

2023

# 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. CATbus has 10 electric buses as of 2018.

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 four 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).

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).

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

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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.

(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
Jerry Kerns	CAT General Manager/CEO
	CAT Operations Manager
Heather Lollis	CAT Budget and Grants Administrator
Holly Brown	CAT Administrative Assistant
Brian Adkins	CAT Maintenance Coordinator
Mayor of City of Clemson	City Mayor
Andy Blondeau	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. ELIGIBILITY**

Clemson Area Transit (CAT) operates a fixed route.

Eligibility Determination:

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

Please see attachment D: ADA Forms

If an individual is a no-show 3 times, Senior Solutions will notify CAT. At that time, CAT will reach out to the individual informing them that their eligibility is at the risk of being revoked if one more no-show occurs. Once a person eligibility is revoked, the person will have to be certified again.

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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 handicap					1	3	19	15	60	36	133
Aug 2015		0	0	0	0	4	0	37	19	67	44	171
Sep 2015	Mobility Aid handicap	47	7			2	22	29	76	96	110	389
Sep 2015		17		1			10	1	94	17	13	165
Sep 2015		64	7	1	2	32	1	123	93	109	122	554
Oct 2015	Mobility Aid handicap	20	2				14	43	40	121	93	333
Oct 2015		15					6	1	49	22	3	114
Oct 2015		35	2	0	0	20	1	92	62	124	111	447
Nov 2015	Mobility Aid handicap	48	3			1	10	1	24	29	116	211
Nov 2015		19					5		33	13	1	86
Nov 2015		67	3	0	1	15	1	57	42	117	94	397
Dec 2015	Mobility Aid handicap						9	17	39	128	68	261
Dec 2015		0	0	0	0	12	0	39	73	132	82	338
Jan 2016	Mobility Aid handicap		5				25	1	30	19	80	185
Jan 2016		0	5	0	0	3	3	26	11	1	27	68
Jan 2016		0	5	0	0	28	1	56	30	81	52	253
Feb 2016	Mobility Aid handicap		4	4			10	2	39	63	52	236
Feb 2016		0	4	4	0	11	1	75	21	2	31	131
Feb 2016		0	4	4	0	11	3	114	84	54	93	367
Mar 2016	Mobility Aid handicap						16	16	44	35	60	192
Mar 2016		0	0	0	0	16	0	60	29	1	35	125
Mar 2016		0	0	0	0	16	0	104	64	1	72	317
Apr 2016	Mobility Aid handicap	6	11				8	50	23	31	38	167
Apr 2016		2						83	16	3	18	122
Apr 2016		8	11	0	0	8	0	133	39	34	56	289
May 2016	Mobility Aid handicap						20	35	23	37	37	152
May 2016		0	0	0	0	20	0	62	41	42	55	220
Grand Total:		174	32	5	3	166	7	817	547	821	781	3,353

**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 handicap	3				9			2	21	34	39	33	3	190	
Jun 2016		3	0	0	22	0	0	0	23	0	72	59	36	66	281	
Jul 2016	Mobility Aid handicap					4			30	1	54	59	63	60	270	
Jul 2016		0	0	0	13	0	0	0	1	1	61	25	6	16	112	
Jul 2016		0	0	0	13	0	0	0	31	0	115	84	63	76	382	
Aug 2016	Mobility Aid handicap	1				6	3	3	56	2	112	21	110	28	342	
Aug 2016		1		0	0	6	4	3	2	2	79	40	7	26	158	
Aug 2016		1		0	0	6	4	3	58	4	191	61	117	4	598	
Sep 2016	Mobility Aid handicap	1				6	7	8	48	4	106	29	199	31	375	
Sep 2016		0	1	0	0	6	7	8	1	2	135	12	6	11	167	
Sep 2016		0	1	0	0	6	7	8	49	2	241	41	145	42	542	
Oct 2016	Mobility Aid handicap					2	4	7	2	5	31	1	111	21	115	24
Oct 2016		0	0	2	8	7	4	5	32	1	104	10	4	6	131	
Oct 2016		0	0	2	8	7	4	5	32	1	215	31	119	30	454	
Nov 2016	Mobility Aid handicap					10	3	3	66	3	73	13	123	17	311	
Nov 2016		0	0	0	13	3	3	3	8	0	68	16	-1	13	107	
Nov 2016		0	0	0	13	3	3	3	74	0	141	29	122	30	418	
Dec 2016	Mobility Aid handicap					8	2		27	1	68	10	78	15	208	
Dec 2016		0	0	0	0	8	2	0	4	2	7	9	7	10	53	
Dec 2016		0	0	0	0	8	2	0	31	0	91	19	85	25	283	
Jan 2017	Mobility Aid handicap					4	1		43	1	51	7	138	14	258	
Jan 2017		0	0	0	0	4	1	0	2	0	53	19	-1	18	91	
Jan 2017		0	0	0	0	4	1	0	45	0	104	26	137	32	349	
Feb 2017	Mobility Aid handicap								75		54	19	121	12	291	
Feb 2017		0	0	0	0	0	0	0	75	0	121	47	123	48	414	
Feb 2017		0	0	0	0	0	0	0	75	0	121	47	123	48	414	
Mar 2017	Mobility Aid handicap					6	1	2	1	2	49	22	129	31	310	
Mar 2017		0	0	0	14	1	2	1	2	2	46	31	104	41	178	
Mar 2017		0	0	0	14	1	2	1	71	0	95	53	129	72	438	
Apr 2017	Mobility Aid handicap					3	2	1	57	2	71	9	104	13	262	
Apr 2017		0	0	0	4				57	2	71	9	104	13	262	
Apr 2017		0	0	0	7	2	1	0	57	2	121	20	1	33	378	
Apr 2017		0	0	0	7	2	1	0	57	2	121	20	1	33	378	
May 2017	Mobility Aid handicap					28	0	0	26	0	33	30	39	5	202	
May 2017		0	0	0	28	0	0	0	26	0	33	30	39	5	202	
May 2017		0	0	0	28	0	0	0	26	0	33	30	39	5	202	
Grand Total:		4	2	2	111	38	25	12	572	9	1,596	565	1,223	619	4,778	

### **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

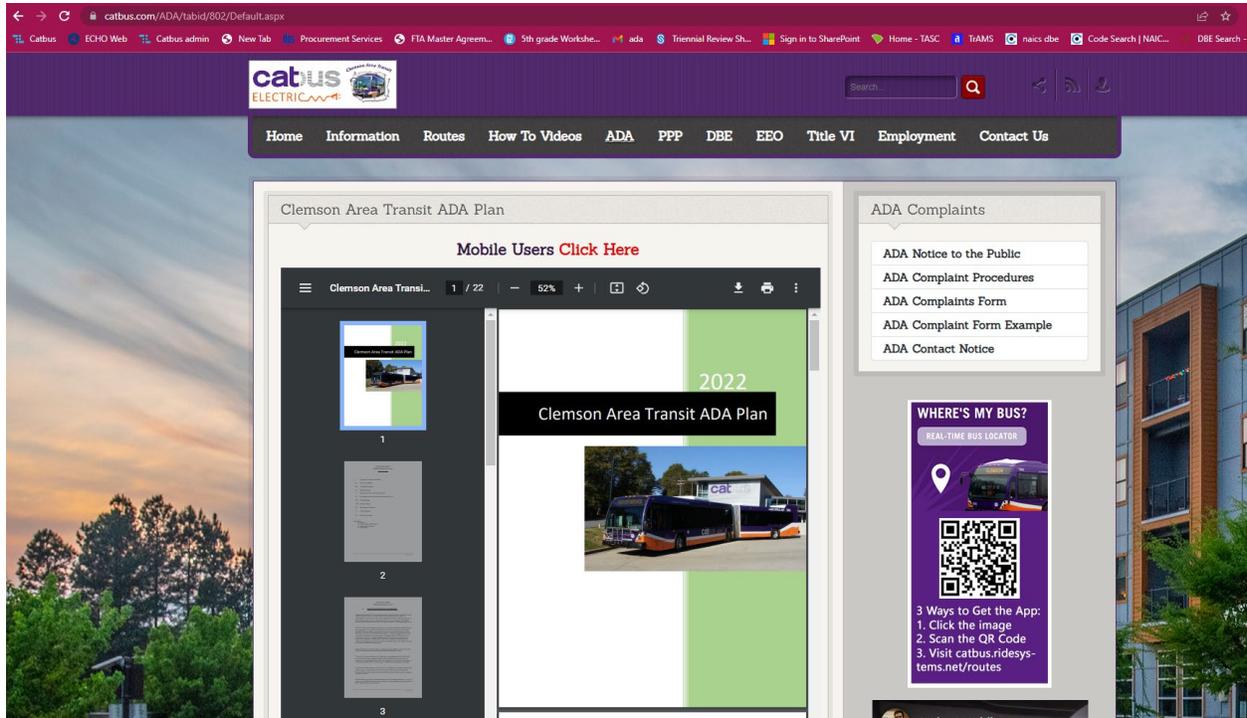
Attachment C: Public Notice Example

Attachment D: ADA Forms

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Attachment A: CAT Website

www.catbus.com



**Attachment C: Public Notice Example**

**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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**Attachment D: ADA Forms**



Certification of Eligibility for Clemson Area Transit (CATbus) Paratransit

The following person has presented requested documentation which establishes eligibility for the CATbus contracted paratransit with Senior Solutions.

- The paratransit service is provided for single events and must be requested for each event 24 hours in advance through Senior Solutions.
- The individual is responsible for making request to Senior Solutions after being certified with CATbus.

This letter establishes that the individual has been approved for paratransit service through Senior Solution. All further request should be made directly to Senior Solutions.

\_\_\_\_\_  
CAT Patron (please print)

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

CATbus Office Number:  
864-654-2287

**Attachment D: ADA Forms**



Denial Notification of Eligibility for Clemson Area Transit (CATbus) Paratransit

Hello, \_\_\_\_\_, unfortunately at the time we are unable to certify you for paratransit service. The reason(s) for the denial is/are

If you would like to appeal this denials,

CAT's administrative appeal process is:

- CAT requires that an appeal be filed within 60 days of the denial of an individual's application.
- 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.

\_\_\_\_\_  
CAT Patron (please print)

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

CAT Office Contact:

864-654-2287

**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.	
6. Please provide medical documentation.	
□	