

2022-  
2025

# 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 operates 10 Proterra All-Electric Buses. In 2018, CAT purchased 10 electric bus, 10 depot chargers, and 1 overhead. The buses and infrastructure was purchased with a LoNo Grant, 5339 Grants, SCDOT Grant, and local partners.

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 8 Proterra Electric Buses with 4 spares and 2 charging stations for Seneca.

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.

This document along with complaint form are available in accessible formats upon request. To obtain paper copies of this circular as well as information regarding these accessible formats, call CATbus Headquarters at 864-654-2287 or email [clemson.cat.gt@gmail.com](mailto:clemson.cat.gt@gmail.com).

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## CATbus Title VI Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C Section 200d).

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 they have 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.

All have the right to file a complaint with Federal Transit Administration (FTA) at the following address and phone number:

Federal Transit Administration

Office of Communications and Congressional Affairs

1200 New Jersey Avenue SE

East Building

Washington, DC 20590

Phone: 202-366-4043; Fax: 202-366-3472



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## **Declaración de la política del Título VI de CATbus**

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades que reciben ayuda financiera federal. En concreto, el Título VI establece que "ninguna persona en los Estados Unidos podrá ser excluida de la participación, ni se le negarán los beneficios, ni será objeto de discriminación en ningún programa o actividad que reciba ayuda financiera federal, por motivos de raza, color u origen nacional" (42 U.S.C Sección 200d).

La ciudad de Clemson dba Clemson Area Transit (CATbus) opera sus programas y servicios sin tener en cuenta la raza, el color y el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con CATbus. Las quejas deben presentarse en un plazo de 180 días a partir del presunto acto discriminatorio.

Para más información sobre la política del Título VI de CATbus y los procedimientos para presentar una queja, póngase en contacto con el Coordinador del Programa del Título VI en el (864) 654-2287.

El Plan del Título VI de CATbus contiene toda la información necesaria sobre las políticas y los procedimientos de reclamación de CATbus. El Plan del Título VI se puede encontrar en la página web de CATbus en [www.catbus.com](http://www.catbus.com).

Si necesita información en otro idioma o formato, póngase en contacto con el (864) 654-2287 o envíe un correo electrónico [a\\_clemson.cat.gt@gmail.com](mailto:a_clemson.cat.gt@gmail.com).

Si se necesitan adaptaciones especiales para asistir a cualquier reunión pública, CATbus atenderá las solicitudes razonables.

Todos tienen derecho a presentar una queja ante la Administración Federal de Tránsito (FTA) en la siguiente dirección y número de teléfono:

Administración Federal de Tránsito  
Oficina de Comunicaciones y Asuntos del Congreso  
1200 New Jersey Avenue SE  
Edificio Este  
Washington, DC 20590  
Teléfono: 202-366-4043; Fax: 202-366-3472

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## CATbus Title VI政策声明

1964年《民权法案》第六章禁止在接受联邦财政援助的计划和活动中基于种族、肤色或民族血统的歧视。具体而言，第六章规定，“在美国，任何人不得以种族、肤色或民族血统为由，被排除在接受联邦财政援助的任何计划或活动之外，或被剥夺利益，或受到歧视”（42 U.S.C Section 200d）。

克莱姆森市（City of Clemson）dba Clemson Area Transit (CATbus)根据民权法案第六章的规定，在运营其项目和服务时不考虑种族、肤色和民族出身。任何认为自己受到第六章规定的任何非法歧视行为侵害的人都可以向CATbus提出投诉。投诉必须在被指控的歧视行为发生后180天内提出。

关于CATbus第六条政策和投诉程序的更多信息，请联系第六条计划协调员，电话：（864）654-2287。

CATbus第六章计划包含所有关于CATbus政策和投诉程序的必要信息。Title VI计划可以在CATbus的网站上找到：[www.catbus.com](http://www.catbus.com)。

如果需要其他语言或格式的信息，请联系（864）654-2287或发送电子邮件至[clemson.cat.gt@gmail.com](mailto:clemson.cat.gt@gmail.com)。

如果参加任何公开会议需要特殊便利，CATbus将满足合理的要求。

所有人都有权通过以下地址和电话向联邦交通管理局（FTA）提出投诉。

联邦交通管理局

通信和国会事务办公室

1200 New Jersey Avenue SE

东楼

华盛顿特区，20590

电话：202-366-4043；传真：202-366-3472

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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) 654-2287. 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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## **PROCEDIMIENTOS DE RECLAMACIÓN**

### **a. Introducción**

Estos procedimientos se aplican a las quejas presentadas en virtud del Título VI de la Ley de Derechos Civiles de 1964, relacionadas con cualquier programa y/o actividad administrada por Clemson Area Transit o sus subreceptores, consultores y/o contratistas. La ley prohíbe la intimidación o las represalias de cualquier tipo. Estos procedimientos no niegan el derecho del demandante a presentar quejas formales ante otras agencias estatales o federales, o a buscar un abogado privado para las quejas que aleguen discriminación. Estos procedimientos forman parte de un proceso administrativo que no prevé recursos que incluyan daños punitivos o una remuneración compensatoria para el denunciante. Se hará todo lo posible para obtener una pronta resolución de las quejas al nivel más bajo posible. La opción de la(s) reunión(es) de mediación informal entre las partes afectadas y el investigador puede ser utilizada para la resolución, en cualquier etapa del proceso. Clemson Area Transit hará todo lo posible para buscar una solución a la queja. Las entrevistas iniciales con el denunciante y el denunciado incluirán solicitudes de información sobre opciones específicas de reparación y solución.

### **b. Presentación de**

Cualquier persona que crea que él o ella o cualquier clase específica de personas ha sido objeto de discriminación prohibida por el Título VI de la Ley de Derechos Civiles de 1964, sus enmiendas y estatutos relacionados, por parte de Clemson Area Transit en su función de planificación y programación de fondos federales, puede presentar una queja por escrito al Coordinador del Programa del Título VI de Clemson Area Transit. Cualquier queja de este tipo debe ser por escrito y presentada ante el CAT dentro de los 180 días siguientes a la fecha del supuesto suceso discriminatorio. La queja debe cumplir con los siguientes criterios:

- Las quejas deben ser por escrito y firmadas por el/los demandante/s.
- Las quejas deben incluir la fecha del presunto acto o actos de discriminación (fecha en la que el denunciante o denunciantes tuvieron conocimiento de la presunta discriminación; o la fecha en la que se interrumpió la conducta o el último caso de la misma.
- La queja debe presentar una descripción detallada de los problemas, incluidos los nombres, los cargos y las direcciones de las personas percibidas como partes en la acción denunciada.

El formulario de denuncia de discriminación del Título VI de Clemson Area Transit está disponible llamando al (864) 654-2287. Véase el Anexo C.

Los formularios de quejas se pueden presentar por correo, fax o correo electrónico como se describe a continuación:

Clemson Area Transit dba City of Clemson  
200 West Lane  
Clemson, SC 29631

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Fax: (864) 653-2066

Correo electrónico: hlollis@cityofclemson.org

**c. Recepción y aceptación**

Al recibir la queja, el Coordinador del Programa del Título VI determinará su jurisdicción, y la necesidad de información adicional. La queja será remitida al Supervisor de Tránsito del Área de Clemson para que determine si es aceptable. El Supervisor de Tránsito notificará al denunciante, por escrito, dentro de los diez (10) días siguientes a la recepción de la denuncia. Para ser aceptada, una queja debe cumplir con los siguientes requisitos:

- La queja debe presentarse en un plazo de 180 días naturales a partir de la presunta ocurrencia o cuando el demandante tenga conocimiento de la presunta discriminación.
- La(s) alegación(es) debe(n) estar relacionada(s) con un motivo cubierto, como la raza, el color o el origen nacional.
- La(s) alegación(es) debe(n) estar relacionada(s) con un programa o actividad que haya recibido ayuda financiera federal.

Clemson Area Transit asumirá la responsabilidad de investigar las quejas contra cualquiera de sus subreceptores. Las quejas en las que Clemson Area Transit figure como demandado se remitirán al Departamento de Transporte de Carolina del Sur (SCDOT) o a la agencia federal correspondiente para su correcta resolución, de acuerdo con sus procedimientos.

**d. Desestimación**

Se puede recomendar la desestimación de una queja por las siguientes razones

- El denunciante solicita el retiro de la denuncia.
- El denunciante no responde a las reiteradas solicitudes de información adicional necesaria para tramitar la denuncia.
- El denunciante no puede ser localizado tras intentos razonables.

**e. Investigación de las quejas**

En los casos en que Clemson Area Transit asuma la responsabilidad de la investigación, el CAT proporcionará al denunciado la oportunidad de responder a las alegaciones por escrito. El Supervisor de Tránsito designará un equipo de investigación responsable de evaluar la queja, desarrollar un plan de investigación, realizar entrevistas, recopilar y analizar pruebas y preparar un informe de investigación.

El informe final de la investigación de Clemson Area Transit se presentará a SCDOT (o a la agencia federal correspondiente) dentro de los 60 días siguientes a la recepción de la queja. SCDOT emitirá una decisión final de la agencia y notificará por escrito la decisión al demandante y al demandado.

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**f. Apelaciones**

Si SCDOT concluye que el demandado cumple con las leyes/reglamentos y el demandante no está de acuerdo, el demandante puede, si no está satisfecho, presentar una acción ante el Tribunal de Distrito de los Estados Unidos correspondiente.

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**投诉程序**

**a. 简介**

这些程序适用于根据1964年《民权法案》第六章提出的投诉，这些投诉涉及克莱姆森地区公交公司或其次级接受者、顾问和/或承包商所管理的任何计划和/或活动。法律禁止任何形式的恐吓或报复行为。这些程序并不否认投诉人向其他州或联邦机构提出正式投诉的权利，或就指控歧视的投诉寻求私人律师。这些程序是行政程序的一部分，没有规定包括惩罚性赔偿或补偿性报酬给投诉人的补救措施。将尽一切努力在尽可能低的水平上获得投诉的早期解决。在程序的任何阶段，受影响的各方和调查员之间可以选择非正式调解会议来解决问题。克莱姆森地区公交公司将尽一切努力争取解决投诉问题。与投诉人和被投诉人的初步面谈将包括要求提供有关具体救济和解决方法的信息。

**b. 申诉**

任何人如果认为他或她或任何特定类别的人受到克莱姆森地区公交公司在规划和编制联邦资金时受到1964年《民权法案》第六章及其修正案和相关法规所禁止的歧视，可向克莱姆森地区公交公司第六章计划协调员提交书面投诉。任何此类投诉必须以书面形式提出，并在指控的歧视事件发生后180天内提交给CAT。该投诉必须符合以下标准。

- 投诉必须是书面的，并由投诉人签名。

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投诉必须包括被指控的歧视行为的日期（投诉人意识到被指控的歧视行为的日期；或该行为被停止的日期或该行为的最近一次事件。

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投诉必须对问题进行详细描述，包括被认为是被投诉行为中的当事人的姓名、职务和地址。

Clemson Area Transit Title VI Discrimination Complaint  
Form（第六章歧视投诉表），可致电（864）654-2287。见附件C。

投诉表可通过邮寄、传真或电子邮件提交，具体方法如下。

Clemson Area Transit dba City of Clemson

200 West Lane

Clemson, SC 29631

传真：(864) 653-2066

电子邮件：hlollis@cityofclemson.org

**c. 接收和接受**

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**收到投诉后， Title**

VI计划协调员将确定其管辖权，以及是否需要补充信息。该投诉将被转交给克莱姆森地区公交公司的公交主管，以确定是否接受。交通主管将在收到投诉后的十（10）天内以书面形式通知投诉人。投诉必须符合以下要求才能被接受。

- 投诉必须在指称的事件发生后180个日历日内提出，或在投诉人知道指称的歧视行为后提出。

- 指控必须涉及种族、肤色或民族血统等涵盖的基础。

- 指控必须涉及接受联邦财政援助的项目或活动。

克莱姆森地区交通局将负责调查针对其任何次级接受者的投诉。如果克莱姆森地区运输公司被列为被投诉者，则应根据其程序将投诉转交给南卡罗来纳州运输部（SCDOT）或适当的联邦机构进行适当处理。

**d. 驳回**

出于以下原因，可建议驳回投诉。

- 投诉人要求撤回投诉。

- 投诉人未能对处理投诉所需的额外信息的反复要求作出回应。

- 经过合理努力仍无法找到投诉人。

**e. 对投诉的调查**

在克莱姆森地区公交公司承担调查责任的情况下，CAT将为被投诉人提供机会，以书面形式对指控作出回应。公交主管将指定一个调查小组，负责评估投诉，制定调查计划，进行访谈，收集和分析证据，并编写调查报告。

克莱姆森地区公交公司的最终调查报告将在收到投诉的60天内提交给SCDOT（或适当的联邦机构）。SCDOT将发布机构最终决定，并向投诉人和被投诉人提供书面通知。

**f. 上诉**

如果SCDOT的结论是被投诉人遵守了法律/法规，而投诉人不同意，投诉人如果不满意，可以向适当的美国地区法院提起诉讼。

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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

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

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: [www.catbus.com](http://www.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* The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of Federal funding

There are a variety of sources for demographic information. The Census Bureau is source that Clemson Area Transit utilized. CAT used 2020 Census information from the U.S. Census Bureau to gather data information regarding diversity within CAT's ridership. The 2020 Factor 1 Analysis revealed that there are 2 specific languages with either more than 1,000 individuals or 5% who are limited English proficient. Those languages are Spanish and Chinese.

The following tables all the LEP language populations in Pickens County.

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Language Spoken at Home (Age 5 and older)	Pickens County, South Carolina			LEP=Less than well	
	Population	Number	PCT of POP	Number of Total POP	PCT of LEP Pop
Total:	114,045			5315	
Speak only English	108,730	108730	95%	0	
Spanish or Spanish Creole:	2,752	2752	2.41%	1042	19.60%
French (incl. Patois, Cajun):	159	159	0.14%	0	0
French Creole:	14	14	0.01%	0	0
Italian:	37	37	0.03%	0	0
Portuguese or Portuguese Creole:	63	63	0.06%	16	0.30%
German:	122	122	0.11%	54	1.02%
Scandinavian languages:	47	47	0.04%	0	0
Greek:	124	124	0.11%	24	0.45%
Russian:	37	37	0.03%	12	0.23%
Polish:	97	97	0.09%	12	0.23%
Serbo-Croatian:	58	58	0.05%	0	0.00%
Other Slavic languages:	150	150	0.13%	37	0.70%
Persian:	79	79	0.07%	42	0.79%
Gujarati:	54	54	0.05%	42	0.79%
Hindi:	174	174	0.15%	37	0.70%
Other Indic languages:	108	108	0.09%	51	0.96%
Other Indo-European languages:	14	14	0.01%	0	0.00%
Chinese:	470	470	0.41%	297	5.59%
Japanese:	42	42	0.04%	12	0.23%
Korean:	69	69	0.06%	17	0.32%
Mon-Khmer, Cambodian:	15	15	0.01%	15	0.28%
Hmong:	20	20	0.02%	0	0.00%
Thai:	80	80	0.07%	70	1.32%
Vietnamese:	75	75	0.07%	56	1.05%
Other Asian languages:	93	93	0.08%	0	0.00%
Tagalog:	83	83	0.07%	28	0.53%
Other Pacific Island languages:	11	11	0.01%	11	0.21%
Other Native North American languages:	11	11	0.01%	0	0.00%
Hungarian:	44	44	0.04%	0	0.00%
Arabic:	181	181	0.16%	105	1.98%
Hebrew:	14	14	0.01%	0	0.00%
African languages:	18	18	0.02%	0	0.00%

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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 gather information from the U.S. Census Bureau to gathered information concerning the demographic characteristics of the riders. Data revealed that CAT riders are relatively racially diverse, with a reported mix of 85.4% white; 4.3% Hispanic, 4.2% African American; and 1.9% Asian. English is the primary language in 95.6% of the households.

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.

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 has a GPS system for phones.

Obtaining data from U.S. Census Bureau 2020 Data, Clemson Area Transit's region has the following percentage of languages spoken at home by ability to speak English in area:

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Language	South Carolina	Pickens County
English Only	92.6%	95.6%
Spanish	4.6%	2%
<i>Speak English "very well"</i>	58.6%	70.2%
<i>Speak English less than "very well"</i>	41.4%	29.8%
Other Indo-European	1.4%	1.3%
<i>Speak English "very well"</i>	77.5%	80.5%
<i>Speak English less than "very well"</i>	22.5%	19.5%
Asian and Pacific Island	1.0%	.8%
<i>Speak English "very well"</i>	58.1%	44.9%
<i>Speak English less than "very well"</i>	41.9%	55.1%
Other Languages	0.3%	0.2%
<i>Speak English "very well"</i>	74.1%	78.4%
<i>Speak English less than "very well"</i>	25.9%	21.6%

Annual Estimates of the Resident Population for Incorporated Places in South Carolina: April 1, 2020 to July 1, 2021			
Geographic Area	April 1, 2020 Estimates Base	Population Estimate (as of July 1)	
		2020	2021
Anderson city, South Carolina	29,170	29,170	29,284
Central town, South Carolina	5,248	5,257	5,296
Clemson city, South Carolina	17,740	17,800	17,986
Pendleton town, South Carolina	3,494	3,499	3,553
Seneca city, South Carolina	8,843	8,836	8,900

Note: The estimates are based on the 2020 Census and reflect changes to the April 1, 2020 population due to geographic program revisions and the application of disclosure avoidance to protect confidentiality (DRB clearance number CBDRB-FY22-054). For population estimates methodology statements, see <http://www.census.gov/programs-surveys/popest/technical-documentation/methodology.html>. All geographic boundaries for the Vintage 2021 subcounty population estimates series are as of January 1, 2021. For updates on Legal Boundary Change/Annexation Data, see <https://www.census.gov/geographies/reference-files/time-series/geo/bas/annex.html>. Additional information on these localities can be found in the Geographic Boundary Change Notes (see <https://www.census.gov/programs-surveys/geography/technical-documentation/boundary-change-notes.html>).

**Suggested Citation:**  
**Annual Estimates of the Resident Population for Incorporated Places in South Carolina: April 1, 2020 to July 1, 2021 (SUB-IP-EST2021-POP-45)**  
**Source: U.S. Census Bureau, Population Division**  
**Release Date: May 2022**

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Pickens County, South Carolina												
Label	Total		Percent		Percent of specified language speakers				Speak English less than "very well"		Percent speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	119,120	±92	(X)	(X)	117,500	±362	98.6%	±0.3	1,620	±359	1.4%	±0.3
Speak only English	113,895	±613	95.6%	±0.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	5,225	±604	4.4%	±0.5	3,605	±552	69.0%	±6.2	1,620	±359	31.0%	±6.2
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>												
Spanish	2,413	±334	2.0%	±0.3	1,693	±294	70.2%	±7.6	720	±208	29.8%	±7.6
5 to 17 years old	284	±130	0.2%	±0.1	270	±127	95.1%	±8.5	14	±24	4.9%	±8.5
18 to 64 years old	1,996	±264	1.7%	±0.2	1,322	±206	66.2%	±8.2	674	±203	33.8%	±8.2
65 years old and over	133	±97	0.1%	±0.1	101	±80	75.9%	±21.5	32	±38	24.1%	±21.5
Other Indo-European languages	1,585	±393	1.3%	±0.3	1,276	±391	80.5%	±10.8	309	±170	19.5%	±10.8
5 to 17 years old	134	±77	0.1%	±0.1	111	±75	82.8%	±18.2	23	±23	17.2%	±18.2
18 to 64 years old	1,338	±387	1.1%	±0.3	1,086	±381	81.2%	±12.7	252	±170	18.8%	±12.7
65 years old and over	113	±71	0.1%	±0.1	79	±53	69.9%	±31.7	34	±46	30.1%	±31.7
Asian and Pacific Island languages	972	±242	0.8%	±0.2	436	±122	44.9%	±12.4	536	±214	55.1%	±12.4
5 to 17 years old	155	±77	0.1%	±0.1	123	±63	79.4%	±20.9	32	±39	20.6%	±20.9
18 to 64 years old	742	±192	0.6%	±0.2	267	±101	36.0%	±15.5	475	±201	64.0%	±15.5
65 years old and over	75	±63	0.1%	±0.1	46	±47	61.3%	±37.8	29	±38	38.7%	±37.8
Other languages	255	±227	0.2%	±0.2	200	±160	78.4%	±23.7	55	±88	21.6%	±23.7
5 to 17 years old	57	±80	0.0%	±0.1	57	±80	100.0%	±43.6	0	±31	0.0%	±43.6
18 to 64 years old	184	±154	0.2%	±0.1	129	±105	70.1%	±36.6	55	±88	29.9%	±36.6
65 years old and over	14	±26	0.0%	±0.1	14	±26	100.0%	±87.9	0	±31	0.0%	±87.9
<b>CITIZENS 18 YEARS AND OVER</b>												
All citizens 18 years old and over	99,211	±441	(X)	(X)	98,799	±468	99.6%	±0.1	412	±132	0.4%	±0.1
Speak only English	96,901	±518	97.7%	±0.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	2,310	±301	2.3%	±0.3	1,898	±303	82.2%	±5.6	412	±132	17.8%	±5.6
Spanish	1,473	±240	1.5%	±0.2	1,219	±218	82.8%	±7.0	254	±114	17.2%	±7.0
Other languages	837	±222	0.8%	±0.2	679	±221	81.1%	±8.9	158	±71	18.9%	±8.9

Pickens County, South Carolina									
Label	Total		Percent		Limited English-speaking households		Percent limited English-speaking households		Margin of Error
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	
All households	48,522	±755	(X)	(X)	524	±193	1.1%	±0.4	
Households speaking --									
Spanish	1,443	±190	3.0%	±0.4	320	±144	22.2%	±9.1	
Other Indo-European languages	874	±205	1.8%	±0.4	95	±74	10.9%	±8.2	
Asian and Pacific Island languages	446	±117	0.9%	±0.2	109	±76	24.4%	±14.7	
Other languages	128	±114	0.3%	±0.2	0	±31	0.0%	±26.3	

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South Carolina												
Label	Total		Percent		Percent of specified language speakers							
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	4,799,866	±614	(X)	(X)	4,668,769	±3,862	97.3%	±0.1	131,097	±3,778	2.7%	±0.1
Speak only English	4,446,830	±5,072	92.6%	±0.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	353,036	±5,119	7.4%	±0.1	221,939	±4,931	62.9%	±1.0	131,097	±3,778	37.1%	±1.0
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>												
Spanish	221,714	±4,004	4.6%	±0.1	129,921	±3,875	58.6%	±1.2	91,793	±2,693	41.4%	±1.2
5 to 17 years old	57,035	±980	1.2%	±0.1	45,171	±1,979	79.2%	±1.6	11,864	±925	20.8%	±1.6
18 to 64 years old	152,481	±2,622	3.2%	±0.1	77,353	±2,851	50.7%	±1.5	75,128	±2,296	49.3%	±1.5
65 years old and over	12,198	±796	0.3%	±0.1	7,397	±708	60.6%	±3.9	4,801	±553	39.4%	±3.9
Other Indo-European languages	69,588	±3,141	1.4%	±0.1	53,915	±2,683	77.5%	±1.5	15,673	±1,252	22.5%	±1.5
5 to 17 years old	11,080	±1,041	0.2%	±0.1	9,078	±977	81.9%	±3.8	2,002	±447	18.1%	±3.8
18 to 64 years old	46,440	±2,243	1.0%	±0.1	36,381	±1,886	78.3%	±1.7	10,059	±944	21.7%	±1.7
65 years old and over	12,068	±1,053	0.3%	±0.1	8,456	±995	70.1%	±4.1	3,612	±503	29.9%	±4.1
Asian and Pacific Island languages	47,722	±1,793	1.0%	±0.1	27,721	±1,569	58.1%	±2.4	20,001	±1,361	41.9%	±2.4
5 to 17 years old	7,208	±674	0.2%	±0.1	5,295	±637	73.5%	±4.7	1,913	±361	26.5%	±4.7
18 to 64 years old	33,714	±1,394	0.7%	±0.1	19,289	±1,136	57.2%	±2.6	14,425	±1,087	42.8%	±2.6
65 years old and over	6,800	±542	0.1%	±0.1	5,137	±509	46.1%	±6.1	3,663	±480	53.9%	±6.1
Other languages	14,012	±1,836	0.3%	±0.1	10,382	±1,644	74.1%	±4.6	3,630	±695	25.9%	±4.6
5 to 17 years old	2,276	±655	0.0%	±0.1	1,699	±591	74.6%	±13.0	577	±322	25.4%	±13.0
18 to 64 years old	9,966	±1,293	0.2%	±0.1	7,358	±1,226	75.8%	±5.0	2,408	±495	24.2%	±5.0
65 years old and over	1,770	±471	0.0%	±0.1	1,125	±357	63.6%	±14.5	645	±325	36.4%	±14.5
<b>CITIZENS 18 YEARS AND OVER</b>												
All citizens 18 years old and over	3,849,680	±3,485	(X)	(X)	3,806,096	±3,782	98.9%	±0.1	43,584	±1,939	1.1%	±0.1
Speak only English	3,685,578	±3,749	95.7%	±0.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	164,102	±3,595	4.3%	±0.1	120,518	±3,404	73.4%	±1.1	43,584	±1,939	26.6%	±1.1
Spanish	91,126	±2,945	2.4%	±0.1	65,712	±2,325	72.1%	±1.3	25,414	±1,492	27.9%	±1.3
Other languages	72,976	±2,487	1.9%	±0.1	54,806	±2,503	75.1%	±1.6	18,170	±1,163	24.9%	±1.6

South Carolina													ZCTAS 29631			
Label	Total		Percent		Limited English-speaking households		Percent limited English-speaking households		Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	1,961,481	±5,748	(X)	(X)	26,671	±1,453	1.4%	±0.1	6,261	±403	(X)	(X)	119	±81	1.9%	±1.3
Households speaking --																
Spanish	68,909	±2,055	4.5%	±0.1	18,784	±1,179	21.1%	±1.3	170	±101	2.7%	±1.6	28	±44	16.5%	±24.9
Other Indo-European languages	37,897	±1,535	1.9%	±0.1	2,936	±442	7.7%	±1.2	399	±160	6.4%	±2.5	39	±44	9.8%	±10.4
Asian and Pacific Island languages	22,327	±1,039	1.1%	±0.1	4,357	±518	19.5%	±2.2	213	±96	3.4%	±1.5	52	±56	24.4%	±23.2
Other languages	7,062	±880	0.4%	±0.1	594	±194	8.4%	±2.6	54	±67	0.9%	±1.1	0	±21	0.0%	±44.8

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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 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. CAT will utilize Google Translate for LEP assistance.

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 Tool (See Attachment E) so the customer can point to his/her language.
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 or use Google Translate.
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.

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

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.

CLEMSON AREA TRANSIT TITLE  
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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
Alesia Smith	Clemson City Council Member	Black
John Ducworth	Clemson City Council Member	White
Robert Halfacre	City of Clemson Mayor	White
Andy Blondeau	City of Clemson Administrator	White
Leslie Widler	City Director of Finance	White
Fran McQuire	Clemson City Council Member	White
Catherine Watt	Clemson City Council Member	White
Bob Brooker	Clemson City Council Member	White
John Fulmer	Clemson City Council Member	White

CLEMSON AREA TRANSIT TITLE  
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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.

CLEMSON AREA TRANSIT TITLE  
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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.

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.

CLEMSON AREA TRANSIT TITLE  
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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.

CLEMSON AREA TRANSIT TITLE  
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**XI. ENVIRONMENTAL JUSTICE**

Clemson Area Transit incorporates the principles of Environmental Justice (EJ), Executive Order 12898, into its programs, policies, and activities that there are no transportation system-related disproportionate, adverse impacts particularly in low-income and minority populations. Executive Order 13166 on Limited English Proficiency (LEP) is also included to ensure meaningful access is provided to persons who are limited in the English language.

Executive Order 12898 requires CAT to identify and address disproportionately high and adverse human health or environmental effects their projects may have on minority and/or low-income populations. Transportation projects affect a full range of environmental elements, such as aquatic resources, plant and animal habitats, land use, public parks, historic sites, and social communities.

NEPA requires agencies to consider environmental impacts for federal projects and to integrate the NEPA environmental review process with other environmental law compliance.

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**XII. 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, 64 passengers for 40’ low floor bus, 108 passengers for 62’ low floor bus, 64 passengers for 35’ Electric bus, and 69 passengers for 40’ Electric bus.

Vehicle Type	Seated	Standing	Total	Maximum Load Factor
40’ Low Floor Bus	30	34	64	2.1
62’ Low Floor Bus	52	56	108	2.2
35’ Electric	30	34	64	1.7
40’ Electric	40	29	69	2.1

**b. Vehicle Headway Standards**

Service operates nine (9) different routes. The Red, Seneca Business, Residential, Express, Connector, Nursing, Pier/View, Wal-Mart, and Pendleton Route(s) operate Monday through Friday throughout the year. The Red Route and Walmart/SWU operates on weekend during Fall and Spring semesters. The Red Route operates every fifteen (15) minutes, thirty (30) minutes and hourly. The Seneca Connector, Express, Pier/View, and Pendleton Routes operates once an hour. The Seneca Residential and Business Routes operates every thirty (30) minutes.

**CLEMSON AREA TRANSIT TITLE  
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<b>HEADWAY AND PERIODS OF OPERATION WEEKDAY</b>			
ROUTE	HEADWAY	FIRST BUS	LAST BUS
Red Route (School Session)	15/30 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.
Pier/View	60 mins/hourly	7:00 a.m.	10:15 p.m.
Walmart/SWU	30 mins	7:00 am	6:00 pm

<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.

CAT’s on-time performance statement is:  
“Never early, seldom late”

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

### **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.

Clemson Area Transit used the EPA environmental justice (EJ) mapping and screening tool. It is based on nationally consistent data and an approach that combines environmental and demographic indicators in maps and reports.

The following information was obtained:

People of Color: 70-80%

Low Income: 95-100%

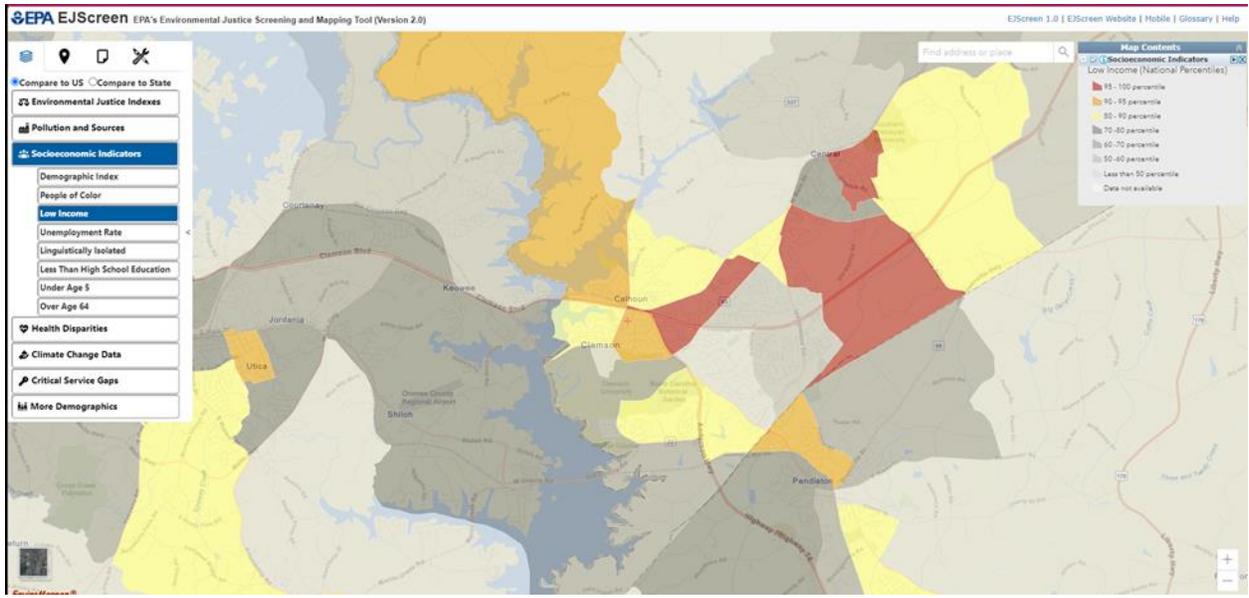
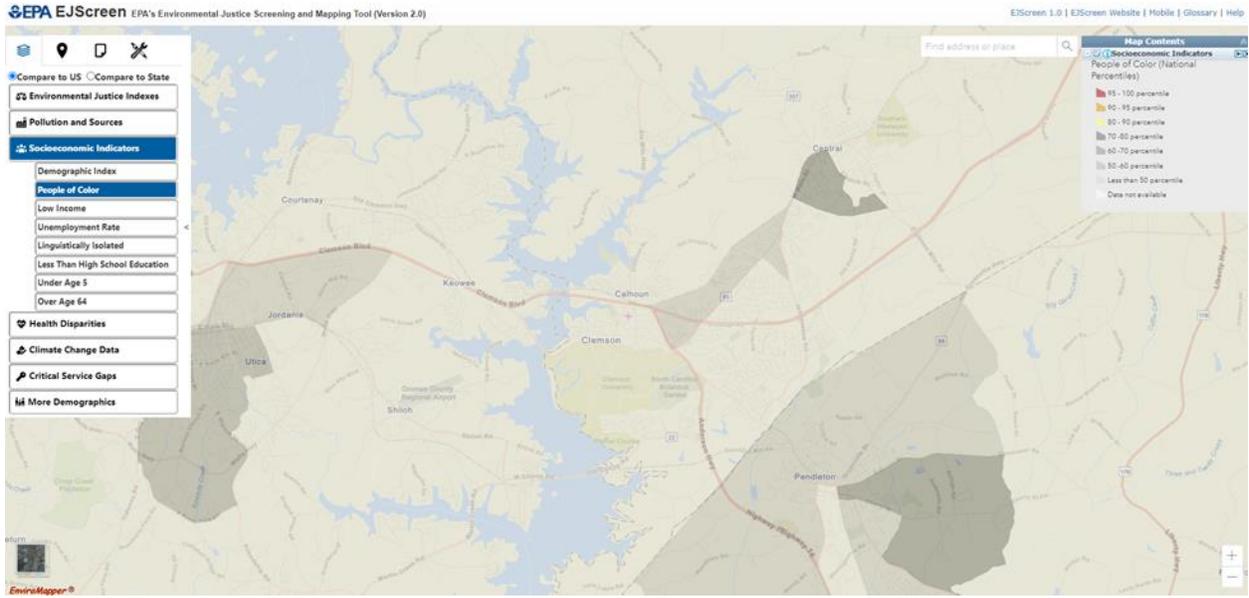
Unemployment: 95-100%

Less than High School Level: 90-95%

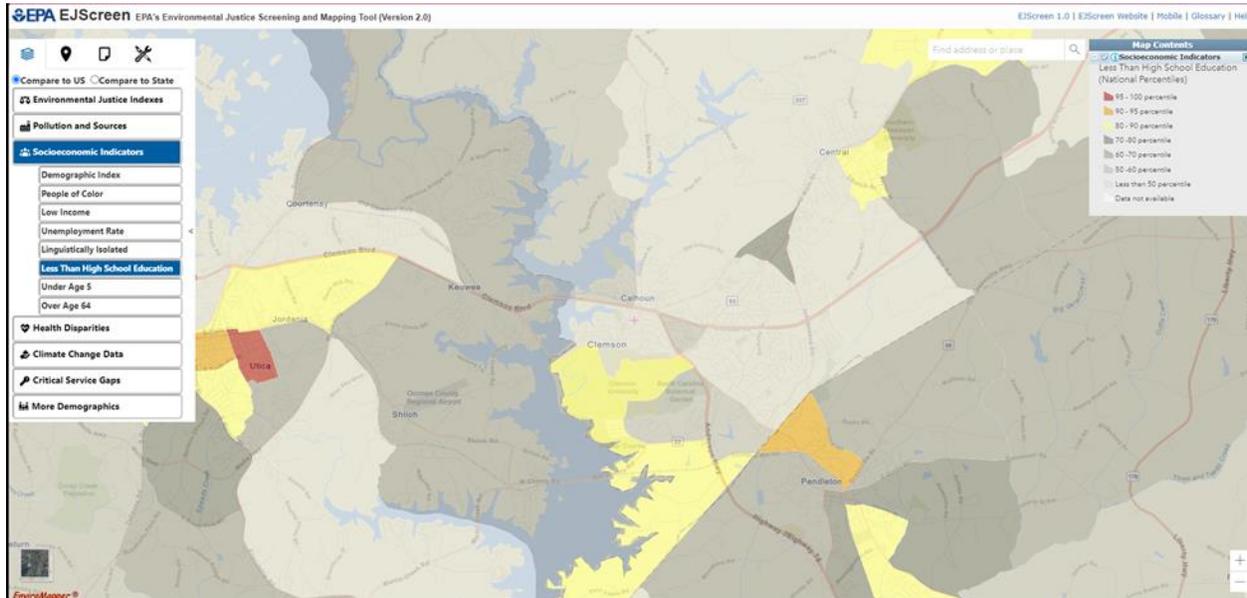
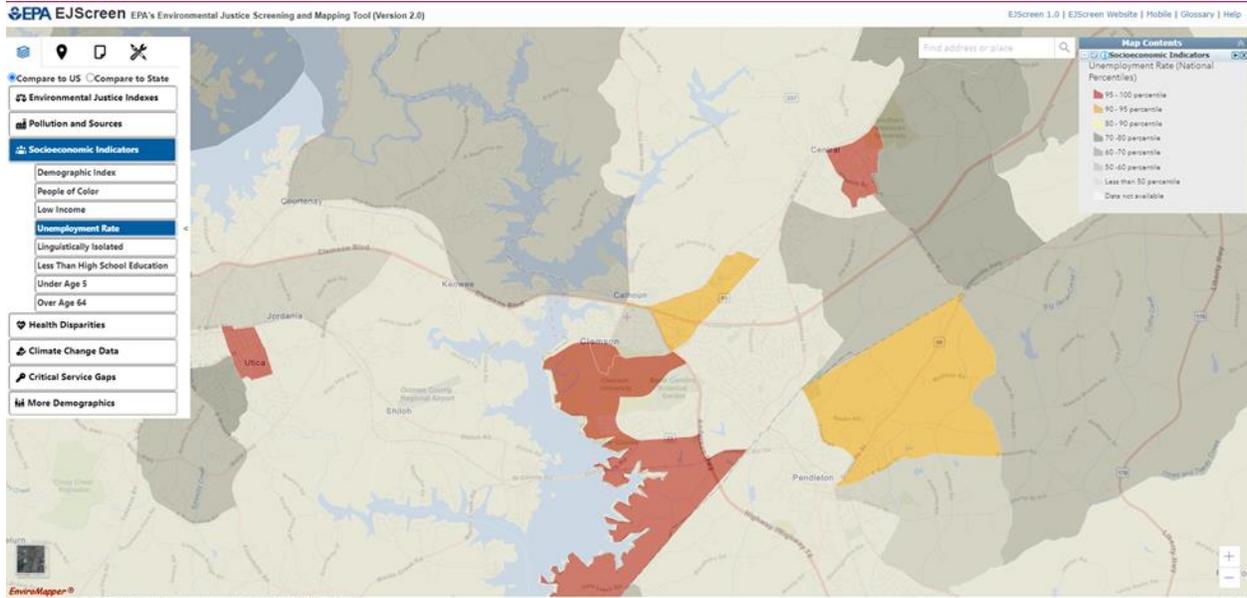
Pollution: 70-80%

Air Toxics: 80-90%

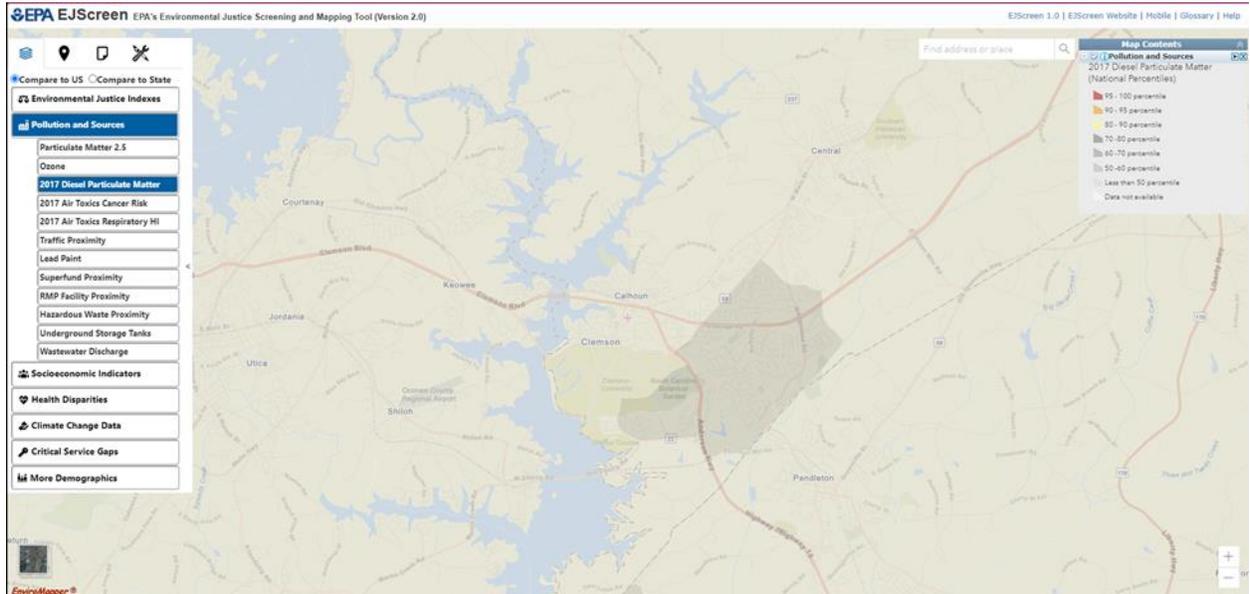
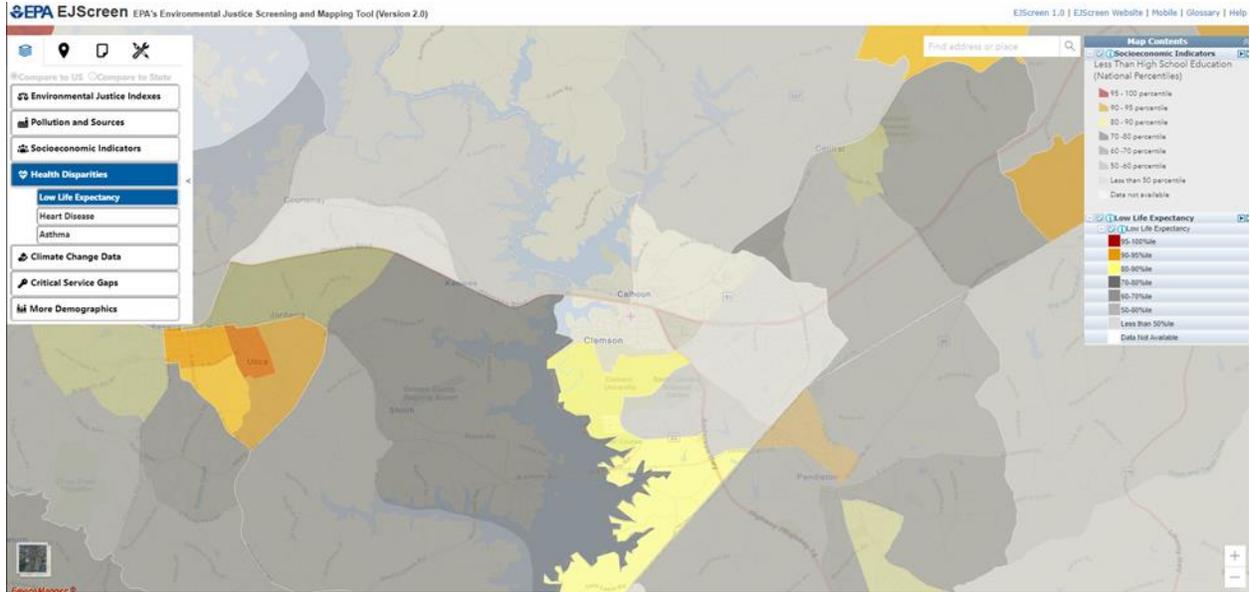
# CLEMSON AREA TRANSIT TITLE VI PROGRAM



# CLEMSON AREA TRANSIT TITLE VI PROGRAM



# CLEMSON AREA TRANSIT TITLE VI PROGRAM



CLEMSON AREA TRANSIT TITLE  
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**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, Automatic Voice Announcers, Signage inside the buses, and video surveillance.

CLEMSON AREA TRANSIT TITLE  
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**XIII. 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  
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**XIV. ATTACHMENTS**

Attachment A: CAT Website

Attachment B: Title VI Policy Statement

Attachment C: Service Maps and Brochures

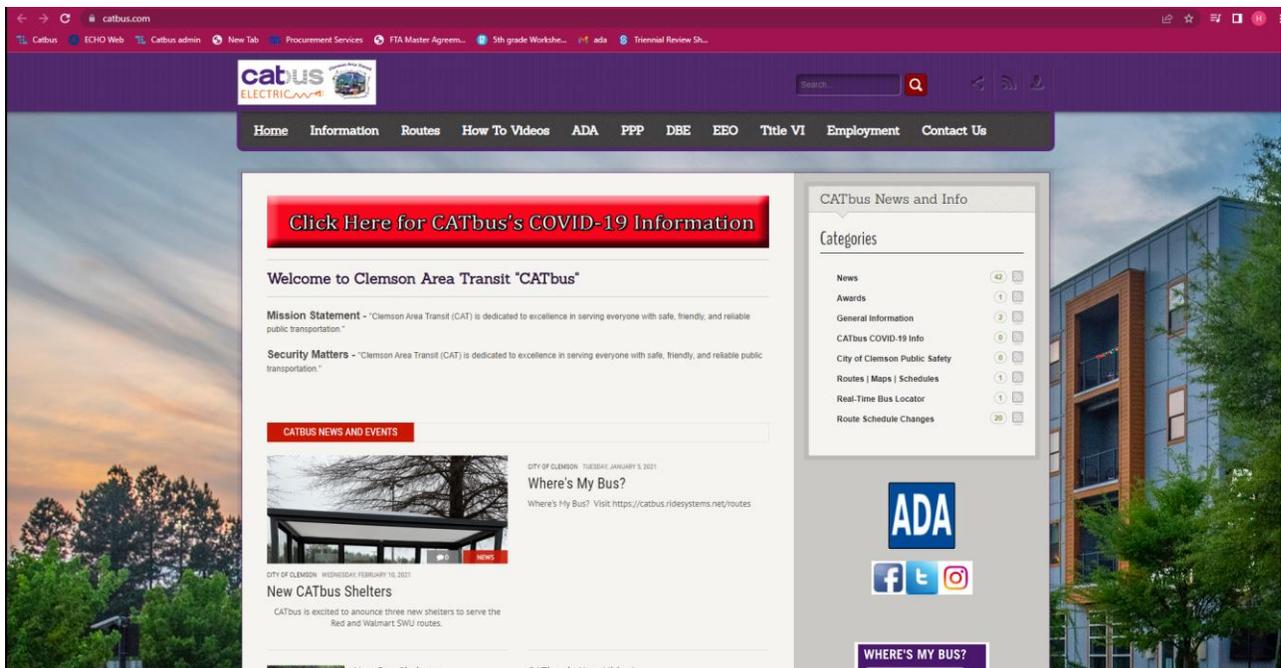
Attachment D: Discrimination Complaint Form

Attachment E: Language Identification Tool

CLEMSON AREA TRANSIT TITLE VI PROGRAM

Attachment A: CAT Website

http://www.catbus.com/



# CLEMSON AREA TRANSIT TITLE VI PROGRAM

The screenshot displays the CATbus website's Title VI program page. At the top, the CATbus logo is on the left, and a search bar with a magnifying glass icon is on the right. A navigation menu below the header includes links for Home, Information, Routes, How To Videos, ADA, PPP, DBE, EEO, Title VI, Employment, and Contact Us. The main content area is titled "Title VI" and features a "Mobile Users Click Here" link. A Microsoft Word document viewer is embedded, showing a document titled "2022-2025 CLEMSON AREA TRANSIT TITLE VI PROGRAM" with a cover image of a red and blue bus. To the right of the document viewer is a "Title VI Menu" with links to "CATbus Title VI Policy Statement", "CATbus PUBLIC PARTICIPATION PLAN", "Title VI Complaint Procedures", "Title VI Complaint Form", and "Complaint Contact Information". Below the menu are icons for ADA, Facebook, Twitter, and Instagram.

CLEMSON AREA TRANSIT TITLE  
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**Attachment B: Title VI Policy Statement**

**CATbus Title VI Policy Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C Section 200d).

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 they have 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.

All have the right to file a complaint with Federal Transit Administration (FTA) at the following address and phone number:

Federal Transit Administration

Office of Communications and Congressional Affairs

1200 New Jersey Avenue SE

East Building

Washington, DC 20590

Phone: 202-366-4043; Fax: 202-366-3472

CLEMSON AREA TRANSIT TITLE  
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## **Declaración de la política del Título VI de CATbus**

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades que reciben ayuda financiera federal. En concreto, el Título VI establece que "ninguna persona en los Estados Unidos podrá ser excluida de la participación, ni se le negarán los beneficios, ni será objeto de discriminación en ningún programa o actividad que reciba ayuda financiera federal, por motivos de raza, color u origen nacional" (42 U.S.C Sección 200d).

La ciudad de Clemson dba Clemson Area Transit (CATbus) opera sus programas y servicios sin tener en cuenta la raza, el color y el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con CATbus. Las quejas deben presentarse en un plazo de 180 días a partir del presunto acto discriminatorio.

Para más información sobre la política del Título VI de CATbus y los procedimientos para presentar una queja, póngase en contacto con el Coordinador del Programa del Título VI en el (864) 654-2287.

El Plan del Título VI de CATbus contiene toda la información necesaria sobre las políticas y los procedimientos de reclamación de CATbus. El Plan del Título VI se puede encontrar en la página web de CATbus en [www.catbus.com](http://www.catbus.com).

Si necesita información en otro idioma o formato, póngase en contacto con el (864) 654-2287 o envíe un correo electrónico [a.clemson.cat.gt@gmail.com](mailto:a.clemson.cat.gt@gmail.com).

Si se necesitan adaptaciones especiales para asistir a cualquier reunión pública, CATbus atenderá las solicitudes razonables.

Todos tienen derecho a presentar una queja ante la Administración Federal de Tránsito (FTA) en la siguiente dirección y número de teléfono:

Administración Federal de Tránsito  
Oficina de Comunicaciones y Asuntos del Congreso  
1200 New Jersey Avenue SE  
Edificio Este  
Washington, DC 20590  
Teléfono: 202-366-4043; Fax: 202-366-3472

CLEMSON AREA TRANSIT TITLE  
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## CATbus Title VI政策声明

1964年《民权法案》第六章禁止在接受联邦财政援助的计划和活动中基于种族、肤色或民族血统的歧视。具体而言，第六章规定，“在美国，任何人不得以种族、肤色或民族血统为由，被排除在接受联邦财政援助的任何计划或活动之外，或被剥夺利益，或受到歧视”（42 U.S.C Section 200d）。

克莱姆森市（City of Clemson）dba Clemson Area Transit (CATbus)根据民权法案第六章的规定，在运营其项目和服务时不考虑种族、肤色和民族出身。任何认为自己受到第六章规定的任何非法歧视行为侵害的人都可以向CATbus提出投诉。投诉必须在被指控的歧视行为发生后180天内提出。

关于CATbus第六条政策和投诉程序的更多信息，请联系第六条计划协调员，电话：（864）654-2287。

CATbus第六章计划包含所有关于CATbus政策和投诉程序的必要信息。Title VI计划可以在CATbus的网站上找到：[www.catbus.com](http://www.catbus.com)。

如果需要其他语言或格式的信息，请联系（864）654-2287或发送电子邮件至[clemson.cat.gt@gmail.com](mailto:clemson.cat.gt@gmail.com)。

如果参加任何公开会议需要特殊便利，CATbus将满足合理的要求。

所有人都有权通过以下地址和电话向联邦交通管理局（FTA）提出投诉。|

联邦交通管理局

通信和国会事务办公室

1200 New Jersey Avenue SE

东楼

华盛顿特区，20590

电话：202-366-4043；传真：202-366-3472



# CLEMSON AREA TRANSIT TITLE VI PROGRAM

**catbus**  
IS A FARE-FREE  
TRANSPORTATION  
SERVICE

**Lost Items**

CATbus is not responsible for items left on a bus. If you lose an item, you may call (864)654-2287. Items are kept in Lost and Found for 30 days after which the items are given to a local charity. Lost items can be picked up at 200 West Lane, Clemson between the hours of 8:00am and 5:00pm Monday through Friday.

There is NO bus service on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day

**CATbus Headquarters**  
200 West Lane  
Clemson, SC 29631

**Office Hours:**  
Monday-Friday 8:00am-5:00pm  
Email: [clemson.cat.gt@gmail.com](mailto:clemson.cat.gt@gmail.com)

DOWNLOAD OUR FREE GPS

PASSIO GO APP



VISIT US ONLINE AT [CATBUS.COM](http://CATBUS.COM)  
OR SCAN THE QR CODE BELOW FOR MORE INFORMATION



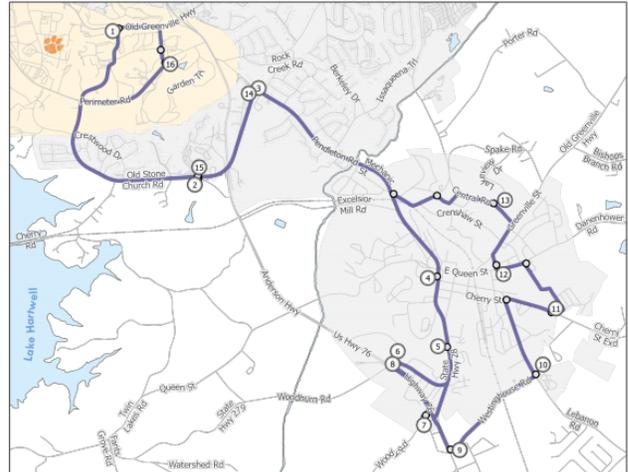
Follow us on:  
[Facebook](https://www.facebook.com/clemsoncatbus)  
[Instagram](https://www.instagram.com/clemsoncatbus)

## PENDLETON (MONDAY-FRIDAY) 6:45AM-6:45PM

**SERVICE TO:**  
Clemson University  
Downtown Pendleton  
Pendleton Library  
Tri-County Tech Pendleton Campus  
Tiger Towne Village Apts  
Bi-Lo



**catbus**  
CLEMSON AREA TRANSIT  
[CATBUS.COM](http://CATBUS.COM)  
864-654-2287



**DO NOT**  
chase a CAT bus!  
**THINK SAFETY**

**Accessible Transportation:**  
All CAT buses are equipped to accommodate individuals with disabilities and the general public. Individuals with disabilities needing other than regular route service must be certified with proper transportation information call CATbus at (864)654-2287.  
For disability certification information call (864)654-2287.  
All buses are equipped with wheelchair ramps and 2 securement locations.

**WARNING**  
No smoking  
No eating  
No drinking

**Rules to ensure safety and comfort for all passengers and the bus operator**

- Buses will not stop to pick up or drop off passengers at locations deemed unsafe by the driver. Once the driver has closed the doors and the bus has started into motion it will not stop again until it reaches the next safe stop.
- CATbus can suspend services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal.
- CATbus can suspend services to passengers 1964, as amended.
- Individuals with disabilities and the general public are denied the benefits of 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 is committed to ensuring that no person is excluded from participation in the services provided by CATbus.

- No weapons, concealable weapons, explosives, acids, or other dangerous articles are allowed on buses.  
- Lawful, properly contained service animals and safely secured small animals in carriers are allowed, as are law enforcement animals, years or older.  
- Passengers should remain seated or hold on to straps.  
- All strollers, scooters and folding carts must be stored away under the seat.  
- Shoes and skirts are required to ride buses.  
- Children under the age of 10 may not ride buses unless accompanied by a passenger 18 years or older.  
- Passengers should remain seated or hold on to straps.

**Rules to ensure safety and comfort for all passengers and the bus operator**

- No smoking, vaping or use of chewing tobacco is allowed on buses.
- No eating or drinking on buses.
- Consumption or possession of alcoholic beverages is not permitted on public transit vehicles under federal law.
- No standing in front of the yellow line, in doorways, or in steps while the bus is in motion.
- No unnecessary conversation or interference with the Operator.
- No large objects that cannot be held by the passengers, placed under seats or kept out of the aisle are allowed on board the bus.
- No vandalism, defacing, destroying, damaging, or placing graffiti on buses.
- No illegal activity of any kind, shall be tolerated on board buses.
- All strollers, scooters and folding carts must be stored away under the seat.
- Shoes and skirts are required to ride buses.
- Children under the age of 10 may not ride buses unless accompanied by a passenger 18 years or older.
- Passengers should remain seated or hold on to straps.

**CONNECTS WITH:**

Seneca Express & Red Route at Bryan Circle  
View/Pier-TCTC at Tri-County Tech Anderson Electric City Transit at TCTC Campus

**BIKE & RIDE**  
Loading your bike is as easy as 1,2,3.

**PENDLETON**

Stop #	Stop Name	Time
1	Cherry Rd. @ Bryan Circle NE	-45
2	Tiger Towne Village East	-52
3	Old Stone Church Rd. @ Pendleton Rd.	-55
4	Downtown Pendleton	-01
5	Pendleton Library	-03
6	TCTC-Pendleton Campus	-05
7	Pendleton Bi-Lo	-18
8	TCTC-Pendleton Campus	-20
9	Westinghouse @ Hwy 76	-23
10	Villages @ Towne Creek	-25
11	Cherry St. @ Palmetto Village Apartments	-28
12	Pendleton Town Hall	-31
13	Central Rd. Apartments	-33
14	Pendleton Rd. @ Old Stone Church Rd.	-37
15	Tiger Towne Village West	-40
16	Newman Rd. @ McMillan Rd.	-48

(MONDAY-FRIDAY)  
6:45AM-6:45PM

Save Money.  
Save Energy.  
Save the Planet.  
**DID YOU KNOW?**

**CLEMSON AREA TRANSIT...**  
• **INCREASES QUALITY OF LIFE** for all and provides access to job opportunities for thousands as well as a transportation option to get to work, go to school, visit friends or keep an appointment.

**PUBLIC TRANSPORTATION...**  
• **IMPROVES ENERGY** by saving 900,000 automobile fill-ups each day. The leverage effect of public transportation saves 4.2 billion gallons of gasoline annually.

• **IMPROVES THE ENVIRONMENT** by saving 37 million metric tons of CO2 annually. Switching to public transportation reduces individual CO2 emissions by 20 lbs. per day or 4,800 lbs. annually.

• **BENEFITS THE ECONOMY.** Each dollar invested in public transportation projects generates \$4 to \$9 in local economic activity.

# CLEMSON AREA TRANSIT TITLE VI PROGRAM

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SERVICE

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Memorial Day  
Independence Day  
Thanksgiving Day and the day after  
Christmas Eve and Christmas Day

CATbus Headquarters  
200 West Lane  
Clemson, SC 29631

Office Hours:  
Monday-Friday 8:00am-5:00pm  
Email: clemson.cat.gt@gmail.com

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PASSIO GO APP



VISIT US ONLINE AT CATBUS.COM

OR SCAN THE QR CODE BELOW FOR MORE INFORMATION



## RED ROUTE (MON-THURS)

7:00AM-11:00AM AND 2:00PM-6:00PM every 15 minutes  
11:00AM-2:00PM and 6:00PM-8:00PM every 30 minutes  
8:00PM-3:00AM Hourly

**SERVICE TO:**  
Southern Wesleyan University  
Downtown Central  
Dollar General  
11AM-2PM/6-8PM/8PM-3AM  
Library/Rec Center  
Ingles  
Bojangles  
Clemson University  
Downtown Clemson  
Central/Clemson Post Offices  
CATbus Headquarters



**catbus**  
CLEMSON AREA TRANSIT  
CATBUS.COM  
864-654-2287



ALL BUSES ARE EQUIPPED WITH WHEELCHAIR RAMPS AND 2 SEPARATE LOCATIONS

For disability certification information call (864)654-2287. Individuals with disabilities and the general public with disabilities must be certified with present verifiable proof of disability.

All CAT buses are equipped to accommodate individuals with disabilities and the general public with disabilities and the general public with disabilities must be certified with present verifiable proof of disability.

Accessible transportation: CATbus can suspend services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal. CATbus can suspend services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal.

- No weapons, concealable weapons, explosives, acids, or other dangerous articles are allowed on buses.  
- Lawful, property controlled service animals and safety secured small animals in carriers are allowed, as are law enforcement animals.

- All students, scooters and folding carts must be towed away under the seat.

- Shoes and shirts are required to ride buses.

- Children under the age of 10 may not ride buses unless accompanied by a passenger 18 years or older.

- Fares/passes should remain seated or held on laps.

- No illegal activity of any kind, shall be tolerated on board buses.

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## RED ROUTE MONDAY-THURSDAY

Stop #	Stop Name	HW	12	15	MIN
1	REC CTR/LIBRARY	53	23	08	38
2	UNIVERSITY VILLAGE APTS	56	26	11	41
3	THE RESERVE APTS	58	28	13	43
4	HERITAGE POINTS APTS	00	30	15	45
5	ISAZUENA TRAIL @ CAMBROE DR	01	31	16	46
6	INGLES - HWY 93	04	34	19	49
7	CLEMSON EDGE APTS	10	40	25	55
8	BOJANGLES - HWY 93	13	43	28	58
9	KELLY RD @ HWY 93	15	45	30	00
10	CRAWFORD FALLS APTS	16	46	31	01
11	THORNHILL VILLAGE	18	48	33	03
12	CHERRY RD @ BRYAN CIRCLE	20	50	35	05
13	SIKES HALL WEST	22	52	37	07
14	DOWNTOWN CLEMSON/TITTY	23	53	38	08
15	VICTORIA SQUARE	25	55	40	10
16	CLEMSON VILLAGE	29	59	44	14
17	COCHRAN RD @ THE LOFTS	36	06	51	21
18	THE ENCLAVE IN TOWN	38	08	53	23
19	DOD CENTRAL RD @ THE LOFTS	39	09	54	24
20	DOD CENTRAL RD @ CHEEKSDR	43	13	58	28
21	THE ENCLAVE APTS	45	15	00	30
22	CATBUS HEADQUARTERS	55	25	10	40
23	THE ENCLAVE APTS	56	26	11	41
24	DOD CENTRAL RD @ CHEEKSDR	58	28	13	43
25	LINDSAY RD @ THE LOFTS	00	30	15	45
26	THE ENCLAVE IN TOWN	01	31	16	46
27	COCHRAN RD @ THE LOFTS	04	34	19	49
28	COCHRAN RD @ CALHOUN ST	05	35	20	50
29	CLEMSON VILLAGE	09	39	24	54
30	COLLEGE AVE @ HWY 123 (VERSION)	12	42	27	57
31	CLEMSON POST OFFICE	13	43	28	58
32	DOWNTOWN/STUDY HALL	15	45	30	00
33	SIKES HALL EAST	18	48	33	03
34	CHERRY RD @ BRYAN CIRCLE	20	50	35	05
35	THORNHILL VILLAGE	22	52	37	07
36	CRAWFORD FALLS APTS	26	56	41	11
37	SANDY'S DEN/SUNVIEW DR	28	58	43	13
38	HWY 93 @ WASHBURN/HITCHCOCK RD	30	60	45	15
39	INGLES	32	62	47	17
40	CAMBROE DR @ ISAZUENA TRAIL	33	63	48	18
41	HUNTER'S ISAZUENA TRAIL	34	64	49	19
42	HWY 93 @ THE RESERVE APTS	36	66	51	21
43	UNIVERSITY POST OFFICE	37	67	52	22
44	REC CTR/LIBRARY	38	68	53	23
45	DOLLAR GENERAL	39	69	54	24
46	DOWNTOWN CENTRAL/BANKS ST	40	70	55	25
47	TIMBERLAND CROSSING	41	71	56	26
48	SOUTHERN WESLEYAN UNIVERSITY	48	78	63	33
49	TRANSPLAINS CROSSING	50	80	65	35
50	DOWNTOWN CENTRAL/POST OFFICE	50	80	65	35
51	DOLLAR GENERAL	52	82	67	37

CONNECTS WITH: WALDMART/SWU @ INGLES & CATBUS HQ  
PENDLETON, SENECA EXPRESS, VIEW/PIER PK @ BRYAN CIRCLE

## BIKE & RIDE Loading your bike is as easy as 1, 2, 3.



During the fall and spring semesters CATbus offers a LATE NIGHT EXPRESS  
Thursday 12:00am-3:00am  
Friday 12:00am-3:00am  
Saturday 12:00am-3:00am

The Late Night Express buses will follow the RED Routes to get you home safely.

**HOLIDAY RED**  
MONDAY - THURSDAY  
7:00am - 8:30pm  
FRIDAY  
7:00am - 10:30pm  
HOURLY SERVICE



# CLEMSON AREA TRANSIT TITLE VI PROGRAM

**catbus**  
IS A FARE-FREE  
TRANSPORTATION  
SERVICE

**Lost Items**

CATbus is not responsible for items left on a bus. If you lose an item, you may call (864)654-2287. Items are kept in Lost and Found for 30 days after which the items are given to a local charity. Lost items can be picked up at 200 West Lane, Clemson between the hours of 8:00am and 5:00pm Monday through Friday.

There is NO bus service on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day

CATbus Headquarters  
200 West Lane  
Clemson, SC 29631

Office Hours:  
Monday-Friday 8:00am-5:00pm  
Email: clemson.cat.gt@gmail.com

DOWNLOAD OUR FREE GPS

PASSIO GO APP



VISIT US ONLINE AT CATBUS.COM

OR SCAN THE QR CODE BELOW FOR MORE INFORMATION



Follow us on:  
f t

## SENECA/CLEMSON EXPRESS

(MONDAY-FRIDAY)

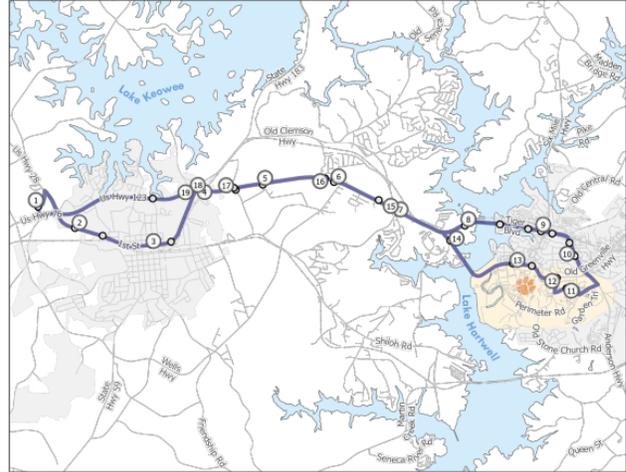
5:45AM-6:25PM

**SERVICE TO:**  
Oconee Memorial Hospital  
Blue Ridge Orthopedics  
Hartwell Village  
Grand Marc Apts.  
Thornhill Village  
Clemson University  
Downtown Seneca  
Ingles-Seneca



**catbus**

CLEMSON AREA TRANSIT  
CATBUS.COM  
864-654-2287



**DO NOT**  
cross in front of or  
chase a CAT bus!

**THINK SAFETY**

**Accessible Transportation:**  
All CAT buses are equipped to accommodate individuals with disabilities and the general public. Individuals with disabilities and the general public are invited to use the service. A person who is certified with a valid certification for disability, other than regular route service must be provided by Title VI of the Civil Rights Act of 1964, as amended.

**Warning:**  
No drinking  
No eating  
No smoking

- No weapons, concealable weapons, explosives, acids, or other dangerous articles are allowed on buses.
- Legally, property controlled service animals and safety secured small animals in carriers are allowed, as are law enforcement animals.
- Children under the age of 10 may not ride buses unless accompanied by a passenger 18 years of older.
- Passengers should remain seated or hold on to straps.
- Stools and chairs are required to ride buses and be stored away under the seat.
- All strollers, scooters and folding carts must be folded on board buses.
- No illegal activity of any kind, shall be tolerated on board buses.
- No weapons, knives, or pointed objects, destroying, damaging, or placing graffiti on buses.
- No large objects that cannot be held by the passenger, placed near or kept out of the aisle are allowed on board the bus.
- No unnecessary conversation or interference with the Operator.
- No standing in front of the yellow line, in downways, or in stairwells while the bus is in motion.
- Consuming or possessing any alcoholic beverages is not permitted on public transit vehicles under Federal law.
- No eating or drinking on buses.
- Smoking, vaping or use of chewing tobacco is allowed on buses.
- For all passengers and the bus operator
- Rules to ensure safety and comfort
- Buses will not stop to pick up or drop off passengers at locations deemed unsafe by the driver. Once the driver has closed the doors and the bus has started in motion it will not stop again until it reaches the next safe stop.
- CATbus can suspend services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal.

**CONNECTS WITH:**  
Red-Route, View/Pier-CU PM & Pendleton Route at Bryan Circle  
Seneca Business & Oconee Connector at the Hospital  
Seneca Residential at Seneca City Hall

**BIKE & RIDE**  
Loading your bike is as easy as 1,2,3.

**SENECA/CLEMSON EXPRESS**

Stop #:	Stop Name:	Time:
1	Oconee Memorial Hospital	:21
2	Dollar General	:23
3	Seneca City Hall	:28
4	Ingles @ Hwy 123 East	:30
5	Brookwood Dr.	:32
6	Blue Ridge Orthopedics	:33
7	Hwy 123 @ Bojangles	:36
8	Hartwell Village	:38
9	Dunkin Donuts	:41
10	GrandMarc SB	:43
11	Thornhill Village	:46
12	Cherry Rd. @ Bryan Circle	:47
13	Albemurthy Hotel	:51
14	Hartwell Village	:53
15	Hwy 123 @ 7-Eleven	:55
16	Garden Circle	:00
17	Knocwee Trail Apartments	:03
18	Hwy 123 @ Ingles West	:04
19	Hwy 123 @ Hasty Mark	:05

**Save Money.  
Save Energy.  
Save the Planet.**



**DID YOU KNOW?**

- CLEMSON AREA TRANSIT...**
  - **INCREASES QUALITY OF LIFE** for all and provides access to job opportunities for thousands as well as a transportation option to get to work, go to school, visit friends or keep an appointment.
- PUBLIC TRANSPORTATION...**
  - **IMPROVES ENERGY** by saving 37 million metric tons of CO2 annually. Switching to public transportation reduces individual CO2 emissions by 20 lbs. per day or 4,800 lbs. annually.
  - **BENEFITS THE ECONOMY.** Each dollar invested in public transportation projects generates \$4 to \$9 in local economic activity.

# CLEMSON AREA TRANSIT TITLE VI PROGRAM

**catbus**  
IS A FARE-FREE  
TRANSPORTATION  
SERVICE

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Memorial Day  
Independence Day  
Thanksgiving Day and the day after  
Christmas Eve and Christmas Day

**CATbus Headquarters**  
200 West Lane  
Clemson, SC 29631  
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Email: clemson.cat.gt@gmail.com

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PASSIO GO APP



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OR SCAN THE QR CODE BELOW FOR MORE INFORMATION



Follow us on:



## SENECA RESIDENTIAL (MONDAY-FRIDAY) 6:20AM-6:20PM

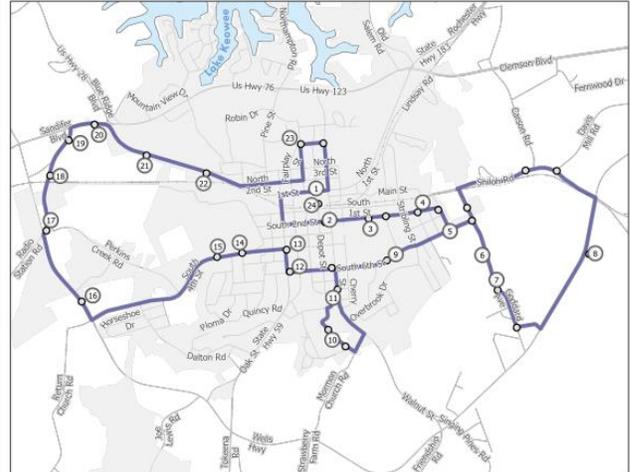
**SERVICE TO:**  
Seneca City Hall  
Seneca Library  
Senior Solutions  
Ann Hope UMC  
Oconee Community Theatre  
Shaver Complex  
Oconee Business Park  
Bilo-Seneca  
Applewood Plaza  
Vocational Rehab



WELCOME ABOARD

**catbus**

CLEMSON AREA TRANSIT  
CATBUS.COM  
864-654-2287



**Accessible Transportation:**  
All CAT buses are equipped to accommodate individuals with disabilities and the general public. Individuals with disabilities needing public transit request route service must be certified with present verification for disability. For disability verification information call CATbus at (864)654-2287.  
All buses are equipped with wheelchair ramps and seating locations.  
1994, as amended.

- No weapons, concealable weapons, explosives, acts, or other dangerous articles are allowed on buses.  
- Lawful, properly controlled service animals and safely secured small animals in carriers are allowed, as are law enforcement animals.



- CATbus can suspend services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal.  
- CATbus can suspend services to passengers again until it reaches the next safe stop.  
- The bus has started to move it will not stop and that no person is excluded from participation that no person is excluded from participation.  
- CATbus is committed to ensuring passengers at locations deemed unsafe by the driver. Once the driver has closed the doors and the bus has started to move it will not stop again until it reaches the next safe stop.

**Rules to ensure safety and comfort for all passengers and the bus operator**  
- No smoking, vaping or use of chewing tobacco is allowed on buses.  
- No eating or drinking on buses.  
- Consuming or possessing any alcoholic beverages is not permitted on public transit vehicles under federal law.  
- No standing in front of the yellow line, in dropways, or in stopwells while the bus is in motion.  
- No unnecessary conversation or interference with bus operation.  
- No large objects that cannot be held by the passenger, placed under seat or kept out of the aisle are allowed on board the bus.  
- No vandalism, defacing, graffiti on buses, damaging, or placing items on buses.  
- No illegal activity of any kind, shall be tolerated on board buses.  
- All strollers, scooters and staking carts must be stowed away under the seat.  
- Shoes and skirts are required to ride buses.  
- Children under the age of 10 may not ride buses unless accompanied by a passenger 18 years or older.  
- Passengers should remain seated or hold on to straps.



### BIKE & RIDE Loading your bike is as easy as 1,2,3.



### SENECA RESIDENTIAL

Stop #:	Stop Name:	Time:
1	Seneca City Hall	-20
2	Seneca Library	-23
3	Senior Solutions	-24
4	Hunter St. Apartments	-25
5	Main @ 6th St.	-27
6	Ann Hope UMC	-28
7	Oconee Community Theatre	-29
8	Oconee Vocational Rehab	-32
9	E. S. 6th St. @ 7-11 Apartments	-41
10	S. Dept St. @ Seneca Gardens Apartments	-41
11	E. S. 8th St. @ Walnut St.	-43
12	6th St. @ Oak St.	-45
13	Oak St. @ 4th St.	-45
14	Applewood Villas	-48
15	Shaver Complex	-49
16	Oconee Business Park	-51
17	Radio Station Rd. @ DNV	-52
18	Radio Station Rd. @ Kewee Village	-55
19	Hwy 123 @ Kewee Village	-59
20	W.N. 1st St. across from Dollar General	-00
21	W.N. 1st St. across from Pawn Shop	-01
22	Oconee Health Department	-03
23	Railroad Park Charger	-18

**CONNECTS WITH:**  
Seneca Business & Seneca Express  
at Seneca City Hall

Save Money.  
Save Energy.  
Save the Planet.



**CLEMSON AREA TRANSIT...**  
• **INCREASES QUALITY OF LIFE** for all and provides access to job opportunities for thousands as well as a transportation option to get to work, go to school, visit friends or keep an appointment.  
**PUBLIC TRANSPORTATION...**  
• **IMPACTS ENERGY** by saving 900,000 automobile fill-ups each day. The leverage effect of public transportation saves 4.2 billion gallons of gasoline annually.  
• **IMPROVES THE ENVIRONMENT** by saving 37 million metric tons of CO2 annually. Switching to public transportation reduces individual CO2 emissions by 20 lbs. per day or 4,800 lbs. annually.  
• **BENEFITS THE ECONOMY.** Each dollar invested in public transportation projects generates \$4 to \$9 in local economic activity.



CLEMSON AREA TRANSIT TITLE  
VI PROGRAM

**Attachment D: 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> <hr/> <hr/> <hr/>

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 TITLE  
VI PROGRAM

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

**FORMULARIO DE RECLAMACIÓN DEL TÍTULO VI**

Información general				
Nombre:				
Dirección:				
Teléfono (casa)		Teléfono (Trabajo)		
Correo electrónico				
¿Requerimientos de formato accesibles?	Impresión de gran tamaño		Cinta de audio	
	TDD		Otros	

Información sobre los informes		
¿Está presentando esta queja en su propio nombre?	Sí *	No
*Si ha respondido "sí" a esta pregunta, pase a la sección "Información sobre la reclamación".		
Si no es así, facilite el nombre y la relación de la persona por la que reclama:		
Por favor, explique el motivo por el que ha solicitado una tercera persona:		
Confirme que ha obtenido la autorización de la parte agraviada si presenta la solicitud en nombre de un tercero.	Sí	No

Reclamación
<p>Creo que la discriminación que sufrí se basó en (marque todo lo que corresponda):</p> <p style="text-align: center;"><input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional</p> <p>Fecha de la presunta discriminación (mes, día, año): _____</p> <p>Explique con la mayor claridad posible lo sucedido y por qué cree que ha sido discriminado. Describa a todas las personas implicadas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminó (si la</p>

CLEMSON AREA TRANSIT TITLE  
VI PROGRAM

conoce), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso de este formulario.

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Historia		
¿Ha presentado anteriormente una queja en virtud del Título VI ante esta agencia?	Sí	No
¿Ha presentado esta solicitud ante algún otro organismo federal, estatal o local, o ante algún tribunal federal o estatal?	Sí	No
En caso afirmativo, marque todo lo que corresponda:	<input type="checkbox"/> Agencia federal <input type="checkbox"/> Agencia estatal <input type="checkbox"/> Agencia local	<input type="checkbox"/> Tribunal Federal <input type="checkbox"/> Tribunal del Estado
Por favor, facilite información sobre una persona de contacto en el organismo/tribunal donde se presentó la denuncia.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		

Reclamación de la Agencia contra
Nombre de la agencia contra la que se presenta la queja:
Persona de contacto:
Título:
Número de teléfono:

Puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su demandante.

Firma y fecha requeridas a continuación

\_\_\_\_\_

Firma Fecha

Presente este formulario en persona en la dirección indicada a continuación, o envíelo por correo a

Tránsito del área de Clemson  
 Coordinador del Título VI  
 200 West Lane  
 Clemson, SC 29631

CLEMSON AREA TRANSIT TITLE  
VI PROGRAM

标题六投诉表

一般信息				
名称。				
地址。				
电话（家庭）		电话（工作）		

CLEMSON AREA TRANSIT TITLE  
VI PROGRAM

电子邮件			
无障碍格式要求？	大字报		录音带
	TDD		其他

报告信息		
你是以自己的名义提出这一投诉吗？	是*	没有
*如果你对这个问题回答 "是", 请进入 "投诉信息" 部分。		
如果没有, 请提供你要投诉的人的姓名和关系。		
请解释你为什么要为第三方提出申请。		
如果你代表第三方提出申请, 请确认你已获得受害方的许可。	是	没有

投诉
<p>我相信我所经历的歧视是基于 (勾选所有适用的)。</p> <p style="text-align: center;"><input type="checkbox"/> 种族 <input type="checkbox"/> 肤色 <input type="checkbox"/> 民族血统</p> <p>指控歧视的日期 (月、日、年) 。_____</p> <p>尽可能清楚地解释发生了什么, 以及为什么你认为你受到了歧视。描述所有参与的人。包括歧视你的人的姓名和联系信息 (如果知道的话), 以及任何证人的姓名和联系信息。如果需要更多空间, 请使用本表的背面。</p> <p>_____</p> <p>_____</p> <p>_____</p>

历史		
你以前是否曾向该机构提出过第六章的投诉？	是	没有
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