

2015-  
2018

# CLEMSON AREA TRANSIT TITLE VI PROGRAM



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**GENERAL REQUIREMENTS**

**I. COMPANY DESCRIPTION AND HISTORY**

Clemson Area Transit (CAT) is a public transit service provider in the Large Urban Area of Upstate of South Carolina. CAT serves three counties, four universities, and five municipalities. Clemson Area Transit (CAT) originated in January of 1996 out of the need for local transportation services. The fixed route system is one of the few FARE-FREE transit systems in the nation. It has grown to safely carry about 1.8 million passengers a year.

In 2011, Clemson Area Transit moved into its new solar powered facility with bus bay and bus washing unit. Previously the 26 bus fleet was stored in various uncovered locations throughout Clemson and their cramped office space was housed in the bottom of an old Clemson city jail. The new office and storage facility is comprised of approximately 7,000 square feet of administrative and driver space with approximately 16,500 square feet of covered bus storage area. Through ARRA funding, CAT was able to enhance the new facility with a conference/training room for drivers and includes pervious parking and electric vehicle plug-in units to aid in its “Green” sustainable design. The facility is secured by a 15-piece surveillance camera system.

Each of Clemson Area Transit’s buses is equipped with a surveillance camera system and CAT is now in the process of purchasing a customized GPS/payroll system.

Clemson Area Transit continues to be cutting edge; having implemented the first Google Transit in South Carolina and purchasing the first articulated bus in the State and now operating a second articulated bus as well. The "catERpillar" is 62’ long and can carry up to 121 passengers taking 100+ cars off the road. CAT was also the first transit system in SC to have bike racks on all buses.

Clemson Area Transit contracts service to Seneca, a neighboring city, and has assisted in the arduous process of making Seneca the first city in the world to run an All Electric Bus System. CAT now operates 3 Proterra Electric Buses with 3 spares and 2 charging stations for Seneca.

While Clemson Area Transit's primary ridership consists of student population. A recent 10day survey of 3,900 CAT bus riders on the Anderson to Clemson Route revealed that 53% of CAT’s riders use the bus for job access.

From the 2010 census, Clemson Area Transit has been re-designated from a rural, 5311 funded area, to part of the Greenville Urbanized Area. Greenville Pickens Area Transportation Study (GPATS), the Metropolitan Planning Organization for the Greenville-Pickens area, has been approved as the new “designated recipient” for the Greenville UZA and has given approval for CAT to become a “direct recipient” for which CAT is obtaining.

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**II. NOTICE TO THE PUBLIC**

Title VI of the Civil Rights Act of 1964 states: “No person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Clemson Area Transit (CAT) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Clemson Area Transit’s Notice to the Public posted locations:

- a. Presently on CAT’s website <http://www.catbus.com/>. See Attachment A.
- b. Included on service maps and brochures. See Attachment B.
- c. Posted at bus shelters

City of Clemson dba Clemson Area Transit (CATbus) operates its programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with CATbus. Complaints must be filed within 180 days of the alleged discriminatory act.

For more information on CATbus Title VI Policy and procedures to file a complaint, contact the Title VI Program Coordinator at (864) 654-2287.

CATbus Title VI Plan contains all needed information regarding CATbus’ policies and complaint procedures. The Title VI Plan can be found on CATbus’ website at [www.catbus.com](http://www.catbus.com).

If information is needed in another language or format, contact (864) 654-2287 or email [clemson.cat.gt@gmail.com](mailto:clemson.cat.gt@gmail.com).

If special accommodations are needed to attend any public meetings, CATbus will honor reasonable request.

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III. COMPLAINT PROCEDURES

**a. Introduction**

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by Clemson Area Transit or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. 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. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting (s) between the affected parties and the investigator may be utilized for resolution, at any stage of the process. Clemson Area Transit will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specific relief and settlement options.

**b. Filing**

Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by Clemson Area Transit in its role of planning and programming of federal funds, may submit a written complaint to Clemson Area Transit's Title VI Program Coordinator. Any such complaint must be in writing and filed with CAT within 180 days following the date of the alleged discriminatory occurrence. The complaint must meet the following criteria:

- Complaints must be in writing and signed by the complainant(s).
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct.
- Complaint must present a detailed description of the issues, including names, job titles, and addresses of those individuals perceived as parties in the action complained against.

Clemson Area Transit Title VI Discrimination Complaint Form is available by calling (864) 6542287. See Attachment C.

Complaint forms can be submitted via mail, fax, or email as described below:

Clemson Area Transit dba City of Clemson

200 West Lane

Clemson, SC 29631

Fax: (864) 653-2066

Email: [hlollis@cityofclemson.org](mailto:hlollis@cityofclemson.org)

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**c. Receipt and Acceptance**

Upon receipt of the complaint, the Title VI Program Coordinator will determine its jurisdiction, and need for additional information. The complaint will be forwarded to the Clemson Area Transit Transit Supervisor for a determination of acceptability. The Transit Supervisor will notify the complainant, in writing, within ten (10) days of receipt of the complaint. In order to be accepted, a complaint must meet the following requirements:

- The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination become known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, or national origin.
- The allegation(s) must involve a program or activity that received Federal financial assistance.

Clemson Area Transit will assume responsibility for investigating complaints against any of its sub-recipients. Complaints in which Clemson Area Transit is named as the Respondent, shall be forwarded to the South Carolina Department of Transportation (SCDOT) or the appropriate Federal agency for proper disposition, in accordance with their procedures.

**d. Dismissal**

A complaint may be recommended for dismissal for the following reasons:

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

**e. Investigation of Complaints**

In cases where Clemson Area Transit assumes responsibility for the investigation, CAT will provide the respondent with the opportunity to respond to the allegations in writing. The Transit Supervisor will designate an investigative team responsible for evaluating the complaint, developing an investigative plan, conducting interviews, collecting and analyzing evidence, and preparing an investigative report.

Clemson Area Transit's final investigative report will be submitted to SCDOT (or appropriate Federal Agency) within 60 days of receipt of the complaint. SCDOT will issue a final agency decision and provide written notification of the decision to the complainant and respondent.

**f. Appeals**

If SCDOT concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file an action in the appropriate U.S. District Court.

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**IV. TITLE VI INVESTIGATIONS, COMPLAINTS, and LAWSUITS**

Clemson Area Transit has had no Title VI related investigations, complaints, or lawsuits in the past three years.

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**V. PUBLIC PARTICIPATION PLAN**

The Public Participation Plan (PPP) is a guide for Clemson Area Transit’s ongoing public participation endeavors. Its purpose is to ensure that CAT utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, there are other major components of the PPP including:

- public participation design factors
- a range of public participation methods to provide information
- invite participation and/or to seek input
- examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized
- performance measures and objectives to ensure accountability and a means for improving over time.

If Clemson Area Transit knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, CAT will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in the alternative language. As well, CAT will coordinate with local community groups to have someone available who can help interpret information at the meeting. When running a general public meeting, notices are put in a geographic location that could be of potential importance to LEP persons. CAT will, to the extent possible, insert the following clause: “An interpreter will be available” in the predominant language. CAT will seek to coordinate with local community groups to have someone available who can help interpret information at the meeting. CAT will include this statement when running general public meeting notices: “Clemson Area Transit will strive to provide reasonable accommodations and services for persons who require special assistance to participate in this public involvement opportunity.”

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT’s Title VI regulations.

Clemson Area Transit will develop and disseminate Title VI Program information to employees, sub-recipients, contractors, consultants, and beneficiaries as well as the general

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public. Public dissemination may include postings of policy statements, inclusion of Title VI language in contracts or other agreements, website postings and annually publishing the Title VI Policy Statement in newspapers having a general circulation and informational brochures. Ensure the public service announcements or notices are posted of proposed projects, hearings, meetings, or formation of public advisory boards, in newspapers or other media reaching the affected community. Ensure the full utilization of available minority publications or media; and where appropriate, provide written information in languages other than English.

CAT works to provide all residents the opportunities for meaningful participation, regardless of disabilities or language barriers. Further, CAT recognize that one should not need to be a transportation professional to understand their written and oral communications. In that spirit, CAT holds public meetings in facilities that are accessible under the Americans with Disabilities Act, provide auxiliary aids or interpreters to person with disabilities or language translation barriers, and strive to communicate in plain language and provide appropriate public education materials, and use visual tools to translate detailed data into information that is more readily understood.

CAT responds to calls received at their headquarters. CAT staff also responds to all emails received with comments or questions from the public.

Public meetings on specific issues are held as needed. Materials to be discussed at CAT's public hearings are posted on CAT's social media sites and in local paper.

CAT also conducts workshops, community forums, conferences and other events to keep the public informed and involved in various high-profile transportation projects and plans, and to elicit feedback from the public and CAT's partners. CAT holds meetings in the affected areas of plan or project. Meetings are located and scheduled to maximize public participation (including evening meetings). CAT also advertises public hearings and workshops on trash can bulletins and the City of Clemson website.

Another way to keep abreast of hot topics, events and comment opportunities is to follow CAT on social media, including Facebook, twitter, and Instagram.

All of CAT's social media platforms are accessible via the home page of CAT's web site: [CATwww.catbus.com](http://CATwww.catbus.com).

CAT's website — [www.catbus.com](http://www.catbus.com) — is targeted to audiences ranging from transit riders seeking bus schedules to transportation professionals, elected officials and news media seeking information on particular programs, projects, and public meetings. Updated daily, the site provides information about CAT's projects and programs, the agency's structure and governing body and upcoming public meetings and workshops.

In addition to the components of CAT's public outreach program detailed above, CAT's commitment to public participation includes staff dedicated to involving the public in CAT's work. Public Information staff provides the following materials and services:

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- Public Information staff can make available to the public any item on the CAT website
- CAT staff participates in region-wide community and special events, especially events in targeted ethnic and under-represented communities.

CAT uses various techniques to develop and execute specific public participation programs to inform its major decisions, such as for corridor studies and new funding policies.

CAT's Public Participation Plan is not a static document, but an on-going strategy that will be periodically reviewed and updated based on their experiences and the changing circumstances of the transportation community it serves. As part of every public outreach and involvement program, CAT will set performance measures for the effectiveness of the participation program and report on the results. These performance reports will serve to inform and improve future outreach and involvement programs, including future updates to this Public Participation Plan. This Public Participation Plan may be subject to minor changes from time to time. Any major updates will include a review by CAT's advisory committees, 30-day public comment period with wide release and notification of the public about the proposed changes (a public meeting).

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**VI. LIMITED ENGLISH PROFICIENT (LEP)**

Executive Order 13166, "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons With Limited English Proficiency." See 65 FR 50123 (August 16, 2000) (DOJ's General LEP Guidance).

***LEP 4-Factor Analysis***

1. *Number of LEP persons:* There are a variety of sources for demographic information. The Census Bureau is one potential source. Clemson Area Transit's Comprehensive Operational Analysis report conducted by KFH Group in 2014 was used to gather data information regarding diversity within CAT's ridership.
2. *Frequency of LEP Contact:* Clemson Area Transit shall take into consideration how often various language groups come in contact with the recipient. They should take into consideration how their programs or activities affect LEP persons in each service area and should have the flexibility to tailor its actions to those needs. The greater the frequency equals the greater need for enhanced language services. Less frequent contact with other language groups may suggest a different and less intense approach. For programs where public outreach or public involvement is central to the mission, staff should consider whether appropriate outreach to LEP persons could increase the frequency of contact with those groups, triggering a higher level of language assistance.
3. *Nature and Importance of the Services Provided:* The more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be needed. If the denial or delay of access to services or information could have serious implications for the LEP individual, procedures should be in place to provide language assistance to LEP persons as part of standard business practices.
4. *Resources:* Clemson Area Transit will identify the resources available to ensure that they will be able to provide language assistance to LEP persons participating in their programs or activities. Some language services can be provided at little or no cost, such as using community volunteers or bilingual staff as interpreters.

Clemson Area Transit's Comprehensive Operational Analysis gathered information concerning the demographic characteristics of the riders. Data revealed that CAT riders are relatively racially diverse, with a reported mix of 46% white; 26% African American; and 18% Asian. English is the primary language in 81% of the households. The Red Route ridership reported the highest nonEnglish speaking population of 35%. The data from the Red Route skewed the total results

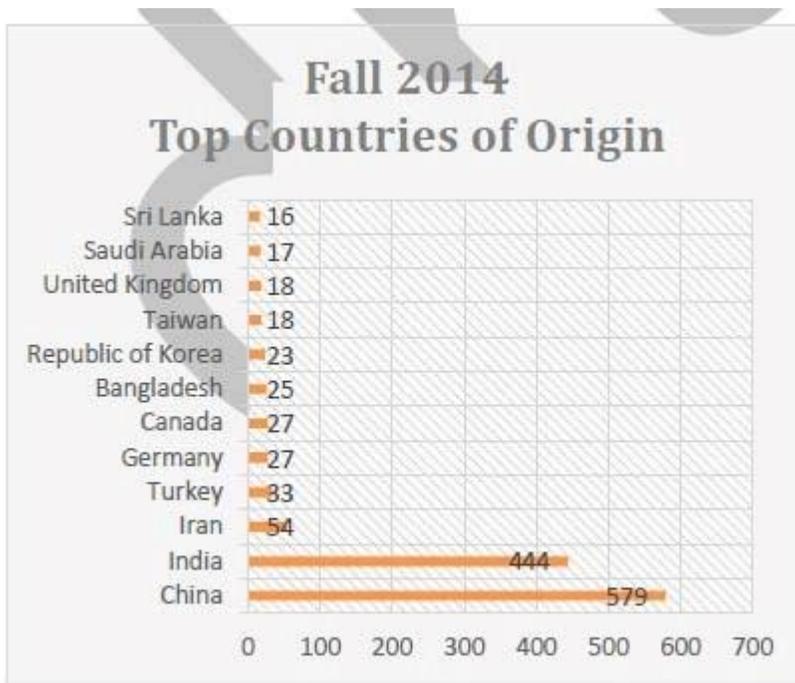
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regarding language, as the data reported for each of the other routes ranged from 83% to 100% English-speaking households. Over 7% of riders indicated that the primary language spoken in their household was not English.

60% of CAT's ridership have a valid driver's license, while 40% indicated they have access to a vehicle. 45% of riders indicated that they were full-time students; 19% indicated they had full-time employment; and another 19% indicated part-time employment. 12% were unemployed while 3% indicated that they were retired.

See Attachments E: Demographic Charts, F: Relative Percentage of Disabled Residents, and G: Relative Percentage of Minority Residents.

89% percent of international students are graduate students and account for 31% of the total graduate student population. Students from China and India comprise 65% of the total international student population. Two countries of origin, China (579) and India (444) account for 65% of the overall international student population.



Clemson University is located in a rural area where the majority of residents utilize personal vehicles as the primary source of transportation. Public transportation options include Clemson Area Transit with routes into immediate neighboring towns and a single route with limited stops in Greenville. An Amtrak train station also stops in Clemson. The university transportation office provides strong support for international student requests for transportation services and has made significant efforts to better serve this population in the past year.

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Clemson Area Transit is in the process of modifying their website, [www.catbus.com](http://www.catbus.com), to allow riders to modify the language for maps and other general information on site.

Clemson Area Transit is in the process of acquiring a GPS system for phones. CAT will ensure the software offers other languages.

Obtaining data from U.S. Census Bureau, Clemson Area Transit’s region has the following percentage of languages spoken at home by ability to speak English in area:

Language	South Carolina	Oconee County	Pickens County
English Only	93%	95%	95%
Spanish	4%	4%	2%
<i>Speak English “very well”</i>	52%	53%	58%
<i>Speak English less than “very well”</i>	47%	46%	41%
French	.2%	.07%	.2%
<i>Speak English “very well”</i>	80%	100%	95%
<i>Speak English less than “very well”</i>	19%	0%	4%
Portuguese	.07%	.02%	.13%
<i>Speak English “very well”</i>	57%	100%	84%
<i>Speak English less than “very well”</i>	43%	0%	19%
German	.28%	.36%	.16%
<i>Speak English “very well”</i>	85%	81%	71%
<i>Speak English less than “very well”</i>	15%	22%	41%
Greek	.05%	.01%	.12%
<i>Speak English “very well”</i>	75%	0%	86%
<i>Speak English less than “very well”</i>	25%	100%	14%
Persian	.01%	0%	.10%
<i>Speak English “very well”</i>	49%	0%	29%
<i>Speak English less than “very well”</i>	51%	0%	71%
Chinese	.22%	.31%	.59%
<i>Speak English “very well”</i>	46%	45%	42%
<i>Speak English less than “very well”</i>	54%	55%	58%
Korean	.09%	.01%	.12%
<i>Speak English “very well”</i>	46%	64%	40%

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<i>Speak English less than "very well"</i>	54%	36%	60%
Vietnamese	.12%	.001%	.03%
<i>Speak English "very well"</i>	36%	0%	87%
<i>Speak English less than "very well"</i>	64%	100%	15%
Arabic	.09%	0%	.46%
<i>Speak English "very well"</i>	60%	0%	62%
<i>Speak English less than "very well"</i>	40%	0%	37%

See Attachment H: Language Spoken at Home.

See Attachment I: Percent of Specific Language Spoken in Region.

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**VII. LANGUAGE ASSISTANCE PLAN**

If Clemson Area Transit knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, CAT will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in alternative languages. As well, CAT will coordinate with local community groups to have someone available who can help interpret information at the meeting. When running a general public meeting notice in a geographic location that could be of potential importance to LEP persons or if staff will be hosting a meeting or a workshop, CAT will, to the extent possible insert the following clause: “An interpreter will available” in the predominant language. CAT will seek to coordinate with the local community groups to have someone available who can help interpret information at the meeting. CAT will include this statement when running general public meeting notices: “Clemson Area Transit will strive to provide reasonable accommodations and services for persons who require special assistance to participate in this public involvement opportunity.” Clemson Area Transit will post signs in areas where the public is likely to read them.

Clemson partners with ELS in Greenville for English language instruction and training. ELS has a worldwide recruitment network and has on occasion invited graduate school advisors to attend one of their recruitment fairs.

Clemson Area Transit has a relationship with Clemson University’s International School. The International services provided by the University’s international program is readily available to Clemson Area Transit and their riders. The Office of Global Engagement (OGE) provided programming and services to incoming international students, faculty, staff, and visit.

Clemson Area Transit monitors data collected through the Comprehensive Analysis report conducted by KFH yearly. CAT will update language assistance services when data reveals a new language is introduced to their ridership.

Clemson Area Transit will train their employees to follow the below procedures when dealing with LEP individuals:

Walk-in LEP Customers:

1. Attempt to communicate in English first to determine if the customer can understand
  - a. English sufficiently to be fully understood.
2. If customer cannot understand or effectively communicate in English, determine the language they are speaking. If you recognize the language the customer is speaking but do not speak their language, skip to Step 4.
3. If you cannot recognize the language the customer is speaking, show them the Language Identification Flashcard (See Attachment J) so the customer can point to his/her language.

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4. Quickly determine if any of the employees working nearby speak the necessary language and are willing to interpret. If not, call Clemson University International Office and request an interpreter.
5. The interpreter is to determine the customer needs, request, comment or complaint. Determine the appropriate contact to respond and have interpreter assist in a timely and quality response to the LEP customer.
6. Make every effort to give the LEP customer the same level of service as an English-speaking customer.

Training staff on the procedures of providing language assistance and how to determine whether and what type of language services a customer needs is essential to bridging the gap between policies or procedures and actual practices. Training should include how to obtain language assistance services and how to communicate needs to interpreters and translators. Providing language assistance in some program areas may also mean training staff to avoid using acronyms or industry jargon when communicating with LEP individuals.

Language services should be provided at a time and place that avoids the effect of denying access to the service or benefit of the program. However, in some situations it may be reasonable to ask the LEP individual to return at a specified date and time to allow time to arrange for interpreter services.

Because LEP persons can file a complaint on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint.

All supervisors and managers will be trained even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand what LEP is so they can reinforce its importance and ensure its implementation by staff.

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**VIII. CLEMSON AREA TRANSIT ADVISORY COUNCIL**

Title 49 CFR Section 21.5(b) (1) (vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

Clemson Area Transit official board is elected. CAT’s advisory/planning council consist of CAT’s partners. The following list contains members/partners:

Name	Job Title	Ethnicity
Renee Cotton Miller	SCDOT Regional Manager	Black
John Ducworth	Clemson City Council Member	White
Rick Cotton	City of Clemson Administrator	White
J.C. Cook	City of Clemson Mayor	White
Andy Blondeau	Assistant City of Clemson Administrator	White
Heather Lollis	Finance Clemson Area Transit	White
Phillip Mishoe	Town of Central Administrator	White
Steve Miller	Town of Pendleton Administrator	White
Ed Halbig	City of Seneca Planner	White
Sam Julius	GPATS Transit Planner/Grants Manager	Black
Al Babinicz	CAT CEO/General Manager	White
Sonya Holloway	CAT Training and Human Resource Coordinator	Black

While Clemson University’s student population presently represents 84% white, and the City of Clemson’s white population is at 81%, Clemson University, the City of Clemson, and all of Clemson Area Transit’s partners reach out to all minorities in encouraging participation by adhering to all Title VI and Equal Employment Opportunity directives. As represented in the attached KFH study, CAT’s ridership signifies only a 51% ratio of whites whereas it is evidenced that CAT is reaching out to the entire community making public transit available to everyone.

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**IX. PROVIDING ASSISTANCE AND MONITORING SUBRECIPIENTS**

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.”

In accordance with 49 CFR 21.9(b), and to ensure that sub recipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

Clemson Area Transit does not have any subrecipients at this time.

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**X. DETERMINATION OF SITE OR LOCATION OF FACILITIES**

Title 49 CFR Section 21.9(b) (3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

Clemson Area Transit constructed a new facility in 2011 which is located in one of the most diversely populated areas in which CAT operates, funded and approved by FTA. No new facilities are planned for the future.

Clemson Area Transit’s new facility was constructed on a site that was along an existing CAT route that could accommodate a combined facility for bus storage and employee operations. The site of the new facility is on a two acre parcel adjoining city property housing, a one year old water storage facility, and nearby to the City’s Public Works facility. CAT’s goal in constructing the new facility was to interact with the community and public by bringing local government, nonprofit and educational groups to the center for transit and non-transit opportunities. CAT removed asbestos from the two houses that were on the property prior to construction of the bus facility. CAT enlisted the services from an Abatement of Asbestos and Hazardous Materials Demolition and Removal of Residual Structures.

The facility has solar panels installed on the roof of the facility. Other “green” amenities on the new facility are:

- Environmentally friendly materials
- Windows that reflect and retain heat
- Efficient heating and cooling system
- Energy efficient lighting
- Recycling and reclamation of storm water
- Use of sun energy
- Native plants

Department of Health and Environmental Control approved CAT’s Storm water Pollution Prevention Plan for the new facility.

A Phase I Environmental Site Assessment (ESA) of the facility property was performed. The property was comprised of five parcels totally approximately 2.6 acres consisting of two vacated residual properties surrounded by two undeveloped properties and one partially developed residential parcel.

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The main objective of the ESA was to identify the presence or likely presence, use, or release on the property of hazardous substances. The Phase I ESA did not identify area of environmental concerns.

The facility is sited on an existing roadway that has adequate capacity to handle increased bus and other vehicular traffic. The CAT facility poses no adverse impacts on the road and there was no serious traffic impacts at any affected intersection. Lighting from the facility is shielded to prevent light pollution from projecting upward or beyond the property line.

All properties were vacant and purchase for a price equal to or above the appraised value.

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**XI. RESOLUTION**

See Attachment K.

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**REQUIREMENTS TO SET SYSTEM-WIDE SERVICE STANDARDS AND  
POLICIES**

**I. EFFECTIVE PRACTICES TO FULFILL THE SERVICE STANDARD  
REQUIREMENT**

These requirements apply to all fixed route providers of public transportation service. Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b) (2) specifies that a recipient shall not “utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.”

**a. Vehicle Load Standards**

The average of all loads during the peak operating period should not exceed vehicles’ achievable capacities, which are 54 passengers for a 30’ low floor bus, 56 passengers for a 35’ low floor bus, 79 passengers for 40’ low floor bus, 121 passengers for 62’ low floor bus, 30 passengers for 30’ Goshen Bus, and 56 passengers for 35’ Electric bus.

Vehicle Type	Seated	Standing	Total	Maximum Load Factor
30’ Low Floor Bus	23	31	54	2.3
35’ Low Floor Bus	31	25	56	1.8
40’ Low Floor Bus	37	42	79	2.1
62’ Low Floor Bus	56	65	121	2.2
30’ Bus Goshen	30	0	30	1.0
35’ Electric	33	23	56	1.7

**b. Vehicle Headway Standards**

Service operates five (5) different routes. The Red, Seneca and Pendleton Route(s) operate Monday through Friday throughout the year. The Red Route operates on weekend during Fall and Spring semesters at Clemson University. The Red Route operates every thirty (30) minutes. The Seneca Express and Pendleton Routes operates once an hour. The Seneca Residential and Business Routes operates every thirty (30) minutes.

**CLEMSON AREA TRANSIT  
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<b>HEADWAY AND PERIODS OF OPERATION WEEKDAY</b>			
ROUTE	HEADWAY	FIRST BUS	LAST BUS
Red Route (School Session)	30 mins	6:50 a.m.	3:00 a.m.
Red Route (Summer/Holiday)	60 mins/hourly	6:50 a.m.	10:30 p.m.
Seneca Residential Route	30 mins	6:20 a.m.	6:20 p.m.
Seneca Business Route	30 mins	6:20 a.m.	6:20 p.m.
Seneca Express	60 mins/hourly	5:50 a.m.	6:50 p.m.
Pendleton/TCTC Route	60 mins/hourly	6:55 a.m.	6:45 p.m.

<b>HEADWAY AND PERIODS OF OPERATION WEEKEND</b>			
ROUTE	HEADWAY	FIRST BUS	LAST BUS
Red Route (School Session) Saturday	60 mins/hourly 30 mins	7:20 a.m. 8:00 p.m.	3:00 a.m. 12:00 a.m.
Red Route (School Session) Sunday	60 mins/hourly	7:20 a.m.	3:00 a.m.

**c. On-Time Performance Standards**

The on-time performance standard for all bus modes operated by Clemson Area Transit is measured by never early and no more than three (3) minutes late. The goal for CAT is to achieve 95% on-time performance for all bus transit. CAT performs random route checks to monitor on-time performance. See Attachment L for KFH report.

CAT's on-time performance statement is:  
"Never early, seldom late"

CLEMSON AREA TRANSIT  
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**d. Service Availability Standards**

Clemson Area Transit predominately employs the use of flag stops in locations that are deemed safe for boarding and alighting by the bus operator. Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are mostly likely to depend on transit services. These transit dependent populations include individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. Determining the location of transit dependent populations assisted the evaluation of current transit services and the extent to which community needs were met.

The Transit Dependence Index (TDI) is an aggregate measure that utilizes recent data from the American Community Survey (ACS) five-year estimates and the United States Decennial Census to display relative concentrations of transit dependent populations. Five factors made up the TDI calculations:

TDI= Population density per square mile times amount of vulnerability based on no vehicle households plus amount of vulnerability based on elderly populations plus amount of vulnerability based on youth populations plus amount of vulnerability based on below poverty populations.

For each factor, individual block groups were classified according to the prevalence of the vulnerable population relative to the service area average. The factors were then inputted into the TDI equation to determine the relative transit dependence of each block group.

The Transit Dependence Index Percent (TDIP) provides a complementary analysis to the TDI measure. It is nearly identical to TDI measure with the exception of the population density factor. The TDIP for each block group in the study area was calculated with the following formula:

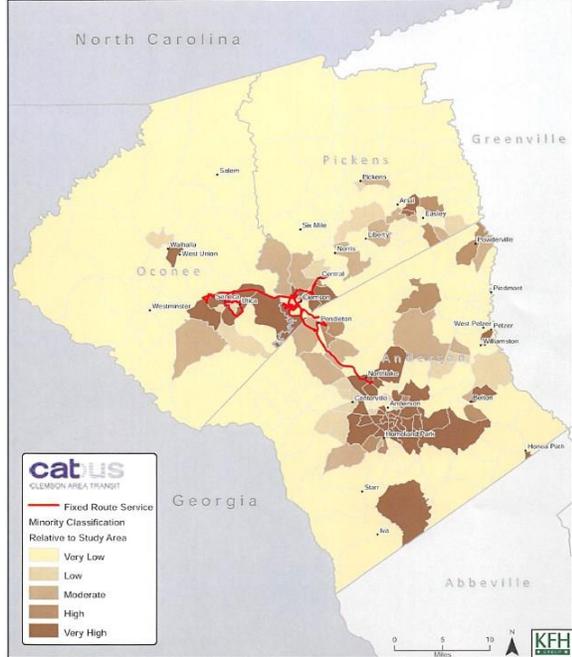
TDIP=degree of vulnerability based on auto less households plus degree of vulnerability based on elderly populations plus degree of vulnerability based on youth populations plus degree of vulnerability based on below poverty populations.

By removing the population per square miles factor, the TDIP measures the degree rather than the amount of vulnerability. The TDIP represents the percentage of the population within the block group with the above socioeconomic characteristics, and it followed the TDI's five-tiered categorization of very low to very high.

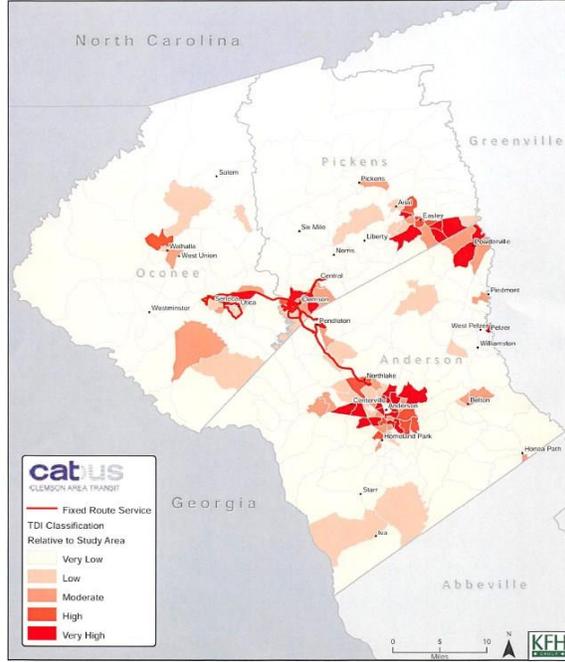
See Attachments M, N, O, and P.

# CLEMSON AREA TRANSIT TITLE VI PROGRAM

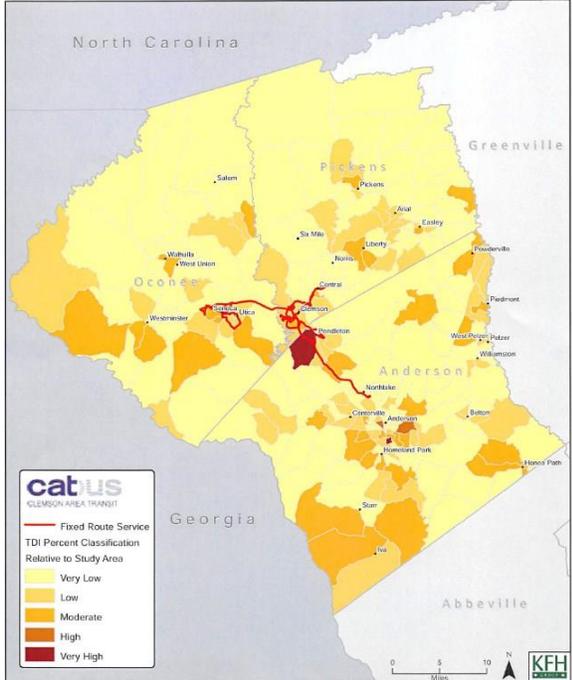
Relative Percentage of Minority Residents for Anderson, Oconee and Pickens Counties, South Carolina



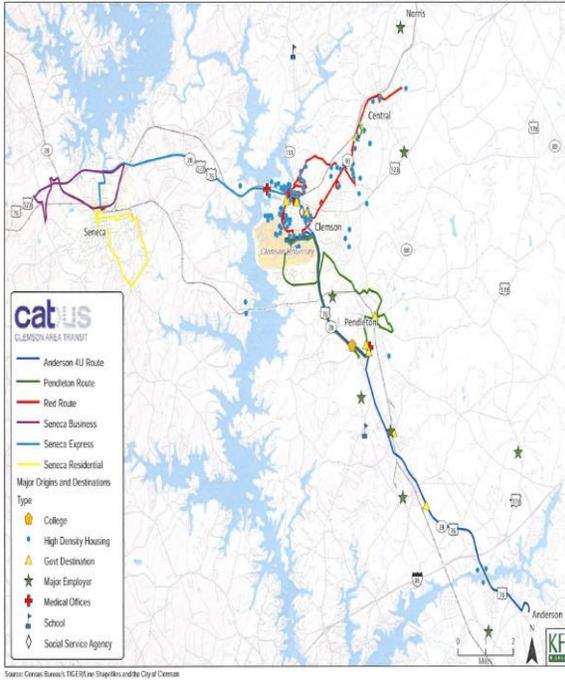
Transit Dependence Index for Anderson, Oconee and Pickens Counties, South Carolina



Transit Dependence Index Percentage for Anderson, Oconee and Pickens Counties, South Carolina



Major Origins and Destinations for the Clemson Area Transit Service Area



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**II. EFFECTIVE PRACTICES TO FULFILL THE SERVICE POLICY REQUIREMENT**

FTA requires fixed route transit providers to develop a policy for the following service indicators:

**a. Distribution of Transit Amenities**

Transit providers shall submit their policy where the definition of transit amenities includes but it is not limited to:

- a. Seating: Benches are placed at all bus shelter stops
- b. Bus Shelters: Shelters are placed at high capacity stops and/or where public request a shelter
- c. Provision of information: Printed information, including brochure/route maps and schedule information, is provided at Clemson Area Transit Headquarters and on all CAT buses and passenger bus shelters. CAT is in the process of attaining a GPS program that will include real time location information, next bus telephone application, and website updates.
- d. Waste receptacles: Waste receptacles are placed at all bus shelters.

**b. Vehicle Assignment**

Articulated buses are assigned to routes with higher ridership because of their capacity. All buses are ADA accessible, equipped with two-way radio communications, furnished with air conditioning, bike racks, and video surveillance.

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**SUMMARY OF TITLE VI COMPLIANCE HISTORY**

Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency. This shall include a copy of any Title VI compliance review activities conducted in the previous three years.

Clemson Area Transit was re-designated from a rural, 5311 funded area, to part of the Greenville Urbanized Area. Due to being categorized as rural, CAT received financial assistance from the state. CAT has not received funding from another Federal agency.

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**ATTACHMENTS**

- Attachment A: CAT Website
- Attachment B: Service Maps and Brochures
- Attachment C: Discrimination Complaint Form
- Attachment D: TEAM Request
- Attachment E: Demographic Charts
- Attachment F: Relative Percentage of Disabled Residents
- Attachment G: Relative Percentage of Minority Residents
- Attachment H: Language Spoken at Home
- Attachment I: Percent of Specific Language Spoken in the Region
- Attachment J: Language Flashcards
- Attachment K: Resolution
- Attachment L: KFH Report
- Attachment M: Relative Percentage of Minority Residents
- Attachment N: Transit Dependence Index
- Attachment O: Transit Dependence Index Percentage
- Attachment P: Major Origins and Destinations for CAT Service Area

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment A: CAT Website**

http://www.catbus.com/

The screenshot shows the homepage of the Clemson Area Transit website. At the top left is the 'catbus' logo with 'CLEMSON AREA TRANSIT' underneath. To the right is a photograph of a blue and orange bus. Below the logo is a grey banner with the text 'EVERYONE RIDES FREE!' and a short paragraph explaining the fare-free service and ADA transportation. A purple sidebar on the left contains a navigation menu with items like HOME, MAP, C.U. CAMPUS ROUTES, RED ROUTE, PENDLETON ROUTE, SENECA ROUTES, SCHEDULE, GENERAL INFO, and SOLAR SUSTAINABILITY. The main content area features three sections: 'Mission Statement' with a quote, 'Campus Parking Shuttles' describing coordinated service, and 'Security Matters' mentioning audio and video surveillance. A central graphic titled 'CAT Buses are equipped with BIKE RACKS' shows three steps: Drop, Load, and Secure. On the right is a 'Transit Trip Planning' widget powered by Google Transit, which includes dropdown menus for start and end points, a 'Get Directions' button, and a 'Click Here' button. At the bottom left, there are links for 'Job Opportunities', a Facebook group link, and a 'PUBLIC TRANSPORTATION TAKES US THERE' campaign banner. A video player for 'CAT Sustainability Tour' is visible at the bottom right.



CLEMSON AREA TRANSIT  
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**Attachment C: Discrimination Complaint Form**

**TITLE VI COMPLAINT FORM**

General Information				
Name:				
Address:				
Telephone (Home)		Telephone (Work)		
E-Mail				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	

Reporting Information		
Are you filing this complaint on your own behalf?	Yes *	No
*If you answered "yes" to this question, go to Section "Complaint Information".		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Complaint
<p>I believe the discrimination I experienced was based on (check all that apply):</p> <p style="text-align: center;"><input type="checkbox"/> Race   <input type="checkbox"/> Color   <input type="checkbox"/> National Origin</p> <p>Date of Alleged Discrimination (Month, Day, Year): _____</p> <p>Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.</p> <p>_____</p> <p>_____</p> <p>_____</p>

History		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?	Yes	No
If Yes, check all that apply:	<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
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		

CLEMSON AREA TRANSIT  
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Address:
Telephone:

Agency Complaint Against
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below

\_\_\_\_\_

Signature Date

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

Clemson Area Transit  
Title VI Coordinator  
200 West Lane  
Clemson, SC 29631

**CLEMSON AREA TRANSIT  
TITLE VI PROGRAM**

**Attachment D: TEAM**

**Transportation Electronic Award Management System (TEAM)  
Grantee / Recipient User Access Request**

<b>Check Applicable Box:</b>	<input type="checkbox"/> New User With Pin	<input type="checkbox"/> Modify User	<input type="text"/> Username
	<input checked="" type="checkbox"/> New User Without Pin	<input type="checkbox"/> Delete User	<input type="text"/> Name Change Request
<b>Warning: The information contained in this form is protected under Public Law 93-579, Privacy Act.</b>			
<b>USER INFORMATION</b>			
First Name* <u>Heather</u> MI <u>A</u> Last Name* <u>Lollis</u>		Gender (Optional) <u>M O F</u> Office Phone* <u>864 653 2075</u>	
Title <u>Budget and Grants Administrator</u>		FAX Number <u>864 653 2066</u>	
Organization Name* <u>Clemson Area Transit</u>		Recipient ID <u>hollis@cityofclemson.org</u>	
Mailing Address (Street Number, City, State and ZIP Code)* <u>200 West Lane</u> <u>Clemson SC 29631</u>		User's Authorizing Signature (see instructions)  Printed Name of above _____ Date _____	
<small>*This information is required to establish or modify your TEAM user account. By completing this form, you expressly attest that information provided is true and complete to the best of your knowledge. Invalid information will be grounds for refusal to establish a new user account or the basis for deletion of an existing TEAM account.</small>			
<b>APPLICATION ACCESS (Check all that apply).</b>			
<b>Database</b> <input type="checkbox"/> Production <input type="checkbox"/> Quality Assurance <input type="checkbox"/> Both Production and QA	<b>Recipient PIN Functions</b> <input checked="" type="checkbox"/> Submit Application <input type="checkbox"/> Execute Awards <input type="checkbox"/> Certify as Lawyer <input type="checkbox"/> Certify as Official <input type="checkbox"/> Certify as Both Lawyer and Official <input type="checkbox"/> Provide Supplemental Agreement	<b>Designated Recipient ID(s) (Indicate Below)</b> _____ _____ _____ _____ _____ _____ _____	
<b>Recipient Access Type</b> <input type="checkbox"/> Inquiry Only <input checked="" type="checkbox"/> Modify/Update (PIN Functions)	<b>Civil Rights (No PIN Needed)</b> <input checked="" type="checkbox"/> DBE Reporting		
(PIN Functions require Designation of Signature Authority on Organization/Agency Letterhead. See Instructions).			
<b>ACKNOWLEDGMENT OF RULES OF CONDUCT FOR SYSTEM USE</b>			
As a TEAM user, I understand that I am personally responsible for the use and misuse of my TEAM login ID and password. I understand that by requesting TEAM access and accepting/using such access that I must comply with the following:			
1. When downloading sensitive information, I will ensure that the information has the same level of protection as FTA applications. 2. I will <u>not</u> permit anyone to use my TEAM access information (i.e. user ID, password or other authentication). My password (or other authentication) will be kept private, not stored in a place that is accessible by anyone other than the myself (i.e. family members, friends, etc.). If stored, the password will not be in text format. 3. I will follow standard password procedures and change my password every sixty (60) days. My passwords will be at least twelve (12) alphanumeric characters and contain at least three of the following: one (1) capital letter, one (1) lower case letter, one (1) number and one (1) special character. 4. I will report any security problems and anomalies in system performance to the appropriate FTA Office. 5. I will notify the appropriate FTA Office to eliminate my TEAM access in the event of job transfer, termination, or if TEAM access is no longer required. 6. I understand that if I am not using FTA-supplied equipment and FTA suffers a security breach or compromise that is my fault, I may be required to allow access to my equipment by authorized representatives of the Federal Government to determine the causes and to take corrective action(s).			
I agree to and will comply with all of these conditions and understand that failure to do so will result in permanent removal of my TEAM access, and may result in other disciplinary or legal action. By signing my name in the space below, I hereby acknowledge this agreement, and certify that I understand the preceding terms and provisions and that I accept the responsibility of adhering to the same.			
Signature <u>Heather Lollis</u>		Date <u>2/16/15</u> Printed Name <u>Heather Lollis</u>	
<b>FTA AUTHORIZATION</b>			
<b>FTA Functional Approval</b>  Signature of Authorizing FTA Official _____ Date _____  Printed Name _____  Title / Office _____	<b>FTA Operational Approval</b>  Signature of Authorizing FTA Official _____ Printed Name _____  Title / Office _____  Date Processed _____      UserID _____		

TEAM RECIPIENT User Access Request Form  
Revised 4/7/2011

# CLEMSON AREA TRANSIT TITLE VI PROGRAM

Request to Create or Modify a TEAM Recipient/Vendor Record		
Status: <input checked="" type="checkbox"/> New Vendor Application <input type="checkbox"/> Modify Existing Vendor Record    *See form instruction tab or mouse over for assistance		
Send To: TEAM VIN Set-up Group		
FTA Approval MUST be provided below		
REQUESTOR INFORMATION		FTA AUTHORIZATION (to be completed by FTA Official only)
Requestor Name (First, Last) _____ Robert Buckley Date _____ Community Planner, FTA Region IV Title / Office _____ 404-865-5618 Office Phone _____	Official Name (First, Last) _____ Jennifer Hibbert Date _____ Director, FTA Region IV Title / Office _____ 404-865-5632 Office Phone _____	
VENDOR INFORMATION		
Organization Name _____ Clemson Area Transit Mailing Address: _____ 200 West Lane Street _____ Clemson SC 29631 City, State, Zip Code _____ 78400 Cost Center _____		Organization Acronym _____ CAT Website Address _____ www.catbus.com 576005490 Tax Identification Number _____ DUNS Number _____ 051341444 NTD Identification (if any) _____ Fiscal Year (Starting Month/Year) _____ Assistance <input type="checkbox"/> Yes <input type="checkbox"/> No Designated Recipient ID: _____ MPO <input type="checkbox"/> Yes <input type="checkbox"/> No
Last Updated (Month, Date, Year) _____ Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No State Dept. of Transportation <input type="checkbox"/> Yes <input type="checkbox"/> No Type: <input type="checkbox"/> Private <input checked="" type="checkbox"/> Public <input type="checkbox"/> Contractor <input type="checkbox"/> Not Contractor <input type="checkbox"/> Unspecified <input type="checkbox"/> Not Specified OST Type <input type="checkbox"/> (A) Educational Institution <input type="checkbox"/> (F) County Agency <input type="checkbox"/> (K) Port Authority <input type="checkbox"/> (P) Small Business <input type="checkbox"/> (B) School District <input type="checkbox"/> (G) Multi County Agency <input type="checkbox"/> (L) Airport Authority <input type="checkbox"/> (Q) Indian Tribe <input type="checkbox"/> (V) Profit Org. <input type="checkbox"/> (C) Federal Agency <input type="checkbox"/> (H) Borough <input type="checkbox"/> (M) City <input type="checkbox"/> (R) Community Action Agency <input type="checkbox"/> (W) Individual <input type="checkbox"/> (D) State Agency <input type="checkbox"/> (I) Planning Commission <input type="checkbox"/> (N) Other Nonprofit Org. <input type="checkbox"/> (S) Sponsored Organization <input type="checkbox"/> (Y) Educational Inst (private) <input type="checkbox"/> (E) Multi State Group <input type="checkbox"/> (J) Council of Government <input type="checkbox"/> (O) Large Business <input type="checkbox"/> (T) Transit Authority <input type="checkbox"/> (U) Other Gov. Agency		
CONTACT PERSONS (ONE IS REQUIRED)		
Contact Persons Name _____ Heather Lollis Mailing Address: _____ 200 West Lane Street _____ City, State, Zip Code _____ Clemson SC 29631 County _____		Officers Title _____ Budget and Grants Administrator Email Address _____ hollis@cityofclemson.org Office Phone _____ 864 653 2075 Office Phone _____ 864 653 2066 Fax Number _____ Website Address _____
Contact For (Check all that apply): <input type="checkbox"/> CEO <input checked="" type="checkbox"/> Grants <input type="checkbox"/> Equal Employment Opportunity (EEO) <input type="checkbox"/> General FTA Issues <input checked="" type="checkbox"/> Disadvantaged Business Enterprise (DBE) <input type="checkbox"/> Electronic Clearing House Operation (ECHO) System <input type="checkbox"/> SOA <input checked="" type="checkbox"/> Title VI <input type="checkbox"/> Metropolitan Planning Organization (MPO)		
CODES (This section completed by Reports and Analysis/Accounting office only)		
Urbanized Areas <a href="#">Click for Reference</a>		
UZA ID _____	State _____	
Standard Metropolitan Statistical Area Codes <a href="#">Click for Reference</a>		
SMSA Codes _____		
Congressional Districts <a href="#">Click for Reference</a>		
State ID _____	District Codes _____	Geographical Location _____

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment E: Demographic Charts**

**Table 4-10: Demographics of the Survey Respondents (continued)**

Language	Anderson		Pendleton		Red		Seneca Business		Seneca Exp		Seneca Res		All Respondents	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>Is English the primary language spoken in your household?</b>														
Yes	96	97%	96	93%	220	65%	21	100%	79	94%	56	100%	568	81%
No	3	3%	7	7%	119	35%	0	0	5	6%	0	0%	134	19%
	99		103		339		21		84		56		702	

Male/Female?	Anderson		Pendleton		Red		Seneca Business		Seneca Exp		Seneca Res		All Respondents	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Male	57	56%	56	52%	217	61%	10	43%	46	51%	34	0.548	420	57%
Female	45	44%	51	48%	136	39%	13	57%	45	49%	28	0.452	318	43%
	102		107		353		23		91		62		738	

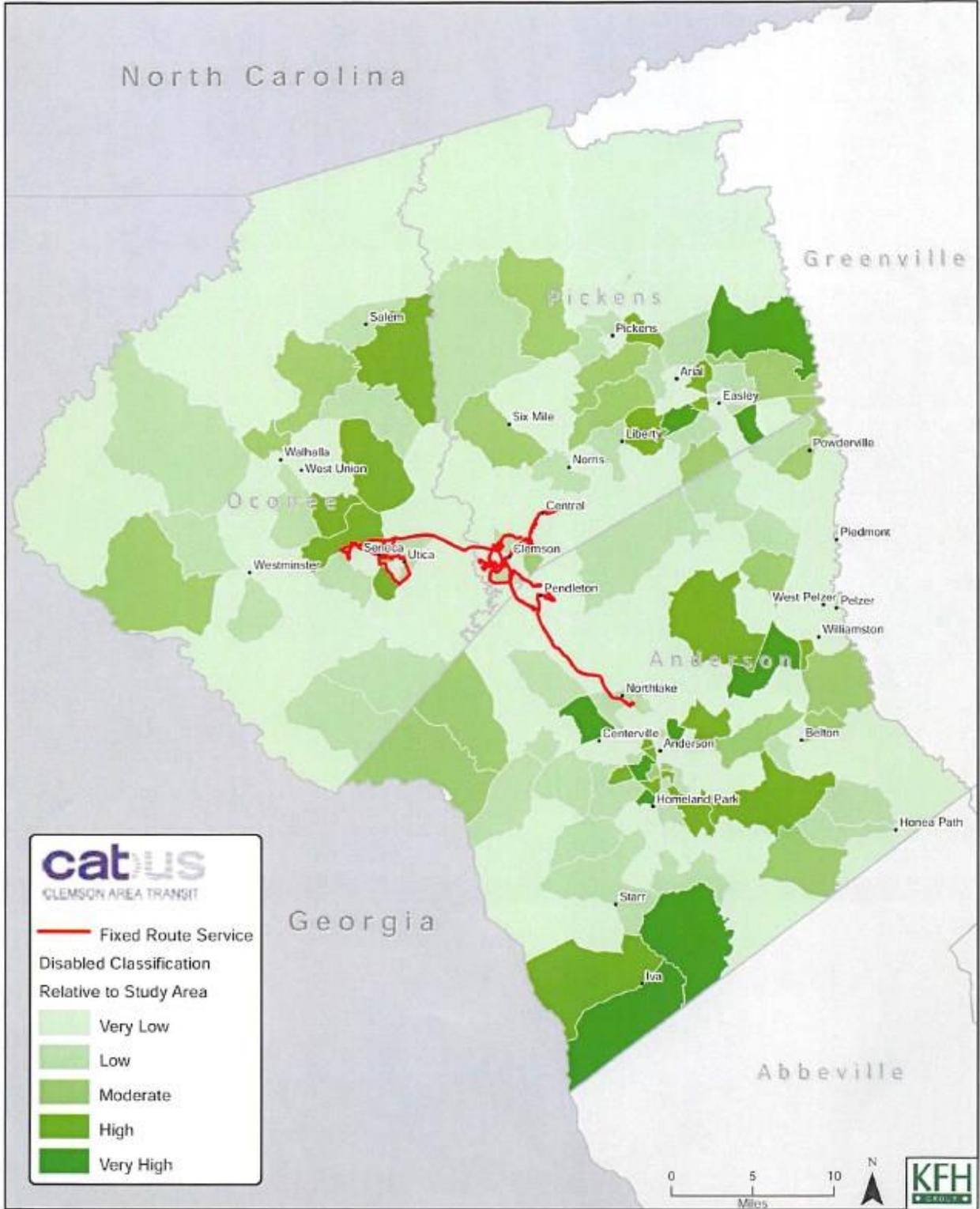
  

Driver's License?	Anderson		Pendleton		Red		Seneca Business		Seneca Exp		Seneca Res		All Respondents	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Yes	66	65%	59	53%	242	69%	9	41%	46	51%	26	41%	448	60%
No	36	35%	53	47%	110	31%	13	59%	45	49%	37	59%	294	40%
	102		112		352		22		91		63		742	

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment F: Relative Percentage of Disabled Persons**

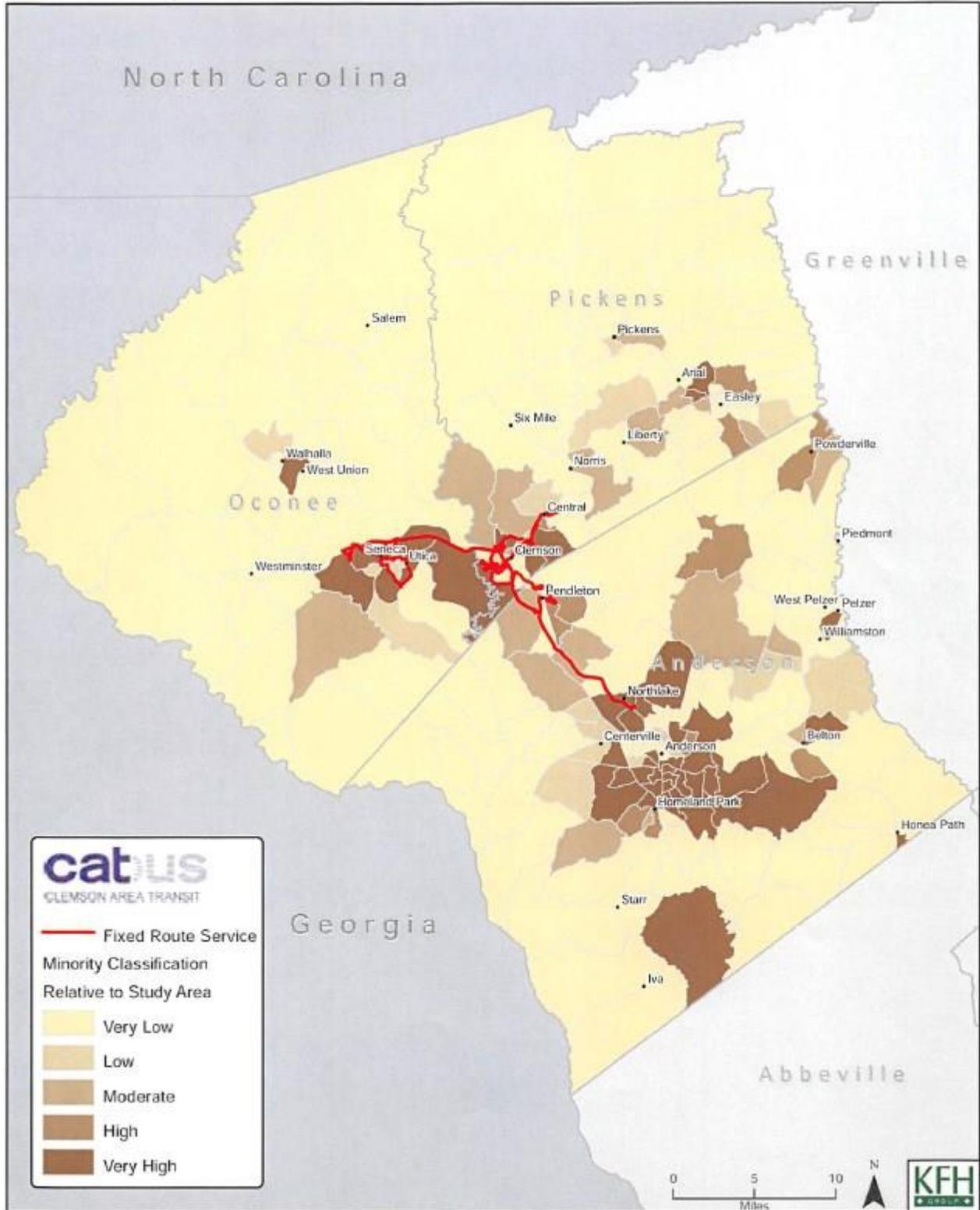
Relative Percentage of Disabled Residents for Anderson, Oconee and Pickens Counties, South Carolina



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment G: Relative Percentage of Minority Persons**

Relative Percentage of Minority Residents for Anderson, Oconee and Pickens Counties, South Carolina



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment H: Language Spoken at Home**



S1601

LANGUAGE SPOKEN AT HOME

2011-2013 American Community Survey 3-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	South Carolina				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	4,429,062	+/-740	97.2%	+/-0.1	2.8%
Speak only English	93.1%	+/-0.2	(X)	(X)	(X)
Speak a language other than English	6.9%	+/-0.2	59.3%	+/-1.2	40.7%
Spanish or Spanish Creole	4.5%	+/-0.1	55.2%	+/-1.6	44.8%
Other Indo-European languages	1.4%	+/-0.1	74.4%	+/-1.9	25.6%
Asian and Pacific Island languages	0.9%	+/-0.1	54.3%	+/-3.1	45.7%
Other languages	0.2%	+/-0.1	68.8%	+/-5.4	31.2%
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>					
Spanish or Spanish Creole	197,513	+/-4,530	55.2%	+/-1.6	44.8%
5-17 years	46,552	+/-2,014	80.7%	+/-2.6	19.3%
18-64 years	143,074	+/-3,350	47.2%	+/-1.9	52.8%
65 years and over	7,887	+/-892	51.5%	+/-5.8	48.5%
Other Indo-European languages	60,852	+/-4,179	74.4%	+/-1.9	25.6%
5-17 years	8,132	+/-1,413	82.7%	+/-4.7	17.3%
18-64 years	41,663	+/-2,970	74.6%	+/-2.4	25.4%
65 years and over	11,057	+/-1,160	67.2%	+/-4.4	32.8%
Asian and Pacific Island languages	38,917	+/-2,036	54.3%	+/-3.1	45.7%
5-17 years	5,435	+/-726	73.1%	+/-6.4	26.9%
18-64 years	29,617	+/-1,669	53.4%	+/-3.8	46.6%
65 years and over	3,865	+/-413	34.8%	+/-6.7	65.2%
Other languages	7,842	+/-1,410	68.8%	+/-5.4	31.2%
5-17 years	1,062	+/-435	94.9%	+/-6.1	5.1%
18-64 years	6,233	+/-1,070	63.7%	+/-7.0	36.3%
65 years and over	547	+/-213	75.3%	+/-13.0	24.7%
<b>CITIZENS 18 YEARS AND OVER</b>					
All citizens 18 years and over	3,514,999	+/-3,984	99.0%	+/-0.1	1.0%
Speak only English	96.2%	+/-0.1	(X)	(X)	(X)
Speak a language other than English	3.8%	+/-0.1	74.0%	+/-1.3	26.0%
Spanish or Spanish Creole	2.0%	+/-0.1	75.9%	+/-2.0	24.1%
Other languages	1.7%	+/-0.1	71.8%	+/-1.8	28.2%

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

Subject	South Carolina				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
<b>PERCENT IMPUTED</b>					
Language status	4.6%	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	4.2%	(X)	(X)	(X)	(X)
Ability to speak English	5.2%	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2011-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

5 of 6

02/20/2015

### Explanation of Symbols:

1. An "\*\*\*" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "." entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "." following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "." following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "\*\*\*\*" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "\*\*\*\*\*" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "(X)" means that the estimate is not applicable or not available.

# CLEMSON AREA TRANSIT TITLE VI PROGRAM

## Attachment I: Specific Language Spoken Ability to Speak English

U.S. Census Bureau

AMERICAN  
**FactFinder**



B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over  
2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	South Carolina		Oconee County, South Carolina		Pickens County, South Carolina
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Total:	4,381,380	+/-491	70,264	+/-34	113,230
Speak only English	4,081,441	+/-4,001	66,927	+/-378	107,456
Spanish or Spanish Creole:	195,871	+/-2,714	2,501	+/-368	2,751
Speak English "very well"	102,231	+/-2,833	1,346	+/-261	1,611
Speak English less than "very well"	93,640	+/-2,489	1,155	+/-256	1,140
French (incl. Patois, Cajun):	11,208	+/-1,003	56	+/-46	290
Speak English "very well"	9,001	+/-837	56	+/-46	249
Speak English less than "very well"	2,207	+/-385	0	+/-30	11
French Creole:	510	+/-164	0	+/-30	0
Speak English "very well"	424	+/-148	0	+/-30	0
Speak English less than "very well"	86	+/-69	0	+/-30	0
Italian:	2,752	+/-398	13	+/-21	26
Speak English "very well"	2,214	+/-358	13	+/-21	26
Speak English less than "very well"	538	+/-177	0	+/-30	0
Portuguese or Portuguese Creole:	3,456	+/-758	15	+/-23	157
Speak English "very well"	1,977	+/-465	15	+/-23	132
Speak English less than "very well"	1,479	+/-509	0	+/-30	25
German:	12,862	+/-894	253	+/-95	187
Speak English "very well"	10,825	+/-836	207	+/-83	133
Speak English less than "very well"	1,837	+/-269	46	+/-47	54
Yiddish:	93	+/-74	0	+/-30	29
Speak English "very well"	88	+/-72	0	+/-30	29
Speak English less than "very well"	5	+/-9	0	+/-30	0
Other West Germanic languages:	1,241	+/-273	43	+/-54	34
Speak English "very well"	1,126	+/-259	26	+/-31	19
Speak English less than "very well"	115	+/-70	17	+/-27	15
Scandinavian languages:	922	+/-281	13	+/-16	60
Speak English "very well"	883	+/-258	13	+/-16	60
Speak English less than "very well"	39	+/-35	0	+/-30	0
Greek:	2,252	+/-458	11	+/-17	137
Speak English "very well"	1,891	+/-324	0	+/-30	118
Speak English less than "very well"	561	+/-199	11	+/-17	19
Russian:	4,307	+/-702	34	+/-37	0
Speak English "very well"	2,809	+/-569	17	+/-27	0
Speak English less than "very well"	1,498	+/-372	17	+/-26	0
Polish:	1,700	+/-409	14	+/-19	72

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

	South Carolina		Oconee County, South Carolina		PICKENS COUNTY, South Carolina
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Speak English "very well"	1,176	+/-356	7	+/-9	62
Speak English less than "very well"	524	+/-179	7	+/-10	10
Serbo-Croatian:	713	+/-360	0	+/-30	3
Speak English "very well"	679	+/-377	0	+/-30	3
Speak English less than "very well"	34	+/-38	0	+/-30	0
Other Slavic languages:	3,123	+/-822	14	+/-22	63
Speak English "very well"	1,785	+/-510	14	+/-22	47
Speak English less than "very well"	1,336	+/-462	0	+/-30	16
Armenian:	112	+/-93	0	+/-30	0
Speak English "very well"	93	+/-72	0	+/-30	0
Speak English less than "very well"	19	+/-35	0	+/-30	0
Persian:	762	+/-295	0	+/-30	119
Speak English "very well"	375	+/-190	0	+/-30	34
Speak English less than "very well"	387	+/-168	0	+/-30	85
Gujarati:	4,093	+/-828	0	+/-30	33
Speak English "very well"	2,811	+/-610	0	+/-30	13
Speak English less than "very well"	1,282	+/-383	0	+/-30	20
Hindi:	2,113	+/-388	0	+/-30	82
Speak English "very well"	1,663	+/-323	0	+/-30	82
Speak English less than "very well"	450	+/-176	0	+/-30	0
Urdu:	1,123	+/-368	0	+/-30	0
Speak English "very well"	847	+/-315	0	+/-30	0
Speak English less than "very well"	276	+/-112	0	+/-30	0
Other Indic languages:	2,875	+/-702	0	+/-30	34
Speak English "very well"	1,805	+/-522	0	+/-30	14
Speak English less than "very well"	1,070	+/-368	0	+/-30	20
Other Indo-European languages:	2,500	+/-615	28	+/-46	16
Speak English "very well"	1,758	+/-457	28	+/-46	16
Speak English less than "very well"	742	+/-381	0	+/-30	0
Chinese:	9,812	+/-1,015	222	+/-85	677
Speak English "very well"	4,529	+/-564	101	+/-107	285
Speak English less than "very well"	5,283	+/-719	121	+/-87	392
Japanese:	2,824	+/-464	17	+/-23	49
Speak English "very well"	1,595	+/-358	0	+/-30	26
Speak English less than "very well"	1,229	+/-286	17	+/-23	23
Korean:	4,239	+/-582	14	+/-18	145
Speak English "very well"	1,967	+/-393	9	+/-14	58
Speak English less than "very well"	2,272	+/-369	5	+/-9	87
Mon-Khmer, Cambodian:	1,227	+/-408	0	+/-30	17
Speak English "very well"	666	+/-285	0	+/-30	0
Speak English less than "very well"	561	+/-221	0	+/-30	17
Hmong:	1,087	+/-345	0	+/-30	16
Speak English "very well"	783	+/-267	0	+/-30	16
Speak English less than "very well"	314	+/-160	0	+/-30	0
Thai:	909	+/-272	0	+/-30	60
Speak English "very well"	538	+/-220	0	+/-30	33
Speak English less than "very well"	371	+/-110	0	+/-30	27
Laotian:	833	+/-265	0	+/-30	0
Speak English "very well"	382	+/-182	0	+/-30	0
Speak English less than "very well"	451	+/-170	0	+/-30	0
Vietnamese:	5,693	+/-668	1	+/-6	45
Speak English "very well"	2,032	+/-378	0	+/-30	39
Speak English less than "very well"	3,661	+/-481	1	+/-6	6
Other Asian languages:	3,291	+/-643	15	+/-25	47
Speak English "very well"	2,453	+/-520	15	+/-25	47
Speak English less than "very well"	838	+/-286	0	+/-30	0
Tagalog:	6,269	+/-616	73	+/-49	54
Speak English "very well"	4,292	+/-572	48	+/-46	35
Speak English less than "very well"	1,977	+/-329	25	+/-29	19

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

	South Carolina		Oconee County, South Carolina		Pickens County, South Carolina
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Other Pacific Island languages:	1,069	+/-368	0	+/-30	0
Speak English "very well"	743	+/-328	0	+/-30	0
Speak English less than "very well"	326	+/-148	0	+/-30	0
Navajo:	6	+/-12	0	+/-30	0
Speak English "very well"	0	+/-30	0	+/-30	0
Speak English less than "very well"	6	+/-12	0	+/-30	0
Other Native North American languages:	148	+/-65	0	+/-30	0
Speak English "very well"	125	+/-61	0	+/-30	0
Speak English less than "very well"	23	+/-25	0	+/-30	0
Hungarian:	593	+/-216	0	+/-30	38
Speak English "very well"	474	+/-192	0	+/-30	38
Speak English less than "very well"	119	+/-77	0	+/-30	0
Arabic:	4,084	+/-655	0	+/-30	532
Speak English "very well"	2,453	+/-539	0	+/-30	333
Speak English less than "very well"	1,631	+/-363	0	+/-30	199
Hebrew:	697	+/-369	0	+/-30	0
Speak English "very well"	539	+/-310	0	+/-30	0
Speak English less than "very well"	158	+/-138	0	+/-30	0
African languages:	2,073	+/-536	0	+/-30	31
Speak English "very well"	1,282	+/-371	0	+/-30	31
Speak English less than "very well"	791	+/-400	0	+/-30	0
Other and unspecified languages:	667	+/-193	0	+/-30	0
Speak English "very well"	548	+/-167	0	+/-30	0
Speak English less than "very well"	119	+/-97	0	+/-30	0

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment J: Language Flashcards**

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p>	1. Arabic
<input type="checkbox"/> <p>Խոսողու՞մ ե՞նք ՚նչու՞մ կատարե՞ք այս քառակուսու՞մ, եթե խոսու՞մ կամ կարդու՞մ եք Հայերեն:</p>	2. Armenian
<input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p>	3. Bengali
<input type="checkbox"/> <p>ឈូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p>	4. Cambodian
<input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p>	5. Chamorro
<input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p>	6. Simplified Chinese
<input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p>	7. Traditional Chinese
<input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p>	8. Croatian
<input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p>	9. Czech
<input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p>	10. Dutch
<input type="checkbox"/> <p>Mark this box if you read or speak English.</p>	11. English
<input type="checkbox"/> <p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.</p>	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE  
Economic and Statistics Administration  
U.S. CENSUS BUREAU

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/> Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérta vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຊື່ປາກມາສາລາວ.	24. Laotian
<input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

CLEMSON AREA TRANSIT  
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<input type="checkbox"/> Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/> Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/> Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/> Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/> Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/> Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/> ให้ทำเครื่องหมายลงในช่องดำผ่านหน้าหรือทุกภาษาไทย.	33. Thai
<input type="checkbox"/> Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/> Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/> באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment K: Resolution**

CITY OF CLEMSON            )  
COUNTY OF PICKENS        )            **A RESOLUTION**  
STATE OF SOUTH CAROLINA )

**A Resolution** authorizing the adoption of Clemson Area Transit's Title VI Program

**WHEREAS**, the governing authority of the County is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives; and

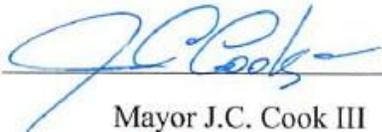
**WHEREAS**, to demonstrate this commitment, the governing authority of Clemson Area Transit has adopted a Title VI Program.

**NOW, THEREFORE, BE IT RESOLVED BY CITY OF CLEMSON,**

1.     **Ratification of the Title VI Program**

The Title VI Plan, attached hereto as Exhibit A and incorporated herein by reference, is hereby ratified and deemed effective and enforceable.

This Resolution is hereby approved at a Regular Meeting of the City Council of the City of Clemson, South Carolina, and the Mayor is authorized to execute this Resolution this 5th day of January 2015.

By:   
Mayor J.C. Cook III

Date: 1/5/2015

Attest:   
Beverly A. Coleman, City Clerk

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment L: KFH Study Report**

**On-Time Performance**

In addition to identifying the level of activity and passenger load at each bus stop, the passenger count survey also documented the time of each boarding and alighting. For the CAT Headquarters, the arrival as well as the departure time was recorded. This information was captured each day of the passenger counts.

The on-time performance analysis was conducted by comparing the recorded arrival/departure time with the published scheduled time. The GPS Receivers that were used for the passenger counts recorded a time stamp when there was passenger activity. To ensure a robust sample size the most active stops were selected for comparison. The stops that were selected include: CAT Headquarters, Sikes Hall and the Central Post Office/University Village Apartments. Both inbound and outbound time points for each selected stop were analyzed.

Table 3-5 provides the on-time performance broken down by the selected bus stop and by each day the passenger counts were conducted. For the analysis, percentages were calculated for the following criteria:

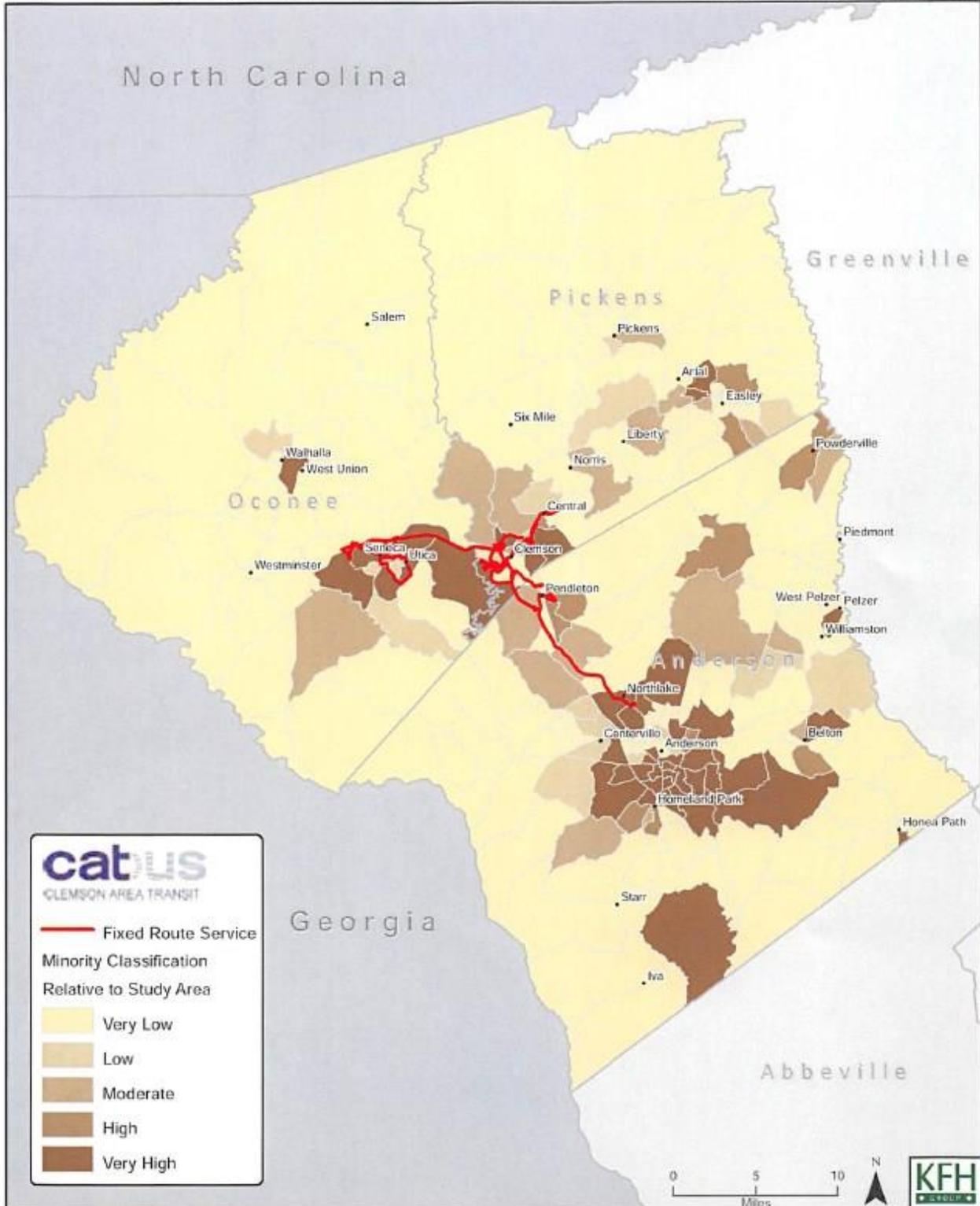
- More than 10 minutes early,
- 6 to 10 minutes early,
- 1 to 5 minutes early,
- 0 to 5 minutes (generally accepted industry standard of "on-time")
- 6 to 10 minutes late,
- 11 to 15 minutes late,
- 16 to 20 minutes late; and
- More than 20 minutes late.

CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment M: Relative Percentage of Minority Residents**

Figure 5-6

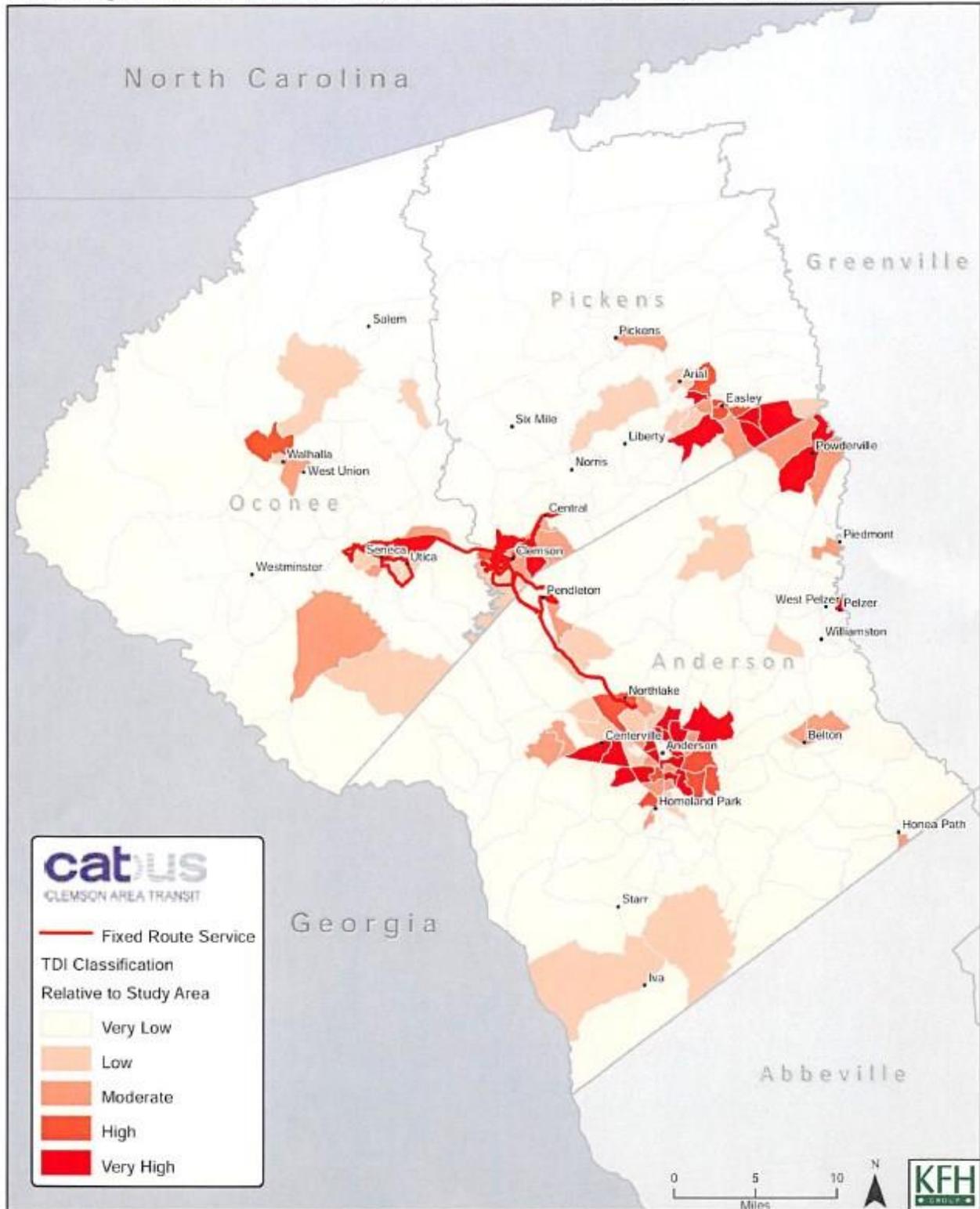
Relative Percentage of Minority Residents for Anderson, Oconee and Pickens Counties, South Carolina



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment N: Transit Dependence Index**

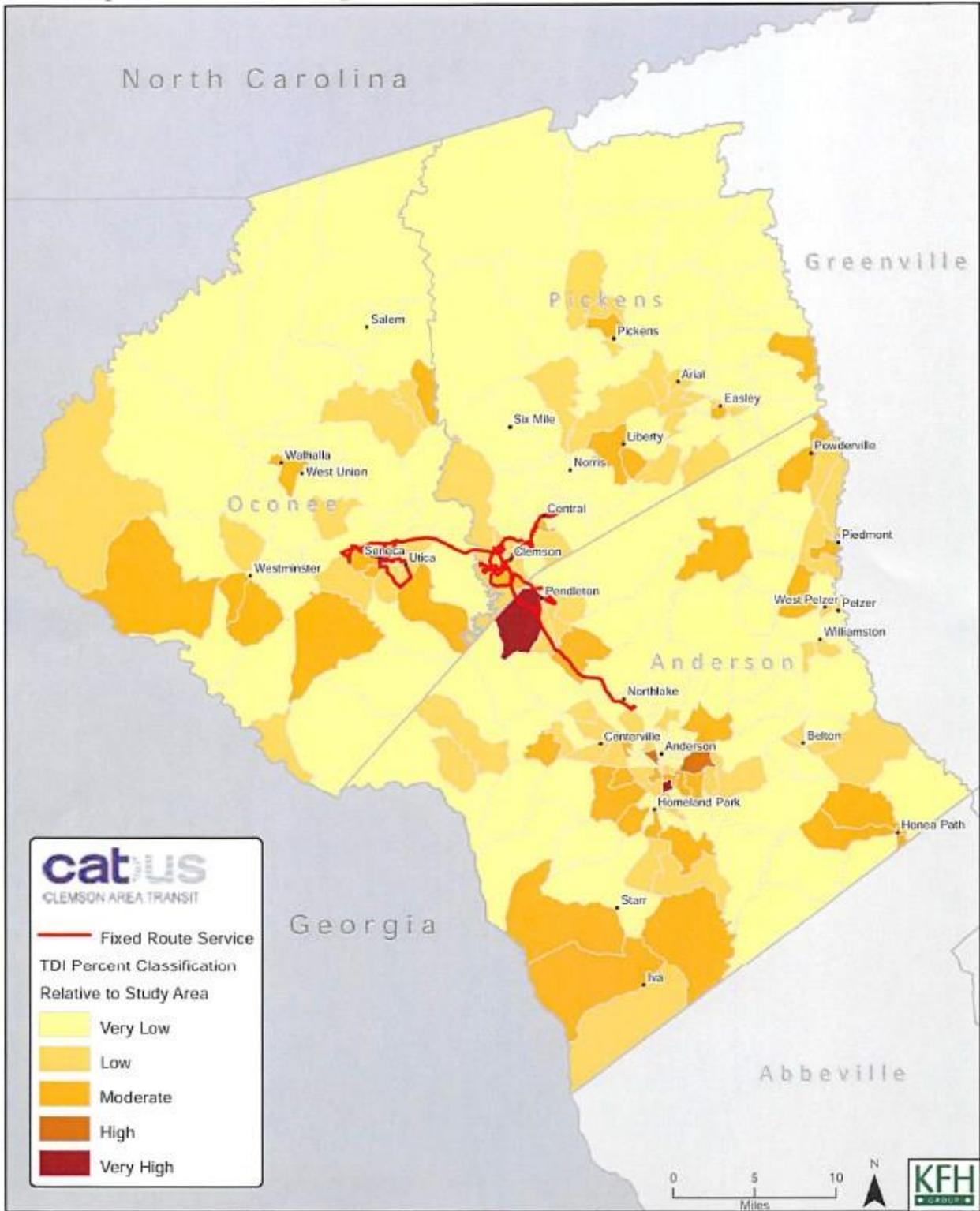
Transit Dependence Index for Anderson, Oconee and Pickens Counties, South Carolina



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment O: Transit Dependence Index Percentage**

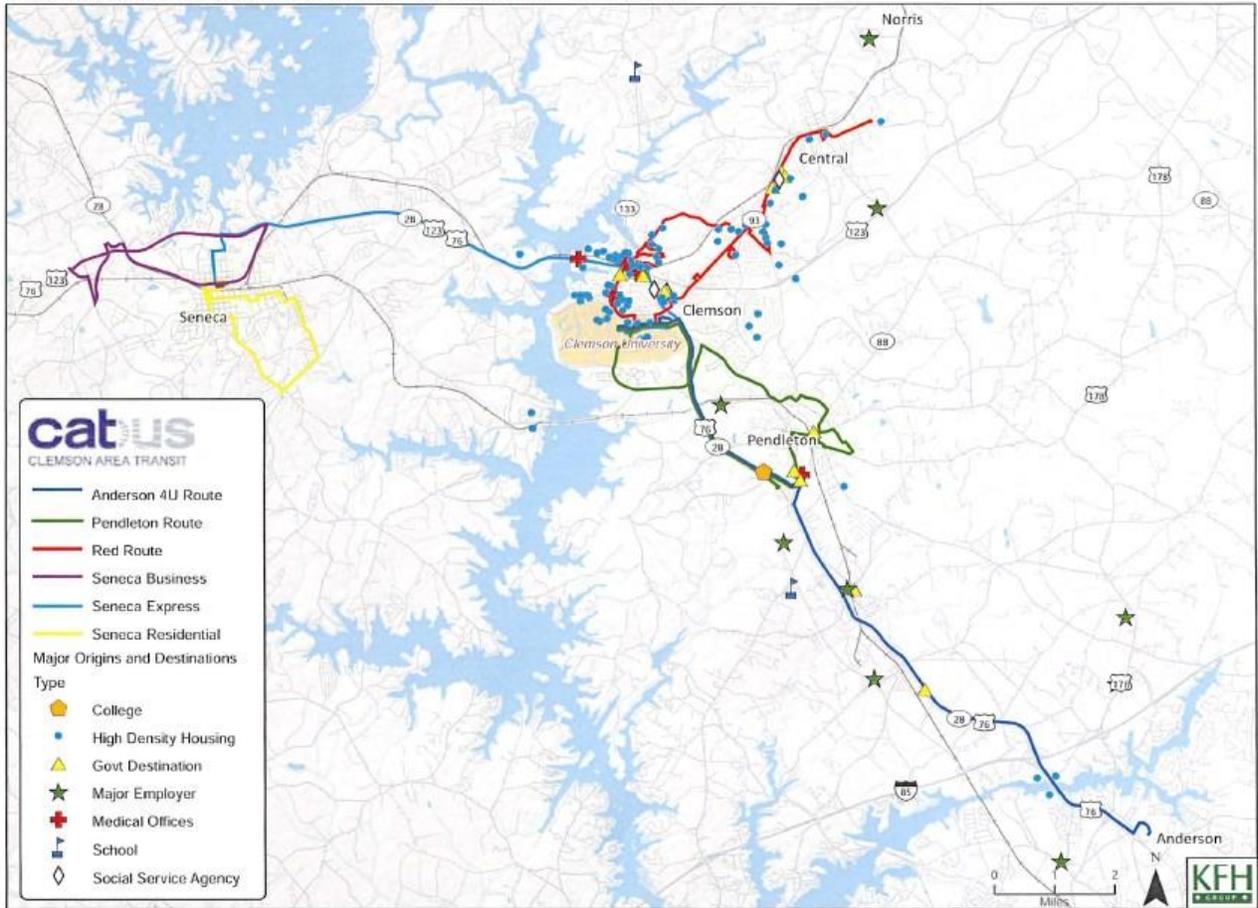
Transit Dependence Index Percentage for Anderson, Oconee and Pickens Counties, South Carolina



CLEMSON AREA TRANSIT  
TITLE VI PROGRAM

**Attachment P: Major Origins and Destinations for CAT Service Area**

Major Origins and Destinations for the Clemson Area Transit Service Area



Source: Census Bureau's TIGER/line Shapefiles and the City of Clemson