

2018

# Clemson Area Transit ADA Plan



CLEMSON AREA TRANSIT  
AMERICANS DISABILITY ACT PLAN

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## **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 2.5 million passengers a year.

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

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

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

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

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

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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.

## II. NOTICE TO THE PUBLIC

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. The ADA was revised by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009. The ADA is codified at 42 U.S.C. 12101 et seq.

A disability is defined as a permanent or temporary physical or mental impairment that substantially limits one or more major life activities.

The ADA law also protects those who have a record or, or who are regarded as having an impairment.

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 The Americans with Disabilities Act of 1990 (ADA).

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. Public Notice Example. See Attachment C.

### **III. COMPLAINT PROCEDURES**

#### Complaints

Any person who believes himself/herself or any specific class of individuals to be harmed by failure to comply with [Part 27] may, personally or through a representative, file a written complaint with the responsible Departmental official. A Complaint must be filed not later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the responsible Departmental official or his/her designee.

#### Investigations

The responsible Departmental official or his/her designee makes a prompt investigation whenever a compliance review, report, complaint, or any other information indicates a possible failure to comply with [Part 27]. The investigation includes, where appropriate, a review of the pertinent practices and policies of the recipient, and the circumstances under which the possible noncompliance with [Part 27] occurred.

#### Resolution of matters

If, after an investigation pursuant to paragraph (c) of this section, the responsible Departmental official finds reasonable cause to believe that there is a failure to comply with [Part 27], the responsible Departmental official will inform the recipient. The matter is resolved by informal means whenever possible. If the responsible Departmental official determines that the matter cannot be resolved by informal means, action is taken. If an investigation does not warrant action pursuant to paragraph (d)(1) of this section, the responsible Departmental official or his/her designee so informs the recipient and the complainant, if any, in writing.

When a complaint of an ADA violation is received by the CAT office, it is then forwarded to the ADA Coordinator. The ADA Coordinator will determine the action needed in order to resolve the complaint. If the complaint cannot be resolved, the ADA Coordinator will present the issue to the Advisory Committee for resolution.

The process for filing a complaint, including the name, address, telephone number, and email address of the ADA Coordinator, will be sufficiently advertised to the public on CAT's website. The procedures must be accessible to and usable by individuals with disabilities; CAT will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant and must ensure that it has documented its response

CAT's administrative appeal process is:

(1) CAT may require that an appeal be filed within 60 days of the denial of an individual's application.

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(2) The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility), and written notification of the decision, and the reasons for it.

CAT is not required to provide complementary paratransit service to the appellant pending the determination on appeal. But if it has not made a decision within 30 days of the completion of the appeal process, the agency is obligated to provide service until and unless it issues a decision to deny the appeal.

Once a decision is made, obligates CAT to provide appellants with written appeal decisions (in accessible formats as appropriate) with specific reasons for the decision provided, similar to the level of detail provided in the initial determination letter.

**IV. RECORD RETENTION**

All complaints received and responses issued as well as appeal documents will be retained by Clemson Area Transit for at least five years.



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**V. CLEMSON AREA TRANSIT ADVISORY COUNCIL**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

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
Keith Moody	CAT General Manager/CEO
Heather Lollis	CAT Budget and Grants Administrator
Holly Brown	CAT Administrative Assistant
Brian Adkins	CAT Maintenance Coordinator
Sammy Grant	CAT Transit Supervisor
Mayor of City of Clemson	City Mayor
Rick Cotton	City of Clemson Administrator
Mayor of Town of Pendleton	Town of Pendleton Mayor
Phillip Mishoe	City of Central Administrator
Ed Halbig	City of Seneca Planner
Mayor of Town of Central	Town of Central Mayor
Mayor of City of Seneca	City of Seneca Mayor
Patrick Brock	CAT Safety Coordinator

**VI. REASONABLE ACCESS TO CAT TRANSIT SERVICE**

In accordance with ADA regulations in providing “reasonable access”, Clemson Area Transit (CAT) operates a fixed route deviation service within  $\frac{3}{4}$  of a mile of its fixed route with curb-to-curb service.

Eligibility Determination:

Clemson Area Transit requires individual to submit medical information to CAT to be qualified to get ADA accessibility.

Clemson Area Transit will accept requests and provide reasonable access to public transit by route deviation up to, but not exceeding  $\frac{3}{4}$  mile from established route.

Requests for route deviation must be made 24 hours in advance.

Please see attachment D: ADA Forms

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**VII. ADA Ridership**

**Clemson Area Transit FY 15-16 ADA Ridership**

Date	Pass Type	-No Value- Special Events	Campus Routes Campus Blue Route	Campus Routes Campus Orange Route	Campus Routes Campus Purple Route	Pendleton Route	Red Route Red Express	Red Route Red Route	Seneca Routes Seneca Business Loop	Seneca Routes Seneca Express	Seneca Routes Seneca Residential Loop	Summary Total count
Aug 2015	Mobility Aid					1	3	19	15	4	7	36
	handicap											8
Aug 2015		0	0	0	0	4	0	37	19	67		44
Sep 2015	Mobility Aid	47	7			22	29	76	96	33		110
	handicap	17		1		10	1	94	17	13		12
Sep 2015		64	7	1	2	32	1	123	93	109		122
Oct 2015	Mobility Aid	20	2			14		43	40	121		93
	handicap	15				6	1	49	22	3		18
Oct 2015		35	2	0	0	20	1	92	62	124		111
Nov 2015	Mobility Aid	48	3			10	1	24	29	116		79
	handicap	19				5		33	13	1		15
Nov 2015		67	3	0	1	15	1	57	42	117		94
Dec 2015	Mobility Aid					9		17	39	128		68
	handicap					3		22	34	4		14
Dec 2015		0	0	0	0	12	0	39	73	132		82
Jan 2016	Mobility Aid		5			25	1	30	19	80		25
	handicap					3		26	11	1		27
Jan 2016		0	5	0	0	28	1	56	30	81		52
Feb 2016	Mobility Aid		4	4		10	2	39	63	52		62
	handicap					1	1	75	21	2		31
Feb 2016		0	4	4	0	11	3	114	84	54		93
Mar 2016	Mobility Aid					16		44	35	60		37
	handicap							60	29	1		35
Mar 2016		0	0	0	0	16	0	104	64	61		72
Apr 2016	Mobility Aid	6	11			8		50	23	31		38
	handicap	2						83	16	3		18
Apr 2016		8	11	0	0	8	0	133	39	34		56
May 2016	Mobility Aid					20		35	23	37		37
	handicap							27	18	5		18
May 2016		0	0	0	0	20	0	62	41	42		55
Grand Total:		174	32	5	3	166	7	817	547	821		781

**Clemson Area Transit FY 16/17 ADA Ridership**

Date	Pass Type	-No Value- Amtrak Thruway	-No Value- Highpointe/Pier - C.U.	-No Value- Highpointe/Pier - TCTC	-No Value- Special Events	Campus Routes Campus Blue Route	Campus Routes Campus Orange Route	Campus Routes Campus Purple Route	Pendleton Route	Red Route Red Express	Red Route Red Route	Seneca Routes Seneca Business Loop	Seneca Routes Seneca Express	Seneca Routes Seneca Residential Loop	Summary Total count
Jun 2016	Mobility Aid	3				9			21			34	39	33	51
	handicap					13			2			38	20	3	15
Jun 2016		3	0	0	22	0	0	0	23	0	72	59	36		66
Jul 2016	Mobility Aid					4			30			54	59	63	60
	handicap					9			1			25	16		16
Jul 2016		0	0	0	13	0	0	0	31	0	115	84	63		76
Aug 2016	Mobility Aid	1				6	3	3	56	2	112	21	110		28
	handicap					1			2	2	79	40	7		26
Aug 2016		1	1	0	0	6	4	3	58	4	191	61	117		54
Sep 2016	Mobility Aid	1				6	7	8	48		106	29	139		31
	handicap					1			1	2	135	12	6		11
Sep 2016		0	1	0	6	7	8	0	49	2	241	41	145		42
Oct 2016	Mobility Aid					4	7	2	5	31	1	111	21	115	24
	handicap					2			1		104	10	4		6
Oct 2016		0	0	2	6	7	4	5	32	1	215	31	119		30
Nov 2016	Mobility Aid					10	3	3	66		73	13	123		17
	handicap					3			8		68	16	-1		13
Nov 2016		0	0	0	13	3	3	3	74	0	141	29	122		30
Dec 2016	Mobility Aid					8	2		27		68	10	78		15
	handicap								4		3	7		10	
Dec 2016		0	0	0	0	8	2	0	31	0	91	19	86		25
Jan 2017	Mobility Aid					4	1		43		51	7	138		14
	handicap								2		53	19	-1		18
Jan 2017		0	0	0	0	4	1	0	45	0	104	26	137		32
Feb 2017	Mobility Aid								75		64	19	121		12
	handicap										57	28	2		36
Feb 2017		0	0	0	0	0	0	0	75	0	121	47	123		48
Mar 2017	Mobility Aid					6	1	2	1		49	22	129		31
	handicap					8			2		46	31			41
Mar 2017		0	0	0	14	1	2	1	71	0	95	53	129		72
Apr 2017	Mobility Aid					3	2	1	57	2	71	9	104		13
	handicap					4					26	1			33
Apr 2017		0	0	0	7	2	1	0	57	2	121	37	106		46
May 2017	Mobility Aid					26			26		56	30	39		51
	handicap					28					33	48	3		47
May 2017		0	0	0	28	0	0	0	26	0	89	78	42		98
Grand Total:		4	2	2	111	38	25	12	572	9	1,596	565	1,223		619

## **VIII. CUSTOMER SERVICE**

Suggestions for providing service to customers with special needs:

- Be conscious of customers who are elderly or who have disabilities.
- Provide extra time when boarding and alighting.
- Provide assistance if needed.
- Announce stops.
- Make all required announcements.
- Answer questions clearly and directly.
- Do not draw attention to elderly customers and customers with disabilities.

## **IX. BUS OPERATOR GUIDELINES**

ADA requires operators to assist persons with disabilities whenever they request help with the boarding and alighting process.

A person with disabilities encounters many types of barriers when using transit services. A few ways an operator can assist the customers is:

- Offer to kneel the bus or to deploy the ramp/lift
- Request that customers occupying priority seating move to other seats
- Don't move bus until the customers is seated or is securely holding onto a handrail
- Avoid harsh braking, quick acceleration, and abrupt turns
- Never touch a person's mobility aid without getting permission

Secure wheelchairs and mobility devices properly. ADA requires operators to assist people with disabilities with securing wheelchairs and mobility devices.

Operators are required by ADA regulation to announce stops.

It is the operators' responsibility to ensure that the mobility aid is secured with all the tie-downs provided by the manufacturer. Recommend to customers that they use the shoulder harness and lap belt; however, you cannot require it.

Additional guidelines for transit operators:

- Must provide the same service to customers with disabilities as provided to customers without disabilities.
- Cannot require a person with a disability to travel with an attendant.
- Whenever a customer with a disability is delayed in their travel because of an inoperative lift or ramp, it must be reported to the dispatcher.

**X. ADA EQUIPMENT**

ADA requirements for transit are designed to eliminate the barriers that prevent people with disabilities from using transit.

Barriers to accessing transit are removed partially with equipment and partially by operators assisting customers.

It is the responsibility of the transit company to purchase equipment to ensure that customers with disabilities may ride transit.

It is also the responsibility of the bus company to train drivers to operate the equipment safely.

The operator is responsible for the inspection and safe operation of the equipment.

**XI. ADA LAWS GENERAL**

Operators of public bus systems must attend training, which includes understanding of, and sensitivity to, the needs of customers with disabilities.

Information about the routes and schedules must be in formats that everyone can comprehend.

Operators must provide the same service to a customer with a disability as they provide to any customer.

Lifts and ramps must be cycled daily and records maintained.

Service animals are permitted on buses.

Operators are required to display the correct head signs and destinations for their routes. ADA law requires the operator to use a PA system to announce all:

- Major intersections
- Transfer points
- Time points
- Major destination
- Any stops requested by the customer
- Operators must announce their route names at transfer points

**XII. ATTACHMENTS**

Attachment A: CAT Website

Attachment B: Service Maps and Brochures

Attachment C: Public Notice Example

Attachment D: ADA Forms



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**Attachment A: CAT Website**  
www.catbus.com

The screenshot displays the website interface for the Clemson Area Transit ADA Plan. At the top, the CATbus logo is on the left, and a search bar, 'Register' link, and social media icons are on the right. A navigation menu below the header includes 'Home', 'General Info', 'Maps | Routes | Schedules', 'How To Videos', 'DBE', 'Employment', and 'Contact Us'. The main content area features a document viewer for the 'Clemson Area Transit ADA Plan' document, with a '2017' label and a photo of a bus. The right sidebar contains 'CATbus News' with a 'Categories' list (News: 2, General Information: 2, Awards: 0), social media icons, and a 'WHERE'S MY BUS?' section with a 'REAL-TIME BUS LOCATOR' button, QR codes for the free CATbus app, and the my.Clemson logo.

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**Attachment B: Service Maps and Brochures**

**cat** CLEMSON AREA TRANSIT SCHEDULES & GENERAL INFORMATION

CLEMSON UNIVERSITY CAMPUS ROUTES

For more information e-mail [cat@clcmson.edu](mailto:cat@clcmson.edu) or call 864-656-5927.

**cat@clcmson.com**  
654-CATS

2014 - 2015  
**ROUTES & SCHEDULES**

**cat** CLEMSON AREA TRANSIT

Google

Public Transportation

**WEST CAMPUS ROUTES**

**EAST CAMPUS ROUTES**

**RED ROUTE**

**BLUE ROUTE**

**SEMESTER SCHEDULE**

**GENERAL INFORMATION**

**FARE FREE!**

**SAVE MONEY. SAVE ENERGY. SAVE THE PLANET.**

**RED ROUTE**

**WEST CAMPUS ROUTES**

**EAST CAMPUS ROUTES**

**BLUE ROUTE**

**SEMESTER SCHEDULE**

**GENERAL INFORMATION**

**FARE FREE!**

**SAVE MONEY. SAVE ENERGY. SAVE THE PLANET.**

**Attachment C: Public Notice Example**

## Notice to the Public of Rights under Title VI

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

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

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

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

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

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**Attachment D: ADA Forms**



Certification of Eligibility for Clemson Area Transit (CATbus)  
Route Deviation Service

The following member of the Clemson Area Community has presented disability documentation which establishes eligibility for the CAT Route Deviation Service.

- Clemson Area Transit (CATbus) agrees to make this service available, during published hours of operation, when given a 24 hour notice.
- The route deviation service is provided for single events and must be requested for each event 24 hours in advance.
- The individual is responsible for making the request to the CAT office.
- It is understood that the request may not involve more than a ¼ mile deviation from an established route.

\_\_\_\_\_  
CAT patron (please print) \_\_\_\_\_ date

\_\_\_\_\_  
Clemson Area Transit (CATbus) Staff \_\_\_\_\_ date

CAT Office Contact:  
Keith Moody  
864-654-2287

200 West Lane Clemson, SC 29631  
P: 864-654-2287 F: 864-653-2066  
www.catbus.com

*Clemson Area Transit is dedicated to  
excellence in serving everyone with safe,  
friendly and reliable public transportation.*

**Attachment D: ADA Forms**



Route Deviation Notice:

Who:

1. Phone #:

Route:

When: \_\_\_\_\_ @ \_\_\_\_\_

Pick-Up @:

Drop-Off @:

Returning @:

Approved By: \_\_\_\_\_

Keith W. Moody

Date

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**Attachment D: ADA Forms**



**Request for Reasonable Accommodation Form**

Name:	Phone:
Address:	
1. In general indicate your disability and how it limits your daily living activities/transportation needs.	
2. Describe how your condition limits your ability to use self-transportation to perform essential daily functions.	
3. List and describe the accommodation(s) you are proposing.	
4. Please explain how the proposed accommodation(s) will enable you to perform your essential daily functions. Please be specific.	
5. Please add any comments or information you believe may be helpful in consideration of your request. Please provide medical documentation.	

200 West Lane, Clemson, SC 29631  
P: 864-654-2287 F: 864-653-2066  
www.catbus.com

*Clemson Area Transit is dedicated to excellence in serving everyone with safe, friendly and reliable public transportation.*

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**Attachment D: ADA Forms**

**Request for ADA CATbus Service(s):**

Date:

Name:

Address:

Phone #:

Email:

Service Requested:            Route Deviation            Door to Door

**Disability Documentation**

Type of Documentation:

Date:

Documentation Approved:            Yes            No

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*CATBus Supervisor*

*Date*