Clemson Area Transit ADA 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.
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.

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


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.

(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.
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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
</tr>
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<tr>
<td>Jerry Kerns</td>
<td>CAT General Manager/CEO</td>
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<tr>
<td></td>
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<tr>
<td>Heather Lollis</td>
<td>CAT Budget and Grants Administrator</td>
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<tr>
<td>Holly Brown</td>
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<tr>
<td>Brian Adkins</td>
<td>CAT Maintenance Coordinator</td>
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<tr>
<td>Mayor of City of Clemson</td>
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<tr>
<td>Andy Blondeau</td>
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<tr>
<td>Patrick Brock</td>
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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.
VII. ADA Ridership

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Grand Total: 172, 32, 5, 3, 162, 7, 57, 177, 547, 821, 781, 3,353

Clemson Area Transit FY 16/17 ADA Ridership
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
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.

If information is needed in another language or format, contact (864) 654-2287 or email 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
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
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 denial,

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

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<th>Phone:</th>
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</table>

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.