Pee Dee RTA's available resources, such as technology, staff, and financial costs changed?
- Has Pee Dee RTA fulfilled the goals of the LEP Plan?
- Were any complaints received?

## **Dissemination of the PDRTA Limited English Proficiency Plan**

Title VI requires that individuals who are limited English proficient have equal access to programs, services, and activities. Disseminating the plan informs LEP communities about language assistance services available to them, ensuring they can fully participate in and benefit from transit services.

PDRTA follows the steps below to ensure the LEP Language Assistance Plan is accessible to LEP populations:

### External Dissemination

- The full LEP Plan is posted on the PDRTA's website [www.pdrta.org](http://www.pdrta.org), under the "Title VI Compliance".
- A downloadable version in English and Spanish is available.
- Copies are available at public-facing meetings and locations along with copy of Title VI Notification to the Public.
- Copies are available upon request in both English and Spanish.

### Internal Dissemination

- PDRTA trains all frontline employees (drivers, dispatchers, etc.) on what the LEP Plan is, how riders can request help, and where to direct them.
- Introduction to the LEP Plan is covered during orientation for all new hires.

### Outreach to LEP Communities

- PDRTA partners with community-based organizations that serve immigrant or minority populations to distribute summaries or notices of the plan.
- PDRTA shares the plan with faith-based groups, ESL programs, and advocacy organizations.
- PDRTA provides community presentations or workshops (with interpreters) to explain what the LEP Plan is and how riders can request assistance.

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

PDRTA  
Attn: Title VI Coordinator  
313 S. Stadium Rd.  
Florence SC 29506  
Phone: 843-519-0884  
Fax: 843-665-7552  
Email: [adixon@pdrta.org](mailto:adixon@pdrta.org)

### **TITLE VI Equity Analysis**

Using Federal Transit Administration funding, PDRTA does not have a transit-related facility in the planning stages or under construction.

### **Subrecipient Monitoring**

Currently, there are no sub-recipients.

## **Chapter 4: Service Standards and Policies**

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.

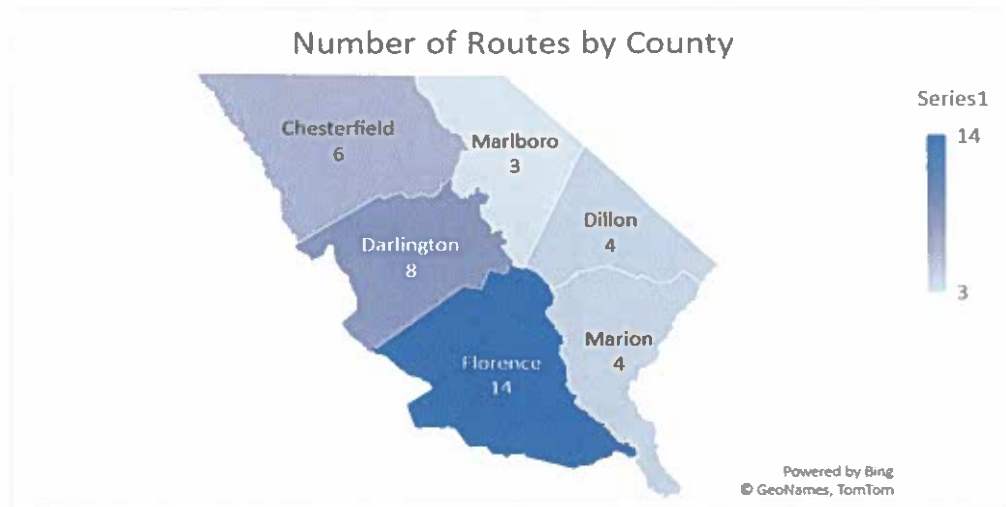
## **I. System Wide Service Standards**

### **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**

PDRTA held a board meeting on October 16, 2025. The board minutes in Appendix I reflect the Board of Directors' approval of the Title VI Program (April 2024 – 2027) with a revision date of October 16, 2025.

## J. Title VI Program Approval Document

*From October 16, 2025 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, 2024-2027. 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

Date 10/16/2025

  
Chair/Vice Chair/2<sup>nd</sup> Vice Chair

  
Don Strickland, Executive Director

  
Print Name

## Title VI Policy Statement

Pee Dee Regional Transportation Authority is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any of its programs, services, or activities on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964.

It is the policy of Pee Dee Regional Transportation Authority to:

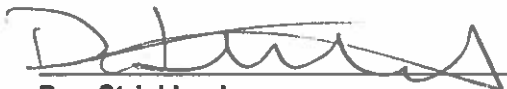
1. Ensure the fair and equitable distribution of transit services, benefits, and resources.
2. Identify and address, as appropriate, any disproportionately high and adverse effects of its programs and activities on minority populations and low-income populations.
3. Promote full and fair participation of all affected populations in transportation decision-making.
4. Prevent the denial, reduction, or delay of benefits related to programs and activities that benefit minority populations or individuals with limited English proficiency.
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for implementing this policy is shared among all employees of the Pee Dee Regional Transportation Authority. The Title VI Coordinator has overall responsibility for Title VI compliance, including the investigation of complaints and monitoring of Title VI activities.

Any person who believes that they have been subjected to discrimination under Title VI may file a complaint with Pee Dee Regional Transportation Authority within 180 days of the alleged discriminatory act.

### Contact Information:

Ania Giannace Dixon  
Title VI Coordinator  
Pee Dee Regional Transportation Authority  
313 S. Stadium Rd.  
Florence SC 29501  
[adixon@pdrta.org](mailto:adixon@pdrta.org)  
(843) 519-0884



**Don Strickland**  
Executive Director

10/16/25

Date



Chair/Vice Chair/2<sup>nd</sup> Vice Chair

10/16/2025

Date



**Ania Giannace Dixon**  
Title VI Coordinator

10/16/2025

Date


## Title VI/Nondiscrimination Policy Statement and Management Commitment to the Title VI Plan

The Pee Dee Regional Transportation Authority assures the South Carolina Department of Transportation (SCDOT) that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

The Pee Dee Regional Transportation Authority further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Pee Dee Regional Transportation Authority.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by SCDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients. (refer to Appendix A of this plan)


**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

  
\_\_\_\_\_  
**Don Strickland**  
Executive Director


10/16/25  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
**Harris Bernard**  
Chair/Vice Chair/2<sup>nd</sup> Vice Chair

10/16/2025  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
**Ania Gianrace Dixon**  
Title VI Coordinator

10/16/2025  
\_\_\_\_\_  
Date



## 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 they have 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



## TITLE VI COMPLAINT FORM

PDRTA is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any of its programs, services, or activities on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, please complete this form and return it to:

PDRTA Title VI Coordinator

Ania Giannace Dixon

313S. Stadium Rd.

Florence SC 29506

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

PDRTA will provide free language assistance to persons who do not speak English or who have limited English proficiency (LEP) to ensure they can access programs, services, and file a Title VI complaint. If you need assistance completing this form, please contact the Title VI Coordinator at 843-519-0884 or [adixon@pdrta.org](mailto:adixon@pdrta.org) and interpretation services will be provided at no cost.

### Complainant Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_

Telephone (Cell/Work): \_\_\_\_\_

Email: \_\_\_\_\_

### Complaint Details

1. Are you filing this complaint on your own behalf?

Yes  No (If not, please provide the name and relationship of the person for whom you are filing):

\_\_\_\_\_

If you are filing on behalf of another person, do you have their written permission?

Yes  No

2. Date of Alleged Discrimination (Month/Day/Year): \_\_\_\_\_

3. Location of Incident: \_\_\_\_\_

4. Which of the following best describes the reason you believe you were discriminated against? (Check all that apply)

- Race
- Color
- National Origin

5. Please explain what happened. Describe the alleged discrimination, including who was involved, what occurred, and why you believe it was discriminatory. Attach additional pages if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Have you filed this complaint with any other agency?

- Yes
- No

If yes, check all that apply:

- Federal Transit Administration (FTA)
- U.S. Department of Transportation (DOT)
- Department of Justice (DOJ)
- Equal Employment Opportunity Commission (EEOC)
- Other (please specify): \_\_\_\_\_

Provide contact information for the agency where the complaint was filed:

\_\_\_\_\_

**Signature**

I certify that the statements above are true to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**For Official Use Only**

Date Complaint Received: \_\_\_\_\_

Received By: \_\_\_\_\_

### Title VI Investigations, Complaints, and Lawsuits

In accordance with 49 CFR 21.9(b), the Pee Dee Regional Transportation Authority must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by the Pee Dee Transportation Authority in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to SCDOT and/or FTA.

The Pee Dee Regional Transportation Authority has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				



**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

---

Printed Name

---

Date

## 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?

---

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

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Appendix G

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

## Passenger Appreciation Week 5/1/23

Donuts, drinks and goodies at the Florence Transit Center



### Community Resource Day

On May 4th, the Doctors Bruce Lee Foundation Library hosted a Community Resource Day for the public. A variety of vendors including non-profits and local businesses had information and staff available to answer questions and discuss their services on topics including legal services, housing, healthcare, domestic abuse, disabilities, adult and continuing education and mental health. We had the great opportunity to discuss PDRTA services and network with other businesses to connect in the near future and provide more resources to the community.



### Administrative Professionals' Day

On April 26th, we celebrated Administrative Professionals' Day. This day is dedicated to all the administrative professionals. We would like to recognized our very own Administrative Assistant Kay Osbourne.

Kay has dedicated the past 17 years to PDRTA! When Kay is not assisting in the office with our finance team, she is helping out our maintenance team. Kay said that the thing she enjoys most about PDRTA is the stability and her co-workers. Outside of work, Kay enjoys spending time with her children and grandchildren. We are so thankful for Kay and her dedication to PDRTA over the years!



Kay Osbourne Administrative Assistant

## ESL STUDENTS FROM ACROSS THE WORLD FIELD TRIP

*Submitted by Ania Giannace Dixon, human resource manager/Title VI coordinator*



*Human Resources Manager and Title VI Coordinator Ania Giannace Dixon talks to ESL students about PDRTA Services and Programs.*

In 2019, Ania Giannace Dixon, connected with Claudia McLellan who is an English as a Second language (ESL) teacher at Florence Adult Education. McLellan is from Peru, and she teaches ESL classes to students who come from all over the world and have limited ability to speak, read and write English. The ESL class

teaches English listening, speaking and writing skills for all level learners, Conversational English, Civic Engagement, Career Options, Cultural Awareness and much more. Dixon first met McLellan when she dropped off PDRTA Transit Maps to her class in 2019. Dixon briefly spoke to her class about the benefits and convenience of using public transportation services. After the presentation, she felt it would be more beneficial to 'show' the students how to use our services. Some students had never been to the U.S. before, and the language barrier was certainly a reason why the students could be hesitant to use public transportation.

As PDRTA always strive to operate all their services and programs without regard to someone's national origin, they felt this would be a great opportunity to inform and educate the public that PDRTA operators are equipped to assist Limited- English Proficiency passengers, and anyone can benefit from public transportation. This is not only a service

to our community, but it also aligns with Title VI of the Civil Rights Act. The Federal Transit Administration requires us to implement a Title VI program that addresses how we include minorities and Limited-English Proficiency passengers regardless of race, color or national origin.

As a result, Claudia and Dixon decided to have an annual field trip for all students. Every year in September, they pick up the ESL class from their school and ride to the Florence Magnolia Mall on a PDRTA bus. They have breakfast at Chick-Fil-A and hold a presentation explaining PDRTA services to everyone. The students are provided with English and Spanish maps and have the chance to ask questions about specific bus routes. They show them how to download the PDRTA Sync app and take them to the Florence Transit Center where they teach them how to take the bus from their home to get to school or any other place they may want to go.



*ESL Students enjoying breakfast and learning about PDRTA Programs and Services.*

This field trip is always fun, and the teachers and students love it. This year they had 28 students who came from Honduras, Mexico, Russia, Korea, Japan and the Ivory Coast. Not only are these students more confident in using public transportation now, but some have also expressed interest in wanting to drive for them.

**PUBLIC TRANSPORTATION IS FOR EVERYONE**

FOR MORE INFORMATION VISIT [PDRTA.ORG](http://PDRTA.ORG)

**DOWNLOAD OUR APP**



**INTERNATIONAL  
FESTIVAL**

**OCTOBER 14, 2023**  
**4:00PM - 7:00PM**

**EBENEZER PARK**  
842 S. EBENEZER ROAD  
FLORENCE, SC 29501

HOSTED BY  
TRINITY EVANGELICAL  
PRESBYTERIAN CHURCH

**FREE EVENT**

25+ COUNTRIES REPRESENTED  
SAMPLE INTERNATIONAL FOOD  
HOT DOGS, POPCORN & SNOW CONES  
GAMES FOR CHILDREN  
BRING YOUR FAMILY &  
INVITE YOUR FRIENDS



## FLORENCE 1 ADULT EDUCATION'S ENGLISH AS A SECOND LANGUAGE FIELD TRIP

October 22nd was PDRTA's annual field trip for all students who are a part of Florence 1 Adult Education's English as a Second Language (ESL) class. This program provides non-English speakers with the opportunity to learn how to listen, speak, read, and write in English. It also provides conversational English, civic engagement, career opportunities, cultural awareness, and so much more. We were able to pick up the ESL class from their school on a PDRTA bus, enjoy breakfast at Chick-Fil-A, give a presentation, as well as answer any questions about how our bus system works. This year's field trip consisted of 15 students who are from Brazil, Ecuador, Japan, and Mexico. By the end of the trip, these students were able to learn how to ride the bus, find the necessary information on the maps, how to download and use the SPOT app, and overall felt more confident in potentially incorporating PDRTA in their daily lives. PDRTA would like to thank Claudia McLellan (Florence 1 Adult Education ESL teacher) for giving us the opportunity to take time away from her class to demonstrate what we are all about. A big shoutout to our PDRTA staff members Ania Dixon, Gabby Perla, Rolando Rosado, and Jovon McClam. Together we were able to answer questions in English and Spanish, as well as provide the necessary tools for the class to effectively use everything that PDRTA has to offer. This trip was a success and we look forward to continuing to support our community in the Pee Dee Region.





December 2024

# PAGELAND ELEMENTARY MULTICULTURAL COMMUNITY FAIR

Pageland Elementary School hosted a Multicultural Community Fair on November 14th. Due to the weather, not many families were able to attend, but that did not stop us from making an impact. Not many people are familiar with PDRTA at all. These families, as well as other company tables were able to gather information to try to spread the word about who we are. We handed out English/Spanish maps for Pageland Elementary to provide to anyone who may need it. Under Title VI, we work to ensure that all people regardless of race, color, or national origin have access to PDRTA services. This includes Limited English Proficiency (LEP) persons who only write, read, and speak limited English, which was the case for many families at Pageland Elementary. By providing these resources, we helped ensure the attendees had all the information needed for themselves as well as to share with others.

## Pageland Elementary School

PES hosted the first Parent University Event of the school year. Many representatives from community resources in Pageland were present, including our mayor, Jason Evans. Representatives from Carolina Pines performed blood pressure screenings and gave basic CPR demonstrations; Helping Hands Outreach Center provided snacks and information about their organization; parents were able to register for PowerSchool; and representatives from PDRTA were on hand to discuss the new free bus system for Pageland. A huge thank you to everyone who participated in any way.



# TITLE VI PUBLIC ENGAGEMENT

On Wednesday, February 26th, PDRTA distributed informational flyers to our passengers, helping them understand Title VI and their rights under it. 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. Our mission is to provide public transportation with the highest degree of integrity, respectfulness, and efficiency across six counties in the Pee Dee Region. We ensure our transportation services are provided in a nondiscriminatory manner. All of our participation in public transportation decision-making are fair without regard to race, color, or national origin. We ensure meaningful access to transit-related programs and activities by limited English proficiency persons. We prevent the denial, reduction, or delay in benefits related programs and activities that benefit minority and low-income populations. Please see next page for

## **PDRTA's Notifying the Public of Rights Under Title VI.**





Scan Here  
To Go To  
PDRTA's  
Website!

→ Website available  
in different  
languages

→ Bus signs and  
maps available in  
English and Spanish



- Route Overview
- Live Tracking
- Easy to Use

→ Language Line  
Translators available  
on all PDRTA services



Under the Title VI of the Civil Rights Act, we ensure 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. Title VI of the Civil Rights Act prohibits discrimination based on race, color, or national origin in programs or activities receiving financial assistance. In order for us to approach inclusivity in all forms, we must include our Limited English Proficiency (LEP) persons and provide them with language assistance when needed and meaningful access to all PDRTA services.



**Pee Dee Regional Transportation Authority  
Board of Directors Meeting  
Meeting Minutes  
October 16, 2025**

**Members Present:** Carolyn Gause, Tom Ewart, Rebecca Gamble, Neil Jackson, Tyron Jones, Vivian Rogers, Hattie Burns, Yolonda Dupree, George Jebaily

**Members Web Viewing/Absent:** Belva Britt (online), James Jackson

**Staff Present:** Don Strickland, Ania Dixon, Rachel McMillian, Lauren Leonard, Douglas Broach

A. Tyron Jones called the meeting to order at 12:01 pm.

B. Invocation – Yolonda Dupree

C. **Approval of the Agenda:**

Agenda – motioned, seconded, and unanimously approved.

D. **Approval of the Minutes:**

September 18th, 2025, meeting minutes – motioned, seconded, and unanimously approved.

E. **Public Comments:**

None.

F. **Committee Reports:**

a. **Audit Draft**

The Audit Draft was presented by Jackson Neubauer, a representative from Mauldin & Jenkins. He shared with the Board that PDRTA was in good standing and that they were waiting for an update from the Federal government to move forward. They are predicting an increase of 5% in revenue and a decrease of 10% in expenses for the year. George Jebaily, board member and chair of the audit committee, shared that the audit was consistent with

expectations and made a motion to accept the draft as is with changes to be implemented as needed.

The Audit Draft was motioned, seconded, and unanimously approved.

**G. Operations Report:**

Don Strickland, Executive Director, shared the September Operations Report. In September of 2024, the Florence Transit System had 12,196 passenger trips. In September of 2025, after going fare free, the Florence Transit System had 23,317 passenger trips. Routes are at capacity for many hours of the day with only standing room remaining. The Lake Tran bus is showing a 26% increase from 2024 to 2025 as well. Hartsville Transit had an 11.7% decrease which is related to the recent route change. More education needs to be provided so passengers are aware of the new route. The net total trips for September 2025 was 45,124 which is the highest ridership PDRTA has ever had.

**H. Executive Director Report:**

Don Strickland allowed the Board to ask any questions about the events in this report and saved his comments for the Executive Director's Comments section.

**I. HR Report & Newsletter**

Ania Dixon, HR Director, shared the HR Report and Newsletter for September. In September, we had 1 hire, 2 terminations, and ended the month with 64 employees. We are hiring for several different positions including drivers, dispatchers, deputy maintenance manager, outreach coordinator, assistant operations manager, IT program manager, IT technician, and more. HR attended job fairs at the Florence Housing Authority and Florence-Darlington Technical College. The September Employee of the Month was Nick Gioia

**J. PIO Update**

Lauren Leonard, Public Information Officer, reviewed the PIO update. The Quarterly Newsletter will go out this month to internal contacts and over 300 external contracts. She shared information on the upcoming Boo Bus Event which is a community event that PDRTA participates in every year. Invites will be shared soon to RSVP for the upcoming End of Year Celebration on December 5, 2025. Lauren shared updates on social media posts, projects, and fleet advertising.

**K. Finance Report**

Douglas Broach, Finance Manager, reviewed the quarterly finance report. This included information on assets, liabilities, operating revenues and expenses, capital contributions, and more. PDRTA's overall net position was positive. He also shared a breakdown of the cost per route so that Board members can understand where we need funding and help assist with advocating to fill those gaps.

**L. Old Business**

None.

**M. New Business**

**a. Insurance Update**

Don Strickland shared that we were currently with the State Insurance Fund and that last year we did not go out for quotes or bids. This year, we are looking at McGriff and one more

company to get quotes. The team is working to get them the information they need but we will not likely receive the quotes until right before the start of the new year.

**b. Bylaws**

Don informed the Board that it may be time to review its structure. There is a concern about how the rural counties are being represented, especially considering that the rural areas have more service than the urban areas in regard to hours and miles. The Board will need to review the bylaws and structure and consider making a revision.

**c. Title VI Program – VOTE**

Ania Dixon shared the changes for the Title VI Program as requested by SCDOT. Executive Order 1289A was removed with the new administration. Contact information was updated on page 10. Outreach techniques were updated and how we monitor the Language Assistance Program. Pictures were attached that showed outreach activities. A Title VI Assurance Form was added in Appendix B. Chairwoman Hattie Burns shared some suggestions for edits that will be implemented.

The Title VI Program was motioned, seconded, and unanimously approved with the necessary changes.

**d. Policy 103 Charter Bus – VOTE**

Don shared that the only policy change was the mention of the SCDOT OPT State Management Plan.

Policy 103 Charter Bus was motioned, seconded, and unanimously approved.

**e. Policy 213 Fixed Assets/Physical Inventory – VOTE**

Rachel McMillian, Purchasing Manager, shared the policy updates. Positions were updated, information required for asset records were listed, incidental use and when it can be allowed was included, and reporting on real property was included.

Policy 213 Fixed Assets/Physical Inventory was motioned, seconded, and unanimously approved.

**f. Policy 214 Disposal of Property and Equipment– VOTE**

Rachel McMillian shared the policy updates. Positions were updated and guidelines for idle facilities were included.

Policy 214 Disposal of Property and Equipment was motioned, seconded, and unanimously approved.

**g. Policy 228 Payroll Procedures – VOTE**

Douglas Broach shared that the only update was a reference to the Personnel Files Policy.

Policy 228 Payroll Procedures was motioned, seconded, and unanimously approved.

**h. Policy 403 Credit Card – VOTE**

Douglas shared that this was a new policy. It includes information on credit card eligibility and issuance, the checkout process for shared credit cards, authorized use, transaction documentation and reporting, security and fraud prevention, compliance and auditing, and consequences of misuse.

Policy 403 Credit Card was motioned, seconded, and unanimously approved.

**i. Policy 405 Revenue Recognition – VOTE**

Douglas shared that this was a new policy. It includes information on key principles and procedures, roles and responsibilities, monitoring and controls, compliance and reporting, and exceptions and approvals. It was noted that the footer would need to be updated with the correct policy name.

Policy 405 Revenue Recognition was motioned, seconded, and unanimously approved with the necessary changes.

**j. Policy 406 Program Income– VOTE**

Douglas shared that this was a new policy. It includes information on procedures for identifying, reporting, and using program income, compliance and oversight, and responsibilities.

Policy 406 Program Income was motioned, seconded, and unanimously approved.

**k. Policy 407 Program Expense – VOTE**

Douglas shared that this was a new policy. It includes information on identifying program expenses, how to categorize them, responsibilities, documentation and reporting, determinations of allowable and unallowable costs, reimbursement procedures, and compliance and oversight.

Policy 406 Program Income was motioned, seconded, and unanimously approved.

**l. Policy 408 Processing Form 600 – VOTE**

Douglas shared that this was a new policy. It includes information on how to obtain access, submit, and update the form, reporting deliverables, and positions responsible for recording billing and recording receivable.

Policy 406 Program Income was motioned, seconded, and unanimously approved.

**m. Policy 409 Audit Procedures – VOTE**

Douglas shared that this was a new policy. It includes information on where to reference procurement procedures, preparing schedules and financial statements, drafting report presentations, Board approvals, submissions for OPT review, and a breakdown of position responsibilities for audit activities.

Policy 406 Program Income was motioned, seconded, and unanimously approved.

**n. Policy 410 Common Cost Allocation – VOTE**

Douglas shared that this was a new policy. It includes information on identifying transportation common costs, obtaining approvals, creating a proposal, making adjustments, documents needed for monthly calculations, procedures for avoiding duplication, position specific functions, and record keeping.

Policy 406 Program Income was motioned, seconded, and unanimously approved.

**N. Executive Session:**

An executive session was held.

**O. Action Taken from Executive Session:**

None.

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

Don Strickland thanked the team for their hard work during this busy time. We are still in the middle of an SCDOT Audit with our site visit on 10/20-10/23. He reminded the Board of the End of Year Celebration on December 5<sup>th</sup> and encouraged them to attend. Don also shared that we are going back to using the mileage reimbursement form for Board members requesting reimbursements.

**Q. Chairwoman's Comments:**

Chairwoman Hattie Burns thanked everyone on the Board and staff for their hard work.

**R. Adjournment:**

Motion was made, seconded, and unanimously approved. The meeting adjourned at 1:34 pm.

Respectively submitted,

*Don Strickland*

**Don Strickland**

**Executive Director**