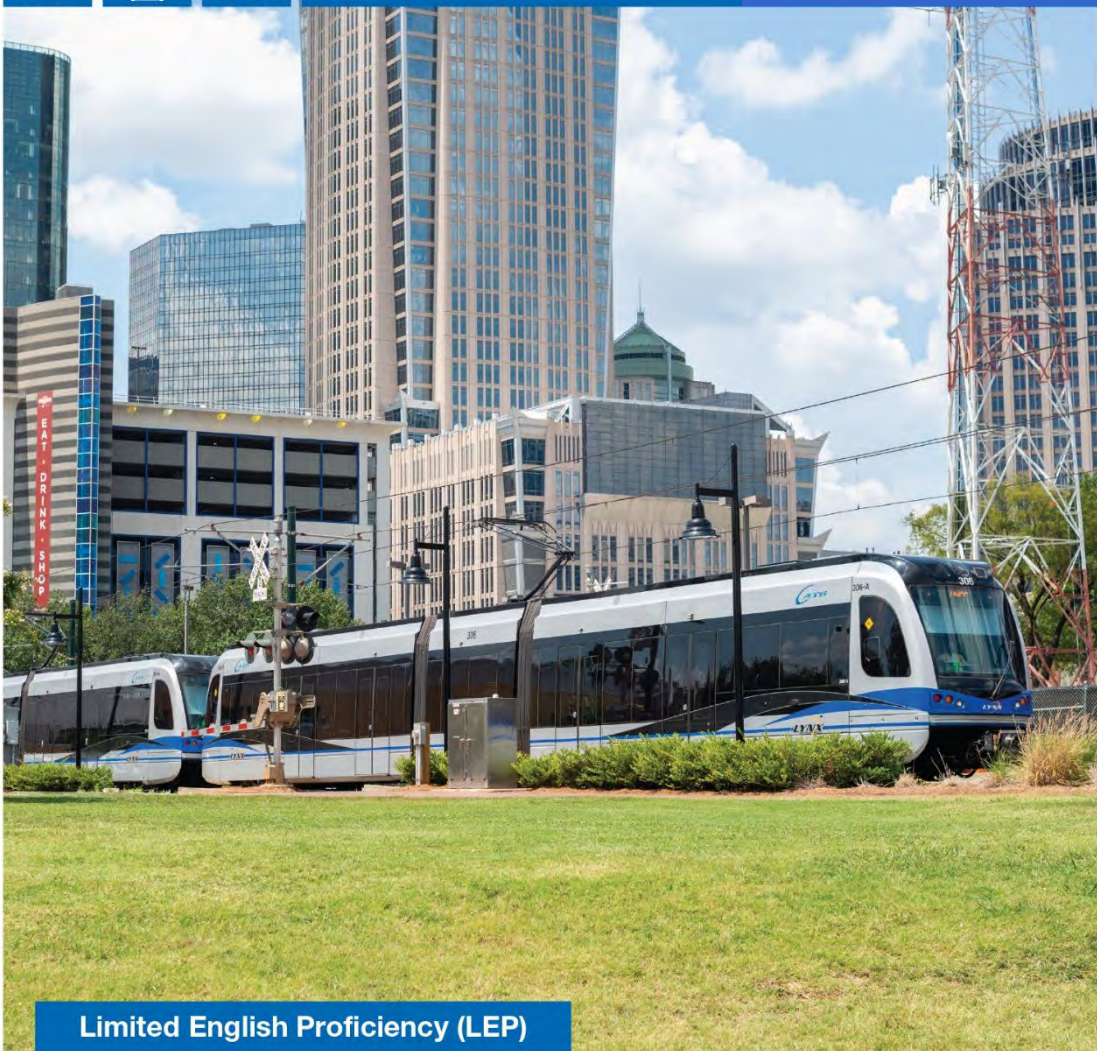


Title VI Program



UPDATE 2024-2027



Limited English Proficiency (LEP)



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LEGAL AND REGULATORY BACKGROUND FOR PLAN

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides that 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 5763 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

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 to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

President George W. Bush affirmed a commitment to Executive Order 13166 through memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph R. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients for Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on January 5, 2016.

<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance> This document states “In accordance with the Executive Order, the U.S. Department of Transportation issued Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons, which is modeled after DOJ's guidance. As described in the guidance, DOT recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient's entire program or activity, i.e., to all parts of a recipient's operations. This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation—not just the particular highway program or project—are covered by the DOT guidance.

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives.
4. The resources available to the recipient and costs.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. Smaller recipients with more limited budgets are typically not expected to provide the same level of language service as larger recipients with larger budgets. The intent of DOT's guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

Secondly, after completing the above four-factor analysis, recipients can determine the appropriate "mix" of LEP services required. Recipients have two main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis. For instance, a motor vehicle department or an emergency hazardous material cleanup team in a largely Hispanic neighborhood may need immediate oral interpreters available and decide to hire full-time bilingual staff. In contrast, there may be circumstances where the importance and nature of the activity and number or proportion and frequency of contact with LEP persons may be low and the costs and resources needed to provide language services may be high in which pre-arranged language services for the particular service may not be necessary. The languages spoken by the LEP individuals with whom the recipient has frequent contact often determine the languages into which documents will be translated and the types of interpreters provided.

Thirdly, the recipient should then implement a Language Assistance Plan including details on the agency's:

- Language assistance services by languages representative in the agencies services area.
- Notices to LEP persons about the availability of language assistance
- Monitoring, evaluation and updates on the language access plan
- Training for employees to provide timely and reasonable language assistance to LEP populations.

Finally, the plan should outline the agency's compliance with "The Safe Harbor Provision". This provision of the USDOT-FTA Title VI Circular stipulates that, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations".

More detail on the points discussed above and information on other considerations are found in the DOT LEP guidance".

The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", which was published on October 1, 2012. The circular states, "Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) persons. The Circular reaffirms the edicts of Executive Order 13166, with "recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP)". <http://www.gpo.gov/fdsys/pkg/FR-2005-12-14/pdf/05-23972.pdf>

2022 U.S. Attorney General Language Access Commitment Memo

November 21, 2022, U.S. Attorney General Merrick Garland delivered a memorandum for Heads of Federal Agencies, Heads of Civil Rights Offices, and General Counsels titled "Strengthening the Federal Governments Access to Language Access" stating the following...

"All people in this country, regardless of the language they speak, deserve meaningful access to programs and activities that are conducted or support federal agencies. Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency (Aug 16, 2000), affirms the federal government's commitment to improve the access of these services and to help ensure full participation by individuals with limited English proficiency. It has been more than a decade since the Justice Department encouraged our partner agencies to help strengthen the federal government's commitment to its language access obligations under Executive Order 13166. 1 Although federal agencies have made significant progress since then, there remains a clear need to further enhance access to multilingual information.

To that end, pursuant to the Justice Department's coordination authority under Executive Orders 12250 and 13166, I am asking the Assistant Attorney General for Civil Rights, with assistance as appropriate from the Justice Department's recently appointed Language Access Coordinator within the Office for Access to Justice, to work with other federal agencies to share best practices and exchange information about language access initiatives and efforts. In particular, the Assistant Attorney General for Civil Rights will work collaboratively with agencies to help determine: (i) whether agencies can further update their language access policies and plans; (ii) whether agencies are effectively reaching individuals with limited English proficiency when disseminating information about federal resources, programs, and services; (iii) whether agencies

have considered updates or modifications to guidance to federal financial assistance recipients regarding their obligations to provide meaningful language access under the requirements of Title VI of the Civil Rights Act of 1964 and its implementing regulations; and (iv) whether agencies can adapt their digital communications to welcome individuals with limited English proficiency. The Assistant Attorney General for Civil Rights will also request that each agency provide an updated language access plan within 180 days of this memorandum.

The Justice Department is committed to addressing linguistic barriers in governmental services that deny individuals a full opportunity to participate in economic, social, and civic life. We look forward to working with you to further strengthen and improve meaningful language access”.

FACTOR 1: REVIEW OF LEP RESIDENTS IN SERVICES AREA.

US DOT Guidance Factor 1: “There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

A review of the population of LEP residents and their representation in CATS services area is necessary as the 1st step in a 4-step analysis. This 1st step identifies what the proportions these potential patrons might encounter CATS services as they reside within CATS services footprint. Once transit staff is able to determine this factor, the scope of the language assistance plan and resulting efforts can be tailored to meet the specific needs overall of CATS service area LEP customers.

Proportions and Number of LEP Persons in CATS Services Area (LEP Threshold 8.26%).

The U.S. Census’ American Community Survey 2017-2021 estimate released reports for the geographic area encompassing and within census tracts overlaying and attached to ¾ of mile of CATS regular services are and ¼ mile of the system’s express routes area 230,445 or 19.19% of the region’s population, 5 years and older, speaks a language other and English at home. Out of this group, 99,157 or 8.26% of the greater population of 1,200,923 residents speaks a foreign language at home and speak English “less than very well”.

CATS staff has determined to utilize the ACS/Census 8.26% proportional threshold for LEP analyses

Below is a table that identifies the languages of the speakers in that group.

Table 1: LEP population in service area.

Service Area English Speaking Proficiency Population		Total Population	Percent within Population that speaks a language other than English	Percent Population within Service Area
	Speak Only English	970,478		80.81%
	Speak Language Other than English	230,445		19.19%
	Speak English "very well"	131,288	56.97%	10.93%
	Speak English less than "very well"	99,157	43.03%	8.26%
	Total Service Area	1,200,923		

CATS Origin & Destination Study/Ridership Survey 2021-2022

Note: As survey results are considered still valid up until 5 years from completion, the following data is still valid for analysis until 2027. 2021-2022 Current Rider Survey LEP responses- provided some more general population level data CATS ridership spoke another language at home and the ability to speak English well. The survey identified that high percentages, well over 8.5% (systemwide representation of LEP respondents), we speak Japanese and Filipino did not speak English very well not historical safe harbor languages. As well, what we have seen over the last 10 years of analyses that Spanish speakers were above that LEP proportional percentage. Interesting enough we also saw higher than level percentages for Dutch not a typical Safe Harbor language, Arabic which was identified in the previous program, but lower in our typical FTA Safe Harbor languages of French and Chinese,

Table 1a: **How well do you Speak English?/Language Respondent speaks at home other than English?**

Language Spoke @ H	03 Not Very Well (% per language)		04 Not at all (% per language)	
French	2.1%	4	0	0
Arabic	8.1%	9	0	0
Japanese	30.3%	12	0	0
Spanish	9.2%	237	2.9%	73
Filipino	32.8%	9	0	0
Chinese	1.5%	2	0	0
Dutch	13.5%	2	0	0
Total of Respondents	6.8%	275	1.7%	73
LEP totals both categories	8.5%		348	

Table 1b: Which of the following best describes your race/ethnicity?/How well do you speak English?

	Not very well	Not at all
CrossTab	%	%
American Indian	0%	0%
Asian	11.4%	0%
Black/African American	3.5%	0%
Hispanic	76.9%	100%
Native Hawaiian/Pacific Islander	0%	0%
Mixed race	0%	0%
White alone	5.2%	0%
Not provided	3.0%	0%
All persons in Speaking ability category	100%	100%

CATS Systemwide LEP Census Data Estimates and Demographic breakdown.

Per ACS 2017-2021 estimate data, The LEP population in CATS services area is at **8.26% or 99,157** persons. The majority of LEP speakers in the area are identified as Spanish speaking and constituting more than 5% of the service areas population at **5.34% or 64,130 persons**. The remaining **35,027** LEP speakers focusing primarily on those at or in excess of 1000 speakers are those in order of representation who communicate in **Vietnamese, French, Russian, Chinese, Arabic, and Korean**. As well there are several groupings of LEP speaker types represented in CATS systemwide footprint, who do not individually reach the 5% or 1000 persons marks. But taken as parts of representative groups from specific area they meet the FTA Safer Harbor threshold for language groups to pinpoint access efforts. Unfortunately, these language types are unspecified by Census ACS data, so there are no indicators to focus efforts.

Note: **8.26% will be considered the systemwide LEP threshold** for the program period, as it is indicative of not only riders, but potential riders as it contains data as well on residents.

Table 2: LEP Language Group Proportions in Services Area.

Total Population	1,200,923	
Total LEP Population: Speak English less Than "very well"	99,157	8.26%
Spanish- LEP	64,130	5.34%
Other Indo-European languages:- LEP	7,769	over 1000 persons
Other Asian and Pacific Island languages: - LEP	6,626	over 1000 persons

Vietnamese: - LEP	4,641	over 1000 persons
French, Haitian, or Cajun - LEP	3,689	over 1000 persons
Other and unspecified languages: - LEP	3,032	over 1000 persons
Russian, Polish, or other Slavic languages: - LEP	2,569	over 1000 persons
Chinese (incl. Mandarin, Cantonese):- LEP	2,500	over 1000 persons
Arabic: - LEP	2,289	over 1000 persons
Korean: - LEP	1,289	over 1000 persons

Additional Demographic Tables and Resources to Determine further information on Foreign Born and Language groups.

Mecklenburg County – Foreign Born Data Set.

Table 2A- 2021 ACS 5-Year Estimate-SELECTED CHARACTERISTICS OF THE FOREIGN-BORN POPULATION BY REGION OF BIRTH

Mecklenburg County, REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population excluding population born at sea by continent	Naturalized	Not a U.S. Citizen	Total	%
All Foreign Born	73,373	106,663	180,036	100%
Europe	9,676	6,072	15,748	8.75%
Asia	24,527	27,937	52,464	29.14%
Africa	13,273	7,426	20,699	11.50%
Oceania	0	184	184	.10%
Latin America	24,780	64,062	88,842	49.35%
Northern America	1,117	982	2,099	1.17%

<https://data.census.gov/table?q=mecklenburg,+north+carolina&t=Place+of+Birth&tid=ACSDT1Y2021.B05002>

Based on the 2021 5-Year dataset the largest grouping of non-native born Mecklenburg county residents hail from Latin America at 49.35% and Asia at 29.14 %, Africa at 11.50% with residents from other continents and geographic descriptions individually coming in under 10%.


The largest foreign born Hispanic population in Mecklenburg county from this same data set are former residents of Mexico. See below, no other group comes close to 23.72% representation. The next closest population would be those from Cuba at 22.51% and Honduras at 14.06%.

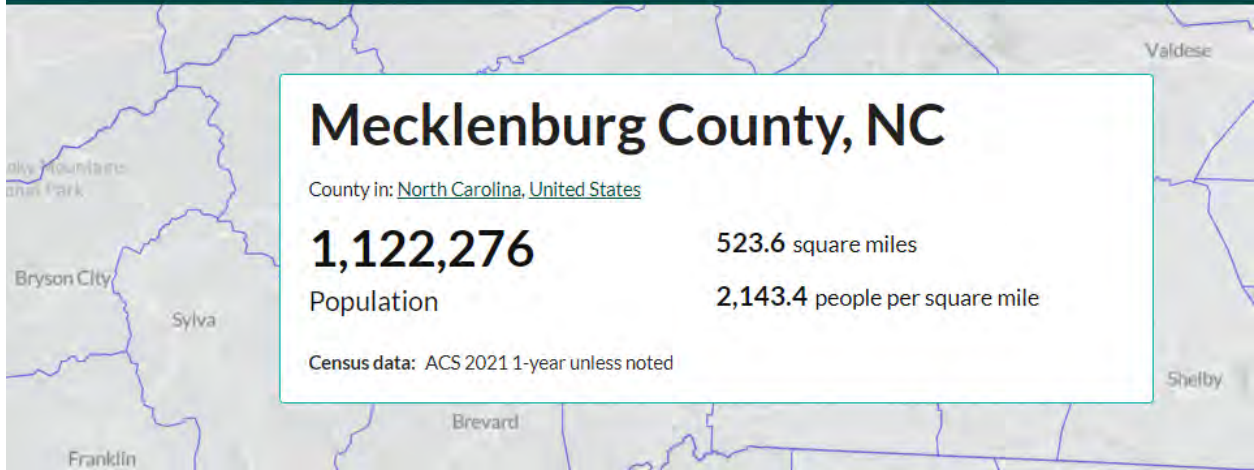
Table 2B- 2021 ACS 5-Year Estimate-SELECTED CHARACTERISTICS OF THE FOREIGN-BORN POPULATION BY REGION OF BIRTH: LATIN AMERICA - Mecklenburg County
<https://data.census.gov/table?t=Foreign+Born&g=050XX00US37119&tid=ACSST1Y2021.S0506>
<https://data.census.gov/table?t=Foreign+Born&g=050XX00US37119&tid=ACSDT5Y2021.B05006>

Ethnicity &/or Nationality (Born in...)	Population	Percentage
By Region SELECTED CHARACTERISTICS OF THE FOREIGN-BORN POPULATION BY REGION OF BIRTH: LATIN AMERICA		
Foreign-born population	180,036	100.00%
Latin America	88,842	49.35%
Other Central America	34,588	19.21%
Caribbean	10,151	29.35%
South America	22,702	12.61%
By Nation PLACE OF BIRTH FOR THE FOREIGN-BORN POPULATION IN THE UNITED STATES		
Foreign-born population	101,410	100.00%
Mexico	24,059	23.72%
Bahamas	95	0.09%
Barbados	253	0.25%
Cuba	22,832	22.51%
Dominican Republic	4,490	4.43%
Grenada	21	0.02%
Haiti	634	0.63%
Jamaica	2314	2.28%

St. Vincent and the Gernadines	38	0.04%
Trinidad and Tobago	1,082	1.07%
West Indies	30	0.03%
Other Caribbean	189	0.19%
Belize	33	0.03%
Costa Rica	480	0.47%
El Salvador	8,356	8.24%
Guatemala	4,054	4.00%
Honduras	14,254	14.06%
Nicaragua	1,254	1.24%
Panama	557	0.55%
Other Central America	16	0.02%
Argentina	528	0.52%
Bolivia	69	0.07%
Brazil	2,121	2.09%
Chile	275	0.27%
Colombia	4,427	4.37%
Ecuador	3,208	3.16%
Guyana	684	0.67%
Peru	2,090	2.06%
Uruguay	218	0.21%
Venezuela	2,669	2.63%
Other South America	80	0.08%

Census Reporter data appears to coincide with the foreign born population and languages spoken data for the Mecklenburg county and Charlotte NC which make up the primary area of CATS systemwide transit footprint. Of the 21% of languages spoken at home by respondents, the majority were Spanish speakers. As well, as far as the foreign born resident 48% constituting the larges immigrant population were self-identified as originating from Latin America.

 **Census Reporter**



[Mecklenburg County, NC - Profile data - Census Reporter](#)
<https://censusreporter.org/profiles/05000US37119-mecklenburg-county-nc/>

Language

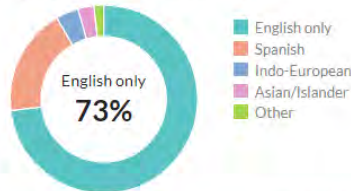
21%

Persons with language other than English spoken at home

more than 1.5 times the rate in North Carolina: 12.4%

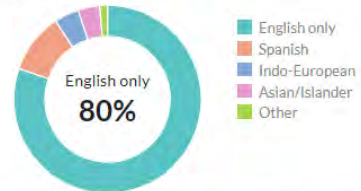
a little less than the rate in United States: 21.6%

Language at home, children 5-17



[Show data / Embed](#)

Language at home, adults 18+



[Show data / Embed](#)

Place of birth

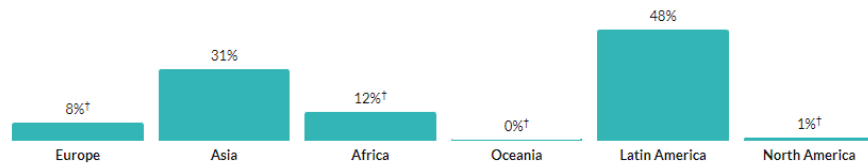
17.2%

Foreign-born population

more than 1.5 times the rate in the Charlotte-Concord-Gastonia, NC-SC Metro Area: 10.6%

more than double the rate in North Carolina: 8.2%

Place of birth for foreign-born population



* ACS 2021 5-year data

[Show data / Embed](#)

← ↻ <https://censusreporter.org/profiles/16000US3712000-charlotte-nc/>

Census Reporter

Charlotte, NC

Place in: [Mecklenburg County, NC](#), [Charlotte-Concord-Gastonia, NC-SC Metro Area](#), [North Carolina](#), [United States](#)

879,697
Population

309.2 square miles
2,845.4 people per square mile

Census data: ACS 2021 1-year unless noted

[Charlotte, NC - Profile data - Census Reporter https://censusreporter.org/profiles/16000US3712000-charlotte-nc/](https://censusreporter.org/profiles/16000US3712000-charlotte-nc/)

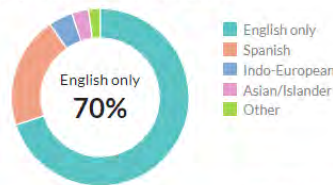
Language

22.2%

Persons with language other than English spoken at home

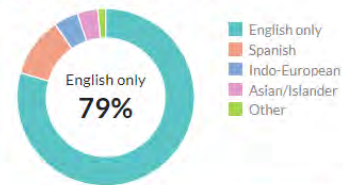
about 1.5 times the rate in the Charlotte-Concord-Gastonia, NC-SC Metro Area: 14.7%
more than 1.5 times the rate in North Carolina: 12.4%

Language at home, children 5-17



Show data / Embed

Language at home, adults 18+



Show data / Embed

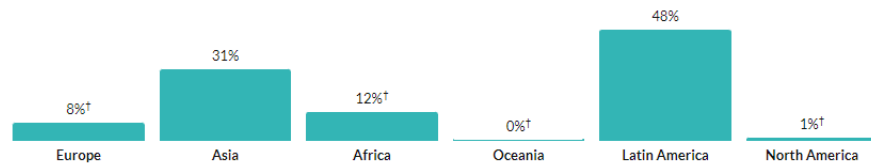
Place of birth

17.2%

Foreign-born population

more than 1.5 times the rate in the Charlotte-Concord-Gastonia, NC-SC Metro Area: 10.6%
more than double the rate in North Carolina: 8.2%

Place of birth for foreign-born population



* ACS 2021 5-year data

Show data / Embed

Regional School System - Charlotte Mecklenburg School System data on Limited English Proficient Students.

In the 2021-2022 school year Charlotte Mecklenburg School System fact paper “English Learners”, <https://www2.cms.k12.nc.us/cmsdepartments/ci/els/Documents/EL%20Facts%202021-2022.pdf>

Enrollment Statistics EL Enrollment as of October 1, 2021

Language Minority Students: 46,706
English Learner (ELs) PreK-12: 25,491
Native Languages Spoken: 204
Countries Represented: 175

Top 10 Languages Spoken by Students (Other than English)

Spanish34,948
Vietnamese1,021
French838
Arabic/Egyptian/Lebanese/Syrian752
Russian621
Hindi/Indian/Urdu583
Portuguese537
Chinese470
Burmese/Myanmasa462

CMS 2021 enrollment as of October 2021 was 140,406.

CMS has 46,706 students — 33.26 percent of total enrollment — who speak a language other than English at home. The most common home languages are Spanish, Vietnamese, French, Arabic, Russian and Hindi/Urdu Chinese and then Burmese , according to a district report.

Charlotte LEP statistic in comparison to National statistics.

<https://www.census.gov/acs/www/about/why-we-ask-each-question/language/> CATS services area representation is in lock step with national statistics. CATS LEP representation is 8.26% the national representation of LEP speakers is 8.2%.

1.0 People Who Speak a Language Other Than English at Home

21.7 percent

Source: Latest ACS 5-Year Estimates
Data Profiles/Social Characteristics

2.0 People Who Speak English Less Than Very Well

8.2 percent

Source: Latest ACS 5-Year Estimates
Data Profiles/Social Characteristics

3.0 People Who Speak Spanish at Home

13.3 percent

Source: Latest ACS 5-Year Estimates
Data Profiles/Social Characteristics

Services Area Census Tract Analysis:

An analysis of the language status in the 345 Census tracts that are overlaid by CATS services area identifies that 39.19% (or 135 tracts) have individual LEP populations greater than the system average of 8.26%. The table below identified those tracts in which the LEP population is greater than 8.26% (a number picked just to identify the highest percentage populations in Census tracts).

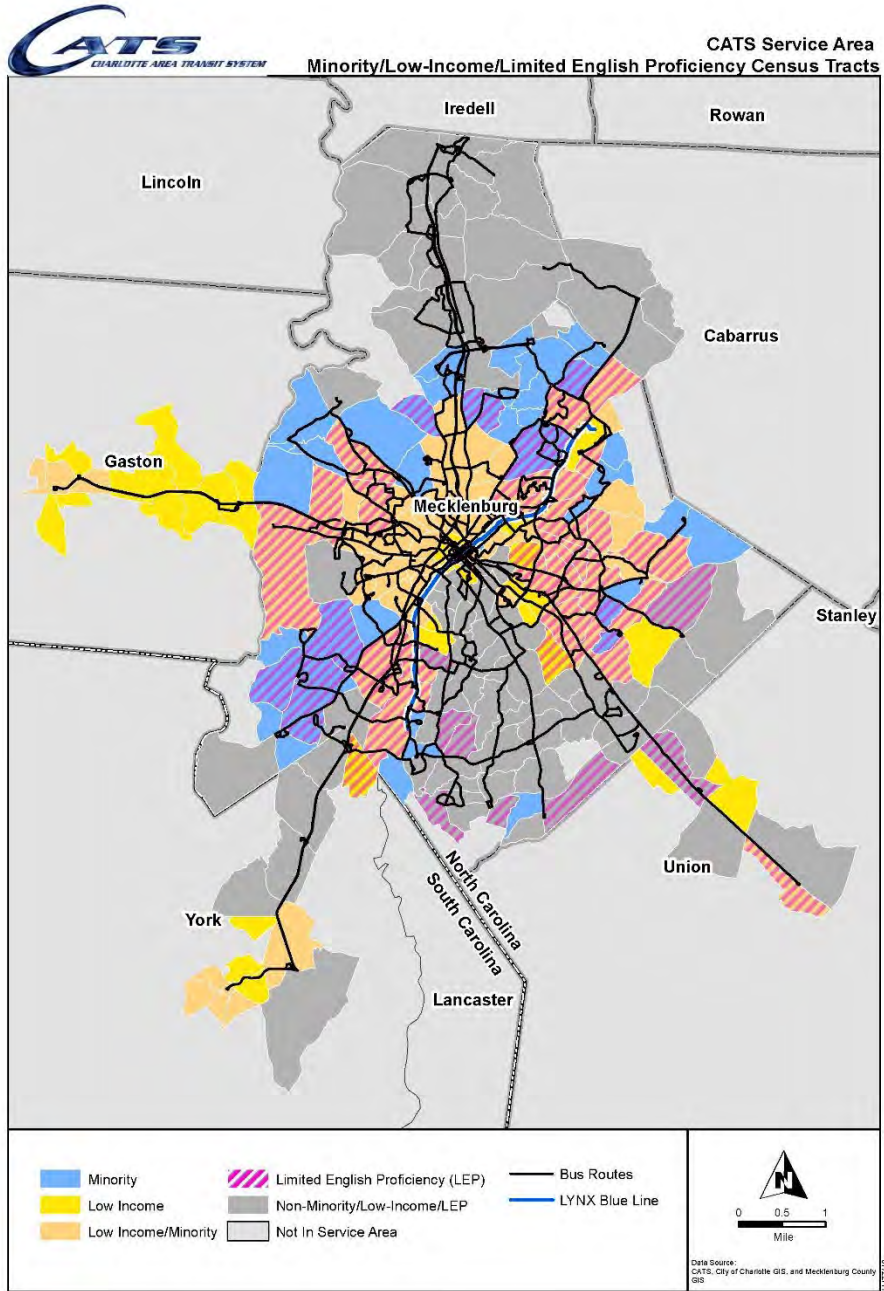


Figure 3 - Map of LEP Census Tracts

Table 6: There are 135 Service Area Census Tracts with LEP populations greater than 8.26%.

Tract Name	GeoID	Total:	Speak only English	Total LEP Population:	Percent LEP
				Speak English less Than " very well	
Census Tract 321	37071032100	2,683	2,335	194	8.31%
Census Tract 3.01	37119000301	696	542	63	11.62%
Census Tract 5.03	37119000503	1,674	1,345	127	9.44%
Census Tract 9	37119000900	1,747	1,546	142	9.18%
Census Tract 12	37119001200	4603	3430	534	15.57%
Census Tract 15.04	37119001504	5969	3810	1762	46.25%
Census Tract 15.05	37119001505	3750	1684	1135	67.40%
Census Tract 15.07	37119001507	4785	2684	1194	44.49%
Census Tract 15.08	37119001508	5803	4536	590	13.01%
Census Tract 15.09	37119001509	3642	2791	558	19.99%
Census Tract 15.10	37119001510	3286	2636	510	19.35%
Census Tract 16.03	37119001603	4430	2703	980	36.26%
Census Tract 16.05	37119001605	1657	937	526	56.14%
Census Tract 16.06	37119001606	4443	2439	1615	66.22%
Census Tract 16.07	37119001607	2407	1666	513	30.79%
Census Tract 16.08	37119001608	3913	2475	933	37.70%
Census Tract 16.09	37119001609	2828	1601	750	46.85%
Census Tract 17.01	37119001701	3965	3108	672	21.62%
Census Tract 17.02	37119001702	6151	2565	2484	96.84%
Census Tract 18.02	37119001802	3226	2407	219	9.10%
Census Tract 19.10	37119001910	4913	2425	1749	72.12%
Census Tract 19.11	37119001911	5098	3835	491	12.80%
Census Tract 19.14	37119001914	3606	2523	755	29.92%
Census Tract 19.16	37119001916	4087	2631	628	23.87%
Census Tract 19.17	37119001917	4191	2583	777	30.08%
Census Tract 19.18	37119001918	3735	2703	759	28.08%
Census Tract 19.19	37119001919	3889	2232	997	44.67%
Census Tract 19.20	37119001920	5412	3027	1277	42.19%
Census Tract 19.21	37119001921	2658	1619	633	39.10%
Census Tract 19.22	37119001922	4845	3401	819	24.08%
Census Tract 19.23	37119001923	3851	2897	298	10.29%
Census Tract 19.24	37119001924	2187	890	1135	127.53%
Census Tract 19.25	37119001925	4226	2674	1181	44.17%
Census Tract 19.26	37119001926	3308	2847	301	10.57%
Census Tract 19.27	37119001927	2998	2159	610	28.25%

Census Tract 21	37119002100	2645	2249	294	13.07%
Census Tract 29.07	37119002907	3311	2687	287	10.68%
Census Tract 30.16	37119003016	4361	2871	461	16.06%
Census Tract 31.02	37119003102	3706	2845	581	20.42%
Census Tract 31.06	37119003106	4278	2876	852	29.62%
Census Tract 31.08	37119003108	3434	2098	688	32.79%
Census Tract 31.09	37119003109	3691	1777	1141	64.21%
Census Tract 32.01	37119003201	2650	1913	480	25.09%
Census Tract 38.02	37119003802	2892	2489	250	10.04%
Census Tract 38.05	37119003805	3607	2438	393	16.12%
Census Tract 38.07	37119003807	4355	2061	1350	65.50%
Census Tract 38.08	37119003808	6174	2045	2919	142.74%
Census Tract 38.09	37119003809	3385	2390	592	24.77%
Census Tract 38.10	37119003810	4388	2029	1157	57.02%
Census Tract 39.03	37119003903	1609	1273	170	13.35%
Census Tract 40	37119004000	4180	3113	372	11.95%
Census Tract 43.02	37119004302	4417	3787	319	8.42%
Census Tract 43.03	37119004303	2380	1945	265	13.62%
Census Tract 43.04	37119004304	4111	3194	570	17.85%
Census Tract 43.06	37119004306	3597	2760	511	18.51%
Census Tract 44	37119004400	3736	2832	696	24.58%
Census Tract 53.01	37119005301	4023	2148	1406	65.46%
Census Tract 53.05	37119005305	3854	2989	768	25.69%
Census Tract 53.06	37119005306	2232	1225	745	60.82%
Census Tract 53.07	37119005307	4080	2490	1009	40.52%
Census Tract 53.08	37119005308	2223	933	951	101.93%
Census Tract 54.03	37119005403	5674	4062	600	14.77%
Census Tract 54.04	37119005404	4372	3562	382	10.72%
Census Tract 54.05	37119005405	2833	1968	446	22.66%
Census Tract 55.10	37119005510	6283	3903	1329	34.05%
Census Tract 55.11	37119005511	3269	2717	237	8.72%
Census Tract 55.12	37119005512	5617	4421	708	16.01%
Census Tract 55.20	37119005520	4673	3204	539	16.82%
Census Tract 55.22	37119005522	4749	3831	404	10.55%
Census Tract 55.25	37119005525	3803	2747	394	14.34%
Census Tract 55.27	37119005527	2669	2190	215	9.82%
Census Tract 55.32	37119005532	3815	2495	819	32.83%
Census Tract 55.33	37119005533	966	758	74	9.76%
Census Tract 55.34	37119005534	4705	3706	403	10.87%
Census Tract 55.35	37119005535	3502	2333	852	36.52%
Census Tract 55.36	37119005536	5373	4136	570	13.78%
Census Tract 56.09	37119005609	3431	2487	321	12.91%
Census Tract 56.13	37119005613	3374	2675	292	10.92%

Census Tract 56.16	37119005616	2182	1836	218	11.87%
Census Tract 56.17	37119005617	2155	1629	151	9.27%
Census Tract 56.21	37119005621	5158	3996	458	11.46%
Census Tract 56.22	37119005622	1909	1529	170	11.12%
Census Tract 56.26	37119005626	3262	2764	265	9.59%
Census Tract 56.27	37119005627	6851	5915	555	9.38%
Census Tract 57.09	37119005709	4568	3432	493	14.36%
Census Tract 57.10	37119005710	4117	3112	458	14.72%
Census Tract 57.16	37119005716	5428	3074	861	28.01%
Census Tract 57.22	37119005722	1923	1601	164	10.24%
Census Tract 57.23	37119005723	2999	2450	290	11.84%
Census Tract 58.11	37119005811	4077	3053	531	17.39%
Census Tract 58.15	37119005815	3584	2908	270	9.28%
Census Tract 58.24	37119005824	4208	2713	606	22.34%
Census Tract 58.26	37119005826	2847	1846	529	28.66%
Census Tract 58.27	37119005827	2504	2029	198	9.76%
Census Tract 58.29	37119005829	1772	1181	143	12.11%
Census Tract 58.43	37119005843	2935	2093	299	14.29%
Census Tract 58.45	37119005845	5208	2904	436	15.01%
Census Tract 58.54	37119005854	2613	1095	111	10.14%
Census Tract 58.55	37119005855	4442	3378	293	8.67%
Census Tract 58.60	37119005860	4071	3157	425	13.46%
Census Tract 58.61	37119005861	2602	2003	302	15.08%
Census Tract 58.66	37119005866	3854	2735	317	11.59%
Census Tract 58.67	37119005867	3331	2419	532	21.99%
Census Tract 59.10	37119005910	5490	3952	435	11.01%
Census Tract 59.13	37119005913	6418	3737	1270	33.98%
Census Tract 59.16	37119005916	2394	1562	498	31.88%
Census Tract 59.18	37119005918	4562	2901	466	16.06%
Census Tract 59.19	37119005919	3154	2262	466	20.60%
Census Tract 59.20	37119005920	2047	989	413	41.76%
Census Tract 59.21	37119005921	3184	2691	251	9.33%
Census Tract 59.22	37119005922	3841	2719	582	21.40%
Census Tract 59.23	37119005923	4443	2891	404	13.97%
Census Tract 59.24	37119005924	6399	4447	806	18.12%
Census Tract 59.27	37119005927	6739	5253	682	12.98%
Census Tract 59.30	37119005930	2743	1933	289	14.95%
Census Tract 59.31	37119005931	3562	2533	411	16.23%
Census Tract 59.32	37119005932	2383	1548	312	20.16%
Census Tract 60.05	37119006005	2939	2403	310	12.90%
Census Tract 60.12	37119006012	4434	3540	364	10.28%
Census Tract 60.16	37119006016	2785	2175	476	21.89%
Census Tract 61.08	37119006108	4273	3077	407	13.23%

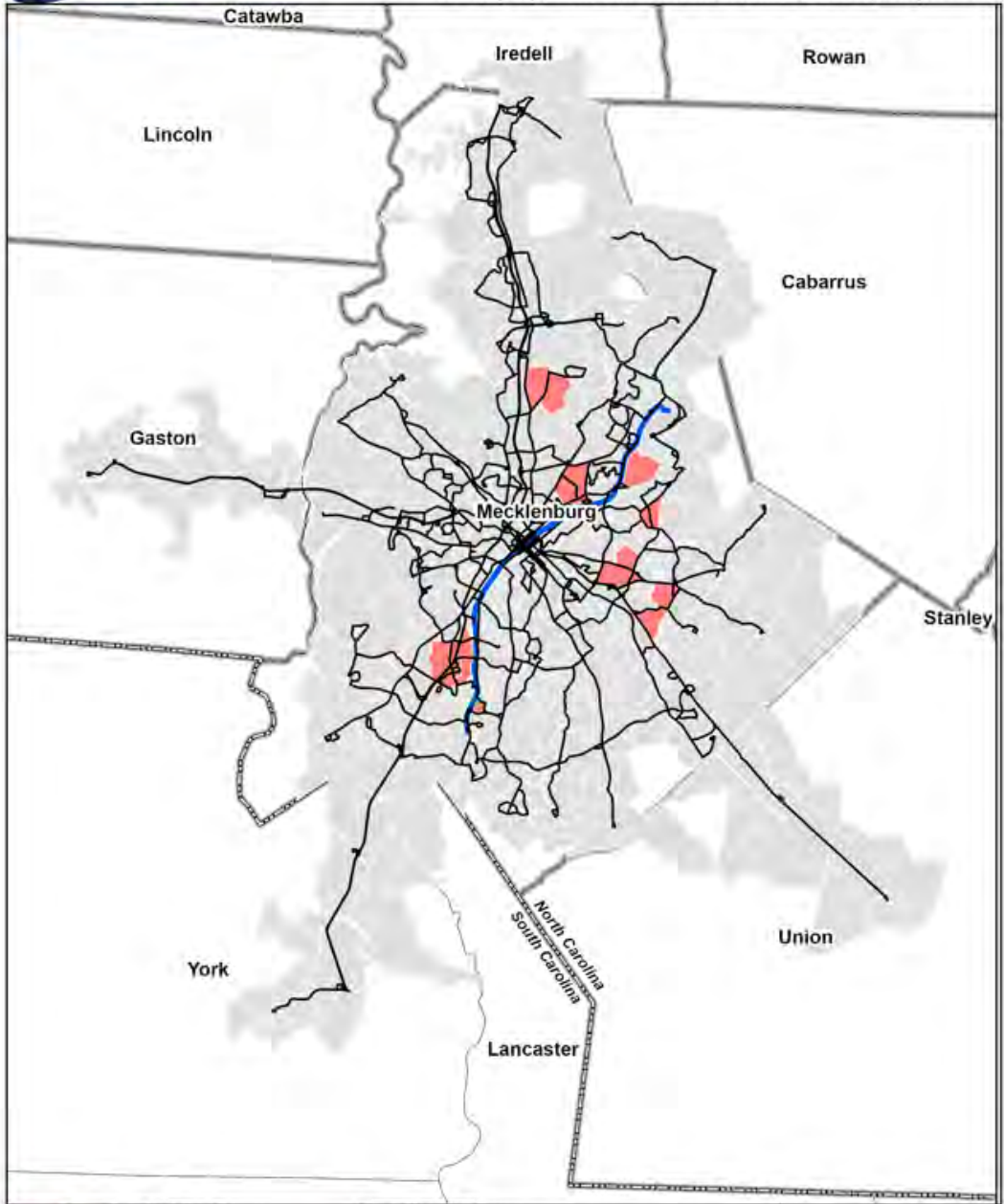
Census Tract 61.10	37119006110	5281	4379	367	8.38%
Census Tract 61.14	37119006114	2916	1774	383	21.59%
Census Tract 61.15	37119006115	3479	2263	370	16.35%
Census Tract 62.10	37119006210	4414	3714	351	9.45%
Census Tract 63.09	37119006309	1766	1465	157	10.72%
Census Tract 63.10	37119006310	3146	2596	240	9.24%
Census Tract 64.11	37119006411	2946	2147	470	21.89%
Census Tract 203.12	37179020312	4268	3462	442	12.77%
Census Tract 203.17	37179020317	6641	5263	551	10.47%
Census Tract 203.21	37179020321	3952	3271	310	9.48%
Census Tract 204.03	37179020403	4234	3435	367	10.68%
Census Tract 204.05	37179020405	1602	1097	278	25.34%
Census Tract 204.06	37179020406	3534	1531	813	53.10%
Census Tract 610.07	45091061007	7292	5275	876	16.61%

The top Spanish LEP Census Tracts above 1000 persons :

Tract Name	Percent LEP	Spanish: Speak English less than "very well"
Census Tract 38.08	142.74%	2788
Census Tract 17.02	96.84%	1585
Census Tract 19.20	42.19%	1210
Census Tract 55.10	34.05%	1161
Census Tract 38.07	65.50%	1146
Census Tract 15.07	44.49%	1113
Census Tract 53.01	65.46%	1064
Census Tract 15.05	67.40%	1062
Census Tract 19.10	72.12%	1060
Census Tract 31.09	64.21%	1056
Census Tract 16.06	66.22%	1030
Census Tract 38.10	57.02%	1029



CATS Service Area
The top Spanish LEP Census Tracts above 1,000 persons



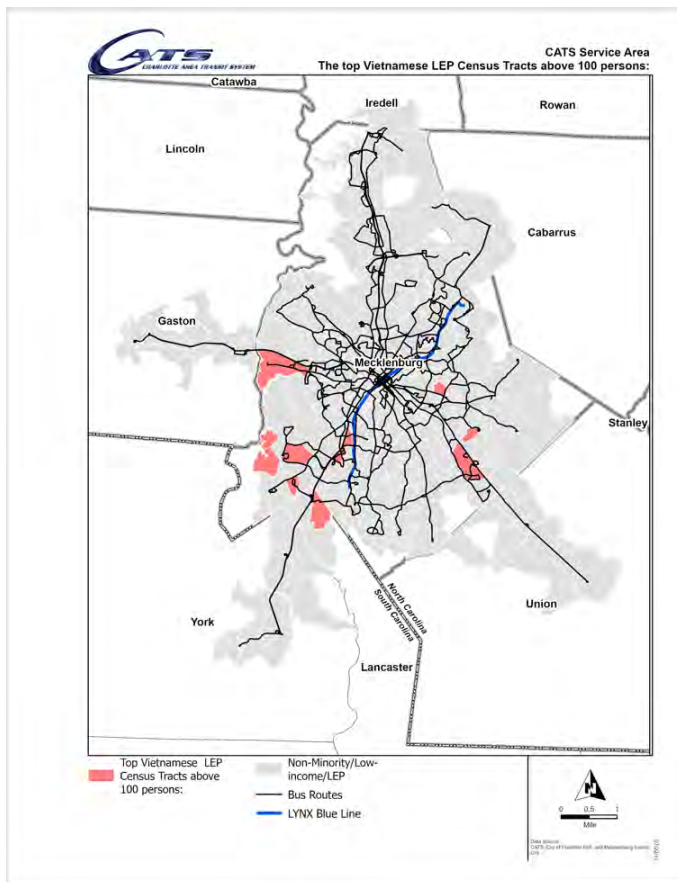
- Top Spanish LEP Census Tracts above 1,000 persons
- Non-Minority/Low-income/LEP
- Bus Routes
- LYNX Blue Line



Map Source:
CATS, Our of Census GIS, and Community Counts
2018

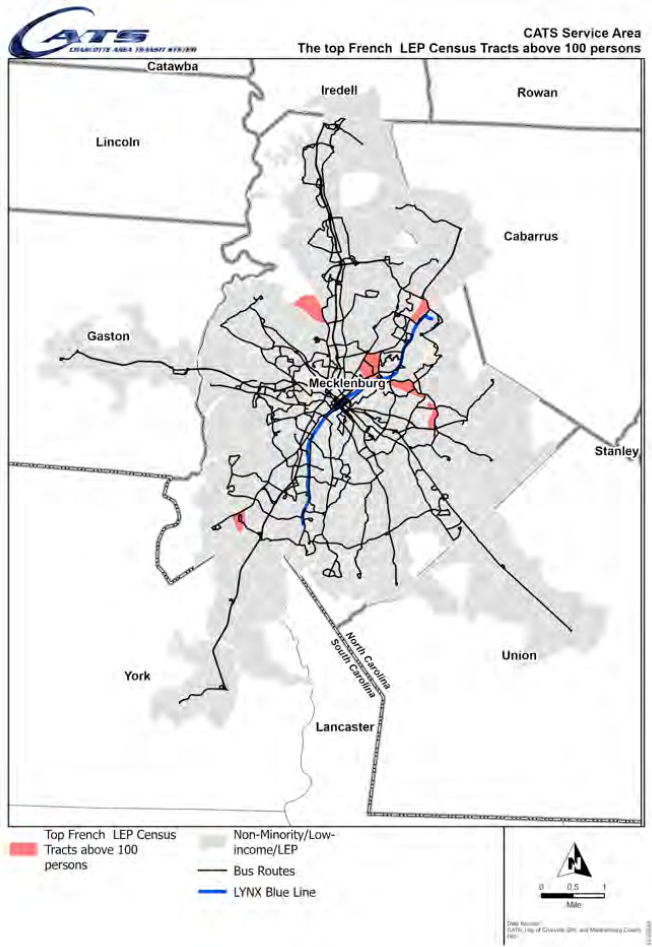
The top Vietnamese LEP Census Tracts above 100 persons:

Tract Name	Percent LEP	Vietnamese: Speak English less than "very well"
Census Tract 38.07	65.50%	108
Census Tract 16.06	66.22%	295
Census Tract 59.13	33.98%	255
Census Tract 57.16	28.01%	121
Census Tract 610.07	16.61%	141
Census Tract 59.24	18.12%	191
Census Tract 59.19	20.60%	175
Census Tract 59.22	21.40%	133
Census Tract 58.66	11.59%	128
Census Tract 59.32	20.16%	105



The top French LEP Census Tracts above 100 persons :

Tract Name	Percent LEP	French: Speak English less than "very well"
Census Tract 53.01	65.46%	271
Census Tract 19.25	44.17%	420
Census Tract 15.04	46.25%	687
Census Tract 61.08	13.23%	113
Census Tract 59.32	20.16%	188
Census Tract 55.34	10.87%	111



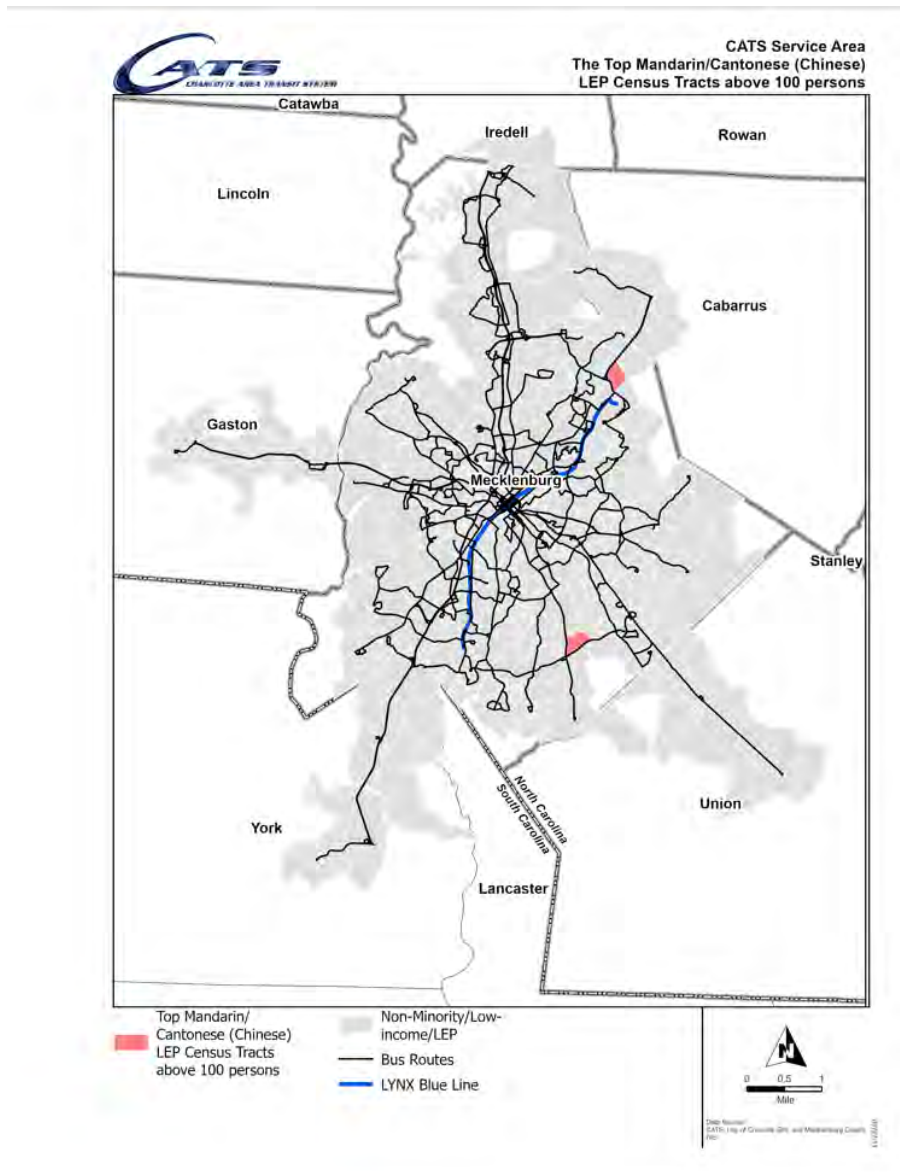
The top Russian, Polish and other slavic languages LEP Census Tracts above 100 persons :

Tract Name	Percent LEP	Russian, Polish: Speak English less than "very well"
Census Tract 610.07	16.61%	126
Census Tract 59.23	13.97%	116
Census Tract 57.10	14.72%	130



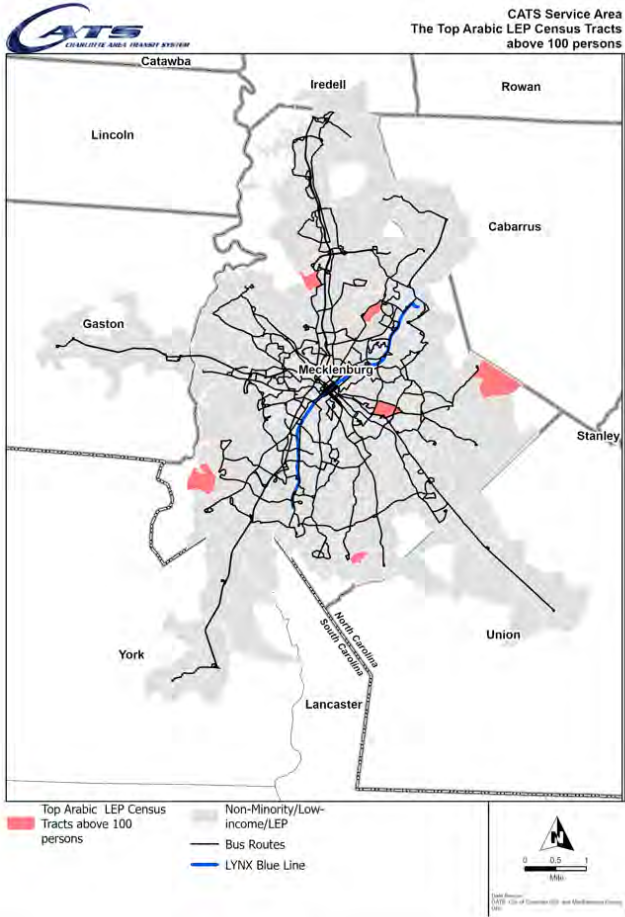
The Mandarin/Cantonese (Chinese) LEP Census Tracts above 100 persons :

Tract Name	Percent LEP	Chinese Speak English less than "very well"
Census Tract 55.32	32.83%	396
Census Tract 30.16	16.06%	135



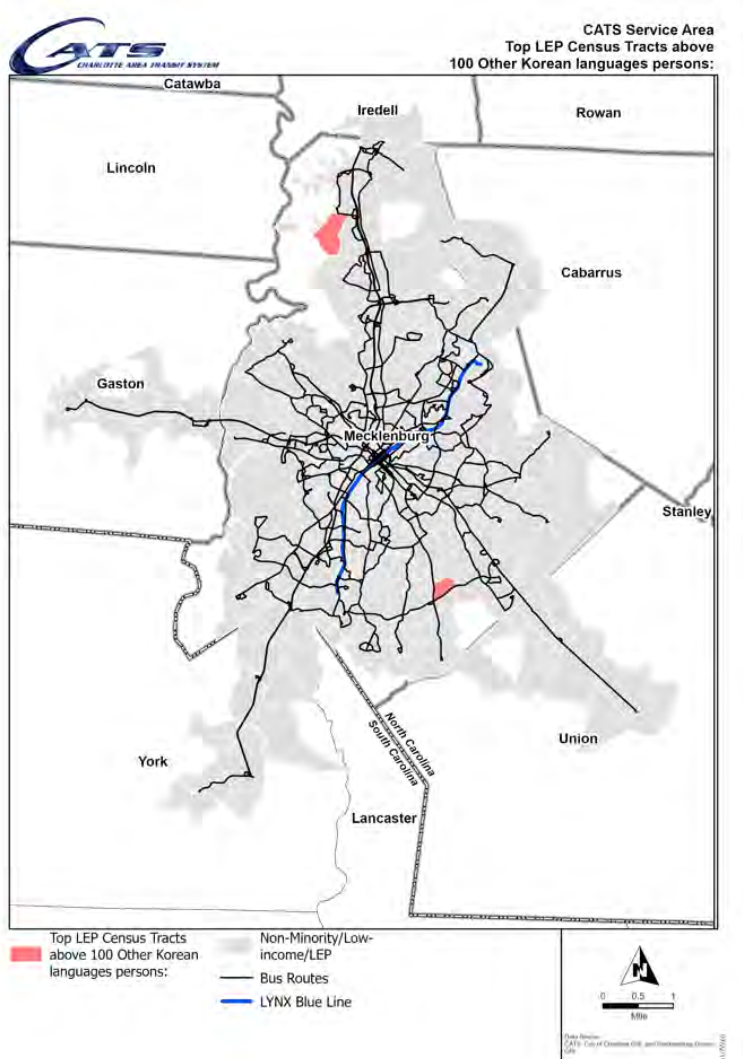
The Arabic LEP Census Tracts above 100 persons :

Tract Name	Percent LEP	Arabic: Speak English less than "very well"
Census Tract 17.02	96.84%	118
Census Tract 59.24	18.12%	145
Census Tract 55.35	36.52%	246
Census Tract 61.14	21.59%	135
Census Tract 58.62	7.71%	108
Census Tract 56.21	11.46%	331



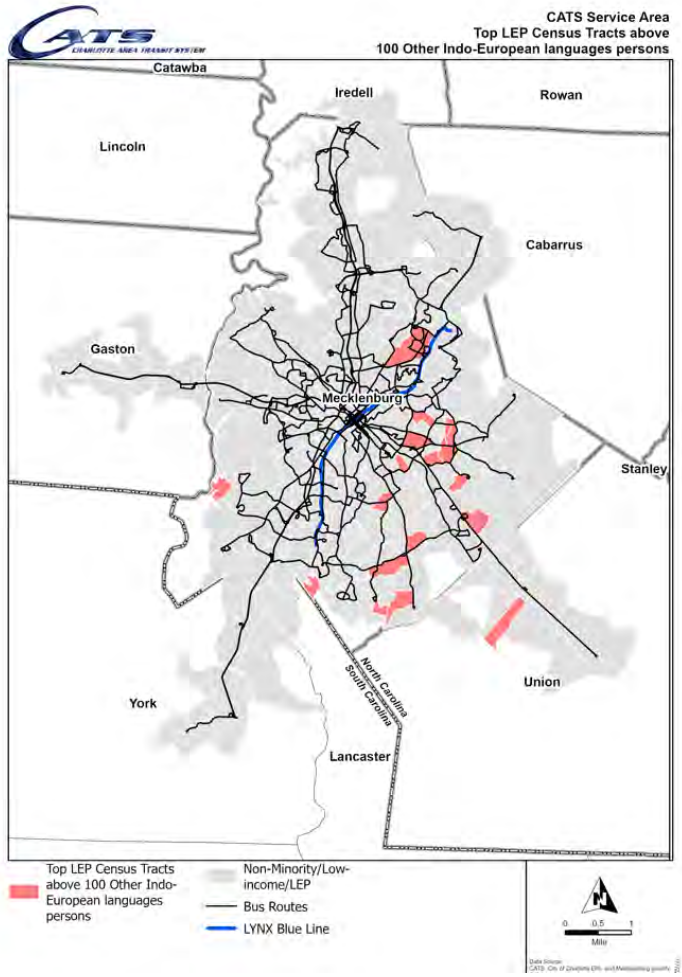
The top LEP Census Tracts above 100 Other Korean languages persons:

Tract Name	Percent LEP	Korean:
Census Tract 30.16	16.06%	160
Census Tract 62.10	9.45%	305



The top LEP Census Tracts above 100 Other Indo-European languages persons:

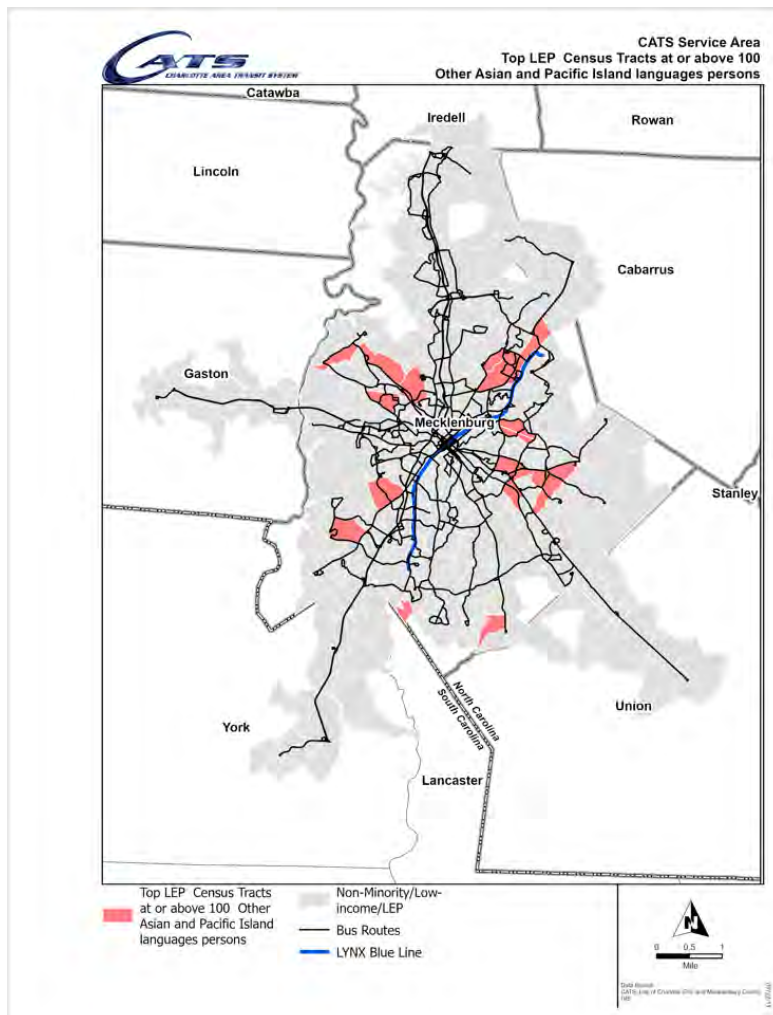
Tract Name	Percent LEP	Other Indo-European languages: Speak English less than "very well"
Census Tract 17.02	96.84%	181
Census Tract 19.10	72.12%	336
Census Tract 16.03	36.26%	196
Census Tract 19.19	44.67%	111
Census Tract 19.25	44.17%	123
Census Tract 57.16	28.01%	203
Census Tract 19.24	127.53%	478
Census Tract 58.67	21.99%	133
Census Tract 59.22	21.40%	116
Census Tract 203.17	10.47%	177
Census Tract 55.36	13.78%	102
Census Tract 57.09	14.36%	197
Census Tract 58.61	15.08%	107
Census Tract 58.15	9.28%	153
Census Tract 58.45	15.01%	155
Census Tract 21	13.07%	268
Census Tract 30.16	16.06%	135
Census Tract 29.07	10.68%	245



The top LEP Census Tracts at or above 100 Other Asian and Pacific Island languages persons:

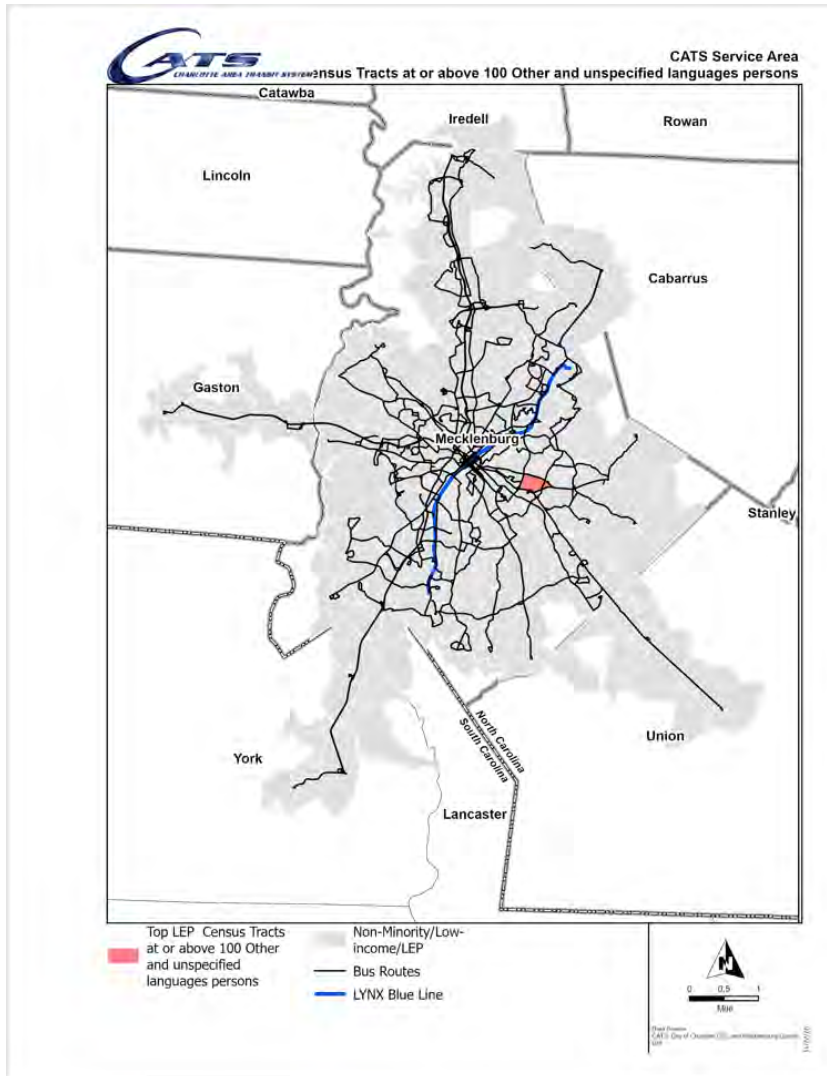
Tract Name	Percent LEP	Other Asian and Pacific Island languages: Speak English less than "very well"
Census Tract 17.02	96.84%	153
Census Tract 19.10	72.12%	277
Census Tract 59.13	33.98%	106
Census Tract 16.08	37.70%	163
Census Tract 15.04	46.25%	333
Census Tract 44	24.58%	185
Census Tract 19.18	28.08%	134
Census Tract 19.14	29.92%	177

Census Tract 19.21	39.10%	115
Census Tract 43.04	17.85%	180
Census Tract 58.67	21.99%	105
Census Tract 19.16	23.87%	183
Census Tract 19.11	12.80%	122
Census Tract 61.10	8.38%	110
Census Tract 55.36	13.78%	228
Census Tract 55.35	36.52%	290
Census Tract 55.32	32.83%	140
Census Tract 38.05	16.12%	177
Census Tract 60.08	4.99%	141
Census Tract 58.45	15.01%	134
Census Tract 55.34	10.87%	232



The top LEP Census Tracts at or above 100 Other and unspecified languages persons:

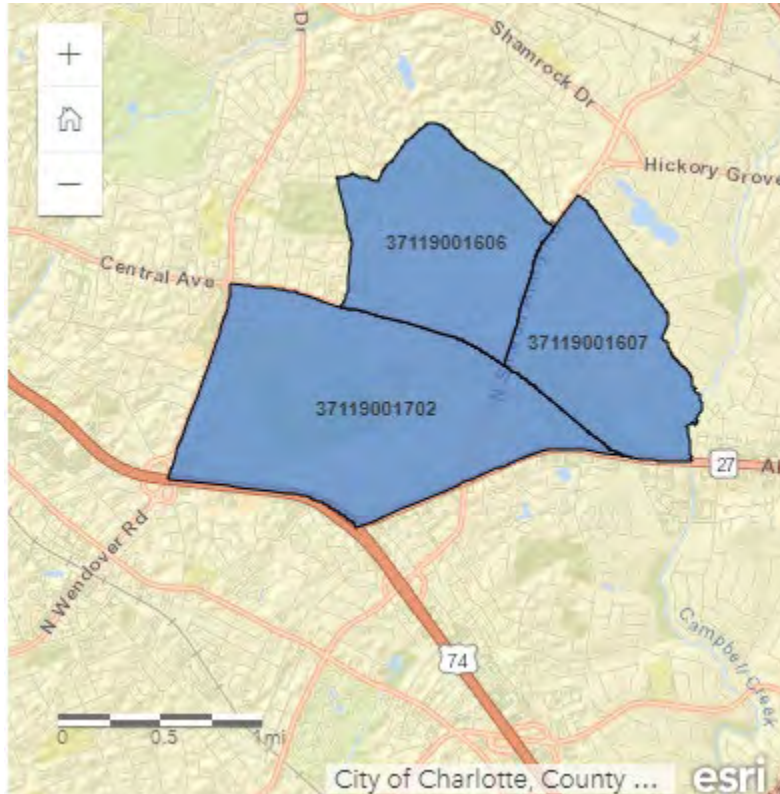
Tract Name	Percent LEP	Other and unspecified languages: Speak English less than "very well"
Census Tract 17.02	96.84%	418



Tract Name	Speak English less than "very well"										
	Percent LEP	Spanish	French	Russian, Polish	Other Indo-European languages	Korean	Chinese	Vietnamese	Other Asian and Pacific Island languages Mb	Arabic	Other and unspecified languages
Census Tract 17.02	96.84%	1585	0	0	181	0	29	0	153	118	418
Census Tract 19.10	72.12%	1060	20	13	336	0	0	12	277	0	31
Census Tract 15.04	46.25%	508	687	86	0	0	0	0	333	75	73
Census Tract 19.21	39.10%	442	16	0	55	0	0	5	115	0	0
Census Tract 16.08	37.70%	695	0	5	0	0	0	70	163	0	0
Census Tract 55.35	36.52%	178	54	0	84	0	0	0	290	246	0
Census Tract 59.13	33.98%	890	0	0	19	0	0	255	106	0	0
Census Tract 55.32	32.83%	146	0	0	75	0	396	0	140	39	23
Census Tract 19.14	29.92%	444	0	32	88	0	14	0	177	0	0
Census Tract 19.18	28.08%	486	71	8	0	0	0	0	134	0	60
Census Tract 44	24.58%	500	0	0	0	0	11	0	185	0	0
Census Tract 19.16	23.87%	283	0	82	0	0	23	0	183	46	0
Census Tract 58.67	21.99%	294	0	0	133	0	0	0	105	0	0

The largest proportional representation of LEP speakers are in Census Tract 17.02 with 2484 LEP speakers out of 6151 Speakers, 2089 are Spanish speakers with 1585 being LEP speakers. The second is tract 19.10 with 1060 LEP speakers which are mostly Indo-European speakers.

Census Tract 17.02



<https://opportunitydb.com/zones/37119001702/>

Census Tract 17.02 is a Low-Income Community Opportunity Zone located in Charlotte, North Carolina. This 1.4 square mile census tract has a population of approximately 5,900 and is one of 17 Opportunity Zones in Mecklenburg County.

Factor 1 Summary:

CATS service area serves a population with 8.26% (or 99,157) limited English proficient persons who speak a foreign language primarily. The LEP language groups are primarily represented under the Safe Harbor doctrine having 5% or 1000 LEP speaks in CATS services area Spanish 5.34% (64,130 persons up 5,486 additional speakers since the 2020 report), then order of representation Vietnamese, French, Russian, Chinese, Arabic, and Korean. The Census data also identified Other Indo-European languages, Other Asian Pacific languages and other unspecified languages, which are groupings of languages that only provide vague identifications of smaller language groups. These language groups of 1000 or more

persons or 5% of our services area population, have remained constant since the 2020 program was produced.

94% of CATS Census tracts contain LEP speaker residents, of the 345 tracts reviewed 325 have persons who speak another language primarily and have difficulty speaking English. 39.19% (or 135) of those tracts exceed the system threshold of 8.26%, this is a 12.59% increase in LEP tracks since the 2020 report.

	Population	Percent
Service Area Population	1,200,923	
LEP	99,157	8.26%

CATS 2024-2026 service area Safe Harbor Languages constituting 5% of the population or 1000 person are:

- Spanish
- Vietnamese
- French
- Russian
- Chinese (Mandarin)
- Arabic
- Korean

FACTOR 2: THE FREQUENCY WITH WHICH LEP PERSONS COME INTO CONTACT WITH THE PROGRAM.

LEP population interaction with Transit Facilities

The following is drawn from the ASC 2021 5 Year estimates for population cross referenced against CATS system-wide amenities (stops, benches and shelters) distribution. The LEP system-wide percentage of 8.26% is exceeded by all three amenities categories, meaning there is no disproportionate under-representation of these benefits for the LEP community.

LEP Population in reference to Amenities

	Population	Percent
Service Area Population	1,283,649	
Minority Population	658,173	51.27%
LEP	99,157	7.72%
Poverty	133,674	10.41%

Transit Amenities as placed in LEP population Area by Number

Census Tracts	Stops	Bench	Shelter	Trash Can
Service Area	2,930	364	266	817
Minority	1,832	259	202	566
LEP	1,469	205	153	447
Low Income	1,703	253	182	568

Transit Amenities as located in LEP population tracts by Percentage

Census Tracts	Stops	Bench	Shelter	Trash Can
Service Area Census Tracts	2,930	364	266	817
Minority	62.53%	71.15%	75.94%	69.28%
LEP	50.14%	56.32%	57.52%	54.71%
Low Income	58.12%	69.51%	68.42%	69.52%

Notice: Transit amenities have been located well in excess of the 8.26% threshold for the LEP populated areas. All indicators show higher than threshold representation with stops located at 50.14%, benches located at 56.32%, shelters located at 57.52% and trash receptacles located at 54.71%, in LEP threshold or higher areas of CATS systemwide footprint.



CATS Service Area Minority/Low-Income/Limited English Proficiency Census Tracts and Transit Amenities

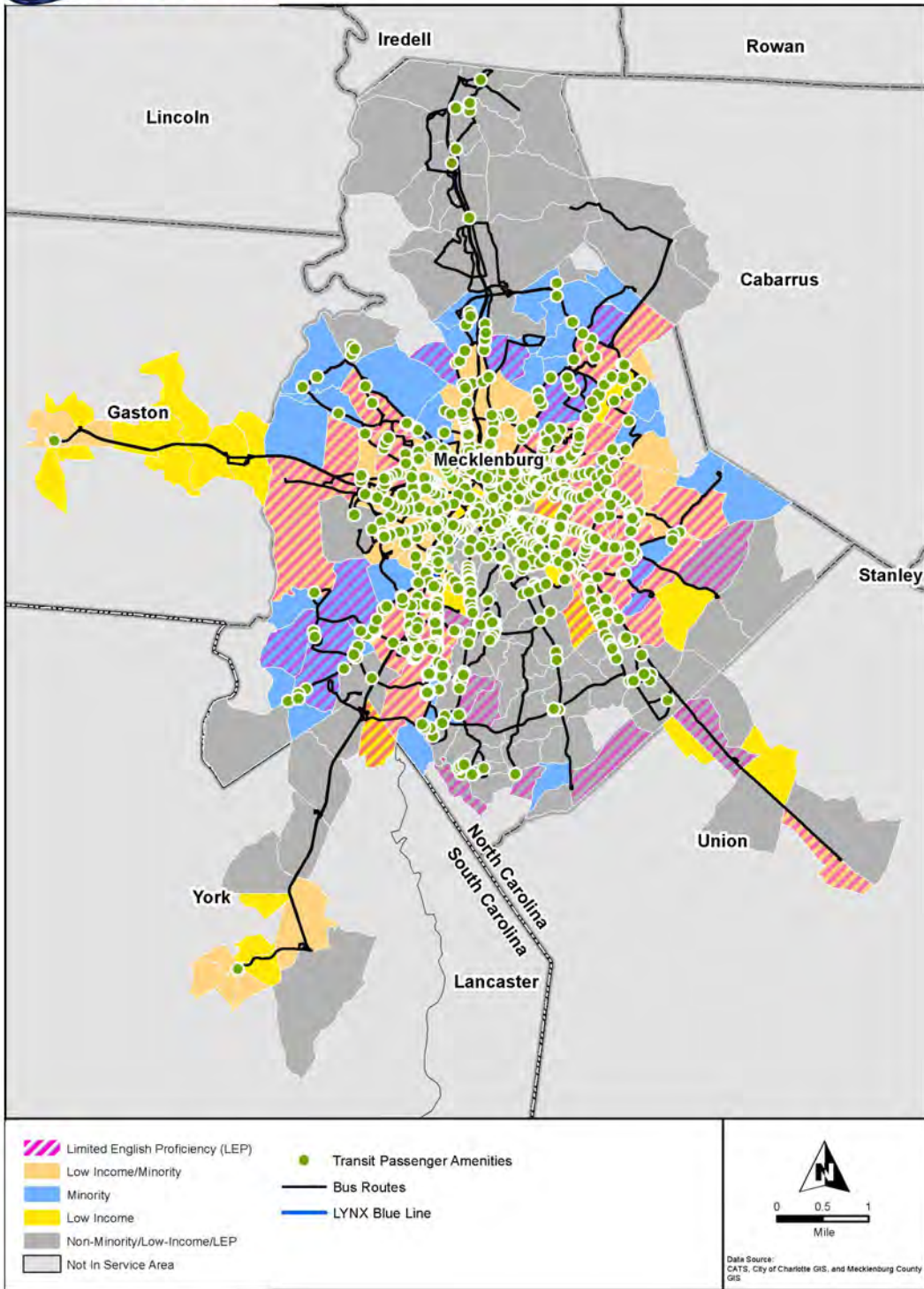


Figure 3a - Map of LEP Census Tracts overlaid by CATS Systemwide amenities distribution.

LEP Ridership usage of Transit as a commuter choice to work.

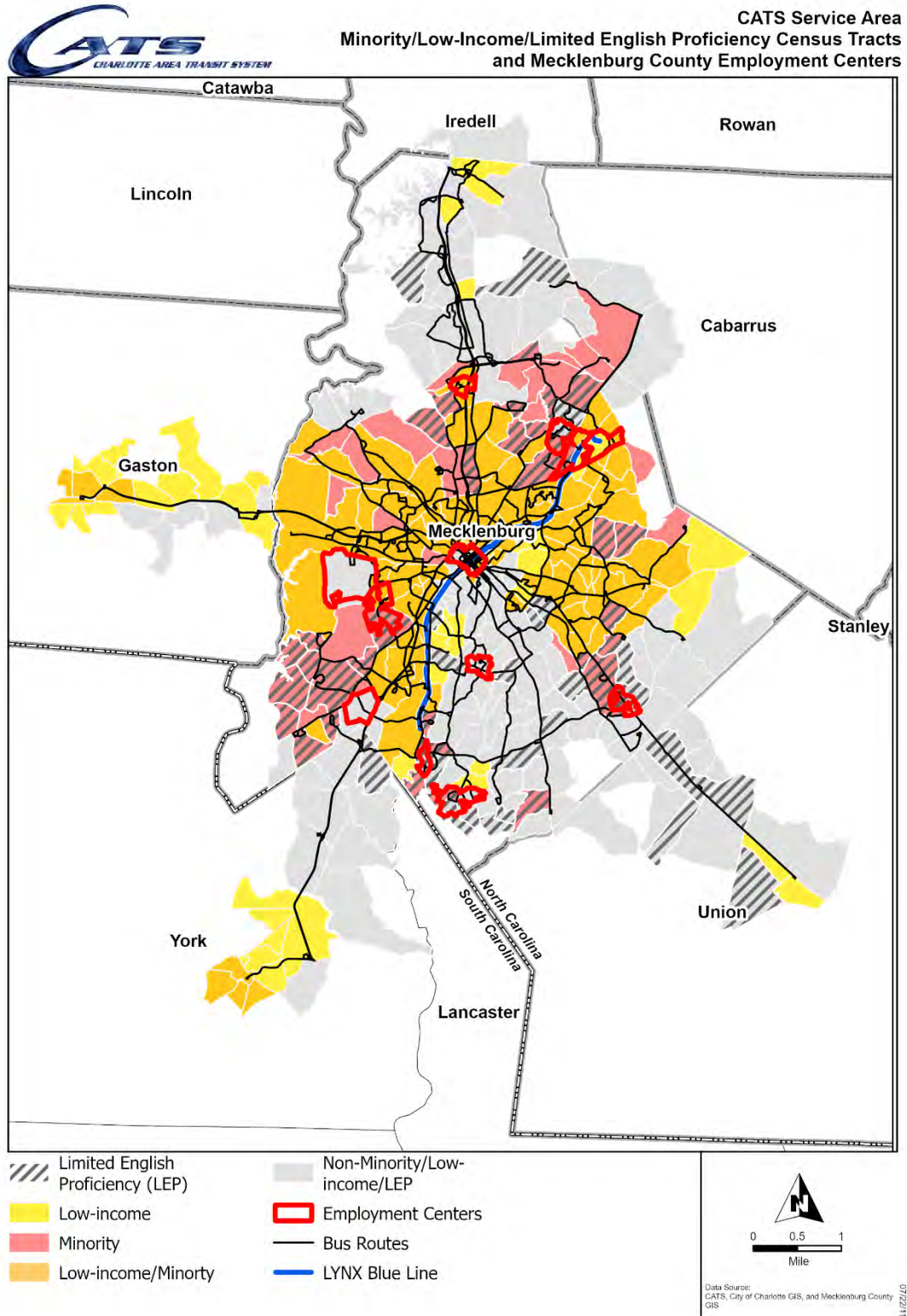
The following is drawn from the “2021 ASC 1 Year estimates MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH”. “Universe: Workers 16 years and over”. A quick review of the ridership tendency data for Mecklenburg County, where the vast majority of CATS services occur, identifies that **9.29%** of the county residents who self-identified transit as a common mode of transport to work were as well Limited English Proficient. The previous 2021 representation was 12.41% constituting a 3.12% decrease from the last program update. The 9.29% as well exceeds the current systemwide 8.26% LEP population estimate made via the 2017- 2021 ACS estimate by 1.03%. Meaning the resident LEP population in Mecklenburg county can be accessed as disproportionately utilizing public transit in comparison to their representation along the transit system’s footprint. Of public transit self-identified users their representation is 1.03% above their systemwide resident proportion of 8.26%.

Table 8: LEP commuter behavior. “MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH” 2021: ACS 1- Year Estimates Detailed Tables

Demographic categories	Population	LEP %
Total:	593,372	9.29%
Speak Spanish: Speak English less than "very well"	35,590	6.00%
Speak other languages: Speak English less than "very well"	19,516	3.29%
Car, truck, or van - drove alone:	331,201	10.15%
Speak Spanish: Speak English less than "very well"	19,961	6.03%
Speak other languages: Speak English less than "very well"	13,659	4.12%
Car, truck, or van - carpooled:	34,483	32.18%
Speak Spanish: Speak English less than "very well"	9,000	26.10%
Speak other languages: Speak English less than "very well"	2,097	6.08%
Public transportation (excluding taxicab):	7,395	5.04%
Speak Spanish: Speak English less than "very well"	373	5.04%
Speak other languages: Speak English less than "very well"	0	0.00%
Walked:	7,832	4.65%
Speak Spanish: Speak English less than "very well"	81	1.03%
Speak other languages: Speak English less than "very well"	283	3.61%
Taxicab, motorcycle, bicycle, or other means:	8,098	10.30%
Speak Spanish: Speak English less than "very well"	588	7.26%
Speak other languages: Speak English less than "very well"	246	3.04%
Worked from home:	204,363	4.31%
Speak Spanish: Speak English less than "very well"	5,587	2.73%
Speak other languages: Speak English less than "very well"	3,231	1.58%

<https://data.census.gov/table?q=language&g=050XX00US37119&tid=ACSDT1Y2021.B08113>

Figure 4: LEP Tracts in excess of 8.26% cross referenced with Employment Centers in system area.



The system map identifies that 7 employment centers overlay census tracts with disproportionately high LEP populations. 2 employment centers are located adjacent to census tracts with disproportionately high LEP populations.

Factor 2 Summary:

The American community survey data established that the utilization of transit services by the LEP population, as having a slightly lower percentage of respondents 5.04% identified as LEP, than in comparison to CATS 8.26% higher systemwide residential proportions. Another indicator is between May 2022 and May 2023 CATS Customer Services Center recorded there were no calls where callers selected the Spanish option. This would suggest that one callers used the English option, then may have requested a translator via contracted services. Or (as the survey data suggests in Factor 3 section) that foreign speakers are primarily using CATS app, social media, and website to access system general & detailed information. i.e. as CATS app and Website translate into multiple languages. Charlotte 311 noted that 5% of called answered selected the Spanish option. At 2.3% Spanish consisted for almost all but 345 calls requiring the use of Language lines. In comparison, an average 56% of Spanish language calls were handled by 311 bi-lingual staff. So it appears that the option of the CATS app and website translations capability are allowing foreign speaking riders to access key information without contacting CATS at the previous rates. As well as in a typical week there are daily occurrences when bilingual speaking staffs interact with Spanish speaking patrons at the Charlotte Transportation Centers Pass Sales & Information window. The systemwide proportions of LEP population is 8.26% percent,

50.14% of LEP populations live within $\frac{3}{4}$ mile of transit stops or $\frac{1}{2}$ mile of stations, and as a result 56.32% have access benches, 57.52% have access to shelters, and 54.71% to trash receptacles and 5.04% of LEP population has been identified as utilizing transit. And with those populations residing near several large employment centers, a reviewer can surmise that those populations are utilizing transit services disproportionately to their representation in CATS services area.

Though to some the number of census responses and interactions appear to be small in comparison to system-wide population, there must be considered advice by staffers who work in the community who have commented that immigrant populations have become increasing more adverse to communicating with government officials. During the Immigrant Integration committee meetings staffers had in the past comment that in the past few years changes in immigrant policy on the federal and state level have decreased already timid communication between these foreign-born populations and local governmental representatives. Under these circumstances, the importance of web and app-based language tools and pre-translated vital documents, that system now has in place, must be considered of increased in importance. The aforementioned are options where patrons do not need direct contact with frontline staff or customer service personnel to access information or directly access transit services.

The conclusion is that the one or more of the primary language groups with majority LEP populations within their demographic category have self-identified in surveys and by contacting staff as likely interacting with the transit system at a slightly higher level than is represented in the system residential data. See the in Factor 3 where CATS Origin and Destination survey results told a quite different picture on transit utilization. Staff must consider, there could as well be a deficiency in responses from local LEP language groups during the Census & ACS data gathering. I.e. immigrant patrons under current heightened circumstances of uncertainty may have had a higher rate of declining to respond to federal

governmental surveyors. CATS ridership survey was completed in 2022, which still as well may include some lesser deficiency as staff has been advised based on several factors including some immigrant populations negative experiences with police and government officials in their home countries.

FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY THE PROGRAM TO PEOPLE’S LIVES.

The 2022 CATS Origin& Destination Ridership survey is still considered valid per the FTA circular for 5 years ending in 2027. The provided several data tables identifying indicators of mass transit dependency. Survey Data is viable per Circular FTA C 4702.1B Chap. IV-3 For 5 years, so the following remains applicable. See several on-point tables below that speak to transit dependency.

Table 9. How well do you Speak English?/Do you have a Driver’s License?

Cross Tab	(01)Yes		(02)No		Total	
	%	#	%	#	%	#
01 Very Well	88.2%	2,209	58.6%	998	76.2%	3,207
02 Well	10.1%	252	22.9%	390	15.2%	642
03 Not Very well	1.7%	43	14.3%	243	6.8%	286
04 Not at all	0.0%	1	4.2%	72	1.7%	73
Total	100.0%	2,505	100.0%	1,703	100.0%	4208
LEP Totals	1.7% (LEP License)	Of those who have a DL	18.5% (LEP No License)	Of those who do not have a DL	8.5% (All LEP)	

Note from the table above the proportions of respondents who speak another language and have difficulty speaking English (LEP) stating they had no driver’s license was 18.5% well above their systemwide proportional 8.26% residential representation from census/ACS data.

Table 9a. How many working vehicles are available to your household/ How well do you speak English?

	None	One	Two	Three	Four	Six	Total
Cross Tab	%	%	%	%	%	%	%
Very Well	64.1%	79.3%	88.2%	93.4%	82.4%	100%	76.2%
Well	23.8%	11.3%	9.0%	6.1%	17.6%	0	15.2%
Not very well	10.2%	7.1%	1.9%	0	0	0	9% (LEP Have Vehicles)
Not at all	1.9%	2.3%	.8%	.5%	0	0	3.6% (LEP Have Vehicles)
LEP %	12.1%	9.4%	2.1%	.5%	0	0	12% (LEP Have Vehicles)

Note from the table above that percentages of LEP community riders who have limited access to a working vehicle (one or less) at 12.1% (none) or 9.4% (one) exceeds the proportional systemwide representation of LEP customers geographically at 8.26%. Only 9% of LEP patrons who speak English not very well and 3.6% of LEP patrons who don't speak English not at all have access to one or more vehicles (or 12% have access to a vehicle). Per the responses about the LEP population is almost equally split in reference to access to a vehicle. In comparison to customers who have access to one vehicle and speak English well or better at 90.6%, the difference is vast at 81.2%. Though based on the proportions of all CATS customers who do not have access to a working vehicle, it could be stated across the board that regardless of LEP of non-LEP over 1,500 of our respondents stated they did not have working vehicle at home.

Note: 58% of African respondents and 66% of Asian Pacific respondent have no vehicle available at their household.

Table 9b. How well do you Speak English?/How many days do you typically ride CATS during a 7-day week?

	Less than once a week	First time riding	1 day a week	2 days a week	3 days a week	4 days a week	5 days a week	6 days a week	7 days a week	Total
Cross Tab	%	%	%	%	%	%	%	%	%	%
Not Very Well	7.1%	3.0%	14.8%	2.3%	5.0%	6.2%	7.5%	12.2%	7.1%	6.8%
Not at all	0%	0%	0%	0%	0%	1.4%	2.1%	5.0%	4.5%	1.7%
Total	7.1%	3%	14.8%	2.3%	5.0	7.6%	8.6%	17.2%	11.6%	8.5%

Of those riders who responded that they utilized CATS services for 5 to 7 days LEP customers responded above the survey proportion of 8.5% and above the census proportions of 8.26%. At 8.6% for 5 days, 17.2% at 6 days and 11.6% at 7 days, the data shows LEP customers are utilizing CATS services many for the entire week disproportionate to their ridership presence and presence in the community.

Table 9c. How well do you Speak English?/Respondent’s trip purpose.

Home - Destination ->	Eating Out	College	K-12	Shopping	Social Recreation	Work	Not home to other	Not Home to Work	Total
Cross Tab	%	%	%	%	%	%	%	%	%
Not Very Well	5.7%	.7%	0%	15.9%	0%	7.1%	0%	11.1%	6.8%%
Not at all	1.0%	0%	0%	5.5%	0%	2.2%	0%	0%	1.7%%
LEP Total	6.7%	.7%	0%	21.4%	0%	9.3%	0%	11.1%	8.5%

The data above shows that the LEP community is disproportionately utilizing CATS as transportation to access destinations providing basics needs such as shopping and going to work. Those percentage exceed both the survey and residential representation of the LEP community among out riders at 8.5% and residents at 8.26%.

9d. How well do you Speak English?/Did you receive any of the following special fare discounts for your trip today?

	Very Well	Well	Not very well	Not at all	Total
Cross Tab	%	%	%	%	%
None	96.7%	92.3%	97.4%	0%	96.1%
Senior (62 and over)/Medicare Card	2.0 %	3.8%	0%	0%	2.1%
ADA- Disabled	1.0%	.6%	2.6%	0%	1.1%
Child (ages 6-12)/Student (K-12)	.3%	3.3%	0%	0%	0.7%
Total (Receiving Discounts)	3.3%	7.7%	2.6%	0%	3.9%

The data shows that LEP customers are not utilizing discounted fare types at or above there surveyed or residential percentages. This is key as CATS APP does not have options to count discounted fares toward CATS Fare Cap set at \$88 per month.

9e. How well do you Speak English?/Where did you purchase the ticket/pass you’re using for this trip?

	Very Well	Well	Not very well	Not at all	Total
Cross Tab	%	%	%	%	%
(CTC) Charlotte Transit Center or outlet	22.7%	59.4%	0%	0%	20.6%
Ticket Machine	10.3%	0%	75.4%	100%	29.6%
Mobile App (CATS-Pass)	23.1%	40.6%	24.6%	0%	21.0%
Employer	11.5%	0%	0%	0%	7.6%
Other	32.4%	0%	0%	0%	21.3
LEP Total			90%	100%	28.9%

The data shows that LEP customers are disproportionately utilization CATS Ticket vending machines (bilingual English/Spanish option) 75.4% (not very well) and 100% (Not at all), and for CATS mobile app (translates into CATS Safe Harbor Languages) 24.6% of LEP Not very well stated utilization. This demonstrates that electronic and device-based access to CATS services, here purchases is key to LEP customers utilizing CATS services.

9f. Do you have a working phone?/ How well do you speak English?

	03 Not very well		04 Not at all		Total all respondents	
Cross Tab	%	#	%	#	%	#
A1 Yes I have a Smartphone	99.3%	284	94.4%	69	96.6%	4,067
A2 Yes I have a non-Smartphone (no-internet access)	.7%	2	5.6%	4	.7%	29
A3 Neither	0	0	0	0	2.7%	1112
Total	100%	286	100%	73	100%	4,208

Modern transit systems utilize websites and mobile applications as portals for instant access for patrons to purchase passes, plan trips, report issues, receive notices, and tracking transit vehicles in real time. CATS website and applications have functionalities for all of these options for the benefit of transit customers. As companion functions, CATS website translates into over 100 languages and the CATS app translates into CATS services area Safe Harbor language. Therefore, it is key that LEP customers have access to smartphones to get the full utilization of services as non-LEP customers. Note above, 99.3% of customers who speak English “not very well” and 94.4% of those who do not speak English have smartphones, showing the translations capability of CATS websites and applications is key to providing services. Also Note: CATS advertises the FCC smartphone access program so that low-income household can each receive a smart phone, should they qualify.

9g. Do you have a credit or debit card?/How well do you speak English?

	Very Well	Well	Not very well	Not at all	Total all respondents
Cross Tab (Do you have a credit or debit card?)			%	%	%
Yes	93.7%	90.0%	87%	41%	91.7%
No	6.3%	10.9%	13%	59%	8.3%

The data shows as well that the vast majority of the combined LEP customers at 87% Not very well and 41% Not at all, have access to credit and debit cards to make purchases on CATS website, Ticket Vending Machines, and CATS APP. Still staff has noted that the majority of persons who cannot speak English at all at 59% do not have access to a credit or debit card. This will be noted as a consideration as CATS reviews upcoming technology payment options.

Step 3 Summary

The data drawn from CATS 2021-2022 origin and destination study shows some clear indicator. 1. Among LEP passengers they are utilizing CATS transit services because due to lack of access to alternative transportation they are showing a high level of transit dependency. 2. The LEP ridership group is paying full fare, is utilizing CATS device and app-based options to purchase most of their transit passes. 3. The majority of LEP patrons have access to smart phone and credit card/debit card media. Which is an excellent opportunity for those who are using the CATS App to enjoy the benefits of CATS Fare Capping limit of a max spend of \$88 per calendar month. Though there is a clear indicator that those LEP patrons who cannot speak English at all have limited access to credit cards or debit card media. 3. LEP patrons are primarily utilizing transit services for basic transportation needs such as shopping and work locations. Therefore, these demographic groups, within CATS systemwide footprint, have sent the consistently message for the need for transit services. The primary message is that transit is needed to provide transportation to basic human needs and requirements.

FACTOR 4: THE RESOURCES AVAILABLE TO THE RECIPIENT FOR LEP OUTREACH, AS WELL AS THE COSTS ASSOCIATED WITH THAT OUTREACH.



Safe Harbor for Limited English Proficient Populations

The Charlotte Area Transit System has an on-going commitment to serving populations whose primary language is other than English and who you speak English less than very well. This commitment has manifested itself in the availability of directional and safety information in multiple languages in various mediums throughout the system. CATS services area includes several large LEP demographic populations speaking languages ranging from Spanish to a variety of African languages. As well, the consideration of those who are Limited English Proficient (LEP) has also been incorporated into the development of system projects.

Vital Documents Pre-Translated in Largest LEP groups' Languages.

An effective LEP plan for a community includes the translation of vital documents into the language of each frequently encountered LEP group eligible to be served and/or likely to be affected by the recipient's programs and services. Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Examples of vital documents include an ADA complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services.

The Charlotte Area Transit System has pre-translated the following list of documents into those language groups whose population constitute 5% of the system's population or have present 1000 or more persons. The following CATS Critical Documents are Pre-translated into Spanish, Vietnamese, Chinese, French, Russian, Korean, Hindi, Gujarati, and Arabic. See examples below.

- Special Transportation Service Application
- Right of Appeals for ADA Certification Denials
- Photo ID Log Sheet at the Charlotte Transportation Center
- Procedures & Policy for Civil Rights Discrimination Complaints Form
- Civil Rights Discrimination Complaints Form

Paratransit



Paratransit Rider Guides

- [English](#) (PDF, 7MB)
- [Arabic](#) (PDF, 5MB)
- [French](#) (PDF, 7MB)
- [Gujarati](#) (PDF, 447KB)
- [Hindi](#) (PDF, 449KB)
- [Korean](#) (PDF, 6MB)
- [Russian](#) (PDF, 7MB)
- [Spanish](#) (PDF, 7MB)
- [Vietnamese](#) (PDF, 7MB)
- [Chinese](#) (PDF, 7MB)

CATS Paratransit

[Rules to Ride By](#)

[Code of Conduct](#)

[Fares & Passes](#)

Paratransit Application & Instructions

دليل الراكب



نوفمبر 2021 المراجعة 0

CATS Paratransit

- Rules to Ride By
- Code of Conduct
- Fares & Passes

What is Paratransit Service?

In accordance with the Americans with Disabilities Act (ADA), CATS offers paratransit services to individuals who, because of a disability (physical, cognitive or visual), cannot access fixed routes buses. The ADA defines eligibility for complementary Paratransit service in 49 CFR Section 37.123 of the federal regulations. CATS Paratransit is a pre-scheduled, shared-ride, origin to destination service.

Schedule My Trip

Riders must be certified to ride CATS Paratransit service. Call [704.336.2637](tel:704.336.2637) to schedule your trip.

Paratransit Application & Instructions

- [Arabic](#) (PDF, 526KB)
- [French](#) (PDF, 453KB)
- [Gujarati](#) (PDF, 444KB)
- [Hindi](#) (PDF, 547KB)
- [Korean](#) (PDF, 951KB)
- [Russian](#) (PDF, 470KB)
- [Spanish](#) (PDF, 471KB)
- [Vietnamese](#) (PDF, 487KB)
- [Chinese](#) (PDF, 1MB)

Paratransit Service Area Map





CATS
ADA 자격 신청

신청자님께:

살맛 지역 교통 시스템(CATS) ADA 보조 교통수단 자격 신청에 관련하여 문의주셔서 감사합니다. 본 신청서는 CATS 보조 교통 서비스 이용 자격을 신청하거나 갱신하기 위한 것입니다.

신청서를 작성하기 전에 동봉된 자료를 주의깊게 읽어주시기 바랍니다.

CATS 보조 교통 서비스는 고정 노선 버스 또는 철도 서비스를 이용할 수 없는 장애인에게 제공되는 서비스입니다. 고정 노선 버스를 이용할 수 없다는 것은 버스 정류장 간 이동이 불가능하고 버스 승하차가 불가능하며 버스 탑승 및 이용법의 이해가 불가능한 것을 포함합니다.

CATS는 ADA 보조 교통수단 이용 자격이 있는 분들이 일반 고정 노선 버스나 철도 서비스를 이용하여 이동이 불가능한 노선을 이용할 경우에 출발지에서 도착지까지 이동할 수 있는 승차 공유 서비스를 제공합니다. 예를 들어 정류장이 인근에 있고 버스 승하차를 방해하는 방해물이 없을 경우 일부 노선서 버스 서비스를 이용할 수 있습니다. 그러나 다른 경우 버스 정류장으로의 이동 또는 버스 이용이 불가능할 수도 있습니다.

자격 범주는 아래와 같이 5가지가 있습니다.

무조건부 자격
해당 수준의 서비스는 탑승자가 이용 가능한 이동 일정의 시기나 이유에 제한이 없습니다. 해당 수준은 어떤 수준으로도 고정 버스 노선/철도 시스템을 이용할 수

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APPEALS

A customer who receives a notice of denial or suspension may request an appeal. Appeals should be sent within 60 days of receipt of their notice. Appeal forms are available upon request by mail, phone/fax or email to:

Telephone: 704-336-5055
Fax: 704-336-5119
Mail: STS Appeals Coordinator
 901 North Davidson Street
 Charlotte, NC 28206
E-mail: CATSADAEligibility@charlottenc.gov

Subject Line: "Letter of Appeal"

Body of Letter:

- Customer name
- Contact information
- Determination number
- Brief description of reason for an appeal

If an appeal is made, CATS will postpone the suspension until a determination is made by the STS Appeal Board. The customer will be invited to attend the STS Appeal Board meeting to present their case.

If the appeal is upheld, STS will mail a new notice. As necessary, the letter will include any corrected information and a copy will be placed in your record.

APELACIONES

El cliente que recibe una notificación de denegación o suspensión puede solicitar una apelación. Las apelaciones deben enviarse dentro de los 60 días siguientes a la recepción de su notificación. Los formularios de apelación pueden solicitarse por correo, teléfono/fax o correo electrónico:

Teléfono: 704-336-5055
Fax: 704-336-5119
Correo: Coordinador de apelación del STS
 901 North Davidson Street
 Charlotte, NC 28206
Correo electrónico: CATSADAEligibility@charlottenc.gov

Asunto: "Letter of Appeal" ("Carta de apelación")

Cuerpo de la carta:

- Nombre del cliente
- Información de contacto
- Número de determinación
- Descripción breve del motivo de la apelación

Si se realiza una apelación, CATS postergará la suspensión hasta que la Comisión de Apelaciones del STS tome una decisión. Se invitará al cliente a asistir a la reunión de la Comisión de Apelaciones del STS para presentar su caso.

Si se acepta la apelación, el STS enviará una nueva notificación. Si es necesario, la carta incluirá cualquier información corregida y se incluirá una copia en su expediente.

OPINIÓN

En CATS valoramos sus comentarios. Puede enviar sus comentarios, recomendaciones o inquietudes sobre el STS comunicándose con el servicio de Atención al Cliente de CATS:

Customer Service Facebook LinkedIn Twitter English (United States)

CATS
CHARLOTTE AREA TRANSIT SYSTEM

What are you looking for? **Search**

Bus Rail Paratransit Transit Planning News & Updates Fares & Passes

Home / Civil Rights

Civil Rights

En Español

CATS tiene como política llevar a cabo sus programas y servicios de total conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, en el cual se estipula que ninguna persona, por motivos de raza, color, origen nacional o idioma de origen, quede excluida de participar, se le nieguen sus beneficios o sea discriminada de algún modo de cualquier actividad o programa que sea financiado por el gobierno federal. Además, la Orden Ejecutiva 12898 establece una misión de justicia medioambiental para minorías y poblaciones de bajo ingresos en todos los programas, políticas y actividades del gobierno federal.

Con este fin, CATS tiene como objetivo:

- Asegurar que el nivel y la calidad de sus programas y servicios se proporcionen de manera

Resources

- [Fare Equity Analysis](#)
- [Disadvantage Business Enterprise Program](#)

Title VI Documents

- [2021-2023 CATS Title VI Program \(FTA Approved\) \(PDF, 64KB\)](#)
- [2021-2023 CATS Limited English Proficiency \(LEP\) Language Assistance Program \(FTA Approved\) \(PDF, 171KB\)](#)
- [Final Draft Envision My Ride Title VI and Environmental Justice Evaluation \(PDF, 153KB\)](#)
- [FTA C-4702-18-57 Title VI and Title VI](#)

English

English

CATS Title VI Complaint Policy/Procedures

"Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with CATS normally within 180 days from the date of the alleged discrimination. Complaints may either be filed with CATS or with the U.S. Department of Transportation".

Note: The text above and in the following document has been temporarily software translated until authentication can occur.

[CATS Title VI Complaint Resolution Policy\(DOCX, 292KB\)](#)

Spanish

Spanish

Procedimientos/Política de Quejas del Título VI de CATS

"Cualquier persona que crea que ha sido objeto de discriminación en virtud del Título VI por motivos de raza, color u origen nacional puede presentar una queja del Título VI ante CATS normalmente dentro de los 180 días a partir de la fecha de la supuesta discriminación. Las quejas pueden presentarse ante CATS o ante el Departamento de Transporte de los Estados Unidos".

Arabic

Arabic

للتشكي CATS Title VI سياسة / إجراءات

يجوز لأي شخص يعتقد أنه تعرض للتمييز بموجب الباب السادس على أساس العرق أو اللون أو الأصل القومي تقديم شكوى بموجب " أو إلى وزارة النقل CATS في غضون 180 يوما من تاريخ التمييز المزعوم. يمكن تقديم الشكاوى إما إلى CATS الباب السادس إلى الأمريكية".

ملاحظة: تمت ترجمة النص أعلاه وفي المستند التالي مؤقفاً بواسطة البرنامج إلى أن تتم المصادقة.

[Arabic الباب السادس سياسة حل الشكاوى](#)

Korean

Korean

CATS Title VI 불만 사항 정책/절차

"인종, 피부색 또는 출신 국가를 근거로 타이틀 VI에 따라 차별을 받았다고 생각하는 사람은 일반적으로 차별이 발생한 날로부터 180일 이내에 CATS에 타이틀 VI 불만을 제기할 수 있습니다. 불만 사항은 CATS 또는 미국 교통부에 제출할 수 있습니다."

참고: 위와 다음 문서의 텍스트는 인증이 발생할 때까지 일시적으로 소프트웨어 번역되었습니다.

CATS 타이틀 VI 불만 해결 정책 Korean

https://view.officeapps.live.com/ov/view.aspx?src=https%3A%2F%2Fwww.charlottenc.gov%2Ffiles%2Fsharedassets%2FCats%2Ftitle-6-doc%2Fcatv... A+ ☆

We've opened your file for quick and easy viewing right in Microsoft Edge. Choose Download file if you want to use it later. Download file

Word

الباب السادس سياسة حل الشكاوى 03

الرجاء رقم: 003 التاريخ: 14 أغسطس 2015

الموضوع: العنوان الباب السادس برنامج حل الشكاوى

المرجوة تلبية: أغسطس 6, 2015

جون لويس الرئيس التنفيذي ومدير نقل العام

1.0 الباب السادس بيان السياسة العامة

إنها سياسة CATS. تتخذ برامجها وخدماتها بما يتوافق تماما مع الباب السادس من قانون الحقوق المدنية لعام 1964 ، بصيغته المعدلة ، والذي يتطلب عدم التمييز أي شخص ، على أساس العرق أو اللون أو الأصل القومي أو لغة المنشأ ، من المشاركة في أي برنامج أو نشاط يتم تمويله من قبل الحكومة الفيدرالية أو حرماته من مزايده أو إخضاعه بطريقة أخرى للتمييز غير. بالإضافة إلى ذلك ، يحدد الأمر التنفيذي 12898 مهمة العدالة البيئية للأقليات والسكان ذوي الدخل المنخفض في جميع البرامج والسياسات والأنشطة الفيدرالية.

لحقفا لهذه الغاية ، هو CATS ' الهدف من:

- ضمان تقديم مستوى وجودة برامجها وخدماتها بطريقة غير تمييزية
- تعزيز المشاركة الكاملة والعدالة لجميع المجتمعات المحلية التي يعمل أن تشارك في عملية صنع القرار في مجال النقل (المشاركة العامة)
- تجنب أو تقليل أو تخفيف الآثار العرقية والصنافية بشكل غير متناسب على صحة الإنسان والبيئة، بما في ذلك الآثار الاقتصادية والاجتماعية، لبرامجها وخدماتها والسلطات على السكان ذوي الدخل المنخفض والأقليات
- منع حرمان السكان ذوي الدخل المنخفض والأقليات من الحصول على مزايا النقل أو نقلها أو تأخيرها بشكل كبير أو
- ضمان الوصول الهادف إلى البرامج والأنشطة المتعلقة بالنقل من قبل الأشخاص الذين لديهم كفاءة في اللغة الإنجليزية (LEP).

Page 1 of 8 100% Give Feedback to Microsoft

required reports, and ensuring that CATS adheres to applicable laws and regulations. Where federal funds are involved, CATS will monitor and ensure the compliance of third party contractors at any tier and each sub-recipient at any tier under the project with all requirements prohibiting Discrimination on the basis of race, color, or national origin, and will include non-discrimination language in all written agreements. Any person that would like to request more information regarding CATS civil rights programs, CATS Title VI obligations, or who believes they have been aggrieved by any unlawful discriminatory practice under Title VI, may contact or file a formal complaint directly with one or more of the following:

- telephone at [704 336 7433](tel:7043367433) TDD: [704 336 5051](tel:7043365051)
- internet website at www.ridetransit.org
- e-mail at teltransit@charlottenc.gov
- U.S. mail at ATTN: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- City of Charlotte Human Resources Department, 600 East Fourth Street, Charlotte, NC 28202
- Federal Transit Administration (FTA) by filing a complaint with the Office of Civil Rights, Attention: Complaint Team,
- East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- CATS provides written translation of vital documents in compliance with the Safe Harbor Provision found in FTA
- Circular 4702.1B, Chapter III, Section 19.

Title VI Forms

- [Title VI Discrimination Complaint Form-English.pdf](#) (PDF, 154KB)
- [Formulario de quejas de discriminación-titulo-VI-Spanish.pdf](#) (PDF, 113KB)
- [Mẫu đơn khiếu nại tiêu đề VI phân biệt đối xử-Vietnamese.pdf](#) (PDF, 109KB)
- [Formulaire de plainte de Discrimination-titre-VI-French.pdf](#) (PDF, 27KB)
- [第六編歧視投訴表格-Chinese-Taiwan.pdf](#) (PDF, 302KB)
- [第六編歧視投訴表格-Chinese-PRC.pdf](#) (PDF, 206KB)
- [Раздел VI-формы дискриминации-жалобы-Russian.pdf](#) (PDF, 165KB)
- [القسمة ٤ شكوى في التمييز حسب العرق-العربي-Arabic.pdf](#) (PDF, 267KB)
- [제 6-1 차 별 불만 양식-Korean.pdf](#) (PDF, 138KB)
- [ગીર્ષક-VI-ભેદભાવ-રિપોર્ટ-ફોર્મ-Gujarati.pdf](#) (PDF, 125KB)
- [हिंदी-भाषा-शीर्षक-सूची-भेदभाव-शिकायत-फार्म-Hindi.pdf](#) (PDF, 253KB)

[Español](#) [Việt](#) [中國](#) [中國](#)
[Français](#) [Русский](#) [ગુજરાતી](#) [한국의](#)
[Português](#) [Hansa](#) [Igbo](#) [Yoruba](#)

(704) 336-7433 或 Teltransit@charlottenc.gov 或
 C.A.T.S., 公民权利主任 600 东第四街, 夏洛特, 数控 28202

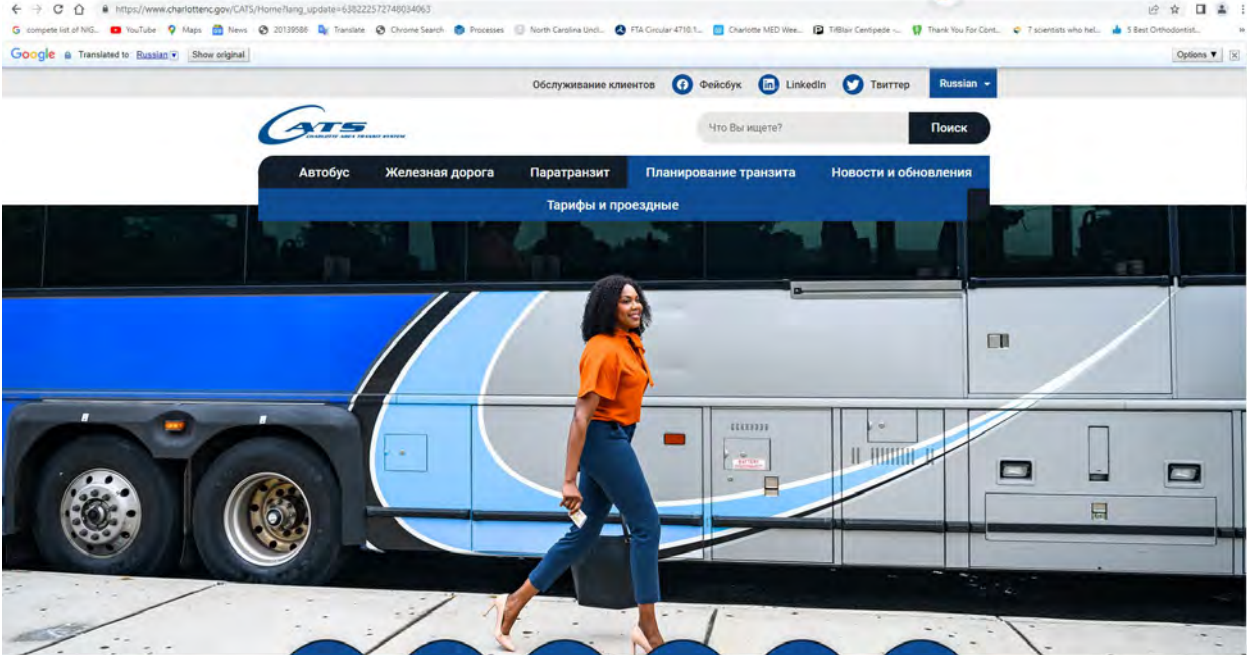
第六編歧視投訴表格

1. 投诉人的名称	4. 名称 (如果申请人是别人的)	
2. 电话	地址	
3. 家庭地址 (街道, 城市, 州, 邮政编码)	市, 州, 邮编	
	电话号码	
5. 描述被歧视的人。(如果已知包括) 人员、票号、员工人数、车辆数和/或联系信息名称:	6. 日期时间指称的事件 (月, 一天, 一天时, 周, 年):	7. 地点指称事件 (包括巴士路线和数量, 如果涉及):
9. 相信被歧视的歧视基于 (请选中所有适用项): <input type="checkbox"/> 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 民族血统 <input type="checkbox"/> 限制能讲英语和/或我所说的语言。 解释发生了什么, 为什么你认为你被歧视的尽可能明确。如果需要更多空间, 请使用此表格背面。		

FIRST AND LAST NAME; PRIMER Y ÚLTIMO NOMBRE; HỌ VÀ TÊN; 姓和姓; 姓和姓; PREMIER ET NOM IMYA И ФАМИЛИЯ; पहिले नाम और श्रील नाम	STREET NUMBER AND ADDRESS; NÚMERO DE CALLE Y DIRECCIÓN; Số ĐIA ĐIEM VÀ ĐIA CHỈ; 街道号码及地址; 街道号码及地址; NÚMERO DE RUE ET ADRESSE; ЛИЧНИЙ НОМЕР И АДРЕС; 거리 번호 및 주소; सडक नंर और पत्ता	CITY / ZIP CODE; CÓDIGO POSTAL; phố và mã zip; 城市代码及邮编; 城市代码及邮编; ville et code postal; город и почтовый индекс; 地址代码 [city ZIP]; 도시 및 우편 번호; शहर और पिन कोड	CHILD; niño o niña; đứa trẻ; 兒童; ребенок; bambino; 어린이; बच्चा	STUDENT; ESTUDIANTE; SINH VIÊN; 學生; ETUDIANT; STUDENT; 生徒; छात्र	DISABLED; DISCAPACITADO; TAN YAT; 無能; ETUDIANT; DISACTUÉE; OTKPOHEH; महान शक्ति; विवरण	S.T.S. SENIOR; MAYOR; CAO CẤP; 高級; SENIOR; СТАРША; Senior; Senior; Senior

CATS Website Translates into 100 languages (Including Spanish, Vietnamese, French, Russian, Chinese, Arabic, Korean).

The City of Charlotte and CATS website <https://www.charlottenc.gov/CATS/Home> includes information on projects/expansions, directions; events project schedules, customer services, and forms to request services. On the CATS website designer has been instructed to provide dual text presentations for announcements as some text is in picture format and does not translate via Google Translate.



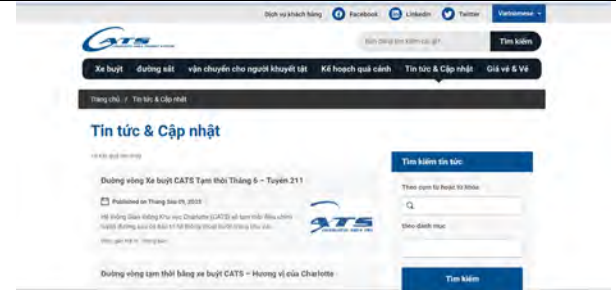
CATS and City of Charlotte’s websites have site wide capability to translate among 133 languages using Google Translate. The existing text data will then have the capability to be translated among 108 languages. Fillable online form pages translate as well. (See below)

Figures 5: CATS Website translating into various high demographic LEP languages.

Spanish



Vietnamese



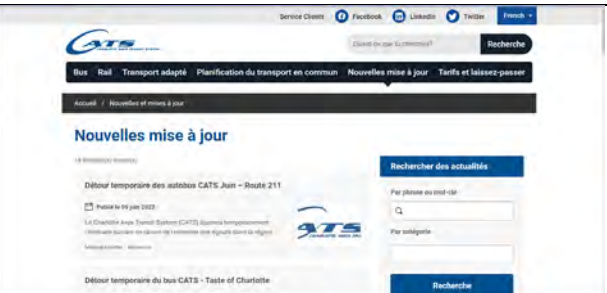
Simplified Mandarin- Chinese



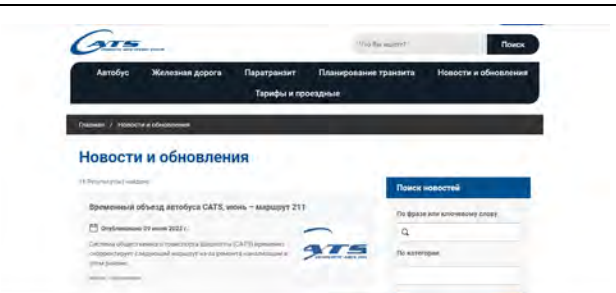
Traditional- Chinese



French



Russian



Gujarati

સમાચાર અને અપડેટ્સ

સમાચાર શોધો

સમાચાર પર સર્ચ કરવા

સર્ચ કરવા

સર્ચ

Korean

뉴스 및 업데이트

뉴스 검색

검색어를 입력하십시오

검색

Hindi

नए अपडेट

समाचार शोषो

समाचार पर सर्च करे

सर्च करे

सर्च

Arabic

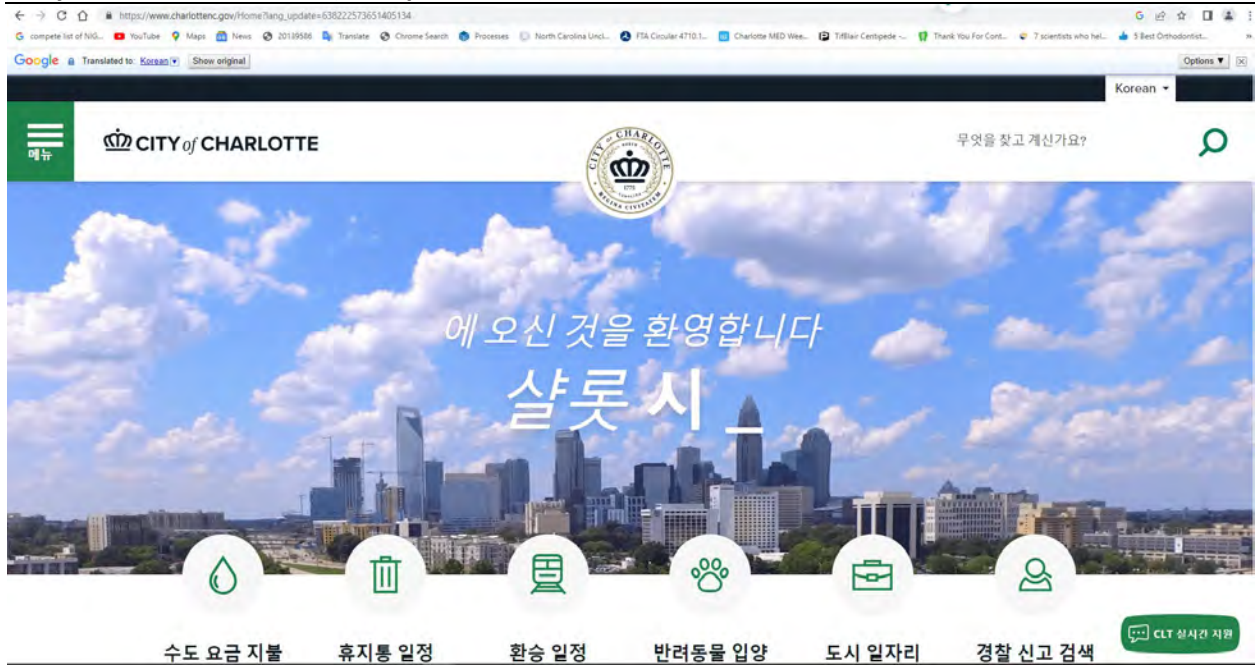
الأخبار والتحديثات

بحث في الأخبار

محتج الأخبار أو الكلمة الرئيسية

البحث

City of Charlotte website (example Korean)



Service Changes Notifications (examples in Spanish or Mandarin)

The screenshot shows the 'Featured' section of the CATS website. It contains three cards:

- Schedule Change June 5, 2023**: A card with a photo of a bus stop. Text: "Schedule change effective June 5, 2023. Click 'Get Information' to see if your route is impacted." Button: "Get Information".
- 2023 Transit Pass Design Contest**: A card with an illustration of a person at a table. Text: "Go Green on Transit! CATS' annual Transit Pass Design Contest is open through June 9." Button: "Get Information".
- Call to Artists**: A card with a photo of a bus shelter. Text: "CATS is seeking locals artists to design new bus shelters." Button: "Get Information".

The screenshot shows the 'Presentado' section of the CATS website in Spanish. At the top, there is a navigation bar with buttons for "Autobús", "Carril", "paratransito", "Tarifas", "Aplicaciones móviles", and "Únete a los GATOS". Below the navigation bar, there are three cards:

- Cambio de horario 5 de junio de 2023**: A card with a photo of a bus stop. Text: "Cambio de horario a partir del 5 de junio de 2023. Haga clic en 'Obtener información' para ver si su ruta se ve afectada." Button: "Obtener información".
- Concurso de diseño de pases de tránsito 2023**: A card with an illustration of a person at a table. Text: "¡Volvase verde en tránsito! El concurso anual de diseño de pases de tránsito de CATS está abierto hasta el 9 de junio." Button: "Obtener información".
- Convocatoria a Artistas**: A card with a photo of a bus shelter. Text: "CATS está buscando artistas locales para diseñar nuevas marquesinas de autobús." Button: "Obtener información".

https://www.charlottenc.gov/CATS/Bus/Schedule-Change

Customer Service Facebook LinkedIn Twitter English (United States)

What are you looking for? Search

Bus Rail Paratransit Transit Planning News & Updates Fares & Passes

Home / Bus / Schedule Change

Schedule Change

June 5, 2023 SCHEDULE CHANGE

Beginning Monday, June 5, the Charlotte Area Transit System (CATS) will adjust schedules on bus routes **16 - South Tryon** and **56 - Arrowood**, to improve on-time performance. The **LYNX Blue Line** and CityLYNX Gold Line will also see minor adjustments.

For questions or concerns, riders can speak directly to a customer service representative at 704.336.7433.

Junio 5, 2023 CAMBIO DE HORARIO

A partir del lunes 5 de junio, el Sistema de Tránsito del Área de Charlotte (Charlotte Area Transit System, CATS) ajustará las rutas de autobús **16 - South Tryon** y **56 - Arrowood**, para mejorar el índice de llegadas a tiempo. La **línea LYNX Blue** y la **línea CityLYNX Gold** también verán ajustes menores.

Si tiene alguna pregunta o inquietud, los usuarios pueden hablar directamente con un representante de atención al cliente al **704.336.7433**.

Schedule Change Translations +

Quick Links Share & Connect

https://www.charlottenc.gov/CATS/Bus/Schedule-Change/?lang_update=030222575911202254

客户服务 Facebook 领英 推特 Chinese (Simplified)

你要买什么? 搜索

公共汽车 轨 辅助客运系统 过城规划 新闻与更新 票价和通行证

主页 / 巴士 / 时间表变更

日程表的变更

2023年6月5日日程变更

从6月5日星期一一开始，夏洛特地区交通系统 (CATS) 将调整公交线路的时间表 **16 - 南特纳路** 和 **56 - 阿罗伍德**，以提高准时性能。这 **山猫蓝线** 和 CityLYNX Gold Line 也将进行小幅度调整。

如有问题或疑虑，骑手可以直接致电 704.336.7 与客户服务代表联系。

2023年6月5日日程变更

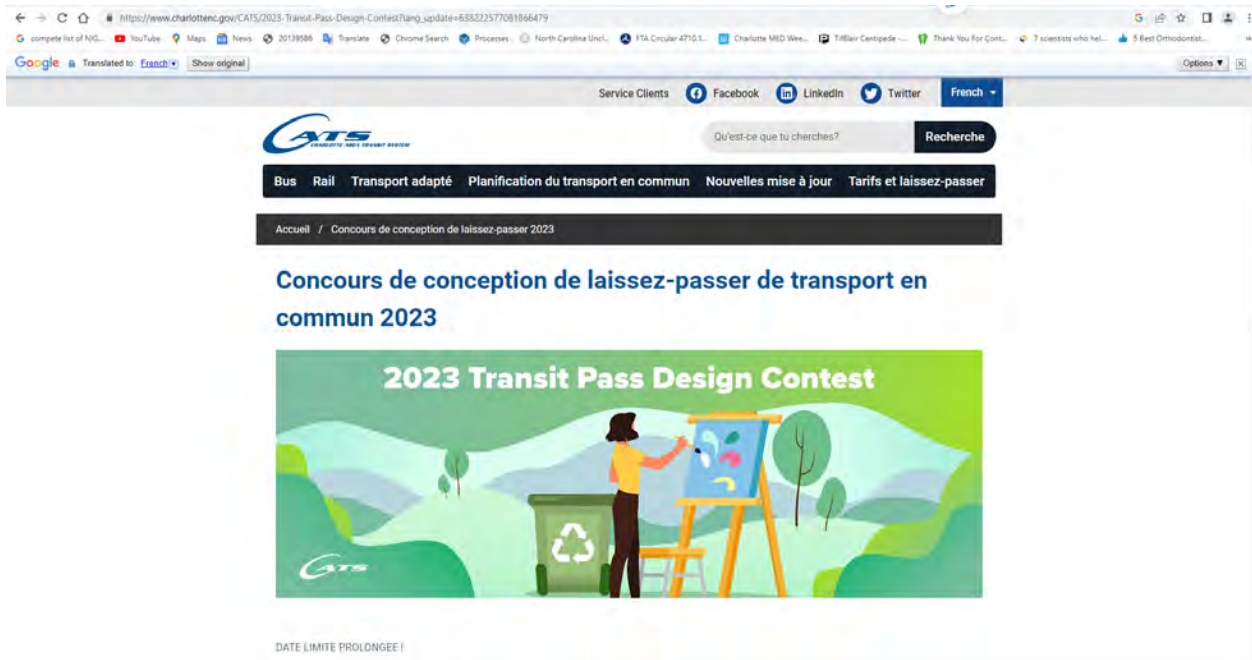
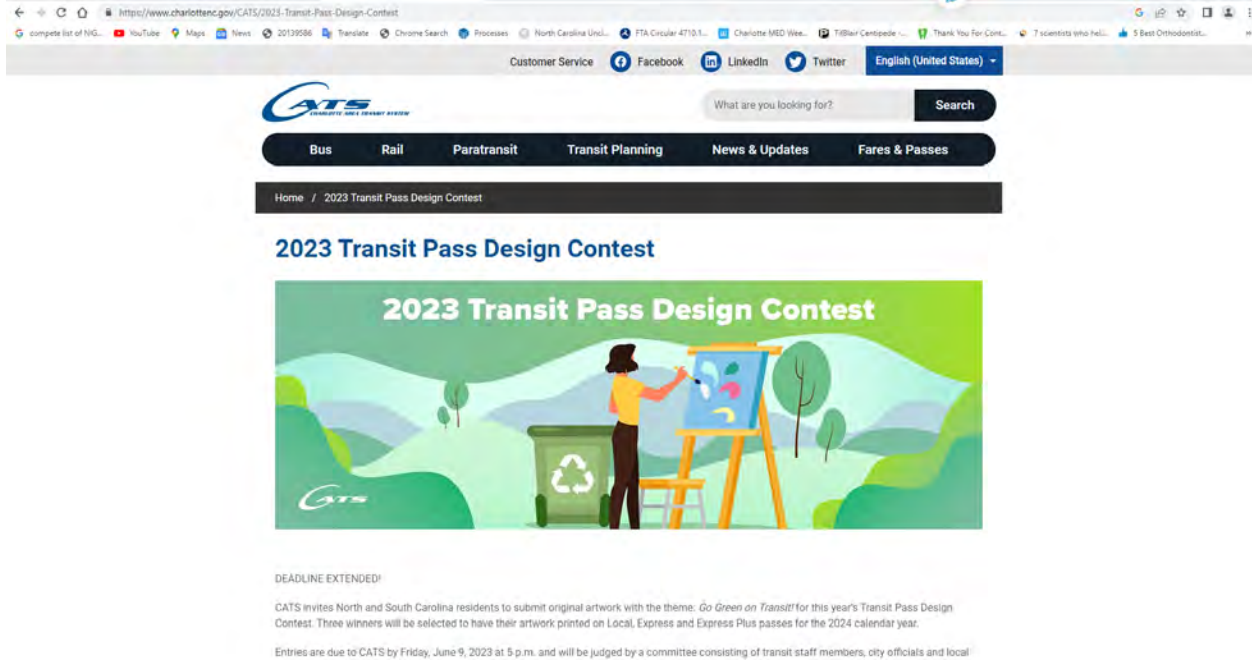
从6月5日星期一一开始，夏洛特地区交通系统 (CATS) 将调整公交线路 **16 - 南特纳路** 和 **56 - 箭木** 和 **天猫蓝线** 以提高准时到站率。

如果您有任何疑问或疑虑，用户可以拨打 704.336.7433 与客户服务代表联系。

安排更改翻译 +

Marketing Alternative Tool and Services (French & Arabic)


These could not be updated in the new program as all marketing screens were taken up by Covid-19 service change announcements.



← → ↻ 🏠 https://www.charlottenc.gov/CATS/Home?lang_update=6382257516685574

complete list of NSG... YouTube Maps News 2013958 Translate Chrome Search Process North Carolina Uni... FDA Circular 4710 L... Charlotte MID Wes... Miller Campaign... Thank You For Con... 7 specialists who hel... 3 Best Orthodontist...

Events

20 Jun 2023  **Citizen Transit Advisory Group (CTAG) Meeting THIS TUESDAY**

Citizen Transit Advisory Group (CTAG)
Citizen Transit Advisory Group (CTAG) meetings

Metropolitan Transit Commission (MTC)
June 28, 2023

Transit Services Advisory Committee (TSAC)
July 13, 2023


[View More Events](#)

← → ↻ 🏠 https://www.charlottenc.gov/CATS/Home?lang_update=63822575204141429

complete list of NSG... YouTube Maps News 2013958 Translate Chrome Search Process North Carolina Uni... FDA Circular 4710 L... Charlotte MID Wes... Miller Campaign... Thank You For Con... 7 specialists who hel... 3 Best Orthodontist...

Google Translated to Arabic Show original Options

الأحداث

20 يونيو 2023  **Citizen Transit Advisory Group (CTAG) Meeting THIS TUESDAY**

المجموعة الاستشارية لعبور المواطنين (CTAG)
اجتماعات المجموعة الاستشارية لعبور المواطنين (CTAG)

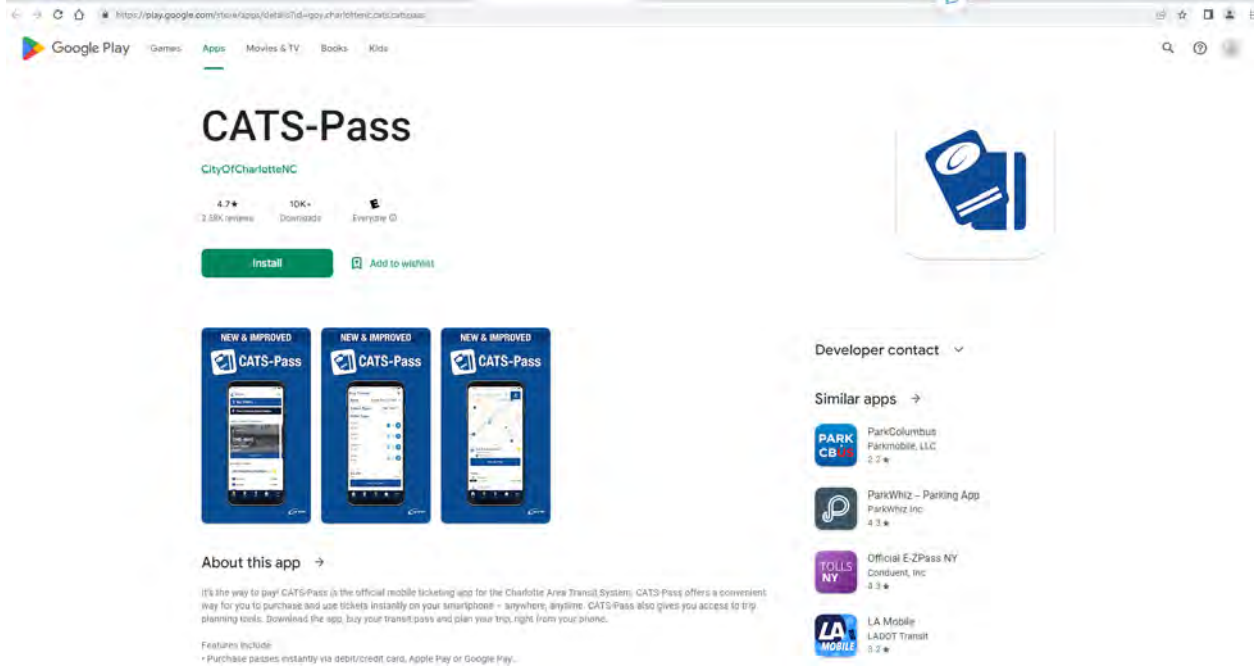
لجنة ترانزيت متروبوليتان (MTC)
يونيو 28 2023

اللجنة الاستشارية لخدمات العبور (TSAC)
يونيو 13 2023

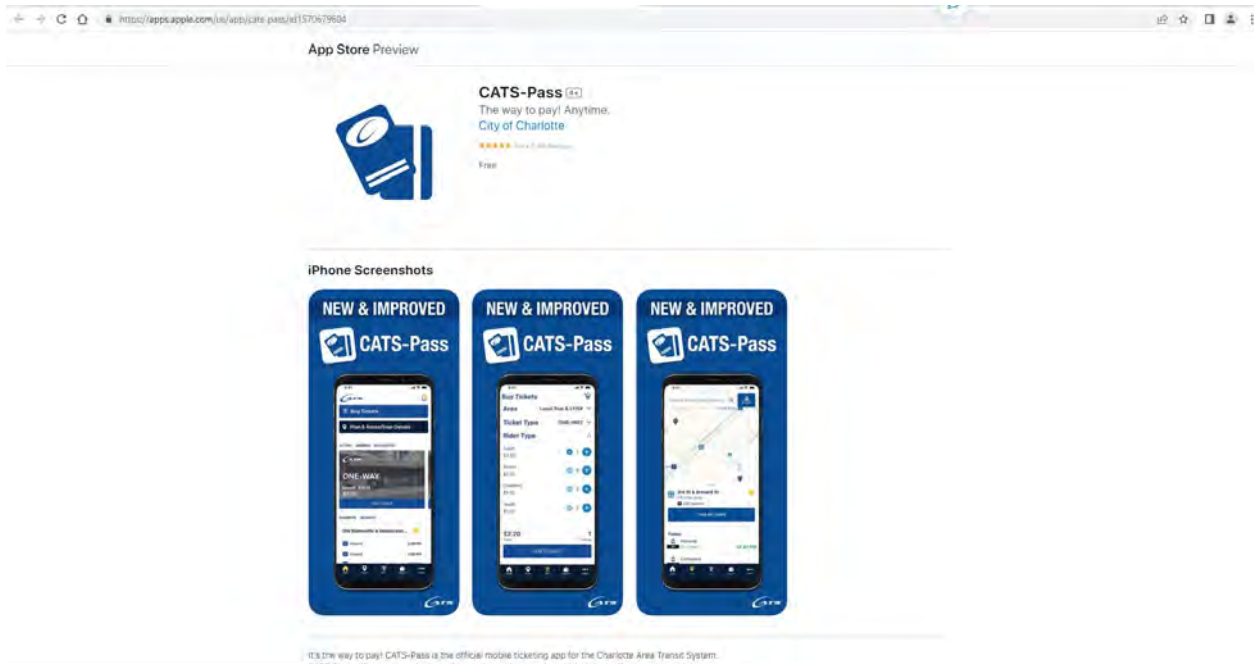
[عرض المزيد من الأحداث](#)

Figure 6: CATS Mobile applications are available for download (with language selection options in Spanish, Vietnamese, French, Russian, Chinese, Arabic, Korean).

On Google Play (Android):



On iTunes (Apple)



App Store Preview

Contact info Location Diagnostics Usage Data

Privacy practices may vary, for example, based on the features you use or your age. [Learn More](#)

Information

<p>Size City of Charlotte</p> <p>Compatibility iPhone Requires iOS 13.0 or later.</p> <p>iPad touch Requires iOS 13.0 or later.</p> <p>Copyright © Copyright 2021 Charlotte Area Rapid Transit System. All Rights Reserved.</p>	<p>Size 85.4 MB</p> <p>Languages English, Arabic, French, Gujarati, Hindi, Korean, Russian, Simplified Chinese, Spanish, Vietnamese</p> <p>Price Free</p>	<p>Category Transit</p> <p>Age Rating 4+</p>
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[Developer Website](#) [App Support](#) [Privacy Policy](#)

Supports

Wallet
Get all of your passes, tickets, cards, and more in one place.


Customer Service Facebook LinkedIn Twitter English (United States)

What are you looking for?

Bus Rail Paratransit Transit Planning News & Updates Fares & Passes


Home / Bus / Mobile Apps

Mobile Apps



CATS has several mobile apps available to make your riding experience more enjoyable. All apps are free, convenient, and easy to use and available on both iOS and Android platforms. Explore the apps below to learn about all the features available.

CATS abides by the City of Charlotte's [privacy and legal notices](#).



CATS-Pass

CATS-Pass is the official mobile app for the Charlotte Area Transit System. CATS-Pass offers a seamless way to plan, purchase for transit, instantly receive

← → ↻ 📄 🏠 📄 https://www.charlottenc.gov/CATS/Bus/Mobile-Apps/?lang_update=43822258531668571

Google Translated to Vietnamese Show original


Dịch vụ khách hàng Facebook LinkedIn Twitter Vietnamese

Bạn đang tìm kiếm cái gì? **Tim kiếm**

Xe buýt đường sắt vận chuyển cho người khuyết tật Kế hoạch quá cảnh Tin tức & Cập nhật Giá vé & Vé

Trang chủ / Xe buýt / Ứng dụng di động


Ứng dụng di động



CATS' Mobile Apps
Free, Convenient and Easy to use

CATS có sẵn một số ứng dụng dành cho thiết bị di động để giúp trải nghiệm cuộc sống của bạn trở nên thú vị hơn. Tất cả các ứng dụng đều miễn phí, tiện lợi, dễ sử dụng và có sẵn trên cả hai nền tảng iOS và Android. Khám phá các ứng dụng bên dưới để tìm hiểu về tất cả các tính năng có sẵn.

CATS tuân thủ các thông báo pháp lý và quyền riêng tư của Thành phố Charlotte.



CATS-Pass

← → ↻ 📄 🏠 📄 https://www.charlottenc.gov/CATS/Bus/Routes-and-Schedules/?lang_update=43822258529393739


Customer Service Facebook LinkedIn Twitter English (United States)

What are you looking for? **Search**

Bus Rail Paratransit Transit Planning News & Updates Fares & Passes

Home / Bus / Bus Routes and Schedules

Bus Routes and Schedules



Braille Schedules and info:

CATS has the ability to have translated in braille services schedules and other documents and information. To request braille documents contact CATS customer service at **704-336-7433** or email Teltransit@charlottenc.gov

Routes are color coded for the type of service. Local and neighborhood shuttles are represented by GREEN, express routes are in RED and the rail line is represented by the line color, BLUE.

For more information on [North Meck Village Rider](#)

Route:
1 - Mt. Holly Road



你要找什麼？

搜索

公共汽車 軌 輔助客運系統 過境規劃 新聞與更新 票價和通行證

主頁 / 巴士 / 巴士路線和時刻表

巴士路線和時刻表



路線根據服務類型進行顏色編碼。本地和社區班車用綠色表示，快速路線用紅色表示，導語線用綠線藍色表示。

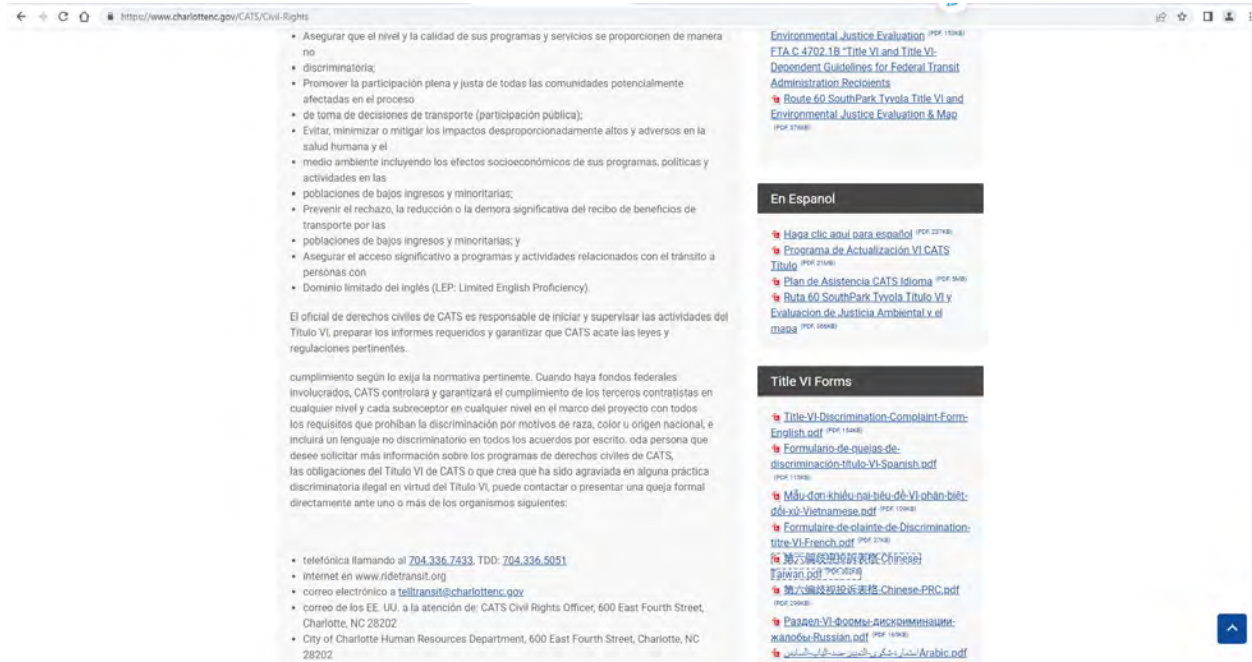
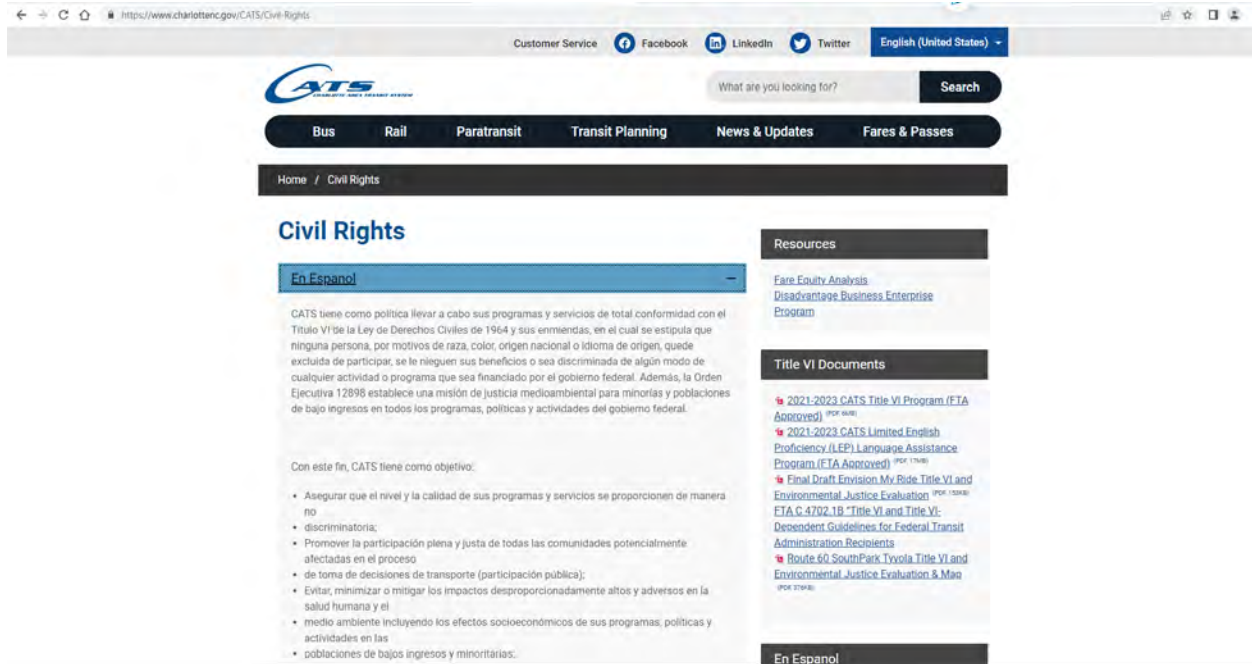
了解North Meck Village Rider的更多信息

盲文時間表和信息：

CATS 有能力翻譯成盲文服務時間表和其他文件和信息。[索取盲文文件 - 請致電 704-336-7433 或發送電子郵件至 \[TelTransit@charlottenc.gov\]\(mailto:TelTransit@charlottenc.gov\)](#)聯繫 CATS 客戶服務。

Route:

Figures 7: Civil Rights related or Public Input requests, statements, reports and other documents as well are “pre-translated” into Spanish for viewing and comment when possible.



Microsoft Word - TITULO VI DECLARACIÓN POLÍTICA en español.docx 1 / 2 100%

1.0 DECLARACIÓN DE POLÍTICA DEL TÍTULO VI

El Sistema de Transporte de Charlotte Área (CATS) cree firmemente que la forma en que CATS trata a la gente - por cuenta ajena o del público en general a quien ayudamos con las necesidades de transporte - es un reflejo de cómo CATS acepta su responsabilidad de proveer un servicio esencial diseñada para mejorar la calidad de vida para los residentes y visitantes del área de Charlotte.

Es la política de CATS para cumplir plenamente con el Título VI de la Ley de Derechos Civiles de 1964, modificada, lo que requiere que ninguna persona, por motivos de raza, color, origen nacional, o el idioma de origen, ser excluido de la participación en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación en cualquier programa o actividad que es financiado por el gobierno federal. Prácticas prohibidas incluyen, pero no se limitan a:

- Negar a una persona de cualquier servicio o beneficio por motivos de raza, color, origen nacional, o el idioma de origen.
- Proporcionar un servicio o beneficio diferente, o la prestación de servicios a beneficiarios de una manera diferente debido a su raza, color, origen nacional, o el idioma de origen.
- Localización de las instalaciones de cualquier manera que pueda limitar o impedir el acceso a un servicio o beneficio financiado por el gobierno federal.

El componente de justicia ambiental del Título VI garantiza un trato justo para la gente de todas las razas, culturas, lenguas y los ingresos en relación con el desarrollo de la justicia ambiental leyes, reglamentos y políticas. Under Title VI, FTA Circular 4702.1B, and FTA Circular 4703.1, CATS must: Bajo el Título VI, FTA Circular 4702.1B, y FTA Circular 4703.1, CATS debe:

- Garantizar la participación de las personas de bajos ingresos, minorías y Dominio Limitado del Inglés (LEP) grupos en el proceso de toma de decisiones (participación del público).
- Salvaguardar bajo - ingresos, minorías y grupos LEP contra la salud humana desproporcionadamente altos y adversos o los impactos ambientales de sus programas, políticas y actividades.
- Asegúrese de bajos ingresos, minorías y grupos LEP reciben su parte justa de los beneficios.

CATS Oficial de Derechos Civiles es responsable de iniciar y supervisar las actividades del Título VI, la preparación de los informes requeridos y la garantía de que los CATS se adhieren a otras responsabilidades de cumplimiento como es requerido por la normativa aplicable.

Cuando los fondos federales están involucrados, CATS vigilar y garantizar el cumplimiento de los contrastes de tenerlos en cualquier nivel y cada sub-receptor en cualquier nivel en el marco del proyecto con todos los requisitos que prohíben la discriminación por motivos de raza, color u origen nacional, y la voluntad incluir un lenguaje no discriminación en todos los acuerdos por escrito.

LEP Options Projects Development

2023 Update:

1. CATS APP

Charlotte bus systems updates to new ticketing app

The new app includes include more ticket options, a multi-language function, Google and Apple Pay features, rider alert notifications, and trip planning.



In the Spring of 2021 CATS began with community representative reviews of the CATS App proposed translations in English, French, Gujarati, Hindi, Korean, Russian, Simplified Chinese, Spanish, Vietnamese. This effort was to ensure that the translations were accurate and functional.

In the Summer of 2021 CATS began community representative testing of the apps translations options for functionality in English, French, Gujarati, Hindi, Korean, Russian, Simplified Chinese, Spanish, and


Vietnamese. Arabic was at this point in the development phase as it had become a Safe Harbor language during the 2021-2023 Language Access Program’s 3-year update.

In late Summer and Early fall of 2022, Arabic went to local representative testers to determine its functionality and accuracy. The current active CATS App language options are English, French, Gujarati, Hindi, Korean, Russian, Simplified Chinese, Spanish, and Vietnamese. This encompasses the current Safe Harbor language options, which did change based on the 2021 ACS 5-Year Estimates. And it incorporated Hindi and Gujarati which are Indo-European languages that may be CATS Safe Harbor languages, but the ACS data does not provide enough detail for staff to make that determination.

CATS App LEP Community Representatives (Language Translations and in App Testers)

Project	Contributor	Organization or Private	Service Provided	Language	Nationality/Continental Experience
CATS App multilingual function	Mahwash Shoaib	Private Citizen	Review of Translations	Urdu	India, Pakistan (South Asia)
CATS App multilingual function	Yousuf Aljishi	Palestinian American Community Center (PACC)	App Language Option Tester	Arabic	Palestine
CATS App multilingual function	Mohammad Awadallah	Palestinian American Community Center (PACC)	App Language Option Tester	Arabic	Palestine
CATS App multilingual function	Ibrahim Awadallah	Palestinian American Community Center (PACC)	App Language Option Tester	Arabic	Palestine
CATS App multilingual function	Noor Awadallah	Palestinian American Community Center (PACC)	App Language Option Tester	Arabic	Palestine
CATS App multilingual function	Omar Awadallah	Palestinian American Community Center (PACC)	App Language Option Tester	Arabic	Palestine
CATS App multilingual function	Omar Alboga	PTC Univesity Instructor	App Language Option Tester	Arabic	Syria
CATS App multilingual function	Niketa Mittal	Charlotte International Cabinet	App Language Option Tester	Hindi	India
CATS App multilingual function	John (Jiangou) Liu	Private Citizen	App Language Option Tester/Review of Translations	Mandarin	China
CATS App multilingual function	Amisi Binti	Teacher CMS	App Language Option Tester/Review of Translations	French	West Africa/Congo
CATS App multilingual function	Grace Sung	Local Business Owner	App Language Option Tester/Review of Translations	Korean	Korea
CATS App multilingual function	Mark Sung	Local Business Owner	App Language Option Tester/Review of Translations	Korean	Korea
CATS App multilingual function	Max Kazantcev	Private Citizen	App Language Option Tester/Review of Translations	Russian	Russia
CATS App multilingual function	Vedant Raval	UNC Charlotte Department of Mechanical Engineering and Engineering Science	App Language Option Tester/Review of Translations	Gujarati	India
CATS App multilingual function	Emily Yaffe	City staffer to International Cabinet	App Language Option Tester/Review of Translations	Spanish	Central/South America Communities
CATS App multilingual function	Nicolth Tovar-Pernalet	Latin America Coalition	App Language Option Tester/Review of Translations	Spanish	Central/South America Communities
CATS App multilingual function	Vietnamese Association of Charlotte	Vietnamese Association of Charlotte	App Language Option Tester	Vietnamese	Vietnam

2. 2021/2022 [CATS Podcast de servicios de tránsito de CATS | CATS Transit Services Podcast](#)



Podcast de servicios de tránsito de CATS | CATS Transit Services Podcast

Charlotte Area Transit System
935 subscribers

100 views 7 months ago
Obtenga más información sobre el sistema de tránsito del área de Charlotte.

<https://www.youtube.com/watch?v=BLXLAZsTbck>

From the Fall of 2021 to the Fall of 2022, CATS in conjunction with Luis Matta from the City’s Community Relations department, Emily Yaffe from the City’s Office of Equity, Mobility AND Immigrant Integration, Doc Russell the City’s Communications department, and CATS Customer Services Representative Christian Otanez to produce and publish an updated CATS Spanish language how to ride CATS Podcast (Post Covid). This was the second of CATS podcast produced to assist our LEP Spanish speaking customers.

Here is the link to the previous 2019 version.



<https://soundcloud.com/user-800488488/show004>

3. Starting in 2021 staff started incorporating in addition to bilingual text, multi-lingual languages identifies in native text, QR codes and Universal Symbols.

(LYNX Blue Line, Blue Line Extension Project, Goldline , Goldline Phase II, Rail Station Message and Light Rail Vehicle Messages):



Los clientes que tengan cinco (5) o más ausencias o cancelaciones tardías en un mes corrido recibirán una revisión de sus viajes para determinar si existe un hábito o una práctica. Un hábito o una práctica se define como “el índice de ausencias o cancelaciones tardías que representan el diez por ciento (10 %) o más del total de viajes programados.” Solo se considerarán las ausencias y cancelaciones tardías que se encuentren bajo el control del pasajero.

Los clientes recibirán una advertencia por escrito después de cada ausencia o cancelación tardía. Los clientes que muestren hábitos o prácticas de ausencia o cancelación tardía están sujetos a una suspensión del servicio.

No obstante, es responsabilidad del cliente notificar a STS las circunstancias ajenas al control del cliente, por teléfono o por escrito.



Escanee el código QR para obtener más información sobre las políticas de STS.



Gerente de programación de STS
901 North Davidson Street
Charlotte, NC 28206



Española, Tiếng Việt, 中文, français, русский, 한국어, العربية

Draft version of the new Title VI poster/signage

CATS proporciona la traducción escrita de documentos vitales en cumplimiento de la Disposición de puerto seguro que se encuentra en la Circular 4702.1B de la FTA, Capítulo III, Sección 19.

Need another language? Use the translator at www.ridetransit.org or call 704-336-7433. To view your preferred language in the CATS-Pass app, set the language in the settings on your smartphone.

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Ban cần một ngôn ngữ khác? Hãy sử dụng phiên dịch viên tại www.ridetransit.org hoặc gọi vào số 704-336-7433. Để xem ngôn ngữ thường dùng của bạn trong ứng dụng CATS-Pass, hãy thiết lập ngôn ngữ trong phần cài đặt trên điện thoại thông minh của bạn.

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Potrzebujesz treści w innym języku? Skorzystaj z translatora na stronie www.ridetransit.org albo zadzwoń pod numer 704-336-7433

다른 언어가 필요하신가요? www.ridetransit.org 에서 번역기를 사용하거나 704-336-7433으로 전화하세요. CATS-Pass 앱에서 선호하는 언어를 보려면 스마트폰의 설정에서 언어를 설정하세요.

दूसरे भाषा चाहिए? www.ridetransit.org पर अनुवादक का उपयोग करें या 704-336-7433 पर कॉल करें। CATS-Pass ऐप में अपनी पसंदीदा भाषा देखने के लिए, अपने स्मार्टफोन की सेटिंग्स में भाषा सेट करें।

අනෙකුත් භාෂාවක් ඔබට? www.ridetransit.org බැවින් අනුච්චේදන උපදේශන ලබා ගන්න. CATS-Pass ඇප්හි ඔබගේ පસන්ද කළ භාෂාව තෝරා ගැනීමට, ඇප්හි සැටින්ග්ස්හි භාෂාව සැට් කිරීමට.

كود دوم تا نام‌الکتابی یف دغل‌ل نیی عتبت مقی، CATS-Pass یف دل‌ض‌ف‌م‌ل‌ک‌ت‌ل‌ک‌ل‌ض‌ر‌ع‌ل، 704-336-7433 یف‌ل‌ص‌ت‌ل‌ص‌ت‌ل‌و www.ridetransit.org یف‌ل‌ص‌ت‌ل‌ص‌ت‌ل‌م‌د‌خ‌ت‌س‌ا‌م‌ج‌ر‌خ‌ا‌د‌ل‌ع‌ل‌ج‌ت‌ل‌ه‌ یف‌ل‌ک‌ذ‌ف‌ت‌ا‌ه‌ ق‌ل‌م‌ یف‌ل‌

Scan the QR code to download the CATS-Pass app.

Available on the App Store | Get it on Google Play

CATS
www.ridetransit.org 704-336-RIDE (7433)

DO NOT REMOVE AS PER U.S. FEDERAL TRANSIT ADMINISTRATION (FTA) **PERMANENT**

TITLE VI POLICY STATEMENT

It is the policy of CATS to operate its programs and services in full compliance with Title VI of the Civil Rights Act of 1964, as amended, which requires that no person 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 in any program or activity which is federally assisted. Additionally, Executive Order 12898 establishes a mission of Environmental Justice for minority and low income populations in all federal programs, policies and activities.

Toward this end, it is CATS' objective to:

- Ensure that the cost and quality of its programs and services are provided in a nondiscriminatory manner;
- Promote the full and fair participation by all potentially affected communities in the transportation decision making process;
- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental impacts, including social and economic effects, of its programs, policies, and activities on low-income and minority populations;
- Preserve the denial of, reduction in, or degradation of, or loss of, transportation benefits for low income and minority populations; and
- Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

The CATS Civil Rights Officer is responsible for evaluating and monitoring Title VI activities, preparing required reports, and ensuring that CATS adheres to applicable laws and regulations.

Where federal funds are involved, CATS will monitor and ensure the compliance of third party contractors at any tier and each sub-contractor at any tier under the project with all requirements prohibiting discrimination on the basis of race, color, or national origin, and will include non-discrimination language in all written agreements.

Any person that would like to request more information regarding CATS civil rights programs, CATS Title VI obligations, or who believes that they have been aggrieved by any unlawful discriminatory practice under Title VI, may contact or file a formal complaint directly with one or more of the following:

- Telephone at (704) 336-RIDE(7433)
- Internet at www.ridetransit.org
- Email at transit@ridetransit.org
- U.S. Mail at ATTN: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- City of Charlotte Human Resources Department, 700 East Fourth Street, 5th Floor, Charlotte, NC 28202
- Federal Transit Administration (FTA) by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor, TOR, 1200 New Jersey Ave., SE, Washington, DC 20590

CATS provides written translation of vital documents in compliance with the Safe Harbor Provision found in FTA Circular 4702.1B, Chapter II, Section 19.

CATS tiene como política operar sus programas y servicios de total conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, en el cual se establece que ninguna persona, por motivo de raza, color, u origen nacional quedará excluida de participar, se denegará los beneficios o será discriminada en cualquier actividad o programa que sea financiado por el gobierno federal. Además, la Orden Ejecutiva 12898 establece una misión de justicia medioambiental para minorías y poblaciones de bajo ingreso en todos los programas, políticas y actividades del gobierno federal.

Con este fin, CATS tiene como objetivo:

- Asegurar que el nivel y la calidad de sus programas y servicios se proporcionen de manera no discriminatoria;
- Promover la participación plena y justa de todas las comunidades potencialmente afectadas en el proceso de toma de decisiones de transporte (participación pública);
- Evitar, minimizar o mitigar los impactos desproporcionadamente altos y adversos en la salud humana y el medio ambiente incluyendo los efectos socioeconómicos de sus programas, políticas y actividades en las poblaciones de bajos ingresos y minorías;
- Preservar el acceso, la reducción o la degradación de los beneficios de transporte para las poblaciones de bajos ingresos y minorías;
- Asegurar el acceso significativo a programas y actividades relacionados con el tránsito a personas con Demencia limitada del inglés (LEP - Limited English Proficiency).

El oficial de derechos civiles de CATS es responsable de iniciar y supervisar las actividades del Título VI, preparar los informes requeridos y garantizar que CATS acate las leyes y regulaciones pertinentes, cumplimiento según lo exige la normativa pertinente.

Cuando haya fondos federales involucrados, CATS garantizará el cumplimiento de los requisitos contractuales en cualquier nivel y cada subcontratista en cualquier nivel en el marco del proyecto con todos los requisitos que prohíben la discriminación por motivo de raza, color u origen nacional, e incluirá en los contratos no discriminatorio en todos los acuerdos por escrito. Cualquier persona que desee solicitar más información sobre los programas de derechos civiles de CATS, las obligaciones del Título VI de CATS o que crea que ha sido agredida en alguna práctica discriminatoria según lo setado del Título VI, puede contactar o presentar una queja formal directamente ante uno o más de los organismos siguientes:

- telefónico llamando al (704) 336-RIDE(7433)
- internet en www.ridetransit.org
- correo electrónico a transit@ridetransit.org
- correo de los EE. UU. a la atención de: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- Departamento de Recursos Humanos de la ciudad de Charlotte, 700 East Fourth Street, 5to. piso, Charlotte, NC 28202
- Federal Transit Administration (FTA) presentando una queja ante la Oficina de Derechos Civiles (Office of Civil Rights), e la atención de: Complaint Team, East Building, 5th Floor, TOR, 1200 New Jersey Ave., SE, Washington, DC 20590

CATS proporciona la traducción escrita de documentos vitales en cumplimiento de la Disposición de puerto seguro que se encuentra en la Circular 4702.1B de la FTA, Capítulo II, Sección 19.

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අනෙකුත් භාෂාවක් ඔබට? www.ridetransit.org බැවින් අනුච්චේදන උපදේශන ලබා ගන්න. CATS-Pass ඇප්හි ඔබගේ පසන්ද කළ භාෂාව තෝරා ගැනීමට, ඇප්හි සැටින්ග්ස්හි භාෂාව සැට් කිරීමට.

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CATS
www.ridetransit.org 704-336-RIDE (7433)

DBE Opportunities QR code




Doing Business with CATS QR code



Early Bird



2nd Notice CATS Solicitation/Opportunity (to catch newly certified firms)
 Charlotte Area Transit System (Please bear with us, if you have received this notice before).

Project Description	Scope of Work	Non-Mandatory Online Pre-Proposal Via Zoom	RFP submission date	DBE Goal
RFP # 269-2023-1457 LYNX Silver Line Equitable Transit-Oriented Development (ETOD) Policy and Implementation Study Submission of Written Questions: February 16, 2023 Questions are due by 2:00 p.m.	The City of Charlotte is soliciting proposals to develop plans to achieve the City's goals of creating transit-oriented development (TOD) along the LYNX Silver Line that is equitable, multimodal, and economically resilient. These plans will build upon recommendations of the LYNX Silver Line Transit-Oriented Development Study, completed in Spring 2022.	Feb. 10, 2023 9:00 a.m. Please access via this link: Zoom Meeting Link QR code  or Phone dial: 1-305-224-1968, use Meeting ID: 846 1705 9584 & Passcode: 456061 when prompted.	March 2, 2023 2:00 p.m. Eastern Time Proposals must be in the format specified in Section 4 of this RFP. Proposals must be emailed to the Procurement Officer at jeremy.wall@charlottenc.gov by the deadline date and time.	16%

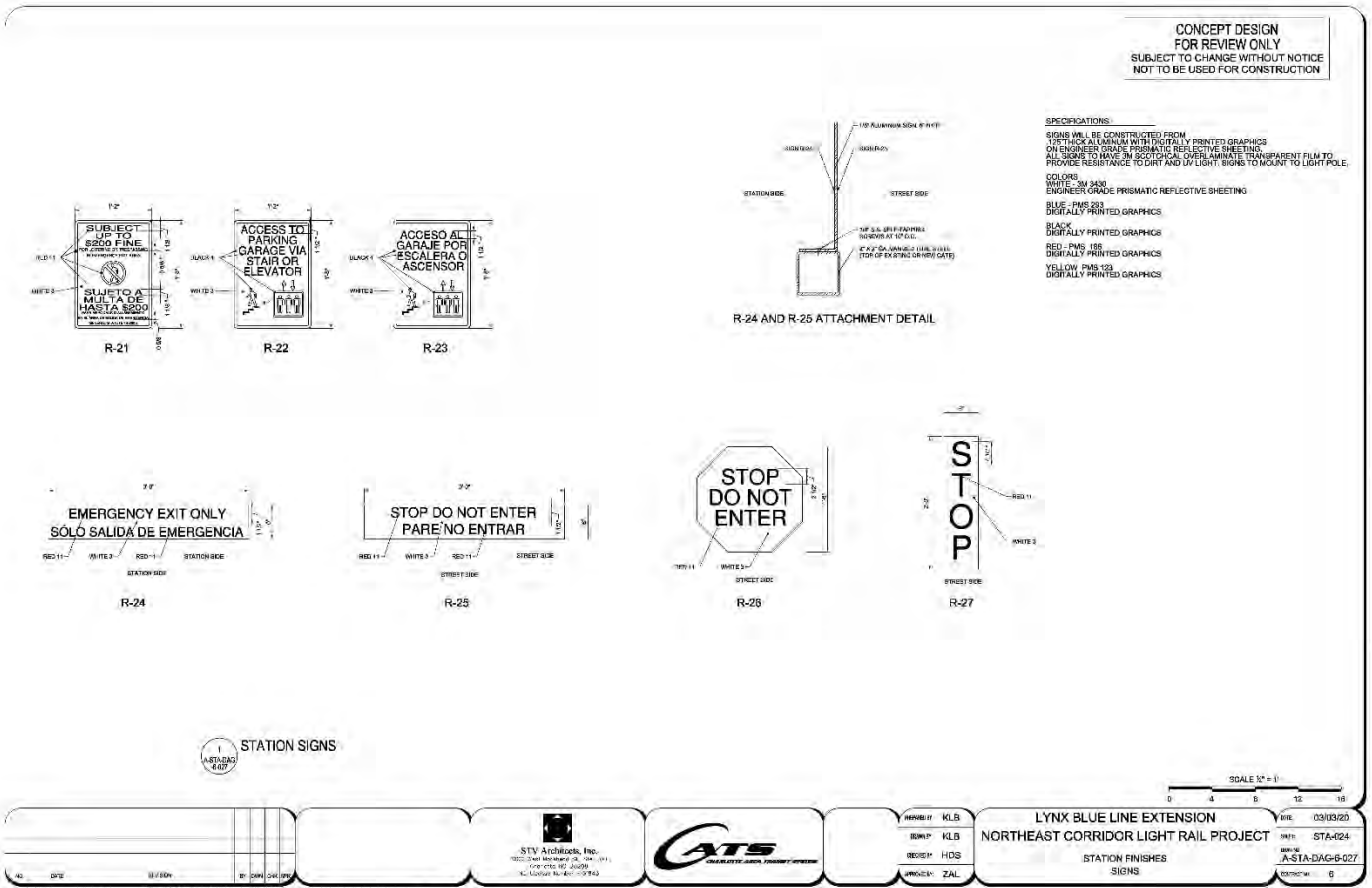


Website Links:

<https://charlottenc.gov/DoingBusiness/Pages/SolicitationDetails.aspx?ID=2107> (City solicitation page)
<https://charlottenc.gov/DoingBusiness/Lists/Solicitations/Attachments/2107/RFP%20269-2023-1457%20Silver%20Line%20ETOD%20Study.pdf> (RFP on City site)
https://www.lnc.state.nc.us/BIS/download.cfm?etara=cira_look_under%20CityofCharlotte

2020 LEP Projects:

In Spring of 2020 staff polled Latina community advocacy organizations communications officers on new proposed signage. Charlotte Latin American Chamber of Commerce Director advised staff on Spanish translations for additional signage along the Lynx Blue Line. The signage had been pre-translated by software. She advised one modification in Spanish Mexican dialect, for image R-21, the word "para" needs to be changed to "por".

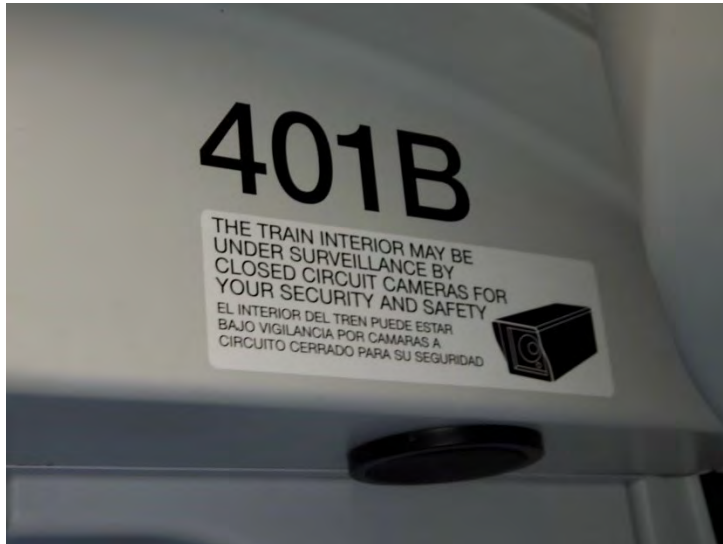


Staff ordered LEP Light Rail and Gold Line Streetcar signage Vehicle Bi-lingual Signage.

With transit services starting on the streetcar line bi-lingual and universal symbol/image based signage was incorporated into the vehicles.







The Blue Line Extension will began service in spring of 2018, modifications to the existing blue line, Goldline is operating and Goldline Phase II is in mid-construction. The suggestions by community advisors from the immigrant advocacy organizations has been implemented for those projects.





During the Blue Line Extension (BLE) planning sessions, an English/Spanish bi-lingual advisors made up of community representatives electronically met to review planned signage of direction and warnings for the project. The committee recommended modifications to include either common symbols and/or bi-lingual English and Spanish text on various signs. These same signage recommendations were sent to the Gold Line Street Car Phase I and II project team.

The Blue Line Extension LEP station and track prohibition, safety and directional signage has been reviewed for Spanish translation comprehension by the following community organization representatives. These same suggestions were incorporated into the Gold Line (Trolley) Phase I project and will be continued into the Phase II project that is mid-construction.

CATS LEP (Española) Signage & Announcements Review Contributors included:

Armando Bellmas

Director of Communications

Latin American Coalition

www.LatinAmericanCoalition.org

Melina Monita-Pacheco

Latino New South Project Coordinator

Levine Museum of the New South

mmonita-

pacheco@museumofthenewsouth.org

www.museumofthenewsouth.org

Rocio Gonzalez

Dir. of Membership & Resource Development

Latin American Chamber of Commerce of

Charlotte (LACCC)

www.laccharlotte.com

Diana Rojas

Client Services and Volunteer Coordinator

International House

www.ihclt.org

Jorge Salazar

Project Coordinator

Engineering and Property Management

City of Charlotte

Light Rail Station consistent Bi-lingual Messages: advisor added Sept. 2014-Sept. 2015

Sayra H. Brynn

Public and Community Relations Specialist
Charlotte Area Transit System (CATS) LYNX Blue Line Extension

Light Rail Vehicle consistent Bi-lingual Messages: advisors added Feb. 2016-July 2016

Paula Aguilera

Director of Membership and Programs
Latin American Chamber of Commerce of Charlotte

Isabel Mejia

Immigrant Welcome Center Coordinator
Latin American Coalition

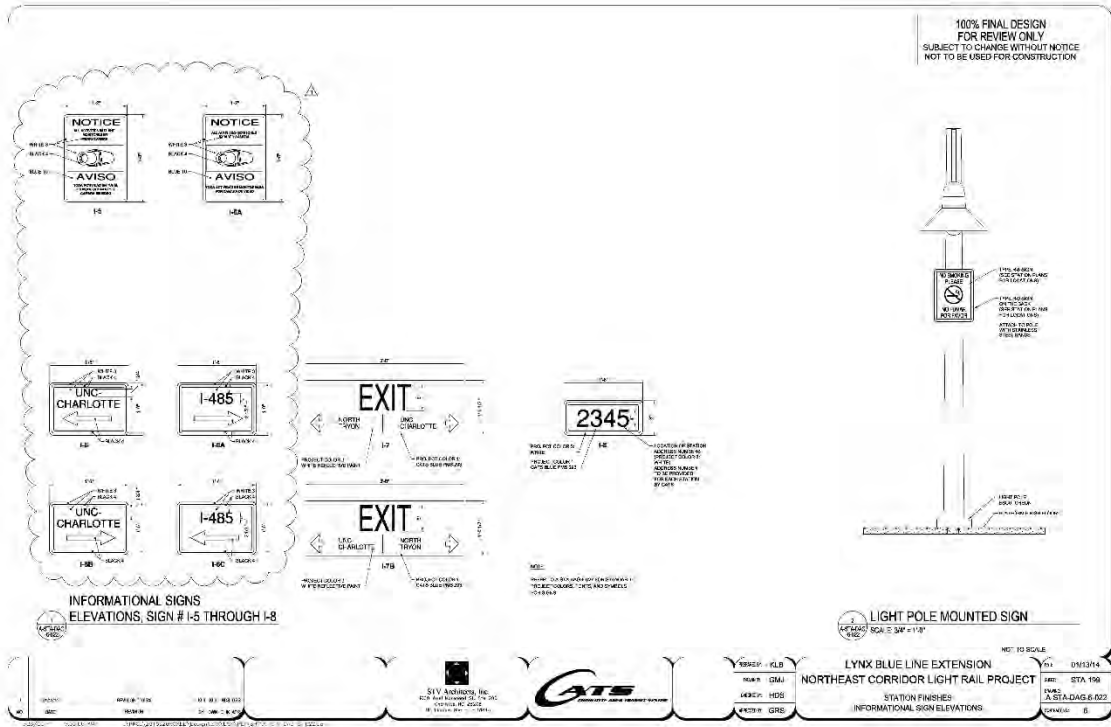
Alma Hernandez

Client Services Director
International House

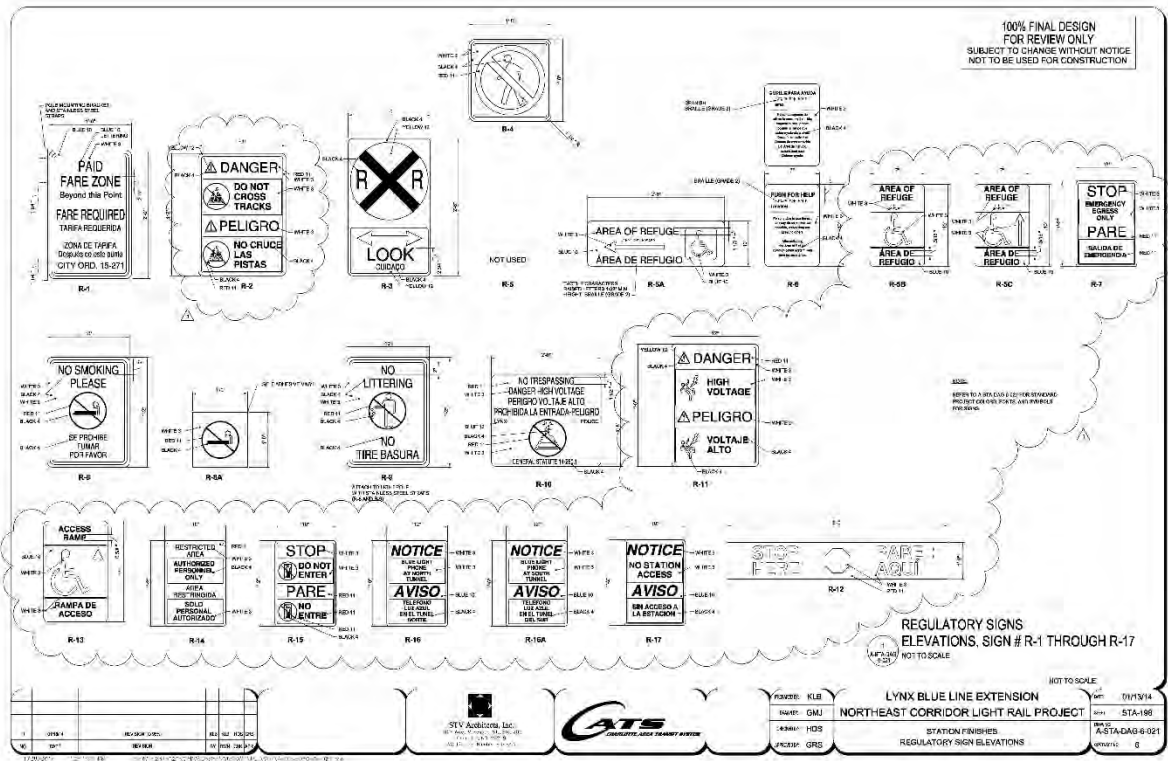
The 2013-2014 LEP BLE Spanish advisors reviewed each sign on the project and advised many modifications including:

- Adding bi-lingual (English and Spanish) parallel language.
- Clarifying letter characters which could be mistaken as other letters in particular as part of Spanish translation.
- Maintaining proper names without modification to Spanish as confusion could occur.
- Reviewed translations and offered modifications for clarity and cultural differences to fall in-line with the common understanding of the most populous Spanish LEP group in CATS services area those of Mexican descent.
- Inquired whether the braille Spanish equivalents were provided.
- Spelling out prefixes on information numbers such as "704-366-RIDE" to read 704-366-RIDE **(7433)**

Figures 8: BLE Bi-lingual Signage



Figures 9: BLE Bi-lingual Signage



Update 2020: Additional messages or modifications to digitally displayed messages are performed by translations software. The 2014-2015 Spanish community advocate contributors were contacted for station messages reviews, in addition CATS Marketing & Public Relation staff confirmed translations through Spanish language translation company. This year’s efforts were meant to standardize bi-lingual messages on the platforms as some messages were bi-lingual previously but not all.

Figures 9a: Bi-lingual Light Rail Station Messages

English	Spanish
ALWAYS STAND BEHIND THE YELLOW TEXTURED WARNING STRIPS	PARASE SIEMPRE DETRAS DE LAS BANDAS DE ADVERTENCIA DE SUPERFICIE RUGOSA AMARILLAS
DANGEROUS WEAPONS ARE PROHIBITED.	LAS ARMAS PELIGROSAS ESTAN PROHIBIDAS.
DO NOT STAND ON OR NEAR THE TRACKS. DO NOT STEP IN FRONT OF THE TRAIN.	NO PERMANEZCA PARADO SOBRE LOS CARRILES NI CERCA DE ESTOS. NO SE PARE DELANTE DEL TREN.
DUE TO TECHNICAL DIFFICULTIES, SERVICE HAS BEEN SUSPENDED FOR FIFTEEN MINUTES.	EL SERVICIO ESTARA SUSPENDIDO DURANTE QUINCE MINUTOS DEBIDO A DIFICULTADES TECNICAS.
DUE TO TECHNICAL DIFFICULTIES, SERVICE HAS BEEN SUSPENDED FOR ONE HOUR.	EL SERVICIO ESTARA SUSPENDIDO DURANTE UNA HORA DEBIDO A DIFICULTADES TECNICAS.
DUE TO TECHNICAL DIFFICULTIES, TRAIN SERVICE HAS BEEN SUSPENDED FOR 30 MINUTES.	EL SERVICIO DE TRENES ESTARA SUSPENDIDO DURANTE 30 MINUTOS DEBIDO A DIFICULTADES TECNICAS.
DUE TO TECHNICAL DIFFICULTIES, TRAIN SERVICE HAS BEEN SUSPENDED FOR 45 MINUTES.	EL SERVICIO DE TRENES ESTARA SUSPENDIDO DURANTE 45 MINUTOS DEBIDO A DIFICULTADES TECNICAS.
FARE INSPECTORS ARE CHECKING PASSES AND TICKETS. PLEASE HAVE YOUR PASS OR TICKET READY FOR INSPECTION.	LOS INSPECTORES ESTAN REVISANDO LOS PASES Y LOS BOLETOS. POR FAVOR TENGA SU PASE O SU BOLETO LISTO PARA LA INSPECCION.
FOR YOUR SAFETY, DO NOT USE BICYCLES, SKATES OR SKATEBOARDS AT ANY LYNX STATION OR ABOARD TRAINS.	PARA PRESERVAR SU SEGURIDAD, NO USE BICICLETAS, PATINES O PATINETAS EN NINGUNA DE LAS ESTACIONES DE LYNX NI A BORDO DE LOS TRENES.
IF YOU NEED ASSISTANCE, PLEASE USE THE PASSENGER ASSISTANCE PHONE.	SI NECESITA AYUDA, UTILICE EL TELEFONO DE ASISTENCIA A LOS PASAJEROS.
IF YOU SEE SOMETHING, SAY SOMETHING. PLEASE REPORT ALL SUSPICIOUS ACTIVITY BY CALLING 9-1-1.	SI VE ALGO, DIGA ALGO. LLAME AL 9-1-1 PARA INFORMAR CUALQUIER ACTIVIDAD SOSPECHOSA.
KEEP AWAY FROM OVERHEAD WIRES THAT POWER THE TRAINS.	MANTENGASE LEJOS DE LOS CABLES SUSPENDIDOS QUE SUMINISTRAN ENERGIA AL TREN.
LOITERING IS PROHIBITED AT ALL LYNX STATIONS AND ON ALL VEHICLES.	SE PROHIBE MERODEAR EN CUALQUIERA DE LAS ESTACIONES O VEHICULOS DE LYNX.
LOOK BOTH WAYS BEFORE CROSSING AT DESIGNATED CROSSWALKS.	MIRE EN AMBAS DIRECCIONES ANTES DE CRUZAR POR LOS PASOS PEATONALES DESIGNADOS.
LYNX PASSES MAY BE PURCHASED FROM THE TICKET VENDING MACHINES.	LOS PASES DE LYNX SE PUEDEN COMPRAR EN LAS MAQUINAS EXPENDEDORAS DE BOLETOS.
NO EATING, DRINKING OR SMOKING ON STATION PLATFORMS.	NO SE PERMITE COMER, BEBER O FUMAR EN LOS ANDENES DE LAS ESTACIONES.
ONLY CROSS THE TRACKS AT DESIGNATED CROSSWALKS AND PEDESTRIAN AREAS.	CRUCE LOS CARRILES SOLO EN LAS AREAS Y PASOS PEATONALES DESIGNADOS.
ONLY SERVICE ANIMALS ARE PERMITTED ON THE PREMISES AND ONBOARD TRAINS.	SOLO SE PERMITEN ANIMALES DE SERVICIO EN LOS PREDIOS Y A BORDO DE LOS TRENES.

English	Spanish
PLEASE BE MINDFUL OF YOUR SURROUNDINGS AND KEEP YOUR ELECTRONIC DEVICES SECURE AT ALL TIMES.	ESTE ATENTO A LO QUE SUCEDE EN SUS ALREDEDORES Y MANTENGA SUS DISPOSITIVOS ELECTRONICOS SEGUROS EN TODO MOMENTO.
PLEASE DO NOT LITTER. DEPOSIT ALL GARBAGE IN THE NEAREST TRASH BIN.	NO ARROJE BASURA AL SUELO. DESECHE LOS DESPERDICIOS EN EL CONTENEDOR DE BASURA MAS CERCA.
PLEASE EXIT THE STATION AND PROCEED TO THE BUS STOP. TRANSFER BUSES ARE WAITING.	POR FAVOR SALGA DE LA ESTACION Y CONTINUE HACIA LA PARADA DE AUTOBUS. LOS AUTOBUSES DE TRASBORDO ESPERAN.
PLEASE KEEP ALL PERSONAL BELONGINGS WITH YOU AT ALL TIMES.	POR FAVOR MANTENGA TODAS SUS PERTENENCIAS CON USTED EN TODO MOMENTO.
PLEASE KEEP YOUR CHILDREN WITH YOU AT ALL TIMES.	POR FAVOR MANTENGASE CERCA DE SUS HIJOS EN TODO MOMENTO.
PLEASE LET RIDER'S EXIT THE TRAIN BEFORE BOARDING.	POR FAVOR ANTES DE ABORDAR EL TREN, PERMITA LA SALIDA DE LOS PASAJEROS.
PLEASE REMEMBER: SAFETY IS EVERYONE'S RESPONSIBILITY.	POR FAVOR RECUERDE: LA SEGURIDAD ES RESPONSABILIDAD DE TODOS.
PLEASE STAND AWAY FROM THE TRACKS.	MANTENGASE ALEJADO DE LOS CARRILES.
POSSESSION AND TRANSPORT OF ANY FLAMMABLE LIQUID, COMBUSTIBLE MATERIAL OR DANGEROUS SUBSTANCE IS PROHIBITED.	SE PROHIBE LA POSESION Y EL TRANSPORTE DE CUALQUIER LIQUIDO INFLAMABLE, MATERIAL COMBUSTIBLE O SUSTANCIA PELIGROSA.
POSSESSION, USE OR SALE OF CONTROLLED SUBSTANCES ARE PROHIBITED.	SE PROHIBE LA POSESION, EL USO O LA VENTA DE SUSTANCIAS CONTROLADAS.
REMEMBER TO LOOK, LISTEN AND LIVE.	RECUERDE MIRAR, ESCUCHAR Y VIVIR.
SERVICE IS SUSPENDED TODAY. PLEASE CALL 704-336-7433 OR VISIT RIDETRANSIT.ORG FOR SERVICE UPDATES.	EL SERVICIO ESTA SUSPENDIDO DURANTE EL DIA DE HOY. LLAME AL 704-336-7433 O VISITE EL SITIO RIDETRANSIT.ORG PARA RECIBIR INFORMACION ACTUALIZADA SOBRE EL SERVICIO.
SOLICITING IS PROHIBITED AT ALL LYNX STATIONS AND ONBOARD ALL VEHICLES.	SE PROHIBE VENDER O PEDIR EN TODAS LAS ESTACIONES DE LYNX O A BORDO DE SUS VEHICULOS.
STAY ALERT. TRAINS CAN APPROACH FROM EITHER DIRECTION AT ANY TIME.	MANTENGASE ALERTA. LOS TRENES PUEDEN VENIR DE CUALQUIER DIRECCION Y EN CUALQUIER MOMENTO.
THE ELEVATORS ARE NOT WORKING. PLEASE USE THE STAIRS OR EXIT AT THE NEXT STATION.	LOS ELEVADORES NO ESTAN FUNCIONANDO. POR FAVOR UTILICE LAS ESCALERAS O LA SALIDA EN LA PROXIMA ESTACION.
THE LYNX BLUE LINE IS EXPERIENCING DELAYS DUE TO INCLEMENT WEATHER.	LA LINEA AZUL DE LYNX ESTA EXPERIMENTANDO RETRASOS POR MAL TIEMPO.
THE LYNX BLUE LINE IS EXPERIENCING DELAYS DUE TO LARGE CROWDS.	LA LINEA AZUL DE LYNX ESTA EXPERIMENTANDO RETRASOS POR AGLOMERACION EXCESIVA DE PERSONAS.
THE LYNX BLUE LINE IS EXPERIENCING DELAYS DUE TO TECHNICAL DIFFICULTIES.	LA LINEA AZUL DE LYNX ESTA EXPERIMENTANDO RETRASOS POR DIFICULTADES TECNICAS.
THE LYNX BLUE LINE IS EXPERIENCING DELAYS.	LA LINEA AZUL DE LYNX ESTA EXPERIMENTANDO RETRASOS.

English	Spanish
THE LYNX BLUE LINE IS NOW ON SCHEDULE.	LA LINEA AZUL DE LYNX FUNCIONA AHORA SEGUN EL HORARIO PREVISTO.
THE LYNX BLUE LINE WILL BEGIN SERVICE IN 5 MINUTES.	LA LINEA AZUL DE LYNX COMENZARA A PRESTAR SERVICIOS EN 5 MINUTOS.
THE LYNX BLUE LINE WILL OPERATE ON A SATURDAY SCHEDULE DURING THE HOLIDAY.	DURANTE EL DIA FERIADO, LA LINEA AZUL DE LYNX FUNCIONARA CON EL HORARIO DE LOS SABADOS.
THE LYNX BLUE LINE WILL OPERATE ON A SUNDAY SCHEDULE DURING THE HOLIDAY.	DURANTE EL DIA FERIADO, LA LINEA AZUL DE LYNX FUNCIONARA CON EL HORARIO DE LOS DOMINGOS.
THIS STATION IS CLOSED UNTIL FURTHER NOTICE.	ESTA ESTACION ESTARA CERRADA HASTA NUEVO AVISO.
THIS STATION IS CLOSED UNTIL FURTHER NOTICE.	ESTA ESTACION ESTARA CERRADA HASTA NUEVO AVISO.
THIS STATION IS UNDER VIDEO SURVEILLANCE	ESTA ESTACION CUENTA CON VIGILANCIA POR CAMARAS DE VIDEO
TO 7TH STREET AND UPTOWN	HACIA 7TH STREET Y UPTOWN
TO I-485	HACIA LA I-485
TRAIN APPROACHING, PLEASE STAND CLEAR OF THE PLATFORM EDGE.	EL TREN SE ACERCA, MANTENGA DESPEJADO EL BORDE DEL ANDEN.
TRAIN ARRIVING IN TWO MINUTES.	EL TREN LLEGARA EN DOS MINUTOS.
TRESPASSING ON THE TRACKS IS ILLEGAL.	ES ILEGAL ENTRAR A LA VIA DEL TREN.
VANDALISM IS PROHIBITED	SE PROHIBE EL VANDALISMO
WATCH YOUR STEP WHEN EXITING OR BOARDING THE TRAIN	FIJESE DONDE PISA CUANDO SALGA DEL TREN O LO ABORDE
WELCOME 49ERS FANS	BIENVENIDOS FANS DE LOS 49ERS
WELCOME CIAA FANS	BIENVENIDOS FANS DE LOS CIAA
WELCOME HORNETS FANS	BIENVENIDOS FANS DE LOS HORNETS
WELCOME PANTHER FANS	BIENVENIDOS FANS DE LOS PANTHERS
WELCOME RACE FANS.	BIENVENIDOS FANS DE LAS CARRERAS.
YOU MUST HAVE A VALID PASS OR TICKET TO BE AT THIS STATION	DEBE TENER UN PASE O BOLETO VALIDO PARA PERMANECER EN ESTA ESTACION

In 2016 station Spanish contributors reviewed the proposed rail vehicle messages, as well Marketing & Public Relations staff confirmed translations through Spanish language translations company. This year's efforts were meant to standardize bi-lingual messages on the light rail vehicles as some messages were bi-lingual previously but not all. The messages went live in Summer of 2016.

Figures 9b: Bi-lingual Light Rail Vehicle Messages Examples

J	K	L	M	O	P	Q	R	S	T	U	V	
				Spanish Audio Announcement								
				El tren expreso hacia Uptown y Seventh Street llega en 15 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 14 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 13 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 12 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 11 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 10 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 9 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 8 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 7 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 6 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 5 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 4 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 3 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 2 minutos								
				El tren expreso hacia Uptown y Seventh Street llega en 1 minuto								
				El tren expreso hacia I-485 llega en 15 minutos								

During the during both the BLE signage, rail/light rail vehicle announcement reviews community contributors recommended that destination announcements would not be necessary. Current bus announcements that are bi-lingual and focus on warnings for safety. Reasoning was that proper street and destination names would be understood without translation. (translations via vendor)

Table 9c: Bi-lingual bus announcement example

SafetyName	Event Type	Internal Sign
1	Safety Message	PLEASE REMAIN SEATED UNTIL COACH COMES TO A COMPLETE STOP. PERMANEZCA ~ SENTADO HASTA QUE EL AUTOBUS SE DETENGA COMPLETAMENTE.)
2	Safety Message	PLEASE DO NOT CHANGE SEATS WHILE COACH IS IN MOTION. NO SE CAMBIE DE ~ ASIENTO MIENTRAS EL AUTOBUS SE ENCUENTRA EN MOVIMIENTO.)
3	Safety Message	FRONT SEATS ARE RESERVED FOR MOBILITY IMPAIRED AND ELDERLY. ~ LOS ASIENTOS DELANTEROS ESTAN RESERVADOS PARA PERSONAS DISCAPACITADAS ~ Y PARA ADULTOS MAYORES.)
4	Safety Message	NO EATING, DRINKING, OR SMOKING ON COACH. ~ ESTA PROHIBIDO COMER, BEBER O FUMAR EN EL AUTOBUS.)
5	Safety Message	FOR YOUR SAFETY, PLEASE DO NOT TALK TO THE DRIVER. ~ POR SU SEGURIDAD, NO HABLE CON EL CONDUCTOR.)
6	Safety Message	FEDERAL LAW REQUIRES PASSENGERS TO STAND BEHIND THE STANDEE LINE ~ LA LEY FEDERAL REQUIERE QUE LOS PASAJEROS SE PAREN DETRAS DE LA LINEA ~ LIMITE PARA PASAJEROS DE PIE.)
7	Safety Message	PLEASE EXIT THROUGH THE REAR EXIT DOOR. ~ BAJE POR LA PUERTA DE SALIDA TRASERA)
8	Safety Message	HAVE A NICE DAY! TENGA UN BUEN DIA!)

Safety during Construction of the Blue Line Extension and other federally funded projects:

In addition to the signage outlined above, In the Spring of 2014 the CATS Civil Rights staff directed the City's project management team, the Blue Line Extension contracted project management company HNTB and primes during Pre-bid meetings to incorporate universal symbol and bi-lingual safety signage into construction sites. Reason: The North Tryon Street and university area have fairly diverse populations. From 2014 throughout 2017, these directions were reiterated at pre-construction meetings for the nine post 2014 blue line extension projects, the City LYNX Goldline Phase II and Cornelius Park and Ride project.

Staff has made this direction as those with limited English ability may not be able to decipher English text of warning. The following examples and suggestions were made:

“As we are now transitioning into the Civil and Track & Systems work packages. Please relay via HNTB to the primes' safety coordinators/officers that signs of warning or direction to the public and workers should incorporate symbols and if English is used Spanish equivalents should be displayed when available i.e. signs for “Pedestrian Crossing” or “Work Zone” etc.

CATS services area and university area and construction staffs are fairly diverse and there may be persons from various nationalities utilizing the walkways and roadways along the construction area i.e. symbols have more universal functionality. These persons may have varying levels of English proficiency and literacy which is a primary focus of FTA for Title VI and Environmental Justice. There are 64,130 Spanish speakers who do not speak English well in CATS Services area according to the U.S. Census American Community Survey 5 Year estimates.

Please direct the primes' safety officers that universal symbols should be incorporated into signage and where English text is utilized a Spanish translation should also appear if possible.” See examples of signage that has been utilized since that period.

English and Spanish signs of warning.

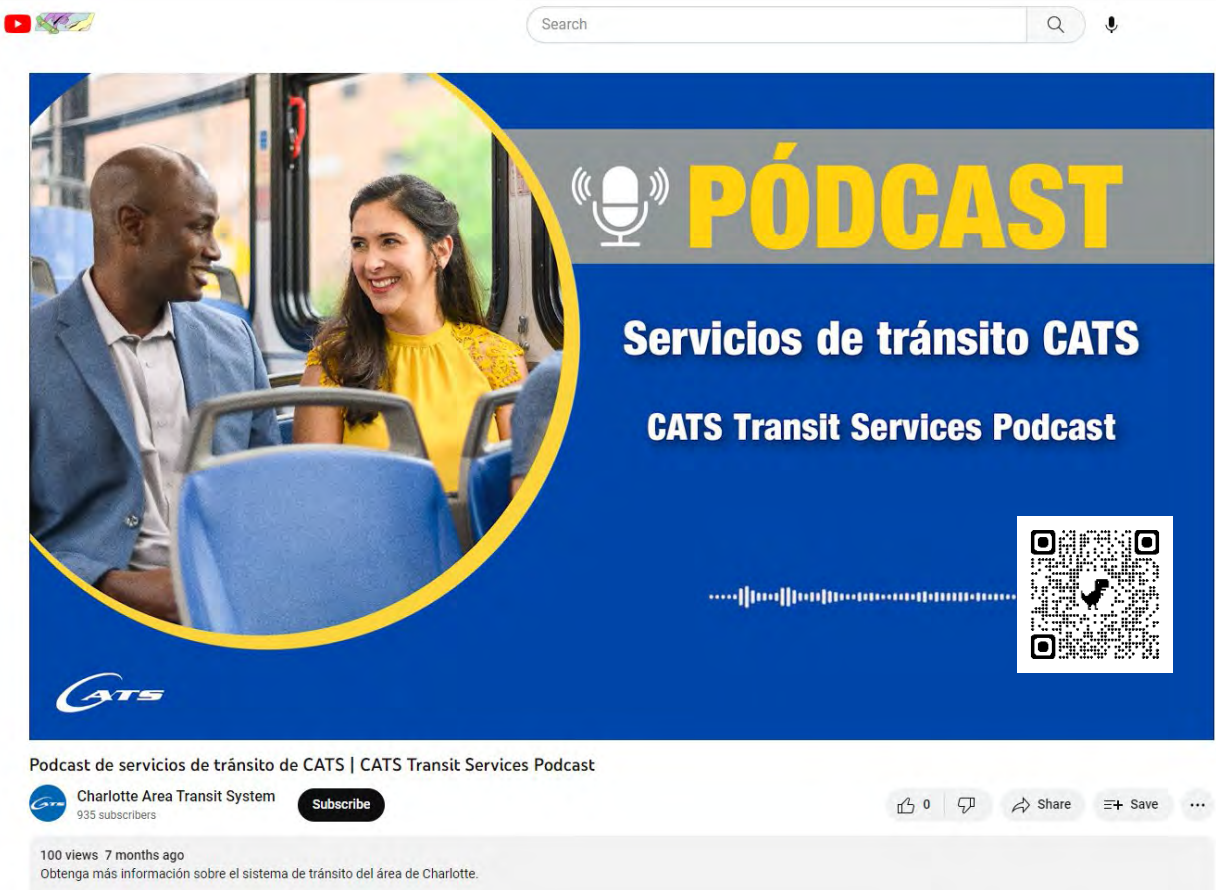


Symbol –English and Spanish best for warnings of danger.



Travel Training to LEP Communities-

Current Efforts have focused on utilizing digital means to reach audiences such as on CATS update podcast to Spanish speaking communities.



<https://www.youtube.com/watch?v=BLXLAZsTbck>

From the Fall of 2021 to the Fall of 2022, CATS in conjunction with Luis Matta from the City’s Community Relations department, Emily Yaffe from the City’s Office of Equity, Mobility AND Immigrant Integration, Doc Russell the City’s Communications department, and CATS Customer Services Representative Christian Otanez to produce and publish an updated CATS Spanish language how to ride CATS Podcast (Post Covid). This was the second of CATS podcast produced to assist our LEP Spanish speaking customers.

Script Talking points:

Updated 2021 Topics:

Background of the Speaker

Topics

Tools CATS has in place to assist LEP community.

Bilingual Call Center (with Spanish speaking staff on call)

Language Lines

Bilingual Officers and Transit Supervisors (Spanish and other languages)

Website with CATS announcements that translates into 100 plus languages & with Pre-Translated applications online.

New App that translates into:

- Spanish
- Vietnamese
- French
- Chinese
- Russian
- Arabic
- Korean
- Gujarati
- Hindi

Signage (Facilities & Vehicles) in English Spanish and/or with Universal Icons demonstrating the hazard or topic.

Bi-lingual Announcements on Light Rail stations Audio and Digital display.

Each bus & rail vehicle provides Safety audio messages in Spanish. Note: that street/destination names are called in English.

Each bus driver has an emergency icon card on vehicle that patrons can point to identify the need for police or medical assistance.

New services and service changes

- Goldline Phase,
- cross town routes,
- new application,

How to actually transverse the system “Travel Training Summary” ex.

- How to plan a trip online or via applications.
- How to pay online, on- vehicle and at stations.
- How Transfers Work
- How to signup for and use Special Transportation Services
- How to sign up for discounted passes and what at the criteria.
- Where can I get a list of the Volume Discount Social Services and Non-profit agencies offering reduced cost.
- How can my employer signup for the ETC program.

2019/2020 Introduction

Welcome to Ciudad al Día ... Luis Matta from CRC greets you today with our CATS guest who will talk about the services available in Spanish ...

So we welcome Christian Otanez, thank you for accepting our invitation

Christian is currently working in the City of Charlotte with the CATS call center.

We also want to welcome our listeners and invite them to know details about this department of the City of Charlotte, their responsibilities and how Latinos can take advantage of their services ...

We want to remind you that this podcast is a production of the CRC-City of Charlotte ...

Questions

Tell us about the bilingual customer service line

Statistics

And the website?

What is the CATS Trip Planner? How does it work?

The applications for smartphones

Translated forms, what are they for?

Signs and audio of CATS that are in Spanish

Mention:

We want to remind you that you listen to Ciudad al Día, Luis Matta accompanies you with another topic of interest for the Latino community ... This program is a production of the Community Relations Committee of the City of Charlotte. Today we have CATS as a guest. Christian Otanez accompanies us. Many years of experience in Customer Service, and currently working in the City of Charlotte with the CATS call center.

If you have any additional questions please leave a message on the phone ...

Subscribe and listen to current information about the services offered by the city of Charlotte.

Other:

And so far, City by Day, the program of the Community Relations Committee of the City of Charlotte that brings our Latino community closer to issues, experts, programs and useful information that will help them lead a better life in Charlotte, and learn about the services that has the city.

Christian is currently working in the City of Charlotte with the CATS call center.

Thanks Christian ...

Luis Matta says goodbye to you until the next edition of Ciudad al Día

INFO

From January 2018-December 2018 the call center took 962 Spanish calls. These are calls that the caller actually pressed the option to speak with a bi-lingual representative, and were successfully connected to a live agent.

The email address, that customers can submit concerns related to CATS services is telltransit@charlottenc.gov.

Our customer service hours are: Call Center 6am-10pm Mon-Fri, and Sat-Sun 7am-11:30am and 12:30pm-4pm

CTC customer service booth: 5:30am-10pm Mon-Fri, and Sat/Sun 7am-12pm and 1pm-4pm

Lost and Found at CTC: Mon-Fri 8am-5pm

**At least 2 bi-lingual representatives at each location (CTC booth and call center)

**Agents can access a language line, Choice Translation, when no bi-lingual representative is available

Call Center phone number: 704 336 7433 (RIDE) or toll free 1 866 779 2287

Lost and Found number: 704 336 3159

**CTC Customer Service booth does NOT take customer calls.

Ciudad Al Día

CATS en español (Gigi Nunez)

INTRO

Bienvenidos a Ciudad al Día ... les saluda **Luis Matta** del CRC hoy con nuestra invitada de CATS quien nos va a hablar de los servicios disponibles en español ...

Así que le damos la bienvenida a Gigi Nunez, gracias por aceptar nuestra invitación

Gislena "Gigi" Nunez nació en New York City de padres dominicanos. Hace 4 años que vive en Charlotte, a donde se mudó desde el Bronx, en Nueva York. Gigi tiene muchos años de experiencia en Servicio al cliente y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.

Queremos darles también la Bienvenida a nuestros oyentes e invitarlos a conocer detalles sobre este departamento de la Ciudad de Charlotte, sus responsabilidades y como los latinos pueden aprovechar sus servicios...

Queremos recordarles que este podcast es una producción del CRC-Ciudad de Charlotte...

QUESTIONS	<p>Háblanos sobre la línea bilingüe de servicio al cliente</p> <p>Estadísticas</p> <p>¿Y el sitio web?</p> <p>¿Qué es el <i>Trip Planner</i> de CATS? ¿Cómo funciona?</p> <p>Las aplicaciones para teléfonos inteligentes</p> <p>Formularios traducidos, ¿para qué sirven?</p> <p>Señales y audio de CATS que están en español</p>
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<p>MENTION</p>	<p>Queremos recordarles que escuchan Ciudad al Día, Luis Matta les acompaña con otro tema de interés para la comunidad latina... Este programa es una producción del Comité de Relaciones Comunitarias de la Ciudad de Charlotte hoy tenemos como invitado a CATS, Nos acompaña Gigi Nunez quien tiene muchos años de experiencia en Servicio al cliente, y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.</p> <p>Si tiene alguna pregunta adicional por favor dejen un mensaje en el teléfono... Suscríbanse y escuchen información de actualidad sobre los servicios que ofrece la ciudad de Charlotte.</p>
<p>OUTRO</p>	<p>Y hasta aquí Ciudad al Día el programa de del Comité de Relaciones Comunitarias de la Ciudad de Charlotte que acerca a nuestra comunidad latina a temas, expertos, programas e información útil que les ayude a llevar una vida mejor en Charlotte, y conocer los servicios que tiene la ciudad.</p> <p>Gislina "Gigi" Nunez nació en New York City de padres dominicanos. Hace 4 años que vive en Charlotte, a donde se mudó desde el Bronx, en Nueva York.</p>

	<p>Gigi tiene muchos años de experiencia en Servicio al cliente y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.</p> <p>Gracias Gigi...</p> <p>Luis Matta se despide de ustedes hasta la próxima edición de Ciudad al Día...</p>
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INFO	<p>From January 2018-December 2018 the call center took 962 Spanish calls. These are calls that the caller actually pressed the option to speak with a bi-lingual representative, and were successfully connected to a live agent.</p> <p>The email address, that customers can submit concerns related to CATS services is telltransit@charlottenc.gov.</p> <p>Our customer service hours <u>are</u>: Call Center 6am-10pm Mon-Fri, and Sat-Sun 7am-11:30am and 12:30pm-4pm CTC customer service booth: 5:30am-10pm Mon-Fri, and Sat/Sun 7am-12pm and 1pm-4pm Lost and Found at CTC: Mon-Fri 8am-5pm</p> <p>**At least 2 bi-lingual representatives at each location (CTC booth and call center) **Agents can access a language line, Choice Translation, when no bi-lingual representative is available</p> <p>Call Center phone number: 704 336 7433 (RIDE) or toll free 1 866 779 2287 Lost and Found number: 704 336 3159 **CTC Customer Service booth does NOT take customer calls.</p>
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Info

Customer Service Line Prompts have Spanish option & Bi-lingual customer service personal.

Bi-lingual Customer Service line, when you call in the system will prompt you to choose English and Spanish. CATS Call Center has Spanish Speaking representatives to assist patrons during service hours. As well Bi-lingual staffers are available at the Charlotte Transportation Center ticket booth and the customer services window.

CATS and City Website translate into Spanish

If you would prefer to look up information on your own. CATS website translates into over 100 languages using Google Translate or pages have Spanish translation option. If you go to www.ridetransit.org , <https://charlottenc.gov/cats/Pages/default.aspx> or the City of Charlotte's webpage you will see a character that looks like a flower on the top right has corner of the page next to the English word "Settings". Click on that flower and a new section will appear then click on the "G" and Google Translate languages list will appear. Simply click on the English spelling for "Spanish" and the website will be translated into Spanish. On the City of Charlotte's webpage CATS can be found under "Resident" and then "Transportation".

CATS Trip Planner is Google Transit (Translates into Spanish)

CATS online Trip planner uses the "Google Transit" platform. To translate the website into Spanish the user must click on the three lines icon on the top left of the page, this is the menu. A menu list will appear and look for and click on the language icon that looks like an "X" with a line over it and "A". Then select Español (Latino América). Then you can plan your trip.

CATS Apps have Spanish Language Options.

There are CATS Apps on Android and Apple IOS that have Spanish options. That includes the "CATS PASS" to purchase tickets and the "Ride CATS" real time transit route tracker.

Forms that can be download are already pre-translated into Spanish

All paper forms for print on CATS website are pre-translated into multiple languages including Spanish. As well as service change alerts to public are pre-translated into English.

CATS signage & audio messages for safety and service changes are pre-translated into Spanish.

All Buses and Trains Stations have English and Spanish signage, there are audio announcements in particular messages about safety. And when we shut down a station we have signage in English and Spanish, with announcements in Spanish. The Ticket Vending Machines have bi-lingual directions written on them and patrons can select Spanish text/audio for the display screen.

Past Efforts

These are the two events that involved immigration community organizations in 2018 and 2019 conducted within CATS Marketing division. As well, CATS provides information frequently via community fairs, schools and neighborhood associations that encompass those populations. CATS has an ongoing relationship with Refugee Support Services.

- **Latin American Coalition: 2/23/2018**

From: Kendal Thomas <kthomas@latinamericancoalition.org>
Sent: Friday, February 23, 2018 7:11 AM
To: Schultz, Courtney <Courtney.Schultz@ci.charlotte.nc.us>
Subject: Re: [EXTERNAL EMAIL] Re: Bus Maps

Great! See you then.

Kendal

On Feb 23, 2018, at 7:06 AM, Schultz, Courtney <Courtney.Schultz@ci.charlotte.nc.us> wrote:
Kendal,

We're good to come at Noon. Thanks!

On Feb 22, 2018, at 4:33 PM, Kendal Thomas <kthomas@latinamericancoalition.org> wrote:
Okay, perfect. Thank you for your understanding!

Kendal Thomas
Workforce Development Coordinator | (704) 941.6736
kthomas@latinamericancoalition.org
Latin American Coalition
4938 Central Avenue Suite 101 | Charlotte, NC 28205
www.latinamericancoalition.org
integrate. advocate. celebrate.

- **Refugee Support Services and Luis Matta, of Charlotte-Mecklenburg Community Relations: 5/15/2019**

From: Theresa Rohrer Matheny <theresamatheny@refugeesupportservices.org>
Sent: Thursday, May 16, 2019 3:58 PM
To: Schultz, Courtney <Courtney.Schultz@ci.charlotte.nc.us>
Cc: Amy Hanna <amyhanna@refugeesupportservices.org>; Rachel Humphries <rachelhumphries@refugeesupportservices.org>
Subject: [EXT] Refugee Support Services

Courtney,

We were so thankful for your taking your time yesterday to present to our group and share the details about CATS. I hope we can connect even further and thank you for sending the non-profit application.

Thank you for your time, energy and willingness to come to our center to share with our clients, staff and volunteers.

Best regards,
Theresa Matheny
Program Coordinator
Refugee Support Services
3601 Central Ave
theresamatheny@refugeesupportservices.org
704-280-9517

[CATS Spanish Language Podcast on "How to Ride Transit"](#)

<https://soundcloud.com/user-800488488/show004>



Ciudad Al Día CATS en español (Gigi Nunez)

Script:

Bienvenidos a Ciudad al Día ... les saluda Luis Matta del CRC hoy con nuestra invitada de CATS quien nos va a hablar de los servicios disponibles en español ...

Así que le damos la bienvenida a Gigi Nunez, gracias por aceptar nuestra invitación

Gislena "Gigi" Nunez nació en New York City de padres dominicanos. Hace 4 años que vive en Charlotte, a donde se mudó desde el Bronx, en Nueva York. Gigi tiene muchos años de experiencia en Servicio al cliente y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.

Queremos darles también la Bienvenida a nuestros oyentes e invitarlos a conocer detalles sobre este departamento de la Ciudad de Charlotte, sus responsabilidades y como los latinos pueden aprovechar sus servicios...

Queremos recordarles que este podcast es una producción del CRC-Ciudad de Charlotte...

QUESTIONS

Háblanos sobre la línea bilingüe de servicio al cliente
Estadísticas

¿Y el sitio web?

¿Qué es el Trip Planner de CATS? ¿Cómo funciona?

Las aplicaciones para teléfonos inteligentes

Formularios traducidos, ¿para qué sirven?

Señales y audio de CATS que están en español

MENTION

Queremos recordarles que escuchan Ciudad al Día, Luis Matta les acompaña con otro tema de interés para la comunidad latina... Este programa es una producción del Comité de Relaciones Comunitarias de la Ciudad de Charlotte hoy tenemos como invitado a CATS, Nos acompaña Gigi Nunez quien tiene muchos años de experiencia en Servicio al cliente, y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.

Si tiene alguna pregunta adicional por favor dejen un mensaje en el teléfono...

Suscríbanse y escuchen información de actualidad sobre los servicios que ofrece la ciudad de Charlotte.

OUTRO

Y hasta aquí Ciudad al Día el programa de del Comité de Relaciones Comunitarias de la Ciudad de Charlotte que acerca a nuestra comunidad latina a temas, expertos, programas e información útil que les ayude a llevar una vida mejor en Charlotte, y conocer los servicios que tiene la ciudad.

Gislina “Gigi” Nunez nació en New York City de padres dominicanos. Hace 4 años que vive en Charlotte, a donde se mudó desde el Bronx, en Nueva York.

Gigi tiene muchos años de experiencia en Servicio al cliente y en este momento trabaja en la Ciudad de Charlotte con el centro de llamadas de CATS.

Gracias Gigi...Luis Matta se despide de ustedes hasta la próxima edición de Ciudad al Día...

INFO

From January 2018-December 2018 the call center took 962 Spanish calls. These are calls that the caller actually pressed the option to speak with a bi-lingual representative, and were successfully connected to a live agent.

The email address, that customers can submit concerns related to CATS services is telltransit@charlottenc.gov.

Our customer service hours are: Call Center 6am-10pm Mon-Fri, and Sat-Sun 7am-11:30am and 12:30pm-4pm

CTC customer service booth: 5:30am-10pm Mon-Fri, and Sat/Sun 7am-12pm and 1pm-4pm

Lost and Found at CTC: Mon-Fri 8am-5pm

**At least 2 bi-lingual representatives at each location (CTC booth and call center)

**Agents can access a language line, Choice Translation, when no bi-lingual representative is available

Call Center phone number: 704 336 7433 (RIDE) or toll free 1 866 779 2287

Lost and Found number: 704 336 3159

**CTC Customer Service booth does NOT take customer calls.

Info

Customer Service Line Prompts have Spanish option & Bi-lingual customer service personal. Bi-lingual Customer Service line, when you call in the system will prompt you to choose English and Spanish. CATS Call Center has Spanish Speaking representatives to assist patrons during service hours. As well Bi-lingual staffers are available at the Charlotte Transportation Center ticket booth and the customer services window.

CATS and City Website translate into Spanish

If you would prefer to look up information on your own. CATS website translates into over 100 languages using Google Translate or pages have Spanish translation option. If you go to www.ridetransit.org , <https://charlottenc.gov/cats/Pages/default.aspx> or the City of Charlotte's webpage you will see a character that looks like a flower on the top right has corner of the page next to the English word "Settings". Click on that flower and a new section will appear then click on the "G" and Google Translate languages list will appear. Simply click on the English spelling for "Spanish" and the website will be translated into Spanish. On the City of Charlotte's webpage CATS can be found under "Resident" and then "Transportation".

CATS Trip Planner is Google Transit (Translates into Spanish)

CATS online Trip planner uses the "Google Transit" platform. To translate the website into Spanish the user must click on the three lines icon on the top left of the page, this is the menu. A menu list will appear and look for and click on the language icon that looks like an "X" with a line over it and "A". Then select Español (Latino América). Then you can plan your trip.

CATS Apps have Spanish Language Options.

There is a CATS App on Android and Apple IOS that has Spanish options produced before 2017. The "CATS PASS" to purchase tickets and the "Ride CATS" depend on Android and Apple devices ability to be set under alternative languages. A fellow City of Charlotte Immigrant Integration Committee member notified CATS staff that the functionality has limitations and does not translate all text on devices. In response, new pass purchase solicitation in Summer 2020 has requirements to ensure that the new design has to take into account ensuring the application can translate into CATS safe harbor and additional languages.

Forms that can be download are already pre-translated into Spanish

All paper forms for print on CATS website are pre-translated into multiple languages including Spanish. As well as service change alerts to public are pre-translated into English.

CATS signage & audio messages for safety and service changes are pre-translated into Spanish.

All Buses and Trains Stations have English and Spanish signage, there are audio announcements in particular messages about safety. And when we shut down a station we have signage in English and Spanish, with announcements in Spanish. The Ticket Vending Machines have bi-lingual directions written on them and patrons can select Spanish text/audio for the display screen.

Announcements, Notifications, Signage and Services Changes

The route (bus and rail) schedules, light rail station signage, TVM signage, TVM machine, rail safety brochure, schedule change rider’s alerts, bus safety announcements, CISCO IVR (customer service automated system) are bilingual in English and Spanish.

From LYNX Arrowood Station

Weekdays / de lunes a viernes

LYNX Arrowood Station	CPCC Southwest At Hebron	Arrowood & South Tryon	Charlotte Premium Outlets
1	2	3	4
6:19	6:25	6:31	6:45
6:51	6:58	7:04	7:18
7:21	7:28	7:34	7:48
7:51	7:58	8:04	8:18
8:21	8:28	8:34	8:48
8:51	8:58	9:04	9:18
9:21	9:28	9:34	9:47
9:51	9:58	10:04	10:17
10:21	10:28	10:34	10:47
10:51	10:58	11:04	11:17
11:21	11:28	11:34	11:47
11:47	11:54	12:00	12:13

From LYNX Arrowood Station

Saturdays / sábados

LYNX Arrowood Station	CPCC Southwest At Hebron	Arrowood & South Tryon	Charlotte Premium Outlets
1	2	3	4
6:19	6:25	6:30	6:42
6:51	6:57	7:02	7:14
7:21	7:27	7:33	7:46
7:51	7:57	8:03	8:16
8:21	8:27	8:33	8:46
8:51	8:57	9:03	9:16
9:21	9:27	9:33	9:46
9:51	9:57	10:03	10:16
10:21	10:28	10:34	10:47
10:51	10:58	11:04	11:17
11:21	11:28	11:34	11:47
11:47	11:54	12:00	12:13

YOUR RIDE IS HERE

**6 de febrero de 2017
CAMBIO DE HORARIO**

A continuación se indican los ajustes planificados para los servicios de CATS que han de implementarse el 6 de febrero de 2017.

Se implementarán pequeños cambios de hora en las siguientes rutas de autobús:
7, 13, 23, 25, 57 y 85X

Para obtener más información sobre estos nuevos horarios, visite el sitio www.ridetransit.org o llame al 704-336-RIDE.

9 Central Avenue: todos los viajes, incluidos los de los domingos, se extenderán ahora más allá de Farm Pond Road hasta Lawyers Road Park and Ride, cerca de WT Harris Boulevard y Albanarle Road. Se mejorará el servicio los domingos a una frecuencia de 20 minutos durante el día en lugar de 30 minutos. También se mejorará la frecuencia los domingos en la noche a 40 minutos en lugar de una hora.

48X Huntersville Express: se añadirán tres nuevos viajes de regreso en la mañana y dos nuevos viajes de ida en la noche para ayudar a mitigar la construcción de los carriles expresos de la I-77. Los viajes existentes se ajustarán ligeramente para mantener la frecuencia del servicio.

53X Northlake Express: se añadirán dos nuevos viajes de regreso en la mañana y tres nuevos viajes de ida en la noche para ayudar a mitigar la construcción de los carriles expresos de la I-77. Los viajes existentes se ajustarán ligeramente para mantener la frecuencia del servicio.

77X North Mecklenburg Express: se añadirán dos nuevos viajes de regreso en la mañana y dos nuevos viajes de ida en la noche para ayudar a mitigar la construcción de los carriles expresos de la I-77. Los viajes existentes se ajustarán ligeramente para mantener la frecuencia del servicio.



704-336-RIDE (7433)
WWW.RIDETRANSIT.ORG

YOUR RIDE IS HERE

**25 de junio, 2018
SCHEDULE CHANGE**

Los siguientes ajustes de servicio planificados se implementarán el lunes 25 de junio, 2018

Para obtener más información sobre estos nuevos horarios, visite el sitio www.ridetransit.org o llame al 704-336-RIDE.

Rutas-12, 13, 29, 43, 50, 54, 55, 56, 58 – ajuste de horario menor para mejorar las conexiones en las estaciones de tren ligero Lynx

Rutas – 21, 22, 23, 28 – ajuste de horario menor para mejorar el rendimiento a tiempo

Ruta 2-viajes ajustados sirviendo al centro de empaque amazónico

Ruta 60 – viajes adicionales añadidos para servir al centro de ancianos de Marion Diehl



704-336-RIDE (7433)
WWW.RIDETRANSIT.ORG

YOUR RIDE IS HERE

No se realizaron cambios de horarios o de rutas a la ruta 35. Seguirá prestando servicios solamente a las instalaciones de Amazon ubicadas en Old Dowd Rd. Los clientes que deseen viajar a las instalaciones de Old Dowd deben subir a los autobuses que muestran el "35" en la señal de cabecera. Consulte el horario para obtener más información sobre los horarios de los viajes para cada variante. Consulte el horario para obtener más información sobre los horarios de los viajes.

Ruta 60: Tyvola Rd

El servicio en la ruta 60 se extenderá para brindar un servicio limitado los días de la semana, y los sábados y domingos al área de Jackson Park para satisfacer mejor las necesidades de los pasajeros. Los autobuses viajarán por partes de West Blvd, Airport Dr y Morris Field Rd antes de regresar a Billy Graham Parkway. Los viajes continuarán haciéndose hacia y desde el Aeropuerto Internacional Charlotte Douglas y la estación Tyvola de la línea LYNX Blue.



704-336-RIDE (7433)
WWW.RIDETRANSIT.ORG

Cambio de horario para febrero de 2023

Los siguientes son ajustes a los servicios planificados que se implementarán el lunes, **6 febrero de 2023.**

Para obtener más información sobre estos nuevos horarios, **visite el sitio www.ridetransit.org o llame al 704-336-RIDE**

A partir del lunes 6 de febrero, el Sistema de Tránsito del Área de Charlotte (Charlotte Area Transit System, CATS) modificará las rutas de autobús seleccionadas para mejorar el índice de llegadas a tiempo. Además de estos ajustes de horario de rutina, la Ruta 10 West Blvd. y la Ruta 290 Davidson Shuttle experimentarán cambios estructurales menores. Por último, la línea LYNX Blue aumentará a 15 minutos la frecuencia entre los trenes en las horas pico de la mañana y la tarde en los días de semana.

Ajustes de horario:

Las siguientes rutas se ajustarán para mejorar el índice de llegadas a tiempo:

- **24 – Nations Ford Road**
- **56 – Arrowood**
- **40x – Lawyers Road Express**
- **46x – Harrisburg Road Express**
- **77x – North Mecklenburg Express**
- **82x – Rock Hill Express**

Cambios estructurales:

Route 10 – West Blvd.

Se modificará la Ruta 10 para brindar un servicio a Central Piedmont Community College, campus Harris. Se suspenderá el servicio a lo largo de Leake Street y Nobles Avenue. Los pasajeros que normalmente abordan en estas paradas de autobús pueden usar las paradas de autobús a lo largo de New Renaissance Way o West Boulevard como alternativa.

Ruta 4: Belmont

La ruta 4 se extenderá hasta la estación de Sugar Creek para proporcionar a los pasajeros una conexión directa con la línea LYNX Blue. Los viajes utilizarán Sugar Creek Rd, Greensboro St y Raleigh St para acceder a la estación. Las rutas y paradas de autobús a lo largo de N. Davidson St, Norwell Pl, Atmore St y Anderson St se dejarán de utilizar. Los horarios de los viajes también se ajustarán para mejorar el tiempo de recorrido de los usuarios. Consulte el horario de la ruta 4 para obtener más información.

Ruta 7: Beatties Ford

Los horarios de los viajes de la ruta 7 se ajustarán para mejorar el tiempo de recorrido de los usuarios. Todos los viajes de 7Q tendrán una "Q" después de cada hora de parada. Esta designación en el horario ayudará a los clientes a identificar fácilmente los viajes que proporcionan el servicio de viaje rápido ("Quick Trip"). Consulte el horario de la ruta 7 para obtener más información.

Ruta 11: North Tryon

Los horarios de los viajes de la ruta 11 se ajustarán para mejorar el tiempo de recorrido de los usuarios. Consulte el horario de la ruta 11 para obtener más información.

Ruta 13: Nevin Rd

Los viajes que salen de la estación de Sugar Creek en la ruta 13 ahora girarán a la derecha en Raleigh St, a la derecha en Greensboro St y a la derecha en Sugar Creek Rd para mejorar el tiempo de recorrido de los usuarios. Las paradas de autobús no se verán afectadas por este cambio de ruta. Los horarios de los viajes también se ajustarán ligeramente. Consulte el horario de la ruta 13 para obtener más información.

Ruta 15: Randolph Rd

Los horarios de los viajes de la ruta 15 se ajustarán para mejorar el tiempo de recorrido de los usuarios. Consulte el horario de la ruta 15 para obtener más información.

Ruta 19: Park Rd

Los horarios de los viajes de la ruta 19 se ajustarán para mejorar el tiempo de recorrido de los usuarios. Consulte el horario de la ruta 19 para obtener más información.

Ruta 27: Monroe Rd

Los horarios de los viajes de la ruta 27 se ajustarán para mejorar el tiempo de recorrido de los usuarios. Además, se agregará un viaje más temprano por la mañana los días de semana para proporcionar a los pasajeros una conexión más temprana con el Charlotte Transportation Center (centro de transporte de Charlotte). Consulte el horario de la ruta 27 para obtener más información.

Ruta 211: Hidden Valley

Los viajes que salen de la estación de Sugar Creek en la ruta 211 ahora girarán a la derecha en Raleigh St, a la derecha en Greensboro St y a la derecha en Sugar Creek Rd para mejorar el tiempo de recorrido de los usuarios. Las paradas de autobús no se verán afectadas por este ajuste en la ruta. Los horarios de los viajes también se ajustarán ligeramente. Consulte el horario de la ruta 211 para obtener más información.

Ruta 61x: Arboretum Express

La ruta 61x se extenderá ligeramente para llegar al nuevo estacionamiento Waverly Park & Ride ubicado en Houston Field Ct y Southmore Dr. La ruta a lo largo de Golf Links Dr y Providence Farm Ln se dejará de usar. Los horarios de los viajes también se ajustarán para mejorar el tiempo de recorrido de los usuarios. Consulte el horario de la ruta 61x para obtener más información.

Línea CityLYNX Gold

Debido al impacto de las construcciones, la línea CityLYNX Gold suspenderá sus operaciones. Un autobús de conexión de CATS, el CityLYNX Connector, reemplazará la línea Gold suspendida y proporcionará servicios a todas las áreas en las que opera normalmente la línea Gold. El CityLYNX Connector viajará desde y hacia el terminal V en el Charlotte Transportation Center y el área de Elizabeth Ave y Hawthorne Ln cerca de Novant Medical Center. Consulte el folleto del CityLYNX Connector para obtener más información.

시행일: 2020년 4월 6일

운행 일정 변경

다음은 2020년 4월 6일 월요일에 시행될 예정인 서비스 조정 사항입니다.

2020년 4월 6일 월요일부터 LYNX Blue Line은 주중 오전 및 오후 피크 서비스 시간 중에는 매 9분마다 운행하게 됩니다. 피크가 아닌 주말 일정의 시간도 약간 조정되어 운행 시간을 개선하게 됩니다.

더 자세한 정보는 LYNX Blue Line 운행일정을 참조하십시오.

2번: Ashley Rd

Ashley Road 운행 시간은 LYNX Blue Line과의 연결을 개선하기 위해 조정됩니다.

더 자세한 정보는 2번 노선 운행일정을 참조하십시오.

47x번: Greenhouse Express

Greenhouse Express 운행 시간은 LYNX Blue Line과의 연결을 개선하기 위해 조정됩니다.

더 자세한 정보는 47x번 노선 운행일정을 참조하십시오.



Put it OUT

SMOKING IS NOT ALLOWED ON CATS' PROPERTY



This includes: buses, LYNX, transit centers, bus shelters, LYNX stations and LYNX light rail trail.

Pursuant to Mecklenburg County Board of Health Rule, SMOKING IS PROHIBITED IN COUNTY, CITY AND TOWN GOVERNMENT OWNED BUILDINGS, VEHICLES AND GROUNDS. Violators are subject to a \$25 fine.

Prohibido fumar
1-800-QUIT-NOW

Breathe Freely



APÁGUELO

NO SE PERMITE FUMAR EN LAS PROPIEDADES DE CATS



Esto incluye: autobuses, LYNX, centros de tránsito, paradas de autobuses, estaciones de LYNX y línea del tran ligero de LYNX.

De conformidad con la Norma del Consejo de salud del condado de Mecklenburg: SE PROHIBE FUMAR EN EDIFICIOS, VEHÍCULOS Y ESPACIOS QUE SEAN PROPIEDAD DE LOS GOBIERNOS LOCALES, MUNICIPALES Y DEL CONDADO. Los infractores se penalizarán con una multa de \$25.

Prohibido fumar
1-800-QUIT-NOW

Respire libremente

si **VE** algo, **DIGA** algo

es una iniciativa destinada a incentivar a que los usuarios del sistema de tránsito público sean los ojos y los oídos del sistema. Para ayudar a garantizar un sistema de tránsito seguro:

- **Esté alerta**
- **Esté informado**
- **Involúcrese**
- **Y esté preparado**

Si todos estamos atentos a actividades sospechosas, e informamos de ellas, podemos reducir las zonas donde los delincuentes se sientan seguros para actuar.






if you **SEE** something

if you **SAY** something

A QUIÉN NOTIFICAR Y QUÉ INFORMAR:

Informe de conductas sospechosas a:

- Personal de seguridad de CATS
- Un policía
- Un operador de tren o autobús

Describe lo que vio:

- **¿QUÉ** observó? Sea específico.
- **¿A QUIÉN** vio?
- **¿CUÁNDO** lo vio?
- **¿DÓNDE** ocurrió?
- **¿POR QUÉ** es sospechoso?

La seguridad de nuestro sistema de tránsito público es responsabilidad de todos. Así es que **si VE algo, DIGA algo.**

Para informar de actividades ilegales o sospechosas llame al **9-1-1** o marque **888-NCISAAC** (888-624-7222).



www.nidetransit.org
704-336-7433

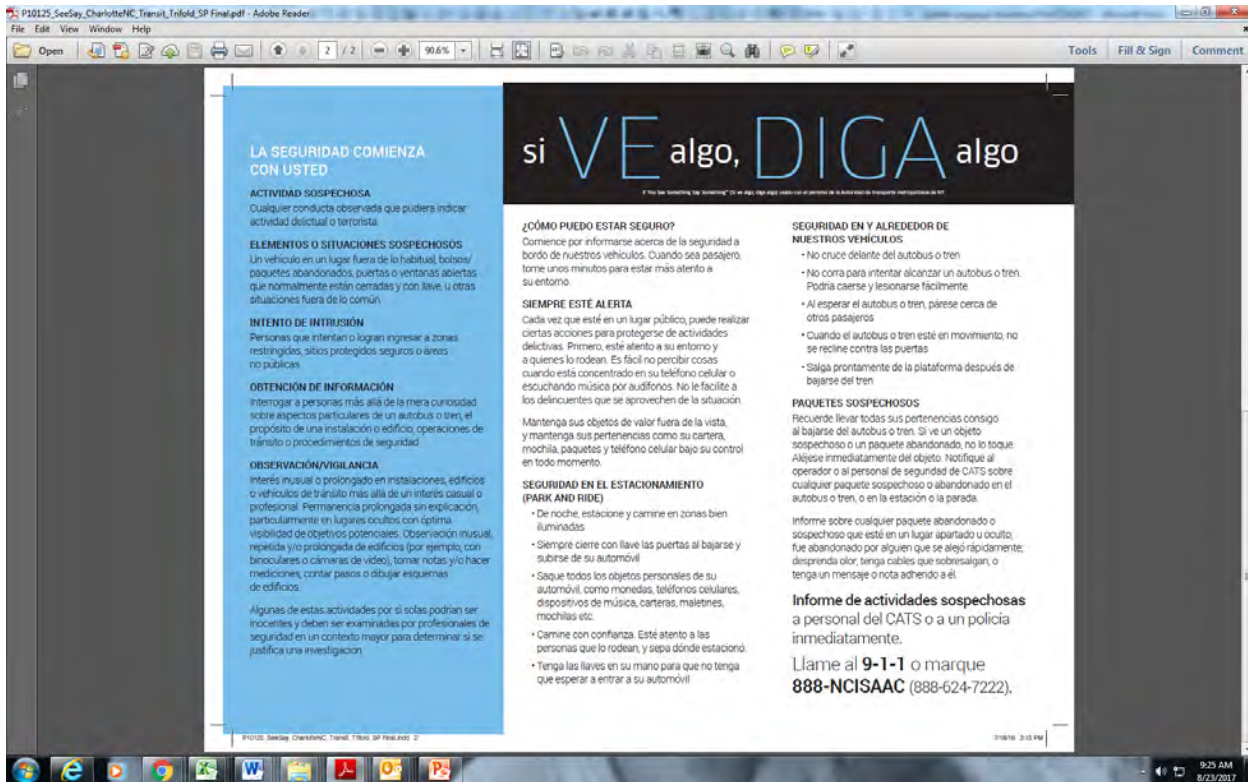



© You See Something Say Something™. El uso de esta página está sujeto a los términos de la Autoridad de transporte metropolitana de NY.

¿PARECE SOSPECHOSO?

Informe de actividades sospechosas a personal de CATS o a un policía inmediatamente.

Llame al **9-1-1** o marque **888-NCISAAC** (888-624-7222)



[Click and drag to add text and other signatures on a PDF file.](#)

REGLAS DE SEGURIDAD PARA LOS TRANVÍAS

Las pruebas del tranvía comienzan próximamente!
 CATS iniciará próximamente las pruebas de la nueva Gull Line de CityLYNX. Su seguridad es nuestra prioridad N° 1. Utilice la información que aparece a continuación para mantenerse seguro en el tranvía o en sus alrededores.

¡Mire, escuche y viva!



¡UNA PAUSA PARA LA SEGURIDAD!




www.ridetransit.org • 704-336-RIDE (7433)

- Los tranvías circulan por las mismas sendas que otros vehículos. Escuche los silbidos, las campanas o las sirenas.
- Se puede conducir sobre las carriles del tranvía. ¡Manténgase alerta!
- Los tranvías no se pueden detener tan rápido como usted. Los tranvías que viajan a 16 mph requieren casi 100 pies antes de detenerse después de frenar.
- Los tranvías no pueden girar bruscamente para esquivar a un peatón, ciclista o vehículo. Es su responsabilidad mantenerse fuera del trayecto del tranvía.
- Respete todas las señales de tránsito. Estas no son un inconveniente, están ahí para su seguridad.
- Cruce solo por los pasos peatonales designados. Los ómnibus seguros para cruzar la calle están indicados por señales direccionales marcadas.
- No cruce la calle delante de un tranvía. Incluso si el tranvía está detenido.
- Cuando viaje en bicicleta, cruce los carriles en ángulo recto o bójese de la bicicleta y cruce caminando. Cuando los ciclistas cruzan los carriles a un ángulo menor de 90 grados, tienen más posibilidades de que las ruedas se atasquen o que se rompan.
- Cuando viaje en bicicleta y desea girar a la izquierda en las intersecciones, utilice los cuadros verdes para bicicletas. Nunca ingrese a una intersección en contra de los vehículos de tránsito.
- Estacione todo su vehículo dentro del espacio demarcado por las líneas blancas de estacionamiento. Los autobuses que no están correctamente estacionados pueden recibir una multa de estacionamiento y ser remolcados.

Bi-lingual Signage at Stations, Stops and on Vehicles.

Signage and notifications in English, Spanish and universally recognized symbols have been a consideration on CATS Rail, vehicles and Bus facilities during the station and centers. Below are examples of CATS current bi-lingual signage on and off vehicles. **Note: CATS has utilized the practice of using both Spanish translations and Visual symbols to communicate the message non-Spanish reading LEP patrons.**

Figure 8: Bilingual Signage and Notices.

Bi-lingual Safety & Penalty Warning Signage- Rail Line







Warning and Safety Rail-Line and CTC



NO LITTERING
NO TIRAR BASURA



NO EATING OR DRINKING
NO SE PERMITE COMER O BEBER



NO WEAPONS
NO CARGE ARMAS



NO SMOKING OR VAPING
NO FUMAR O VAPEO



NO ALCOHOL
NO BEBIDAS
ALCOHÓLICAS



NO LOUD MUSIC
USE HEADPHONES
NO TOQUE MUSICA FUERTE,
USAR AURICURALES



SERVICE ANIMALS ONLY
SOLAMENTE ANIMALES
DE SERVICIO



www.ridetransit.org
(704) 336-RIDE (7433)

THIS ELEVATOR IS OUT OF ORDER.

ESTE ELEVADOR ESTÁ
FUERA DE SERVICIO.



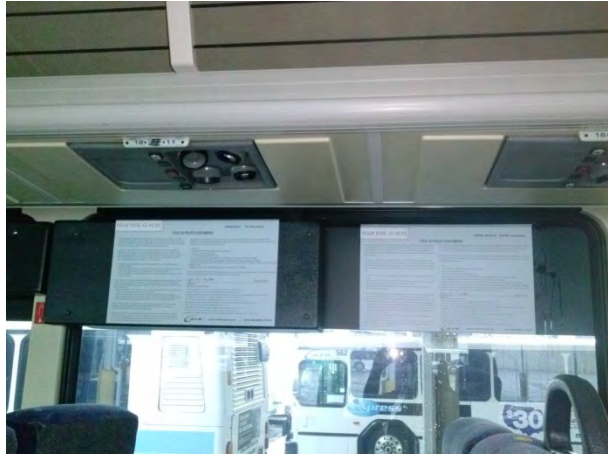
CUSTOMERS NEEDING SPECIAL
ACCOMMODATIONS CALL CATS
PARATRANSIT SERVICE AT 704-336-2637

LOS CLIENTES QUE NECESITAN
ADAPTACIONES ESPECIALES LLAMAN A
SERVICIO PARATRÁNSITO AL 704-336-2637.





Bi-lingual Title VI Statements with Safe Harbor contact information for CATS Website Google Translate function and Customer Services.





EL AUTOBUS SALE DE CADA UNO DE LOS TIEMPOS
Los puntos de tiempos resalados son en las horas de la tarde.

TARIFAS DE TRANSPORTE	
Local	\$2.00
Express	\$2.75
Express Plus	\$4.00
Conexiones conmutarias	80c
Microbuses Gratis	Gold Rush
*Personas de 62 años y más, personas con discapacidades, con ID válido de tránsito o tarjeta de Medicare (Local/Express) \$1.00/\$1.40	
*Express Plus rutas 74X, 74K, 80X, 82X, y 85X \$2.00	
Jóvenes/estudiantes (grados de K-12) con ID válido de tránsito o escuela (rutas de 12 años o menor debe ser acompañado por un adulto) (Local/Express) \$1.00/\$1.40	
Niños 5 años de edad o menor debe ser acompañado de un adulto. Gratis	

PASAJES	
Local semanal (recorridos sin límite)	\$20.00
Local de diez recorridos	\$17.00
Local mensual (recorridos sin límite)	\$80.00
Express de diez recorridos	\$23.40
Express mensual (recorridos sin límite)	\$110.00
Express Plus de diez recorridos	\$34.00
Express Plus mensual (recorridos sin límite)	\$160.00

TARJETA DE IDENTIFICACIÓN DE TRANSPORTE
Las tarjetas de identificación de tránsito son (cámpilas en el Centro de Transporación, 310 E. Trade Street, pabellón A, desde 8:00 a.m. y 5:00 p.m. lunes a viernes. El costo es de \$1.00. Pruebas de edad e identidad son requeridas.

OBJETOS PERDIDOS ENCONTRADOS
Los artículos dejados en el autobús o tren pueden ser encontrados en el Centro de Transporación, 310 E. Trade Street o llamando al 704-336-3159. Los artículos son guardados por 30 días.

HORARIO EN DÍAS FERIADOS
CATS operará en el horario de los domingos en las siguientes fechas: Día de Año Nuevo, Día de los Caídos, Día de la Independencia, Día del Trabajo, Día de Acción de Gracias y Día de Navidad.
CATS operará en el horario de los sábados en las siguientes fechas: Día de Martín Luther King, y el día después del Día de Acción de Gracias.
Busque las notificaciones para los feriados en nuestros vehículos o contacto a nuestro servicio al cliente en el 704-336-RIDE (7433).

NUMEROS DE TELFONO
Informacion para el cliente 704-336-RIDE (7433) or 866-779-CATS (2287)
TDD 704-336-5851
Perdido y encontrado 704-336-3159

El símbolo universal de los discapacitados anclado en las guías de las rutas designan los tiempos que el autobús especial corre por tal ruta.

SEE OTHER SIDE FOR ENGLISH VERSION

On Vehicle Rail and Bus



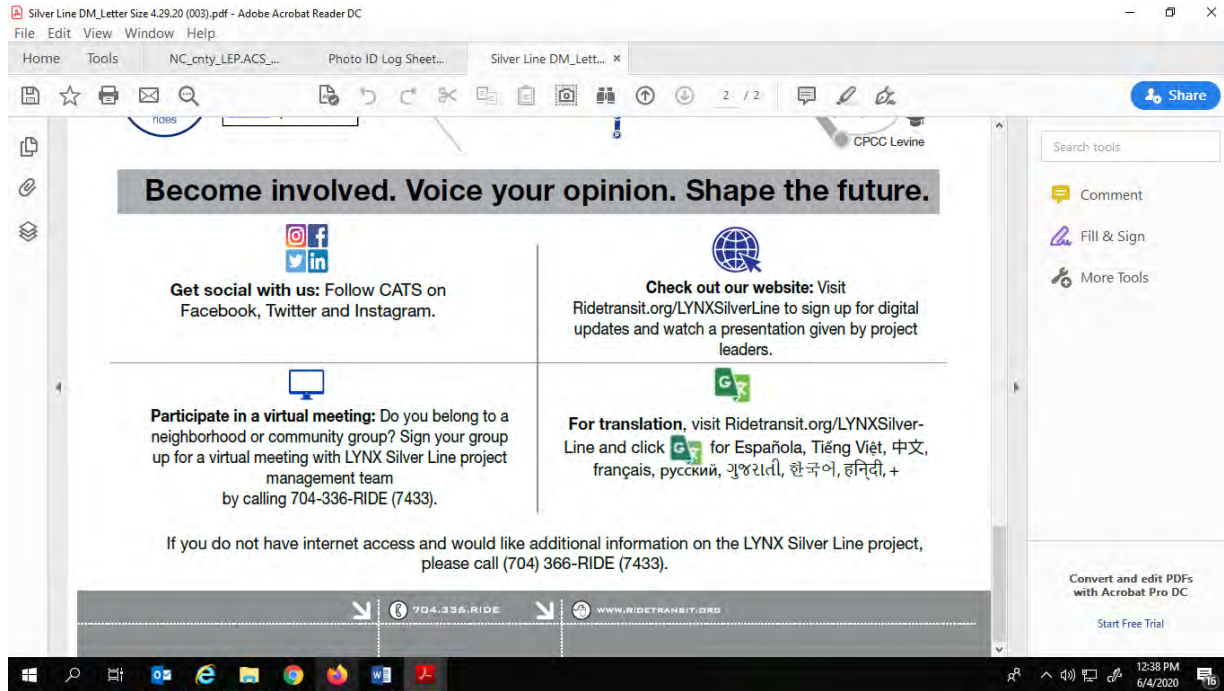
**PLEASE OFFER THESE SEATS
TO THE ELDERLY AND
PEOPLE WITH DISABILITIES**

**FAVOR DE OFRECER ESTOS
ASIENTOS A PERSONAS DE EDAD
AVANZADA O INCAPACITADAS**



Printed Announcements & Statements on Vehicle

In 2020 CATS has started to utilize the Universal Symbolism, Spanish translations, and communication in native messaging of CATS website Google Translations capability.



¿De qué se trata este estudio?

El Sistema de Tránsito del Área de Charlotte:

- Desarrollará una nueva visión del tránsito rápido para el corredor oeste de Charlotte, que actualmente está preparado para tranvías conforme al Plan del sistema de corredores de tránsito de 2030.
- Presentará una visión actualizada del tránsito rápido para el corredor oeste de LYNX ante la Comisión Metropolitana de Transporte (Metropolitan Transit Commission, MTC; ente regulador de CATS) para la adopción en el Plan del sistema de corredores de tránsito de 2030.

¿Por qué CATS realiza este estudio?

Ha habido cambios significativos dentro del corredor.

- Ha habido múltiples desarrollos de uso de la tierra y decisiones con respecto al tránsito que desafían al sistema de tranvías como la visión de tránsito adecuada para este corredor.
- La rápida expansión del aeropuerto Internacional Charlotte Douglas International Airport.
- El Ayuntamiento de Charlotte aprobó un amplio distrito de uso combinado al sur del aeropuerto (llamado The River District).
- El Estudio de LYNX Silver Line concluyó que Silver Line debería continuar a través de Uptown y extenderse hasta el aeropuerto como corredor de tren ligero.
- CATS y NCDOT tienen más experiencia con la implementación de tren ligero en derecho de vía en calles con la colaboración reciente de la extensión de la línea LYNX Blue.

¿Cómo puede participar?

Obtenga más información visitando www.ridetransit.org o llamando al número 704-336-RIDE (7433). Participe en este estudio asistiendo a las reuniones públicas o solicitándonos hablar en su evento. Manténgase informado inscribiéndose en www.ridetransit.org. Una vez que se registre, seleccione el corredor oeste de LYNX para recibir actualizaciones.

¿Qué más está sucediendo?

En 2006, MTC adoptó el Plan del sistema de corredores de tránsito de 2030. Actualmente, CATS se encuentra en el proceso de replanteo de diversas líneas de tránsito dentro de este plan. Un primer paso se completó en 2016 con la adopción de la alineación del tren ligero de LYNX Silver Line en el corredor sudeste de Charlotte. A continuación, el estudio volverá a abordar la visión del tránsito rápido para los corredores oeste y norte de Charlotte.

En el norte, se está volviendo a tratar la alineación de LYNX Red Line. CATS trabajará con la comunidad a fin de evaluar el modo y la alineación más efectivos del tránsito que mejor se ajusten a los valores actuales de uso de la tierra y transporte de la región.

Al concluir el estudio, CATS presentará las siguientes tres plazas ante MTC para su adopción en el Plan de 2030: una alineación del tren de LYNX Red Line, una alineación del tren del corredor oeste de LYNX y un plan de integración del tren de Uptown para las diversas líneas de tren a través de Center-City Charlotte.

Corredor oeste de LYNX

¿CATS le está dando un enfoque nuevo al futuro del tránsito rápido para el corredor oeste de Charlotte? Durante los próximos 18 meses, CATS evaluará el modo y la alineación más efectivos del tránsito rápido que mejor se ajusten a los valores actuales de uso de la tierra y transporte del corredor.

¿Únase a nosotros en una reunión pública para conocer más acerca del estudio y brindar sus comentarios!

Área de estudio del corredor oeste

Jueves 2 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m.
Dorothy Waddy Building-Clanton Park
3132 Manchester Road, Charlotte NC

Martes 14 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m.
Goodwill Opportunity Campus
5301 Wilkinson Boulevard, Charlotte NC

Miércoles 15 de noviembre de 2017 • De 11:00 a. m. a 1:00 p. m.
CharMeck Library (entrada principal)
310 North Tryon Street, Charlotte NC

Jueves 16 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m.
Mecklenburg County Bar Association
2850 Zebulon Avenue, Charlotte NC

Otros temas que se tratarán en esta reunión incluyen las estrategias de integración del tren de Center-City.

Obtenga más información visitando ridetransit.org o llame al Servicio de atención al cliente de CATS al número 704-336-RIDE(7433).

ESTACIÓN CERRADA

Paradas de autobús para el LYNX Conector a I-485 en las bahías de autobuses.

NÚMEROS DE CONTACTO

Servicio de Atención al Cliente de CATS
704-336-RIDE (7433)

Información sobre transporte • Planificación de viajes
Formatos alternativos • Información/consultas
Reclamaciones/solicitudes • Identificaciones de transporte

Servicio de Transporte Especial
704-336-2637

TDD
704-336-5051



704-336-RIDE (7433)
966-778-CATS (2267)
WWW.RIDETRANSIT.ORG

GUÍA PARA LOS PASAJEROS

Guía para transportarse utilizando los servicios de CATS y LYNX



1/18

GUÍA PARA LOS PASAJEROS

SERVICIO DE AUTOBÚS DE CATS

CATS opera más de 64 rutas de autobús, con prácticos servicios locales, express, regionales y de proximidad, que lo llevan adonde necesita ir. Las rutas locales ofrecen la flexibilidad de contar con numerosas paradas dentro de la ciudad, con un horario de 5:30 a 1:30 la mayoría de los días hábiles.

Guía de inicio

- Revise el mapa del sistema CATS para saber cuál es la ruta de autobús que debe tomar para llegar a su destino. El mapa del sistema le ofrece un panorama general de todas las rutas de autobús y del servicio de trenes.
- Obtenga los horarios de autobús correspondientes.
- Localice en el mapa el horario de su autobús y encuentre el punto que más le convenga en la ruta para tomar el autobús, así como el punto más cercano a su destino. No figuran todas las paradas de autobús, sino solo las horas de parada principales. Encontrará un cartel indicador de la parada de autobús, con el número de ruta, a lo largo de esa ruta y a pocas cuadras de la ubicación necesaria.
- Encuentre la hora de parada que más se aproxime al horario en que desea llegar. Luego desplace su dedo por esa línea, hasta el punto en que subirá al autobús. Este dato lo ayudará a determinar su hora de salida.
- Los horarios de autobuses y trenes se pueden consultar en Charlotte Transportation Center (centro de transporte de Charlotte), ubicado en 310 East Trade Street; en Charlotte-Mecklenburg Government Center, ubicado en 600 East Fourth Street, y en la mayoría de las bibliotecas públicas. También puede visitar nuestro sitio web www.ridetransit.org, donde puede ver, imprimir o descargar horarios e información de otro tipo.



- Si lo prefiere, también podemos enviarle los horarios. Llámennos al 704-336-RIDE (7433) y pulse "0" para hablar con un encargado de información al cliente de CATS, de lunes a viernes de 8:00 a 22:00 y los fines de semana de 7:00 a 11:30 y de 12:30 a 16:00. Nuestro sistema de información computarizado también ofrece información sobre transporte durante las 24 horas, los 7 días de la semana, llamando al número 704-336-RIDE (7433).

Medios de pago

- Todas las tarifas están publicadas en la máquina expendedora, que se encuentra al subir al autobús. La información sobre tarifas también se puede encontrar en el horario de autobús o en www.ridetransit.org.
- Efectivo: todas las máquinas expendedoras aceptan dinero en efectivo. Asegúrese de tener el dinero justo para su boleto. Ni la máquina expendedora ni el conductor del autobús podrán darle vuelto.
- Pases: existen diferentes pases, por ejemplo, semanal, mensual y de diez viajes.
- Aplicación móvil CATS Pass: descargue la aplicación para su teléfono inteligente, adquiera un boleto y luego actívalo cuando esté listo para viajar.

Los pases se pueden adquirir en Charlotte Transportation Center y en diversas tiendas de la zona. Llame al servicio de atención al cliente de CATS o visite la sección de puntos de venta de pases de www.ridetransit.org, en la que podrá encontrar un punto de venta que le quede cómodo. También puede verificar esto con el Departamento de Recursos Humanos de su empleador. Muchas empresas y organizaciones de la zona de Charlotte ofrecen a sus empleados pases de autobús.



GUÍA PARA LOS PASAJEROS



Si es nuevo en la zona o hace poco que comenzó a utilizar el transporte público, permítale a CATS que lo traslade hacia donde quiere ir.

Con más de 64 rutas de autobús en toda la región, además de los servicios de ferrocarril ligero de la línea LYNX Blue y los servicios de la línea CityLYNX Gold, estamos en condiciones de afirmar que sus opciones para trasladarse en Charlotte han aumentado drásticamente. Independientemente del destino o del servicio de CATS que elija, nunca tendrá que preocuparse por el tránsito, el estacionamiento o los altos precios del combustible. Por otra parte, podrá disfrutar de un transporte cómodo, seguro y económico, mientras contribuye a mantener la limpieza del aire.

¿Desea saber más? Utilice este folleto como guía de todos los servicios de transporte que ofrecemos. Le daremos algunos consejos sobre las formas más rápidas y fáciles de trasladarse, recuérdese, relájese y disfrute del viaje!

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¿Necesita un trasbordo?

Si el viaje que debe hacer requiere tomar más de una ruta para llegar a destino, al subir al autobús solicite un trasbordo al conductor. Los trasbordos funcionan en la línea LYNX Blue si se utilizan dentro de los 105 minutos de la hora que figura impresa en el reverso de su boleto. Aquellos clientes que adquieran un boleto en las máquinas expendedoras de boletos LYNX también podrán usar ese boleto en los autobuses de CATS. Los trasbordos son gratuitos, a menos que realice una conexión a un servicio de mayor valor. En ese caso, se le cobrará un pequeño recargo.

Expresamente para usted

Entre el trabajo, la casa, el colegio y los niños, su margen de horarios es muy ajustado. En estos casos, una forma práctica de trasladarse es utilizando las rutas de autobús expreso, que llega en el momento en que más lo necesita. Los usuarios de transporte público tienen acceso a estacionamiento gratuito en más de 40 puntos, lo que resulta realmente práctico. Los autobuses expreso parten desde las afueras de la ciudad y las zonas aledañas. Además, el viaje es rápido porque los autobuses no paran en los puntos de mayor tránsito. Todos los autobuses expreso funcionan de lunes a viernes de 6:00 a 9:00 y de 15:30 a 18:00. Puede consultar los horarios del autobús expreso para conocer las horas de parada.

Servicio de autobús mejorado

Bienvenidos a bordo de Sprinter. El primer servicio de autobús mejorado de CATS parte del centro de la ciudad Charlotte y se dirige hacia el Aeropuerto Internacional de Charlotte-Douglas. Este servicio utiliza una flota exclusiva de autobuses eléctricos híbridos, que cuentan con pasillos más amplios y portaequipajes. Sin duda, lo mejor es que viajar en Sprinter cuesta lo mismo que el autobus local.



LÍNEA LYNX BLUE

La línea LYNX Blue es el primer servicio de tren ligero de la región de Charlotte. Realiza un recorrido de 18.9 millas (30.4 km) y funciona desde la I-485 en South Boulevard hasta la Universidad de Carolina del Norte, en el campus de Charlotte. Con 26 estaciones y 11 estacionamientos para usuarios de transporte público, la línea LYNX Blue ofrece un medio de transporte diario económico, conveniente y uniforme. Los trenes funcionan los siete días de la semana, de 4:54 a 1:31 de lunes a viernes, desde las 5:30 hasta las 2:00, los sábados y de 6:15 a 0:45 los domingos.

Guía de inicio

- Le recomendamos que se familiarice con el mapa de la línea LYNX Blue, para saber cuál es la estación más cercana a su punto de partida y a su destino. Muchas de las rutas de autobuses de CATS ofrecen servicios a la línea LYNX Blue, para poder acceder fácilmente a las estaciones.
- Revise el horario para definir a qué hora debe tomar el tren.
- Adquiera el pase o el boleto que mejor se adapte a sus necesidades.



Medios de pago

- Se requiere un boleto válido o un pase para viajar en la línea LYNX Blue. Los clientes pueden comprar un boleto en la máquina expendedora de boletos en la plataforma de cada estación o pueden comprar un boleto utilizando la aplicación móvil CATS PASS de sus teléfonos inteligentes.



- Todos los boletos deben llevar impresa la fecha y la hora, o bien activarse en la aplicación móvil. Esto significa que los boletos de diez pasajes y los boletos amarillos de STS no son válidos en la línea LYNX Blue.
- Los precios de los boletos se pueden encontrar en la máquina expendedora de boletos y no se acepta dinero en efectivo a bordo del tren ligero.
- Los boletos también se pueden adquirir en línea, en ridetransit.org.
- La línea LYNX Blue utiliza un sistema de cobro de boletos con el cual estos funcionan como comprobantes de pago. Las personas que no posean un boleto o pase válido podrán recibir una citación por una multa de \$50.

Cómo viajar en un tren LYNX

- Antes de que llegue el tren, se emite un anuncio de audio en la plataforma de la estación, en el que se informa sobre el destino del tren que está amando.
- Párese a tres pies de distancia (1 m), como mínimo, del borde táctil de la plataforma.
- No es necesario hacerle señas con la mano al tren. Los trenes LYNX que están de servicio se detienen en todas las estaciones.

Para viajar en autobús

- Preséntese en la parada unos minutos antes del horario de salida.
- Preste atención a su autobús. Observe el cartel indicador que se encuentra sobre el parabrisas, para ver el número y el nombre de la ruta.
- Cuando vea que está llegando el autobús, párese cerca del cartel de la parada y tenga a mano su boleto. Ubíquese en un lugar en el que el conductor pueda verlo.
- Suba al autobús e inserte su pase o el dinero en efectivo en la máquina expendedora.
- De ser necesario, solicite un trasbordo al conductor. Los trasbordos tienen una validez de 105 minutos. Son gratuitos, a menos que realice una conexión a un servicio cuyo pasaje sea más alto que el que usted pagó. En ese caso, se le cobrará un pequeño recargo. Si se cambia a otro autobús sin un trasbordo, deberá pagar nuevamente el pasaje completo.
- Tome asiento y disfrute del viaje.
- Cuando se encuentre aproximadamente a una cuadra de su parada, recoja sus pertenencias y toque el timbre. Esto le hará saber al conductor que debe detener el vehículo en la siguiente parada.
- Salga rápidamente del autobús, por las puertas delanteras o traseras.



- Espere hasta que se detenga por completo el tren y se abran completamente las puertas.
- Deje que bajen todos los pasajeros y luego suba.
- Si las puertas no se abren automáticamente, pulse el botón intermitente que se encuentra en el centro de cada puerta, para activarla.
- Consiga un asiento o tómese fuertemente de un pasamanos. No se apoye nunca en las puertas.
- Prepárese para mostrar su boleto válido en el caso de que se lo solicite el personal de seguridad y protección de CATS.
- Cuando esté por llegar a su parada, recoja sus pertenencias y prepárese para bajar.
- Diríjase hacia las puertas y salga cuando estén completamente abiertas.
- En cuanto haya bajado del tren, aléjese del vehículo hasta ubicarse en un lugar seguro, para que otras personas puedan subir a bordo.

TRANVÍA DE LA LÍNEA CITYLYNX GOLD

El tranvía de la línea CityLYNX Gold forma parte del Plan de transporte 2030 y se está construyendo por etapas. La etapa uno, de 1.5 millas (2.4 km), conecta el Novant Health Presbyterian Medical Center con el Central Piedmont Community College y la Time Warner Cable Arena. La línea CityLYNX Gold, que utiliza tranvías históricos, cuenta con 6 paradas y funciona cada 15 minutos, los siete días de la semana.



Una pausa para la seguridad del tren ligero y del tranvía

- Respete todas las señales de tránsito ferroviarias.
- Los trenes siempre tienen prioridad de paso. Siempre prevea que pueden pasar un tren desde las vías a la izquierda. Pueden llegar en cualquier momento y desde cualquier dirección.
- Nunca acelere para cruzar antes de que pase el tren. Nunca lo lojare.
- Nunca conduzca un vehículo alrededor de barreras de cruce que se encuentran descendidas. Es ilegal y peligroso.
- Detenga siempre el vehículo detrás de la línea blanca continua cuando se esté acercando a las vías. Si se detiene o se ubica sobre la línea, puede caer el brazo de cruce sobre usted o sobre su vehículo.
- Solo podrá conducir sobre las vías si puede cruzarlas completamente, a fin de no tener que detenerse sobre ellas. Es ilegal detenerse sobre las vías.
- Los trenes y tranvías no se pueden detener rápidamente. Un vehículo ferroviario ligero necesita recorrer una distancia de 600 pies (183 m) antes de detenerse.
- Nunca circule en bicicleta por la plataforma. Si se ciclista deben obedecer todas las leyes de tránsito.
- Miró hacia ambos lados para ver el viene el tranvía, antes de girar a la izquierda con el semáforo en rojo. No realice un giro a la izquierda delante de un tranvía.
- Estacione su vehículo, con los espejos, paragolpes y soportes para bicicletas instalados, dentro del espacio demarcado por las líneas blancas de estacionamiento.
- Sujeto siempre la mano de su hijo cuando espere el tren o el tranvía.
- Denuncie cualquier pasante, activado o persona que se parezca sospechosos en un tren, en un tranvía, en una estación o en las vías. Puede utilizar la aplicación See Something, Say Something (Si ve algo, diga algo) de CATS, para denunciar de forma anónima.

Seguridad peatonal

- Nunca camine sobre las vías, ya que se considera una entrada de forma ilegal. Es ilegal pasar sobre o alrededor de las vías.
- Manténgase siempre detrás de las bandas rugosas de advertencia.
- Postores: procure dejar bastante espacio, para usted y para los demás, cuando se acerque a una barrera. Si se para en el lugar incorrecto, el brazo de cruce o el tren podrían adelantarse.
- Incluya cuando las barreras se encuentren en posición vertical, deténgase y mire hacia ambos lados antes de cruzar las vías. Utilice siempre los pasos peatonales designados.
- Nunca se pare frente a un tren o un tranvía.

VIAJE COMPARTIDO EN FURGONETA DE CATS

CATS cuenta con dos programas de viaje compartido en furgoneta: viaje compartido en furgoneta y viaje compartido en furgoneta pequeña. Un viaje compartido en furgoneta o en furgoneta pequeña consiste en un grupo de personas que viven y trabajan en las mismas zonas y tienen horarios de transporte parecidos. Los integrantes deciden los puntos y horarios en los que deben recogerlos y luego dejarlos. Para comenzar con su viaje compartido en furgoneta, necesita un conductor y un conductor reemplazante, para los casos en que el conductor habitual deba ausentarse en algún momento. Este servicio se presta por una pequeña tarifa mensual, que cubre combustible, mantenimiento y seguro.

- Programa de viaje compartido en furgoneta: participan de 9 a 15 pasajeros.
- Programa de viaje compartido en furgoneta pequeña: participan de 4 a 7 pasajeros.

Cómo comenzar un viaje compartido en furgoneta o furgoneta pequeña

- Complete el "Formulario de viaje compartido en furgoneta" en ridetransit.org o llame al Servicio de Atención al Cliente de CATS al número 704-336-RIDE (7433) para que le envíen un formulario.
- Un coordinador de viaje compartido en furgoneta lo pondrá en contacto con otros pasajeros de su zona.
- Si ya ha armado un grupo, solo tiene que presentar su lista de nombres.
 - Se debe designar a un conductor principal.
 - Al menos un pasajero cobrará ser designado el conductor reemplazante.
 - El conductor y el conductor reemplazante deben completar una solicitud de conductor.
 - CATS realizará una revisión de historial del conductor, a través de la División de Vehículos Motorizados de Carolina del Norte, para garantizar que los leyes antes de conducir. de los conductores cumplen con los requisitos de la ciudad de Charlotte para conducir un vehículo de ciudad.



Cómo incorporarse a un programa de viaje compartido en furgoneta o en furgoneta pequeña

- Revise la lista actual de viajes compartidos en furgoneta que están funcionando, en www.ridetransit.org.
- Póngase en contacto con el conductor que figura en la tarifa, para saber si hay asientos disponibles, conocer las listas y los horarios de funcionamiento.
- Si no hay lugares disponibles, solicite al conductor que lo anote en su lista de espera.

Medios de pago

- El costo de un viaje compartido en furgoneta o furgoneta pequeña está determinado por lo siguiente:
 - La distancia diaria de ida y vuelta.
 - La cantidad de días al mes que se realiza el viaje compartido en furgoneta.
 - La cantidad de personas que participan en el viaje compartido.
- Una vez al mes, el conductor les cobra a los pasajeros y le entrega el dinero a CATS.

Guía para los pasajeros de viajes compartidos en furgoneta o furgoneta pequeña

- Decidan en grupo el lugar y la hora en que partirán hacia el trabajo o colegio, así como el horario y lugar de regreso.
- Decidan en grupo la ruta que tomarán.

SERVICIO DE TRANSPORTE ESPECIAL

¿Qué es el Servicio de Transporte Especial (Special Transportation Service, STS)?

El Servicio de Transporte Especial de CATS ofrece servicios de transporte puerta a puerta dentro de 3/4 milla (1.2 km) de todos los autobuses de ruta fija locales, durante los horarios de viaje de cada persona y durante los días de funcionamiento del servicio, en el caso de personas con discapacidad que hayan obtenido la certificación de elegibilidad, de acuerdo con la Ley sobre Estadounidenses con Discapacidades (ADA).

¿Cómo puedo obtener una certificación?

Aquellas personas interesadas en solicitar el servicio de STS pueden recibir un formulario de solicitud por correo, por fax o en línea. Para recibir un formulario de solicitud por correo o por fax, póngase en contacto con STS, al 704-336-2637.

En su solicitud, será necesario que describa su discapacidad y la manera en que afecta su capacidad para utilizar el servicio de ruta fija de CATS. La solicitud debe contar con la aprobación y la firma de un profesional médico, de salud o de rehabilitación.



Una vez que haya completado su solicitud, envíela por correo a STS, a la siguiente dirección:

901 N. Davidson Street
Charlotte, NC 28206

O bien envíela por fax al número:
704-336-5119

Una vez que STS reciba su solicitud, se lo llamará para organizar su cita para una entrevista personal y, posiblemente, una evaluación funcional.

Todas las entrevistas tendrán lugar en el Charlotte Transportation Center, ubicado en 310 East Trade, Charlotte, NC 28203. Las entrevistas se realizan de lunes a viernes, de 9:00 a 16:00. En función de la demanda, puede haber horarios disponibles para realizar entrevistas los sábados.

Los candidatos que se consideren elegibles para el servicio de STS recibirán una carta de resolución en la que se declare su certificación de elegibilidad para utilizar el servicio de STS de CATS.

Aquellos solicitantes que, según la resolución, no reúnan los requisitos o sean elegibles pero con condiciones, pueden apelar su evaluación. Se ha designado un comité independiente para atender las apelaciones, del que forma parte una persona con discapacidad.



Cómo programar un viaje

Los representantes del Servicio de Atención al Cliente de STS están disponibles de lunes a viernes, de 8:00 a 17:00. El servicio de STS programa viajes con un máximo de 5 días de anticipación. Cuando se programa un viaje, los representantes del Servicio de Atención al Cliente de STS deben saber lo siguiente:

- La dirección exacta por donde deben recoger al pasajero y luego dejarlo.
- La fecha y los horarios en que deben pasar a recoger y luego a dejar al pasajero. (Se le concederá un lapso de 30 minutos para recogerlo, tanto para el viaje de ida como para el de vuelta.)

Números telefónicos frecuentes

Servicio de Transporte Especial de CATS:
704-336-2637

Coordinador de Certificación de STS de CATS:
704-336-5055

Servicio de Atención al Cliente de CATS:
704-336-RIDE (7439)

Aquí podrá encontrar ayuda con lo siguiente:

- Planificación de viajes.
- Horarios en sistema braille y en impresión con letra grande.
- Información/preguntas.
- Reclamos/solicitudes.
- Identificaciones de transporte.

Recomendaciones para pasajeros de STS

- Preséntese puntualmente y tenga listo su boleto o su pase cuando llegue el conductor.
- STS solo ofrece un servicio puerta a puerta. Esto se refiere a la puerta de entrada de viviendas y otros edificios.
- Si utiliza silla de ruedas y su casa no cuenta con una rampa, debe conseguir que alguien lo ayude a subir o bajar los escalones.
- Puede llevar provisiones y paquetes livianos a bordo del autobús. El conductor puede ayudarlo a cargar hasta cuatro paquetes livianos.
- Si utiliza silla de ruedas y puede hacerlo solo, puede pasarse de su silla a un asiento del vehículo.
- Puede llevar tubos de oxígeno portátiles personales.



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SERVICIOS DE PROXIMIDAD

¿Qué podrá ser más práctico que subir a un medio de transporte en su propia vecindad? Esto es posible gracias a los servicios de enlace de proximidad de CATS. Entre servicios de enlace existen o las comunicaciones con sus trabajos, con centros comerciales y con establecimientos médicos. Lo mejor es que puede acceder a las principales rutas de servicio de CATS, sin tener que ir al centro de la ciudad para realizar el traslado. Se aceptan todos los pases de CATS. Para obtener más información sobre un servicio de enlace que funcione en su vecindad, llame al 704-336-RIDE (7439).

VIAJE COMPARTIDO EN COCHE

¡Comparte el viaje y ahorra! El programa de viaje compartido en coche lo ayuda a ponerse en contacto con otras personas para compartir su viaje hasta el trabajo y los gastos. Cuando comparte el viaje con una persona en un recorrido de ida y vuelta de 50 millas (80 km), tiene a su disposición un ahorro de \$200 por mes. Para comenzar a participar en un viaje compartido en coche, visite www.sharethrideline.org y nuestro sistema informático automatizado lo pondrá en contacto con uno o más pasajeros de viajes compartidos. La conciliación con otros pasajeros se basará en su domicilio personal, su horario laboral y sus horarios de trabajo. Si su información coincide con alguien de nuestra base de datos, o si alguien con quien desea ir por correo electrónico le llama gratuita de posibles compañeros de viaje. Para que el viaje compartido en coche funcione, es importante que el alguien que sea compartido con usted, lo notifique automáticamente con una persona que se está compartiendo el viaje en coche con usted. Una vez que haya aceptado el compañero para compartir el viaje, se pondrá en contacto con él directamente a través de la plataforma. Cuando haya compartido su viaje diario, podrá registrar ese viaje en WeyGoCL.com para ganar recompensas, como boletines de agua y otros tipos de premios.

También puede encontrar gratis información o comprar un viaje en WeyGoCL.com. En esta plataforma de seguimiento de viajes diarios, podrá establecer las ubicaciones de salida y llegada de un recorrido, y así lo hará automáticamente con una persona que se está compartiendo el viaje en coche con usted. Una vez que haya aceptado el compañero para compartir el viaje, se pondrá en contacto con él directamente a través de la plataforma. Cuando haya compartido su viaje diario, podrá registrar ese viaje en WeyGoCL.com para ganar recompensas, como boletines de agua y otros tipos de premios.

CÓDIGO DE CONDUCTA DEL PASAJERO

Para contribuir a garantizar la seguridad y la comodidad de quienes utilizan nuestros servicios, el Consejo Municipal de Charlotte aprobó una ordenanza destinada a regular el comportamiento de los pasajeros de los servicios CATS y LYNX. Cualquier violación del código de conducta del pasajero puede quedar sujeta a una sanción civil por un monto de \$50 o dar lugar a un arresto.

Le pedimos que cumpla con los siguientes requisitos:

- No fumar, comer ni beber.
- No escuchar música con volumen alto. Si desea escuchar música, bájelo de forma personal.
- Mantener, en todo momento, la cabeza, las manos y los pies dentro del vehículo.
- Respetar las zonas de asientos prioritarios para personas mayores y pasajeros con discapacidad.
- No está permitido llevar mascotas, a menos que se trate de animales de asistencia para personas con discapacidad o para actividades de entrenamiento.
- No se permite llevar armas, alcohol ni sustancias ilegales en los vehículos de CATS.
- No involucrarse en discusiones ni altercados, como conversaciones en voz alta, comentarios obscenos o insultos.
- No amojazar basura.
- No vandalizar el vehículo ni la plataforma de la estación escribiendo, marcando, grabando, desfigurando o provocando daños en el vehículo o en las instalaciones de la plataforma.
- No mendigar.
- No exceder ningún fluido corporal ni salir sobre otra persona.
- No portar, utilizar ni vender ninguna mercancía controlada.
- No acostarse sobre asientos, bancos o mesas de las estaciones de ferrocarril o de las paradas de autobús.
- No pararse, sentarse ni acostarse a una distancia de 60 pies (18 cm) del borde de las plataformas de una estación de ferrocarril, excepto para subir y bajar del tren.
- No patinar ni circular en monopatín por las plataformas de una estación.
- No ingresar sin autorización a ninguna zona que no esté abierta al público.



Boleto adecuado y comprobante de pago

Está legalmente prohibido viajar en un vehículo de CATS o LYNX sin pagar el boleto correspondiente. Todos los pasajeros deben pagar el boleto adecuado o bien utilizar un transbordo, pase o boleto válido.

La línea LYNX Blue utiliza un sistema de cobro de boletos por el cual los boletos funcionan como comprobantes de pago. Todos los pasajeros deben estar en condiciones de presentar, cuando se solicite, un comprobante de pago o un transbordo o pase válido.

CARGUE SU BICICLETA

Tanto si es un ávido ciclista o simplemente utiliza la bicicleta de forma recreativa, CATS lo invita a cargar su bicicleta y viajar por toda la zona. Todos nuestros autobuses y vehículos ferroviarios ligeros disponen de soportes para bicicletas fáciles de utilizar, para su comodidad. Con CATS, puede ir en bicicleta hasta la parada de autobús más cercana, hasta un estacionamiento para usuarios de transporte público o hasta una estación de ferrocarril. Los estacionamientos para usuarios de transporte público y las plataformas de estaciones de ferrocarril ligero, pertenecientes a CATS, también cuentan con casilleros y soportes para bicicletas.



PLANIFICACIÓN DE VIAJES

Deje que CATS lo ayude a llegar adonde desea ir. Puede utilizar la aplicación para teléfonos móviles RideCATS o visitar ridetransit.org para utilizar nuestro "Planificador de viajes". A continuación, ingrese su punto de partida y su destino, así como el día y la hora del viaje. El "Planificador de viajes" le mostrará un plan de viaje personalizado, que le indicará los puntos que debe tomar, los puntos en los que debe tomar el servicio de CATS e incluso qué distancia deberá recorrer a pie desde su punto de partida hasta la parada de autobús o la estación.



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GUÍA PARA LOS PASAJEROS

AYUDA A LO LARGO DEL CAMINO

El Sistema de Tránsito del área de Charlotte ofrece una variedad de servicios especiales que se han concebido para que pueda seguir trasladándose, independientemente de las necesidades especiales que pueda tener. Estos servicios incluyen lo siguiente:

Accesibilidad para sillas de ruedas

Todos los autobuses del Sistema de Tránsito del área de Charlotte están equipados con un elevador. Los vehículos ferroviarios ligeros de LYNX cumplen con la Ley ADA y tienen espacio hasta para cuatro sillas de ruedas. Todos los andenes de las estaciones de la línea LYNX Blue están al mismo nivel de las puertas del tren, para facilitar el acceso.

Información en formatos alternativos

Para recibir información en formatos alternativos, llame al 704-336-RIDE (7433). En MetroIna Association for the Blind, podrá encontrar asistencia para los pasajeros. Para obtener información al respecto, llame al 704-372-3870.



Charlotte Transportation Center

Este cómodo y moderno recinto, ubicado en 310 East Trade Street, ofrece diversos servicios, como restaurantes, bancos y tiendas de regalos (cada uno de estos establecimientos tiene su propio horario de funcionamiento). En el centro informativo de CATS, puede adquirir pases, obtener una tarjeta de identificación de transporte con fotografía o recoger horarios y mapas. El centro informativo de CATS abre de lunes a viernes, de 5:30 a 22:00, y los sábados y domingos, de 7:00 a 12:00 y de 13:00 a 16:00.



On March 19, 2018, CATS will be introducing several bus service improvements to coincide with the opening of the LYNX Blue Line Light Rail Extension. These improvements will assist you with direct connections and improved travel time. Please review the following maps and service descriptions to learn more.

El 19 de marzo de 2018 CATS introducirá varias mejoras al servicio de autobuses que coincidirán con la apertura de la extensión de ferrocarril ligero de la línea LYNX Blue. Estas mejoras lo ayudarán con conexiones directas y un mayor tiempo de viaje. Consulte los siguientes mapas y descripciones de servicio para obtener más información.

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Nuevas rutas de autobús 14
 4 Belmont | 21 Statesville Ave | 29 Fairview Rd
 29 UNC Charlotte/UNC Cary | 47 Greenhouse Shuttle
 50 UNC University Research Park | 54 University Research Park
 59 UNC Charlotte/Huntersville | Concord Charlotte Express

6 | SERVICE IMPROVEMENTS | MEJORAS AL SERVICIO 13 NEVIN RD

Legend

- Orange line: 13 Nevin Rd
- Blue line: 21 Statesville Ave
- Green line: 29 UNC Charlotte/UNC Cary
- Red line: 47 Greenhouse Shuttle
- Black line: 50 UNC University Research Park
- Grey line: 54 University Research Park
- Yellow line: 59 UNC Charlotte/Huntersville
- Blue line: Concord Charlotte Express

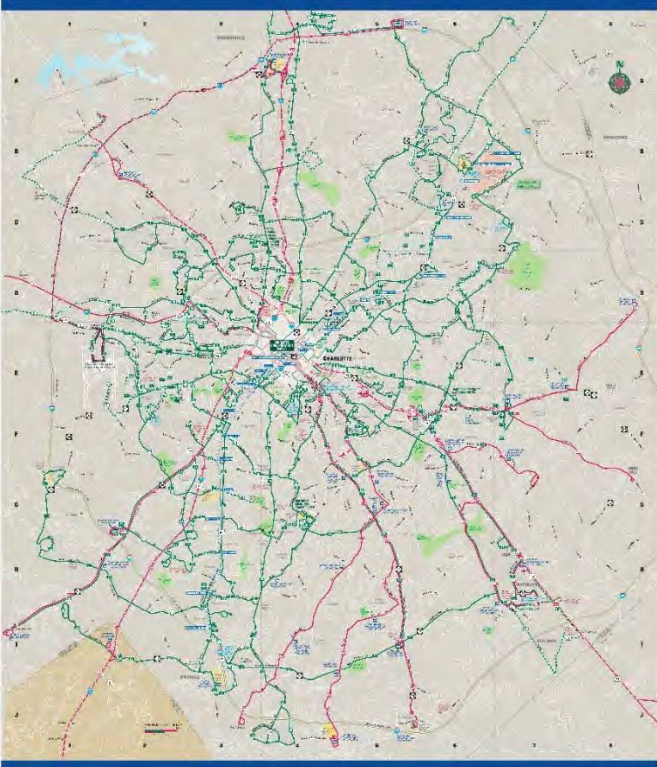
- This route will provide new cross-town service between Beatties Ford Rd and North Tryon St via Cindy Ln and Craighead Rd
- Replaces service along Capps Hill Mine Rd on route 201 Garden City
- Bus service on Statesville Ave and Dalton Rd will be replaced by the new route 21 Statesville Ave
- Route 13 will connect to the LYNX Sugar Creek station
- Operates every 30 minutes on weekdays and Saturdays, and hourly on Sundays
- Fare is \$2.20 one way

- Esta ruta proporcionará un nuevo servicio que cruza la ciudad, entre Beatties Ford Rd y North Tryon St, vía Cindy Ln y Craighead Rd
- Reemplaza el servicio por Capps Hill Mine Rd en la ruta 201 Garden City
- El servicio de autobuses en Statesville Ave y Dalton Rd será reemplazado por la nueva ruta 21 Statesville Ave
- La ruta 13 conectará con la estación Sugar Creek de LYNX
- Funciona cada 30 minutos en días de semana y sábados, y cada una hora los domingos
- El boleto cuesta \$2.20 en un solo sentido

CATS SYSTEM MAP

PARK AND RIDE LOTS

Symbol	Lot Name	Address	Capacity	Hours	Notes
[Symbol]	Lot 1	123 Main St	100	7am-6pm	...
[Symbol]	Lot 2	456 Oak Ave	200	7am-6pm	...
[Symbol]	Lot 3	789 Pine Rd	150	7am-6pm	...
[Symbol]	Lot 4	101 Elm St	300	7am-6pm	...
[Symbol]	Lot 5	202 Maple Ave	180	7am-6pm	...
[Symbol]	Lot 6	303 Cedar Rd	250	7am-6pm	...
[Symbol]	Lot 7	404 Birch St	120	7am-6pm	...
[Symbol]	Lot 8	505 Walnut Ave	350	7am-6pm	...
[Symbol]	Lot 9	606 Cherry Rd	100	7am-6pm	...
[Symbol]	Lot 10	707 Peach St	220	7am-6pm	...
[Symbol]	Lot 11	808 Plum Ave	180	7am-6pm	...
[Symbol]	Lot 12	909 Apple Rd	300	7am-6pm	...
[Symbol]	Lot 13	1010 Orange St	150	7am-6pm	...
[Symbol]	Lot 14	1111 Lemon Ave	280	7am-6pm	...
[Symbol]	Lot 15	1212 Lime Rd	120	7am-6pm	...



Charlotte Area Transit System

Map of Charlotte Area Transit System showing rail and bus rapid transit lines. For more information, visit www.cats.org or call 704-336-7433.

Line	Route	Start	End	Frequency	Notes
LOCAL BUS SERVICE	101
	102
	103
	104
	105
	106
	107
	108
	109
	110
COMMUNITY BUS SERVICE	201
	202
	203
	204
	205
	206
	207
	208
	209
	210
NEIGHBORHOOD BRUTLE SERVICE	301
	302
	303
	304
	305
	306
	307
	308
	309
	310

Charlotte Area Transit System • (704) 336-7433 • (866) 779-CATS • www.RIDETRANSIT.org

Compórtese de manera segura mientras espera el tren

- **Manténgase siempre detrás de las bandas rugosas de advertencia.**
- **No permanezca sobre o cerca de los carriles.** Los trenes tienen un alero que podría golpearlo aunque usted no esté sobre los carriles.
- **Nunca se pare frente a un tren.** No hay necesidad de pararse frente al vehículo ferroviario ni de hacerle señales. El vehículo solo se detendrá en las paradas designadas.
- **Manténgase lejos de todos los cables suspendidos que suministran energía a los trenes.** Estos cables de alta tensión causan lesiones graves.
- **No se distraiga con su teléfono inteligente.** Los carriles son para los trenes, no para tomarse fotos. Manténgase alerta. Manténgase vivo.

Mientras CATS se prepara para la extensión de la línea LYNX Blue, queremos la seguridad de todos. ¡Manténgase alerta y siga las reglas!



**¡UNA PAUSA
PARA LA
SEGURIDAD!**

¿Ve carriles? ¡Piense en el tren!

Para obtener más información sobre los servicios de CATS, LYNX y CityLYNX, llame al 704-336-RIDE (7433) o visite www.ridetransit.org.

Reglas de la seguridad ferroviaria

**PRUEBA DE
LA EXTENSION DE LA LINEA LYNX BLUE**



6/17

Reglas de la seguridad ferroviaria

CATS le pide que dedique un tiempo a cuidar de su seguridad. Ha comenzado la prueba de la extensión de la línea LYNX Blue y su seguridad en los carriles y sus alrededores es nuestra prioridad número 1.

¡Mire, escuche y viva!

- **Respete todas las señales de tránsito ferroviarias.** Estas no son un inconveniente; están ahí para su seguridad.



- **Cuando se acerque a un cruce ferroviario, siempre prevea que puede pasar un tren.** Los trenes pueden pasar por cualquier carril, de cualquier dirección y en cualquier momento.
- **Nunca conduzca un vehículo alrededor de barreras de cruce que se encuentran descendidas.** Es ilegal y peligroso. El hecho de que no vea el vehículo ferroviario no significa que este no se acerque.
- **Nunca acelere para cruzar antes de que pase el tren.** Nunca lo logrará.
- **Los trenes no se pueden detener tan rápido como usted.** Después de frenar, un tren recorre una distancia de 600 pies (183 m, ¡el equivalente de dos terrenos de fútbol americano!) antes de detenerse.
- **Los trenes no pueden girar bruscamente para esquivar a un peatón, ciclista o vehículo.** Es su responsabilidad mantenerse apartado(a) del tren ligero y del tranvía.
- **Es ilegal cruzar los carriles o acercarse a estos sin autorización.** Eso significa que usted podría recibir sanciones penales si cruza los carriles y se queda sobre o cerca de estos sin autorización.
- **Cruce los carriles solo por los pasos peatonales designados.** Las áreas seguras para cruzar los carriles están

indicadas por señales claramente marcadas.

- **Cruce los carriles en línea recta cuando viaje en bicicleta.** Cruce los carriles en línea recta cuando viaje en bicicleta.
- **Nunca camine sobre los carriles – podrían tener corriente.** Si se le cae algo, avise a un agente de la estación, a un policía o a cualquier empleado de la empresa.

La seguridad es responsabilidad de todos

- **Los trenes siempre tienen derecho de vía.** Todos los días y a todas horas.
- **Nunca ingrese a una obra en construcción.** Es peligroso, además de que estar dentro de una obra en construcción sin autorización se considera una entrada ilegal en propiedad ajena.
- **Informe sobre cualquier paquete, actividad o persona que le parezcan sospechosos en un tren, en una estación o en los carriles.**

Ruta 20 situado a Bay K

CTC Bay K.

PARKING FEE

\$10.00

with these ticket types:
One Ride, Roundtrip,
10 Ride or UNCC All Access

NO CHARGE

with these ticket types:
Monthly, Weekly or Daily

Parking Payment Instructions:

Cash, Credit at Ticket Booth
Purchase daily, weekly or
monthly pass via CATS
Pass Mobile App or from
TVM on Platform.

\$10.00

con estos tipos de boletos:
Un viaje, viaje de ida y vuelta,
10 viajes
o UNCC Todos los accesos

GRATIS

con estos tipos de boletos:
mensual, semanal o diario

Pago de estacionamiento Instrucciones:

efectivo, crédito en kiosco de
venta de boletos
Compre pases de acceso diario,
semanal o mensual con la
aplicación móvil CATS Pass o en
la máquina expendedora de
boletos en la plataforma.



704-432-8273

EVITAR CORONAVIRUS:

- 1 manos: lávelas con frecuencia
- 2 codo - tos en él
- 3 caras: no lo toques
- 4 Distancia: mantenerse a 6 pies de distancia
- 5 Siéntete enfermo - Quédate en casa

Salir de la puerta trasera en los autobuses donde corresponda.



YOUR RIDE IS HERE



LYNX SHUTDOWN 19-20 de octubre 2019

Cierre de todas las estaciones de LYNX y CityLYNX: trabajo en la vía férrea del 25 al 26 de agosto La línea LYNX Blue y la línea CityLYNX Gold NO funcionarán entre el 25 y el 26 de agosto. NO habrá ningún servicio de tren o travía en las fechas mencionadas.

Cierre de la línea LYNX Blue

Las estaciones del tren ligero de la línea LYNX Blue estarán accesibles a través del servicio de autobuses del LYNX Connector de CATS. En cada estación se colocarán señales para indicarle la parada de autobús más cercana. CATS utilizará muchas paradas de autobús existentes para el servicio del LYNX Connector. Busque las paradas de autobús que tengan la señalización "LYNX Connector". Cuando el autobús se acerque, la señal de cabecera indicará "LYNX Connector".

Estación de la línea LYNX Blue	Parada de autobús hacia la estación UNC CLT Main	Parada de autobús hacia la estación I-485/ S. Blvd.
Estación I-485/ S. Blvd.	Terminal de autobús en la estación	Terminal de autobús en la estación
Estación Sharon Rd. West	1.a parada de autobús más cercana a la plataforma del ferrocarril	1.a parada de autobús más cercana a la plataforma del ferrocarril
Estación Arrowood	Terminal de autobús en la estación	Terminal de autobús en la estación
Estación Archdale	Old Pineville hacia Archdale, cerca del paso peatonal	Old Pineville frente a la estación Archdale
Estación Tyvola	Terminal de autobús en la parte posterior de la estación	Terminal de autobús en la parte posterior de la estación
Estación Woodlawn	Terminal de autobús en la estación	Terminal de autobús en la estación
Estación Scaleybank	South Blvd., en Whitton St.	Parada de autobús a la salida de la estación Scaleybank
Estación New Bern	New Bern St., después de pasar el cruce de vías férreas	New Bern St., después de pasar el cruce de vías férreas
Estación East/West	Parada de autobús junto a RiteAid	Parada de autobús justo antes de Camden Rd.
Estación Bland St.	Parada de autobús en S. Tryon, después de pasar Bland St.	Parada de autobús en S. Tryon, antes de pasar Bland St.
Estación Carson	Parada de autobús en Carson, antes del cruce de vías férreas	Parada de autobús en Carson, antes del cruce de vías férreas
Estación Stonewall	Parada de autobús en Collogo St., antes de Stonewall St., en el Westin	Parada de autobús en Stonewall St., después de cruzar Collogo St.

Continued.....

YOUR RIDE IS HERE



Estación de la línea LYNX Blue	Parada de autobús hacia la estación UNC CLT Main	Parada de autobús hacia la estación I-485/ S. Blvd.
Estación 3rd St.	Parada de autobús en 3rd St., cerca del puente de cruce de vías férreas (frente al elevador de vías férreas)	Parada de autobús en 3rd St., cerca del puente de cruce de vías férreas (frente al elevador de vías férreas)
Estación CTC/Arena	Terminal V en el centro de tránsito	Terminal V en el centro de tránsito
Estación 7th St.	7th St. después de los carriles	7th St. antes de los carriles
Estación 9th St.	9th St. antes de los carriles	Brevard St. antes de la luz de tránsito en 9th St.
Estación Parkwood	Brevard St. en 21st St.	Brevard St. en el carril para autobuses antes de la estación
Estación 25th St.	Brevard St. frente a la estación	Brevard St. entre las rampas de la estación
Estación 36th St.	Davidson St. y 36th St.	Davidson St. y 36th St.
Estación Sugar Creek	Terminal de autobús en la estación	Terminal de autobús en la estación
Estación Old Concord	Terminal de autobús en la estación	Terminal de autobús en la estación
Estación Tom Hunter	N. Tryon frente a la plataforma después de la luz de tránsito	N. Tryon St. después de la luz de tránsito en Tom Hunter Rd.
McCullough Station	N. Tryon frente a la plataforma después de la luz de tránsito en McCullough Dr.	N. Tryon después de la luz de tránsito en McCullough Dr.
Estación University City Blvd.	N. Tryon frente a la plataforma después del semáforo en Periwinkle Hill Ave.	N. Tryon St. en frente de la plataforma de estacionamiento frente a la estación antes del semáforo en Periwinkle Hill Ave.
J.W. Clay Station	Terminal de autobús en la parte posterior de la planta de estacionamiento	Terminal de autobús en la parte posterior de la planta de estacionamiento
UNCC Main Station	Carril para autobuses ubicado del lado de la estación que da a Cameron Blvd.	Carril para autobuses ubicado del lado de la estación que da a Cameron Blvd.

¿Cuál es el horario?

El servicio de autobuses del LYNX Connector funcionará con el mismo horario que la línea LYNX Blue; sin embargo, los clientes deben anticipar los retrasos y ajustar sus tiempos de viaje.

¿Cómo pago?

Se requiere el pago de la tarifa local regular que es \$ 2.20 por viaje y los trasbordos se proporcionan, previa solicitud, una vez que se paga la tarifa. Los boletos se pueden comprar en las máquinas distribuidoras de las estaciones de LYNX. Si paga en el autobús en efectivo, deberá tener el dinero exacto. El conductor del autobús no puede darle vuelto y las alcancías no aceptan tarjetas de crédito. También puede pagar a través de la aplicación móvil CATS PASS. Recuerde que debe activar su boleto y mostrarlo al conductor del autobús al abordar.

Los clientes también deben tener en cuenta la recolección y dejar Ubicación para el RT. 20 se moverá dentro del tránsito centro a la bahía K. Para obtener información adicional sobre estos cambios, comuníquese con el servicio al cliente de Cats al 704-336-7433 o visítelos en la web en ridetransit.org.



Thông báo cho người đi xe buýt

Tất cả các nhà ga LYNX đều bị đóng cửa – Bảo trì đường ray ngày 19-20 tháng 10

Tất cả các tuyến

Ngày 10 tháng 10 năm 2019

Tuyến LYNX Blue Line sẽ **KHÔNG** hoạt động vào ngày **19-20 tháng 10**. Chúng tôi sẽ tiến hành bảo trì đường ray vào cuối tuần này, do đó, tàu sẽ **KHÔNG** chạy vào các ngày này.

LYNX Connector

Ga tàu điện LYNX Blue Line sẽ có thể được truy cập thông qua dịch vụ xe buýt CATS LYNX Connector. Mỗi ga tàu sẽ có bảng chỉ dẫn để hướng dẫn bạn đến trạm xe buýt gần nhất. CATS sẽ sử dụng nhiều trạm xe buýt hiện có cho dịch vụ LYNX Connector. Hãy tìm các trạm xe buýt có chữ “LYNX Connector”. Khi xe buýt đến, bảng hiệu đầu xe sẽ có chữ “LYNX Connector”.

Tôi lên xe LYNX Connector ở đâu?

Ga tàu LYNX Blue Line	Trạm xe buýt đến ga UNC CLT Main	Trạm xe buýt đến ga I-485/S. Blvd.
Ga I-485/S. Blvd.	Bến đỗ xe buýt tại ga	Bến đỗ xe buýt tại ga
Ga Sharon Rd. West	Trạm xe buýt gần đường ray tàu nhất	Trạm xe buýt gần đường ray tàu nhất
Ga Arrowood	Bến đỗ xe buýt tại ga	Bến đỗ xe buýt tại ga
Ga Archdale	Old Pineville gần Archdale tại vạch sang đường người đi bộ	Old Pineville bên kia đường từ ga Archdale
Ga Tyvola	Bến đỗ xe buýt ở cửa sau ga tàu	Bến đỗ xe buýt ở cửa sau ga tàu
Ga Woodlawn	Bến đỗ xe buýt tại ga	Bến đỗ xe buýt tại ga
Ga Scaleybark	South Blvd. tại Whitton St.	Trạm xe buýt ở cửa ra ga Scaleybark
Ga New Bern	New Bern St. đi qua đoạn giao cắt đường ray tàu	New Bern St. đi qua đoạn giao cắt đường ray tàu
Ga East/West	Trạm xe buýt cạnh Walgreens	Trạm xe buýt ngay trước Camden Rd.
Ga Bland St.	Trạm xe buýt trên S. Tryon qua Bland St.	Trạm xe buýt trên S. Tryon trước Bland St.
Ga Carson	Trạm xe buýt trên Carson trước đoạn giao cắt đường ray tàu	Trạm xe buýt trên Carson trước đoạn giao cắt đường ray tàu
Ga Stonewall	Trạm xe buýt trên College St. trước Stonewall St. tại Westin	Trạm xe buýt trên Stonewall St. sau khi đi qua College St.
Ga 3rd St.	Trạm xe buýt trên 3 rd St. gần cầu bắc qua đường ray (bên kia	Trạm xe buýt trên 3 rd St. gần cầu bắc qua đường ray (bên kia

	đường từ thang máy xuống đường ray)	đường từ thang máy xuống đường ray)
Ga CTC/Arena	Bay V tại trung tâm vận chuyển	Bay V tại trung tâm vận chuyển
Ga 7th St.	7 th St. sau đường ray	7 th St. trước đường ray
Ga 9th St.	9 th St. trước đường ray	Brevard St. trước đèn tín hiệu @ 9 th St.
Ga Parkwood	Brevard St. @ 21 st St.	Brevard St. tại đường trước ga tàu
Ga 25th St.	Brevard St. bên kia đường từ ga tàu	Brevard St. giữa dốc lên ga tàu
Ga 36th St.	Trạm xe buýt cho tuyến 3	Trạm xe buýt cho tuyến 3
Ga Sugar Creek	Bến đỗ xe buýt tại ga	Bến đỗ xe buýt tại ga
Ga Old Concord	Bến đỗ xe buýt tại ga	Bến đỗ xe buýt tại ga
Ga Tom Hunter	N. Tryon bên kia đường từ sân ga, sau đèn tín hiệu	N. Tryon St. sau đèn tín hiệu tại Tom Hunter Rd.
Ga University City Blvd.	N. Tryon bên kia đường từ sân ga, sau đèn tín hiệu tại Periwinkle Hill Ave.	N. Tryon St. trước mặt khu đỗ xe đối diện nhà ga trước đèn tín hiệu tại Periwinkle Hill Ave.
Ga McCullough	N. Tryon bên kia đường từ sân ga, sau đèn tín hiệu tại McCullough Dr.	N. Tryon sau đèn tín hiệu tại McCullough Dr.
Ga J.W. Clay	Bến đỗ xe buýt ở phía sau bãi đỗ xe	Bến đỗ xe buýt ở phía sau bãi đỗ xe
Ga UNCC Main	Xe buýt lùi vào vị trí ở phía Cameron của ga tàu	Xe buýt lùi vào vị trí ở phía Cameron của ga tàu

Lịch trình là gì?

Dịch vụ xe buýt LYNX Connector sẽ hoạt động theo lịch của LYNX Blue Line; tuy nhiên, khách hàng nên tính trước đến việc chậm trễ để điều chỉnh thời gian đi lại của mình.

Tôi trả tiền như thế nào?

Cần thanh toán giá vé địa phương bình thường là \$2,20 cho mỗi chuyến, dịch vụ vận chuyển được cung cấp khi có yêu cầu sau khi vé được thanh toán. Vé có thể được mua ở các ga tàu LYNX từ máy bán vé tự động. Nếu bạn trả tiền mặt trên xe buýt, bạn sẽ cần chuẩn bị số tiền lẻ chính xác. Tài xế xe buýt không thể trả tiền thừa và hộp tiền không chấp nhận thẻ tín dụng. Bạn cũng có thể thanh toán qua ứng dụng di động CATS PASS. Hãy nhớ kích hoạt vé của bạn và xuất trình cho người vận hành xe buýt khi bạn lên xe.

Các khách hàng cũng nên lưu ý vị trí đón và trả khách cho tuyến 20 sẽ được di chuyển từ trung tâm chuyển tiếp đến bến K.

Để biết thêm thông tin về các thay đổi này, hãy liên hệ dịch vụ khách hàng của CATS qua số 704-336-7433 hoặc truy cập trang web của chúng tôi tại ridetransit.org.

INFORMACIÓN IMPORTANTE DE LOS CDC



Los CDC recomiendan revestimientos faciales como una medida adicional de salud pública.

Por favor, haga su parte cuando viaje. Planifique con anticipación: reduzca la velocidad de propagación.

www.cdc.gov/coronavirus



**DO NOT USE DUE TO
SOCIAL DISTANCING**



**NO UTILIZAR DEBIDO EL
DISTANCIAMIENTO SOCIAL**

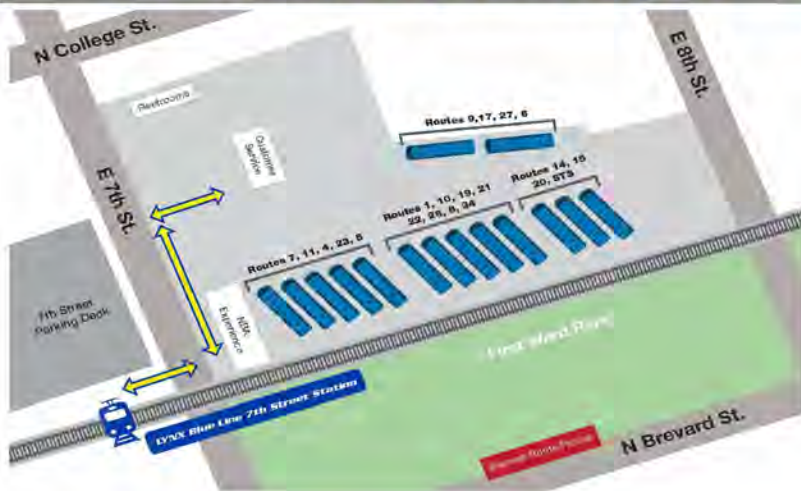


DO NOT USE DUE TO SOCIAL DISTANCING



NO UTILIZAR DEBIDO EL DISTANCIAMIENTO SOCIAL

TRANSIT CENTER RELOCATION • FEBRUARY 15 - 17, 2019



Alerta para los pasajeros
Todas las rutas
Fecha: del 15 al 17 de feb.
de 2019

Afectaciones del servicio de tránsito para el All-Star el fin de semana

El servicio al All-Star de la NBA el fin de semana se prestará del 15 al 17 de febrero de 2019. Durante estas fechas el Charlotte Transportation Center será trasladado al estacionamiento de superficie situado enfrente de la planta de estacionamiento de la estación 7th Street. El centro de tránsito temporal prestará los servicios siguientes:

- Venta de pases e información
- Conexiones con otras rutas de autobús de CATS
- Área de espera con calefacción para clientes
- Baños
- Personal de seguridad y protección in situ

Servicio de autobús de CATS

En el centro de transporte trasladado los clientes pueden transferirse a otras rutas de autobús. El servicio de autobús Express estará situado en Brevard Street entre las calles 7th y 8th. Los clientes del

servicio Express que normalmente abordan en el lado de 4th St. del CTC deberán abordar los autobuses expresos en este lugar. Busque el letrero amarillo que indica "Express Routes". Las conexiones a la línea LYNX Blue se pueden efectuar en la estación 7th St.

CityLYNX Stops

Estación de la línea CityLYNX Gold	Parada de autobús hacia Uptown	Parada de autobús hacia Novant Presbyterian Hosp.
CTC/Arena	N/A	Trade St. & Davidson St.
Davidson Street	Trade St. & Davidson St.	Trade St. & Davidson St.
McDowell Street	Trade St. & McDowell St.	Trade St. & McDowell St.
CPC	Kings Dr. & Elizabeth Ave.	Kings Dr. & Elizabeth Ave.
Elizabeth & Hawthorne	4th St. & Elizabeth/Queens	4th St. & Elizabeth/Queens
Hawthorne & 5th	4th St. & Elizabeth/Queens (Rt. 15 bus stop)	4th St. & Elizabeth/Queens (Rt. 15 bus stop)

(Consultar el mapa de CTC al dorso)

El centro de tránsito comunitario SouthPark Community Transit Center estará cerrado entre el 15 y el 17 de febrero. El centro de tránsito comunitario está situado en la planta de estacionamiento del centro comercial SouthPark Mall, entre Belk y Dillard's. El servicio de autobús se prestará en las paradas de autobuses existentes de CATS en Morrison Blvd.

Horas de atención al cliente:
Venta de pases e información de CATS
Viernes 15 de febrero de 5:30 a. m. a 10:00 p. m.
Sábado 16 de febrero y domingo 17 de febrero de 7:00 a. m. a 12:00 p. m. y de 1:00 p. m. a 4:00 p. m.

Oficina de objetos perdidos (Lost and Found)
El servicio de atención al cliente aceptará artículos perdidos, pero los clientes no podrán recuperarlos hasta el lunes 18 de febrero.

Durante esos días no se harán IDs de tránsito.

Línea LYNX Blue
La línea LYNX Blue funcionará durante el fin de semana del All-Star; sin embargo, se implementarán medidas de seguridad adicionales. A partir de las 5 p. m. y hasta el final del servicio los días viernes 15, sábado 16 y domingo 17 de febrero, no se permitirá abordar los trenes de LYNX ni estar en los andenes de estaciones con carteras, mochilas, maletas, bolsos de mano o artículos voluminosos.

Durante el fin de semana del All-Star, los clientes que viajan de I-485 a UNC Charlotte deben descender en la estación 3rd St.; y los clientes que viajan desde la estación UNCC Main hasta I-485 deben descender en la estación 7th St. Los clientes pueden continuar su viaje luego de que se haya completado el rastreo de seguridad.

Del 15 al 17 de febrero entre las 5:00 p. m. y el final del servicio de cada día, no se prestará el servicio de tren ligero en la estación CTC/Arena. Los clientes deberán dirigirse a las estaciones 3rd St. o 7th St. para utilizar el servicio de tren ligero.

Estación de la línea CityLYNX Gold; cerrada
La línea CityLYNX Gold no funcionará entre el 15 y el 17 de feb. El servicio se prestará a través del servicio local de autobuses CATS en las rutas 9 Central Ave., 15 Randolph Rd. y 27 Monroe Rd. Todas las estaciones de la línea Gold contarán con señales para indicar la parada de autobús más cercana.

¿Cómo pago?
La línea LYNX Blue utiliza un sistema de cobro de boletos con el cual los boletos funcionan como comprobantes de pago. Para viajar, usted debe contar con un boleto o pase con fecha y hora válidas. Los boletos se pueden comprar en las máquinas expendedoras de boletos (Ticket Vending Machines, TVM) automáticas, situadas en cada estación de tren ligero o se puede usar la aplicación móvil de pago de pases de CATS para comprar boletos electrónicos.

Los clientes que viajan en autobuses de CATS deberán pagar en efectivo en el autobús y deberán tener el dinero exacto. Los operadores no pueden darle vuelto y las alcancías no aceptan tarjetas de crédito. Los trasbordos se pueden emitir, previa solicitud, una vez que se paga la tarifa.

Seguridad y protección
Durante el fin de semana del All-Star se implementarán medidas de seguridad adicionales. Si observa alguna actividad sospechosa debe informarla al personal de seguridad, CMPD, o llamar al 9-1-1. Se recuerda a los pasajeros que usen la aplicación móvil CATS See Say Alerts para informar actividades sospechosas directamente a la policía.

Tiempo de viaje
Cuatro horas antes del primer evento del All-Star de cada día, la línea LYNX Blue funcionará cada 15 minutos. Los autobuses de CATS funcionarán según sus horarios regulares. Debido a las multitudes que se anticipan, a las medidas de seguridad adicionales y a las condiciones del tráfico, se prevé que haya retrasos. Le pedimos que se prepare como corresponde.

Para obtener más información, visite ridetransit.org o llame a nuestro personal de atención al cliente al 704-336-7433.



DO NOT REMOVE

CATS tiene como política llevar a cabo sus programas y servicios de total conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, en el cual se estipula que ninguna persona, por motivos de raza, color, origen nacional o idioma de origen, quede excluida de participar, se le nieguen sus beneficios o sea discriminada de algún modo de cualquier actividad o programa que sea financiado por el gobierno federal. Además, la Orden Ejecutiva 12896 establece una misión de justicia medioambiental para minorías y poblaciones de bajo ingresos en todos los programas, políticas y actividades del gobierno federal.

Con este fin, CATS tiene como objetivo:

- Asegurar que el nivel y la calidad de sus programas y servicios se proporcionen de manera no discriminatoria;
- Promover la participación plena y justa de todas las comunidades potencialmente afectadas en el proceso de toma de decisiones de transporte (participación pública);
- Evitar, minimizar o mitigar los impactos desproporcionadamente altos y adversos en la salud humana y el medio ambiente incluyendo los efectos socioeconómicos de sus programas, políticas y actividades en las poblaciones de bajos ingresos y minoritarias;
- Prevenir el rechazo, la reducción o la demora significativa del recibo de beneficios de transporte por las poblaciones de bajos ingresos y minoritarias;
- Asegurar el acceso significativo a programas y actividades relacionados con el tránsito a personas con Dominio limitado del inglés (LEP: Limited English Proficiency).

El oficial de derechos civiles de CATS es responsable de iniciar y supervisar las actividades del Título VI, preparar los informes requeridos y garantizar que CATS acate las leyes y regulaciones pertinentes.

Cuando haya fondos federales involucrados, CATS controlará y garantizará el cumplimiento de los terceros contratistas en cualquier nivel y cada subreceptor en cualquier nivel en el marco del proyecto con todos los requisitos que prohíban la discriminación por motivos de raza, color u origen nacional, e incluirá un lenguaje no discriminatorio en todos los acuerdos por escrito.

Toda persona que desee solicitar más información sobre los programas de derechos civiles de CATS, las obligaciones del Título VI de CATS o que crea que ha sido agredida en alguna práctica discriminatoria ilegal en virtud del Título VI, puede contactar o presentar una queja formal directamente ante uno o más de los organismos siguientes:

TITLE VI POLICY STATEMENT

CATS, via:

- telefónica llamando al (704) 336-RIDE(7433), TDD: 704-336-5051
- internet en www.ridetransit.org
- correo electrónico a teltransit@charlottenc.gov
- correo de los EE. UU. a la atención de: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- City of Charlotte Human Resources Department, 600 East Fourth Street, Charlotte, NC 28202
- Federal Transit Administration (FTA) presentando una queja ante la Oficina de Derechos Civiles (Office of Civil Rights), a la atención de: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

CATS proporciona la traducción escrita de documentos vitales en cumplimiento de la Disposición de puerto seguro que se encuentra en la Circular 4702.1B de la FTA, Capítulo III, Sección 19.

Another Language? www.ridetransit.org has Google Translate or call 704-336-7433.
 ¿Otro idioma? www.ridetransit.org tiene Google Translate o llame al 704-336-7433.
 Một ngôn ngữ không? www.ridetransit.org có Google Translate hay gọi 704-336-7433.
 另一种语言? www.ridetransit.org 有谷歌翻译 或致电 704-336-7433.
 另一种语言? www.ridetransit.org 有谷歌翻译 或致电 704-336-7433.
 Une autre langue? www.ridetransit.org a Google Translate ou appelez 704-336-7433.
 Другой язык? www.ridetransit.org имеет Google Translate или позвоните 704-336-7433.
 另一种语言? www.ridetransit.org Google 24/7 704-336-7433 24 小时在线。
 另一种语言? www.ridetransit.org 24 小时在线 704-336-7433 24 小时在线。
 एक और भाषा? www.ridetransit.org में Google अनुवाद है या 704-336-7433 पर कॉल करें।
 Wani Language? www.ridetransit.org yana da Google Translate ko kira 704-336-7433.
 Asusu goro? www.ridetransit.org nwere Google Itughari ma o bu na-akpo 704-336-7433.
 Miran ti Ede? www.ridetransit.org ni o ni Google seledemiran tabi ne 704-336-7433.
 Luqad kale? www.ridetransit.org ayya Google Translate ama wac 704-336-7433.



www.ridetransit.org

704-336-RIDE (7433)

8/2019

City of Charlotte Language Services- Translation and Interpretation Contracts.

There are nine contracts available for citywide use for Interpretation, Translation, Transcription and Other Services. The main contacts for these Contracts are listed below.

All Contracts were effective June 25, 2015. These contracts have contracts and set pricing for services of which city and CATS staff are made aware for easy use in a time sensitive situation.



NEW CONTRACTS

City Procurement is pleased to announce new citywide contracts to provide Interpretation, Translation, and Transcription Services.

CONTRACT TERM

Council approved contracts for an initial term of three (3) years with two (2) one-year renewals.

Initial Term:
September 18, 2020 - September 17, 2023

Renewal Option Term(s):
#1 - September 18, 2023 - September 17, 2024
#2 - September 18, 2024 - September 17, 2025

Interpretation, Translation, and Transcription Services

What is Covered?

These contracts provide Departments with access to Interpretation, Translation, and Transcription services in a wide range of languages and settings, including but not limited to: Public Safety, General Citizen Support, Legal Needs, and Employee Proficiency Testing.

Benefits.

Each vendor provides access to a wide variety of services and languages which will increase the City's capacity to effectively communicate with its non-English speaking residents.

CONTACT General Services City Procurement

Nakayla Horlback



600 E 4th Street
Charlotte, NC 28202




Nakayla.Horlback@charlottenc.gov



charlottenc.gov



 CITY of CHARLOTTE



Departments must contact the vendor directly to request quotes and issue purchase orders. All purchase orders must reference the contract number.

INTERPRETATION, TRANSLATION, AND TRANSCRIPTION VENDORS

Vendor Name	Contract Number	Contact Name
Carolinas Captioning Services, Inc.	2021000075	Christine Joseph 704-458-8134 contact@abccaption.com
Choice Translating, Inc.	2021000081	Michelle Menard 704-714-3115 michelle@choicetranslating.com
Clear Message Interpreting Services	2021000143	Ross Feldman 877-512-1195 rfeldman@alliancebizsolutions.com
Idea Language Services	2021000145	Sergio Atristain 860-781-6377 sergio@ideatranslations.com
Language Line Solutions	2021000074	Joe Matthews 831-648-7140 jmatthews@languageline.com
Language Resource Center, Inc.	2021000076	Abdullah M. Sheikh 704-464-0016 abdullah.sheikh@languagerc.com
Sign Glasses, LLC	2021000139	Brandon Arthur 202-302-4374 brandon@signglasses.com
United Language Group, Inc.	2021000146	Mladen Cvijanovic 919-699-6197 mladen.cvijanovic@ulgroup.com
Voiance Language Services, LLC	2021000144	Kim Owens 520-745-9447 kowens@cyracom.com



Contract Pricing Table

Interpretation Services		Choice Translating *	Clear Message Interpreting	Language Line Services	Language Resource Center*	Sign Glasses	United Language Group	Voice Language Services
Phone Support Per Minute	Spanish	\$0.68	\$0.75	\$0.64	\$1.15		\$0.63	\$0.75
	Nepali	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	French	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Chinese	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Vietnamese	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Arabic	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Russian	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Hindi	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Telugu	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Portuguese	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Somali	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
	Additional Languages	\$1.20	\$0.75	\$0.69	\$1.15		\$0.69	\$0.75
Video Remote Per Minute	Spanish	\$1.25	\$1.50	\$1.50	\$2.00		\$0.69	\$0.75
	American Sign Language	\$2.15	\$2.50	\$2.25	\$2.80	\$1.36	\$1.38	\$0.95
	Nepali	\$1.75	\$1.50	\$1.85	\$2.50		\$1.90	\$0.75
	French	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Chinese	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Vietnamese	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Arabic	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Russian	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Hindi	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Telugu	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Portuguese	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
	Somali	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75
Additional Languages	\$1.75	\$1.50	\$1.85	\$2.50		\$1.42	\$0.75	
In Person Support Per Hour	Spanish	\$55.00		\$50.00	\$46.00		\$47.00	
	American Sign Language	\$105.00		\$90.00	\$90.00		\$60.00	
	Nepali	\$65.00		\$60.00	\$70.00		\$47.00	

	French	\$65.00		\$60.00	\$70.00		\$47.00	
	Chinese	\$65.00		\$60.00	\$70.00		\$47.00	
	Vietnamese	\$65.00		\$60.00	\$70.00		\$47.00	
	Arabic	\$65.00		\$60.00	\$70.00		\$47.00	
	Russian	\$65.00		\$60.00	\$70.00		\$47.00	
	Hindi	\$65.00		\$60.00	\$70.00		\$47.00	
	Telugu	\$65.00		\$60.00	\$70.00		\$47.00	
	Portuguese	\$65.00		\$60.00	\$70.00		\$47.00	
	Somali	\$65.00		\$60.00	\$70.00		\$47.00	
	Additional Languages	\$65.00		\$60.00	\$70.00		\$47.00	
Scheduled Support (Consecutive)	Spanish	\$45.00	\$75.00	\$50.00	\$39.00		\$47.00	\$70.00
	American Sign Language	\$70.00	\$75.00	\$90.00	\$65.00		\$60.00	\$85.00
	Nepali	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
	French	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
	Chinese	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$75.00
	Vietnamese	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$75.00
	Arabic	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$75.00
	Russian	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$75.00
	Hindi	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
	Telugu	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
	Portuguese	\$55.00	\$85.00	\$60.00	\$45.00		\$47.00	\$75.00
	Somali	\$60.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
	Additional Languages	\$60.00	\$85.00	\$60.00	\$45.00		\$47.00	\$80.00
Scheduled Support (Simultaneous with equipment)	Spanish	\$110.00					\$57.00	
	American Sign Language	\$160.00					\$70.00	
	Nepali						\$57.00	
	French						\$57.00	
	Chinese						\$57.00	
	Vietnamese						\$57.00	
	Arabic						\$57.00	
	Russian						\$57.00	
	Hindi						\$57.00	
	Telugu						\$57.00	
	Portuguese						\$57.00	
	Somali						\$57.00	
	Additional Languages						\$57.00	

	Additional Languages						\$57.00	
Scheduled Support (Simultaneous without equipment)	Spanish	\$110.00	\$75.00		\$78.00		\$57.00	
	American Sign Language	\$160.00	\$75.00		\$130.00		\$70.00	
	Nepali		\$85.00		\$90.00		\$57.00	
	French		\$85.00		\$90.00		\$57.00	
	Chinese		\$85.00		\$90.00		\$57.00	
	Vietnamese		\$85.00		\$90.00		\$57.00	
	Arabic		\$85.00		\$90.00		\$57.00	
	Russian		\$85.00		\$90.00		\$57.00	
	Hindi		\$85.00		\$90.00		\$57.00	
	Telugu		\$85.00		\$90.00		\$57.00	
	Portuguese		\$85.00		\$90.00		\$57.00	
	Somali		\$85.00		\$90.00		\$57.00	
	Additional Languages		\$85.00		\$90.00		\$57.00	

Translation Services		Choice Translating*	Clear Message Interpreting (per page)	Idea Language Services	Language Line Services	Language Resource Center*	United Language Group	Yoninc Language Services
Document to Document	Spanish	\$0.18	\$29.00	\$0.07	\$0.18	\$0.16	\$0.10	\$0.13
	Nepali	\$0.26	\$43.50	\$0.17	\$0.28	\$0.18	\$0.18	\$0.25
	French	\$0.24	\$29.00	\$0.14	\$0.24	\$0.18	\$0.18	\$0.18
	Chinese	\$0.18	\$29.00	\$0.14	\$0.18	\$0.18	\$0.13	\$0.17
	Vietnamese	\$0.18	\$29.00	\$0.17	\$0.28	\$0.18	\$0.17	\$0.18
	Arabic	\$0.22	\$43.50	\$0.14	\$0.24	\$0.18	\$0.14	\$0.19
	Russian	\$0.22	\$29.00	\$0.14	\$0.24	\$0.18	\$0.11	\$0.18
	Hindi	\$0.26	\$43.50	\$0.17	\$0.35	\$0.18	\$0.21	\$0.20
	Telugu	\$0.26	\$43.50	\$0.18	\$0.35	\$0.18	\$0.21	\$0.20
	Portuguese	\$0.24	\$29.00	\$0.14	\$0.24	\$0.18	\$0.13	\$0.18
	Somali	\$0.26	\$43.50	\$0.17	\$0.28	\$0.18	\$0.27	\$0.21
	Additional Languages	Individual Quote	Individual Quote		\$0.35	\$0.20	\$0.35	Individual Quote
	Document to Audio	Spanish	Individual Quote	\$62.50	\$0.07	\$0.18	\$0.20	\$0.15
Nepali		Individual Quote	\$75.00	\$0.19	\$0.28	\$0.20	\$0.25	Individual Quote
French		Individual Quote	\$62.50	\$0.16	\$0.24	\$0.22	\$0.23	Individual Quote

	Chinese	Individual Quote	\$62.50	\$0.16	\$0.18	\$0.22	\$0.18	Individual Quote
	Vietnamese	Individual Quote	\$62.50	\$0.19	\$0.28	\$0.22	\$0.22	Individual Quote
	Arabic	Individual Quote	\$75.00	\$0.16	\$0.24	\$0.22	\$0.19	Individual Quote
	Russian	Individual Quote	\$62.50	\$0.16	\$0.24	\$0.22	\$0.16	Individual Quote
	Hindi	Individual Quote	\$75.00	\$0.19	\$0.35	\$0.22	\$0.26	Individual Quote
	Telugu	Individual Quote	\$75.00	\$0.20	\$0.35	\$0.22	\$0.26	Individual Quote
	Portuguese	Individual Quote	\$62.50	\$0.16	\$0.24	\$0.22	\$0.18	Individual Quote
	Somali	Individual Quote	\$75.00	\$0.19	\$0.28	\$0.22	\$0.35	Individual Quote
	Additional Languages	Individual Quote	Individual Quote	\$0.20	\$0.35	\$0.24	\$0.47	Individual Quote
Document to Electronic Format Per Word	Spanish	\$0.18	\$29.00	\$0.07	\$0.18	\$0.16	\$37.00	\$0.13
	Nepali	\$0.26	\$43.50	\$0.17	\$0.28	\$0.18	\$61.00	\$0.25
	French	\$0.24	\$29.00	\$0.14	\$0.24	\$0.18	\$61.00	\$0.18
	Chinese	\$0.18	\$29.00	\$0.14	\$0.18	\$0.18	\$46.00	\$0.17
	Vietnamese	\$0.18	\$29.00	\$0.17	\$0.28	\$0.18	\$58.00	\$0.18
	Arabic	\$0.22	\$43.50	\$0.14	\$0.24	\$0.18	\$49.00	\$0.19
	Russian	\$0.22	\$29.00	\$0.14	\$0.24	\$0.18	\$40.00	\$0.18
	Hindi	\$0.26	\$43.50	\$0.17	\$0.35	\$0.18	\$70.00	\$0.20
	Telugu	\$0.26	\$43.50	\$0.18	\$0.35	\$0.18	\$70.00	\$0.20
	Portuguese	\$0.24	\$29.00	\$0.14	\$0.24	\$0.18	\$46.00	\$0.18
	Somali	\$0.26	\$43.50	\$0.17	\$0.28	\$0.18	\$88.00	\$0.21
	Additional Languages	Individual Quote	Individual Quote	\$0.18	\$0.35	\$0.20	\$112.00	Individual Quote

Transcription Services		Carolinas Captioning* (Per Page)	Clear Message Interpreting	Idea Language Services	Language Line Services	Language Resource Center* (Per Minute)	United Language Group	Voice Language Services
General	English	\$2.09	\$360.00	\$90.00	Individual Quote	\$3.35	\$50.00	\$65.00
Per Hour								
Language	English to Language	\$2.09	\$360.00	\$90.00/\$180.00	Individual Quote	\$3.45	\$50.00	\$65.00
Per Hour								

CMPD Audio Translation/Transcription Services	Carolinas Captioning*	Choice Translating*	Clear Message Interpreting	Idea Language Services	Language Line Services	Language Resource Center*	United Language Group	Voice Language Services
Translation/Transcription (Core) Per Page	\$2.09	Individual Quote	\$119.00	\$10.00/22.50	Individual Quote	Individual Quote	\$80.00	Individual Quote
Translation/Transcription (Core) Expedited Per Page	\$2.50	Individual Quote	\$150.00	\$15.00/\$35.50	Individual Quote	Individual Quote	\$100.00	Individual Quote
Translation/Transcription (Non-Core) Per Page	\$2.50	Individual Quote	\$133.50	\$50.00	Individual Quote	Individual Quote	\$80.00	Individual Quote
Translation/Transcription (Non-Core) Expedited Per Page	\$2.50	Individual Quote	\$143.50	\$75.00	Individual Quote	Individual Quote	\$100.00	Individual Quote

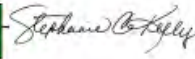
Proficiency Testing	Choice Translating*	Idea Language Services	Language Line Services	Language Resource Center*	United Language Group	Voice Language Services
Proficiency Assessment/Testing (Core) Per Test	\$225.00	\$50.00	Individual Quote	\$85.00	\$80.00	\$85.00

Captioning Services	Carolinas Captioning*	Choice Translating *
Captioning Services Per Hour	\$100.00	Individual Quote

ASTERISK (*) INDICATES AN M/W/SBE CERTIFIED VENDOR

Figure 10: City of Charlotte Language Services contracts approval.

APPROVED BY CITY COUNCIL



Stephanie C. Kelly [City Council Agenda](#)
June 8, 2015

48. Citywide Interpretation, Translation, Transcription and Related Services

- Action:**
- A. Approve contracts with the following companies for citywide interpretation, translation, transcription and related services for an initial term of three years:**
 - **Language Line Services, Inc.,**
 - **Choice Translating, Inc.,**
 - **Net Transcripts, Inc.,**
 - **Optimal Phone Interpreters, and**
 - **Language Resource Center, Inc., and**

 - B. Authorize the City Manager to amend the contracts from time to time consistent with the City's business needs, and to renew the contracts for up to two additional, one-year terms.**

Staff Resource(s): Robert Campbell, Management & Financial Services

Explanation

- City departments, including but not limited to Police, Fire, CharMeck 311, CATS, Charlotte Water, Neighborhood & Business Services, and Corporate Communications & Marketing provide citizen services that may require interpretation, translation, transcription, and other related services.
- These services are typically used to assist with interpretation and translation on general as well as emergency communications needs to provide court-certified interpreters, to communicate with the audibly impaired, to perform investigative research and reporting, and/or to provide language proficiency testing to City personnel.
- On March 10, 2015, the City issued a Request for Proposal (RFP) for Interpretation, Translation, Transcription, and Related Services. In response to the RFP, the City received 17 proposals from interested service providers.
- The Project Team, consisting of staff from Management & Financial Services, Police, Fire, and other City Departments, evaluated the proposals and recommends awarding the contracts to the companies detailed in Action Item A, as best meeting the City's needs in terms of qualifications, experience, cost effectiveness, MWSBE utilization, and acceptance of the City's contract terms.
- Translation services are used to provide translation from one language to another in differing forms of media including verbal, audio, and written.
- Transcription services are used to convert audio format to a written format, and include recordings generated in the duties of law enforcement and/or community information.
- Multiple awards are recommended to ensure 24/7 availability, flexibility, and alternative solutions in the provision of services to best fit the particular needs of the City.
- The service providers will be paid a fixed-price based on the type of services provided. A list of each service provider's rate schedule is available upon request.
- Total annual expenditures in the aggregate across all of the above contracts are estimated to be \$125,000.
- City departments have spent approximately 20% or \$25,000 of the estimated annual contract value with Choice Translating, Inc. (SBE) each year over the past

CATS Customer Services: Website, Line and Staff:

The customer services line maintains a greeting in both English and Spanish with directions to press appropriate numbers to reach bi-lingual staff in English and Spanish. As well the supervisors have access to the Citywide Translation and Interpretation contracts mentioned above and directions to utilize either these services or Google Translate to translate the text of inquiries that come in via electronic submissions.

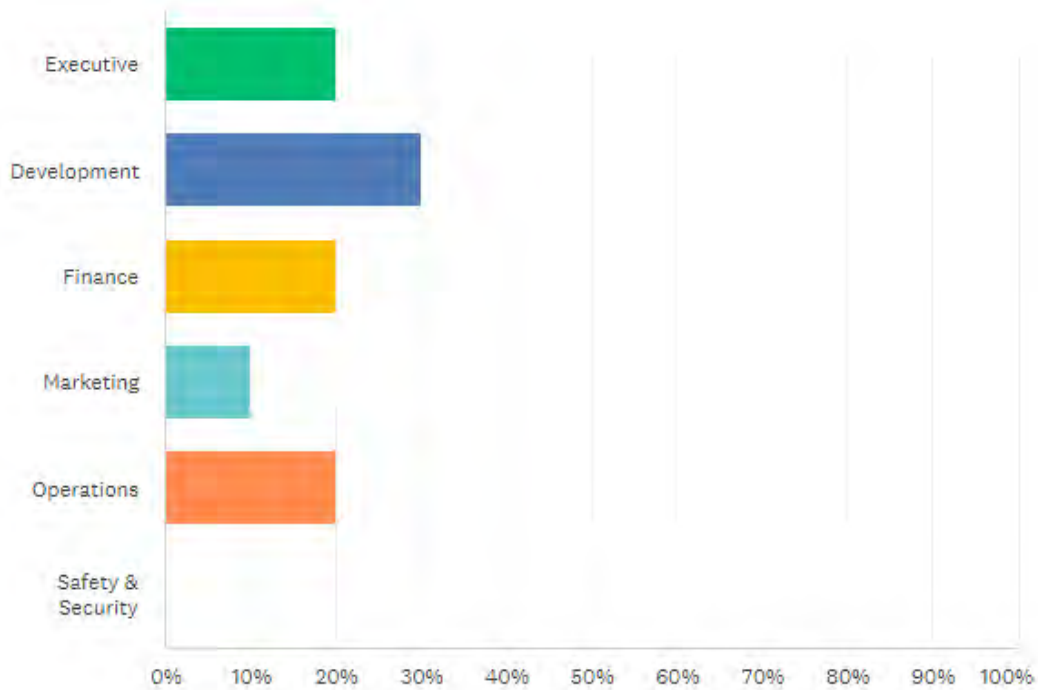
Poll of Multilingual Staff:

In June 2023 survey, CATS staff responded to a foreign language capability and contact survey as the following:

Tables 13: CATS multi-lingual staffers poll.

In which division do you work?

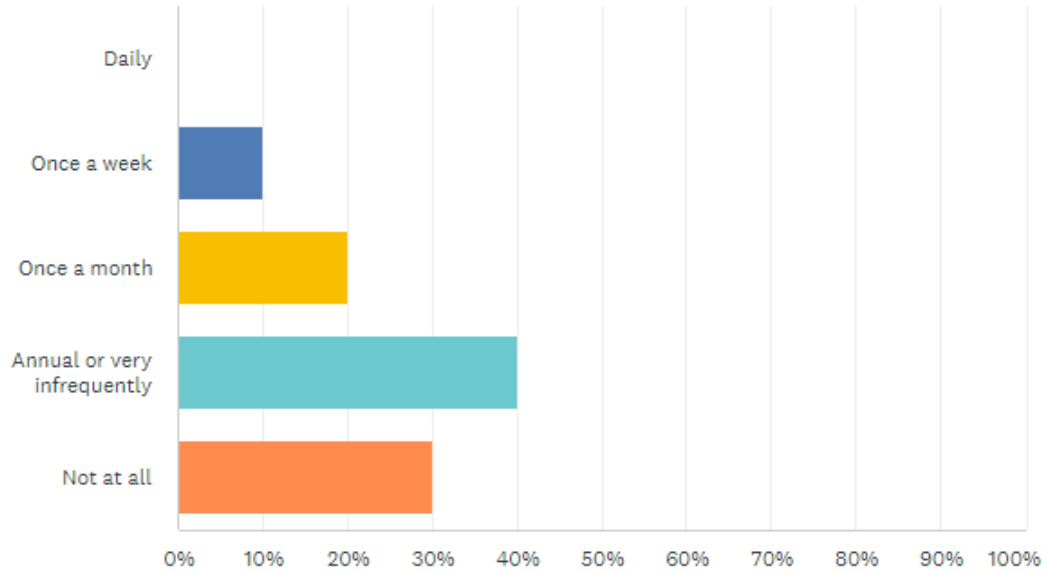
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Executive	20.00%
Development	30.00%
Finance	20.00%
Marketing	10.00%
Operations	20.00%
Safety & Security	0.00%

How often do you interact with the Public i.e. riders and citizens?

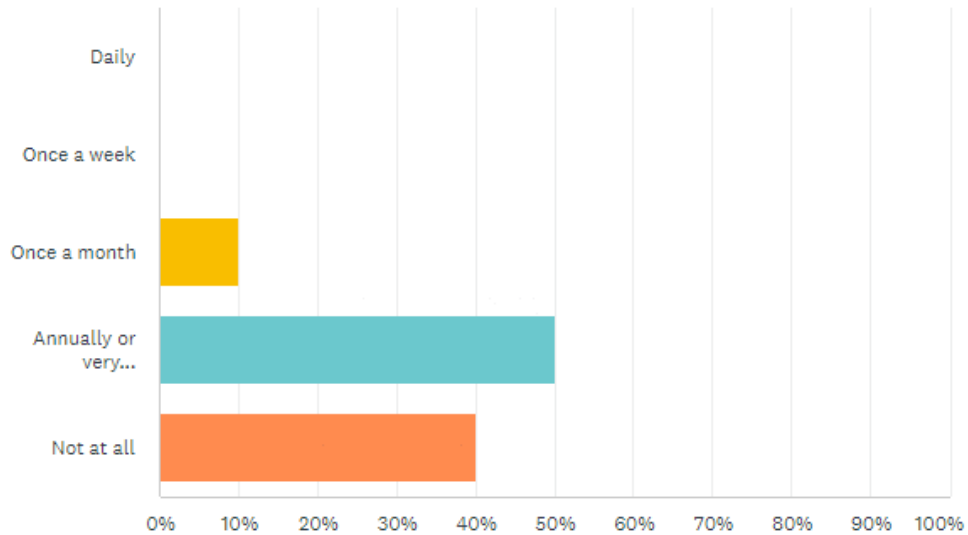
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Daily	0.00%
▼ Once a week	10.00%
▼ Once a month	20.00%
▼ Annual or very infrequently	40.00%
▼ Not at all	30.00%

In your work, how often do you have interactions with riders/customer whose first language is not English?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Daily	0.00%
▼ Once a week	0.00%
▼ Once a month	10.00%
▼ Annually or very infrequently	50.00%
▼ Not at all	40.00%

In response to the question “In what languages are you fluent (ability to participate in conversations without having to convert your thoughts to another language)?” CATS staff members responded (excluding English).

1-Farsi(persian)

1-Spanish

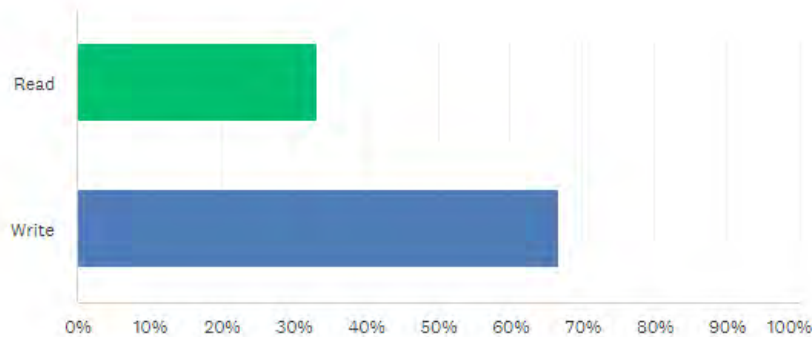
1-Afrikaans

1-Swahili

1-Chinese, Japanese, and Vietnamese

Can you Read and/or Write in the non-English languages you speak?

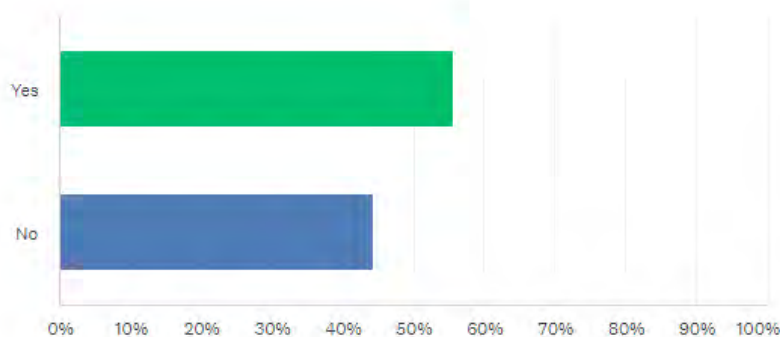
Answered: 6 Skipped: 4



ANSWER CHOICES	RESPONSES	
Read	33.33%	2
Write	66.67%	4
TOTAL		6

Could you translate (written) or interpret (verbally) to communicate common transit questions, instructions, and comments to patrons if necessary?

Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	55.56%	5
No	44.44%	4
TOTAL		9

In response to the question, “Do you have a Degree or Certification in foreign language? (specify)”. No staff responded that they had a degree or certification in a foreign language. Though 55.56% of respondents stated they could assist with transit questions or information if required, of course for the languages they have capability.

Note: staff is anticipating additional responses and will include those once available.

Audio: Vehicle, Center and Station Announcements.

Updated 2023:

The City LYNX Goldline information signage and posters appear in English and Spanish. They as well lean heavily on universal symbols to communicate safety and prohibition warnings. There are no announcement systems on the streetcar platforms. All messages that play on the light rail station platforms are in both English and Spanish.

On the light rail system, The general application has been that messages of warning, arrival of vehicles, special schedule and discontinued services are presented in English and Spanish via recorded audio and digital text. These messages are available CATS buses, rai vehicles and rail stations in varying degrees. Notices of proper street names and destinations are maintained in their English format. This practice that was reaffirmed during the BLE bi-lingual signage committee discussions as it was believed that adding translations of proper names would be confusing.

Summary of Announcements , Notifications (and miscellaneous areas) :

As part of Blue Line Extension Project: The following messages were added to the Platform Displays and Audio systems.

English Recorded Message	Spanish Recorded Message
The LYNX Blue Line will not be operating the weekends of April 30 - May 1 and May 7-8	LYNX BLUE LINE estará fuera de servicio el fin de semana del 30 de abril al primero de mayo; y el fin de semana del 7 al 8 mayo
The LYNX Blue Line will not be operating this weekend	LYNX BLUE LINE estará fuera de servicio este fin de semana
The LYNX Blue Line is not operating today	LYNX BULE LINE es esta fuera de sevicio el dia de hoy
Express train to Uptown & Seventh Street arriving in 15 minutes	El tren expreso hacia Uptown y Seventh Street llega en 15 minutos
Express train to Uptown & Seventh Street arriving in 14 minutes	El tren expreso hacia Uptown y Seventh Street llega en 14 minutos
Express train to Uptown & Seventh Street arriving in 13 minutes	El tren expreso hacia Uptown y Seventh Street llega en 13 minutos
Express train to Uptown & Seventh Street arriving in 12 minutes	El tren expreso hacia Uptown y Seventh Street llega en 12 minutos

Express train to Uptown & Seventh Street arriving in 11 minutes	El tren expreso hacia Uptown y Seventh Street llega en 11 minutos
Express train to Uptown & Seventh Street arriving in 10 minutes	El tren expreso hacia Uptown y Seventh Street llega en 10 minutos
Express train to Uptown & Seventh Street arriving in 9 minutes	El tren expreso hacia Uptown y Seventh Street llega en 9 minutos
Express train to Uptown & Seventh Street arriving in 8 minutes	El tren expreso hacia Uptown y Seventh Street llega en 8 minutos
English Recorded Message	Spanish Recorded Message
Express train to Uptown & Seventh Street arriving in 7 minutes	El tren expreso hacia Uptown y Seventh Street llega en 7 minutos
Express train to Uptown & Seventh Street arriving in 6 minutes	El tren expreso hacia Uptown y Seventh Street llega en 6 minutos
Express train to Uptown & Seventh Street arriving in 5 minutes	El tren expreso hacia Uptown y Seventh Street llega en 5 minutos
Express train to Uptown & Seventh Street arriving in 4 minutes	El tren expreso hacia Uptown y Seventh Street llega en 4 minutos
Express train to Uptown & Seventh Street arriving in 3 minutes	El tren expreso hacia Uptown y Seventh Street llega en 3 minutos
Express train to Uptown & Seventh Street arriving in 2 minutes	El tren expreso hacia Uptown y Seventh Street llega en 2 minutos
Express train to Uptown & Seventh Street arriving in 1 minute	El tren expreso hacia Uptown y Seventh Street llega en 1 minuto
Express train to I-485 arriving in 15 minutes	El tren expreso hacia I-485 llega en 15 minutos
Express train to I-485 arriving in 14 minutes	El tren expreso hacia I-485 llega en 14 minutos
Express train to I-485 arriving in 13 minutes	El tren expreso hacia I-485 llega en 13 minutos
Express train to I-485 arriving in 12 minutes	El tren expreso hacia I-485 llega en 12 minutos
Express train to I-485 arriving in 11 minutes	El tren expreso hacia I-485 llega en 11 minutos
Express train to I-485 arriving in 10 minutes	El tren expreso hacia I-485 llega en 10 minutos
Express train to I-485 arriving in 9 minutes	El tren expreso hacia I-485 llega en 9 minutos
Express train to I-485 arriving in 8 minutes	El tren expreso hacia I-485 llega en 8 minutos

Express train to I-485 arriving in 7 minutes	El tren expreso hacia I-485 llega en 7 minutos
Express train to I-485 arriving in 6 minutes	El tren expreso hacia I-485 llega en 6 minutos
Express train to I-485 arriving in 5 minutes	El tren expreso hacia I-485 llega en 5 minutos
Express train to I-485 arriving in 4 minutes	El tren expreso hacia I-485 llega en 4 minutos
Express train to I-485 arriving in 3 minutes	El tren expreso hacia I-485 llega en 3 minutos
Express train to I-485 arriving in 2 minutes	El tren expreso hacia I-485 llega en 2 minutos
Express train to I-485 arriving in 1 minute	El tren expreso hacia I-485 llega en 1 minuto
This is an express train serving only the I-485, Woodlawn, Stonewall, and 7 th Street Stations.	Este es un tren expreso que se detiene solo en las estaciones I-485, Woodlawn, Stonewall y 7 th Street.
Express train now approaching. Please stand clear of the platform edge.	El tren expreso se acerca. Mantenga despejado el borde del andén.

As part of the BLE Project: The following message were added to LRV messages cue, but community representatives stated during their production that these messages were not necessary as they utilize proper street and station names.

English Recorded Message	Spanish Recorded Message
This stop is 9th Street Station. Please exit right.	Esta parada es la estación 9th Street. Descienda por la derecha.
This stop is Parkwood Station. Please exit right.	Esta parada es la estación Parkwood. Descienda por la derecha.
This stop is 25th Street Station. Please exit left.	Esta parada es la estación 25th Street. Descienda por la izquierda.
This stop is 36th Street Station. Please exit left.	Esta parada es la estación 36th Street. Descienda por la izquierda.
This stop is Sugar Creek Station. Please exit left.	Esta parada es la estación Sugar Creek. Descienda por la izquierda.

This stop is Old Concord Road Station. Please exit right.	Esta parada es la estación Old Concord Road. Descienda por la derecha.
This stop is Tom Hunter Station. Please exit left.	Esta parada es la estación Tom Hunter. Descienda por la izquierda.
This stop is University City Boulevard Station. Please exit left.	Esta parada es la estación University City Boulevard. Descienda por la izquierda.
This stop is McCullough Station. Please exit left.	Esta parada es la estación McCullough. Descienda por la izquierda.
This stop is JW Clay Boulevard and UNC Charlotte Station. Please exit left.	Esta parada es la estación JW Clay Boulevard and UNC Charlotte. Descienda por la izquierda.
This stop is UNC Charlotte Main Station. Please exit left.	Esta parada es la estación UNC Charlotte Main. Descienda por la izquierda.
The next stop will be 9th Street Station.	La próxima parada será la estación 9th Street.
The next stop will be Parkwood Station.	La próxima parada será la estación Parkwood.
The next stop will be 25th Street Station.	La próxima parada será la estación 25th Street.
The next stop will be 36th Street Station.	La próxima parada será la estación 36th Street.
The next stop will be Sugar Creek Station.	La próxima parada será la estación Sugar Creek.
The next stop will be Old Concord Road Station.	La próxima parada será la estación Old Concord Road.
The next stop will be Tom Hunter Station.	La próxima parada será la estación Tom Hunter.
The next stop will be University City Boulevard Station.	La próxima parada será la estación University City Boulevard.
The next stop will be McCullough Station.	La próxima parada será la estación McCullough.
The next stop will be JW Clay Boulevard and UNC Charlotte Station.	La próxima parada será la estación JW Clay Boulevard and UNC Charlotte.
The next stop will be UNC Charlotte Main Station.	La próxima parada será la estación UNC Charlotte Main.

<p>The next stop is Parkwood Station with bus connections to route 3. Please check the bus schedule for available service.</p>	<p>La próxima parada es la estación Parkwood con conexiones de autobús a la ruta 3. Para conocer el servicio disponible, revise el horario de autobús.</p>
<p>The next stop is Sugar Creek Station with bus connections to routes 4, 13 and 211. Please check the bus schedule for available service.</p>	<p>La próxima parada es la estación Sugar Creek con conexiones de autobús a las rutas 4, 13 y 211. Para conocer el servicio disponible, revise el horario de autobús.</p>
<p>The next stop is Old Concord Road Station with bus connections to route 39. Please check the bus schedule for available service.</p>	<p>La próxima parada es la estación Old Concord Road con conexiones de autobús a la ruta 39. Para conocer el servicio disponible, revise el horario de autobús.</p>
<p>The next stop is Tom Hunter Station with bus connections to routes 11 and 211. Please check the bus schedule for available service.</p>	<p>La próxima parada es la estación Tom Hunter con conexiones de autobús a las rutas 11 y 211. Para conocer el servicio disponible, revise el horario de autobús.</p>
<p>The next stop is University City Boulevard Station with bus connections to routes 11, 50 and 54. Please check the bus schedule for available service.</p>	<p>La próxima parada es la estación University City Boulevard con conexiones de autobús a las rutas 11, 50 y 54. Para conocer el servicio disponible, revise el horario de autobús.</p>
<p>The next stop is JW Clay and UNC Charlotte Station with bus connections to routes 22, 29, 59 and the Concord Charlotte Express.</p>	<p>La próxima parada es la estación JW Clay and UNC Charlotte con conexiones de autobús a las rutas 22, 29, 59 y al Concord Charlotte Express.</p>
<p>The next train arriving in 15 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 15 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 14 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 14 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>

<p>The next train arriving in 13 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 13 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 12 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 12 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 11 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 11 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 10 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 10 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 9 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 9 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 8 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 8 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 7 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 7 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 6 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 6 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>

<p>The next train arriving in 5 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 5 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 4 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 4 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 3 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 3 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 2 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 2 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 1 minute goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.</p>	<p>El próximo tren que llegará en 1 minuto queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.</p>
<p>The next train arriving in 15 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 15 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 14 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 14 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 13 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 13 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>

<p>The next train arriving in 12 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 12 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 11 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 11 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 10 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 10 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 9 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 9 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 8 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 8 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 7 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 7 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 6 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 6 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 5 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 5 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>

<p>The next train arriving in 4 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 4 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 3 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 3 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 2 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 2 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>
<p>The next train arriving in 1 minute goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.</p>	<p>El próximo tren que llegará en 1 minuto queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.</p>

- Rail Station**
Light Rail Stations have bi-lingual (English and Spanish) digital and audible messages of direction, service changes and service disruptions.

Spanish Audio Announcement	English Audio Announcement
El tren expreso hacia Uptown y Seventh Street llega en 15 minutos	Express train to Uptown & Seventh Street arriving in 15 minutes
El tren expreso hacia Uptown y Seventh Street llega en 14 minutos	Express train to Uptown & Seventh Street arriving in 14 minutes
El tren expreso hacia Uptown y Seventh Street llega en 13 minutos	Express train to Uptown & Seventh Street arriving in 13 minutes
El tren expreso hacia Uptown y Seventh Street llega en 12 minutos	Express train to Uptown & Seventh Street arriving in 12 minutes
El tren expreso hacia Uptown y Seventh Street llega en 11 minutos	Express train to Uptown & Seventh Street arriving in 11 minutes
El tren expreso hacia Uptown y Seventh Street llega en 10 minutos	Express train to Uptown & Seventh Street arriving in 10 minutes
El tren expreso hacia Uptown y Seventh Street llega en 9 minutos	Express train to Uptown & Seventh Street arriving in 9 minutes
El tren expreso hacia Uptown y Seventh Street llega en 8 minutos	Express train to Uptown & Seventh Street arriving in 8 minutes
El tren expreso hacia Uptown y Seventh Street llega en 7 minutos	Express train to Uptown & Seventh Street arriving in 7 minutes
El tren expreso hacia Uptown y Seventh Street llega en 6 minutos	Express train to Uptown & Seventh Street arriving in 6 minutes
El tren expreso hacia Uptown y Seventh Street llega en 5 minutos	Express train to Uptown & Seventh Street arriving in 5 minutes
El tren expreso hacia Uptown y Seventh Street llega en 4 minutos	Express train to Uptown & Seventh Street arriving in 4 minutes
El tren expreso hacia Uptown y Seventh Street llega en 3 minutos	Express train to Uptown & Seventh Street arriving in 3 minutes
El tren expreso hacia Uptown y Seventh Street llega en 2 minutos	Express train to Uptown & Seventh Street arriving in 2 minutes
El tren expreso hacia Uptown y Seventh Street llega en 1 minuto	Express train to Uptown & Seventh Street arriving in 1 minute
El tren expreso hacia I-485 llega en 15 minutos	Express train to I-485 arriving in 15 minutes
El tren expreso hacia I-485 llega en 14 minutos	Express train to I-485 arriving in 14 minutes
El tren expreso hacia I-485 llega en 13 minutos	Express train to I-485 arriving in 13 minutes
El tren expreso hacia I-485 llega en 12 minutos	Express train to I-485 arriving in 12 minutes
El tren expreso hacia I-485 llega en 11 minutos	Express train to I-485 arriving in 11 minutes
El tren expreso hacia I-485 llega en 10 minutos	Express train to I-485 arriving in 10 minutes
El tren expreso hacia I-485 llega en 9 minutos	Express train to I-485 arriving in 9 minutes
El tren expreso hacia I-485 llega en 8 minutos	Express train to I-485 arriving in 8 minutes
El tren expreso hacia I-485 llega en 7 minutos	Express train to I-485 arriving in 7 minutes
El tren expreso hacia I-485 llega en 6 minutos	Express train to I-485 arriving in 6 minutes
El tren expreso hacia I-485 llega en 5 minutos	Express train to I-485 arriving in 5 minutes
El tren expreso hacia I-485 llega en 4 minutos	Express train to I-485 arriving in 4 minutes
El tren expreso hacia I-485 llega en 3 minutos	Express train to I-485 arriving in 3 minutes
El tren expreso hacia I-485 llega en 2 minutos	Express train to I-485 arriving in 2 minutes
El tren expreso hacia I-485 llega en 1 minuto	Express train to I-485 arriving in 1 minute
Este tren expreso ahora está fuera de servicio. Salga y llévese todas sus pertenencias.	This express train is now out of service. Please exit, and take all of your belongings
En la próxima parada, este tren expreso saldrá de servicio. Salga y llévese todas sus pertenencias.	At the next stop, this express train will go out of service. Please exit, and take all of your belongings with you.
Este es un tren expreso y no se detendrá en esta estación.	This is an express train and will not be stopping at this station.
Este es un tren expreso y no se detendrá en la próxima estación.	This is an express train and will not be stopping at the next station.
Este es un tren expreso que se detiene solo en las estaciones I-485, Woodlawn, Stonewall y 7 th Street.	This is an express train serving only the I-485, Woodlawn, Stonewall, and 7 th Street Stations.
El tren expreso se acerca. Mantenga despejado el borde del andén.	Express train now approaching. Please stand clear of the platform edge.
The LYNX Blue Line will not be operating the weekends of April 30 - May 1 and May 7-8	LYNX BLUE LINE estará fuera de servicio el fin de semana del 30 de abril al primero de mayo; y el fin de semana del 7 al 8 mayo
The LYNX Blue Line will not be operating this weekend	LYNX BLUE LINE estará fuera de servicio este fin de semana
The LYNX Blue Line is not operating today	LYNX BLUE LINE es esta fuera de servicio el día de hoy

- Light Rail Vehicle bi-lingual announcements are directional ,event orientated and for safety warnings.

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
	Microsoft Excel - 3arecordings (Read-Only)																								
	English Audio Announcement												Spanish Audio Announcement												
1																									
2	Express train to Uptown & Seventh Street arriving in 15 minutes	Express train to Uptown & Seventh Street arriving in 15 minutos																							
3	Express train to Uptown & Seventh Street arriving in 14 minutes	Express train to Uptown & Seventh Street arriving in 14 minutos																							
4	Express train to Uptown & Seventh Street arriving in 13 minutes	Express train to Uptown & Seventh Street arriving in 13 minutos																							
5	Express train to Uptown & Seventh Street arriving in 12 minutes	Express train to Uptown & Seventh Street arriving in 12 minutos																							
6	Express train to Uptown & Seventh Street arriving in 11 minutes	Express train to Uptown & Seventh Street arriving in 11 minutos																							
7	Express train to Uptown & Seventh Street arriving in 10 minutes	Express train to Uptown & Seventh Street arriving in 10 minutos																							
8	Express train to Uptown & Seventh Street arriving in 9 minutes	Express train to Uptown & Seventh Street arriving in 9 minutos																							
9	Express train to Uptown & Seventh Street arriving in 8 minutes	Express train to Uptown & Seventh Street arriving in 8 minutos																							
10	Express train to Uptown & Seventh Street arriving in 7 minutes	Express train to Uptown & Seventh Street arriving in 7 minutos																							
11	Express train to Uptown & Seventh Street arriving in 6 minutes	Express train to Uptown & Seventh Street arriving in 6 minutos																							
12	Express train to Uptown & Seventh Street arriving in 5 minutes	Express train to Uptown & Seventh Street arriving in 5 minutos																							
13	Express train to Uptown & Seventh Street arriving in 4 minutes	Express train to Uptown & Seventh Street arriving in 4 minutos																							
14	Express train to Uptown & Seventh Street arriving in 3 minutes	Express train to Uptown & Seventh Street arriving in 3 minutos																							
15	Express train to Uptown & Seventh Street arriving in 2 minutes	Express train to Uptown & Seventh Street arriving in 2 minutos																							
16	Express train to Uptown & Seventh Street arriving in 1 minute	Express train to Uptown & Seventh Street arriving in 1 minuto																							
17																									
18	Express train to I-485 arriving in 15 minutes	El tren expreso hacia I-485 llega en 15 minutos																							
19	Express train to I-485 arriving in 14 minutes	El tren expreso hacia I-485 llega en 14 minutos																							
20	Express train to I-485 arriving in 13 minutes	El tren expreso hacia I-485 llega en 13 minutos																							
21	Express train to I-485 arriving in 12 minutes	El tren expreso hacia I-485 llega en 12 minutos																							
22	Express train to I-485 arriving in 11 minutes	El tren expreso hacia I-485 llega en 11 minutos																							
23	Express train to I-485 arriving in 10 minutes	El tren expreso hacia I-485 llega en 10 minutos																							
24	Express train to I-485 arriving in 9 minutes	El tren expreso hacia I-485 llega en 9 minutos																							
25	Express train to I-485 arriving in 8 minutes	El tren expreso hacia I-485 llega en 8 minutos																							
26	Express train to I-485 arriving in 7 minutes	El tren expreso hacia I-485 llega en 7 minutos																							
27	Express train to I-485 arriving in 6 minutes	El tren expreso hacia I-485 llega en 6 minutos																							
28	Express train to I-485 arriving in 5 minutes	El tren expreso hacia I-485 llega en 5 minutos																							
29	Express train to I-485 arriving in 4 minutes	El tren expreso hacia I-485 llega en 4 minutos																							
30	Express train to I-485 arriving in 3 minutes	El tren expreso hacia I-485 llega en 3 minutos																							
31	Express train to I-485 arriving in 2 minutes	El tren expreso hacia I-485 llega en 2 minutos																							
32	Express train to I-485 arriving in 1 minute	El tren expreso hacia I-485 llega en 1 minuto																							
33																									
34	This express train is now out of service. Please exit, and take all of your belongings with you.	Este tren expreso ahora está fuera de servicio. Salga y llévase todas sus pertenencias.																							
35	At the next stop, this express train will go out of service. Please exit, and take all of your belongings with you.	En la próxima parada, este tren expreso saldrá de servicio. Salga y llévase todas sus pertenencias.																							
36	This is an express train and will not be stopping at this station.	Este es un tren expreso y no se detendrá en esta estación.																							
37	This is an express train and will not be stopping at the next station.	Este es un tren expreso y no se detendrá en la próxima estación.																							
38	This is an express train serving only the I-485, Woodlawn, Stonewall, and 7 th Street Stations.	Este es un tren expreso que se detiene solo en las estaciones I-485, Woodlawn, Stonewall y 7 th Street.																							
39	Express train now approaching. Please stand clear of the platform edge.	El tren expreso se acerca. Mantenga despejado el borde del andén.																							

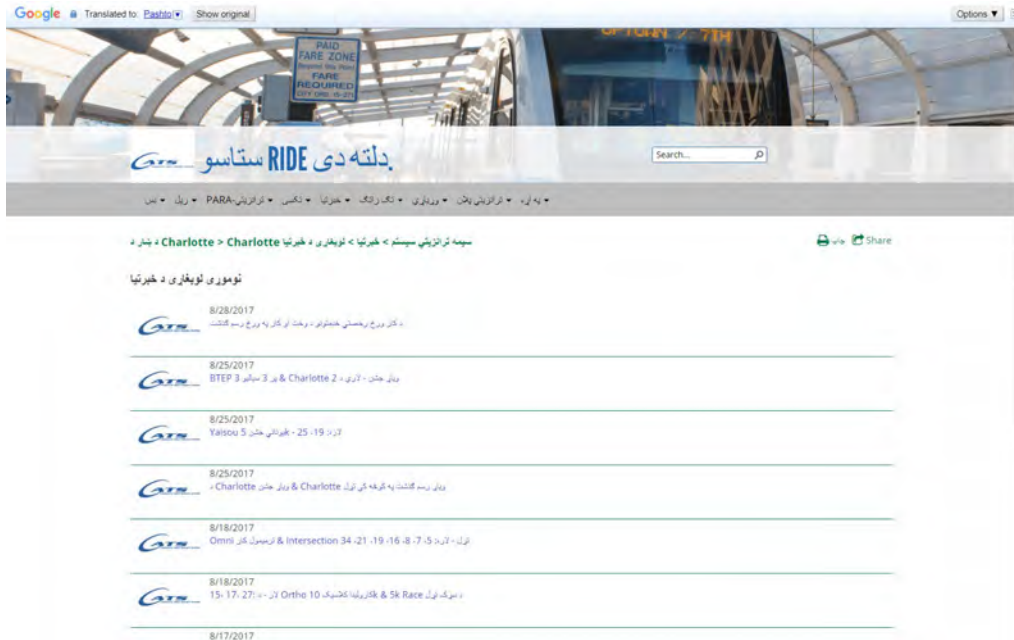
4:48 PM 8/10/2017

- Bus bi-lingual announcements are safety and courtesy orientated. Per LEP advisor proper name destinations were not a primary concern.

SafetyName	Event Type	Internal Sign
1	Safety Message	PLEASE REMAIN SEATED UNTIL COACH COMES TO A COMPLETE STOP. PERMANEZCA ~ SENTADO HASTA QUE EL AUTOBUS SE DETENGA COMPLETAMENTE.)
2	Safety Message	PLEASE DO NOT CHANGE SEATS WHILE COACH IS IN MOTION. NO SE CAMBIE DE ~ ASIENTO MIENTRAS EL AUTOBUS SE ENCUENTRA EN MOVIMIENTO.)
3	Safety Message	FRONT SEATS ARE RESERVED FOR MOBILITY IMPAIRED AND ELDERLY. ~ LOS ASIENTOS DELANTEROS ESTAN RESERVADOS PARA PERSONAS DISCAPACITADAS ~ Y PARA ADULTOS MAYORES.)
4	Safety Message	NO EATING, DRINKING, OR SMOKING ON COACH. ~ ESTA PROHIBIDO COMER, BEBER O FUMAR EN EL AUTOBUS.)
5	Safety Message	FOR YOUR SAFETY, PLEASE DO NOT TALK TO THE DRIVER. ~ POR SU SEGURIDAD, NO HABLE CON EL CONDUCTOR.)
6	Safety Message	FEDERAL LAW REQUIRES PASSENGERS TO STAND BEHIND THE STANDEE LINE ~ LA LEY FEDERAL REQUIERE QUE LOS PASAJEROS SE PAREN DETRAS DE LA LINEA ~ LIMITE PARA PASAJEROS DE PIE.)
7	Safety Message	PLEASE EXIT THROUGH THE REAR EXIT DOOR. ~ BAJE POR LA PUERTA DE SALIDA TRASERA)
8	Safety Message	HAVE A NICE DAY! TENGA UN BUEN DIA!)
9	Safety Message	GOOD MORNING! BUENOS DIAS!)
10	Safety Message	PLEASE DO NOT USE PROFANITY ON THE BUS. ~ NO DIGA LISURAS EN EL AUTOBUS)
11	Safety Message	PLEASE KEEP WINDOWS CLOSED. OPEN WINDOWS WILL CAUSE THE ~ AIR CONDITIONER TO MALFUNCTION. MANTENGA LAS VENTANAS CERRADAS. ~ ABRIR LAS VENTANAS CAUSARA QUE EL AIRE ACONDICIONADO FALLE.)
12	Safety Message	FOR YOUR SAFETY, PLEASE DO NOT CROSS IN FRONT OF THE BUS ~ POR SU SEGURIDAD, NO CRUCE POR DELANTE DEL AUTOBUS.)
13	Safety Message	PLEASE HOLD ON WHILE THE BUS IS MOVING AND DO NOT CROSS IN FRONT ~ OF A STOPPED BUS / SUJETESE MIENTRAS EL AUTOBUS SE MUEVE Y NO CRUCE ~ POR DELANTE DE UN AUTOBUS DETENIDO)
14	Safety Message	PLEASE HOLD ON COACH IS ABOUT TO MOVE ~ SUJETESE; EL BUS ESTA POR MOVERSE.)
15	Safety Message	TRESPASSING ON THE LIGHT RAIL TRACK IS ILLEGAL. FOR YOUR SAFETY PLEASE ~ STAY AWAY FROM TRACKS AND CROSS IN DESIGNATED CROSSWALKS. ~ ES ILEGAL ENTRAR SIN AUTORIZACION EN LAS VIAS FERROVIARIAS DEL TREN ~ LIGERO. POR SU SEGURIDAD MANTENGASE ALEJADO DE LA

Equipment Multi-lingual capability break-out-

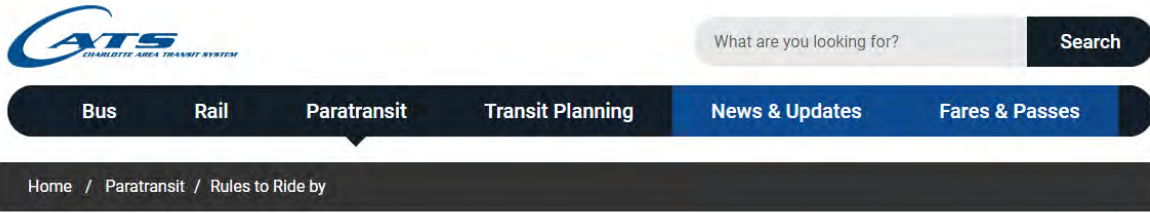
- Rail Station & Ticket Vending Machine – Audible and visible information in both English and Spanish. Printed directions in English and Spanish.
- Bus
Fixed Route/Express - The time point announcements and messages are in English only. The safety messages are in English and Spanish. Bus head signs are in English and visible only.
- Enhanced Corridor
Sprinter Route Signs/Airport Sign – Visible and only English
- STS
No onboard announcement system.
- WTP
Web trip planner has option to change language between English and Spanish.
- Transit Centers
CTC – on demand audible devices and LED visual messages.
Rosa Parks Place - LED visual messages (not functioning)
Eastland - LED visual messages (not functioning)
SouthPark - LED Sign only in English with PNR Name
- Park and Rides
Huntersville-Northcross – LED Sign with PNR Name
Mallard Creek – LED Sign only in English with PNR Name
- Bus stop time points are bilingual (English and Spanish)
- Citations – English only
- All hanging rider’s alerts done for the schedule change are bilingual
- Fare increase information is bilingual
- Holiday schedule announcements are bilingual
- Rail Safety brochure is bilingual
- How to Ride CATS brochure is bilingual
- Vanpool brochure is bilingual
- **Web Items:**
 - Rider’s Alert Emails – English and Spanish
 - Rider Alert System (Web) – Translates using Google Translate
 - Parallel text to words in pictures on banners on website, so that the words will translate using Google Translate to 100 plus languages including CATS Safe Harbor Languages
 - Vital documents: applications for services certifications and appeals are pre-translated into CATS Safe Harbor languages.
 - Civil Rights Complaint forms are pre-translated into CATS Safe Harbor languages.



On-Line Pass Sales – English and Spanish



Rules for Paratransit Passengers in native text.



Rules to Ride by



1. Please be ready, on time and have your fare ready for the driver. Because of traffic, weather, and other unforeseen events, we are sometimes delayed, but you do not want to be the cause of further delays. We try our best to be there within your 30-minute pickup window; if it looks like we will be delayed by more than 30 minutes and we have a phone number to reach you, we will call you.

Rules to Ride by

- [Chinese 乘车规则](#) (DOCX, 116KB)
- [French Règles à respecter](#) (DOCX, 116KB)
- [Gujarati ઢરા સવારી માટે નિયમો](#) (DOCX, 123KB)
- [Korean 타고 규칙](#) (DOCX, 118KB)
- [Russian Правила езды](#) (DOCX, 117KB)
- [Spanish Reglas para viajar](#) (DOCX, 116KB)
- [Hindi सवारी करने के नियम](#) (DOCX, 117KB)
- [Vietnamese Quy tắc để đi xe buýt](#) (DOC, 134KB)
- [Arabic قواعد الراكب بها](#) (DOCX, 118KB)

City of Charlotte’s 311 non-emergency information services

CharMeck 311 currently has 10 Spanish speaking agents and 2 Spanish speaking managers. Spanish is still the only additional language serviced by 311 call agents. The 311 Interactive Voice Response system prompts for responses in English and in Spanish. Since May 2023 311’s call flow checks for availability of 311 bi-lingual staff prior to initiating a language line conference. **If available, 311 staff will translate the callers request and conference with the original 311 CSR if the bi-lingual agent is not trained in the specific skill needed. 311 supervisors have access to the City of Charlotte language interpretation and translations contractors for instances when additional language skills are required.**

Below you will find a May 2022-May 2023 snapshot of 311 Language Line metrics:

City of Charlotte 311 averages 3,501 Spanish language calls per month, a 624.46 call increase since the 2020 update. 241,902 minutes of Spanish language assistance were recorded via the language line during the calls.

Only 56% of Spanish calls were handled by 311 bi-lingua staff, of the 20,484 contracted language line calls only 345 non-Spanish language calls were recorded.

CHARMECK 311 LANGUAGE LINE SUMMARY since May 2022-May 2023

Month/Year	Sum of 311 Total Calls Offered	Sum of 311 Total Calls Answered	Sum of # calls - Caller selected Spanish option	Sum of Spanish minutes handled via Language Line	Sum of Total Minutes - Language Line	Sum of # of Spanish calls used Language Line	Sum of # of total Language Line Calls/ Month	Sum of non-spanish Language Line assisted calls	Average of % of spanish calls handled by bilingual CSR (not language line)	Sum of Total Language Line Charges
May. 2022	85,526.00	73,521.00	3,284.00	16,847.00	17,191.00	1,576.00	1,595.00	19.00	0.52	11,019.44
Jun. 2022	87,587.00	75,125.00	3,346.00	19,272.00	19,696.00	1,742.00	1,769.00	27.00	0.48	12,626.64
Jul. 2022	84,749.00	66,095.00	3,610.00	19,780.00	20,071.00	1,736.00	1,769.00	33.00	0.52	12,626.64
Aug. 2022	98,933.00	79,128.00	4,017.00	25,472.00	25,948.00	2,053.00	2,088.00	35.00	0.49	16,630.52
Sept. 2022	86,872.00	68,159.00	3,625.00	22,037.00	22,364.00	1,796.00	1,816.00	20.00	0.50	14,329.31
Oct. 2022	79,277.00	71,392.00	3,527.00	19,916.00	20,166.00	1,850.00	1,869.00	19.00	0.48	12,918.74
Nov. 2022	67,565.00	61,975.00	3,235.00	17,700.00	18,103.00	1,384.00	1,405.00	21.00	0.57	11,606.07
Dec. 2022	72,167.00	61,673.00	3,062.00	14,286.00	14,598.00	1,130.00	1,149.00	19.00	0.63	9,358.32
Jan. 2023	85,465.00	64,680.00	3,601.00	19,050.00	19,422.00	1,384.00	1,408.00	24.00	0.62	12,448.68
Feb. 2023	71,494.00	66,839.00	3,286.00	11,924.00	12,569.00	975.00	1,016.00	41.00	0.70	8,076.41
Mar. 2023	79,253.00	70,494.00	3,904.00	19,031.00	19,433.00	1,494.00	1,523.00	29.00	0.62	12,457.22
Apr. 2023	72,686.00	60,509.00	3,209.00	15,888.00	16,317.00	1,318.00	1,342.00	24.00	0.59	10,464.33
May. 2023	82,012.00	67,300.00	3,813.00	20,699.00	21,480.00	1,701.00	1,735.00	34.00	0.55	13,786.25
Grand Total	1,053,586.00	886,890.00	45,519.00	241,902.00	247,358.00	20,139.00	20,484.00	345.00	0.56	158,348.57
Monthly Avg.	81,045.08	68,222.31	3,501.46	18,607.85	19,027.54	1,549.15	1,575.69	26.54	0.04	12,180.66
			0.05			0.023	0.023			

CATS Customer Services: Website, Line and Staff:

The customer services line maintains a greeting in both English and Spanish with directions to press appropriate numbers to reach bi-lingual staff in English and Spanish. As well the supervisors have access to the Citywide Translation and Interpretation contracts mentioned above and directions to utilize either these services or Google Translate to translate the text of inquiries that come in via electronic submissions.

CATS Phone and Electronic Customer Services

CATS customer services uses a CISCO based interactive voice response system, that cost \$254,482.96 to initially implement. The phone system prompts responses in English and Spanish. During the period of 5/31/2022-5/31/2023 inbound calls from the total prompted calls for the Spanish option were O (zero). Staff believes this is likely to be a result of patrons pressing the English option and then requesting Spanish or another language. If this occurs then City bilingual staff or language lines would handle the call. Since July 2020, \$170,562.01, has been paid to contracted language services to handle calls requiring assistance CATS bilingual Spanish speaking staff could not provide.

- CATS call center the vast majority of language requests in Spanish. Should a Spanish speaking agent not be available, agents use one of the contracted city language service lines.
- CATS customer services currently has 3 bi-lingual agents on each 8 hour shift. 1 reports to the CTC and 2 to the Call Center, however they are trained to assist in either location. At least 1 bi-lingual agent is scheduled per 8 Hour shift. The Pass Sales & Information Supervisor and staff have access and notice of the City of Charlotte’s Translation and Interpretation Services.
- CATS call center provides consistent information and staff that is bilingual in English/Spanish. Other language needs are as requested. The current IVR system allows for information in Spanish only.

Ticket Vending Machines at Rail Stations:

The rail station ticket vending machines (TVM) have both text and audio translations in Spanish for the purchase of tickets and passes.



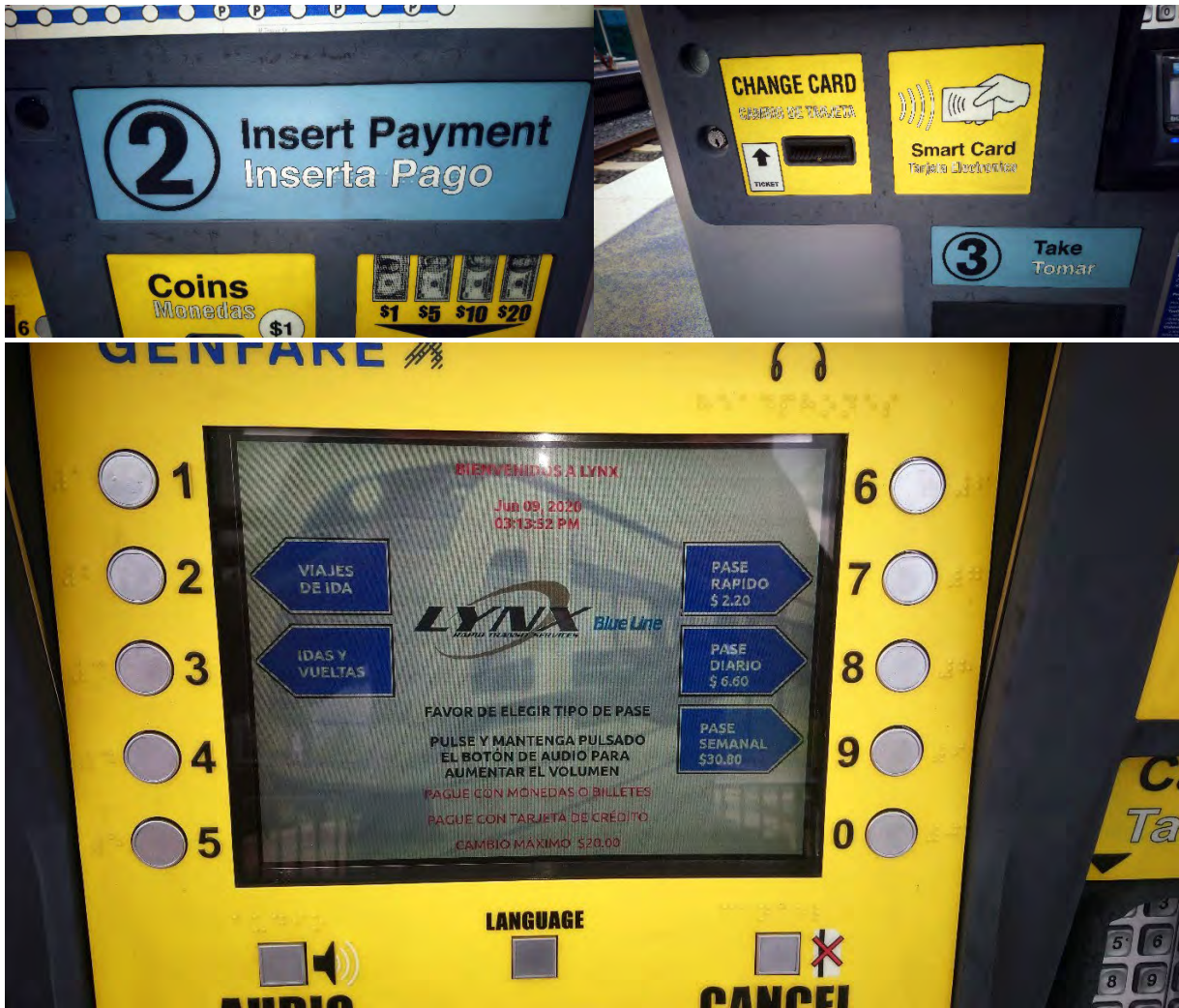


Figure 11: TVM photo bi-lingual Spanish screen.

Outreach Announcements:

When creating announcements for upcoming information or training sessions, a statement that “an interpreter can be provided by request” is include in some version in each context whether that be electronically on the website, as part of the Notify-Me email notification system or as a printed notification on vehicles. As well, CATS has transit staffers in the Marketing and Public Relations staff who are fluent in Spanish. And the City contracted interpreter services are available to staffers when necessary.

Outreach event:

Saturday June 17, 2023, CATS Marketing and Public Relations participated in a community outreach event at Lake Mist Apartments. All the attendees (inclusive of 3 families) were Spanish-speaking. CATS staff provided in Spanish information about CATS services, fares, and the pilot for micro transit.

Human Resources:

During staff recruitment the inquiry whether the staffer has multilingual capability is standard on employment applications. This ability depending on the job description is a factor when for instance when customer services staff needs to replace a vacancy caused by the departure of a bi-lingual staffer.

The set recruitment standard for bi-lingual is included in the job posting: "Bi-lingual Customer Service Agent". All other positions may include the sentence "Bi-lingual preferred" depending on the job description.

Safety and Security

CATS Security Manager oversees CATS contracted police/security services companies Strategic Security Corp & Professional Security Services (PSS), and transit dedicated Charlotte Mecklenburg Police Officers. This combined force provides services at Transit facilities, rail and bus vehicles. Staff inquired and directed that these companies should have in place an LEP contingencies in place and support to deal with limited English proficient resident interactions. The following were the results.

This is a summary of CATS Safety and Security/Strategic and PSS; tools, staff, procedures, and practices explaining how your staff deals with limited English speakers. Strategic and PSS are CATS contracted company police/security services providers.

- PSS has three Spanish speaking officers. One works as bus security officer, one works at Eastland Mall Transit Center, and one works as a fare inspector on Lynx rail lines. These officers works various shifts.
- Charlotte Mecklenburg Police Department (CMPD) Transit Liaison can contact their Spanish speaking CMPD officers by phone 24/7.
- Bus Operations Division Street Supervisors and Bus Operators to assist with translations at the Charlotte Transportation Center.
- CATS provide Contracted Security Supervisors with iPhones that have the Translate App downloaded to the phones.
- Strategic Security Corp and PSS can also call for assistance through "Mutual Aid" with CMPD.

Officers work on rotating shifts. All Spanish speaking officers are on different shifts in order to maximize the possibility of having a Spanish speaking officer on-duty during revenue service. All officers have at their disposal, the use of their smart phones and access to Google Translate. When encountering persons who cannot speak or understand the English language:

The officer first tries to establish which language the individual speaks in order to get the correct translator involved.

- Once the language is established by the officer, the onsite officer will reach out to the interpreting officer via radio first, and then a phone call is proceeded.

- The contact officer explains to the interpreting officer the situation and allows the interpreting officer to take over from that point.
- Officers make use of their cell phones to translate if they are unable to translate in person.

Safety and Security

A bi-lingual officers on shift

- Bi-lingual CMPD officer and telephone Mutual Aid available via phone 24/7
- Use of Transit CTC supervisors and bus operator who are bi-lingual

CATS Rail Operations Control Center (ROCC)

The rail station pre-recorded messages have a wide array of topics. But for those rare instances when customer services or language lines cannot be reached for services , the ROCC will use the natural voices text to speech generator option on Google Translate website or application to communicate unrepresented messages in Spanish or another applicable language to patrons. Update 2023, in FY2023 Rail Operations upgraded the platform communications software. This \$46,860 purchase includes both English and Spanish announcements. This new announcement system is set to be installed.

CATS Rail Operations

Rail operators in general have limited contact with the public , as the drivers cab is locked during work shifts. The majority of transit employee to public interaction is with Safety and Security team , not operators or rail supervisors. Though, there is a Rail Transportation Supervisor and Train Operator who can communicate in Spanish.

Charlotte Transportation Center & Operators (CTC):

The majority of buses and drivers are reassigned to routes at the CTC. A significant portion of patrons traveling across Charlotte transfer at this site. The following staffers were identified at this location to assist LEP patrons.

- Operations Supervisor, Street Ops (Fluent in Spanish) – 1 frontline
- Dispatcher (Fluent in Somali) – 1
- Supervisor Operations (Spanish) -1 potentially frontline
- Manager of Dispatch (Somali) 1
- Maintenance Administrative Coordinator (Vietnamese) -1
- Benefits Administrator (Spanish) -1

Bus Operators receive 7 weeks of initial training. The classroom training consists of 45 programs grouped into 9 areas of focus. Group 6 – About the Passengers focuses on using consistency and empathy to make sure all passengers feel welcome, are treated with respect, and enjoy a safe, reliable ride. The training material focuses on the 5 Tools to Deliver Customer Expectations:

1. Connect With the Customer
2. Use Positive Communication
3. Focus on Solutions
4. Do What You Say You Will
5. SMILE!

“It is often not what you say, but how you say it. Your attitude, your facial expressions, and your body language can confer the message more than your words. Smile, listen, nod, pay attention and you can turn a problem situation into a positive situation.”

To assist customers with limited English proficiency, Operators are instructed to call the Bus Operations Control Center (BOCC) if they are not able to communicate with any passenger who requires assistance.

Element 15, Emergency Management, is training on challenges that are amplified during an emergency.

-Section 15.6 addresses the use of the Emergency Response Visual Translator Card.

15.6 Limited English Proficiency Passengers

If you encounter a passenger that is obviously distressed and you are having a difficult time communicating with them:

- Utilize the *Emergency Response Visual Translator Card* to see if Police, Fire or Medic is needed.
- Call the BOCC for translation assistance.

The cards are in the storage box located in the driver's area.



LEP Costs:

- June 2022 CATS added Arabic to CATS Pass app \$2000 with \$600 annual maintenance.
- June 2021 CATS Mobile App contract requiring Spanish, Vietnamese, Korean, Mandarin, French, Hindi, Gujarati, and Russian language capability was signed. The contract value is \$550,300 with \$389,739 expended as of June 2023.
- CATS FY2023 Translations costs - \$14,010.93
- The total cost to update the bi-lingual messages **from 2017-2019 is \$14,810 (\$10,925 for the recordings, \$3885 for the translation)**. We currently pay around **\$900 for a bilingual** recording session **that is** less than an hour, which most are.
- LRV on-board audio messages – New recordings that are created and assigned to each LRV. Recording normally are priced by the number of recorded announcements. The recordings cost CATS roughly **\$2,475 for 194** recordings. On average the budget would be **\$450** per hour for recording. It took half a day to record the **194** messages. RV onboard LED are limited to 60 characters per message.
- Bus on-board audio messages – New recordings that are created and assigned to each bus for each route type. A per recording charge of **\$450** would apply.
- Rail platform audio messages – New recordings that are created and assigned to each message trigger point. Again, a per recording charge would apply. Adding messages to the trigger points is an internal (TSR ~ 20 hours) cost. Current messages would need to be translated into Spanish, are translated professionally.
- LED/Digital signage – The working LED signs with connectivity (CTC) display the route name and number. Destination information with proper names are not needed to be translated, per CATS LEP community advisors as well IT is unable to directly translate any of that information.
- The Spanish-language newspapers translate CATS copy for the ads at no additional charge.

Citywide Translations Contract Expenditures (as of June 2023).

Choice Translating # 2021000081

Start Date: 09/18/2020

Contract Amount: \$400,000.00

Expended: \$171,665.36

Idea Language Services LLC # 2021000145

Start Date: 09/18/2020

Contract Amount: \$400,000.00

Expended: \$479.73

Language Line Solutions # 2021000074

Start Date: 09/18/2020

Contract Amount: \$400,000.00

Expended: \$314,151.34

United Language Group, Inc # 2021000146

Start Date: 09/18/2020

Contract Amount: \$400,000.00

Expended: \$161.28

LANGUAGE ASSISTANCE PLAN:

On-going: the Civil Rights staff monitors various tools and practices that are being maintained by CATS to the benefit of CATS LEP resident community. Though it is the responsibility of all staffers in particular those in charge of each of these areas to ensure access and the aforementioned practices have been put in place so that access it maintained and made more easily attainable. The following constitute practices and parts of procedures staffs follow to ensure compliance with Title VI LEP concerns. The rapid development of language enhancement tools and practices will undoubtedly mean there will be some additions made to this list during the term of the new program.

Here are the steps staff will be taking and maintain as part of the updated LEP Plan.

Annual Assessment and Internal Buy-In by staffers:

- Annually Civil Rights staff will on an on-going basis analyze system LEP needs and shortfalls. Then Civil Rights staff will contact all affected system staff for options to make the corrections and LEP community advisors for suggestions on the modifications that need to be made to make communications with LEP patrons more understandable.
- Examples;
 - Fall 2014 through Spring of 2015

- the rail station messages were assessed to convert all to bi-lingual (English and Spanish)
 - Translations were suggested by the community advocates
 - City Language vendor reviewed the suggestions and modified the translations .
 - Voice over artists recorded the messages
 - IT loaded the messages and determine best sequence.
- Winter through Summer 2016
 - Lights Rail Vehicle messages were assessed to convert all to bi-lingual (English and Spanish)
 - Translations were suggested by the community advocates
 - City Language vendor reviewed the suggestions and modified the translations .
 - Voice over artists recorded the messages
 - Rail Operations loaded the messages and determine best sequence.
 - “Stay Back 200 Feet” warning message on trolley’s was made bi-lingual.
 - After Civil Rights staff assessment and notification to rail operations.
 - Rail operations had the Spanish Language posters made and installed
 - Bi-lingual Light Rail Station free standing signs were create for shut down for station maintenance.
 - After Civil Rights staff assessment and notification to the Public Service Coordinator.
 - Marketing and Public Relations then had the translation made and signs created.
- Spring and Sumer of 2017 Civil Rights staff requested confirmation that all messages were uploaded and sequenced at stations and on vehicles as part of the LEP Program update. This is an on-going request.
 - In 2018 staff requested confirmation that station Spanish messages were operating during station closures.
 - In 2020 staff requested confirmation that station Spanish messages were operating during station closures.
- In Spring 2018 CATS Civil Rights staff was added to the City of Charlotte’s Immigrant Integration Implementation Team to assist with efforts to make City services more accessible to foreign residents. This team was tasked with cataloguing access initiatives within the City of Charlotte and how to best tailor their presentation to immigrant populations.
- In the Spring of 2019, CATS & City of Charlotte produced a Spanish (Mexican Dialect) podcast on How to Ride Transit, by with CATS Bilingual Customer Service agent answering questions.
- In the Spring of 2020 CATS Civil Rights Officer and Compliance Officer were added to the City of Charlotte’s Language Access Work group, to inventory City of Charlotte language access and create a Citywide interdepartmental Language Access Policy.
- Website: Annual/ periodically staff reviews CATS website for access issues. In April and March 2020 this included a reminder to Web Developer to parallel text in announcement pictures, so that Google Translate can translate the text into native language.
- In 2021 and 2022, as stated previously CATS added language options for the systems new app. The initial language requirements were incorporated into the soliciation. As this effort to provide technology developed as we were updating the LEP plan, we had to later go through a separate process to add Arabic.

- Between 2019- 2022 CATS staff produced two Spanish language podcasts to educate LEP populations on how to ride the transit system.

Community Advocacy Input

CATS has in past been able to depend on community resources to assist with translations and technology testing.

- During the CATS app implementation staff utilized volunteers (many in connection to the Mayors International Cabinet) to review translations and test the application for functionality in native Safe Harbor languages.
- In the past, as part of signage reviews has depended on fluent internal City/CATS staff and the following organizations for assistance.
 - Latin American Coalition
 - Levine Museum of the New South
 - Latin American Chamber of Commerce of Charlotte (LACCC)
 - International House

Marketing and Public Relations

- Ensure that CATS website translates in multiple languages and is updated as new languages are offered, including text versions and online forms are utilized to allow for site-wide translations when applicable.
- The mobile applications translate into the Safe Harbor languages.
- Title VI documents appear in Safe Harbor languages on the Website. As well the instructions for how to submit an Title VI complaint.
- Vital Documents are pre-translated in the Safe Harbor language groups constituting 5% or 1000 LEP residents in CATS services area.
- Public notice printed documents appear in English and Spanish, are posted on the web where they can be translated via Google Translate into (over 100 languages... including) CATS Safe Harbor languages .

Audio and Visual Announcements

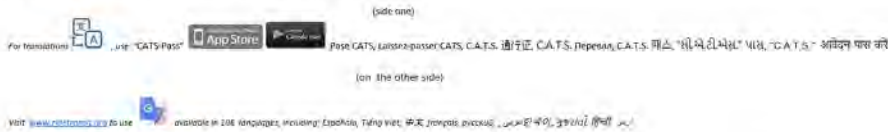
- Keep an annual record of on-vehicle and transit site (stations etc.) announcements of safety and warning are translated into Spanish. Annual review of these announcements will occur to ensure and well the inclusion of notices of direction when appropriate.
- Periodically perform onsite checks to see if messages are running on stations and vehicles. Below is an example of a message from CATS Civil Rights Staff to Marketing, Rail Operations, the Rail Operations Command Center to include Spanish, Safe Harbor language, Universal Symbol and notification of website and app information access.

From: Watson, Terrence
 Sent: Tuesday, September 28, 2021 3:28 PM
 To: O'Brien, Dawnen <Dawnen.O'Brien@fta.ny.gov>; Darby, Marie <Marie.Darby@charlottenc.gov>;
 281@charlottenc.gov>; Lee, Gary <Gary.Lee@charlottenc.gov>
 Are you using signage, audio & announcements for this event?

Afanda relayed that the annual rail shutdown will be occurring in late October. Our office was tasked with ensuring there were language options in particular during shutdown of stations, due to an incident. During a previous Presidential visit, CATS' CEO Carolyn Flowers encountered a Spanish family that had been waiting on a rail platform for a train that was not going to come. Even though the English announcement was playing that the station was closed. In response our office & Marketing began putting up bilingual free-standing boards. We as well had the station and vehicle messages updated to include Spanish. During the last Triannual, the FTA consultant commented that we had made efforts toward Spanish compliance, but we needed to cover the rest of the FTA Safe Harbor languages for our service area to remain compliant.

For Marketing:
 Can you relay the text for the rail shutdown announcements, and locations/forms it will be posted? The ROCC will need an audio recording for the shutdown in Spanish if a new English announcement is planned. As well Rail operations will need a Spanish language version if a new English audio announcement is planned for the LRV's, in preparation for the shutdown. As well if any digital announcements are planned, they must have Spanish equivalents.

For signage, hanging flyers, and electronic platforms, at a minimum, the announcements have to be bi-lingual including Spanish and use any universal symbols/pictures that may be readily available. As well on the handcopy text presentations there will need to be a message at the bottom outlining the language options on ridetransit.org and the new CATS App information. i.e., a sentence about each of the options on the front and back of the printed announcement (see draft below). This covers the FTA Safe Harbor language requirements, unless Marketing would prefer to actually listing multiple language translations (another option if the text is short, it's more user friendly and used usually on websites/social media).



For ROCC and Rail Operations:
 Audio and Digital messages/announcements referencing the rail shutdown that are in English must have Spanish equivalents playing on both on platforms and on light rail vehicles. I am unsure if the new streetcars have this capability, but if there are recorded messages they should be in both languages. Note: I am only referencing on vehicle notifications of the scheduled shutdown, as vehicles would not be in operation on the actual date. The ROCC has the instruction that if they're staff is doing on the spot intercom announcements at stations, they are to type the text into Google Translate and play the audio translations from the service over the intercom. But it is up to Marketing's discretion to provide recorded announcements in English and Spanish tailored for this event. The only rule is if they produce an English version, they must provide a Spanish version.

FTA has the assumption CATS is providing at a minimum English and Spanish hard copy, digital and audio translations, both should be represented when referencing the shutdown. But the inclusion of other language translation is necessary based on the FTA consultants comments during the Triannual.

Customer Services

- Maintain the Interactive Voice Response systems at 311 and CATS Customer Services and ask for reports on the utilization by Spanish and other high LEP language groups.
- Ensure that customer services is aware that there are City contracted Language assistance lines for their use.
- Ensure that instances when bi-lingual staffers exit an effort is made to identify “multi-lingual” as a component in selecting the comparable replacement.
- Notification to customer services that Google Translate is available for translating electronic communications in particular when correspondence comes in other than English and Spanish.

Safety and Security

- A bi-lingual officers on shift
- Bi-lingual CMPD officer and telephone Mutual Aid available via phone 24/7
- Use of Transit CTC supervisors and bus operator who are bi-lingual
- G4S officer assistance line with bi-lingual capability

CTC – Operations LEP Assistance

- The Operations Supervisor (Street Ops) is fluent in Spanish. This skillset will be noted as a consideration of any replacement personnel who may hold these positions.
- Several Dispatchers are fluent in an additional language (Somali). This skillset will be noted as a consideration of any replacement personnel who may hold these positions.

Operators and Other Frontline personnel:

- Trainers have implemented an environment that reinforces that operators are to treat persons regardless of race, ethnicity or language with respect.

- There is a visual Emergency Management card on each bus to assist drivers with communicating with LEP patrons in distress.
- Drivers have a process in place to contact Supervisors (bi-lingual) when encountering patrons who are LEP.
- Make efforts to incorporate bi-lingual personnel as available options for operators and other frontline personnel as dispatchers or site supervisors.

On-going and Annual Assessment of LEP tools and availability:

- Staff will review the costs and options available for LEP tools as technological advancements, availability and cost become decline as issues due to widespread use.
- The web administrator for CATS is researching the following early project to implement a separate CATS website which would incorporate all CATS LEP and ADA accessibility concerns.
- Staff has on going practice of reviewing the Blue Line Extension, Blue Line, Gold line stations, Gold line Phase II stations, transit centers, park/rides, parking garages, new construction, station and vehicle announcements to determine if they are any new messages or overlooked messages that need translation. In particular, annually staff conducts station reviews for ADA related repair assessments, during this time LEP signage and announcements are reviewed.
- Staff confirms Spanish and/or universal symbols on fare boxes, fare zone signage/painted and emergency access barriers at rail stations, and as well confirmed Spanish audio and digital announcements on light rail stations, with warning messages played as timing allows on vehicle.

4.0 APPENDIX OF VITAL DOCUMENTS IN 2024-2027 SAFE HARBOR LANGUAGES

Paratransit Rules to Ride by



Par

قواعد للركوب بها

* تمت ترجمة هذا المستند بواسطة مترجم Microsoft.

يرجى أن تكون جاهزاً وفي الوقت المحدد وأن تكون الأجرة جاهزة للسائق. بسبب حركة المرور والطقس والأحداث الأخرى غير المتوقعة ، تأخر أحياناً ، لذلك لا تريد أن تكون سبباً لمزيد من التأخير. نحن نبدل قساري جهدنا لنكون هناك خلال نافذة الانتقاء التي تستغرق 30 دقيقة (ب) بنا أننا سنأخذ لأكثر من 30 دقيقة ولدينا رقم هاتف للوصول إليك ، فستصل بك.

إذا كنت مستقلاً من مبنى شاق ، فستحتاج إلى مقابلتنا في الردهة في الطابق الأرضي في الوقت المحدد لك. توفر STS خدمة من الباب إلى الباب فقط وهذا يطبق على الباب الأمامي لجميع العساكن والمغتربين الأخرى. لن يأتي سائقو STS إلى مكان إقامتك لمساعدتك في أي شيء قد تحتاج إلى القيام به قبل الركوب.

إذا كنت تستخدم كرسيًا متحركًا ولا يوجد منحدر في منزلك ، فيجب أن يكون هناك شخص ما لمساعدتك في صعود أو نزول الدرج. تم تمييز جميع مركبات STS بمصاعد كراسي متحركة بسعة 800 رطل.

في محاولة لتشجيع عملاء STS على إخطار CATS على الفور عندما يحتاجون إلى إلغاء رحلة مجدولة وتقليل حالات عدم الحضور والإلغاء المتأخر، ستقوم CATS بمراجعة حالات عدم الحضور والإلغاء المتأخر كل شهر تقويمي. يحدث عدم الحضور عندما تصل السيارة إلى موقع الانتقاء خلال نافذة الانتقاء التي تبلغ مدتها 30 دقيقة ولا يصعد العميل أو لا يستطيع المشغل رؤية العميل يقترب من السيارة بشكل معتدل بعد الانتظار لمدة خمس (5) دقائق. يحدث الإلغاء المتأخر عندما يلغي العميل رحلة قبل أقل من ساعتين (2) من الرحلة المجدولة.

أي عميل يتكبد خمسة (5) أو أكثر من حالات عدم الحضور أو الإلغاءات المتأخرة في شهر متفرج ، سيؤدي إلى مراجعة رحلاته لتحديد ما إذا كان هناك نمط أو ممارسة. يوجد نمط أو ممارسة عندما يمثل معدل عدم الحضور أو الإلغاء المتأخر عشرة بالمائة (10٪) أو أكثر من إجمالي الرحلات المجدولة من قبل العميل. سيتم احتساب حالات عدم الحضور والإلغاء المتأخر التي تقع ضمن سيطرة العميل فقط. ومع ذلك، تقع على عاتق العميل مسؤولية إخطار شركة خدمات النقل المدرسي بالظروف المحيطة بعدم الحضور أو الإلغاء المتأخر في أقرب وقت ممكن عن طريق الهاتف أو كتابياً إلى:

مدير جدولة STS

901 شارع غورتون فيفيلسون

شارلوت ، نورث كارولاينا 28206

الهاتف: 704.336.5119

هاتفنا: 704.336.6103

البريد الإلكتروني: teltransit@charlottenc.gov



Règles de vie des passagers

Veuillez être prêt(e) et à l'heure, muni(e) du montant du ticket pour votre chauffeur. La circulation, les intempéries ou d'autres événements imprévus peuvent nous retarder, mais il est important de ne pas causer de retards supplémentaires. Nous nous efforçons de nous présenter dans les 30 minutes de votre créneau de ramassage ; si nous pensons avoir plus de 30 minutes de retard et nous avons un numéro de téléphone où vous joindre, nous vous appellerons.

Si vous vous trouvez dans un gratte-ciel, vous devrez nous rencontrer dans le hall d'entrée au rez-de-chaussée à l'heure prévue, STS fournit seulement un service porte à porte. Cela comprend la porte d'entrée de toutes les résidences et d'autres bâtiments. Le chauffeur STS ne viendra pas dans votre domicile pour vous aider avec quoi que ce soit dont vous avez besoin avant de partir.

Si vous utilisez un fauteuil roulant et votre domicile ne dispose pas d'une rampe, quelqu'un doit être présent pour vous aider à monter ou descendre les marches. Tous les véhicules STS sont équipés d'élevateurs de fauteuil roulant d'une capacité de 800 lb (363 kg).

Afin d'encourager les clients STS à notifier CATS rapidement de toute annulation d'un trajet programmé et de réduire les non-présentations et annulations tardives, CATS examinera les non-présentations et annulations tardives chaque mois civil. Une non-présentation a lieu lorsque le véhicule arrive au lieu de ramassage dans le créneau de 30 minutes prévu et le client ne monte pas à bord ou l'opérateur ne peut raisonnablement voir le client s'approcher du véhicule après avoir attendu cinq (5) minutes.

Une annulation tardive a lieu lorsqu'un client annule un trajet moins de deux (2) heures avant l'heure prévue.

Tout client qui encourt trois (3) non-présentations ou annulations tardives ou plus dans un mois civil déclenchera un examen de ses trajets afin de déterminer s'il s'agit d'une tendance ou d'une habitude. Une tendance ou une habitude existe lorsque le taux de non-présentations ou d'annulations tardives représente dix pour cent (10 %) ou plus du total des trajets programmés par le client. Uniquement les non-présentations ou annulations tardives qu'il aurait pu éviter seront comptées. Cependant, il incombe au client de communiquer à STS les circonstances entourant la non-présentation ou l'annulation tardive dès que possible par téléphone ou par écrit à :



탑승규칙

탑승 시간을 지켜주시고 운임을 미리 준비해주시요. 교통이나 기상 조건 또는 기타 예기치 않은 일로 일부 지연되는 경우도 있으나 여러분이 또 다른 지연 사유가 되지 않도록 노력해 주시기 바랍니다. 픽업 30 분 여유 시간 내에 도착하는 것을 최우선으로 하지만 30 분 이상 지연이 예상되고 연락을 취할 전화번호가 있는 경우 고객에게 전화를 드립니다.

픽업 장소가 고층 빌딩일 경우 정해진 시간에 지상층의 로비로 나오십시오. STS 는 도어 투 도어 서비스만을 제공합니다. 여기서 도어는 모든 주거지 및 빌딩의 정문을 의미합니다. STS 운전 기사는 주거지 내부로 들어가 탑승 전 필요한 도움을 제공하지 않습니다.

휠체어를 이용하는데 주거지에 전용 진입로가 없는 경우 계단을 오르내릴 때 보조할 사람이 반드시 필요합니다. STS 의 전 차량은 300 파운드(360kg) 중량의 휠체어 리프트가 장착되어 있습니다.

STS 고객이 예정된 탑승을 취소할 시 즉각 CATS 에 알리도록 하고 노쇼(No-Show) 및 임박한 취소 등을 줄이기 위해 CATS 는 매월 노쇼 및 임박한 취소 건수를 검토합니다. 노쇼는 차량이 픽업 30 분 여유 시간 사이에 픽업 장소에 도착했는데 5 분이 지난 후에도 고객이 탑승하지 않거나 차량으로 접근하는 고객을 식별할 수 없는 경우에 해당됩니다.

임박한 취소란 고객이 예정된 탑승 전 2 시간 이내에 탑승을 취소하는 경우입니다.

매월 3 회 이상 노쇼 또는 임박한 취소를 보인 고객은 탑승 기록을 검토하여 패턴 또는 승권성 여부를 판단합니다. 노쇼 또는 임박한 취소가 고객의 전체 탑승 일정의 10% 이상일 경우 패턴이나 승권성이 존재한다고 간주됩니다. 이 노쇼 및 임박한 취소에는 고객이 통제 가능한 상황만을 고려합니다. 그러나 노쇼 또는 임박한 취소의 경위나 상황 등에 대해 최대한 빨리 전화나 서면으로 STS 의 다음 담당자에 알릴 책임이 고객에게 있습니다.

STS Scheduling Manager (STS 일정 담당 매니저)

301 North Davidson Street



સવારીના નિયમો

કૃપા કરીને નિયત સમયે તૈયાર રહો અને ડ્રાઇવરને આપવા માટે તમારું ભાડું તૈયાર રાખો. ટ્રાફિક, ઇન્વામાન અને અન્ય અણધારી ઘટનાઓને લીધે, અમે કેટલીક વખત મોડા પડી શકીએ છીએ, પરંતુ અમે નથી ઇચ્છતા કે તમે વધુ વિલંબનું કારણ બનો. અમે તમારી ૩૦-મિનિટની પિકઅપ વિન્ડોની અંદર રહેવા માટે પ્રયત્ન કરીએ છીએ; જો એવું લાગે છે કે અમને ૩૦ મિનિટથી વધુ મોડું થશે તો આપનો સંપર્ક કરવા માટે અમારી પાસે એક ફોન નંબર હશે. અમે તમને કોલ કરીશું.

જો તમને બહુમાળી ઇમારતમાંથી લેવાના હોય, તો તમારે તમારા નિયત સમયે ગ્રાઉન્ડ લેવલ પર લોબીમાં અમને મળવાનું રહેશે. CATS માત્ર ડોર-ટુ-ડોર સેવા જ આપે છે. આ તમામ રહેઠાણો અને અન્ય ઇમારતોના આગળના ડોર પર લાગુ પડે છે. CATS ડ્રાઇવર સવારી કરતાં પહેલાં તમને જે ઇર્ષપણ કરવાની જરૂર છે તેના માટે સહાય કરવા તમારા મહાનમાં આવશે નહીં.

જો તમે વ્હીલચેરનો ઉપયોગ કરતાં છો અને તમારા ઘર પર કોઈ રેમ્પ નથી, તો તમને સીડી ઉપરથી ઉતારવા અથવા ચઢાવવા માટે મદદ કરવા ત્યાં કોઈ કોવું જોઈએ. તમામ CATS વાહનો ૮૦૦ lb. ક્ષમતાની વ્હીલચેર લિફ્ટ્સ સાથે સજ્જ છે.

CATS ગ્રાહકોને તરત જ CATS ને સૂચિત કરવા માટે પ્રોત્સાહિત કરવાના પ્રયત્નોમાં જ્યારે તેમને સુનિશ્ચિત સફરને રદ કરવાની અને નો-શોઝ અને લેટ કેન્સલેશન્સ થવાનું ઘટાડવા માટેની જરૂર હોય ત્યારે CATS દરેક કલેન્ડર મહિને નો-શોઝ અને લેટ કેન્સલેશન્સ થવાની સમીક્ષા કરશે. નો શોઝ ત્યારે થાય છે જ્યારે વાહન પિક-અપવાળા સ્થાને ૩૦ મિનિટની પિક-અપ વિન્ડોની અંદર પહોંચે છે અને પાંચ (5) મિનિટ સુધી રાહ જોવા છતાં ગ્રાહક સવારી કરતો નથી અથવા તો એપરેટર ગ્રાહકને સ્પષ્ટપણે વાહન સુધી પહોંચતો જોઈ શકતો નથી.

- Special Transportation Service Application

CATS
 نظام النقل العابر لمنطقة
 شارلوت
ADA (قانون دعم ذوي الإعاقة
 الأمريكيين) التقدم بطلب الأهلية



الجزء A (يجب أن يكمل هذا القسم جميع المتقدمين)

معلومات مقدم الطلب			
هل تقدمت بطلب للحصول على الأهلية من قبل*؟ (يشير إلى حقل مطلوب)		لا <input type="radio"/>	نعم <input type="radio"/>
رقم هوية الراكب (للاستخدام الداخلي فقط)			
الاسم الأول*:	الاسم الأوسط	اللقب*	اللاحقة
عنوان المنزل			
الشارع*:	شقة/شارع#		
مدينة*:	ولاية*:	NC	رمز بريدي:
العنوان البريدي (إذا كان مختلفاً)			
الشارع*:			
مدينة*:	ولاية*:	NC	رمز بريدي:
*هاتف (ضع علامة على الأساسي)	جوال:	<input type="radio"/>	المنزل# <input type="radio"/>
البريد الإلكتروني*:			
المعلومات الديمغرافية			
تاريخ الولادة*: (شهر/يوم/سنة)	ذكور <input type="radio"/> أنثى <input type="radio"/>		
اللغة الأساسية*:	إنجليزية <input type="radio"/>	إسبانية <input type="radio"/>	أخرى <input type="radio"/>
تسويقات يمكن الوصول إليها:	قياسية <input type="checkbox"/>	الطباعة الكبيرة <input type="checkbox"/>	أخرى <input type="checkbox"/>
	برايل <input type="checkbox"/>	شريط صوتي أو mp3 <input type="checkbox"/>	غير ذلك، حدد:
الاتصال بالطوارئ			
الاسم*:	الصلة:		

Partie A (cette section doit être remplie par tous les demandeurs)
Informations de la demandeuse ou du demandeur

Avez-vous déjà fait une demande d'admissibilité* ? (* indique un champ obligatoire)		<input type="checkbox"/> Oui <input type="checkbox"/> Non		Numéro d'identification de passager [à usage interne seulement]	
Prénom* :		Deuxième prénom :		Nom de famille* :	
Suffixe :					
Adresse du domicile :					
Rue* :			N° d'appt/ de suite :		
Ville* :		État* :		Code postal* :	
Adresse postale (si elle est différente) :					
Rue :					
Ville :		État :		Code postal :	
*Téléphone : <small>(indiquer le numéro principal)</small>		Portable :		Domicile :	
E-mail* :					
Données démographiques					
Date de naissance* : <small>(mm/jj/aaaa)</small>				<input type="checkbox"/> Homme <input type="checkbox"/> Femme	
Langue principale* :		<input type="checkbox"/> Anglais <input type="checkbox"/> Espagnol <input type="checkbox"/> Autre		Préciser :	
Formats accessibles :		<input type="checkbox"/> Standard <input type="checkbox"/> Gros caractères <input type="checkbox"/> Autre		Préciser :	
		<input type="checkbox"/> Braille <input type="checkbox"/> Audio ou .mp3			
Contact d'urgence					
Nom* :		Lien :			
N° de tél. portable :		N° de tél. au domicile :		N° de tél. au travail :	



CATS
ADA
પાત્રતાની અરજી

ફોર્મની પ્રિન્ટ કાઢો

પ્રિય અરજીકર્તા:

શેલોટ એરિયા ટ્રાન્ઝિટ સિસ્ટમ (CATS) ADA પેરાટ્રાન્ઝિટની પાત્રતા માટે અરજી કરવા અંગે પૂછપરછ કરવા બદલ આપનો આભાર. આ અરજી CATS પેરાટ્રાન્ઝિટ સર્વિસમાં સવારી કરવાની પાત્રતા માટે અરજી કરવા કે તેને રીન્યૂ કરવા માટેની છે.

અરજી પૂર્ણ કરતા પહેલાં ફૂપા કરીને આ બીડેલી સામગ્રીને કાળજીપૂર્વક વાંચો.

CATS પેરાટ્રાન્ઝિટ સર્વિસ, જેઓ અસમર્થતાને કારણે ફિક્સ રૂટની બસ કે રેલવે સેવાનો ઉપયોગ કરી શકતાં નથી, તેવી વ્યક્તિઓ માટે છે. ફિક્સ-રૂટ બસ સેવાનો ઉપયોગ કરવાની અક્ષમતામાં બસ સ્ટોપ, બોર્ડ સુધી અથવા બસ સ્ટોપ, બોર્ડથી મુસાફરી કરવામાં અથવા બસોમાંથી બહાર નીકળવામાં કે પછી બસ સિસ્ટમમાં સવારી કેવી રીતે કરવી અને તેનો ઉપયોગ કેવી રીતે કરવો તે સમજવામાં અસમર્થ હોવાનો સમાવેશ થાય છે.

નિયમિત ફિક્સ રૂટ કે રેલવે સેવાનો ઉપયોગ કરીને જે મુસાફરી કરી શકાય તેમ નથી, તે ADA પેરાટ્રાન્ઝિટ માટે પાત્ર ઠરનારી વ્યક્તિઓને CATS, કર્બ-ટુ-કર્બ શોર્ટ રાઇડ સર્વિસ પૂરી પાડે છે. દાખલા તરીકે, જો સ્ટોપ્સ નજીકના હોય અને બસમાં ચઢવા અને ઉતરવા માટે કોઈ અવરોધો ન હોય તો, તમે કેટલીક ટ્રીપ માટે બસ સેવાનો ઉપયોગ કરી શકો છો. અન્ય સમયે, તમે મુસાફરી કરી શકતાં નથી અને બસોનો ઉપયોગ કરી શકતાં નથી.

પાત્રતાની 5 કેટેગરી છે:

બિનશરતી

આ સેવાનું લેવલ, મુસાફરો માટે ક્યારે અથવા શા માટે મુસાફરી નિર્ધારિત કરી શકાય છે, તેના પર કોઈ નિયંત્રણ ધરાવતું નથી. આ લેવલ એવા લોકો માટે અનામત છે, જેઓ કોઇપણ લેવલે ફિક્સ/રેલવે સિસ્ટમનો ઉપયોગ કરી શકે તેમ નથી. કામચલાઉ કે કાયમી પ્રમાણીકરણનો નિર્ધારિત કરવામાં આવેલ મુસાફરીની માત્રા કે કારણ પર કોઈ પ્રભાવ પડશે નહીં.

1. બિનશરતી-કામચલાઉ

પ્રમાણીકરણના આ લેવલ માટે મુસાફરની ક્ષમતાઓ પર આધાર રાખી વારંવાર પુનઃપ્રમાણીકરણ અને પુનઃમૂલ્યાંકન કરવાનું રહેશે.

2. બિનશરતી-કાયમી

પ્રમાણીકરણનું આ લેવલ એવા લોકો માટે છે, જેમની સ્થિતિ સુધરવાની નથી.



**CATS
ADA
अर्हता आवेदन-पत्र**

प्रिंट फॉर्म

प्रिय आवेदक:

शार्लोट एरिया ट्रांज़िट सिस्टम (CATS) ADA पैराट्रांज़िट अर्हता के आवेदन के बारे में पूछने के किये आपका धन्यवाद। यह आवेदन-पत्र CATS पैराट्रांज़िट सेवा से यात्रा करने की अनुमति के आवेदन या नवीकरण के लिए है।

आवेदन पत्र भरने से पहले कृपया इन संलग्न सामग्रियों को ध्यान से पढ़ें।

CATS पैराट्रांज़िट सेवा ऐसे लोगों के लिए है जो किसी असमर्थता के कारण नियमित रूट वाली बस या रेल सेवाओं का इस्तेमाल नहीं कर सकते। निश्चित मार्ग की बस सेवा का उपयोग करने की असमर्थता में बस स्टॉप तक आने या जाने, बसों में चढ़ने या उतरने या बस प्रणाली की सवारी करने और उपयोग करने के तरीके को समझने में असमर्थ होना शामिल हो सकता है।

जो लोग ADA पैराट्रांज़िट सेवा के योग्य माने जाते हैं, उन्हें निश्चित मार्ग की बस या रेल सेवा द्वारा न किये जा सकने वाले टिप्स के लिए CATS कर्ब-टु-कर्ब शेयर्ड राइड सेवा उपलब्ध कराता है। उदाहरण के लिए, यदि बस स्टॉप नजदीक है और ऐसी कोई बाधा नहीं है जो आपको बस तक आने और उसमें चढ़ने उतरने से रोकती है तो आप कुछ यात्राओं के लिए बस सेवा का उपयोग करने में सक्षम हो सकते हैं। अन्य स्थितियों में, आप शायद बसों तक आने और उनका उपयोग करने में सक्षम नहीं हो सकते हैं।

अर्हता की 5 श्रेणियाँ हैं:

बिना शर्त:

इस सेवा स्तर में कोई प्रतिबंध नहीं है कि यात्री के लिए कब और क्यों टिप की व्यवस्था की जानी है। यह स्तर उनके लिए आरक्षित है जो किसी भी हाल में निश्चित/रेल प्रणाली का इस्तेमाल नहीं कर सकते। स्थायी या अस्थायी प्रमाण-पत्र से व्यवस्था किये जाने वाले टिप्स की संख्या या कारणों पर कोई असर नहीं पड़ेगा।

1. बिना शर्त - अस्थायी

इस प्रमाणन स्तर में, यात्री की समर्थताओं के आधार पर ज़्यादा बार मूल्यांकन कराने और प्रमाण-पत्र की ज़रूरत पड़ेगी।

2. बिना शर्त - स्थायी

यह प्रमाणन स्तर उन लोगों के लिए है जिनकी स्थिति में सुधार नहीं हो सकता।

सशर्त

यह सेवा स्तर उन लोगों के लिए है, जो कभी-कभी निश्चित/रेल सेवाओं का इस्तेमाल कर सकते हैं। यात्री को यात्रा प्रशिक्षण दिया जाता है ताकि वह समझ सके कि उसे गंतव्य तक पहुँचने के लिए



CATS ADA 자격 신청

신청자님께:

살럿 지역 교통 시스템(CATS) ADA 보조 교통수단 자격 신청에 관련하여 문의주셔서 감사합니다. 본 신청서는 CATS 보조 교통 서비스 이용 자격을 신청하거나 갱신하기 위한 것입니다.

신청서를 작성하기 전에 동봉된 자료를 주의깊게 읽어주시기 바랍니다.

CATS 보조 교통 서비스는 고정 노선 버스 또는 철도 서비스를 이용할 수 없는 장애인에게 제공되는 서비스입니다. 고정 노선 버스를 이용할 수 없다는 것은 버스 정류장 간 이동이 불가능하고 버스 승하차가 불가능하며 버스 탑승 및 이용법의 이해가 불가능한 것을 포함합니다.

CATS는 ADA 보조 교통수단 이용 자격이 있는 분들이 일반 고정 노선 버스나 철도 서비스를 이용하여 이동이 불가능한 노선을 이용할 경우에 출발지에서 도착지까지 이동할 수 있는 승차 공유 서비스를 제공합니다. 예를 들어 정류장이 인근에 있고 버스 승하차를 방해하는 방해물이 없을 경우 일부 노선서 버스 서비스를 이용할 수 있습니다. 그러나 다른 경우 버스 정류장으로의 이동 또는 버스 이용이 불가능할 수도 있습니다.

자격 범주는 아래와 같이 5가지가 있습니다.

무조건부 자격

해당 수준의 서비스는 탑승자가 이용 가능한 이동 일정의 시기나 이유에 제한이 없습니다. 해당 수준은 어떤 수준으로든 고정 버스 노선/철도 시스템을 이용할 수 없는 사람들을 위한 것입니다. 임시 인증인지 영구 인증인지 여부는 예정된 이동의 수량이나 이유에 영향을 미치지 않습니다.

1. 무조건부 자격 - 임시

해당 수준의 인증은 탑승자의 자격에 따라 재인증 또는 재평가를 더 자주 받아야 합니다.

2. 무조건부 자격 - 영구

해당 수준의 인증은 상황이 개선되지 않는 사람들을 위한 것입니다.

조건부 자격

해당 수준의 서비스는 고정 버스 노선/철도 서비스를 가끔씩 이용할 수 없는 사람들을 위한 것입니다.



**CATS
ПОДАЧА ЗАЯВЛЕНИЯ НА
ПОДТВЕРЖДЕНИЕ
СООТВЕТСТВИЯ КРИТЕРИЯМ ДЛЯ
ПОЛУЧЕНИЯ УСЛУГ В
СООТВЕТСТВИИ С ЗАКОНОМ ADA**

Уважаемый заявитель!

Благодарим за Ваш запрос в отношении подачи заявления о подтверждении соответствия критериям для получения услуг социальной перевозки транспортной системы г. Шарлотт (Charlotte Area Transit System, CATS) в соответствии с законом ADA. Это заявление можно отправить первично или повторно для получения возможности пользоваться услугами социальной перевозки CATS.

Внимательно прочитайте приложенные материалы, прежде чем заполнять заявление.

Служба социальной перевозки CATS предоставляет услуги людям с инвалидностью, которые не в состоянии пользоваться автобусами или железнодорожным транспортом, следующими по установленному маршруту, по состоянию здоровья. Неспособность пользоваться транспортом, следующим по установленному маршруту, может состоять в отсутствии способности самостоятельно добраться до остановки автобуса и обратно, сесть в автобус или выйти из него или понять, как пользоваться автобусным транспортом.

STS оказывает услуги совместных перевозок «от обочины до обочины» лицам, которые имеют право на услуги социальной перевозки в соответствии с законом ADA и не в состоянии пользоваться транспортом (в том числе железнодорожным), следующим по установленному маршруту. Например, в некоторых случаях, когда остановки находятся поблизости и отсутствуют препятствия для посадки в автобус и выхода из него, Вы можете пользоваться автобусным транспортом. В других случаях Вы можете быть не в состоянии добраться до остановки и использовать обычный транспорт.

Существует 5 категорий соответствия критериям:

Безусловное соответствие

На этом уровне нет ограничений относительно того, когда или почему необходимо запланировать поездку для пассажира. Этот уровень предусмотрен для людей, которые не могут пользоваться общественным (в том числе железнодорожным) транспортом, следующим по установленному маршруту. Временное или постоянное соответствие критериям не учитывает количество и цель запланированных поездок.

1. Безусловное временное соответствие

На этом уровне потребуются чаще подавать заявления на повторную оценку и подтверждение соответствия критериям на основании возможностей пассажира.

2. Безусловное постоянное соответствие

Этот уровень предназначен для людей, ситуация которых не изменится.

Условное соответствие

Этот уровень предназначен для людей, у которых иногда есть возможность пользоваться общественным (в том числе железнодорожным) транспортом, следующим по



**CATS
SOLICITUD DE
ELEGIBILIDAD
DE ADA**

Estimado solicitante:

Agradecemos su interés por conocer más información sobre la solicitud de elegibilidad para el servicio de transporte adaptado ADA del Sistema de Tránsito del Área de Charlotte (CATS). Esta solicitud es para pedir o renovar la capacidad de viajar en el servicio de transporte adaptado del CATS.

Antes de completar la solicitud, tenga a bien leer detenidamente estos documentos.

El servicio de transporte adaptado del CATS se ofrece a las personas que no pueden usar el servicio de autobús o tren de ruta fija a causa de una discapacidad. Una imposibilidad de utilizar el servicio de autobús de ruta fija puede incluir el hecho de no poder desplazarse hacia o desde las paradas de autobús, subir o bajar del autobús o comprender cómo se utiliza el sistema de autobús para transportarse.

El CATS brinda un servicio de viajes compartidos de acera a acera a personas consideradas "elegibles para utilizar el transporte adaptado ADA", para trayectos que estas personas no puedan cubrir a través del servicio regular de ruta fija o tren. Por ejemplo, es posible que usted pueda utilizar el servicio de autobús para determinados trayectos, si las paradas le quedan cerca y si no existen barreras que le impidan acceder al autobús y salir de él. Otras veces, puede ocurrir que no pueda viajar en autobús.

Hay cinco categorías de elegibilidad:

Sin restricciones

Este nivel de servicio no tiene restricciones respecto a cuándo o por qué se puede programar un viaje para el pasajero. Este nivel de servicio está reservado para aquellas personas que no pueden usar el sistema fijo/tren en cualquier nivel. La certificación temporal o permanente no tendrá ningún impacto en la cantidad o el motivo de los viajes programados.

1. Sin restricciones, temporal

Este nivel de certificación requiere una recertificación o reevaluación más frecuente en función de las capacidades del pasajero.

2. Sin restricciones, permanente

Este nivel de certificación es para aquellas personas cuya situación no mejorará.

Con restricciones

Este nivel de servicio es para aquellas personas que tienen la capacidad algunas



**CATS
ĐƠN XIN CHỨNG
NHẬN VIỆC HỘI
ĐỦ TIÊU CHUẨN
ADA**

Kính gửi Đường đơn:

Cảm ơn quý vị đã hỏi thăm về quá trình nộp đơn xin chứng nhận đủ tiêu chuẩn cho dịch vụ vận chuyển cho người khuyết tật ADA thuộc Hệ thống Giao thông Công cộng Khu vực Charlotte (CATS). Đơn xin chứng nhận này nhằm áp dụng hoặc gia hạn khả năng sử dụng dịch vụ vận chuyển cho người khuyết tật CATS.

Vui lòng đọc kỹ các tài liệu này trước khi điền đơn.

Dịch vụ vận chuyển cho người khuyết tật CATS cung cấp cho các cá nhân không thể sử dụng dịch vụ xe buýt hoặc tàu điện tuyến cố định do một khuyết tật. Không đủ khả năng đi xe buýt tuyến cố định có thể có nghĩa là không có khả năng đi đến hoặc đi từ trạm xe buýt, không lên xuống xe buýt được, hoặc không biết cách đi xe buýt và sử dụng hệ thống xe buýt.

CATS cung cấp dịch vụ đi chung xe đưa đón tại vỉa hè cho những ai được xác định là hội đủ tiêu chuẩn nhận dịch vụ vận chuyển cho người khuyết tật ADA đối với những chuyến đi không thể thực hiện được bằng tàu điện hoặc xe buýt tuyến cố định. Ví dụ: Quý vị có thể thực hiện một số chuyến đi bằng xe buýt nếu điểm dừng xe nằm gần nhà quý vị, hoặc nếu không có rào cản nào khiến quý vị không thể đi đến/từ trạm xe buýt. Những trường hợp khác, có thể quý vị không đi đến trạm xe buýt được và cũng không đi xe buýt được.

Có 5 hạng mục tiêu chuẩn:

Vô điều kiện

Cấp dịch vụ này không có hạn chế về thời gian hoặc lý do một chuyến đi có thể được xếp lịch cho hành khách. Cấp độ này được dành riêng cho những người không thể sử dụng hệ thống cố định/tàu điện ở bất cứ cấp độ nào. Việc chứng nhận tạm thời hoặc dài hạn sẽ không có tác động nào đến số lượng hoặc lý do xếp lịch cho chuyến đi.

1. Vô điều kiện-Tạm thời

Cấp chứng nhận này sẽ yêu cầu chứng nhận lại và tái đánh giá thường xuyên hơn dựa vào khả năng của hành khách.

2. Vô điều kiện-Dài hạn

Cấp chứng nhận này dành cho những người có tình trạng không thể cải thiện được.

Có điều kiện

Cấp dịch vụ này dành cho những người, đôi lúc, có khả năng sử dụng các dịch vụ cố định/tàu điện.



CATS
ADA 资格申请

第一部分 (所有申请人均须填写该部分)

申请人信息

您以前是否进行过资格申请*? <small>(*-表示必填字段)</small>		<input type="checkbox"/> 是 <input type="checkbox"/> 否		乘客 ID# [仅供内部使用]	
名*:		中间名		姓*	
家庭地址		街道*:		公寓/房间号	
城市*:		州*:		邮政编码*:	
邮寄地址 (若异于家庭地址)					
街道:					
城市:		州:		邮政编码:	
*电话 <small>(请标记主要电话)</small>		手机:		座机:	
电邮*:					
个人信息					
出生日期*: <small>(月/日/年)</small>				<input type="checkbox"/> 男 <input type="checkbox"/> 女	
第一语言*:		<input type="checkbox"/> 英语 <input type="checkbox"/> 西班牙语 <input type="checkbox"/> 其他		请注明:	
沟通格式:		<input type="checkbox"/> 标准 <input type="checkbox"/> 大字体 <input type="checkbox"/> 其他		请注明:	



Verificación profesional

A fin de evaluar correctamente esta solicitud, Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte, se pondrá en contacto con su profesional médico o de rehabilitación, para confirmar la información brindada. **Por favor, solicítele a su proveedor de servicios de salud o de rehabilitación que complete y firme la siguiente autorización.**

Nota: Si es posible, haga completar este formulario por un profesional que esté familiarizado con su discapacidad específica y que también esté al tanto de su capacidad o incapacidad para trasladarse mediante el sistema de transporte público. El profesional puede ser:

- un especialista en rehabilitación
- un consejero de la vida independiente
- un asistente social
- un psicólogo
- un asesor de rehabilitación vocacional
- un asesor de salud mental
- un terapeuta ocupacional o fisioterapeuta
- un médico o enfermero diplomado

El profesional médico o de rehabilitación que se menciona a continuación está familiarizado con mi discapacidad y está autorizado a brindar a Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte, cualquier información que se requiera para confirmar alguna información contenida en esta solicitud. Asimismo, está autorizado a aclarar las limitaciones propias de mi discapacidad.

Para ser completado por un profesional médico o de rehabilitación

Nombre _____
Domicilio _____ _____
Teléfono / Número de TDD (durante el día) _____ fax _____
Dirección de correo electrónico _____ _____
Firma _____ Fecha _____

- Civil Rights Discrimination Complaint Form

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(704) 336-7433 或 Telltransit@charlottenc.gov 或
C.A.T.S., 公民权利主任 600 东第四街, 夏洛特, 数控 28202

第六编歧视投诉表格

1. 投诉人的名称		4. 人歧视 (如果申诉人是别人的)	
2. 电话		名称	
3. 家庭地址 (街道、城市、州、邮政编码)		地址	
		市、州、邮编	
		电话号码	
5. 描述据称歧视你的人。(如果已知包括) 人员、徽章编号、员工人数、车辆数和/或联系信息名称:		6. 日期/时间的指称的事件 (月、一天、一天时间、年):	7. 地点指称事件 (包括巴士路线和数量, 如果涉及)。
9. 相信我经历过的歧视基于 (请选中所有适用项):			
<input type="checkbox"/> 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 民族血统 <input type="checkbox"/> 限制能讲英语和/或我所说的语言。			
解释发生了什么事, 为什么你认为你被歧视的尽可能明确。如果需要更多空间, 请使用此窗体后面。			
10. 完全标识的任何人或证人我们可能会联系支持或澄清你指控的其他信息 (姓名、地址、电话)			
11. 什么其他信息你有相关的调查这类投诉呢?			
12. 如何能你的问题被解析为您满意吗?		13. 如果你提起这与之前的 C.A.T.S. 习惯, 请指定何时、在哪里, 以及如何?	
签名:		日期:	
由 (行政工作人员代表) 的摄入量			

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"C.A.T.S.", 公民權利主任 600 東第四街, 夏洛特, 數控 28202

第六編歧視投訴表格

1. 投訴人的名稱			4. 人歧視 (如果申訴人是別人的)		
2. 電話			名稱		
3. 家庭位址 (街道、城市、州、郵遞區號)			位址		
			市, 州, 郵編		
			電話號碼		
5. 描述據稱歧視你的人。(如果已知包括) 人員、徽章編號、員工人數、車輛數和/或聯繫資訊名稱:		6. 日期/時間的指稱的事件 (月、一天、一天時間、年):		7. 地點指稱事件 (包括巴士路線和數量, 如果涉及)。	
9. 相信我經歷過的歧視基於 (精選中所有適用項):					
<input type="checkbox"/> 種族 <input type="checkbox"/> 顏色 <input type="checkbox"/> 民族血統 <input type="checkbox"/> 限制能講英語和/或我所說的語言。					
解釋發生了什麼事, 為什麼你認為你被歧視的盡可能明確。如果需要更多空間, 請使用此表單後面。					
10. 完全標識的任何人或證人我們可能會聯繫支援或澄清你指控的其他資訊 (姓名、位址、電話)					
11. 什麼其他資訊你有相關的調查這類投訴呢?					
12. 如何能你的問題被解析為您滿意嗎?			13. 如果你提起這與之前的 C.A.T.S. 習慣, 請指定何時、在哪裡, 以及如何?		
簽名:			日期:		
由 (行政工作人員代表) 的攝入量					

제목 VI 차별 불만 양식

<p>1입니다. 신청인 이름</p> <p>2 전화</p> <p>3. 집 주소 (거리, 도시, 상태, 우편 번호)</p>	<p>4. (만약 신청인 이외의 다른 사람이) 사람에게 대한 차별</p> <p>이름</p> <p>주소</p> <p>도시, 상태, 우편</p> <p>전화 번호</p>
<p>5. 누가 당신이 알고 있는 경우 차별 혐의 사람 이름</p>	<p>6. 혐의 사건의 날짜 / 시간</p> <p>7. 혐의 사건 (포함 버스 노선 및 번호, 참여 하는 경우)의 위치</p>
<p>8입니다. 추정된 차별의 유형</p>	<p>9. 무슨 일이 있었는지 그리고 어떻게 (기분이 다른 사람 당신이 다르게 취급 했다) 차별 했다 생각을 설명, 누가 참여 했다 나타내고 그들의 역할을 설명 합니다.</p>
<p>10. 완벽하게 모든 사람을 식별 우리를 지원 하거나 당신의 주장을 명확히 추가 정보에 대한 문의하실 수 있습니다 (이름, 주소, telephone(s)).</p>	
<p>11. 기타 정보 있다면이 불평의 수사에 관련된?</p>	
<p>12. 어떻게 당신의 문제가 (들)을 만족스럽게 해결할 수 있습니까?</p>	<p>12. 전에 고양이와이 불만 제기 하는 경우 지정 하십시오언제, 어디서, 그리고 어떻게?</p>
<p>서명:</p>	<p>날짜:</p>
<p>섭취에 의해 (관리 직원 대표)</p>	

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(704) 336-7433 અથવા Teltransit@charlottenc.gov
 નાગરિક અધિકાર અધિકારી, "બિલાડી", 600 ઇસ્ટ ચોથી સ્ટ્રીટ, ચાર્લોટ, NC 28202

TITLE છઠ્ઠી ભેદભાવ ફરિયાદ ફોર્મ		
1. ફરિયાદી નામ 2. ટેલિફોન 3. હોમ સરનામું (શેરી, શહેર, રાજ્ય, પિન)	4. સામે ભેદભાવ વ્યક્તિ (જો ફરિયાદી કરતાં અન્ય કોઈને) નામ સરનામું સિટી, ઝિપ કોડ ટેલિફોન નંબર	
5. કથિત તમે સામે ભેદભાવ જે વર્ણન કરો. વ્યક્તિ (ઓ), બેજ નંબર, કર્મચારી નંબર, વાહન નંબર, અને / અથવા સંપર્ક માહિતી નામ (જો ફોન સમાવેશ થાય છે):	6. તારીખ / કથિત ઘટના ભાગ (મહિનો, દિવસ, દિવસ સમય, વર્ષ):	7. કથિત ઘટના છે US ટપાલ સેવા (બસ માર્ગ અને નંબર છે, સામેલ તો સમાવેશ થાય છે.)
9. હું પર આધારિત હતી અનુભવ ભેદભાવ (બધા લાગુ તપાસો) માને છે: <input type="checkbox"/> રેસ <input type="checkbox"/> રંગ <input type="checkbox"/> નેશનલ મૂળ <input type="checkbox"/> ઇંગલિશ અને / અથવા હું ચર્ચા કરો આ ભાષા ચર્ચા કરો કરવા માટે ક્ષમતા મર્યાદિત છે. તરીકે સ્પષ્ટ રીતે શક્ય થયું તે સમજાવો અને તમે તમારી સામે ભેદભાવ કરવામાં આવી હતી માને છે શા માટે. વધુ જગ્યા જરૂરી છે. આ ફોર્મ પાછળ ઉપયોગ કરો.		
10. સંપૂર્ણપણે અમે આધાર અથવા તમારા આરોપો (નામ, સરનામું, ટેલિફોન સ્પષ્ટ વધારાની જાણકારી માટે સંપર્ક કરી શકો છો કોઈપણ વ્યક્તિઓ અથવા સાક્ષી (ઓ) ઓળખવા.		
11. અન્ય કઈ માહિતી તમે આ ફરિયાદ એક તપાસ સાથે સંબંધિત છે, જે છે?		
12. (ઓ) તમારા સંતોષ માટે તમારી સમસ્યા કેવી રીતે ઉકેલ લાવી શકાય છે?	13. તમે બિલાડીઓ સાથે આ ફરિયાદ દાખલ કરી છે તે પહેલાં, જ્યારે, જ્યાં, અને કેવી રીતે સ્પષ્ટ કરો?	
ઇસ્ટ(ક્ષર):	તારીખ:	
દ્વારા ઇન્ટેક (વહીવટ સ્ટાફ પ્રતિનિધિ)		

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(704) 336 7433 या टेलिडिसिट @ चेरलेटेशन .gov

नागरिक अधिकार अधिकारी, "सीए। टी एस", 600 ईस्ट चौथे स्ट्रीट, शोर्लॉट, नेका 28202

TITLE VI भेदभाव शिकायत फार्म

1. शिकायतकर्ता का नाम		4. व्यक्ति के साथ भेदभाव (यदि शिकायतकर्ता के अलावा कोई अन्य)	
2. टेलीफोन		नाम	
3. घर का पता (सड़क, शहर, राज्य, जिप)		पता	
		शहर राज्य का पिन नंबर	
		टेलीफोन नंबर	
5. बताएं कि किसके साथ कथित रूप से भेदभाव किया गया है (यदि ज्ञात होता है) व्यक्ति का नाम, बैज नंबर, कर्मचारी संख्या, वाहन संख्या, और / या संपर्क जानकारी:		6. कथित घटना की तारीख / समय (महीना, दिन, दिन का समय, वर्ष):	7. कथित घटना का स्थान (बस मार्ग और संख्या शामिल करें, यदि शामिल हों।)
9. मेरा मानना है कि मैंने जो भेदभाव अनुभव किया था, उस पर आधारित था (सभी को लागू करें चेक करें):			
<input type="checkbox"/> दीड़ <input type="checkbox"/> रंग <input type="checkbox"/> राष्ट्रीय मूल <input type="checkbox"/> अंबेजी और / या भाषा बोलने की क्षमता सीमित बोलो।			
स्पष्ट रूप से स्पष्ट रूप से बताएं कि क्या हुआ और आप क्यों मानते हैं कि आप के साथ भेदभाव किया गया था यदि अधिक स्थान की आवश्यकता है, तो कृपया इस फॉर्म के पीछे का उपयोग करें।			
10. किसी भी व्यक्ति या गवाह को पूरी तरह से पहचानने, जो अतिरिक्त जानकारी के लिए हम आपके आरोपों (नाम, पता, टेलीफोन) का समर्थन या स्पष्ट करने के लिए संपर्क कर सकते हैं।			
11. इस शिकायत की जांच के लिए कौन सी अन्य जानकारी आपके पास है?			
12. आपकी समस्या (समाधान) को आपकी संतुष्टि के लिए कैसे हल किया जा सकता है?		12. अगर आपने CATS से पहले इस शिकायत दर्ज की है, तो कृपया निदिष्ट करें कि कब, कहाँ और कैसे?	
हस्ताक्षर:		तारीख	
INTAKE द्वारा (प्रशासन कर्मचारी प्रतिनिधि)			

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гражданских прав офицер, «С.А.Т.С.», 600 Востоке четвертой улице, Шарлотта, NC 28202

РАЗДЕЛ VI ФОРМЫ ДИСКРИМИНАЦИИ ЖАЛОБЫ

1. Наименование заявителя		4. Лицо дискриминации (если кто-то помимо заявителя)	
2. Телефон		Имя	
3. домашний адрес (улица, город, штат, zip)		Адрес	
		Город, штат, почтовый индекс	
		Телефонные номера	
5. Опишите, кто якобы дискриминации против вас. (если известно, включают) имя человек(а), номер жетона, табельный номер, номер транспортного средства или Контактная информация.		6. Дата /time предполагаемого инцидента (месяц, день, время суток, год):	7. местоположение предполагаемого инцидента (включая автобусный маршрут и номер, если речь.)
9. я считаю, я испытал дискриминации основывается на (выберите все что подходит):			
<input type="checkbox"/> Голка <input type="checkbox"/> Цвет <input type="checkbox"/> Национальное происхождение <input type="checkbox"/> Ограничивает способность говорить на английском и/или владею языком.			
Объясните, как ясно, как можно скорее, что случилось и почему вы считаете, вы подвергались дискриминации. Если требуется больше места, пожалуйста, используйте в задней части этой формы.			
10. Полной идентификации лиц или свидетелей мы можете связаться для получения дополнительной информации для поддержки или уточнить ваши утверждения (имя, адрес, Телефон)			
11. Какая информация у вас которых имеет отношение к расследование этой жалобы?			
12. каким образом можно разрешить для вашего удовлетворения ваших выпусков?		13. Если вы подали эту жалобу с С.А.Т.С. раньше, просьба указать, когда, где и как?	
Подпись:		ДАТА:	
ПОТРЕБЛЕНИЕ (администрирование персонала представителем)			

MẪU ĐƠN KHIẾU NẠI TIỂU ĐỂ VI PHẢN BIỆT ĐỐI XỬ

1. Tên của người khiếu nại		4. Người phân biệt đối xử (nếu ai đó khác hơn so với người khiếu nại)	
2. Điện thoại		Tên	
3. Trang chủ địa chỉ (street, thành phố, tiểu bang, số zip)		Địa chỉ	
		Thành phố, tiểu bang, Số Zip	
		Số điện thoại	
5. Tên của người đã bị cáo buộc phân biệt đối xử bạn, nếu được biết		6. ngày /time của bị cáo buộc vụ việc	7. vị trí của bị cáo buộc vụ việc (bao gồm xe buýt tuyến đường và số, nếu tham gia.)
8. loại phân biệt đối xử bị cáo buộc		9. giải thích những gì đã xảy ra và làm thế nào bạn tin rằng bạn đã được phân biệt đối (làm thế nào bạn cảm thấy những người khác đã được điều trị một cách khác nhau hơn bạn) xử, chỉ ra những người đã được tham gia và giải thích vai trò của họ.	
10. Hoàn toàn xác định bất cứ người chúng tôi có thể liên hệ với các thông tin bổ sung để hỗ trợ hoặc làm rõ những cáo buộc của bạn (tên, địa chỉ, telephone(s))			
11. Thông tin gì khác bạn có mà là có liên quan đến một cuộc điều tra khiếu nại này?			
12. làm thế nào có thể issue(s) của bạn được giải quyết để sự hài lòng của bạn?		12. Nếu quý vị đã nộp khiếu nại này với memo trước, xin vui lòng xác định khi nào, ở đâu, và làm thế nào?	
Chữ ký:		NGÀY:	
Tiêu thụ bởi (quản trị nhân viên đại diện)			

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Oficial de los Derechos Civiles, "C.A.T.S.", 600 este cuarto Street, Charlotte, NC 28202

FORMULARIO DE QUEJAS DE DISCRIMINACIÓN TÍTULO VI

1. nombre del demandante		4. Persona discriminada (si alguien que no sea querellante)	
2. Teléfono		Nombre	
3. dirección (calle, ciudad, estado, código postal)		Dirección	
		City, State, Zip	
		Números de teléfono	
5. Describe que presuntamente discriminado. (si se conoce incluyen) nombre de la persona (s), número de placa, número de empleado, número de vehículo o información de contacto:		6. fecha/hora del supuesto incidente (mes, día, hora del día, año):	7. Ubicación del presunto incidente (incluye autobús y número, si procede)
9. creo que experimenté la discriminación se basaba en (marque todas las que apliquen):			
<input type="checkbox"/> Carrera <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Limitada habilidad de hablar inglés o el idioma que hablo.			
Explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados. Si se necesita más espacio, utilice el dorso de este formulario.			
10. Identifican plenamente cualquier persona o a los testigos podemos contactar para que obtener información adicional apoyar o aclarar sus alegaciones (nombre, dirección, teléfono)			
11. Qué otra información que sea pertinente para una investigación de esta queja tienes?			
12. ¿Cómo pueden resolver satisfactoriamente sus problemas?		12. Si ha presentado esta queja con C.A.T.S antes, por favor especifique Cuándo, dónde y cómo?	
Firma:		FECHA:	
INGESTA por (representante personal de administración)			

FORMULAIRE DE PLAINTE DE DISCRIMINATION TITRE VI

<p>1. nom du plaignant</p> <p>2. Téléphone</p> <p>3. adresse (rue, ville, État, zip)</p>	<p>4. Personne victime de discrimination (si quelqu'un d'autre que de la plaignante)</p> <p>Nom</p> <p>Adresse</p> <p>Ville, État, Zip</p> <p>Numéros de téléphone</p>	
<p>5. Nom de l'ou des personnes qui auraient fait preuve de discrimination contre vous, si elle est connue</p>	<p>6. date /time du présumé incident</p>	<p>7. lieu de l'incident présumé (ligne de bus Include et nombre, si elle est concernée.)</p>
<p>8. type de discrimination alléguée</p>	<p>9. expliquer ce qui s'est passé et comment vous croyez vous ont été victimes de discrimination (comment vous vous sentez autres personnes ont été traitées différemment de vous). indiquer qui était impliqué et expliquer leur rôle.</p>	
<p>10. Identifier pleinement les voyageurs nous pouvons contacter pour plus d'informations à soutenir ou à clarifier vos allégations (nom, adresse, niveau)</p>		
<p>11. Quelles autres informations avez-vous qui se rapporte à une enquête de cette plainte?</p>		
<p>12. Comment votre question (s) peut-on résolu à votre satisfaction ?</p>	<p>12. Si vous avez déposé cette plainte auprès de chats avant, veuillez préciser quand, où et comment?</p>	
<p>Signature :</p>	<p>DATE DE :</p>	
<p>APPORT par (Administration représentant du personnel)</p>		