

2015-
2018

CLEMSON AREA TRANSIT TITLE VI PROGRAM



CLEMSON AREA TRANSIT
TITLE VI PROGRAM

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GENERAL REQUIREMENTS

I. COMPANY DESCRIPTION AND HISTORY

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

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

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

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

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

While Clemson Area Transit's primary ridership consists of student population. A recent 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.

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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

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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

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c. Receipt and Acceptance

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

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

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

d. Dismissal

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

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

e. Investigation of Complaints

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

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

f. Appeals

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

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IV. TITLE VI INVESTIGATIONS, COMPLAINTS, and LAWSUITS

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

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V. PUBLIC PARTICIPATION PLAN

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

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

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and 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 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 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.”

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

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VI. LANGUAGE ASSISTANCE PLAN (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).

Clemson Area Transit's Comprehensive Operational Analysis gathered information concerning the demographic characteristics of the riders. Data revealed that CAT riders are relatively racially diverse, with a reported mix of 46% white; 26% African American; and 18% Asian. English is the primary language in 81% of the households. The Red Route ridership reported the highest non-English speaking population of 35%. The data from the Red Route skewed the total results regarding language, as the data reported for each of the other routes ranged from 83% to 100% English-speaking households.

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

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

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VII. 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
Janet Jones	SCDOT Regional Manager	Black
John Ducworth	Clemson City Council Member	White
Rick Cotton	City of Clemson Administrator	White
J.C. Cook	City of Clemson Mayor	White
Andy Blondeau	Assistant City of Clemson Administrator	White
Tom Sparacino	Finance Director City of Clemson	White
Ryan Heil	Clemson University Graduate Student Body President	White
Tanya DeOliveira	Clemson University Planning	White
Kat Moreland	Clemson University Parking and Transportation	White
Dan Hofmann	Clemson University Parking and Transportation	White
George Smith	Clemson University Vice President of Student Affairs	White
Phillip Mishoe	Town of Central Administrator	White
Steve Miller	Town of Pendleton Administrator	White
Ed Halbig	City of Seneca Planner	White
Sam Julius	GPATS Transit Planner/Grants Manager	Black
Al Babinicz	CAT CEO/General Manager	White
Sonya Holloway	CAT Training and Human Resource Coordinator	Black

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

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VIII. PROVIDING ASSISTANCE AND MONITORING SUBRECIPIENTS

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

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

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

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IX. 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.

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X. **RESOLUTION**

See Attachment D.

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

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

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

a. Vehicle Load Standards

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

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

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b. Vehicle Headway Standards

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

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

HEADWAY AND PERIODS OF OPERATION WEEKEND			
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.

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c. On-Time Performance Standards

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

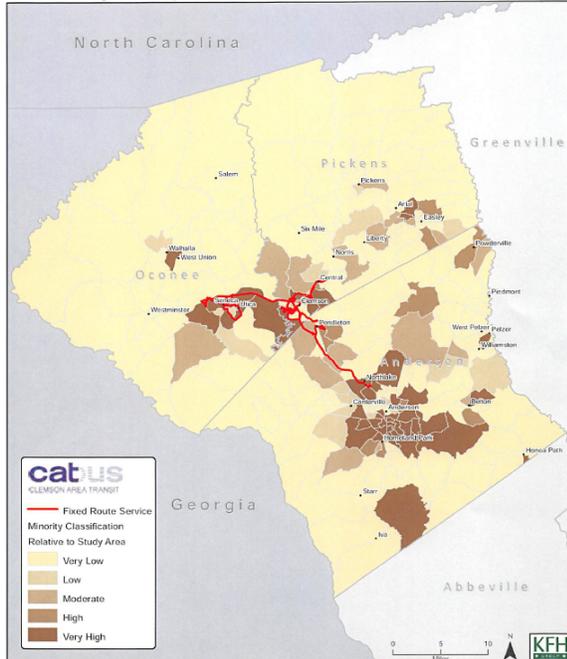
CAT's on-time performance statement is:
"Never early, seldom late"

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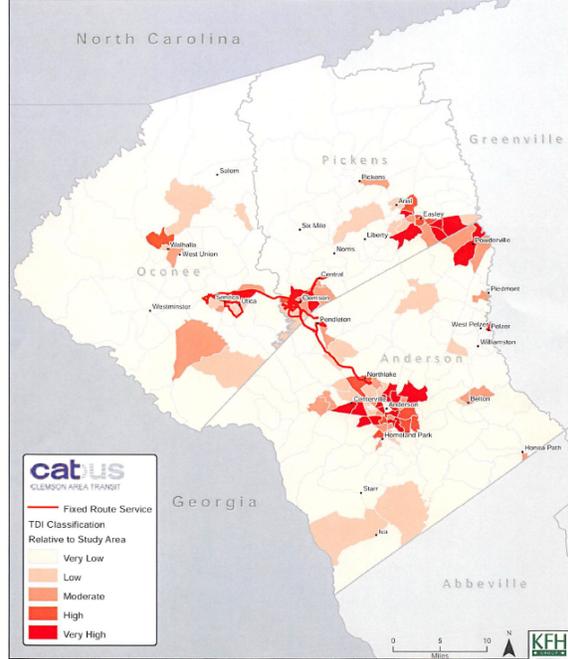
d. Service Availability Standards

Clemson Area Transit predominately employs the use of flag stops in locations that are deemed safe for boarding and alighting by the bus operator. Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are mostly likely to depend on transit services. Determining the location of transit dependent populations assisted the evaluation of current transit services and the extent to which community needs were met. The Transit Dependence Index Percent (TDIP) measures the degree of vulnerability. See Attachments F, G, H, and I.

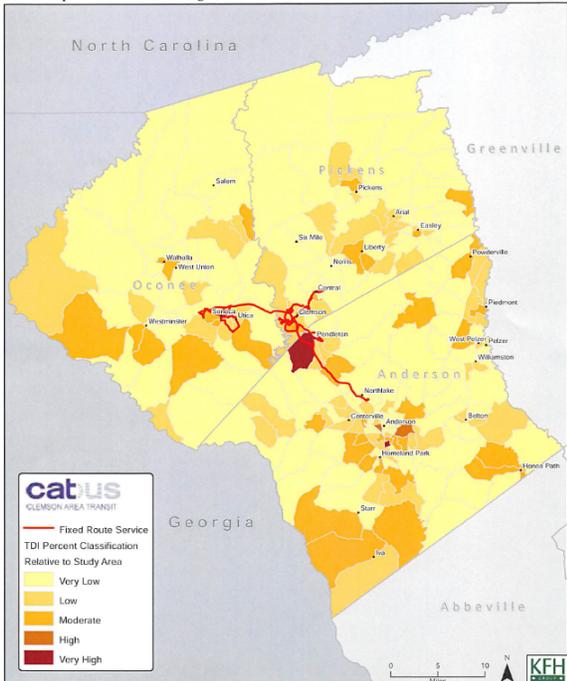
Relative Percentage of Minority Residents for Anderson, Oconee and Pickens Counties, South Carolina



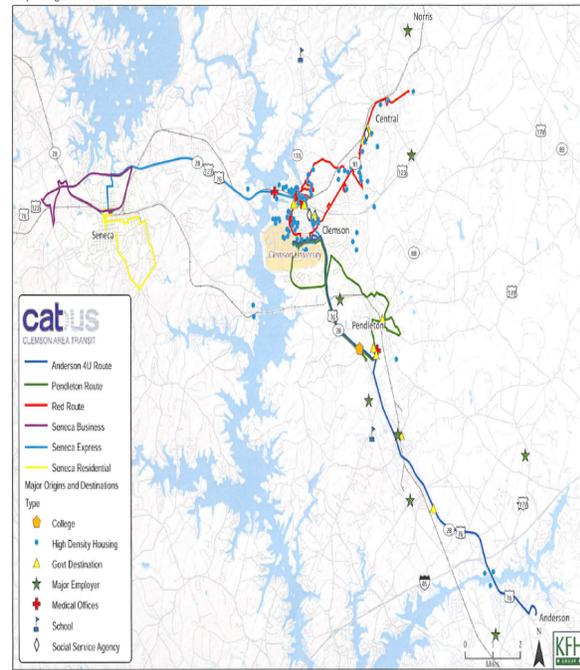
Transit Dependence Index for Anderson, Oconee and Pickens Counties, South Carolina



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



Major Origins and Destinations for the Clemson Area Transit Service Area



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

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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, and video surveillance.

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ATTACHMENTS

- Attachment A: CAT Website
- Attachment B: Service Maps and Brochures
- Attachment C: Discrimination Complaint Form
- Attachment D: Resolution
- Attachment E: KFH Report
- Attachment F: Relative Percentage of Minority Residents
- Attachment G: Transit Dependence Index
- Attachment H: Transit Dependence Index Percentage
- Attachment I: Major Origins and Destinations for CAT Service Area

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Attachment A: CAT Website

http://www.catbus.com/



EVERYONE RIDES FREE!

Clemson Area Transit (CAT) is a public service provided fare-free through federal, state, and local partnerships. Just board the bus, take a seat, and enjoy the ride. **ADA transportation is also provided.**

HOME

MAP

C.U. CAMPUS ROUTES

RED ROUTE

PENDLETON ROUTE

SENECA ROUTES

SCHEDULE

GENERAL INFO

SOLAR SUSTAINABILITY

Mission Statement

"Clemson Area Transit (CAT) is dedicated to excellence in serving everyone with safe, friendly, and reliable public transportation."

Campus Parking Shuttles

Clemson Area Transit (CAT) and C.U. Parking Services have coordinated shuttle service for your convenience.

Security Matters

All CAT buses are equipped with Audio & Video Surveillance for your Safety & Security.



Local Artwork Displayed Quarterly

CAT Buses are equipped with BIKE RACKS

Loading your bike is as easy as 1, 2, 3.



Drop

Load

Secure

Job Opportunities ▶

facebook JOIN OUR GROUP



CAT Sustainability Tour



South Carolina's
FIRST

Google maps
Transit Trip Planning

Choose from TWO New Options.

OPTION 1

Start

Select a stop... ▼

End

Select a stop... ▼

Get Directions

Depart at or Arrive by

OPTION 2

Plan a trip using your departure & destination ADDRESS.

Click Here

Powered by Google Transit.
CAT is testing Google Transit.
Check your trip itinerary results against schedules and maps.
Please report issues so we can improve the trip planner.
Email: clemson.cat.gt@gmail.com

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Attachment C: Discrimination Complaint Form

**Clemson Area Transit dba City of Clemson
Title VI Discrimination Complaint Form**

Contact Information:

Complainants Name: _____

Address: _____

City _____ ST _____ Zip _____

Telephone Numbers:

(Home) _____ (Cell) _____ (Work) _____

Electronic Mail Address: _____

If filing on another's behalf:

Name: _____

Relationship: _____

Address: _____

City _____ ST _____ Zip _____

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 _____

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Discrimination Complaint:

What was the discrimination based on? (Check all that apply)

Race/Color/National Origin _____

Sex _____

Age _____

Disability _____

Religion _____

Other _____

Describe how you were discriminated against. Please explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved and where it occurred. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to the incident.

Please sign here: _____

Date: _____

Note- We cannot accept your complaint without a signature.

Please mail your completed form to:
CAT, ATTN: Budget and Grants Administrator
200 West Lane, Clemson, SC 29631

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Attachment D: Resolution

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Attachment E: KFH Study Report

On-Time Performance

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

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

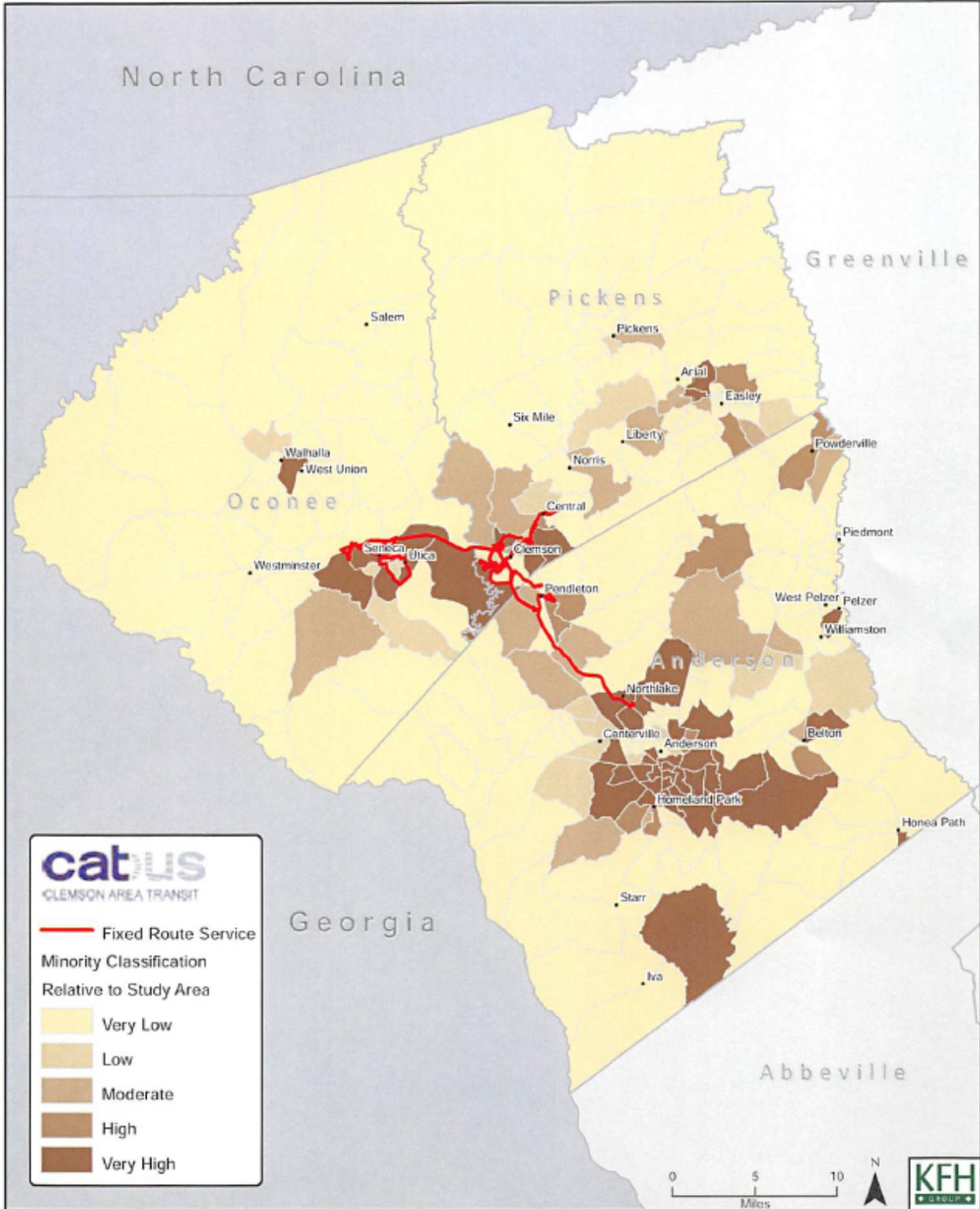
Table 3-5 provides the on-time performance broken down by the selected bus stop and by each day the passenger counts were conducted. For the analysis, percentages were calculated for the following criteria:

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

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Attachment F: Relative Percentage of Minority Residents

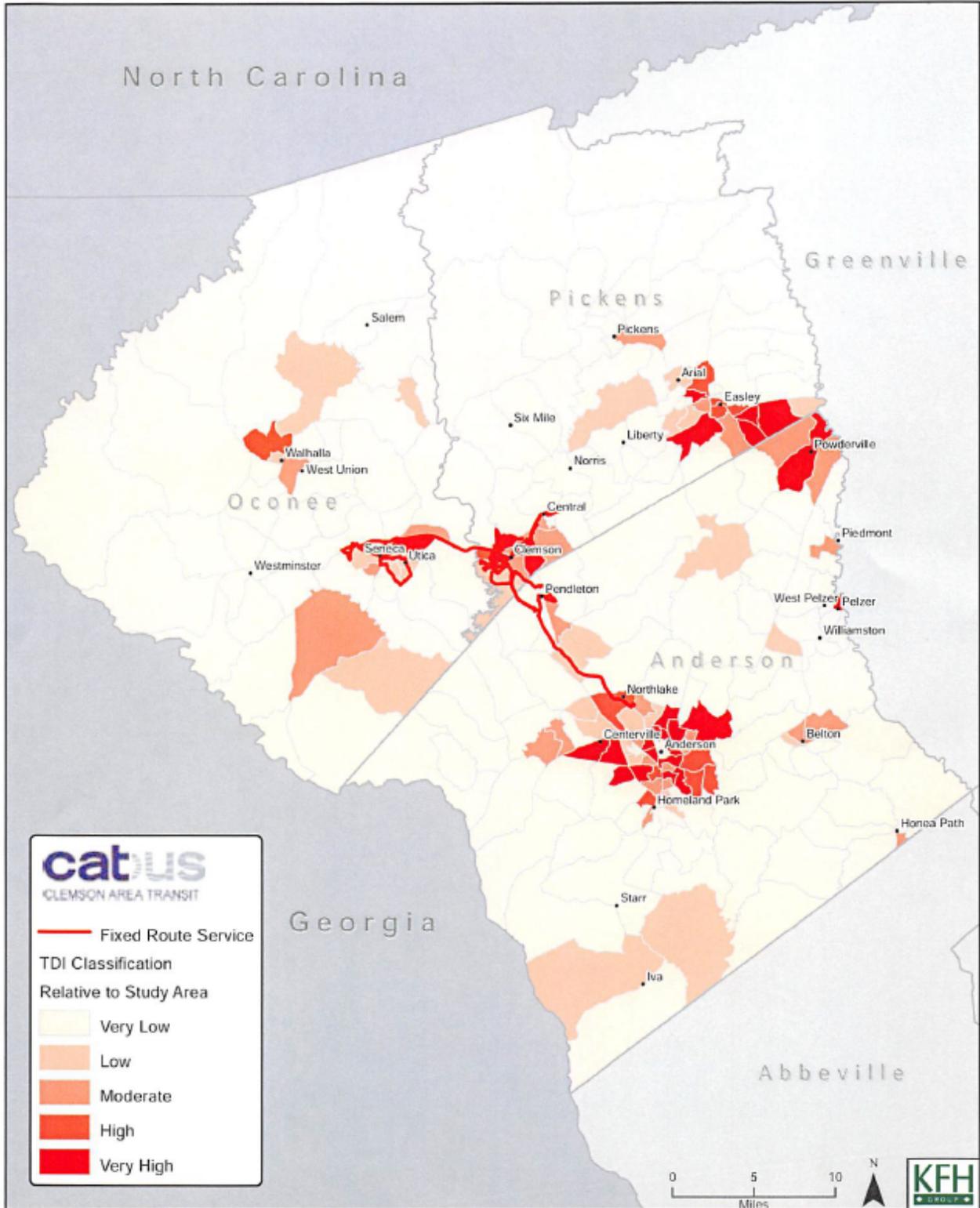
Figure 5-6
Relative Percentage of Minority Residents for Anderson, Oconee and Pickens Counties, South Carolina



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Attachment G: Transit Dependence Index

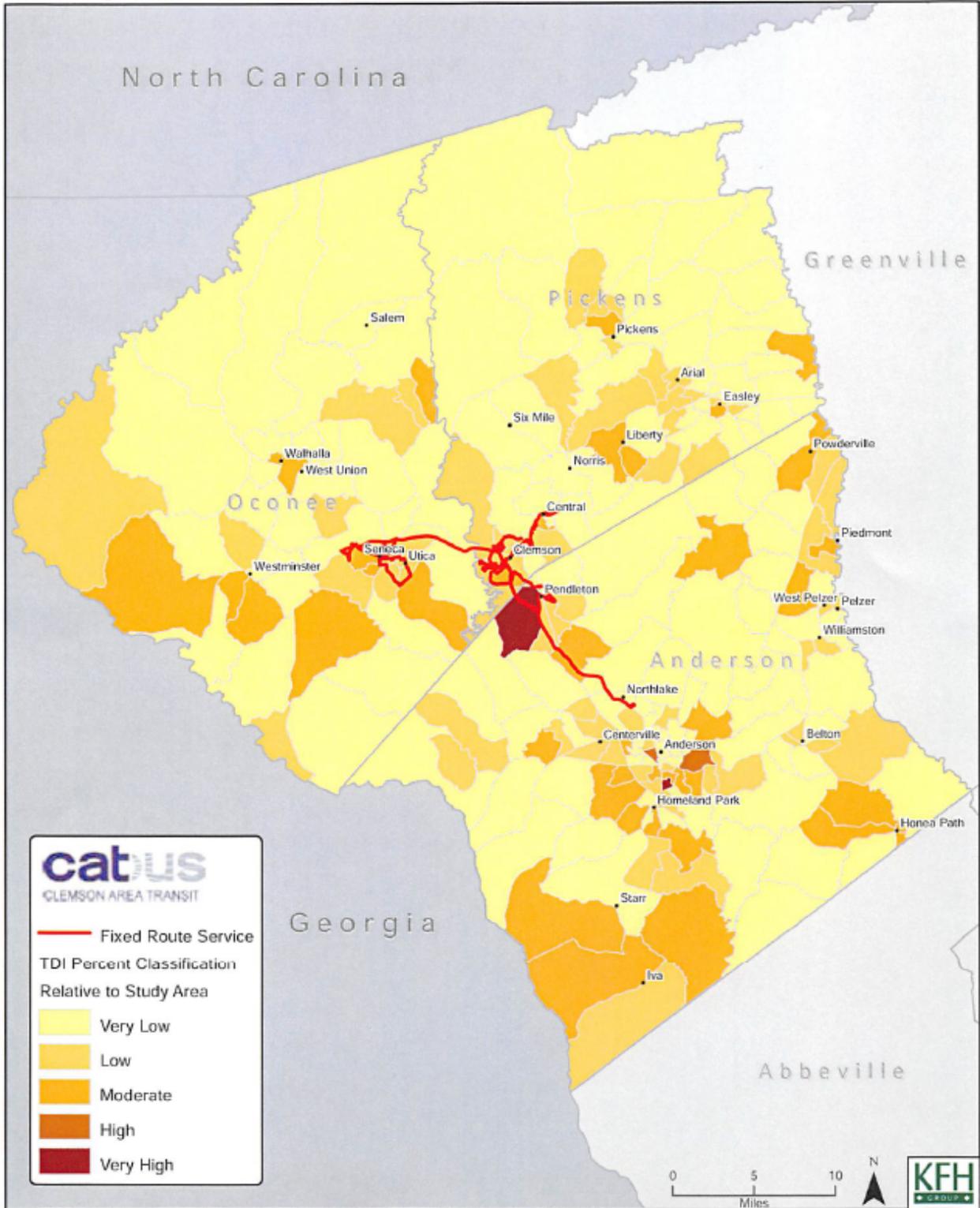
Transit Dependence Index for Anderson, Oconee and Pickens Counties, South Carolina



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Attachment H: Transit Dependence Index Percentage

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



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Attachment I: Major Origins and Destinations for CAT Service Area

Major Origins and Destinations for the Clemson Area Transit Service Area

