



# Metropolitan Transit Commission



September 27, 2023



# METROPOLITAN TRANSIT COMMISSION

Wednesday, September 27, 2023

5:30pm

Charlotte-Mecklenburg Government Center

Conference Room 267 - WebEx

## AGENDA

- I. Call to Order ..... Mayor Vi Lyles
  - Attendance (Introductions)
- II. Approval of the August 23, 2023 Summary (p.5-15)..... Mayor Vi Lyles
- III. Public Comments
- IV. Transit Work Group Update..... No Meeting
- V. Interim Chief Executive Officer's Report (p.17-37) ..... Brent Cagle
  - Communications to MTC Board Members (p.17-18)
  - Safety Reports (p.20-27)
  - Ridership Reports (p.29-35)
  - Sales Tax Report (p.37-38)
- VI. Informational Items
  - None
- VII. Action Items
  - 2023 Title VI Program (p.40-129) .....Arlanda Rouse
  - Title VI Service Equity Analysis 2022 Efficiency Changes (p.131-153).Arlanda Rouse
- VIII. Report from the Chair of the Transit Service Advisory Committee (TSAC) ....Krissy Oechslin
- IX. Report from the Chair of the Citizens Transit Advisory Group (CTAG)..... No Meeting
- X. Adjourn





**METROPOLITAN TRANSIT COMMISSION**  
**MEETING SUMMARY**  
**August 23, 2023**  
**(Approved on September 27, 2023)**

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**Presiding:** Mayor Vi Lyles, City of Charlotte

**Present:**

Commissioner Leigh Altman (BOCC)	Mayor Brad Simmons (Town of Mint Hill)
City Councilman Edmund Driggs (Charlotte)	Mayor Jack Edwards (Town of Pineville)
Andrew Grant (Town Manager, Cornelius)	Tony Lathrop, Esq. (NCDOT)
Mayor Rusty Knox (Town of Davidson)	Bill Thunberg (Town of Mooresville)
Mayor Melinda Bales (Town of Huntersville)	Mayor Walker Reid III (City of Gastonia)
Anthony Roberts (Town Manager, Huntersville)	Andy Christy (Deputy Transit Director, City of Concord)
Mayor John Higdon (Town of Matthews)	

**Interim CATS Chief Executive Officer:** Brent Cagle

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**I. Call to Order**

The hybrid regular meeting of Metropolitan Transit Commission was called to order at 5:30pm by MTC Chairwoman Mayor Vi Lyles, City of Charlotte.

**II. Review of Meeting Summary**

The meeting summary of July 26, 2023 was approved.

**III. Public Comments**

**1) Marc Moore:** I'm here to talk about reliability and frequency. I know it's been a big topic in discuss CATS, and thank you, Mr. Lawrence, for talking to me earlier and Mr. Cagle and everyone else on the team for the hard work you have been doing.

I understand that CATS is in a difficult situation right now and at that this point in time, the staffing shortage does make it necessary to an extent to focus on reliability. That said, I just wanted to come and kind of reemphasize that the end goal needs to be working towards returning to some degree of frequency. I want to emphasize, it's very good that we have it where buses aren't (inaudible) with stops.

That's a good metric to look at. Part of the reason why that's happening is because there are people who at 15 minutes would have waited for the next bus and at 30 minutes, called an Uber, Lyft, called a friend to get a ride, some other way to get to work on time and other riders are simply not riding at all, similar to the concept of adding highway lanes and introducing additional traffic and poor routes.

Taking that away does the reverse. The reliability has a greater impact on the rider when frequency is low. To put in perspective, one dropped bus on a every 30- minute frequency is a 60-minute wait while two back-to-back on a 15-minute bus is a 45-minute wait. When there's lower frequency, any liability can be significantly larger and as somebody who rides every day of the week, sometimes that's reality especially on weekends. Now that said, I do understand all this is going to take time. I have been encouraged that on it routes have been improving, thanks to your hard work. I want to make sure that we don't lose sight of the fact that at the end, everything needs to be handled with the underlying goal of returning to reliable and frequent.

**Discussion:**

**MAYOR LYLES (City of Charlotte):** Thank you very much, Mr. Moore. You have really stated what our goal is... to get back the ridership to the level that we can have buses full and ready to go. But we acknowledge right now that it is difficult for a number of reasons, primarily things that we'll hear from our interim CEO, but thank you for coming down tonight and always reminding us how important the system is to this community.

**2) Gerecka Tate:** I would just like to discuss the CATS app. As you guys know, I am a rider. I take Route 16 from where I live. But I've noticed that when I tried to use the app, there's conflicting messages, like the information published on the app vs on the web does not match up.

The information, for example, on August 15th, a couple weeks ago, I was taking a bus down to Providence Road. I believe it's 62 or 61, but on the app, it stated I needed to be on 3rd and Brevard to catch the bus; but then on the web, it stated 3rd and McDowell. When I tried to catch it from 3rd and McDowell, there was no stop.

There are conflicting messages there. And then I also came across an app called Move It. I don't know if CATS is working with Move It. It seems that information published on Move It is more accurate than what's on the CATS' website in the app. I would just like to just bring this to your attention and see what we can do to, at least, have the same information across the board, because it's very confusing when you're trying to utilize the CATS app and web, compared to Move It, which is another third-party company that seems to be a little more reliable.

**Discussion:**

**MAYOR LYLES (City of Charlotte):** Thank you, Ms. Tate. We're gonna ask our fearless leader to look into this especially on the third party, and are they using our data, and how does that interface with what we want to do to make sure that the app works. Thank you for pointing that out for us.

**IV. Transit Work Group Update – Based on pages 17-23 in the MTC Agenda Packet for August 23<sup>rd</sup>, 2023**

**Discussion:**

**MAYOR HIGDON (Town of Matthews):** Mayor Higdon (Town of Huntersville) The working group met August 8th and the details are in your packet.

We started with the city report. Mr. Cagle gave us about the August report and told us about the gold line headways that would be modified from 20 minutes to 30 minutes to provide more reliable service delivery.

We have financial oversight update. FMO is an off-cycle financial and maintenance review by the FTA as a result of the request from the city manager in March.

Phase 1 - Full scope review is complete.

Phase 2 - The testing phase will be performed in late August and September.

Phase 3 - The FTA will publish a draft report of their findings and it is expected to be complete in the late fall.

We also had an update on risk and control self-assessment. CATS is working with managing partners, Baker Tilly, to review the assessment and it will include review, asset management, information, security, technology, financial, Human Resources, regulatory compliance and strategic risks and CATS will use these findings to develop plans to improve and build out workloads and develop KPIs.

The assessment should be finalized in the fall. Financial will be used to develop budget and fiscal year 2025 and determine where to prioritize the department's investments. I think this discussion had a lot to do with this group and being more transparent with more regular KPIs (key performance indicators). The next meeting of the MTC working group is scheduled for September 12th.

**V. Interim Chief Executive Officer's Report** – Based on pages 25-38 in the MTC Agenda Packet for August 23<sup>rd</sup>, 2023

**Discussion:**

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** In the agenda, there's like a graph with updates on some of the problems. I did have two clarifying questions. It has a note regarding the July 28th derailment as human error, and I was wondering Mr. Cagle if you could update us on what that means and what you have determined.

**INTERIM CATS CEO CAGLE:** Yes. As part of the progress report, July 28th, 2023, which occurred just after the July MTC meeting, there was a derailment in the yard. Again, derailment is an industry term. It does not indicate the severity of the incident in any way, shape, or form. It's an industry term referring to the fact that a wheel left its natural position on the track. This was not a severe incident. It was a derailment. However, it occurred in the yard as an operator was moving the train as part of service and I believe as part of their pullout or leaving the yard in the morning. But it occurred in the yard and the operator, and I guess, sort of technical jargon, they were switching tracks and they split the switch. They did not fully engage the switch gear, and that led the train to ride up over the rail. When this says it was human error, that's what it means. The operator did not fully engage the switch gear. It does occur more often than we would like. We know the cause. Human error or operator error, but in response to that, we have our OPS group is looking at routine re-training for the specific operator involved, but also annual re-training of the appropriate way to switch tracks for all operators. Again, that's what we mean by that, this one was the operator just did not fully engage the switch gear as they were switching tracks.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** Thank you. Also on that graph, I believe it says the financial management focus review is going to conclude in October of this year. Mr. Higdon again was just referring to that. For my clarification, the FTA is doing an operational review and a financial review. Is that right?

**INTERIM CATS CEO CAGLE:** They announced that they will do financial management oversight or FMO review. That has begun and they will do an operations and maintenance review that has not begun yet, but the FTA tells us that they are close to selecting a contractor to do that, and once they have done that, the contractor will reach out to us to do, in effect, an opening conference or launch the review. Each review goes through the same process and it's roughly a three to four- month process starting with assessment, moving on to testing and then you move into a review of the draft report. The FMO has started, and we would expect to move into the draft report review sometime in late September, October timeframe.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** Thank you.

**INTERIM CATS CEO CAGLE:** Communications to MTC, as Mayor Higdon pointed out, after the last MTC meeting and also via email but not at the last MTC meeting, we announced that due to staffing issues, we have moved the gold line headways from 20 minutes to 30 minutes. That was effective last weekend, on Saturday. We hope that over the next roughly four months as we're seeing increasing of new recruits in classes, that we will be able to resume the 20-minute headways of the gold line. We think it's about four months but is staffing contingent and we will say that we do have vacancies for rail operators, so rail operators are trained. They're not gold line operators and blue line operators. They are operators. They're rail operators. Because of the vacancies, the other thing we find is because of special events, which usually necessitate additional service on the blue line, additional cars, it is a push-pull effect, as we have high vacancies, and more needs for special events service, it creates a shortage on the gold line.

We moved headways to 30 minutes. As the gentleman said before, it's not an either-or when it comes to reliability and frequency, and we know that. It's both, and we know that keys to good transit service, whether it's on the rail or the bus, needs to be frequent and reliable. Right now, we're pulling down frequency where we have to be able to maintain reliability and we do intend to get back to more frequency.

#### **NCDOT Update:**

**INTERIM CATS CEO CAGLE:** My last update is status of NCDOT. Again, NCDOT, it is routine. It's part of their role to conduct both announced and unannounced inspections. Those have been going very well. Over the last month, there have been two announced inspections on three areas.

The first area was in our maintenance of way group. They came out and did announced inspection on the routine reports that they write up. They also did an inspection of the light rail vehicle pullout procedures. That's when they leave the yard in the morning to start service and then they did what we call a high rail inspection which is a visual inspection of the track inside of the high rail vehicle. They ride the entire alignment and inspect the track. There were no findings.

They did have a few recommendations for how we be clearer in the reporting related to the MOW track inspections but no findings in those three areas.

#### **Communications Update:**

**INTERIM CATS CEO CAGLE:** We have provided communications to MTC related to special event, the Beyonce concert. It was a great special event for the region. The Beyonce concert was good and on a typical Wednesday we would see ridership on 16,000. On Beyonce Wednesday—the ridership was more like 26,000.

Special events do create much higher ridership especially along the blue line and that's great. It's exciting for the community but also for CATS to be able to handle that kind of increase in traffic.

We don't have numbers on PRIDE weekend last weekend, but I'm sure the numbers were significantly increased over the weekend as well.

#### **GoldLine Update:**

**INTERIM CATS CEO CAGLE:** We talked about gold line and we have our standard metrics and reporting information as part of the background information. I will pause there and see if there are specific questions related to the information.



**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** On page 27 of the agenda, I know we get these metrics every month but I'm trying to be sure I understand. Can you just tell me, what is BOD preventable collisions? It looks like there were four preventable collisions that were more than \$500 in damages. Is that what that means?

**INTERIM CATS CEO CAGLE:** That is exactly right. We utilize these four measures because these are four primary measures that the FTA requires us to report on. BOD fatalities are pretty self-explanatory. We do these four measures for bus operations, STS (Special Transportation Services), Blue Line and Gold Line.

1) Fatalities, preventable is just that. After the investigation if it was determined that it was a preventable collision, it's ruled that way, vs unpreventable. The operator was parked, and someone ran into the back of the bus, which happened last month, but that would be unpreventable.

2) Reportable injuries are just that, and then system reliability tracks the number with of incidences when a vehicle had to be taken out of service while in service. It broke down.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** Breaking down to the specifics, you can give me a better idea of what preventable collisions, more than \$500 in damage, four of them, what that looks like? And 107 reliability incidents. I'm trying to get a sense of how significant these things are. Because they sound significant, but we don't ever talk about them. As well as 13 reportable, major reportable injuries. I have no idea what that actually means.

**INTERIM CATS CEO CAGLE:** If you like, we can pull together some more documentation and send it to the full MTC. What you will see-- preventable collisions over \$500, that could be everything from an operator ran into a curb and blew out a tire and bent a rim. That would be \$500 more damage if it was preventable; or they were taking a corner and it was a very tight, and they brushed a vehicle next to it or hit the mirror type of thing. We can get you more information.

One thing I will say about reportable injuries. The interesting or putting context around that number, when you see the spikes, that is not always but usually attributable to one accident of a bus full of people. What that is indicative of in July, again, that one might have been when a bus was at a stop. It looks like 13 passengers onboard plus a driver and someone ran. In July, I think someone ran straight through and head-on collision with the bus. Medics arrived and people say I'm injured, and I need to be checked out. These are not necessarily major injuries, but that's why you see that spike. One incident like that can lead to a spike because it's indicative of one bus getting hit while it's fully loaded.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** When you follow up, one metric is the special transportation service since those were probably more, you know, folks have mobility issues and you know, a higher level of care, certainly, we need to be thinking about.

Lastly, can you address the human services transport department of social services as 7000% increase in the last month? I want to make sure in that involves Mecklenburg County, you know, is there anything I need to be doing around that. That was a pretty big metric.

**INTERIM CATS CEO CAGLE:** It is large on a percentage basis. Some of that 1s on a small base, you know, the increase percentagewise looks very big, but we can dig into that, to see what the difference was and give you more information. Sometimes, I believe that these are the trips attributable to the county MCT Service, and so just as background, CATS provides STS, or special transportation services, and the county provides a service called MTS. They are similar but not the same, and there are times when the county either budgetary constraints or just manpower issues, when they need help, they'll give us a call that we gladly help them out.

Let me get some more information and see if that's what happened is they gave us a call and asked for help. This would be an odd month and we were doing more of those transports to assist the county.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** Thank you, Mr. Cagle. Follow-up. Just for context, it would seem to me if you have—I don't know the number, thousands of bus trips every month about that one month may vary slightly but over time, it's fairly—I don't know what the word is, predictable, and it's just a function of numbers. Is that fair to say?

**INTERIM CATS CEO CAGLE:** Yes. We have metrics that we look at. Beyond the number of occurrences which is what we have here, the number of occurrences, we also have metrics that break it down on a per-mile basis or, you know, to sort of GTE gauge because the truth is preventable accidents, we'd like it to be zero every month.

We know the reality of servicing hundreds of thousands, millions of passengers and that many miles annually, monthly and annually, those things will happen. We do look at it from raw numbers, but we also have a metric that we look at to see, you know to gauge what our response needs to be.

**COMMISSIONER ALTMAN (Mecklenburg County BOCC):** Assume that we are in line with whatever the acceptable ranges and averages are, right?

**INTERIM CATS CEO CAGLE:** We are in line with the acceptable ranges. The one area that we want to continue on improving on, two areas but the same thing. When you look at bus operations division, reliability and STS reliability, those are not as good as we want them to be, and that is, quite frankly, a function of an aging fleet in both instances. But we have already implemented strategies which is buying new buss to help bring us back into alignment with that measure. Those two measures, because our STS fleet needs to be fully replaced as well.

We have an aggressive strategy to replace the bus fleet and our STS fleet to bring that metric back down. We do routinely see in reliability on the bus and STS fleet. We have more breakdowns than we would want.

**MAYOR LYLES (City of Charlotte):** I think it might be a good idea? I don't know how many of us know what STS does and how much it does in the community? It would be very helpful -- I think they have drivers that have really work hard with individuals that need the service. It may be good to just have a presentation on how it operates and works because I have a neighbor that has service there and what they do is remarkable.

I mean, from your doorstep to that vehicle and it is not an easy job. I would love to have us actually handle fleet needs replacement, but the service is invaluable, people on dialysis, people who have to go to the hospital, all those things that we're trying to accomplish. At some point, maybe it's just a moment to say this is what this group does.

**INTERIM CATS CEO CAGLE:** We can absolutely do that. I will say another note about STS, our operators for STS, it's a hard job and they do a great job. STS is routinely from an STS customer standpoint our highest rated service. It has, I think, the last report we had from the customers was something like a 98% approval rating and the customers who use it. Now what I will say about STS, usually when we hear complaints about STS, it's not from our customers. It's from people who want to be our customers but are just outside of the area or our service. But for our customers, there's a high degree of satisfaction. The other thing I'll say, and this is true in the industry, our STS drivers, before I came to CATS, our STS drivers did not have pay parity with the bus operators and the full-sized bus operators. We have changed that. That is also part of our pay strategy to provide parity to them. While they're not driving a full-sized bus, they're doing so much more for the community, other things that full-sized bus operators don't have to do. We have created parity in their pay as a strategy to retain and recruit STS operators.

## **VI. Informational Items**

### **A. 2023 Title VI Program Update**

**Arlanda Rouse**

**Arlanda Rouse** – CATS Civil Rights Officer – shared a presentation to provide updated to the 2023 Title VI Program; based on pages 40-134 in the MTC Agenda Packet for August 23<sup>rd</sup>, 2023 meeting.

#### **Discussion:**

**MAYOR HIGDON (Town of Matthews):** Thank you for the presentation, Mr. Rouse. You talk about the amenity's percentages. I wonder if there's a passing grade?

**ARLANDA ROUSE:** Currently in our service area, just using census tracts, our service area states that 49% of our service area consists of minority passengers and is 1.8% of our service areas are low income. If you look at amenities, distribution, it exceeds both of those. That's why I briefly mentioned the 50%.

**MAYOR HIGDON (Town of Matthews):** Thank you. Did you say there were 11 complaints three years systemwide? I think that's worth highlighting, that's extraordinary. I think CATS should be commended for having avoided in the environment we're in any further occurrence.

**MAYOR LYLES (City of Charlotte):** Thank you very much. I appreciate, Mr. Rouse, the work that's done. I was just saying to Mayor Higdon. It's a complex process that you have to follow and we're grateful that we're able to do that and for your service in making it possible for us to have this kind of information.

### **B. Title VI Equity Analysis for 2022 Service Modifications**

**Arlanda Rouse**

**Arlanda Rouse** – CATS Civil Rights Officer – shared a presentation for the Title VI Equity Analysis for 2022 Service Modification; based on pages 136-158 in the MTC Agenda Packet for August 23<sup>rd</sup>, 2023 meeting.

## **VII. Action Items**

### **CATS Agency Safety Plan**

**David Moskowitz**

**DAVID MOSKOWITZ** – CATS General Manager of Transit Safety & Security – presented for action the revised CATS Agency Safety Plan (ASP) Revision 3; based on pages 160-314 in the MTC Agenda Packet for August 23<sup>rd</sup>, 2023 meeting.

**Discussion:**

**MAYOR HIGDON (Town of Matthews):** On the metrics where we have goals set, I think somewhere in the safety plan it should be implicitly said that our goal is zero safety.

**DAVID MOSKOWITZ:** That is intended, sir.

**MAYOR HIGDON (Town of Matthews):** Very good.

**DAVID MOSKOWITZ:** We define in the agency safety plan what the definition of the goal is, and the appendixes is where we have the specific numbers that we have. That allows us, as the environment changes, we get back more service and running more miles. We can make adjustments to the measurements instead of having to come back and having the whole plan approved. We can update those metrics. Of course, will be reported to you all and show you the changes as they occur. That is ongoing and that is specifically in those appendices and those numbers.

**MAYOR HIGDON (Town of Matthews):** Very good. I must admit I did not read the minutia in the appendix.

**COMMISSIONER ALTMAN (Mecklenburg County):** I tempted to read the minutia, but it was really hard to process it. My question is, we're going to vote on this? There could be a motion to approve this, and I can't access most of this because it's at a technical level, it's just far above what I can kind of give in a meaningful input or oversight to.

All these changes consistent with what the FTA has asked to do or NCDOT? Where did you get all these changes that we are blessing this evening?

**DAVID MOSKOWITZ:** The majority of the changes are occurring while working with NCDOT. They've updated their state safety oversight program standards.

Other changes have come because -- mind you this is revision 3, and we have been implementing SMS over the last few years and a lot of changes and the majority of those changes are things that we said we would do, that we are now doing. We said we would have a SMS team and we now have a SMS team and the language changes to what we plan to do vs what we're doing now. What we plan to do, we're doing it now and that's where those changes come from.

A small portion is from FTA, safety advisories and staff. The majority is working with NCDOT State Safety Oversight and including a document to their changes and their program standards and making sure that we're incorporating them in our plan and as well as the updates, things that we're now implementing and in the past that we were working on.

**COMMISSIONER ALTMAN (Mecklenburg County):** It's fair to say that all the changes were mandated by the FTA and NCDOT?

**INTERIM CATS CEO CAGLE:** They weren't mandated. Some of the changes are definitional. As we worked through the last year, we see that there's a definition or NCDOT there's a definition that could be clarified, secretive action plans or caps and those kinds of things and they're definitional and it's a fine tuning of the document.



Others are specific. FTA says you need to add language, whatever it is. This document, this is the red line document, part of the process is we work with NCDOT and all of the red lines, they review it before we bring it to you so that we know that if you choose to approve it, we won't send it to them and they say, well, wait a minute. We need this change. They have already blessed this version as an adequate draft. Should you choose to take action?

Now, as part of the program that we have in the federal standards, the MTC is designated as our equivalent authority and that is in the definitions and that's why this comes to you when there are changes for your ultimate approval. That's why we do that. It's part of the process and really, think about the ASP as part of the safety management system or SMS. This is a critical part. It defines and guides us for how we approach safety as an agency and work with NCDOT and FTA.

The other thing I will point out is we had an ASP as part of our program for three years and as David mentioned, we're on revision 3. It's very normal. Next year, I anticipate bringing revision 4 forward. It's a living document. It should change. It should not be static.

**DAVID MOSKOWITZ:** In your packet, you should have a copy of the approval letter. Our process does not allow us to bring this document for your review and approval until we have that conditional letter.

**Resolution:** A motion to approve the CATS Agency Safety Plan, Revision 3 was made by **Commissioner Leigh Altman (Mecklenburg County)**; seconded by **Mayor Brad Simmons (Town of Mint Hill)**. Motion carried unanimously.

#### **VIII. Transit Services Advisory Committee (TSAC)'s Comments**

**Jarrett Hurms (Co-Chairman)** reported the following: This is following Beyonce on Wednesday or when the beehive descended onto uptown. We had the update from Brett Cagle and let me say that we are very appreciative of Mr. Cagle coming up for these monthly updates. We've talked about what we saw about the gold line frequency, which you guys have been made aware of moved from 20 minutes to 30 minutes and when it comes to there being-- I'm not saying it in terms of hiring and making sure that we're bringing in operators for both rail and bus, which is increasingly good. He has mentioned that there's improved in a couple months and that is a trend. That does sound promising. He also mentioned that there's a four to five-month timeline as far as getting everyone trained.

I want to remark that from a hiring perspective, in the process standpoint this is definitely very good when it comes to as Mr. Cagle mentioned, we have reliability, and this is good in terms of the reliability standpoint.

From the frequency standpoint, I do encourage you guys to remember that we are getting the reliability part, but we can improve on the frequency part which is the goal with all the hiring. A lot of the hiring which I will continue to say keep up the work on that part.

We have Williams about the QR code update. There's been a good amount of satisfaction with the QR code along the Central Avenue corridor and as someone who lives along the corridor, it is definitely very helpful as far as providing good information.

A lot of comments from TSAC members that includes things such as having a static website as kind of a side by side and if any of that your phone is not able to pull up the actual app, itself, just a bit of a backup and making sure that you get the most people the most access to the schedule and everything.

We talked about the work with Keith Sorensen, our planner with one of our TSAC members, Tim Spelling who is our disability representative and talked about working with the blind committee when using transit and making it accessible.

They brought up good ideas, and QR code and a beacon for a smart app, a beacon for those who are kind of visually impaired and trying to find a bus stop. A lot of good ideas on their site if we want to applaud them for working together, as well as Tim, in general, for being an excellent member of TSAC.

**IX. Citizens Transit Advisory Group (CTAG) Chairman's Comments – No Meeting**

**X. Other Business**

**CATS/CMS Collaboration**

**Commissioner Leigh Altman**

**Discussion:**

**COMMISSIONER ALTMAN (Mecklenburg County):** Mr. Cagle, I think I know the answer to this since we have to reduce lead times and reduce frequency to ensure that we can be reliable, but I did want to ask you, with CMS about to start and I think there are like 80 bus drivers short are you aware of any collaboration? Assume it's not possible since we are short and they're short. Pooling is not going to help anybody, but I wonder if that conversation has ever been undertaken.

**INTERIM CATS CEO CAGLE:** What I have been saying is we're open to conversations with CMS. There are some limitations in how we would operate and if there were the ability to share operators and we're willing to talk about that but we're always willing to talk to them about it. What I do think is there has been some conversation about access passes, all-access passes for CMS students.

That's not something that we've done yet or that CMS has wanted to pursue but we're always open to having conversations to see how we can collaborate for successful outcomes.

**COMMISSIONER ALTMAN (Mecklenburg County):** That's really interesting. Thank you for that.

**MAYOR LYLES (City of Charlotte):** I had a conversation with the vice chair of the school board around these issues and being able to do this is something that we would want to. Several years back, there was an entire conversation around how do you merge or is there an opportunity, and what happens is that the regulations and rules are very different for children versus adults. I think it would require a task force way in advance.

We're in the moment, but it would be something that we have to do more work around. The operators are probably done, but I think the difference is the passengers and the routing and the safety concerns that are there. We have had contact with the school or at least I have had contact with the school system around the idea, what about high school students and often, that's not the issue as much as the middle school and the elementary school.

**INTERIM CATS CEO CAGLE:** We do have policies around an escorted minor / unescorted minors or children. And there are opportunities for older CMS students to utilize transit as a means.

**COMMISSIONER ALTMAN (Mecklenburg County):** The pass for the high school students is that available for college students?

**INTERIM CATS CEO CAGLE:** We did not have high schools approach us. We would talk to any high schools and the short answer is yes. We'd be willing to talk to them about making it available.

**COMMISSIONER ALTMAN (Mecklenburg County):** If we can free up buses for high schools through CATS, those can be repurposed for younger grades where they can't get on CATS. Thank you, I appreciate it.

**XI. Adjourn**

The meeting was adjourned at 6:45 p.m. by Mayor Vi Lyles, City of Charlotte – MTC Chairwoman.

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NEXT MTC MEETING: WEDNESDAY, SEPTEMBER 27<sup>TH</sup>, 2023; STARTS AT 5:30 P.M.





**From:** [Hunter, Brandon](#)  
**To:** [Cagle, Brent](#)  
**Subject:** Uptown Shooting Incident  
**Date:** Friday, September 8, 2023 12:02:00 PM  
**Attachments:** [image001.png](#)

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Good Afternoon MTC Mayors and Managers,

We would like to provide you with an update on the recent news coverage of the fatal incident in Uptown EpiCentre. Please note that some of the coverage is stating that this incident took place at the Charlotte Transit Center, which is not correct. The incident did involve an Allied officer, that is not on the CATS contract, please note over the next few weeks CATS will be phasing in our second contract security vendor. Allied will no longer be our vendor.

We understand the importance of keeping you informed, and below is the information that CMPD has given to CATS and Charlotte City Council:

- On Sept. 8, 2023, at approximately 12:30 a.m., CMPD officers responded to an assault with a deadly weapon with injury call for service.
- Preliminary information indicates that upon arrival, the incident location was advised that it occurred on the 4<sup>th</sup> St. side of the EpiCentre underneath the bridge to the light rail platform near the Transit Center.
- Two allied security officers employed by the EpiCentre advised police that they were dispatched to the loading dock area in reference to a black male wearing a white shirt causing a disturbance and urinating on the wall.
- One of the security officers stated he approached the subject along with the other security officer on the 4th St. side of the Transit Center asking the subject to leave the EpiCentre property.
- According to the security officer, he said the subject turned away from the wall where he was urinating, and the security officer saw a firearm.
- The security officer physically engaged the subject to disarm him. During the struggle, the firearm discharged one time in an unknown direction.
- The other security officer, perceiving an eminent and deadly threat, drew and discharged his firearm toward the subject hitting him 2-3 times.
- MEDIC pronounced the subject deceased on the scene.
- The subject, identified as Kashaune Teal, has a lengthy criminal history including Kidnapping charges, Breaking or Entering, Carrying a Concealed Weapon, Second Degree Trespass, Assault on a Campus Police Officer, Resisting a Public Officer, Disorderly Conduct and more.
- The District Attorney's Office will determine if the shooting was justified or unjustified.
- CMPD's Homicide Unit is the lead investigating entity over the homicide.

Brandon T. Hunter  
Director of Communication  
Charlotte Area Transit System - City of Charlotte  
Cell (704) 621-8343 Media Line (980) 722-0311

**From:** [Hunter, Brandon](#)  
**To:** [Cagle, Brent](#)  
**Subject:** CATS Blue Line Incident  
**Date:** Tuesday, August 29, 2023 11:00:00 AM  
**Attachments:** [image001.png](#)

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Good morning MTC Mayors and Managers,

Early this morning at 2:32 a.m., a non-revenue train derailed in the LYNX Blue Line's south yard tail track, a section of track designed to enable rail vehicles to transition from one track to another track. The incident impacted regular service by requiring revenue trains to operate on a single track near the incident area. The train was moving at a low speed, less than ten mph, at the time of the incident. Preliminary findings by CATS safety personnel suggest that the derailment was due to operator error.

Key Details:

- The derailment took place while the train was transitioning to the tail track for the purpose of switching tracks. A failure by the operator to stop led the rail car to derail.
- The rail car remained in an upright position following the incident.
- There were no passengers on board, and the operator was not injured.
- By 6:41 a.m., the track was restored to service, and the derailed train was removed.

All appropriate regulatory agencies have been informed. CATS Safety Division is currently conducting an investigation, and once completed, all findings will be reported to the North Carolina Department of Transportation State Safety Oversight Division.

We will keep you updated as the investigation continues to unfold. Should you have any questions or concerns, please do not hesitate to contact us.

Brandon T. Hunter  
Director of Communication  
Charlotte Area Transit System - City of Charlotte  
Cell (704) 621-8343 Media Line (980) 722-0311





## Bus Operations Division Safety Performance Measures

### Fatality Incidents

Goal: 0 per 100k mi

CY 2023	Incidents	Bus Revenue Miles	Rate
January	0	923,601	0.00
February	0	837,470	0.00
March	0	945,219	0.00
April	0	878,901	0.00
May	0	917,647	0.00
June	0	889,593	0.00
July	0	889,099	0.00
August	0	939,346	0.00
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per
# of revenue miles						100,000 miles

### Total NTD Major Reportable Injuries (Employee & Customer)

Goal: < 1 per 100k mi

CY 2023	Employee Injuries	Customer Injuries	Bus Revenue Miles	Rate
January	1	0	923,601	0.11
February	0	1	837,470	0.12
March	2	4	945,219	0.63
April	1	18	878,901	2.16
May	0	1	917,647	0.11
June	0	4	889,593	0.45
July	2	13	889,099	1.69
August	0	0	939,346	0.00
September				
October				
November				
December				

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per
# of revenue miles						100,000 miles

### Preventable Collisions w/ Damage ≥ \$500

Goal: 0.5 per 100k mi

CY 2023	Incidents	Bus Revenue Miles	Rate
January	4	923,601	0.43
February	9	837,470	1.07
March	2	945,219	0.21
April	1	878,901	0.11
May	2	917,647	0.22
June	3	889,593	0.34
July	4	889,099	0.45
August	1	939,346	0.11
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per
# of revenue miles						100,000 miles

### System Reliability

Goal: < 10 per 100k mi

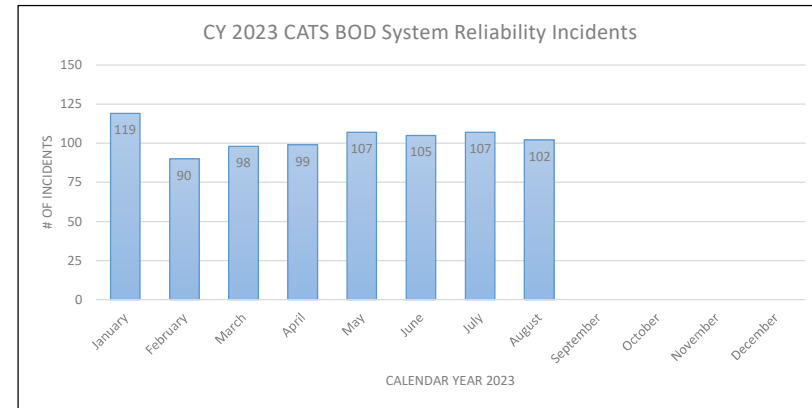
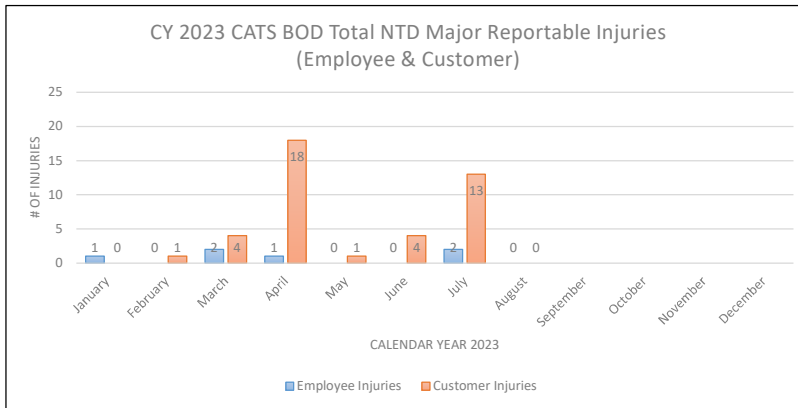
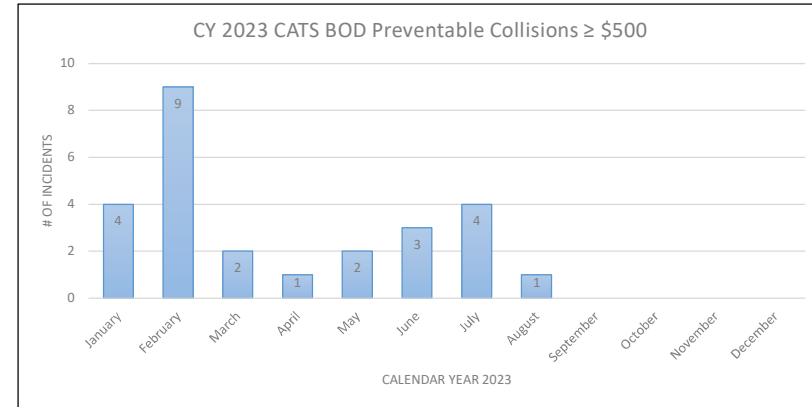
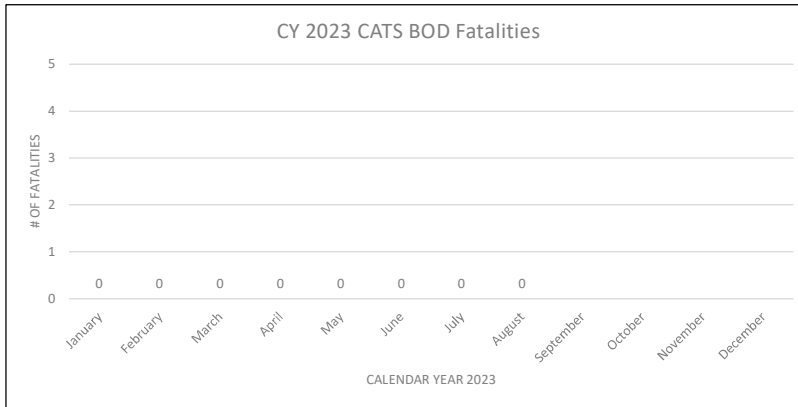
CY 2023	Incidents	Bus Revenue Miles	Rate
January	119	923,601	12.88
February	90	837,470	10.75
March	98	945,219	10.37
April	99	878,901	11.26
May	107	917,647	11.66
June	105	889,593	11.80
July	107	889,099	12.03
August	102	939,346	10.86
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per
# of revenue miles						100,000 miles



## Bus Operations Division Safety Performance Measures



## Special Transportation Service Safety Performance Measures

### Fatality Incidents

Goal: 0 per 100k mi

CY 2023	Incidents	STS Revenue Miles	Rate
January	0	171,142	0.00
February	0	164,394	0.00
March	0	184,635	0.00
April	0	160,338	0.00
May	0	169,378	0.00
June	0	165,612	0.00
July	0	165,903	0.00
August	0	178,541	0.00
September			
October			
November			
December			

Rate Formula					
# of incidents	=	x.xx	*	100,000	=
# of revenue miles					Rate per 100,000 miles

### Total NTD Major Reportable Injuries (Employee & Customer)

Goal: < 1 per 100k mi

CY 2023	Employee Injuries	Customer Injuries	STS Revenue Miles	Rate
January	0	0	171,142	0.00
February	0	0	164,394	0.00
March	0	0	184,635	0.00
April	0	0	160,338	0.00
May	0	0	169,378	0.00
June	0	0	165,612	0.00
July	0	0	165,903	0.00
August	0	0	178,541	0.00
September				
October				
November				
December				

Rate Formula					
# of incidents	=	x.xx	*	100,000	=
# of revenue miles					Rate per 100,000 miles

### Preventable Collisions w/ Damage ≥ \$500

Goal: 0.3 per 100k mi

CY 2023	Incidents	STS Revenue Miles	Rate
January	0	171,142	0.00
February	0	164,394	0.00
March	1	184,635	0.54
April	0	160,338	0.00
May	0	169,378	0.00
June	0	165,612	0.00
July	0	165,903	0.00
August	1	178,541	0.56
September			
October			
November			
December			

Rate Formula					
# of incidents	=	x.xx	*	100,000	=
# of revenue miles					Rate per 100,000 miles

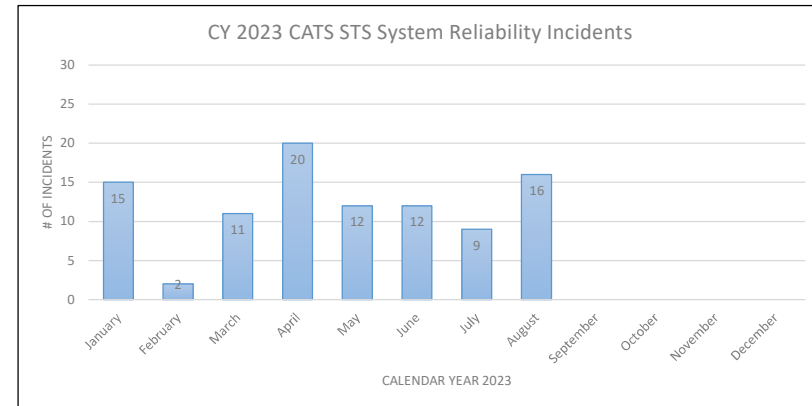
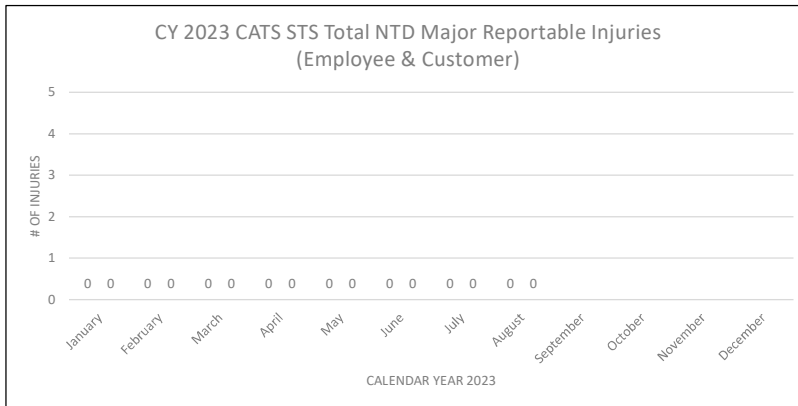
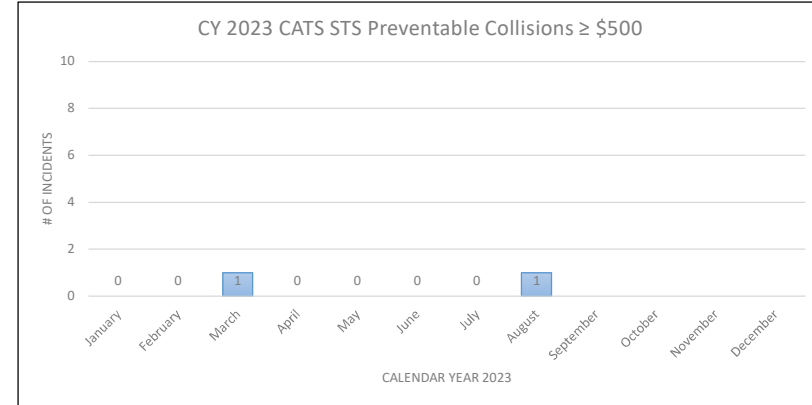
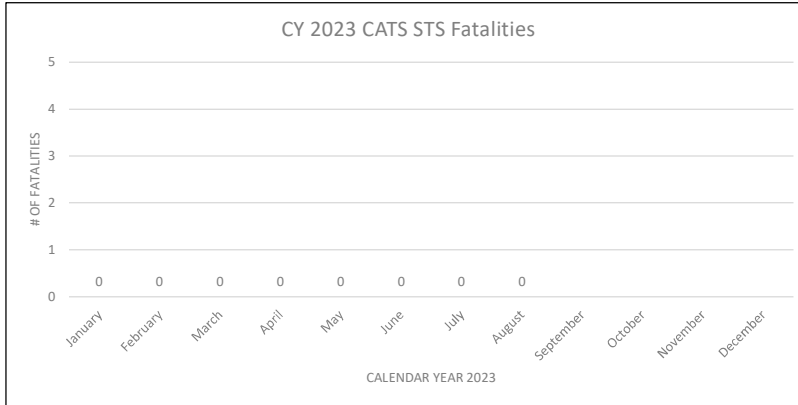
### System Reliability

Goal: < 3 per 100k mi

CY 2023	Incidents	STS Revenue Miles	Rate
January	15	171,142	8.76
February	2	164,394	1.22
March	11	184,635	5.96
April	20	160,338	12.47
May	12	169,378	7.08
June	12	165,612	7.25
July	9	165,903	5.42
August	16	178,541	8.96
September			
October			
November			
December			

Rate Formula					
# of incidents	=	x.xx	*	100,000	=
# of revenue miles					Rate per 100,000 miles

## Special Transportation Service Safety Performance Measures



## Rail Operations Blue Line Safety Performance Measures

### Fatality Incidents

Goal: 0 per 100k Revenue Car mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	0	130,949	0.00
February	0	123,072	0.00
March	0	138,277	0.00
April	0	132,083	0.00
May	0	137,129	0.00
June	0	132,069	0.00
July	0	126,973	0.00
August	0	139,812	0.00
September			
October			
November			
December			

Rate Formula						
# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

### Total NTD Major Reportable Injuries (Employee & Customer)

Goal: < 1 per 100k Revenue Car mi

CY 2023	Employee Injuries	Customer Injuries	Total Car Revenue Miles	Rate
January	0	0	130,949	0.00
February	0	0	123,072	0.00
March	0	0	138,277	0.00
April	0	0	132,083	0.00
May	0	0	137,129	0.00
June	0	0	132,069	0.00
July	0	0	126,973	0.00
August	0	0	139,812	0.00
September				
October				
November				
December				

Rate Formula						
# of incidents	=	x.xx	*	100,000	=	Rate per
# of revenue miles						100,000 miles

### Preventable Safety Events (FTA Reportable)

Goal: 0.1 per Revenue Car 100k mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	0	130,949	0.00
February	0	123,072	0.00
March	0	138,277	0.00
April	0	132,083	0.00
May	0	137,129	0.00
June	0	132,069	0.00
July	1	126,973	0.79
August	1	139,812	0.72
September			
October			
November			
December			

Rate Formula						
# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

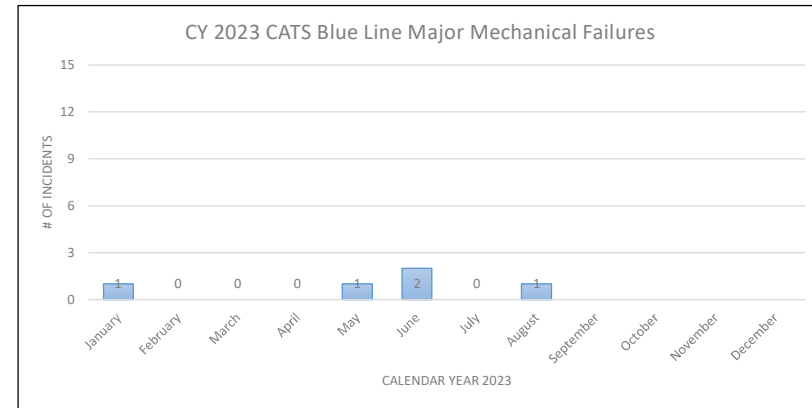
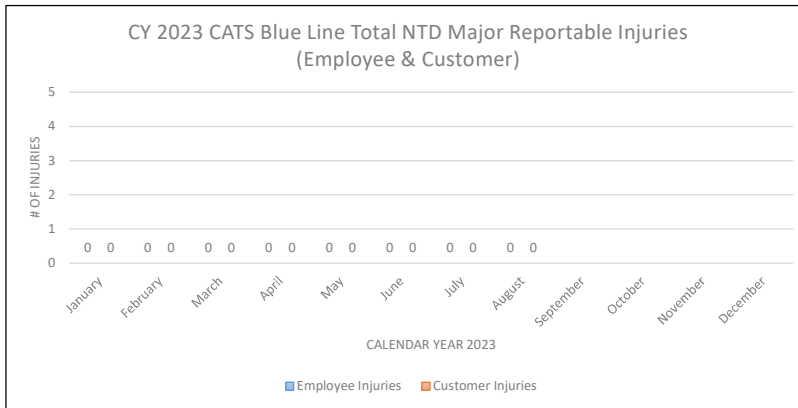
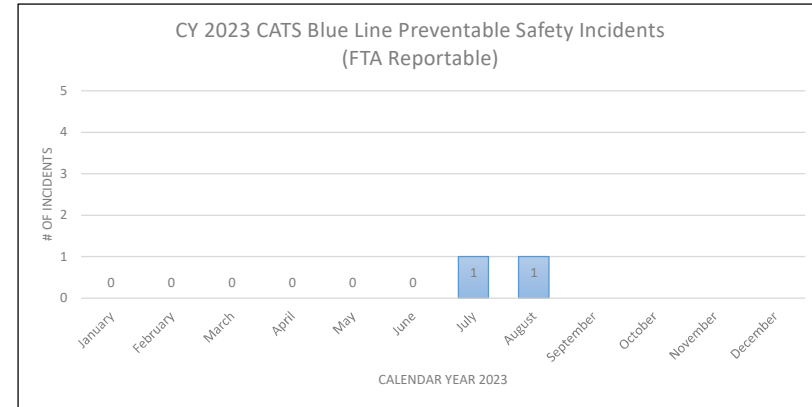
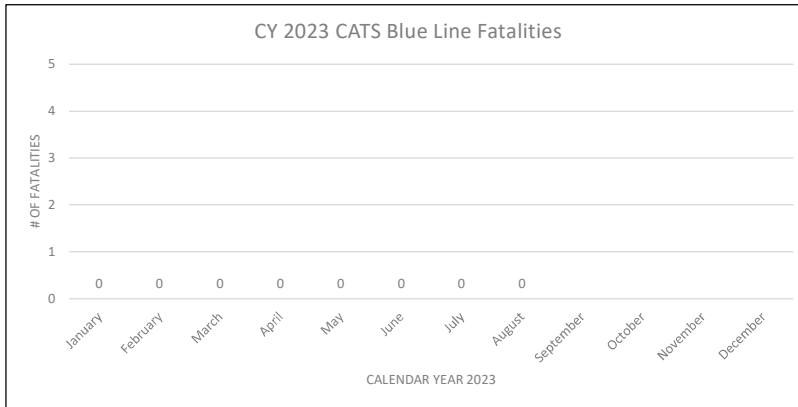
### System Reliability (Major Mechanical Failures)

Goal: < 3 per 100k Revenue Car mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	1	130,949	0.76
February	0	123,072	0.00
March	0	138,277	0.00
April	0	132,083	0.00
May	1	137,129	0.73
June	2	132,069	1.51
July	0	126,973	0.00
August	1	139,812	0.72
September			
October			
November			
December			

Rate Formula						
# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

## Rail Operations Blue Line Safety Performance Measures



## Rail Operations Gold Line Safety Performance Measures

### Fatality Incidents

Goal: 0 per 100k Revenue Car mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	0	11,696	0.00
February	0	10,695	0.00
March	0	11,793	0.00
April	0	10,574	0.00
May	0	11,766	0.00
June	0	10,506	0.00
July	0	8,950	0.00
August	0	9,781	0.00
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

### Total NTD Major Reportable Injuries (Employee & Customer)

Goal: < 1 per 100k Revenue Car mi

CY 2023	Employee Injuries	Customer Injuries	Total Car Revenue Miles	Rate
January	0	0	11,696	0.00
February	0	0	10,695	0.00
March	0	0	11,793	0.00
April	0	0	10,574	0.00
May	0	0	11,766	0.00
June	0	0	10,506	0.00
July	0	0	8,950	0.00
August	0	0	9,781	0.00
September				
October				
November				
December				

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

### Preventable Safety Events (FTA Reportable)

Goal: 0.1 per Revenue Car 100k mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	0	11,696	0.00
February	1	10,695	9.35
March	0	11,793	0.00
April	0	10,574	0.00
May	0	11,766	0.00
June	0	10,506	0.00
July	0	8,950	0.00
August	0	9,781	0.00
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

### System Reliability (Major Mechanical Failures)

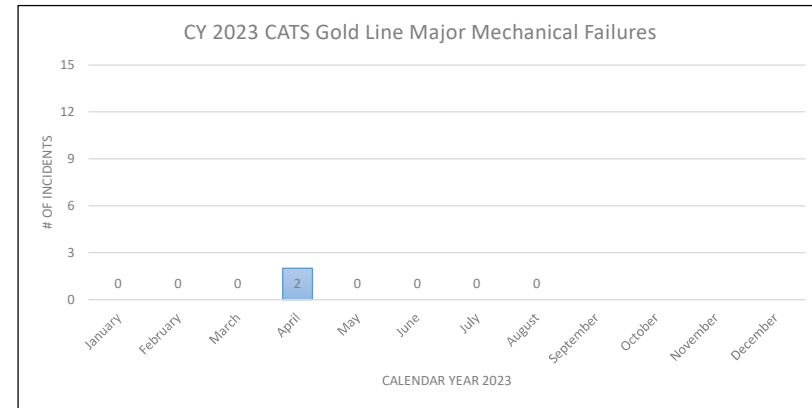
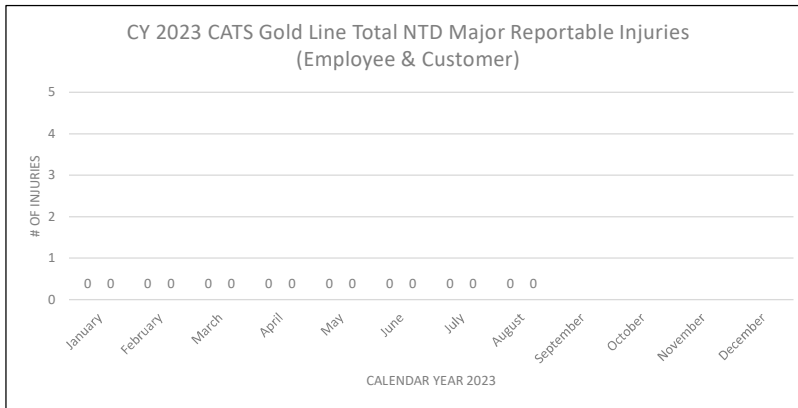
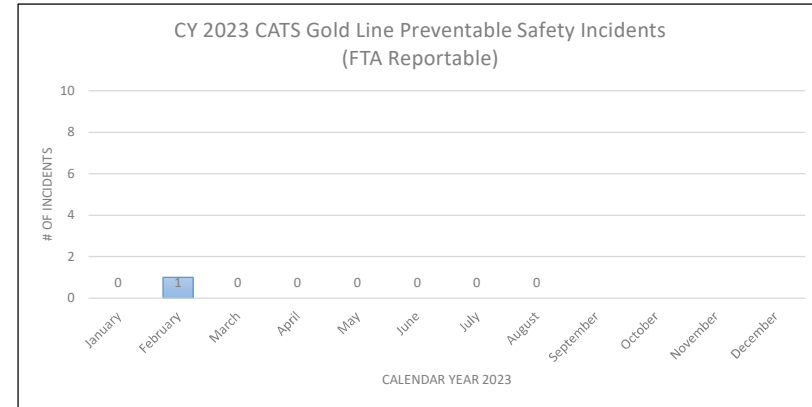
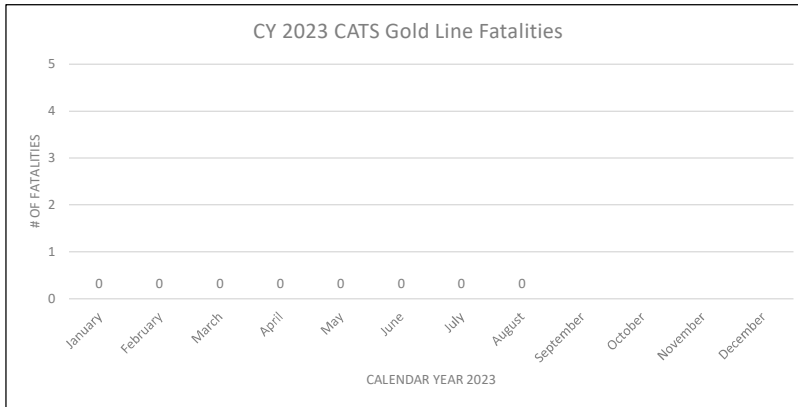
Goal: < 3 per 100k Revenue Car mi

CY 2023	Incidents	Total Car Revenue Miles	Rate
January	0	11,696	0.00
February	0	10,695	0.00
March	0	11,793	0.00
April	2	10,574	0.57
May	0	11,766	0.00
June	0	10,506	0.00
July	0	8,950	0.00
August	0	9,781	0.00
September			
October			
November			
December			

#### Rate Formula

# of incidents	=	x.xx	*	100,000	=	Rate per 100,000 miles
# of revenue miles						

## Rail Operations Gold Line Safety Performance Measures







Metropolitan Transit Commission  
Charlotte Area Transit System Ridership Report  
Aug-23

Mode / Service	Aug-23	Aug-22	Percent Increase/Decrease	YTD FY 2024	YTD FY 2023	Percent Increase/Decrease	Avg Daily Ridership per Month		
							WeekDay	Saturday	Sunday
<b>Local</b>									
BOD Local	603,772	439,825	37.3 %	1,146,716	801,967	43.0 %	21,569	15,700	11,264
<b>Subtotal</b>	<b>603,772</b>	<b>439,825</b>	<b>37.3 %</b>	<b>1,146,716</b>	<b>801,967</b>	<b>43.0 %</b>	<b>21,569</b>	<b>15,700</b>	<b>11,264</b>
<b>Local Express</b>									
Arboretum Express	1,302	-	n/a	2,258	-	n/a	57	-	-
Harrisburg Road Express	1,227	922	33.1 %	2,184	1,767	23.6 %	53	-	-
Northcross Express	2,862	2,749	4.1 %	5,186	4,612	12.4 %	124	-	-
Idlewild Road Express	813	685	18.7 %	1,644	1,272	29.2 %	35	-	-
Independence Blvd Express	2,085	1,624	28.4 %	3,644	2,819	29.3 %	91	-	-
Lawyers Road Express	1,418	970	46.2 %	2,536	1,633	55.3 %	62	-	-
Mountain Island Express	265	-	n/a	460	-	n/a	12	-	-
Northlake Express	2,535	1,634	55.1 %	4,440	2,965	49.7 %	110	-	-
North Mecklenburg Express	3,938	3,767	4.5 %	7,130	6,901	3.3 %	171	-	-
Huntersville Express	3,984	2,687	48.3 %	6,563	4,809	36.5 %	173	-	-
Rea Road Express	1,515	1,281	18.3 %	2,874	2,391	20.2 %	66	-	-
Steele Creek Express	390	-	n/a	651	-	n/a	17	-	-
Huntersville Greenhouse Express	81	147	-44.9 %	182	269	-32.3 %	4	-	-
<b>Subtotal</b>	<b>22,415</b>	<b>16,466</b>	<b>36.1 %</b>	<b>39,752</b>	<b>29,438</b>	<b>35.0 %</b>	<b>975</b>	<b>-</b>	<b>-</b>
<b>Regional Express</b>									
Gastonia Express	1,018	746	36.5 %	1,989	1,482	34.2 %	44	-	-
Rock Hill Express	955	640	49.2 %	1,661	1,329	25.0 %	42	-	-
Union County Express	877	792	10.7 %	1,558	1,359	14.6 %	38	-	-
<b>Subtotal</b>	<b>2,850</b>	<b>2,178</b>	<b>30.9 %</b>	<b>5,208</b>	<b>4,170</b>	<b>24.9 %</b>	<b>124</b>	<b>-</b>	<b>-</b>
<b>Community Circulator</b>									
Neighborhood Shuttles	18,570	12,814	44.9 %	35,880	24,715	45.2 %	687	491	203
Eastland Neighborhood Shuttle	10,037	7,717	30.1 %	19,589	14,739	32.9 %	332	329	273
Pineville-Matthews Road	1,927	1,600	20.4 %	3,508	2,754	27.4 %	75	49	-
Village Rider	4,851	3,352	44.7 %	9,328	7,069	32.0 %	174	137	77
<b>Subtotal</b>	<b>35,385</b>	<b>25,483</b>	<b>38.9 %</b>	<b>68,305</b>	<b>49,277</b>	<b>38.6 %</b>	<b>1,268</b>	<b>1,006</b>	<b>553</b>
<b>Human Services Transportation</b>									
Special Transportation Services	16,386	15,803	3.7 %	31,569	29,768	6.1 %	631	252	219
DSS	1,589	45	3,431.1 %	5,204	91	5,618.7 %	66	15	5
<b>Subtotal</b>	<b>17,975</b>	<b>15,848</b>	<b>13.4 %</b>	<b>36,773</b>	<b>29,859</b>	<b>23.2 %</b>	<b>697</b>	<b>267</b>	<b>224</b>
<b>Rideshare Services</b>									
Vanpool	3,826	3,960	-3.4 %	7,425	7,469	-0.6 %	153	34	45
<b>Subtotal</b>	<b>3,826</b>	<b>3,960</b>	<b>-3.4 %</b>	<b>7,425</b>	<b>7,469</b>	<b>-0.6 %</b>	<b>153</b>	<b>34</b>	<b>45</b>



Metropolitan Transit Commission  
Charlotte Area Transit System Ridership Report

Aug-23

Mode / Service	Percent			YTD		Percent	Avg Daily Ridership per Month		
	Aug-23	Aug-22	Increase/Decrease	FY 2024	FY 2023		WeekDay	Saturday	Sunday
<b>Rail</b>									
LYNX Blue Line	571,170	460,892	23.9 %	1,052,140	904,641	16.3 %	19,142	19,832	12,896
CityLynx Gold Line	47,487	50,853	-6.6 %	98,080	94,003	4.3 %	1,616	1,492	1,088
<b>Subtotal</b>	<b>618,657</b>	<b>511,745</b>	<b>20.9 %</b>	<b>1,150,220</b>	<b>998,644</b>	<b>15.2 %</b>	<b>20,758</b>	<b>21,324</b>	<b>13,984</b>
<b>Total</b>	<b>1,304,880</b>	<b>1,015,505</b>	<b>28.5 %</b>	<b>2,454,399</b>	<b>1,920,824</b>	<b>27.8 %</b>	<b>45,544</b>	<b>38,331</b>	<b>26,070</b>



Metropolitan Transit Commission  
Charlotte Area Transit System Ridership Report  
Aug-23

Source:

Fixed Route Bus - Automatic Passenger Counts

Rail - Automatic Passenger Counts

Mode / Service	Aug-23	Aug-22	Percent Increase / Decrease	Average Daily Ridership		
				Weekday	Saturday	Sunday
<b>Local</b>						
BOD Local	717,973	651,331	<b>10.2%</b>	25,969	17,940	12,624
<b>Subtotal</b>	<b>717,973</b>	<b>651,331</b>	<b>10.2%</b>	<b>25,969</b>	<b>17,940</b>	<b>12,624</b>
<b>Local Express</b>						
Arboretum Express	1,588	-	-	69	-	-
Harrisburg Road Express	1,642	1,218	<b>34.9%</b>	71	-	-
Northcross Express	4,148	3,888	<b>6.7%</b>	180	-	-
Idlewild Express	993	1,078	<b>-7.8%</b>	43	-	-
Independence Blvd Express	2,824	2,723	<b>3.7%</b>	123	-	-
Lawyers Road Express	1,775	1,222	<b>45.3%</b>	77	-	-
Steele Creek Express	726	-	-	32	-	-
Northlake Express	2,990	2,607	<b>14.7%</b>	130	-	-
North Mecklenburg Express	6,477	4,930	<b>31.4%</b>	282	-	-
Huntersville Express	4,567	4,570	<b>-0.1%</b>	199	-	-
Rea Road Express	1,417	1,624	<b>-12.7%</b>	62	-	-
Mountain Island Express	335	-	-	15	-	-
Huntersville Greenhouse	124	174	<b>-28.6%</b>	5	-	-
<b>Subtotal</b>	<b>29,607</b>	<b>24,033</b>	<b>23.2%</b>	<b>1,287</b>	<b>-</b>	<b>-</b>
<b>Regional Express</b>						
Gastonia Express	1,151	1,128	<b>2.0%</b>	50	-	-
Rock Hill Express	1,267	1,086	<b>16.7%</b>	55	-	-
Union County Express	1,074	962	<b>11.6%</b>	47	-	-
<b>Subtotal</b>	<b>3,492</b>	<b>3,176</b>	<b>10.0%</b>	<b>152</b>	<b>-</b>	<b>-</b>

**Community Circulator**

Neighborhood Shuttles	22,492	19,137	<b>17.5%</b>	836	591	246
Eastland Neighborhood Shuttle	11,663	11,487	<b>1.5%</b>	398	362	269
Pineville-Matthews Road	2,471	2,659	<b>-7.1%</b>	95	71	-
Village Rider	7,311	6,903	<b>5.9%</b>	255	201	163
<b>Subtotal</b>	<b>43,938</b>	<b>40,185</b>	<b>9.3%</b>	<b>1,583</b>	<b>882</b>	<b>677</b>

**Human Services Transportation**

Special Transportation Services	16,386	15,803	<b>3.7%</b>	631	252	219
DSS	1,589	45	<b>3431.1%</b>	66	-	-
<b>Subtotal</b>	<b>17,975</b>	<b>15,848</b>	<b>13.4%</b>	<b>697</b>	<b>252</b>	<b>219</b>

**Rideshare Services**

Vanpool	3,826	3,960	<b>-3.4%</b>	153	44	40
<b>Subtotal</b>	<b>3,826</b>	<b>3,960</b>	<b>-3.4%</b>	<b>153</b>	<b>44</b>	<b>40</b>

**Rail**

LYNX Blue Line	571,170	460,892	<b>23.9%</b>	19,142	19,832	12,896
CityLynx Gold Line	47,487	50,853	<b>-6.6%</b>	1,616	1,492	1,088
<b>Subtotal</b>	<b>618,657</b>	<b>511,745</b>	<b>20.9%</b>	<b>20,758</b>	<b>21,324</b>	<b>13,984</b>

<b>Total</b>	<b>1,435,467</b>	<b>1,250,278</b>	<b>14.8%</b>	<b>50,599</b>	<b>40,442</b>	<b>27,544</b>
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# August 2023 Missed Trips & Ridership Reports

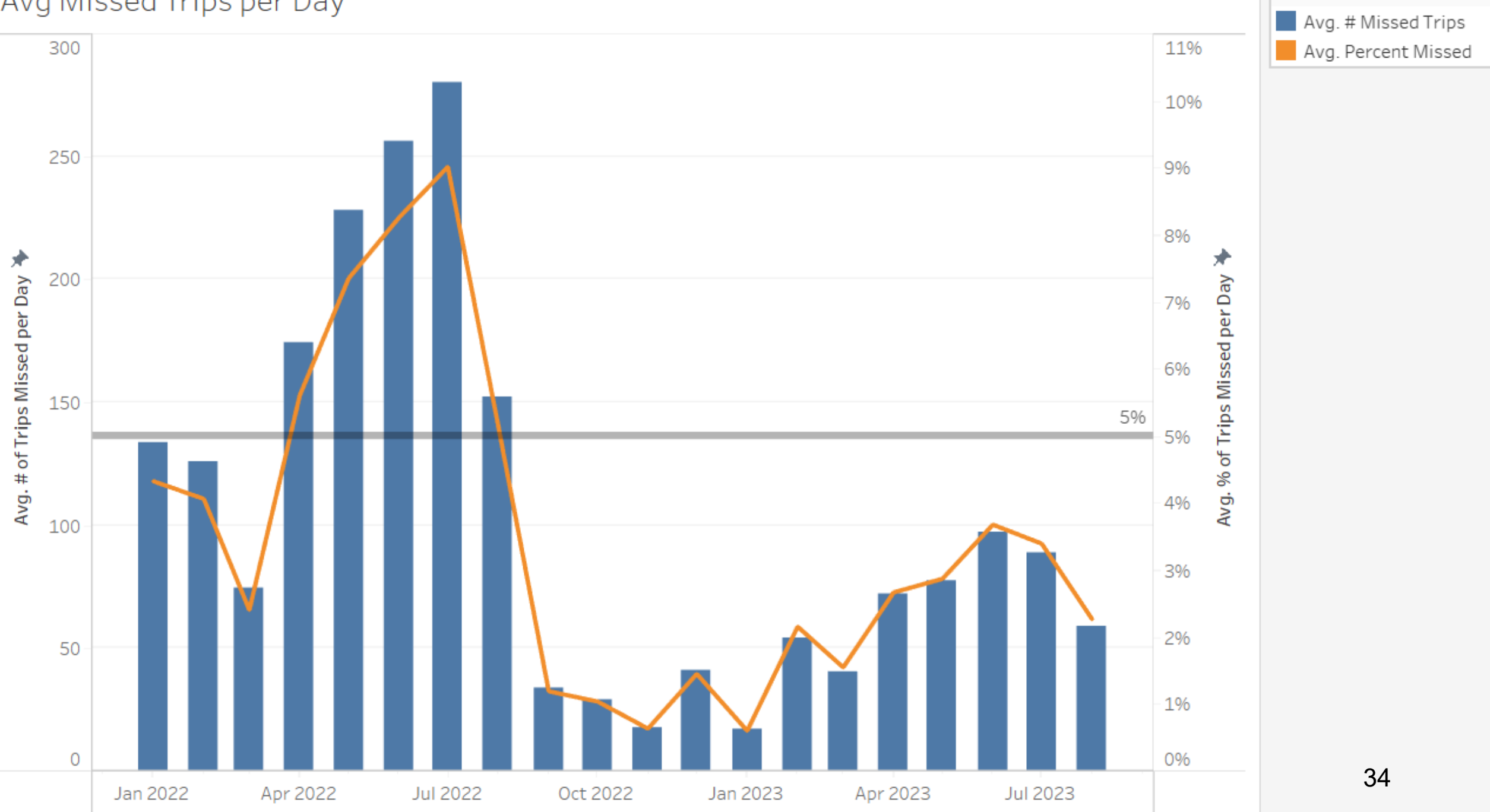
## Bus Service Missed Trips Highlights

- Missed trips continue a downward trend in August with less than 2% of trips missed.
- Missed trips on Fridays have dropped over the past month, and Sundays have seen improvements as well.

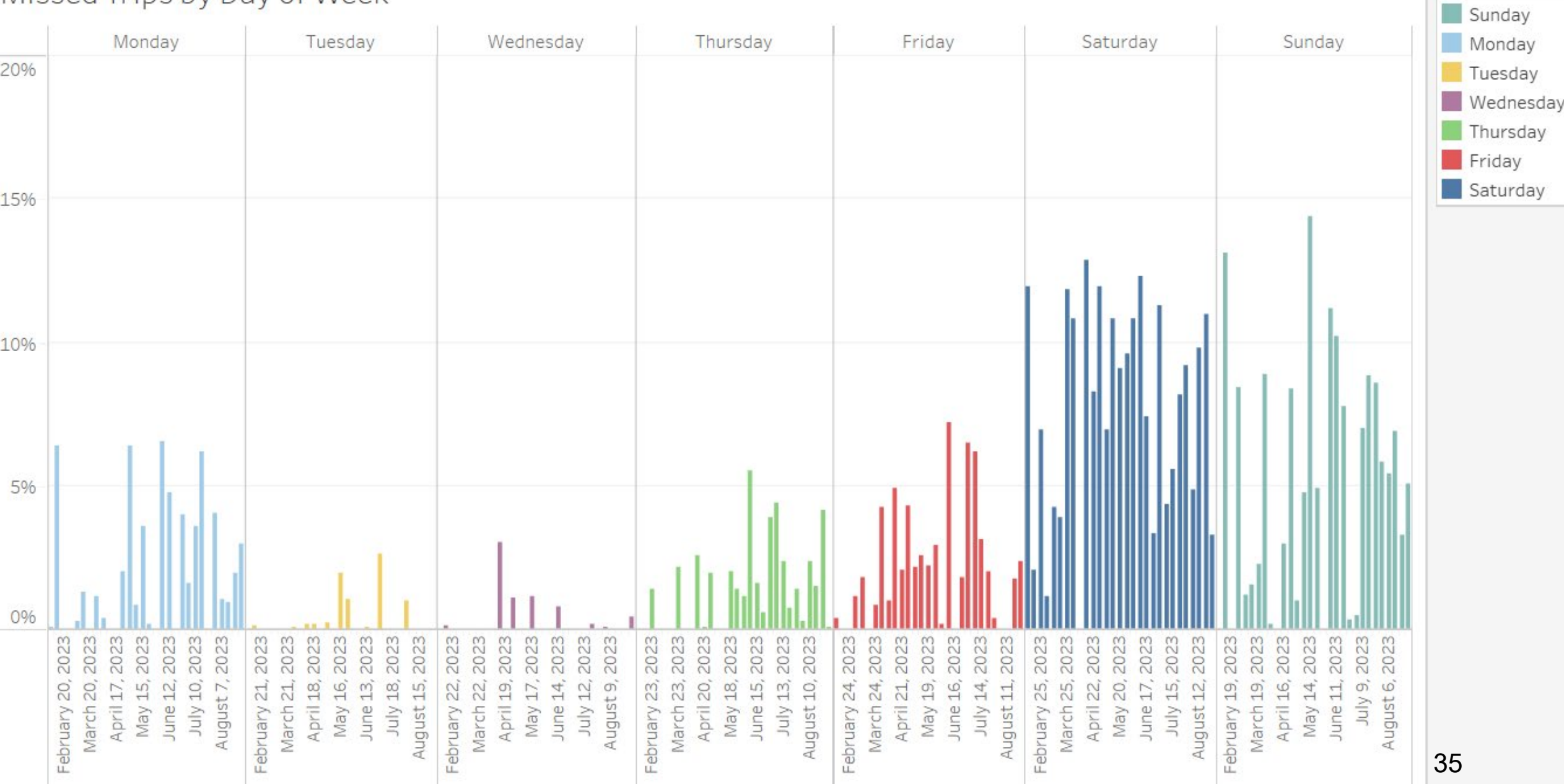
## Ridership Highlights

- August 2023 Systemwide Automatic Passenger Counter ridership is up 14.8% compared to August 2022
  - Local Routes were up 10.2%
  - Express routes were up 23.2%
  - Overall Rail ridership increased 20.9%
    - Blue Line ridership increased 23.9%
    - Gold Line ridership decreased 6.6 %

Avg Missed Trips per Day



# Missed Trips by Day of Week







AUGUST CATS Sales Tax Report FY2024

May Receipts

Sales Tax Collections and Distribution – May 2023

- The May 2023 receipts of \$13,440,164 were \$2,525,229 (23.1%) above budget target for the month
- The May 2023 receipts were \$1,763,133 (15.1%) above forecast for the month
- The May 2023 receipts were \$507,910 (3.9%) above May of 2022

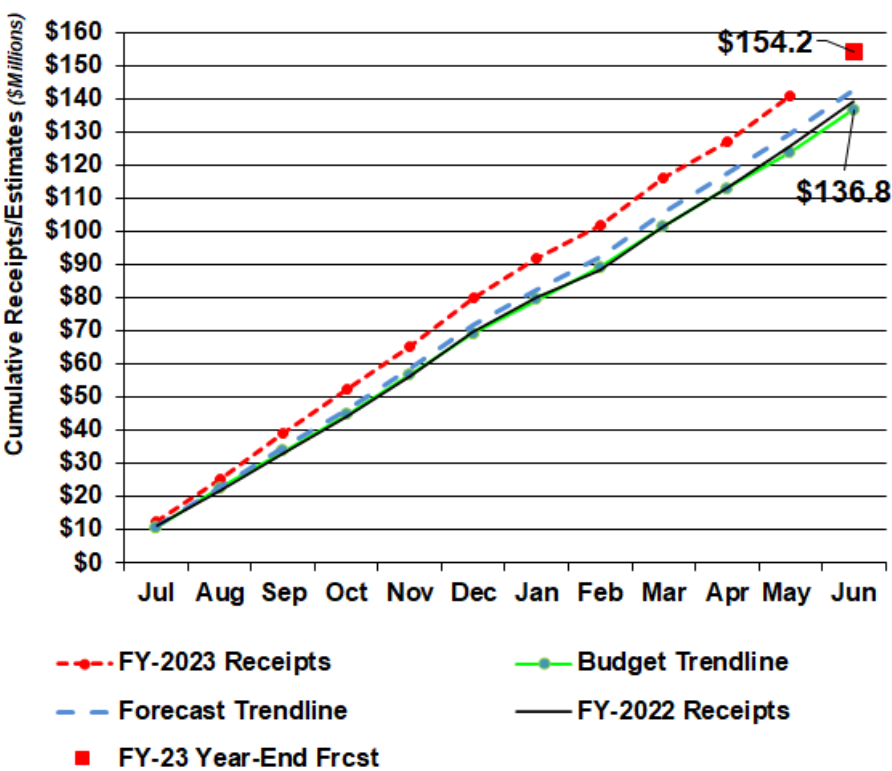
Sales Tax Budget Data

- FY2023 sales tax budget is \$136,807,021
- The FY23 model forecasts year-end receipts of \$154,169,832 which is \$17,362,811 (12.69%) above the FY23 budget target of \$136,807,021
- FY2022 actual sales tax was \$139,225,568

Local Government Sales and Use Tax Distribution

- Source: North Carolina Department of Revenue Sales & Use Distribution Report for the month May 31, 2023
- Published by NC Secretary of Revenue on 07/12/2023 with actual receipts through May 31<sup>st</sup>, 2023.
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax

FY-2023 Sales Tax Receipts Trendlines



FY2023 Budget Sales Tax Receipts (Actuals and Forecasts)

Jurisdiction	Population	% of Total	Jul 22 Actuals	Aug 22 Actuals	Sep 22 Actuals	Oct 22 Actuals	Nov 22 Actuals	Dec 22 Actuals	Jan 23 Actuals	Feb 23 Actuals	Mar 23 Actuals	April 23 Actuals	May 23 Forecasts	Jun 23 Forecasts	Total	
Mecklenburg County *	1,121,482	100%	\$12,687,115	\$12,882,613	\$13,528,146	\$13,283,027	13,151,617	14,644,501	11,902,754	9,995,757	\$14,159,184	11,180,564	13,440,164	13,314,358	154,169,800	
															YTD Budget	\$124,040,694
															Variance (YTD)	\$16,814,748

FY2023 Budget Sales Taxes Receipts Year-over-Year Comparison

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD Total
Year-over-Year Comparison (FY2023 over FY2022)	12.3%	20.9%	22.2%	17.1%	8.6%	8.5%	16.4%	20.2%	6.0%	-1.7%	3.9%	2.1%	10.7%
FY2023 Budget Target	\$10,837,385	\$11,730,084	\$11,265,334	\$11,050,554	\$11,990,897	\$12,399,931	\$10,211,129	\$9,806,473	\$12,405,318	\$11,428,653	\$10,914,935	\$12,766,327	\$136,807,021
% of FY2023 Budget Achieved	9.3%	18.7%	28.6%	38.3%	47.9%	58.6%	67.3%	74.6%	85.0%	93.1%	103.0%	112.7%	112.7%

FY2019 - FY2022 Sales Tax Receipts

Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
FY2022	\$11,298,388	\$10,659,682	\$11,073,183	\$11,342,634	\$12,115,265	\$13,501,568	\$10,221,788	\$8,315,108	\$13,351,825	\$11,369,039	\$12,932,254	\$13,044,834	\$139,225,568
FY2021	\$8,921,474	\$9,466,946	\$9,245,058	\$9,317,741	\$9,964,913	\$11,402,907	\$9,134,772	\$6,785,996	\$11,253,531	\$10,287,447	\$8,942,957	\$11,945,450	\$116,669,192
FY2020	\$9,683,570	\$9,787,973	\$8,671,558	\$9,890,136	\$9,858,570	\$9,800,116	\$8,278,036	\$8,276,547	\$8,735,473	\$7,635,380	\$6,997,727	\$9,833,896	\$107,778,982
FY2019	\$7,708,503	\$9,621,386	\$9,103,726	\$8,067,019	\$9,425,129	\$8,906,774	\$8,195,787	\$7,918,012	\$10,155,891	\$9,880,419	\$9,435,500	\$9,117,052	\$107,535,197

27-Sep-23 CATS Calculation of theoretical transit tax revenue allocations by jurisdiction

Jurisdiction	Population	%	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTAL
Charlotte	<b>878,778</b>	78%	9,941,450	10,094,640	10,600,471	10,408,399	10,305,428	11,475,231	9,326,836	7,832,539	11,094,943	8,760,937	10,531,529	10,432,949	120,805,353
Cornelius	<b>31,442</b>	3%	355,697	361,178	379,277	372,404	368,720	410,575	333,707	280,242	396,969	313,460	376,810	373,283	4,322,322
Davidson	<b>14,907</b>	1%	168,640	171,239	179,819	176,561	174,814	194,658	158,214	132,866	188,207	148,615	178,650	176,978	2,049,261
Huntersville	<b>61,840</b>	6%	699,584	710,364	745,960	732,444	725,198	807,517	656,334	551,179	780,756	616,511	741,108	734,171	8,501,127
Matthews	<b>29,502</b>	3%	333,751	338,893	355,875	349,427	345,970	385,242	313,117	262,951	372,475	294,119	353,560	350,251	4,055,631
Mint Hill	<b>26,465</b>	2%	299,394	304,007	319,240	313,456	310,355	345,584	280,884	235,882	334,132	263,842	317,164	314,195	3,638,136
Pineville	<b>10,651</b>	1%	120,493	122,349	128,480	126,152	124,904	139,083	113,043	94,932	134,473	106,185	127,645	126,450	1,464,190
County/Other	67,897	6%	768,106	779,942	819,024	804,184	796,228	886,610	720,619	605,165	857,228	676,896	813,697	806,081	9,333,781
TOTAL	<b>1,121,482</b>	100%	<b>12,687,115</b>	<b>12,882,613</b>	<b>13,528,146</b>	<b>13,283,027</b>	<b>13,151,617</b>	<b>14,644,501</b>	<b>11,902,754</b>	<b>9,995,757</b>	<b>14,159,184</b>	<b>11,180,564</b>	13,440,164	13,314,358	154,169,800

- Notes:
1. Columns in blue represent forecast amounts, not actuals
2. Numbers in bold represent data sourced from State of North Carolina Department of Revenue and North Carolina OSBM State Demographer
3. Monthly revenue amounts for each jurisdiction are theoretical and are calculated by CATS



**METROPOLITAN TRANSIT COMMISSION  
ACTION ITEM  
STAFF SUMMARY**

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**SUBJECT: Title VI Program 2023**

**DATE: September 23, 2023**

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- 1.0 PURPOSE/SCOPE:** Presentation on the process, observations, comments for the 2023 Title VI Program Update. The MTC to vote on the analysis is scheduled for the September 2023 MTC meeting.
- 2.0 BACKGROUND/JUSTIFICATION:** As a recipient of federal funding CATS/City of Charlotte must have a Title VI program to find and address any negative impacts that disproportionately affect minority and low-income residents and riders, as a result of the change of services or fares. This is a requirement of recipients of FTA funding and in support of Title VI of the Civil Rights Act of 1964. The program is updated every three years This is a requirement of recipients of FTA funding and in support of Title VI of the Civil Rights Act of 1964, and with guidance of FTA Circular 4702.1B.
- 3.0 POLICY IMPACT:** CivR01 CATS Major Service and Fare Change Reviews
- 4.0 ECONOMIC IMPACT:** N/A
- 5.0 ALTERNATIVES:** N/A
- 6.0 PUBILIC OUTREACH:** N/A
- 7.0 RECOMMENDATION:** Approve the 2023 Title VI Program update.
- 8.0 ATTACHMENT:** 2023 CATS Title VI Program Update

**SUBMITTED AND RECOMMENDED BY:**



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**Brent Cagle**  
Interim Chief Executive Officer, Charlotte Area Transit System  
Assistant City Manager, City of Charlotte

CATS 2023 Title VI Program Update

Prepared by: Arlanda Rouse  
Civil Rights Officer  
Charlotte Area Transit System  
arouse@charlottenc.gov  
980-266-7288

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Name	Ethnicity	Gender	Appointed By	Term Expires
Anna Davis	Caucasian	Female	Town of Cornelius	June 30, 2024
Michael Cataldo	Caucasian	Male	Charlotte City Council	June 30, 2025
Jessi Healey	Caucasian	Female	Town of Mint Hill	June 30, 2024
Robert Hillman	African American	Male	City Council	June 30, 2024
Justin Musick	Caucasian	Male	Town of Pineville	June 30, 2024
Jeffrey Parker	Caucasian	Male	County Commission	June 30, 2024
Donald Rhodes	Caucasian	Male	Town of Matthews	June 30, 2024
Todd Steiss	Caucasian	Male	Town of Davidson	June 30, 2024
Nichel Dunlap-Thompson	African American	Female	County Commission	June 30, 2025
Edward Tillman	African American	Male	Mayor	November 1, 2023
Kevin Walsh	Caucasian	Male	Town of Huntersville	June 30, 2024
Martin Wheeler	Caucasian	Male	County Commission	June 30, 2025

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Name	Ethnicity	Gender	Appointed By	Term Expires
Leroy Fields	African American	Male	Charlotte City Council	January 31, 2024
Samuel Grundman	Caucasian	Male	Charlotte City Council	January 31, 2024
Jarrett Hurms	African American	Male	Charlotte City Council	January 31, 2025
Antoinette Love	African American	Female	Charlotte City Council	January 31, 2026
Robert Moran	Caucasian	Male	Charlotte City Council	January 31, 2026
Krissy Oechslein	Caucasian	Female	Mayor	January 31, 2025
Timothy Spaulding	Caucasian	Male	Charlotte City Council	January 31, 2026
Kevin Walsh	Caucasian	Male	Town of Huntersville	January 31, 2026

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## Introduction

In accordance with the requirements of the Federal Transit Administration (FTA) Circular 4702.1B dated October 1, 2012, the Charlotte Area Transit Authority (CATS) has developed a Title VI plan. The plan reflects CATS commitment to deliver transit service with equal access and equitable delivery of assets throughout the community.

The CATS CEO is ultimately responsible for the overall implementation, administration, and monitoring of the CATS Title VI program. The CEO has delegated the responsibility of the program to the CATS Civil Rights Officer. The CATS Civil Rights division is responsible for various Civil Rights Programs and activities that include Title VI, EEO/Affirmative Action, Disadvantage Business Enterprise, Small Business Enterprise, Americans with Disabilities Act (ADA), Federal Contractual Compliance, and Environmental Justice requirements.

The Civil Rights Officer is therefore responsible for ensuring that CATS adheres to all applicable regulations and laws in relation to the Title VI plan. He provides oversight to the program and updates and provides assurances to the FTA of compliance and communications status of information to the CATS CEO, which is accomplished through continuous, coordinated, and comprehensive review and monitoring of CATS' policies, procedures, practices, compliance findings, planning process, and programs.

Any questions regarding this Title VI Program update can be directed to the Civil Rights Officer at [CATSCivilRights@CharlotteNC.gov](mailto:CATSCivilRights@CharlotteNC.gov).

## Notice to the Public: Title VI Policy Statement

The following notice to the public is available in both English and Spanish on the CATS website as well as posted throughout the CATS Service area. The locations include the City of Charlotte Government Center, CATS bus shelters, transit facilities, park and ride lots, and rail stations:

---

The Charlotte Area Transit System (CATS) firmly believes that how CATS treats people - whether employees or the general public whom we assist with transportation needs - is a reflection of how CATS accepts its responsibility to provide an essential service designed to enhance the quality of life for Charlotte area residents and visitors.

It is the policy of CATS to fully comply 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 otherwise subjected to discrimination in any program or activity which is federally funded.

Prohibited practices include, but are not limited to:

- Denying a person any service or benefit because of race, color, or national origin.
- Providing a different service or benefit or providing services or benefits in a different manner.
- Locating facilities in any way that would limit or impede access to a federally funded service or benefit.

The Environmental Justice component of Title VI guarantees fair treatment for people of all races, cultures, and incomes regarding the development of environmental justice laws, regulations and policies. Under Title VI, CATS must:

- Ensure involvement of low-income and minority groups in the decision-making process (public involvement)
- Safeguard low-income and minority groups against disproportionately high and adverse human health or environmental impacts of its programs, policies, and activities.
- Ensure low income and minority groups receive their fair share of benefits.

The Civil Rights Officer is responsible for initiating and monitoring Title VI activities, preparing required reports and ensuring that CATS adheres to other compliance responsibilities as required by applicable 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 nondiscrimination language in all written agreements.

Individuals or organizations believing they have been a victim of discrimination based on race, color, or national origin in the provision of services, programs, activities, or benefits, may file a formal complaint directly with CATS Call Center by telephone at (704) 336 RIDE, or via e-mail to [catscustserv@charlottenc.gov](mailto:catscustserv@charlottenc.gov), any designated staff, the City's Human Resources Department, the Federal Transit Administration, or mail to the Civil Rights Officer, Charlotte Area Transit System, 600 East Fourth Street,

### **Locations of Notice to Public**

The notice to the public shown above can be found in the following locations throughout the City of Charlotte and along the CATS system.

- CATS website [www.ridetransit.org](http://www.ridetransit.org)
- Light Rail Vehicles and Buses
- Bus Maintenance staff break-rooms
- Customer Service/Passenger Window at the Charlotte Transportation Center
- Eastland Mall Transit Center Window
- HR reception S. Tryon bus maintenance facility
- I-485 drivers' break-room
- Light Rail Vehicle drivers break-room
- Light Rail Vehicle entrance
- Rosa Parks Transit Center Break-room
- Rosa Parks Transit Center window
- VMF 3rd Floor Safety and Security Break-room
- Charlotte Mecklenburg Government Center 7-8 Floors on boards across from bathrooms.
- Special Transportation Service drivers' break-room

## **Title VI Complaint Procedures**

The CATS Title VI Complaint Procedures also known as CATS CivR03 and copies of Complaint Forms can be found in **Appendix A** of this document.

## **Record of Title VI Investigations, Complaints, or Lawsuits**

The Department of Justice and Department of Transportation regulations implementing Title Vi require federal agencies to collect data and other information to enforce their guidelines. In accordance with the FTA circular 4702.1B, Chapter IV the following information is available.

- 1. Active service related lawsuits**
  - a. CATS presently has no active lawsuits pending
- 2. Active service related complaints**
  - a. There are currently no active service related complaints.
- 3. Active lawsuits alleging discrimination on the basis of race, color, or national origin**
  - a. There are no active lawsuits as of June 2023
- 4. Active complaints alleging discrimination on the basis of race, color, or national origin**
  - a. There are no active complaints as of June 2023
- 5. Summary of investigations, complaints, or lawsuits**
  - a. There were no Title VI complaints from June 2023

## Summary of Allegations

Filing Method	Date	Summary of Allegations
Phone	1/30/2022	Race (Disparate Treatment): Wheelchair customer stated that bus 22 is never on-time he feels its a racial issue and would like director's of buses to make sure black people are treated fairly and security to have better training and respect all riders.
Phone	1/31/2022	National Origin (Offensive) : Customer filed a complaint via the Mayor's office because she was extremely offended and feels violated and discriminated against since she speaks with a foreign accent. Customer stated she tried sliding her payment into the dollar slot 3times, when it rejected it the third time the operator asked if she had another dollar. When she stated she didn't, the operator grabbed the dollar out of her hand, tore it up, put it in the garbage and told her to go sit down.
Phone	2/18/2022	(Disparate Treatment): Rail Employee feels he was discriminated against because of his medical conditions, he was on FMLA. Customer stated that he was moved from the South Yard to the North Yard because of his attendance.
Phone	2/19/2022	Race (Offensive): Customer was short a couple cent and the driver was being very rude. Customer feel that if he was African American then the driver would of let him ride and wouldn't been so rude. Customer feel the driver attitude was not right.
Phone	3/17/2022	Disparate Treatment (Offensive): Customer stated that the driver had an over aggressive demeanor toward her. Customer stated she felt threatened and discriminated against.
Phone	4/11/2022	Race (Offensive): Customer states driver was being racist because he was told to throw his coffee away and a black guy did not have to throw his coffee away, customer states his cup had a lid on it, also the driver gave him the finger as he exited the bus.
Phone	4/15/2022	Disparate Treatment (Offensive): Customer stated that he's in a wheel chair and has a red light for visibility. Customer stated that another customer ran to catch the bus for him. Customer stated after operator board the customer on the bus, operator was laughing at the customer along with others
Phone	4/25/2022	Disparate Treatment (Offensive): Spanish speaking customer: The customer filled out a Title VI discrimination form. He stated that when he boarded the bus and used his pass but the operator didn't believe him it was on the correct time but the fare box accepted the pass. Operator still did not believe him and told him it was invalid. The operator threw the pass at him causing rejection and racism waiting for him to pick up the pass. He doesn't understand if it was due to his color, origin or sexual orientation.
Phone	5/9/2022	Race (Disparate Treatment): Customer stated that the driver let all the black people on the bus free, but made he and his wife pay the fare.
Phone	11/7/2022	(Disparate Treatment): Customer states the bus driver passed her requested stop, and it was late and dark and she had to walk back about 30 minutes. Customer feels she was discriminated against by the driver because she had asked the driver prior to let her know when he came to the stop and the driver said he would. Customer feels like he deliberately passed her stop on purpose and then proceeded to rude about it and told her she can walk and it was not his problem.
Phone	1/27/2023	(Disparate Treatment): Customer stated bus 27 Monroe Rd. drivers squint to see expiration date on customer monthly pass. Customer stated possible discrimination for drivers to squint or look closely at pass gave customer feeling of judgement or unfair treatment.

## **Public Outreach**

Public involvement is a crucial part of the decision-making process at CATS. The public involvement efforts conducted in support of the Envision My Ride study and plan are intended to reflect and continue the City of Charlotte's well-established history of performing proactive outreach programs in the community focused on achieving public awareness and receiving input. A complete list of the public outreach efforts for CATS from FY 2019-2023 can be found in **Appendix B** of this document.

### **Summary of Public Involvement Opportunities:**

#### **Meetings**

As of June 2023, representatives from CATS Civil Rights, Executive, and Development Divisions have participated in 100 public meetings that were attended by over 1000 members of the public. These meeting consisted of numerous large scale public meetings, workshops, public hearings, neighborhood association meetings, conferences, civic groups.

#### **Website**

CATS maintains project specific web pages on the CATS/City of Charlotte website. The pages include information on future light rail projects, streetcar project, and future facility projects.

#### **Project Mailing Lists**

CATS maintains a project mailing list for the use of direct mail contacts with corridor property owners, occupants, and other stakeholders. The mailing current list, which contains approximately 8000 addresses, was obtained from the 2025 Transit Land Use Plan public involvement efforts. It has been supplemented over the life of the projects as additional individuals, organizations, and others have requested to be added to the list.

#### **Methods of Advertisement**

In addition to invitation mailing, CATS uses the following methods to advertise for public meeting and workshops: Fifteen (15) area newspapers, City of Charlotte website (charmeck.org) , CATS website (ridetransit.org), Charlotte Observer website (charlotteobserver.com), (local government cable channel (Channel 16), City of Charlotte intranet, emails to citizens, Rider's Alerts on vehicles, and text message alerts.

## **Language Assistance Plan**

The CATS Limited English Proficiency Plan can be found as a separate attachment and standalone document. The plan includes a four-factor analysis of how CATS addresses language barriers, equitable distribution of services and equipment, as well as how CATS intends to address language barriers in the future.



## CATS Formal Committees and membership demographics

Below are tables of the various boards and committees which advise and make policy decisions for CATS organization. The Metropolitan Transit Commission (MTC) is CATS governing/policy making board and is made up of elected officials. The smaller advisory committees are made of volunteers and appointed members and the demographics of those committees are listed below.

**Table 1: Demographics of CATS Committees**

Body	Total	Caucasian	African Am	Latino	Asian Pac	Native American	Multi
Population	21	14	6	1	0	0	0
CTAG	12	8	3	1	0	0	0
TSAC	9	6	3	0	0	0	0

Body	Total	Caucasian	African Am	Latino	Asian Pac	Native American	Multi
Population	21	67%	29%	5%	0%	0%	0%
CTAG	12	67%	25%	8%	0%	0%	0%
TSAC	9	67%	33%	0%	0%	0%	0%

**Note: the LEP committee assists with bi-lingual interpretation of documentation and signage. The committee is not included above as they are not a formal committee but a group of volunteers.**

**Table 2: Demographics of CATS LEP Committee**

Name	Ethnicity	Gender	Title	Organization	Appointed	Term Expires
Armando Bellmas	Hispanic	Male	Director of Communications	Latin American Coalition	Request of CATS Staff	N/A.
Melina Monita-Pacheco	Hispanic	Female	Latino New South Project Coordinator	Levine Museum of the New South	Request of CATS Staff	N/A.
Diana Rojas	White	Female	Client Services and Volunteer Coordinator	International House	Request of CATS Staff	N/A.-Left Position
Rocio Gonzalez	Hispanic	Female	Dir. of Membership & Resource Development	Latin American Chamber of Commerce of Charlotte (LACCC)	Request of CATS Staff	N/A.
Jorge Salazar	Hispanic	Male	Project Coordinator	City of Charlotte	Request of CATS Staff	N/A. -left position
Sayra H. Brynn	White	Female	Public and Community Relations Specialist	City of Charlotte	Request of CATS Staff	N/A.
Paula Aguilera	Hispanic	Female	Director of Membership and Programs	Director of Membership and Programs	Request of CATS Staff	N/A.
Isabel Mejia	Hispanic	Female	Immigrant Welcome Center Coordinator	Latin American Coalition	Request of CATS Staff	N/A.
Alma Hernandez	Hispanic	Female	Client Services Director	International House	Request of CATS Staff	N/A.

**The Citizens Transit Advisory Group (CTAG)** is an advisory committee that reviews the long-range transit system planning and proposed operating and capital programs from the community's perspective and makes recommendations to the MTC. While it is not a policy-making body, its recommendations to the MTC fulfill the requirement levied by the Interlocal Agreement that the MTC ensures public involvement in transit planning. The CTAG is made up of members of the community appointed by the Mecklenburg County Board of Commissioners, the Charlotte City Council, each of the six Towns in Mecklenburg County, and the Charlotte-Mecklenburg Board of Education. Members may not be an elected official and members serve staggered two-year terms.

**Table 3: Demographics of CATS CTAG Board Members**

Name	Ethnicity	Gender	Appointed By	Term Expires
Anna Davis	Caucasian	Female	Town of Cornelius	June 30, 2024
Michael Cataldo	Caucasian	Male	Charlotte City Council	June 30, 2025
Jessi Healey	Caucasian	Female	Town of Mint Hill	June 30, 2024
Robert Hillman	African American	Male	City Council	June 30, 2024
Justin Musick	Caucasian	Male	Town of Pineville	June 30, 2024
Jeffrey Parker	Caucasian	Male	County Commission	June 30, 2024
Donald Rhodes	Caucasian	Male	Town of Matthews	June 30, 2024
Todd Steiss	Caucasian	Male	Town of Davidson	June 30, 2024
Nichel Dunlap-Thompson	African American	Female	County Commission	June 30, 2025
Edward Tillman	African American	Male	Mayor	November 1, 2023
Kevin Walsh	Caucasian	Male	Town of Huntersville	June 30, 2024
Martin Wheeler	Caucasian	Male	County Commission	June 30, 2025

The Transit Services Advisory Committee (TSAC) reviews, makes recommendations and provides input into short-range transit operations. The TSAC focuses on day-to-day operations of the transit service to ensure that it meets the needs of the community. It makes recommendations to the MTC on issues within its sphere of interest and acts as a vehicle to promote public involvement in short-term transit planning. The TSAC is made up of customers of the CATS and are appointed by the City of Charlotte, Mecklenburg County, and the six Towns.

**Table 4: Demographics of CATS TSAC Board Members**

Name	Ethnicity	Gender	Appointed By	Term Expires
Leroy Fields	African American	Male	Charlotte City Council	January 31, 2024
Samuel Grundman	Caucasian	Male	Charlotte City Council	January 31, 2024
Jarrett Hurms	African American	Male	Charlotte City Council	January 31, 2025
Antonette Love	African American	Female	Charlotte City Council	January 31, 2026
Robert Moran	Caucasian	Male	Charlotte City Council	January 31, 2026
Krissy Oechslin	Caucasian	Female	Mayor	January 31, 2025
Timothy Spaulding	Caucasian	Male	Charlotte City Council	January 31, 2026
Kevin Walsh	Caucasian	Male	Town of Huntersville	January 31, 2026

## **CATS Service Standards**

CATS service standards also known as MTC-06 are found in **Appendix C** of this document. Also found in Appendix C is information on vehicle headways, loads, service availability, and amenities.

## **Results of Monitoring Program**

The results of the monitoring program to include board transcripts, agendas, and meeting minutes can be found in **Appendix D** of this document.

## **Appendix A: Title VI Complaint Procedures**




**Subject/Title:**  
Title VI Complaint Resolution Program

**Procedure No:**  
CATS CivR03

**Previous Revision:**  
March 14, 2022

**Revised Date:**  
January 11, 2023

  
Brent Cagle

Interim Chief Executive Officer and Director of Public Transit

## 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, national origin, or language of origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to Discrimination in any program or activity which is federally funded. 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 level 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 (public involvement);
- 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;
- Prevent the denial of, reduction in, or significant delay in the receipt of transportation benefits by 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 initiating 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-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:

- **CATS**, via:
  - telephone at (704) 336-RIDE(7433)
  - internet at [www.ridetransit.org](http://www.ridetransit.org)

- e-mail at [telltransit@charlottenc.gov](mailto:telltransit@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.

Another Language? [www.ridettransit.org](http://www.ridettransit.org) has Google Translate or call 704-336-7433.  
 ¿Otro idioma? [www.ridettransit.org](http://www.ridettransit.org) tiene Google Translate o llame al 704-336-7433. Một ngôn ngữ không? [www.ridettransit.org](http://www.ridettransit.org) có Google Translate hay gọi 704-336-7433. 另一种语言? [www.ridettransit.org](http://www.ridettransit.org)有谷歌翻译, 或致电704-336-7433. 另一種語言? [www.ridettransit.org](http://www.ridettransit.org)有谷歌翻譯, 或致電704-336-7433. Une autre langue? [www.ridettransit.org](http://www.ridettransit.org) a Google Translate ou appelez 704-336-7433. Другой язык? [www.ridettransit.org](http://www.ridettransit.org) имеет Google Translate или позвоните 704-336-7433. અન્ય ભાષા? [www.ridettransit.org](http://www.ridettransit.org) Google અનુવાદ અથવા 704-336-7433 પર ફોન કરો છે. 다른 언어? [www.ridettransit.org](http://www.ridettransit.org) 구글 번역 또는 704-336-7433로 전화있다. Outra Língua? [www.ridettransit.org](http://www.ridettransit.org) tem Google Translate ou ligue para 704-336-7433. Wani Language? [www.ridettransit.org](http://www.ridettransit.org) yana da Google Translate ko kira 704-336-7433. Asụsụ ọzọ? [www.ridettransit.org](http://www.ridettransit.org) nwere Google Itughari ma o bu na-akpo 704-336-7433. Miran ti Ede? [www.ridettransit.org](http://www.ridettransit.org) ni o ni Google sélédemírán tabi pe 704-336-7433. Luqad kale? [www.ridettransit.org](http://www.ridettransit.org) ayaa Google Translate ama wac 704-336-7433.

## SCOPE

This procedure explains the formal and informal complaint processes for Title VI complaints, communicates the rights and responsibilities of the complainant, and states the responsibilities of CATS. It does not preclude the right of any complainant to file complaints directly with the Federal Transit Administration (FTA), or to seek private legal representation.

Informal and formal complaints should be filed within 180 calendar days of the event that forms the basis of the claim. If the concern is ongoing, the complaint should be filed within 180 calendar days of the last occurrence. The time required to process the complaint and to investigate it will vary depending on the complexity of the issue; however, every effort will be made to ensure a resolution of informal complaints within 30 business days and formal complaints within 60 business days.

The option of informal mediation meetings between the affected parties may be utilized for resolution.

Compliance with Title VI is the responsibility of every CATS employee. The CATS Civil Rights Office is responsible for monitoring and reporting compliance, investigating complaints, and administering the program.

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## REFERENCES

49 CFR Part 21

FTA Circular 4702.1B

FTA Circular 4703.1

Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.

CATS CSVS04 *Customer Insights Tracking Process*

## DEFINITIONS

An **informal Title VI complaint** is a verbal or written communication received by the City of Charlotte or CATS staff from members of the public referencing a general complaint of Discrimination regarding CATS benefits, services, amenities, programs, or activities.

A **formal Title VI complaint** is a signed, written complaint of Discrimination on the basis of race, color, national origin, or language of origin filed directly with the FTA Office of Civil Rights, the City of Charlotte Human Resources Department, or CATS. CATS' Title VI Discrimination Complaint Form (CivRF01) is available in multiple languages, and is signed by the complaining party seeking to remedy perceived Discrimination.

**Discrimination** is action or inaction, whether intentional or unintentional, in any CATS program, activity, or service that results in disparate treatment, disparate impact, or perpetuating the effects of prior Discrimination based on race, color, or national origin (*FTA Circular 4702.1B definition*).

**Limited English Proficient** (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all. (*FTA Circular 4702.1B definition*)

## RESPONSIBILITY

CATS Call Center will be primarily responsible for intake of informal Title VI complaints.

Division Managers must provide a written response, which includes the resolution of the complaint or an action plan, to the Civil Rights Office within 15 business days of receiving the complaint. If not completed within 15 business days, the Division manager will communicate the need for an extension in writing to the CATS Civil Rights Office.

The Civil Rights Office has the responsibility to:

- Evaluate Title VI complaints for compliance,
- Track complaints to ensure that the affected divisions have taken any recommended corrective action(s),
- Monitor response dates,
- Communicate findings to the complainant, and
- Report trends, action plans, and non-compliance to CATS' Leadership Team.



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**PROCESSING INFORMAL COMPLAINTS****Intake**

Upon receipt of a Title VI complaint, CATS' Call Center representatives code the complaint in their database as TVI (Title VI) and process the complaint per CATS CSVS04 *Customer Insights Tracking Process*. The complaint is then forwarded to the appropriate divisional contact and to the Civil Rights Officer within three (3) business days of receipt.

**Processing of Complaint and Resolution**

If the Civil Rights Officer determines the complaint identifies a potential Title VI violation, he/she assigns a complaint tracking number, enters the complaint into the Title VI Complaint database, notifies the affected division manager, and investigates the alleged violation. Within three (3) business days of receipt, the division manager will forward the complaint to the staff member most appropriate to address the issue.

The division will consult with the Civil Rights Office and offer a proposed resolution in writing. Within three (3) business days of receiving the proposed resolution, the Civil Rights Office will offer suggestions or modifications to the proposed resolution, if any.

The Civil Rights Office will communicate its written findings including the steps taken to resolve the matter to the complainant, in the language the complaint was received, within a reasonable time after resolving the complaint with the division. The Civil Rights Office will also forward copies of this communication to the affected division(s) and to CATS Call Center.

If the Civil Rights Office determines that the complaint does not identify a potential Title VI violation, the Civil Rights Office will notify CATS Call Center, the affected division's Manager, and the complainant within a reasonable period of time and the matter will be handled through the *Customer Insights Tracking Process* (CATS CSVS04).

Every effort shall be made to process and resolve informal Title VI complaints within 30 business days.

**Appeal**

There is no right to appeal resolution of an informal complaint. However, the party has the right to file a formal complaint within 180 calendar days of the event or last occurrence of the event.

**PROCESSING FORMAL COMPLAINTS****Intake**

The Civil Rights Office will provide a Title VI Discrimination Complaint Form in the complainant's requested language. The Title VI Discrimination Complaint

forms are available on [www.ridetransit.org](http://www.ridetransit.org) in the Safe Harbor languages identified in CATS current Title VI Program.

## Processing

The Civil Rights Officer reviews the formal complaint to determine if the complaint alleges a potential Title VI violation. A complaint shall be investigated unless:

- It fails to allege facts that establish Discrimination as described in the Definitions section of this procedure, or
- It does not relate to a program or activity controlled by CATS or the City.

If the Civil Rights Office determines the complaint alleges a potential Title VI violation, he/she assigns a complaint tracking number, enters the complaint into the Title VI Complaint database, and notifies the affected division manager.

If the Civil Rights Office determines that the complaint does not identify a potential Title VI violation, the Civil Rights Office will notify CATS Call Center, the affected division's manager, and the complainant in writing within a reasonable period of time and the matter will be handled through the *Customer Insights Tracking Process* (CATS CSVS04).

## Investigation, Determination, and Recommendation

If investigation is warranted, the Civil Rights Office will investigate or assign an investigator to:

- Identify the basis of the alleged Discrimination;
- Establish when and where the alleged Discrimination occurred;
- Identify and interview all relevant parties;
- Review relevant documents; and
- Make site visits to obtain factual information.

If the complainant does not respond to requests for additional information and information provided is not sufficient to pursue the investigation, the Civil Rights Officer may close the complaint.

Upon conclusion of a thorough investigation, the investigator will prepare an investigative report to summarize findings and suggest appropriate corrective action. The report should be submitted to the Civil Rights Office upon completion of the investigation.

## Communication of Findings and Complaint Resolution

The Civil Rights Office will accept, reject, or modify the investigative report and then consult with the affected division to develop a corrective action plan. The Civil Rights Office will prepare a written determination and submit it to CATS' Legal Office for review and analysis. Once the final determination is ready for release, the Civil Rights Office and CATS' Legal Office will meet with the

manager of the affected division(s) to communicate the final determination and recommendations for corrective action, if any.

The Civil Rights Office will provide written notification to the complainant of the investigation findings and CATS' proposed corrective action, if any. The Civil Rights Office will forward copies of this communication to CATS Call Center and the affected division(s). The Civil Rights Office will maintain a record of all discussions and retain all documents relating to the investigation in a confidential file.

If non-compliance is found, the Civil Rights Office will communicate the findings to CATS' Leadership Team before releasing the findings to the complainant.

### **Appeal**

The written notification to the complainant will explain that he or she has a right to appeal to the FTA Office of Civil Rights or to seek private legal representation.

### **RECORDS REQUIRED**

- CivRF01 Title VI Discrimination Complaint Form (English) available in multiple languages as outlined in 7.1.
- Attachment A – Title VI Statement for Posting in Public Areas
- CATS' Civil Rights Office will maintain all documents related to the investigation
- Complaints and follow-up information will be entered and kept in Cityworks.

### **Summary of Changes**

Entire Document: Made minor wording changes to improve clarity  
1.0 Removed language translation, removed TDD number



## **Statement on Title VI Protection Against Discrimination.**

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, national origin, or language of origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to Discrimination in any program or activity which is federally funded. 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 level 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 (public involvement);
- 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;
- Prevent the denial of, reduction in, or significant delay in the receipt of transportation benefits by low-income and minority populations; and
- Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

CATS Civil Rights Officer is responsible for initiating 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-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.



## Statement on Title VI Protection Against Discrimination.

Any Person that would like to request more information regarding CATS civil rights program, 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:

- **CATS**, via:
  - telephone at (704) 336-RIDE(7433)
  - internet at [www.ridetransit.org](http://www.ridetransit.org)
  - e-mail at [telltransit@charlottenc.gov](mailto:telltransit@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 9.

Another Language? [www.ridetransit.org](http://www.ridetransit.org) has Google Translate or call 704-336-7433.  
 ¿Otro idioma? [www.ridetransit.org](http://www.ridetransit.org) tiene Google Translate o llame al 704-336-7433.  
 Một ngôn ngữ không? [www.ridetransit.org](http://www.ridetransit.org) có Google Translate hay gọi 704-336-7433.  
 另一种语言? [www.ridetransit.org](http://www.ridetransit.org) 有谷歌翻译, 或致电704-336-7433. 另一種語言?  
[www.ridetransit.org](http://www.ridetransit.org) 有谷歌翻译, 或致電704-336-7433. Une autre langue?  
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 7433.

01/11/2023

Brent Cagle.

Date

Interim Chief Executive Officer, Charlotte Area Transit System  
 Director of Public Transit, City of Charlotte



## **Title VI Complaint Forms**

The following are the Title VI complaint forms translated into the 14 Safe Harbor Languages identified as being spoken in the metro area. The languages include English, Chinese, French, Hausa, Igbo, Korean, Portuguese, Russian, Somali, Spanish, Vietnamese, and Yorube.

[Español Spanish](#)[Việt Vietnamese](#)[中國 \(Chinese- PRC\)](#)[中國 \(Chinese -Taiwan\)](#)[Français French](#)[Русский Russian](#)[ગુજરાતી Gujarati](#)[한국의 Korean](#)[Português Portuguese](#)[Hausa](#)[Igbo](#)[Yorube](#)[Somali](#)**(704) 336 7433 or Telltransit@charlottenc.gov****Civil Rights Officer, CATS, 600 East Fourth Street, Charlotte, NC 28202****TITLE VI DISCRIMINATION COMPLAINT FORM**

1. Name of Complainant		4. Person discriminated against (if someone other than complainant)	
2. Telephone		Name	
3. Home address (street, city, state, zip)		Address	
		City, State, Zip	
		Telephone Numbers	
5. Describe who allegedly discriminated against you. (if known include) name of person(s), badge number, employee number, vehicle number, and/or contact information:		6. Date /time of alleged incident (Month, Day, Time of Day, Year):	7. Location of alleged incident (Include bus route and number, if involved.)
9. I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Limited Ability to Speak English and/or the Language I Speak.			
Explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please use the back of this form.			
10. Fully identify any persons or witnesses we may contact for additional information to support or clarify your allegations (name, address, telephone(s))			
11. What other information do you have which is relevant to an investigation of this complaint?			
12. How can your issue(s) be resolved to your satisfaction?		12. If you have filed this complaint with CATS before, please specify when, where, and how?	
Signature:		DATE:	
INTAKE BY (Administration Staff Representative)			

(704) 336-7433 或 [Telltransit@charlottenc.gov](mailto: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

<p>1. 投诉人的名称</p> <p>2. 电话</p> <p>3. 家庭地址（街道、城市、州、邮政编码）</p>			<p>4. 人歧视（如果申诉人是别人的）</p> <p>名称</p> <p>地址</p> <p>市，州，邮编</p> <p>电话号码</p>		
<p>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：</p>		<p>6. 日期/时间的指称的事件（月、一天、一天时间、年）：</p>		<p>7. 地点指称事件（包括巴士路线和数量，如果涉及）。</p>	
<p>9. 相信我经历过的歧视基于（请选中所有适用项）：</p> <p><input type="checkbox"/> 种族</p> <p><input type="checkbox"/> 颜色</p> <p><input type="checkbox"/> 民族血统</p> <p><input type="checkbox"/> 限制能讲英语和/或我所说的语言。</p> <p>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。</p>					
<p>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</p>					
<p>11. 什么其他信息你有相关的调查这类投诉呢？</p>					
<p>12. 如何能你的问题被解析为您满意吗？</p>				<p>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？</p>	
<p>签名：</p>				<p>日期：</p>	
<p>由（行政工作人员代表）的摄入量</p>					



(704) 336-7433 或 [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

"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  2. 電話  3. 家庭位址（街道、城市、州、郵遞區號）	4. 人歧視（如果申訴人是別人的）  名稱  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（請選中所有適用項）： <ul style="list-style-type: none"> <li><input type="checkbox"/> 種族</li> <li><input type="checkbox"/> 顏色</li> <li><input type="checkbox"/> 民族血統</li> <li><input type="checkbox"/> 限制能講英語和/或我所說的語言。</li> </ul> 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		

**(704) 336-7433 ou [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov) agent de droits civils,  
"C.A.T.S.", 600 quatrième Street East, Charlotte, NC 28202**

## FORMULAIRE DE PLAINTE DE DISCRIMINATION TITRE VI

1. nom du plaignant  2. Téléphone  3. adresse (rue, ville, État, zip)	4. Personne victime de discrimination (si quelqu'un d'autre que de la plaignante)  Nom  Adresse  Ville, État, Zip  Numéros de téléphone	
5. Describe qui auraient fait preuve de discrimination contre vous. (si connus) nom de la personne (s), matricule, numéro d'employé, numéro du véhicule et/ou coordonnées :	6. date /time du présumé incident (jour, heure, mois, année) :	7. lieu de l'incident présumé (ligne de bus Include et nombre, si elle est concernée.)
9. je crois que la discrimination, j'ai vécu a été basée sur (cocher toutes les cases):  <input type="checkbox"/> Course <input type="checkbox"/> Couleur <input type="checkbox"/> Origine nationale <input type="checkbox"/> Limité la capacité de parler l'anglais et/ou la langue que je parle.  Expliquer aussi clairement que possible ce qui s'est passé et pourquoi vous croyez vous ont été victimes de discrimination. Si plus d'espace est nécessaire, veuillez utiliser le verso de ce formulaire.		
10. Entièrement identifier des personnes ou des témoins nous pouvons contacter pour plus d'informations à soutenir ou à clarifier vos allégations (nom, adresse, niveau		
11. Quelles autres informations avez-vous qui se rapporte à une enquête de cette plainte?		
12. Comment votre question (s) peut-on résolu à votre satisfaction ?	13. Si vous avez déposé cette plainte avec C.A.T.S. avant, veuillez préciser quand, où et comment?	
Signature :	DATE DE :	
APPORT par (Administration représentant du personnel)		

(704) 336-7433 અથવા [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

નાગરિક અધિકાર અધિકારી, "બિલાડી", 600 ઇસ્ટ ચોથી સ્ટ્રીટ, ચાર્લોટ, NC 28202

## TITLE છઠ્ઠી ભેદભાવ ફરિયાદ ફોર્મ

<p>1. ફરિયાદી નામ</p> <p>3. ટેલિફોન</p> <p>3. હોમ સરનામું (શેરી, શહેર, રાજ્ય, પિન)</p>	<p>6. સામે ભેદભાવ 4 વ્યક્તિ (જો ફરિયાદી કરતાં અન્ય કોઈને)</p> <p>નામ</p> <p>સરનામું</p> <p>સિટી, ઝિપ રાજ્ય,</p> <p>ટેલિફોન નંબર્સ</p>
<p>7. કથિત તમે સામે ભેદભાવ જે વર્ણન કરો. વ્યક્તિ (ઓ), બેજ નંબર, કર્મચારી નંબર, વાહન નંબર, અને / અથવા સંપર્ક માહિતી નામ (જો હોય સમાવેશ થાય છે):</p>	<p>6. તારીખ / કથિત ઘટના ભાવ (મહિનો, દિવસ, દિવસ સમય, વર્ષ):</p>
<p>7. કથિત ઘટના છે US ટપાલ સેવા (બસ માર્ગ અને નંબર છે, સામેલ તો સમાવેશ થાય છે.)</p>	
<p>9. હું પર આધારિત હતી અનુભવ ભેદભાવ (બધા લાગુ તપાસો) માને છે:</p> <p><input type="checkbox"/> રેસ</p> <p><input type="checkbox"/> રંગ</p> <p><input type="checkbox"/> નેશનલ મૂળ</p> <p><input type="checkbox"/> ઇંગ્લિશ અને / અથવા હું ચર્ચા કરો આ ભાષા ચર્ચા કરો કરવા માટે ક્ષમતા મર્યાદિત છે.</p> <p>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.</p>	
<p>13. સંપૂર્ણપણે અમે આધાર અથવા તમારા આરોપો (નામ, સરનામું, ટેલિફોન સ્પષ્ટ વધારાની જાણકારી માટે સંપર્ક કરી શકો છો કોઈપણ વ્યક્તિઓ અથવા સાક્ષી (ઓ) ઓળખવા</p>	
<p>14. અન્ય કઈ માહિતી તમે આ ફરિયાદ એક તપાસ સાથે સંબંધિત છે, જે છે?</p>	
<p>12. (ઓ) તમારા સંતોષ માટે તમારી સમસ્યા કેવી રીતે ઉકેલ લાવી શકાય છે?</p>	<p>13. તમે બિલાડીઓ સાથે આ ફરિયાદ દાખલ કરી છે તો પહેલાં, જ્યારે, જ્યાં, અને કેવી રીતે સ્પષ્ટ કરો?</p>
<p>હસ્તાક્ષર:</p>	<p>તારીખ:</p>
<p>દ્વારા ઇન્ટેક (વહીવટ સ્ટાફ પ્રતિનિધિ)</p>	

[Español Spanish](#)[việt K'abilan Biyetnam](#)[中國 \(Chinese- PRC\)](#)[中國 \(Chinese -Taiwan\)](#)[Français Faransa](#)[Русский Rasha](#)[ગુજરાતી Gujaratia](#)[한국의 Korean](#)[Português Portuguese](#)[Hausa](#)[Igbo](#)[Yorube](#)[Somaliya](#)**(704) 336 RIDE ko Telltransit@charlottenc.gov****Civil Rights Officer, C.A.T.S., 600 East huxu Street, Charlotte, NC 28202****TITLE VI NUNA BAMBanci KUKA FORM**

1. Sunan Complainant   4. Telephone   3. Home address (titi, city, jihar, zip)	8. Mutum nuna musu wariya da (idan wani ya wanin complainant)  Name  Address  City, State, Zip  Telephone Lissafi	
9. Bayyana wanda wai nuna musu wariya a kanku. (Idan aka sani sun hada da) sunan mutum (s), lamba number, ma'aikaci number, abin hawa number, da / ko contact bayani:	6. Date / lokacin da ake zargin ya faru (Watan, Day, Time of Day, Year):	7. Location of zargin ya faru (Include bas hanya da kuma lambarta, idan hannu.)
9. Na yi imani da nuna bambanci da na samu da aka bisa (duba abin da nema):  <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Limited Ability ya yi magana Turanci da / ko Harshe Na yi magana.  Bayyana a matsayin fili ne sosai abin da ya faru da kuma abin da ya sa ka yi imani ku aka nuna musu wariya da. Idan more sarari ake bukata, don Allah yi amfani da baya na wannan tsari.		
15. Yi cikakken gano wani mutum ko shaidu mu tuntube domin karin bayani, don tallafa wa ko bayyana your zargin (sunan, address, tarho (s))		
16. Abin da sauran bayanai kuke da shi wanda shine dace da wani bincike na wannan kuka?		
12. Ta yaya za ka fito (s) a karfin zuciya to your gamsuwa?	13. Idan ka yi wannan kuka da C.A.T.S. kafin, don Allah saka a lokacin da, inda, kuma ta yaya?	
Sa hannu:	DATE:	
Ci BY (Administration Staff Wakilin)		



[스페인어 스페인어](#)[베트남 베트남](#)[中國\(중국어-중국\)](#)[中國\(중국-대만\)](#)[프랑스어 프랑스어](#)[Русский 러시아어](#)[ગુજરાતી 구자라트어](#)[한국한국어](#)[포르투갈어](#)[하우사어](#)[이그보어](#)[Yorube](#)[소말리아](#)[포르투갈어](#)(704) 336-7433 또는 [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

민권 장교, "C.A.T.S." 600 동쪽 제 4 거리, 샬롯, 노스캐롤라이나 28202

## 제목 VI 차별 불만 양식

1. 입니다. 신청 인 이름  2. 전화  3. 집 주소 (거리, 도시, 상태, 우편 번호)	4. (만약 신청 인 이외의 다른 사람이) 사람에 대 한 차별  이름  주소  도시, 상태, 우편  전화 번호	
5. 추정 되 게 당신을 차별 하는 설명 합니다. (알고 있는 경우를 포함) 사람, 번호, 직원 번호, 차량 번호 및 연락처의 이름:	6. (달, 한 일 시간, 년) 추정 된 사건의 /time 날짜:	7. 혐의 사건 (포함 버스 노선 및 번호, 참여 하는 경우.)의 위치
9. 믿습니다 내가 경험 하는 차별 (적용 되는 모든 수 표)에 근거 했다:  <input type="checkbox"/> 경주 <input type="checkbox"/> 색상 <input type="checkbox"/> 국적 <input type="checkbox"/> 영어와 내가 말하는 언어를 말하는 기능을 제한 합니다.  무슨 일이 있었는지 그리고 왜 당신 생각에 대하여 감 별 했다 가능한 명확 하 게 설명 한다. 공간이 더 필요한 경우이 양식 다시를 사용 하시기 바랍니다.		
10. 완전히 식별 어떤 사람 또는 증인 우리를 지원 하거나 당신의 주장을 명확히 추가 정보에 대 한 문의하실 수 있습니다 (이름, 주소, telephone(s),		
11. 기타 정보 있다면이 불평의 수사에 관련 된?		
12. 어떻게 당신의 문제가 (들)을 만족 스럽게 해결할 수 있습니까?	13. 전에 C.A.T.S.와이 불만 제기 하는 경우 지정 하십시오 언제, 어디서, 그리고 어떻게?	
서명:	날짜:	
섭취에 의해 (관리 직원 대표)		

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(704) 336-7433 ou [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov),  
 oficial de direitos civis, "C.A.T.S.", 600 leste quarta rua, Charlotte, NC 28202

FORMULÁRIO DE DENÚNCIA DE DISCRIMINAÇÃO DE TÍTULO VI		
1. nome do autor da denúncia	4. Pessoa de discriminação (se alguém que não seja o autor da denúncia)	
2. Telefone	Nome	
3. endereço (rua, cidade, estado, zip)	Endereço	
	Cidade, estado, Zip	
	Números de telefone	
5. Descrever quem supostamente te discriminou. (se conhecidos incluem) nome da pessoa (s), número do distintivo, número de funcionário, número do veículo e/ou informações de contato:	6. Data /time do alegado incidente (mês, dia, hora do dia, ano):	7. localização do alegado incidente (incluir seu itinerário e número, se envolvido).
9. eu acredito que a discriminação que eu experimentei foi baseada no (verificar todas que se aplicam): <input type="checkbox"/> Raça <input type="checkbox"/> Cor <input type="checkbox"/> Origem nacional <input type="checkbox"/> Limitada capacidade de falar inglês e/ou a língua que eu falo.  Explica tão claramente quanto possível o que aconteceu e por que você acredita que foram discriminados. Se for necessário mais espaço, por favor use a parte de trás desse formulário.		
10. Identificar totalmente quaisquer pessoas ou testemunhas pode contactar para obter informações adicionais apoiar ou esclarecer as alegações (nome, endereço, telephone(s))		
11. Que outra informação que seja relevante para uma investigação desta demanda tem?		
12. como pode o problema ser resolvido para sua satisfação?	13. Se você já arquivado esta queixa com C.A.T.S. antes, por favor, especificar quando, onde e como?	
Assinatura:	DATA:	
INGESTÃO por (administração representante pessoal)		

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(704) 336-7433 или [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)  
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"/> Гонка <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)		



(704) 336-7433 ama Telltransit@charlottenc.gov  
Sarkaalka Civil Rights, C.A.T.S., 600 East Fourth Street, Charlotte, NC 28202

## VI SOOCA FOOMKA CABASHADA

1. Name of cabanaya  6. Telephone  3. cinwaanka Home (wadada, magaalada, gobolka, zip)	12. Qofka takooray (haddii uu qof kale oo aan ahayn cabanaya)  Name  Cinwaanka  City, State, Zip  Lambarada Teleefonka	
13. Sharaxaad oo sida la sheegay kuugu takoortay. (haddii la yaqaan waxaa ka mid ah) magaca qofka (s), tirada calaamad, tiro shaqaale, tirada baabuurta, iyo / ama macluumaad kala xiriir:	6. Taariikhda / Waqtiga dhacdada lagu eedeeyey (Bisha, Maalinta, Time ee maalinta, sanadka):	7. Location dhacdada lagu eedeeyey (Ku dar basaska iyo tirada, haddii ay ku lug.)
9. Waxaan aaminsanahay takoorka ee aan soo maray ayaa waxaa ku salaysan (calaamadee dhamaan inta ku khuseysa):  <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> Qaranka Origin <input type="checkbox"/> Limited Kartida aad u hadal English iyo / ama Language aan hadal.  U sharax si la akhrin karo waxa dhacay iyo sababta aad u aaminsan aad xaqiraad. Haddii boos dheeraad ah loo baahan yahay, fadlan isticmaal dhabarka foomkan.		
10. buuxda u aqoonsado wixii qof ama markhaati waxaan la xiriiri kartaa macluumaad dheeraad ah si ay u taageeraan ama caddeeyo aad eedaha (magaca, cinwaanka, telefoonka (s))		
11. maxay macluumaadka kale ee aad leedahay taas oo ku haboon in baaritaan lagu sameeyo cabasho this?		
12. Sidee aad arrin (s) waxaa lagu xallin karaa in aad ku qanacsan tahay?	13. Haddii aad dacwad la C.A.T.S. ka hor, Fadlan Sheeg goorma, meelma, sidee iyo?	
Saxiixa:	TAARIIKHDA:	
Intake BY (Maamulka Shaqaalaha Wakiilka)		

(704) 336-7433 o [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

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)
<p>9. creo que experimenté la discriminación se basaba en (marque todas las que apliquen):</p> <p><input type="checkbox"/> Carrera</p> <p><input type="checkbox"/> Color</p> <p><input type="checkbox"/> Origen nacional</p> <p><input type="checkbox"/> Limitada habilidad de hablar inglés o el idioma que hablo.</p> <p>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.</p>			
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)			

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## MẪU ĐƠN KHIẾU NẠI TIÊU ĐỀ VI PHÂN 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)  Tên  Địa chỉ  Thành phố, tiểu bang, Số Zip  Số điện thoại	
2. Điện thoại	6. ngày /time của bị cáo buộc vụ việc (tháng, ngày, thời gian của ngày, năm):	7. vị trí của bị cáo buộc vụ việc (bao gồm xe buýt tuyến đường và số, nếu tham gia.)
3. Trang chủ địa chỉ (street, thành phố, tiểu bang, số zip)		
5. Describe người bị cáo buộc phân biệt đối xử bạn. (nếu được biết đến bao gồm) tên của người, huy hiệu số, số lượng nhân viên, số xe, và/hoặc thông tin liên lạc:		
9. tôi tin rằng phân biệt đối xử tôi có kinh nghiệm được dựa trên (kiểm tra tất cả mà áp dụng):  <input type="checkbox"/> chủng tộc <input type="checkbox"/> Màu <input type="checkbox"/> Nguồn gốc quốc gia <input type="checkbox"/> Giới hạn khả năng nói tiếng Anh và/hoặc ngôn ngữ tôi nói.  Giải thích rõ ràng càng tốt những gì đã xảy ra và lý do tại sao bạn tin rằng bạn đã được phân biệt đối xử. Nếu không gian hơn cần thiết, xin vui lòng sử dụng sau này.		
10. Hoàn toàn xác định bất kỳ cá nhân hoặc nhân chứng 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 C.A.T.S. trước khi, 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)		

[Español Spani](#)[Việt Vietnamese](#)[中國 \(Kannada- PRC\)](#)[中國 \(Kannada-Taiwan\)](#)[Français French](#)[Русский Russian](#)[ગુજરાતી Gujarati](#)[한국의 Korean](#)[Português Portuguese](#)[Hausa](#)[Igbo](#)[Yorube](#)[Somali](#)**(704) 336-7433 tabi Telltransit@charlottenc.gov****Ilu Rights Officer, C.A.T.S., 600 East kerin Street, Charlotte, NC 28202****AKOLE VI IYASOTO KỌ IWE FIFI ẸDUN**

1. Oruko ti Complainant  7. tẹlifoonu  3. Home adiresi (ita, ilu, ipinle, Siipu)	14. Ẹniyàn discriminated lodi si (ti o ba ti ẹnikan miiran ju complainant)  Name  adiresi  City, State, Siipu  tẹlifoonu nQMBa	
15. Sọ ti o titenunṣo discriminated si o. (ti o ba mo ni) oruko ti eniyan (s), baaji nomba, abáni nomba, ọkọ nomba, ati / tabi alaye olubasoro:	6. Ojọ / akoko ti esun iseṣe (osù, ojo, Akoko ti ojo, Odun):	7. Ipo ti esun iseṣe (Fi akero ipa ati awọn nomba, ti o ba lowo.)
9. Ni mo gbagbo awọn iyasoto mo ti kari ti a da lori (sayewo gbogbo awọn ti o waye):  <input type="checkbox"/> Eya <input type="checkbox"/> Awọ <input type="checkbox"/> National Oti <input type="checkbox"/> Ni opin Agbara lati Sọ English ati / tabi awọn Ede ti mo Sọ.  Se alaye bi kedere bi o ti ṣee ohun ti sele ati idi ti o ba gbagbo ti o si a discriminated. Ti o ba ti wa ni aaye diẹ ti nilo, jowo lo awọn pada ti yi fọmu.		
21. kikun da eyikeyi eniyan tabi awọn ẹlẹri ti a le kan si fun afikun alaye lati ṣe atilẹyin tabi salaye rẹ esun (oruko, adiresi, tẹlifoonu (s))		
22. wo alaye miiran ni o ni eyi ti o jẹ ti o yẹ si ohun ti iwadi yi ẹdun?		
12. Bawo ni le rẹ oro (s) wa ni resolved si rẹ itẹlọrun?	23. Ti o ba ti ẹsun yi ẹdun pẹlu C.A.T.S. ṣaaju ki o to, jowo pato nigbati, nibi ti, ati bi?	
Ibuwoṣu:	ojọ:	
Gbigbemi NIPASE (ipinfunni Oṣiṣe Asoju)		

## **Appendix B: Public Participation**



**Subject/Title:**  
Public Process for Fare and  
Service Changes

**Procedure No:**  
CATS MC01

**Previous Revision:**  
January 7, 2013

**Revised Date:**  
July 7, 2016



**John Lewis**  
Chief Executive Officer and Director of Public Transit

## **PURPOSE**

To ensure the public is involved in and aware of significant route reductions or eliminations, fare changes, and system-wide changes.

## **PROCEDURES**

### **Route Reductions or Route Eliminations**

Plans for the total elimination of a route or the restructuring of a route that will affect more than 25% of that route's ridership or 25% of route miles will be published through Riders Alerts and posted on revenue vehicles and through other transit venues 60 days before implementation is scheduled.

Comments in regards to the impacts on customers and the public will be considered by the Transit Services Advisory Committee and notice of the final changes will be communicated through Riders Alerts and posted on revenue vehicles, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

### **Major System-Wide Service and/or Fare Changes**

Proposed service reductions that will affect 25% of passengers system-wide or 25% of route miles system-wide will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice.

Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the Metropolitan Transit Commission (MTC) Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to customers and the public will be provided to the Transit Services Advisory Committee and the MTC. Notice of the final changes will be posted on CATS revenue vehicles, through other communication avenues, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

**Public Involvement Summary: Blue Line Extension Light Rail Project- Northeast Corridor**

**Public Involvement Summary: Neighborhood/Community Outreach**

**Table 1: Bus Service Level Changes**



## **Multi Media Outreach Latino News**

## **Neighborhood Demographics**

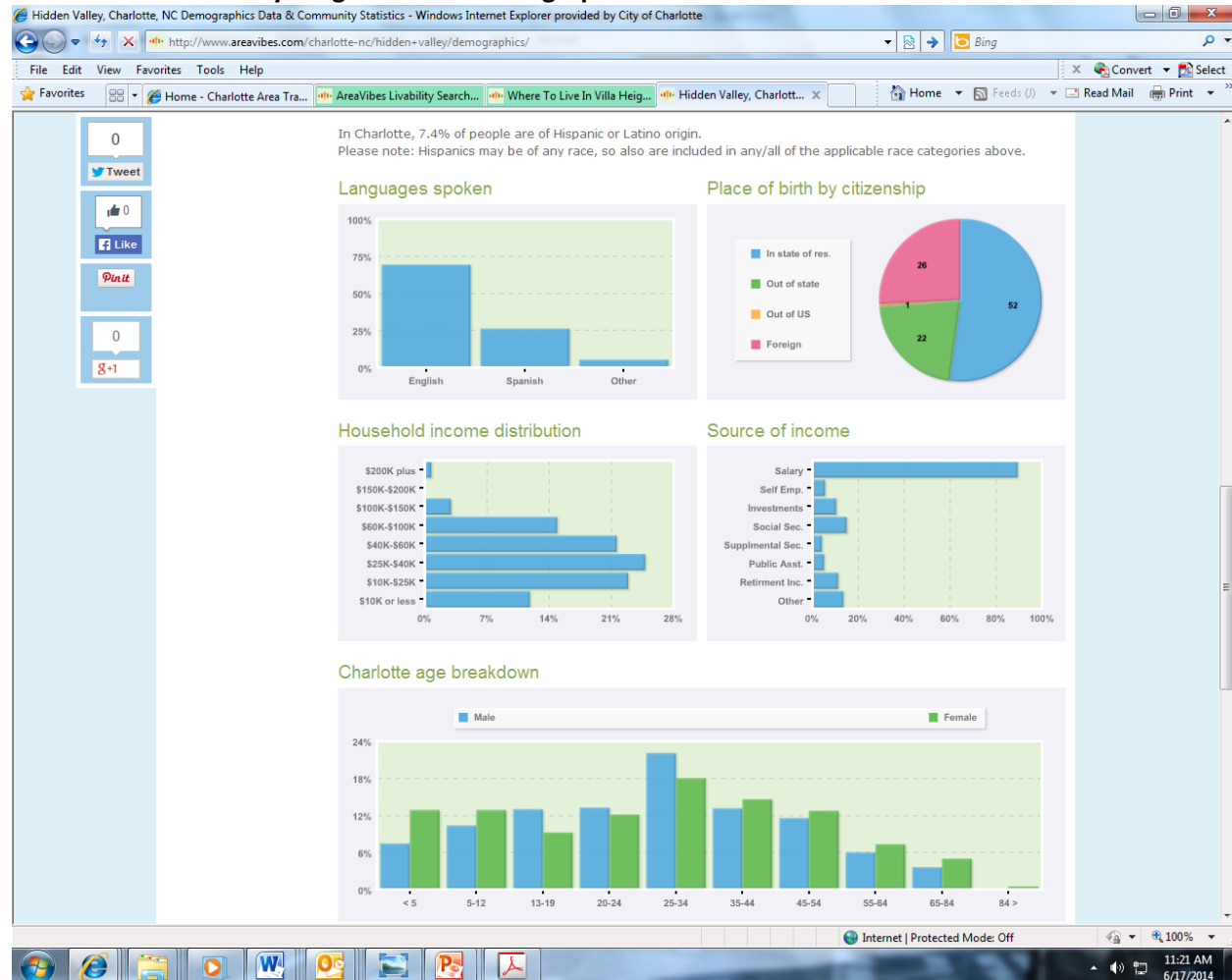
BLE Effected Neighborhood Demographics:

The Hidden Valley, Villa Heights, Optimist Park, and North Tryon from Uptown to Tom Hunter Road neighborhoods are considered disproportionately minority areas with a majority of African American and then Asian, Hispanic, and other ethnicity American residents. The University Area includes representation of these groups to a lesser extent. The tables and charts below show the demographic figures of the above listed neighborhoods.

**Table 1: Hidden Valley Demographics**

<http://www.areavibes.com/charlotte-nc/hidden+valley/demographics/>

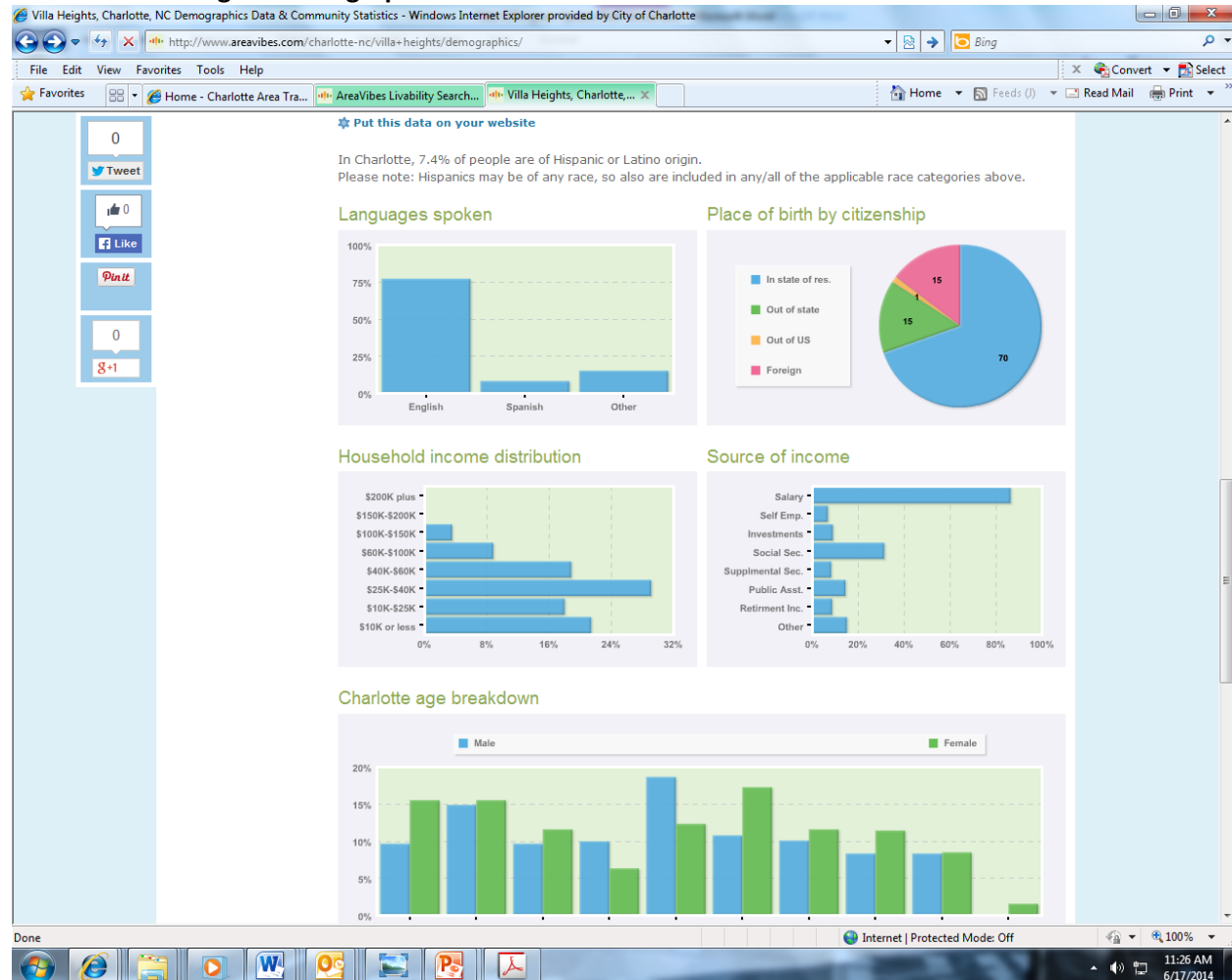
Race	Hidden Valley	Charlotte	North Carolina
Caucasian	10.02%	58.26%	74.78%
African American	66.90%	32.62%	20.23%
Asian	0.95%	3.24%	0.90%
American Indian	0.49%	0.43%	0.77%
Native Hawaiian	0.00%	0.07%	0.04%
Mixed race	2.40%	1.89%	1.19%
Other race	19.25%	3.49%	2.10%

**Chart 1: Hidden Valley Neighborhood Demographics**

**Table 3: Villa Heights Demographics-**

<http://www.areavibes.com/charlotte-nc/villa+heights/demographics/>

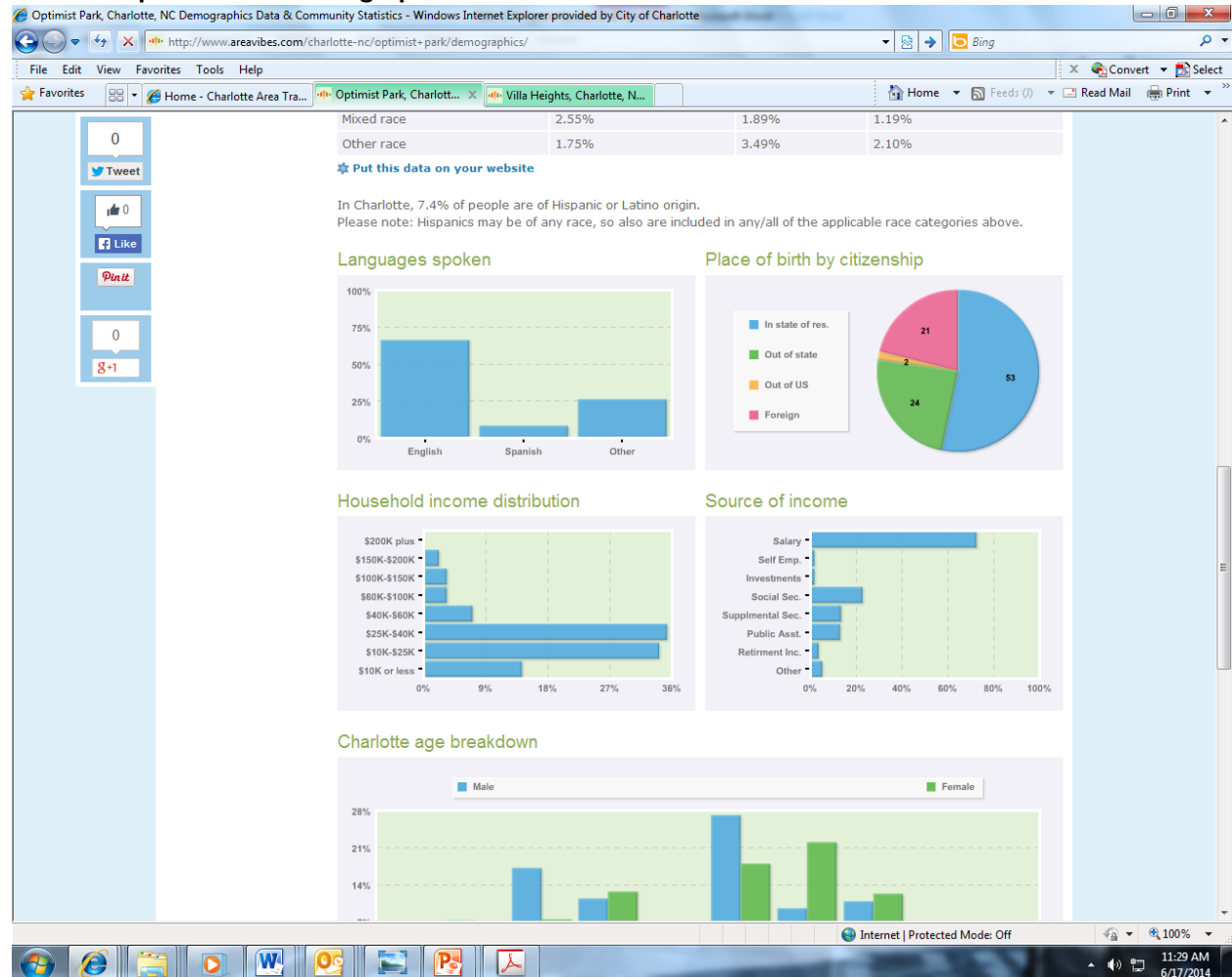
Race	Villa Heights	Charlotte	North Carolina
Caucasian	5.71%	58.26%	74.78%
African American	75.69%	32.62%	20.23%
Asian	11.05%	3.24%	0.90%
American Indian	0.00%	0.43%	0.77%
Native Hawaiian	0.00%	0.07%	0.04%
Mixed race	2.72%	1.89%	1.19%
Other race	4.83%	3.49%	2.10%

**Chart 2: Villa Heights Demographics**

**Table 4: Optimist Park Demographics**

<http://www.areavibes.com/charlotte-nc/optimist+park/demographics/>

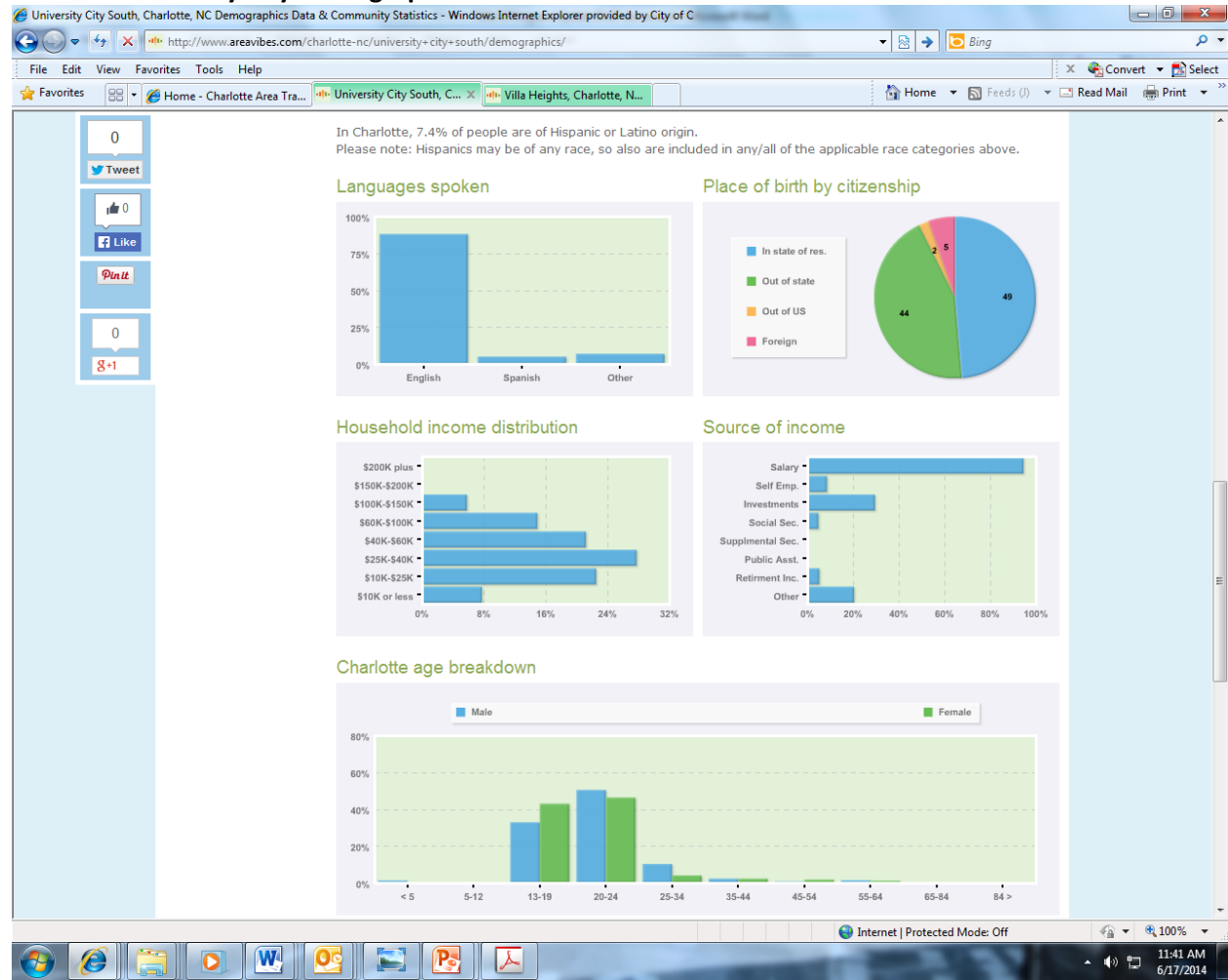
Race	Optimist Park	Charlotte	North Carolina
Caucasian	9.25%	58.26%	74.78%
African American	62.04%	32.62%	20.23%
Asian	24.40%	3.24%	0.90%
American Indian	0.00%	0.43%	0.77%
Native Hawaiian	0.00%	0.07%	0.04%
Mixed race	2.55%	1.89%	1.19%
Other race	1.75%	3.49%	2.10%

**Chart 3: Optimist Park Demographics**

**Table 5: University City Demographics-**

<http://www.areavibes.com/charlotte-nc/university+city+south/demographics/>

Race	University City South	Charlotte	North Carolina
Caucasian	64.34%	58.26%	74.78%
African American	27.75%	32.62%	20.23%
Asian	4.10%	3.24%	0.90%
American Indian	0.80%	0.43%	0.77%
Native Hawaiian	0.00%	0.07%	0.04%
Mixed race	1.43%	1.89%	1.19%
Other race	1.58%	3.49%	2.10%

**Chart 4: University City Demographics**

## **Appendix C: Service Standards**

## 1 PURPOSE

The Transit Service Guidelines outline principles designed to provide services that are comfortable, convenient and easy to use for customers and to ensure that services are designed to be reliable, timely, safe and efficient. The guidelines define the conditions that require action when standards are not met but allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner. Due to the sustaining and projected growth in the Charlotte region, markets and customer expectations are ever-changing and growing. Thus, CATS must be responsive to these changes to retain current customers and achieve and sustain ridership growth.

## 2 CATS SERVICE GUIDELINES

The adopted service guidelines are in the following areas:

- Travel Markets
- Transit Coverage
- Transit Infrastructure Requirements
- Service Modes
- Bus Stop Design Standards
- Bus Stop Location and Spacing
- Bus Stop Amenities
- Service Monitoring System
- New Transit Services
- Load Standards
- On-time Performance
- Duplication of Service
- Route Directness
- Route Patterns
- Service Frequency and Span
- Vehicle Assignment

The service guidelines are intended to be applied to two primary areas of focus: the evaluation of existing services and the evaluation of proposals for new services. As an example, the service guidelines can be applied in the following situations: restructuring service to eliminate lower-productivity segments or branches or adjusting service frequency to better reflect the demand for service. Routes that do not meet standards are not automatically eliminated. These guidelines call for the elimination of unproductive routes only as a last resort when it has been determined that no cost-effective actions are available to improve the productivity of the service.

The guidelines for evaluation of existing routes are not intended to preclude changes to routes that meet these minimum standards. In many cases, it may be possible to improve the productivity of routes that meet the minimum standards by making changes to headways or trip times. These guidelines should not be used to prevent changes to improve the efficiency of existing routes, as long as the changes meet the route design standards.

The evaluation of new service proposals will take place as proposals are received or needs identified. New service proposals will be evaluated based on the most recent information available regarding system standards. Decisions regarding implementation of new routes will be made through the service planning process and by the Service Development Review Committee, in consultation with the Transit Services Advisory Committee.

## 3 Travel Markets



Public Transportation cannot reasonably serve all person trips within a region. However, transit can compete effectively for market share in many situations.

To guide decisions on resource allocation and to provide a basis for measuring performance over time, CATS has identified those markets where it will seek to be competitive. The selected local travel markets are consistent with the CATS Mission and will support attainment of the CATS Vision and the goals of the 2025 Transit/Land Use Plan as amended and updated by the Metropolitan Transit Commission (MTC).

- **Travel Markets:** CATS will identify and consider the Metropolitan Transit Commission Travel Markets Policy when service changes or reductions are proposed.

#### **4 Transit Coverage**

The purpose of these guidelines is to provide convenient access to transit service in all areas exceeding a minimum density. It is very difficult to provide effective transit services in low-density areas. This guideline supports the land-use goal of encouraging higher densities in coordination with transit services. Census block group and Traffic Analysis Zone (TAZ) data will be used to measure residential and employment density. The coverage area will be one-half mile (about a 10-minute walk) around the bus route.

**Residential and Employment Density:** In order for an area within Mecklenburg County to be considered for CATS fixed route services, the area must meet a residential density of at least three dwelling units per acre and/or an employment density of three employees per acre. For areas that do not meet this threshold, CATS will explore the feasibility of alternative modes of transit such as microtransit and additional first mile / last mile solutions.

#### **5 Transit Infrastructure Requirements**

Buses can do substantial damage to parking lots and roadways that are not built to accommodate the weight of a bus. This needs to be considered in the planning for bus services.

All bus routes should be planned to operate over streets that meet the following minimum standards:

- Intersections with minimum turning radius of 30 ft;
- Pavement composition sufficient to support the axle loads of a bus
- Minimum lane width of 11 ft;
- Overhead clearance of 13 feet; and,
- With the exception of traffic calming humps, buses shall avoid curb to curb speed bumps unless traveling in low-speed environments (such as shopping centers)

#### **6 Service Modes**

CATS provides multiple service types consisting of light rail, fixed route bus service, streetcar, paratransit service, and vanpool.

The current light rail network consists of the LYNX Blue line which operates along an 18.9 mile fixed guideway. The Blue line currently serves 26 stations, including 11 park-and-ride locations.

The fixed route bus network includes specifically numbered bus routes that pick up and drop off passengers at regularly scheduled stops and intervals along a defined route. Bus routes are

broken down into four categories based on service type and frequency:

- High Frequency Bus Routes – Frequent bus routes that have a minimum headway of 15-minutes or better
- Common / Local Routes – Bus routes that provide all day service on weekdays and weekends
- Neighborhood / Connector Routes – Feeder routes that provide neighborhood connections to other fixed routes within the CATS network
- Express Routes – Peak hour, weekday only commuter routes that typically provide limited stop service between two key destinations

The current streetcar network consists of the CityLYNX Gold Line which operates along a four-mile alignment and serves 17 stations.

The Special Transportation Services (STS) provides complementary fixed-route paratransit services to individuals who cannot access fixed-route bus services or rail stations. The STS service area includes areas up to  $\frac{3}{4}$  of a mile on either side of the following fixed route bus service types:

- High Frequency Bus Routes
- Common / Local Routes
- Neighborhood / Connector Routes

*CATS vanpool consists of a shared CATS vehicle intended for carpool services.*

*Vanpool service is typically supplied to a group of 5 to 15 commuters who share similar commuting patterns.*

## **7 Bus Stop Design Standards**

The bus stop is the first point of contact with the transit system for customers, therefore it is important to incorporate designs that improve the overall customer experience while waiting for services provided through CATS. Bus stop designs shall include, at minimum, an accessible boarding pad that meets requirements established by the 2010 American with Disabilities Act (ADA). Design types for bus stops are broken down as follows:

**Standard Stop** – Functions as the default stop systemwide and can be applied at many intermediate points along bus routes. Standard stops may have varying levels of amenities including benches and shelters.

**Mobility Hubs** – Functions as enhanced bus stops that help connect passengers to various modes of mobility including other bus routes, bicycle & scooter services, rideshare programs, and on-demand services, among others. Mobility hubs are located primarily along High Frequency bus routes and at other major transfer destinations within the CATS service area.

More information on each bus stop design and recommended amenity type can be found in the CATS Bus Stop Guidelines document, as established through the Envision My Ride plan, and the Charlotte Land Development Standards Manual.

### **New Bus Stops**

The necessary infrastructure (such as sidewalks) must be in place or constructed/planned by other agencies to consider a new bus stop installation. The integration of the necessary infrastructure and amenities in newly developed or redeveloped areas should be coordinated with the development. New stop installations and necessary infrastructure requirements shall

be determined through the City of Charlotte's Unified Development Ordinance (UDO) and other land development policies as established by local jurisdictions within the CATS service area. CATS shall work with private landowners and developers, to the extent practicable, to leverage the construction or the monies to offset the construction costs of necessary infrastructure and bus stop amenities.

### **Accessibility Requirements**

When establishing new bus stops, CATS will select locations that are accessible to all customers, including customers who use mobility devices. CATS will work with the jurisdiction that is responsible for the street and/or sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's ADA transition plan. When installing amenities at existing bus stops, the amenities will be accessible to individuals with disabilities in accordance with the 2010 ADA Standards for Accessible Design as amended.

Design standards for bus stops, including accessibility requirements, can be found in the Charlotte Land Development Standards Manual.

## **8 Bus Stop Location and Spacing**

Bus stops provide critical connection points between the multimodal network and bus routes, and proper location is critical to ensure safe and efficient connections.

### **Bus Stop Location**

In general, bus stops should be located at either the near-side or far-side of an intersection (as opposed to mid-block locations). Advantages of a far-side stop include reduced delay from a bus idling at a red signal after serving a stop, better visibility of pedestrians for other drivers, and minimizing conflicts with right-turning vehicles. However, far side stops can also create the potential for vehicles to queue behind a stopped bus into the intersection. Bus stops should be placed to minimize operational difficulties such as lane changes and weaving maneuvers of approaching vehicle

Locations for bus stops along a route should also consider the following:

- Provide stops at major generators (For example: employment centers, residential areas with 500+ units, retail centers, public education centers, major medical facilities).
- Provide bus stops at transfer locations.
- To the extent possible, provide bus stops at signalized intersections where there are designated crossings.
- Provide intermediate stops based on the density and fixed route type that serves the area:

### **Bus Stop Spacing**

Stop spacing should be thoroughly considered when creating new routes, modifying existing routes, or when evaluating performance issues along a route. Adequately spaced bus stops across the transit system enhance accessibility in general. Recommended spacing standards for fixed route bus routes are as follows:

<b>Service Type</b>	<b>Spacing Guidelines</b>
High Frequency	4 stops per mile (every 1,320 feet)
Common / Local	4-6 stops per mile (every 850-1,320 feet)
Neighborhood / Connector	4-6 stops per mile (every 850-1,320 feet)

More information on stop location and spacing recommendations can be found in the Envision My Ride: Bus Stop Guidelines document.

### Relocation and Removal of Stops, Benches, and Shelters

CATS aims to be responsive to requests for bus stop adjustments where passenger safety, comfort, and convenience are not compromised. When a request is made to remove or relocate a bus stop, cooperation with requesting residents or owners of residences or businesses that are adjacent to bus stops is appropriate when ridership levels and the availability of a reasonable alternative location affords reasonable accommodation of CATS riders. CATS will review each request with the internal Bus Stop Committee to explore the feasibility of each request.

Where stops are located at intervals that do not meet the targeted spacing thresholds as identified above, requests to remove or relocate stops may be accomplished through consolidation of adjacent stops at an appropriate location. Consolidation of stops may have the positive result of improving travel time and resolving adjacency issues.

It is CATS' policy to not remove or relocate bus stops, bus benches or bus shelters when such action would negatively impact passenger convenience, safety or comfort. CATS policy prohibits bus stop removal or relocation where such requests have the appearance of being motivated by bias based on the ethnicity, income level or social status of passengers using the bus stop location.

## 9 Bus Stop Amenities

The bus stop is the first point of contact with the transit system for customers. A bus stop with inadequate amenities could hinder and deter passengers from accessing the transit network. The following section establishes amenity guidelines for facilities based upon various metrics including ridership, land use, equity, and accessibility.

Placement of amenities should be based upon factors that consider equity in distribution throughout the service area and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops on high frequency bus routes due to a generally higher level of demand. Bus stop amenities will be rolled out based on a scoring system that determines the appropriate stop level design, as defined in Section 5: Bus Stop Design Types. Minimum scoring criteria for each stop design are as follows:

				Mobility Hubs		
	Type A	Type B	Type C	Enhanced Stop Pair	Mobility Plaza	Mobility Center
Minimum Score	---	15	25	50	55	65

Scoring criteria for amenities are based on multiple factors including ridership, frequency of service, employment and population density, equity, and other measures. The table below shows the evaluation criteria for each metric:

Category	Criteria	Scoring
Ridership	Boardings Bus Priority Corridor	1 point per average weekday daily boarding 50 points if on a Bus Priority Corridor and has at least 15 daily boardings

<b>Wait Time</b>	Transfers Frequencies	5 points if stop is a transfer location between two Bus Priority Corridors or LYNX Light Rail
<b>Rider Profile</b>	Equity Populations Reliant Populations	10 points if stop is in predominantly minority and/or low-income area (as defined by CATS) 10 points if stop is in area with higher than average elderly or persons with disability
	Human Service Facility	10 points if one or more of the following existing or planned facilities, are within 1,320 feet of the stop: Medical facility, hospital, dialysis clinic, social security office, or County service center
<b>Activity Generator</b>	Activity Destinations	5 points if one or more of the following existing or planned facilities, are within 1,320 feet of the stop: Public library, public school, recreation center, senior center, or supermarket/pharmacy
	Major Employer	5 points if within 1,320 feet of the stop: is an existing or planned job center with more than 50 jobs
	Operator Relief	5 points if the stop is assigned as an official relief/layover point

More information on the bus stop and amenity scoring system can be found in the CATS Bus Stop Guidelines document.

### 3.0 Service Monitoring System

CATS will regularly calculate Passengers per Revenue Hour for all bus routes and identify targeted thresholds based on service type. CATS will monitor routes that fall below targeted thresholds and make changes to the service as needed. Routes falling between targeted thresholds should be subject to a more detailed analysis that examines performance by route segment and time of day and makes appropriate recommendations. Routes consistently falling below targeted thresholds will be considered for conversion to microtransit as detailed below.

**Micro Transit Conversion:** When a route fails to carry targeted passengers per hour for two or more consecutive quarters, that route, where feasible, will be a candidate for conversion to micro-transit service. Where two or more adjacent routes both fail to meet targeted passengers per hour, conversion to micro-transit operation becomes more feasible and potentially cost-effective. Should the conversion result in overall savings to CATS, then saved hours should be reinvested in improved bus service in other parts of the bus system network.

**New Route Candidates:** Any micro-transit zone performing above targeted passengers per hour thresholds for more than three consecutive quarters will be a candidate for conversion to a fixed route. Candidate zones will be analyzed for trip origins and destinations to determine any potential route patterns. If there is sufficient clustering of the zone trips, the candidate zone may be viable for route conversion and a new service will be considered at the next practical programmed service change.

### 3.1 New Transit Services

Proposals for new service come from a variety of sources including: the 2025 Transit/Land Use Plan as amended and updated by the MTC, customers, employees, and reviews of system performance. New service proposals are reviewed during the service change process and are implemented based upon customer need and resource availability.

- **Performance Evaluation:** All new services will be subject to

performance evaluations and will be expected to meet the performance standards for their service type within two years of implementation.

- **New Employment Shuttles:** New shuttle services in employment areas may require a financial contribution from business community stakeholders of up to 100 percent of the annual operating cost.
- **Bus Services Outside of Mecklenburg County:** CATS will follow the Metropolitan Transit Commission Financial Policies (MTC-01) regarding financial contribution for bus services outside of Mecklenburg County.

### 3.2 Load Standards

The objective of load standards is to balance passenger comfort and safety with operating cost.

- **Load Standards:** CATS standard load factors for its bus services in regular service are:
  - 115% of seated capacity for all bus service modes

CATS has a goal to not exceed its standard load factors on a regular basis per trip on a given route. If a service is consistently above the seated capacity, CATS will make adjustments that may include adding additional service at the next scheduled service change, if funding is available. If the standing load compromises safety in any way, CATS will implement additional service to meet the demand.

#### Rail Vehicle Loading Standards

Vehicle Load Standard	Load Factor*	Passengers Per Vehicle	Acceptable Application
Service Standard	221%	150	Peak Hour Service
Maximum	285%	194	Special Events

\* Load factor as percent of seated capacity

#### CityLYNX Gold Line Vehicle Loading Standards

Vehicle Load Standard	Load Factor*	Passengers Per Vehicle	Acceptable Application
Service Standard	242%	131	Peak Hour Service
Maximum	317%	171	Special Events

\* Load factor as percent of seated capacity

- **Wheelchair Boardings:** CATS will analyze wheelchair boardings annually, and make necessary schedule adjustments. Trippers will be utilized if particular trips continually are not able to provide service to all wheelchair boardings on a given fixed route services.

### 3.3 On-Time Performance

To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by CATS, on-time performance standards have been established. A vehicle is considered “late” when it arrives five minutes or more after the scheduled time. A vehicle is considered “early” if it departs one minute or more prior to the scheduled time. All other trips are considered “on time”.

- **On-Time Performance:** CATS bus routes that achieve an on-time performance score of 80 percent or less over a course of two service changes will be reviewed and remedial action to improve performance will be put in place at the next service change.

CATS will monitor Rail services for on-time performance. Any trips that are consistently early or late will be identified and schedule adjustments will be made at the next service change.

### **3.4 Duplication of Service**

Service duplication occurs when two or more bus routes serve the same roadway. Duplication of service can sometimes be needed or unavoidable due to the presence of activity centers or the lack of alternate routing options. When services share the same street segment CATS will do the following:

- **Duplication of Service:** If two services use the same street, schedules should be adjusted to maximize frequency on the shared alignment.

### **3.5 Route Directness**

CATS will design bus routes to operate as directly as possible to and from major destinations to minimize passenger travel time. Routes shall operate on major arterial streets as much as possible. When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

#### **Directness:**

1. To the extent possible, bi-directional service shall be provided on the same street.
2. Express service shall be routed in the most direct manner possible.
3. Deviations from the basic route alignment to serve activity centers will be made only when they have the potential to attract new riders equal to or exceeding the route performance evaluation standard for the corresponding route category.
4. Additional time to operate route deviations should not exceed five minutes (one-way) or 10 percent of the one-way run time, whichever is less.
5. No mid-route loops shall be operated.
6. Terminal loops shall not exceed 25 percent of a route's total length for routes that exceed 30 minutes in one-way travel time.

### **3.6 Route Patterns**

It is sometimes more efficient to provide service to a certain area with one route having several branches than to operate several different routes. In addition, some bus trips on a route may not go to the end of the line due to very low ridership in that area at a particular time of day, also known as a turnback. These service designs can result in a route network that is difficult for current and potential customers to understand and utilize. Therefore, to provide a user-friendly

service and to encourage maximum use of the system by all current and potential riders, standards for branches and turnback's shall be set.

**Route Patterns:**

- No route shall have more than two distinct branches.
- No route shall have more than one turn around on a given branch.

When two routes are interlined, each route shall be treated as a separate route for the application of this standard.

### **3.7 Service Frequency and Span**

Service frequency is established to provide a sufficient number of vehicles to accommodate passenger volume at the most crowded location(s), during a given time period. On high ridership routes, the frequency of service provided is a function of demand and peak period loads. Frequency of service provided is also a function of Operator and vehicle availability. Service span refers to the hours that service is provided and defines the minimum period of time that service will operate at any point in the system.

**Headways/ Frequency:** As resources become available, CATS will strive to provide at least 15-minute peak service on high frequency routes and at least 30-minute service on Common/local routes and Neighborhood / Connector routes. Express and Regional Express services will have a minimum of three trips in each peak direction. For light rail services, CATS will strive to operate at a frequency of 7.5 minutes or better during the peak periods and at least 30 minutes during the off-peak periods. Streetcar service will operate a frequency of 15 minutes or better during peak periods and at least 30 minutes during off-peak periods.

**Service Span:** CATS Fixed Route Services will operate between 5:00 a.m. and 1:30 a.m.

Exceptions will be based on ridership and productivity.

### **3.8 Vehicle Assignment**

CATS vehicles shall be assigned to specific service types according to the following guidelines. Exceptions to this may take place based upon operational and scheduling practices to maintain optimal efficiency.

**Vehicle Assignment:** Fleet types should be assigned based on the service type it is intended to serve when feasible.

- High Frequency Routes = 40-foot low floor or larger
- Common / Local Routes = 40-foot low floor
- Connector Routes = 30-foot low floor or smaller
- Microtransit = Cutaway style vehicles, vans, or other small vehicle types
- Express Service = 40-foot suburban and coach buses



## Summary of Changes

- Added in/modified titles for five sections (as highlighted below):

- |                                       |                              |
|---------------------------------------|------------------------------|
| • Travel Markets                      | • Load Standards             |
| • Transit Coverage                    | • On-time Performance        |
| • Transit Infrastructure Requirements | • Duplication of Service     |
| • Service Modes                       | • Route Directness           |
| • Bus Stop Design Standards           | • Route Patterns             |
| • Bus Stop Location and Spacing       | • Service Frequency and Span |
| • Bus Stop Amenities                  | • Vehicle Assignment         |
| • Route Monitoring System             |                              |
| • New Transit Services                |                              |

### 2.1 Travel Markets

- Referenced MTC-05 policy to provide further definition
- Updated language to reflect the 2022 MTC Adopted Envision My Ride plan

### 2.2 Transit Coverage

- Provides further definition for density
- Introduces microtransit as a service mode for areas that do not meet targeted employment and population density goals

### 2.3 Transit Infrastructure Requirements

- New section that details ideal operational conditions for standard 40' or larger vehicles including lane width, turning radius, overhead clearance, and roadway design

### 2.4 Service Modes

- New section that details current and future service modes
- Breaks down bus routes based on frequency classes as identified in Envision My Ride as follows:
  - High Frequency Bus Routes
  - Common/Local Routes
  - Neighborhood/Connector Routes
  - Express Routes

### 2.5 Bus Stop Design Standards

- New section that details new bus stop design standards as identified in the Envision My Ride plan
- Bus stops broken down as follows:
  - Standard stop – Default stop that features, at minimum, an ADA boarding pad
  - Mobility hubs – Enhanced bus stops located primarily along high-frequency bus routes and major activity centers
- Provides reference to the Envision My Ride Bus Stop Guidelines document for more detail on stop level design types
- Provides guidance on ideal conditions for the installation of new bus stops
  - References to the Charlotte Unified Development Ordinance (UDO) and other land development policies
- References the 2010 American with Disabilities Act (ADA) Standards for Accessible Design
- References the Charlotte Land Development Standards Manual for the location of the revised 2022 CATS Details

## 2.6 Bus Stop Location and Spacing

- New section that notes the ideal location for the placement of bus stops
- Updates bus stop spacing guidelines for bus route types as follows:

Service Type	Spacing Guidelines
High Frequency	4 stops per mile (every 1,320 feet)
Common / Local	4-6 stops per mile (every 850-1,320 feet)
Neighborhood / Connector	4-6 stops per mile (every 850-1,320 feet)
Express	Limited stops at key destinations

- New section that details the process for requests to remove or relocate a bus stop
- Details the role of the CATS Bus Stop Committee to review feasibility of requests
  - Includes language that CATS policy prohibits bus stop removal or relocation where such requests have the appearance of being motivated by bias on the basis of the ethnicity, income level or social status of passengers using the bus stop location.

## 2.7 Bus Stop Amenities

- New section that details new amenity rollout strategy as identified in the adopted Envision My Ride plan
- Details new scoring metric to identify ideal amenity types for bus stop locations

## 3.0 Bus Route Monitoring System

- Updates route monitoring strategy with language that notes CATS will monitor routes falling below 15 passengers per hour and adjust as needed
- Includes language for the potential conversion to microtransit should a route have 10 or less passengers per hour
- Includes language for the potential conversion of a microtransit route to a fixed route service should an area continuously average 10 or more passengers per hour

## 3.1 New Transit Services

- Notes the Envision My Ride plan
- Updates Employment Shuttle financial contribution for businesses and stakeholders to up to 100 percent of the annual operating cost

## 3.2 Load Standards

- Notes that CATS has a goal not to exceed load factors on a regular basis per trip on a given route

## 3.7 Service Frequency and Span

- Updated to include frequency thresholds as identified in the adopted Envision My Ride plan

## 3.8 Vehicle Assignment

- Updates vehicle sizes for service types as identified in the adopted Envision My Ride plan

Previous Revision: November 28, 2018

## Service Standards

### Vehicle Load by Mode

The number of minority routes 40 (transversed by local services routes) in this analysis vastly exceeds the number of non-minority routes at 13. The simple average load factor for minority routes is 44% while the load factor for non-minority routes is 10 percentage points less at 34%. The load factor in minority routes appears to be in no way diminutive to that in non-minority routes.

**Table 1: Local Services Non-Minority Routes**

Local Services			
Non-Minority Routes			
Route	Avg Trip Load	Capacity	Load Factor
6	12.11	39	31%
14	19.00	39	49%
15	18.36	39	47%
19	13.59	39	35%
20	14.84	39	38%
43	8.91	39	23%
47	4.73	28	17%
49	2.77	28	10%
50	11.82	28	42%
86	24.14	22	110%
97	7.48	28	27%
98	2.95	28	11%
51	4.98	28	18%

**Table 2: Local Service Minority Routes**

Local Services			
Minority Routes			
Route	Avg Trip Load	Capacity	Load Factor
1	17.40	39	45%
2	10.14	39	26%
3	19.96	39	51%
4	9.25	39	24%
5	15.21	39	39%
7	24.43	39	63%
8	15.90	39	41%
9	29.42	39	75%
10	15.28	39	39%
11	29.24	39	75%
12	9.65	39	25%
13	17.04	39	44%
16	14.68	39	38%
17	23.96	39	61%
21	6.03	39	15%
22	20.26	39	52%
23	23.46	39	60%
24	8.83	39	23%
25	4.64	28	17%
26	9.36	39	24%
27	24.17	39	62%
29	17.46	39	45%
30	20.55	39	53%
33	72.53	39	186%
34	21.39	39	55%
39	22.34	39	57%
42	6.88	28	25%
55	12.04	39	31%
56	16.63	39	43%
57	8.96	28	32%
58	6.80	39	17%
60	7.13	39	18%
99	3.59	28	13%
201	2.32	28	8%

204	8.52	28	30%
211	10.71	28	38%
221	11.46	28	41%
222	11.01	28	39%
232	11.88	28	42%
235	7.95	28	28%
* Denotes a Bus Bridge service. This service is utilized in the event that regular LYNX service is not cannot operate.			

**Table 3: Local Non-Minority Routes**

**Local Services**

**Non-Minority Routes**

Route	Avg Trip Load	Capacity	Load Factor
6	12.11	39	31%
14	19.00	39	49%
15	18.36	39	47%
19	13.59	39	35%
20	14.84	39	38%
43	8.91	39	23%
47	4.73	28	17%
49	2.77	28	10%
50	11.82	28	42%
86	24.14	22	110%
97	7.48	28	27%
98	2.95	28	11%
51	4.98	28	18%

The same could be said the number of minority routes 16 (travel by express services routes) in this analysis vastly exceeds the number of non-minority routes at 2. The simple average load factor for minority routes is 39% while the load factor for non-minority routes is 5 percentage points less at 34%. The load factor in minority routes appears to be in no way diminutive to that in non-minority routes.

**Table 4: Express Service: Non-Minority Route Load Factor**

Express Services			
Non-Minority Routes			
Route	Avg Trip Load	Capacity	Load Factor
64	10.84	40	27%
65	16.18	40	40%

**Table 5: Express Service Minority Route Load Factor**

Express Services			
Minority Routes			
Route	Avg Trip Load	Capacity	Load Factor
40	15.66	40	39%
41	25.51	40	64%
45	10.62	40	27%
46	19.71	40	49%
48	14.36	40	36%
52	13.53	40	34%
53	9.00	40	23%
54	15.98	40	40%
61	26.15	40	65%
62	16.90	40	42%
74	20.80	49	42%
77	11.60	40	29%
80	18.50	49	38%
82	19.05	49	39%
85	18.38	49	38%
88	11.89	49	24%

The existing LYNX light rail system travels through several tracts.

**Table 6: :LYNX Load Factor**

LYNX Services			
Route	Avg Trip Load	Capacity	Load Factor
501	91	68	134%

**Vehicle Headway for each mode**

Note: a “0” represents that the route is not operating during that period.

**Table 7: Weekday Route Frequency- Minority Tract Routes**

Route		Peak	Non-Peak	Night	Facility
1	MT HOLLY ROAD	20	30	60	DAVIDSON
2	ASHLEY PARK	30	30	60	DAVIDSON
3	THE PLAZA	20	30	45	DAVIDSON
5	AIRPORT	20	20	30	DAVIDSON
7	BEATTIES FORD	10	15	30	DAVIDSON
9	CENTRAL AVE	10	15	30	DAVIDSON
11	NORTH TRYON	10	10	20	DAVIDSON
21	DOUBLE OAKS	30	40	40	DAVIDSON
22	GRAHAM STREET	30	30	45	DAVIDSON
23	SHAMROCK DRIVE	20	30	45	DAVIDSON
26	OAKLAWN	30	30	60	DAVIDSON
29	UNCC/SOUTHPARK	45	45	0	DAVIDSON
45x	CARMEL ROAD	20	0	0	DAVIDSON
48x	HUNTERVILLE EXPRESS	15	0	0	DAVIDSON
54x	UNIV. RESEARCH PARK	15	0	0	DAVIDSON
77x	NORTH MECK	15	60	60	DAVIDSON
4	COUNTRY CLUB	30	30	45	TRYON
8	TUCKASEEGEE	15	20	60	TRYON
10	WEST BLVD	15	15	30	TRYON
12	SOUTH BLVD	30	30	60	TRYON
13	NEVIN RD	30	30	30	TRYON
16	SOUTH TRYON	15	15	30	TRYON
17	COMMONWEALTH	30	30	60	TRYON
24	NATIONS FORD	30	30	30	TRYON

25	CLANTON RD	35	35	0	TRYON
27	MONROE RD	20	20	45	TRYON
30	CROSSTOWN	50	50	0	TRYON
34	FREEDOM DRIVE	20	30	40	TRYON
39	EASTWAY	35	45	45	TRYON
40x	ALBEMARLE	30	0	0	TRYON
41x	ARROWOOD EXPRESS	30	0	0	TRYON
42	CAROWINDS	15	0	0	TRYON
52x	IDLEWILD	20	0	0	TRYON
53x	NORTHLAKE	30	0	0	TRYON
55	WESTINGHOUSE	40	40	40	TRYON
56	ARROWOOD S. TRYON	20	20	40	TRYON
57	ARCHDALE	30	60	0	TRYON
58	CAROLINA PLACE	20	30	30	TRYON
60	WEST TYVOLA/SOUTHPRK	30	45	0	TRYON
61x	ARBORETUM	25	0	0	TRYON
62x	REA RD	20	0	0	TRYON
74x	UNION COUNTY	30	0	0	TRYON
80x	CONCORD	20	0	0	TRYON
82x	ROCK HILL	30	0	0	TRYON
85x	GASTONIA	25	0	0	TRYON
88x	LINCOLN COUNTY	30	0	0	TRYON
99	NM VR-HUNTERSVILLE	60	60	0	TRYON
201	GARDEN CITY	30	30	35	TRYON
204	LASALLE	30	30	60	TRYON
211	HIDDEN VALLEY	20	20	30	TRYON
221	EAST HARRIS/IDLEWILD	35	35	35	TRYON
222	PENCE ROAD	60	60	0	TRYON
232	GRIER HEIGHTS	35	35	60	TRYON
235	JACKSON PARK	40	40	0	TRYON
	Frequency Average Minutes	37	33	43	

**Table 8: Weekday Route Frequency- Non-Minority Tract Routes**

Route		Peak	Non-Peak	Night	Facility
86	GOLD RUSH RED	12	12	0	DAVIDSON
49	UNCC NINER	15	15	0	DAVIDSON



50	UNCC C.R.I.	15	15	30	DAVIDSON
51	PINEVILLE - MATTHEWS	30	60	0	DAVIDSON
6	KINGS DRIVE	20	30	35	TRYON
14	PROVIDENCE RD	35	45	35	TRYON
15	RANDOLPH RD	15	20	45	TRYON
19	PARK ROAD	20	30	30	TRYON
20	QUEENS RD	30	40	0	TRYON
43	BALLANTYNE SHUTTLE	30	60	0	TRYON
64x	INDEPENDENCE	15	0	0	TRYON
65x	MATTHEWS	20	0	0	TRYON
97	NM VR-CORNELIUS	60	60	0	TRYON
98	NM VR-MCCOY	60	60	0	TRYON
	Frequency Average Minutes	31	37	35	

**Table 7: Saturday Route Frequency- Minority Tract Routes**

	-		WEEK	
Route		Day	Night	Facility
1	MT HOLLY ROAD	35	45	DAVIDSON
2	ASHLEY PARK	30	60	DAVIDSON
3	THE PLAZA	30	60	DAVIDSON
5	AIRPORT	30	30	DAVIDSON
7	BEATTIES FORD	20	20	DAVIDSON
9	CENTRAL AVE	15	30	DAVIDSON
11	NORTH TRYON	15	30	DAVIDSON
21	DOUBLE OAKS	60	60	DAVIDSON
22	GRAHAM STREET	35	45	DAVIDSON
23	SHAMROCK DRIVE	30	60	DAVIDSON
26	OAKLAWN	45	45	DAVIDSON
29	UNCC/SOUTHPARK	0	0	DAVIDSON
45x	CARMEL ROAD	0	0	DAVIDSON
48x	HUNTERSVILLE EXPRESS	0	0	DAVIDSON
54x	UNIV. RESEARCH PARK	0	0	DAVIDSON
77x	NORTH MECK	0	0	DAVIDSON
84	GOLD RUSH ORANGE	0	0	DAVIDSON
86	GOLD RUSH RED	0	0	DAVIDSON
49	UNCC NINER	0	0	DAVIDSON

50	UNCC C.R.I.	0	0	DAVIDSON
4	COUNTRY CLUB	30	45	TRYON
8	TUCKASEEGEE	30	60	TRYON
10	WEST BLVD	30	30	TRYON
12	SOUTH BLVD	40	60	TRYON
13	NEVIN RD	30	60	TRYON
15	RANDOLPH RD	30	60	TRYON
16	SOUTH TRYON	30	30	TRYON
17	COMMONWEALTH	30	60	TRYON
24	NATIONS FORD	40	40	TRYON
25	CLANTON RD	60	0	TRYON
27	MONROE RD	30	45	TRYON
30	CROSSTOWN	45	0	TRYON
34	FREEDOM DRIVE	45	45	TRYON
39	EASTWAY	60	60	TRYON
40x	ALBEMARLE	0	0	TRYON
41x	ARROWOOD EXPRESS	0	0	TRYON
42	CAROWINDS	0	0	TRYON
52x	IDLEWILD	0	0	TRYON
53x	NORTHLAKE	0	0	TRYON
55	WESTINGHOUSE	0	0	TRYON
56	ARROWOOD S. TRYON	30	30	TRYON
57	ARCHDALE	60	0	TRYON
58	CAROLINA PLACE	30	30	TRYON
60	WEST TYVOLA/SOUTHPRK	45	0	TRYON
61x	ARBORETUM	0	0	TRYON
62x	REA RD	0	0	TRYON
74x	UNION COUNTY	0	0	TRYON
80x	CONCORD	0	0	TRYON
82x	ROCK HILL	0	0	TRYON
85x	GASTONIA	0	0	TRYON
88x	MT ISLAND	0	0	TRYON
98	NM VR-MCCOY	60	X	TRYON
99	NM VR-HUNTERSVILLE	60	X	TRYON
201	GARDEN CITY	30	30	TRYON
204	LASALLE	60	60	TRYON

211	HIDDEN VALLEY	25	30	TRYON
221	EAST HARRIS/IDLEWILD	45	45	TRYON
222	PENCE ROAD	60	60	TRYON
232	GRIER HEIGHTS	30	60	TRYON
235	JACKSON PARK	40	X	TRYON
	Average	38	46	

**Table 9: Saturday Route Frequency- Non-Minority Tract Routes**

Route		Day	Night	Facility
51	PINEVILLE-MATTHEWS ROAD	60	0	DAVIDSON
6	KINGS DRIVE	45	45	TRYON
14	PROVIDENCE RD	30	60	TRYON
19	PARK ROAD	30	30	TRYON
20	QUEENS RD	60	0	TRYON
43	BALLANTYNE SHUTTLE	60	0	TRYON
64x	INDEPENDENCE	X	0	TRYON
65x	MATTHEWS	X	0	TRYON
97	NM VR-CORNELIUS	60	0	TRYON
98	NM VR-MCCOY	60	0	TRYON
	Frequency Average Minutes	41	45	

**Table 10: Sunday Route Frequency- Minority Tract Routes**

Route		DAY	NIGHT	Facility
1	MT HOLLY ROAD	60	60	DAVIDSON
2	ASHLEY PARK	60	60	DAVIDSON
3	THE PLAZA	60	60	DAVIDSON
5	AIRPORT	30	60	DAVIDSON
7	BEATTIES FORD	20	30	DAVIDSON
9	CENTRAL AVE	30	60	DAVIDSON
11	NORTH TRYON	30	40	DAVIDSON
21	DOUBLE OAKS	60	0	DAVIDSON
22	GRAHAM STREET	50	50	DAVIDSON
23	SHAMROCK DRIVE	60	60	DAVIDSON
26	OAKLAWN	60	60	DAVIDSON
29	UNCC/SOUTHPARK	0	0	DAVIDSON
45x	CARMEL ROAD	0	0	DAVIDSON

48x	HUNTERSVILLE EXPRESS	0	0	DAVIDSON
54x	UNIV. RESEARCH PARK	0	0	DAVIDSON
77x	NORTH MECK	0	0	DAVIDSON
4	COUNTRY CLUB	45	45	TRYON
8	TUCKASEEGEE	60	60	TRYON
10	WEST BLVD	30	60	TRYON
12	SOUTH BLVD	60	60	TRYON
13	NEVIN RD	60	60	TRYON
16	SOUTH TRYON	30	30	TRYON
17	COMMONWEATH	45	45	TRYON
24	NATIONS FORD	45	45	TRYON
25	CLANTON RD	0	0	TRYON
27	MONROE RD	45	45	TRYON
30	CROSSTOWN	0	0	TRYON
34	FREEDOM DRIVE	45	0	TRYON
39	EASTWAY	60	60	TRYON
40x	ALBEMARLE	0	0	TRYON
41x	ARROWOOD EXPRESS	0	0	TRYON
42	CAROWINDS	0	0	TRYON
52x	IDLEWILD	0	0	TRYON
53x	NORTHLAKE	0	0	TRYON
55	WESTINGHOUSE	0	0	TRYON
56	ARROWOOD S. TRYON	40	40	TRYON
57	ARCHDALE	0	0	TRYON
58	CAROLINA PLACE	30	0	TRYON
60	WEST TYVOLA/SOUTHPRK	0	0	TRYON
61x	ARBORETUM	0	0	TRYON
62x	REA RD	0	0	TRYON
64x	INDEPENDENCE	0	0	TRYON
65x	MATTHEWS	0	0	TRYON
74x	UNION COUNTY	0	0	TRYON
78X	CELANESE RD	0	0	TRYON
79X	CONCORD MILLS	0	0	TRYON
80x	CONCORD	0	0	TRYON
82x	ROCK HILL	0	0	TRYON
85x	GASTONIA	0	0	TRYON

88x	MT ISLAND	0	0	TRYON
99	NM VR-HUNTERSVILLE	60	0	TRYON
201	GARDEN CITY	30	30	TRYON
204	LASALLE	0	0	TRYON
211	HIDDEN VALLEY	40	40	TRYON
221	EAST HARRIS/IDLEWILD	60	60	TRYON
222	PENCE ROAD	60	0	TRYON
232	GRIER HEIGHTS	60	60	TRYON
235	JACKSON PARK	0	0	TRYON
	Frequency Average Minutes	46	51	

**Table 11: Sunday Route Frequency- Non-Minority Tract Routes**

<u>Route</u>		<u>DAY</u>	<u>NIGHT</u>	Facility
54x	UNIV. RESEARCH PARK	0	0	DAVIDSON
77x	NORTH MECK	0	0	DAVIDSON
84	GOLD RUSH ORANGE	0	0	DAVIDSON
86	GOLD RUSH RED	0	0	DAVIDSON
49	UNCC NINER	0	0	DAVIDSON
50	UNCC C.R.I.	0	0	DAVIDSON
51	PINEVILLE - MATTHEWS	0	0	DAVIDSON
14	PROVIDENCE RD	60	0	TRYON
15	RANDOLPH RD	30	60	TRYON
19	PARK ROAD	30	30	TRYON
20	QUEENS RD	0	0	TRYON
43	BALLANTYNE SHUTTLE	0	0	TRYON
64x	INDEPENDENCE	0	0	TRYON
65x	MATTHEWS	0	0	TRYON
97	NM VR-CORNELIUS	60	0	TRYON
98	NM VR-MCCOY	60	0	TRYON
	Frequency Average Minutes	48	45	

### On time performance for each mode

The On-Time performance standard for bus operations is 85%.

Circulator Services	
Route	On Time
Minority Route	%

<b>Overall</b>	<b>90.02%</b>
<a href="#"><u>201</u></a>	95.61%
<a href="#"><u>204</u></a>	93.81%
<a href="#"><u>211</u></a>	86.82%
<a href="#"><u>221</u></a>	89.74%
<a href="#"><u>222</u></a>	95.65%
<a href="#"><u>232</u></a>	86.74%
<a href="#"><u>235</u></a>	85.98%
<b>Crosstown Services</b>	
<b>Route</b>	<b>On Time</b>
	%
<b>Overall</b>	<b>78.90%</b>
<a href="#"><u>29</u></a>	76.26%
<a href="#"><u>30</u></a>	80.36%
<a href="#"><u>51</u></a>	79.30%

<b>Express Services</b>	
<b>Route</b>	<b>On Time</b>
<b>Minority Route</b>	<b>%</b>
<b>Overall</b>	<b>78.10%</b>
<a href="#"><u>40x</u></a>	76.61%
<a href="#"><u>41x</u></a>	67.48%
<a href="#"><u>46x</u></a>	81.55%
<a href="#"><u>48x</u></a>	81.38%
<a href="#"><u>52x</u></a>	85.58%
<a href="#"><u>53x</u></a>	84.34%
<a href="#"><u>54x</u></a>	76.23%
<a href="#"><u>64x</u></a>	90.23%
<a href="#"><u>65x</u></a>	76.02%
<a href="#"><u>77x</u></a>	76.73%
<a href="#"><u>88x</u></a>	84.84%

Local Services	
Route	On Time
Minority Route	%
Overall	83.80%
<a href="#">1</a>	83.73%
<a href="#">2</a>	78.18%
<a href="#">3</a>	88.71%
<a href="#">4</a>	91.72%
<a href="#">5</a>	78.49%
<a href="#">7</a>	83.15%
<a href="#">8</a>	85.10%
<a href="#">9</a>	87.75%
<a href="#">10</a>	90.70%
<a href="#">11</a>	74.50%
<a href="#">13</a>	85.78%
<a href="#">16</a>	91.17%
<a href="#">17</a>	84.28%
<a href="#">21</a>	90.75%
<a href="#">22</a>	78.45%
<a href="#">23</a>	84.95%
<a href="#">24</a>	89.59%
<a href="#">26</a>	91.44%
<a href="#">27</a>	76.55%
<a href="#">34</a>	82.73%
<a href="#">39</a>	81.38%
Regional Express	
Route	On Time
Non-Minority	%
Overall	76.38%
<a href="#">74x</a>	77.07%
<a href="#">80x</a>	69.91%
<a href="#">82x</a>	76.80%
<a href="#">85x</a>	87.98%
Shuttle Services	
Route	On Time
Minority Route	%
Overall	81.70%
<a href="#">12</a>	77.51%

<a href="#">25</a>	73.95%
<a href="#">33</a>	91.84%
<a href="#">42</a>	80.83%
<a href="#">43</a>	84.38%
<a href="#">55</a>	87.45%
<a href="#">56</a>	80.34%
<a href="#">57</a>	78.75%
<a href="#">58</a>	97.65%
<a href="#">60</a>	84.47%
<b>Village Riders</b>	
<b>Route</b>	<b>On Time</b>
<b>Minority Route</b>	<b>%</b>
<b>Overall</b>	<b>91.27%</b>
<a href="#">97</a>	88.84%
<a href="#">98</a>	97.63%
<a href="#">99</a>	87.52%

### Service Availability

Charlotte Area Transit System (CATS) considers the service availability area to be ¼ mile of the established transit service.

### Transit Amenities

**Table 12: Amenities by Population**

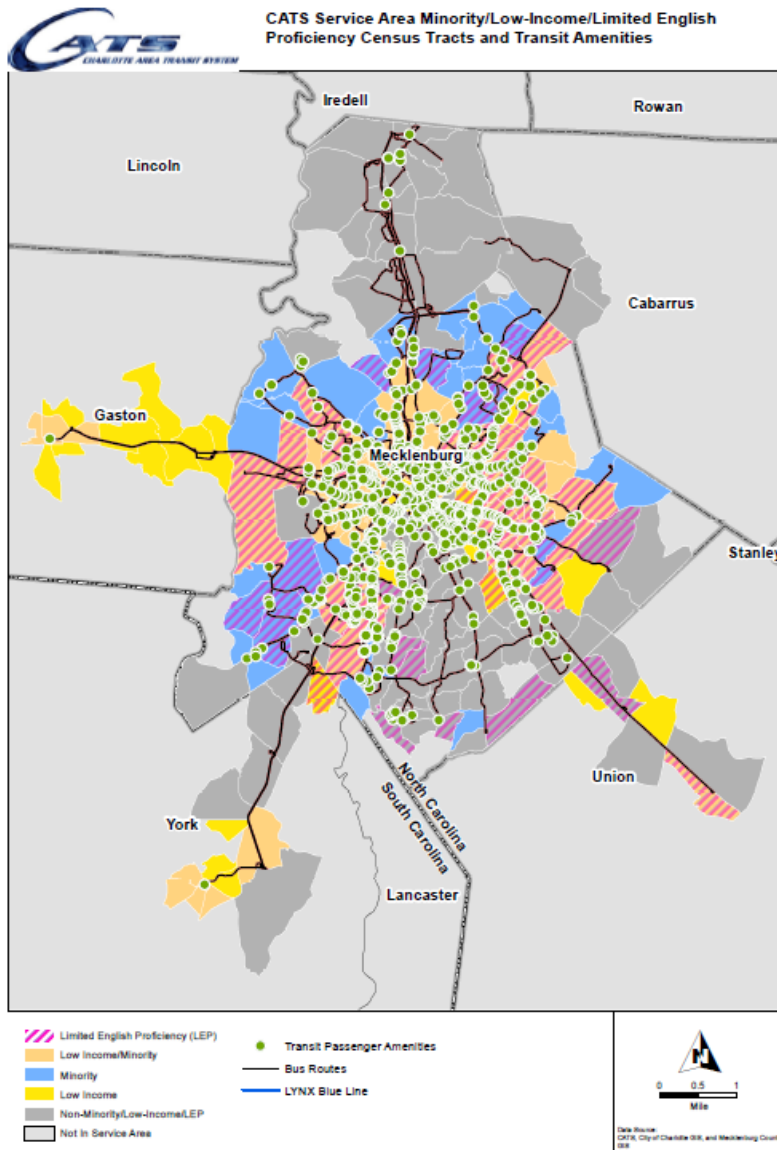
Census Tracts	Stops	Bench	Shelter	Trash Can
Service Area	2,930	364	266	817
Minority	1,832	259	202	566
LEP	1,469	205	153	447
Low Income	1,703	253	182	568

**Table 13: Amenities by Percentage Total Amenities**

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%



**Chart 1: Locations of CATS Transit Amenities**



### Vehicle Assignment

CATS vehicles shall be assigned to specific service types according to the following guidelines. Exceptions to this may take place based upon operational and scheduling practices to maintain optimal efficiency.

CATS utilizes the CATS Vehicle Assignment Program (CATS-VAP) to rotate vehicles throughout the service area. Each vehicle is assigned a bus number that is entered into the CATS-VAP. On a daily basis, the software program randomly selects bus numbers and assigns them to bus

routes. The pools of vehicles in which some routes are assigned are based on load factors (i.e. larger buses on more heavily used routes, smaller vehicles on less frequently used routes).

Buses are randomly assigned with the following specific exceptions:

Vehicle Assignment: Fleet types should be assigned based on the service type it is intended to serve when feasible.

- Express Service = 40-foot suburban
- Local Service = 40-foot low floor
- Neighborhood Shuttle Service = 30-foot low floor

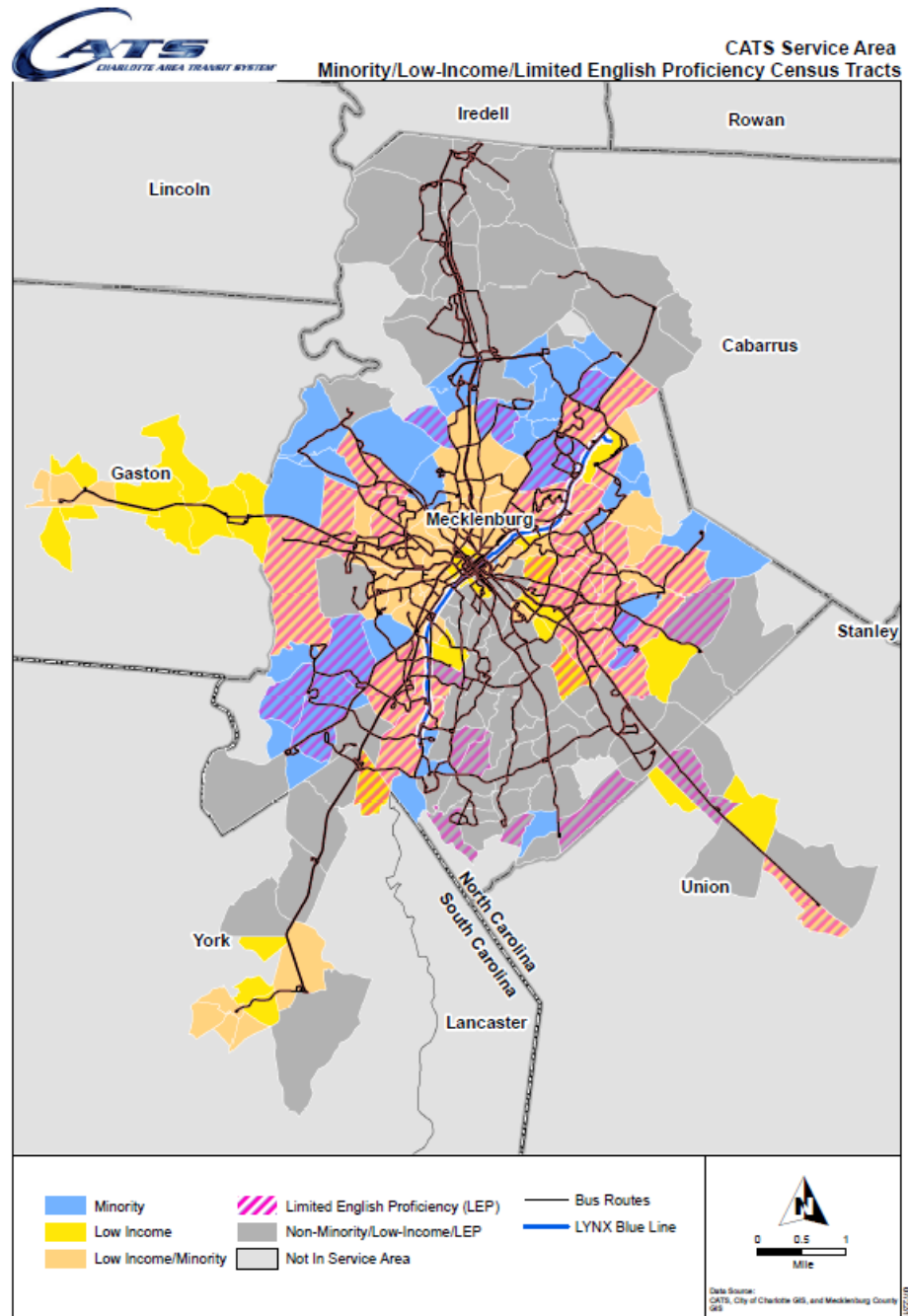
Demand Response - CATS' utilizes a fleet of smaller buses (less than 30 feet) to provide demand response and neighborhood shuttle service throughout the region. The smaller vehicles are better suited to provide service to neighborhoods and business activity centers.

## Demographic and Service profile maps and charts.

**Table 14: System-wide demographics**

Service Area Minority and Non Minority Population		Service Area Population	Percent of Service Area Population
	White	576,567	50.98%
	Black or African American	332,699	29.42%
	Hispanic or Latino	139,573	12.34%
	Asian	50,815	4.49%
	Two or More Races	25,457	2.25%
	Some Other Race	2,700	0.24%
	American Indian and Alaska Native	2,611	0.23%
	Native Hawaiian and Other Pacific Islander	623	0.06%
	<b>Total Service Area Population</b>	<b>1,131,045</b>	
		Service Area Population	Percent of Service Area Population
	Non Minority	576,567	50.98%
	Minority	554,478	49.02%
	<b>Service Area</b>	<b>1,131,045</b>	

**Chart 2: Service Area Map Low Income and LEP Populations**



**Table 14: Low Income Population**

<b>Service Area Low Income Population</b>	Total; Estimate; Population for whom poverty status is determined	1,113,107
	Below poverty level; Estimate; Population for whom poverty status is determined	177,360
	Percent below poverty level; Estimate; Population for whom poverty status is determined	15.93%

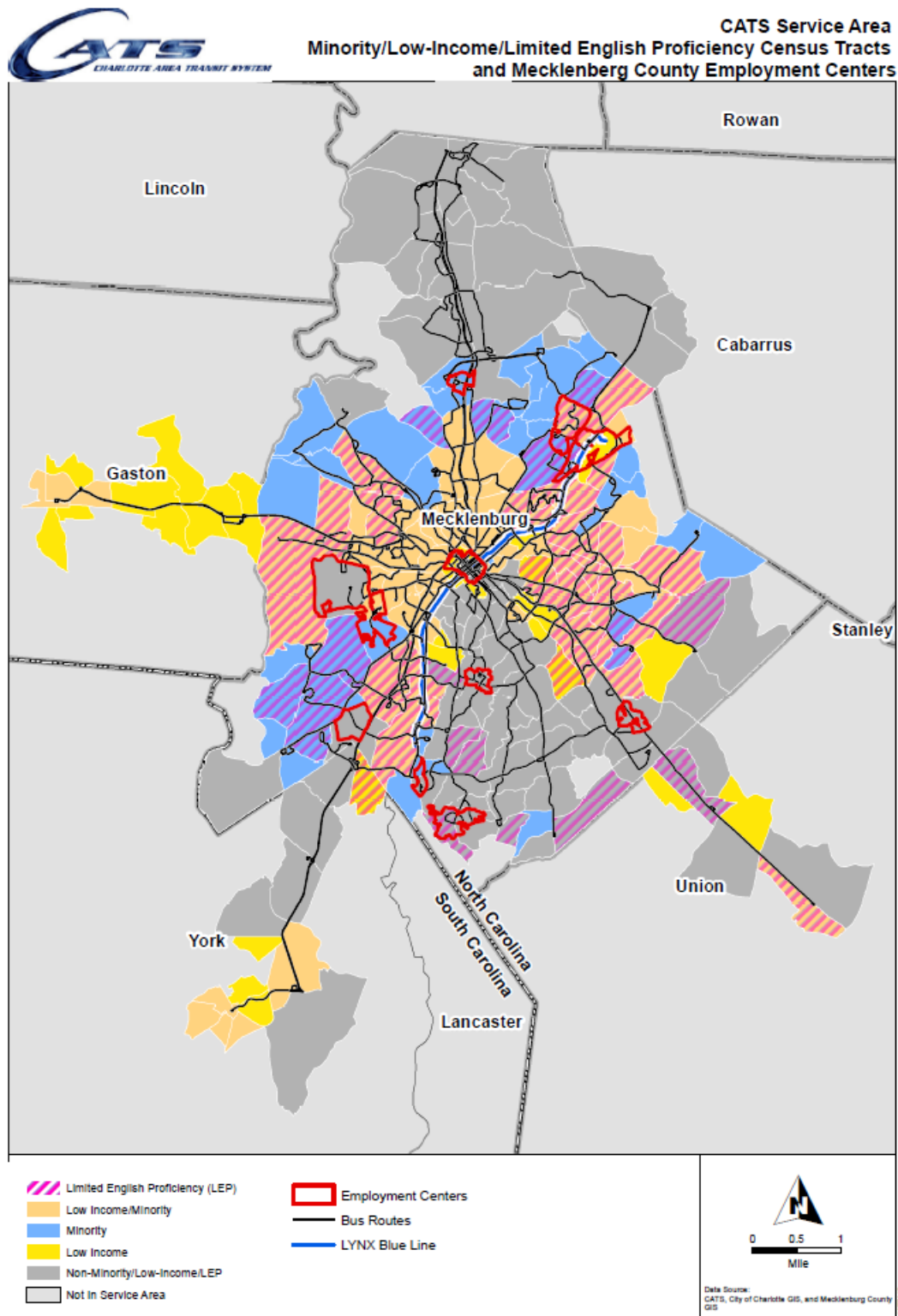
Source: U.S. Census Bureau, 2011-2015 American Community Survey Table B1701- Poverty Status in the Past 12 Months -- (Estimate)

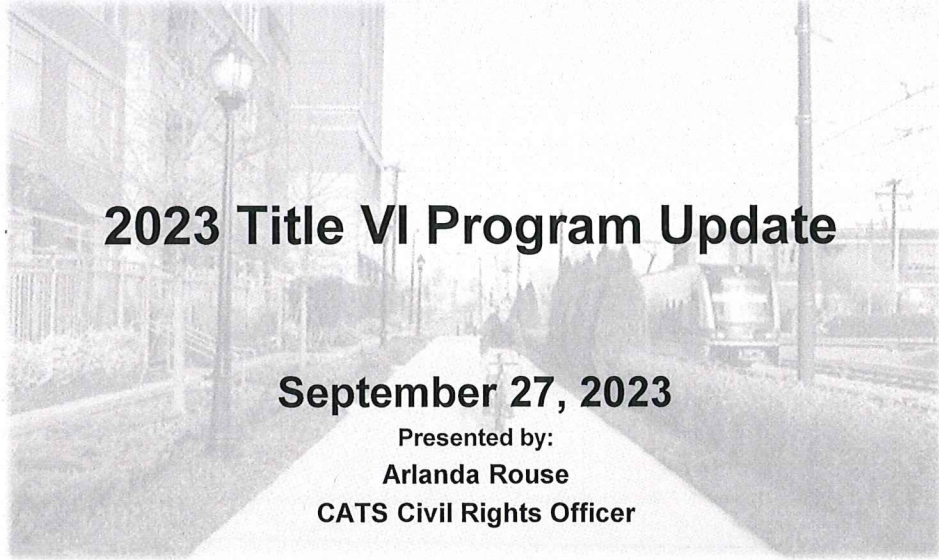

**Table 15: Hispanic Population Group**

Hispanic or Latino Ethnic Group	Service Area Population	Percent of Hispanic or Latino Service Area Population
White	84,709	60.69%
Some Other Race	43,233	30.98%
Black or African American	5,234	3.75%
Two or More Races	4,909	3.52%
American Indian and Alaska Native	1,082	0.78%
Asian	329	0.24%
Native Hawaiian and Other Pacific Islander	77	0.06%
<b>Total Hispanic or Latino Service Area Population</b>	<b>139,573</b>	

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	863,448		82.13%
	Speak Language Other than English	187,849		17.87%
	Speak English "very well"	102,300	54.46%	9.73%
	Speak English less than "very well"	85,549	45.54%	8.14%
	<b>Total Service Area</b>	<b>1,051,297</b>		
Source: U.S. Census Bureau, 2011-2015 American Community Survey Table B16001- Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over -- (Estimate)				

Chart 3: Service Area Map Employment Centers






# 2023 Title VI Program Update


September 27, 2023

Presented by:  
Arlanda Rouse  
CATS Civil Rights Officer





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1



## Title VI

- Program submitted every three years
- Governing body or board of directors must be made aware, consider, and approve program
- Program is due 60 days prior to expiration date



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**“No person in the United States shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be **subjected to discrimination** under any program or activity receiving Federal financial assistance.”**



- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency



### CATS CivR01: Service and Fare Change Policy



- **Low income:** Median income is at or below ACS poverty levels
- **Minority:** A person who identifies being part of one or more racial/ethnic groups besides White, non-Hispanic
- **Disparate Impact** A fiscally neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin
- **Disproportionate Burden:** When a neutral policy or practice disproportionately affects low-income communities more than non low-income communities



## Major Service Change

- Any change to an existing bus or light rail route that affects more than 25% of revenue miles, revenue hours, or passengers
- Elimination of an existing transit route without replacement
- New service routes

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## Fare Change

- Any change to the passenger fare charged by the organization for the service
- Any change to the type of media used in consideration for fare



8

### CivR03: CATS Title VI Complaint Resolution Program



- Written Title VI complaint process
- Should include: How to file a complaint;
- Instructions that the complaint must be filed within **180 days** of the alleged occurrence or when the alleged discrimination became known to the complainant;
- Commitment to take final action within **90 days**
- Provide instructions on filing an appeal





## Title VI Policy

- Eleven (11) Title VI complaints received the past three years 2020-2023
- Four (4) complaints based upon race
- Six Disparate Treatment (6) complaints based upon national origin
- One (1) National Origin



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## Limited English Proficiency

### Executive Order 13166

EO 13166 Requires CATS to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to **provide** those services so LEP persons can have meaningful access to them.



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## Title VI LEP Services

- Website translates over 90 languages
- City of Charlotte has six (6) language services contracts
- Bilingual staffers in CATS Customer services as well as City's 311 Center
- CATS multilingual supervisors
- CATS drivers have common phrases booklets onboard vehicles
- Complaint forms translate in multiple languages

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## Questions



14



**METROPOLITAN TRANSIT COMMISSION  
ACTION ITEM  
STAFF SUMMARY**

---

**SUBJECT: Title VI Service Equity Analysis 2022 Route Efficiency Changes**

**DATE: September 27, 2023**

---

- 1.0 PURPOSE/SCOPE:** Presentation on the process, observations, comments and conclusions of the Title VI Service Equity Analysis for the CATS 2022 Service Modifications as a result of route efficiency changes. The MTC to vote on the analysis is scheduled for the September 2023 MTC meeting.
- 2.0 BACKGROUND/JUSTIFICATION:** As a recipient of federal funding CATS/City of Charlotte must conduct a service equity analysis whenever a change in service occurs which lasts longer than 12 months or affects 25% or more of the route miles. The COVID service changes lasted longer than 12 months, and the routes from the 2022 Service Plan will affect 25% or more of the route miles on those routes. The purpose of the analysis is to find and address any negative impacts that disproportionately affect minority and low-income residents and riders, as a result of the service changes. This is a requirement of recipients of FTA funding and in support of Title VI of the Civil Rights Act of 1964, and with guidance of FTA Circular 4702.1B.
- 3.0 POLICY IMPACT:** N/A
- 4.0 ECONOMIC IMPACT:** N/A
- 5.0 ALTERNATIVES:** N/A
- 6.0 PUBLIC OUTREACH**
- Pop-up meetings**
- August 2 from 6 – 8 a.m. at Cornelius Park and Ride - 2300 Sefton Park Road, Cornelius, NC 28031
  - August 2 from 6 – 8 a.m. at Davidson-Gateway Park and Ride - 630 Davidson-Gateway Drive, Davidson, NC, 28036
  - August 3 from 12 – 2 p.m. and 4 – 6 p.m. at Charlotte Transportation Center - 310 E. Trade Street, Charlotte, NC 28202
  - August 4 from 6 – 8 a.m. at Northcross Park and Ride - 17126 Northcross Drive, Huntersville, NC 28078
  - August 4 from 6 – 8 a.m. at Huntersville-Gateway Park and Ride 10300 Compass Street, Huntersville, NC 28078
- Virtual meetings via CATS YouTube:**
- August 4 at noon
  - August 4 at 6 p.m.
- 7.0 RECOMMENDATION:** Approve the Title VI Equity Analysis for the CATS 2022 Service Modifications

**SUBMITTED AND RECOMMENDED BY:**

A handwritten signature in black ink that reads "Brent Cagle". The signature is written in a cursive, flowing style.

---

**Brent Cagle**  
**Interim Chief Executive Officer, Charlotte Area Transit System**  
**Assistant City Manager, City of Charlotte**



## **Charlotte Area Transit System**



# **COVID Service Changes: August 2022 Service Changes**

**June 2023**

City of Charlotte  
Charlotte Area Transit System  
600 East Fourth Street  
Charlotte-Mecklenburg Government Center  
Charlotte, North Carolina 28202

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## 1 INTRODUCTION

The purpose of this document is to document the Title VI service equity analysis for the Charlotte Area Transit System (CATS) during the service changes for the month of August 2022 to improve efficiencies within the system. Service for both the CATS light rail and all bus routes are included in the analysis.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving Federal financial assistance. This equity analysis follows the requirements of the Federal Transit Administration's Circular C 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." Specifically, the Circular requires any FTA recipient serving a population of 200,000 or greater to evaluate major service changes before implementation to determine whether those changes have a disparate impact on minorities (the term used in the Circular) or disproportionate burden on low-income populations. CATS Title VI program and policies work to meet both federal and agency expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. Subsequently, if an analysis were to find a disparate or disproportionate effect for minority and/or low-income populations, CATS staff would consider modifications to the original proposal and an additional analysis of the corresponding service networks.

CATS realizes the need to implement service changes to better meet bus and rail schedules, customers' needs and expectation. The proposed service changes will reduce the number of operators needed for the provision of transit services to accomplish the goal of increased reliability.

## 2 SERVICE CHANGES

### 2.1 August 2022

- On August 15, 2022, CATS made adjustments to the frequency of several bus routes in the CATS bus network as well as the LYNX Blue Line. The modifications were in response to an industry-wide labor shortage that has impacted CATS'. Therefore, operations and schedule modifications were made in an effort to increase the reliability of CATS services.
- Prior to August 2022, CATS had begun implementing a route restore plan that included adding frequencies to the LYNX Blue Line and to its most heavily utilized bus routes. However, despite its efforts to restore transit services, CATS began experiencing the same labor shortages that is plaguing public transportation systems across the country, which staffing shortages which effect reliability.
- Operator shortages have disrupted and complicated the recovery of CATS bus and rail services. As previously reported, CATS is experiencing a significant lack of available bus and rail operators needed to meet daily service levels. The LYNX Blue has lost 8 operators resulting in 16 open positions. The Bus Operations Division (BOD) had 74 open positions combined with approved and unapproved absenteeism resulting in an average of 40-50 daily deficit in operators. This availability for bus and rail service made it impossible for CATS to operate its printed and advertised schedule. In order to make the service more reliable to customers and riders, CATS proposed a service reduction to be implemented on August 15, 2022. The service changes would change the frequency of eleven routes and discontinue underutilized late night or early morning trips on nine bus routes.
- As communicated on FTA's webpage and in the FTA Title VI Circular 4702.1B, such service changes do not require a service equity analysis unless the change lasts longer than 12 months. Subsequently, the proposed changes have become permanent and did require a service equity analysis.

## 3 PUBLIC INVOLVEMENT

CATS hosted a variety of meetings in different styles and settings to gather feedback from the service changes that occurred during the COVID-19 pandemic. The meetings were both in person, as well as virtual. The meeting information was shared the following methods:

- Charlotte Observer, Charlotte Post, LaNoticia
- Twitter, Facebook, Instagram
- CATS Rider's Alerts
- Media press releases and media advisories
- Informal council notification
- Meeting notification on CATS website as well as City of Charlotte event calendar
- Internal email to CATS employees
- Crown publication (city newsletter)

**Table 3-1: In person meetings**

Date	Time	Location	Address
August 2, 2022	6:00 am. - 8:00 pm	Cornelius Park and Ride	2300 Sefton Park Road Cornelius, NC 28031
August 2, 2022	4:00 pm - 6:00 pm	Davidson Gateway Park and Ride	630 Davidson-Gateway Drive Davidson, NC 28036
August 3, 2022	12:00 pm - 2:00 pm	Charlotte Transportation Center (CTC)	310 Trade Street, Charlotte, NC 28202
August 4, 2022	1:00 pm-3:00 pm	Northcross Park and Ride	17126 Northcross Drive, Huntersville, NC 28078
August 4, 2022	6:00 am - 12:00 pm	Huntersville Gateway Park & Ride	10300 Compass Street, Huntersville, NC 28708

**Table 3-2: Virtual Meetings via YouTube**

Date	Time
August 4, 2022	12:00 pm
August 4, 2022	6:00 pm

In each of the meetings listed above, CATS provided ways for the public to verbalize, write or type or type their comments, depending on the type of meeting. For the YouTube Live meetings, attendees were encouraged to leave questions in the chat.

### 3.1 Public Comments

The comments collected from the public mainly focused on the following Comment focused on the following topics.

- Do better with marketing routes
- Increasing, changing, or enhancing bus | rail routes
- Service changes and community
- Ticket machine inefficiency

The more specific public comments are found below:

- I'm a finance guy and did the calculation - I save \$7,000 per year taking the express bus. It's been terrible not having the late day (express) service after 6 p.m. and later. CATS needs to

better market express/BRT. I would love to have the 1 p.m. trip option. Concord used to have the CK rider? What happened. You all used to have mid-day (express) trips and late-night trips. Now I can't stay uptown for dinner. I've been riding the (express) bus for 10 years and I've had no problems. There has been some incidences of car theft at the Northcross park and ride. I appreciate that. (the change to make buses more reliable) (add) later service, even if it is combined with the N. Meck route. Make all seats available since larger loads now (more full). It (changes) makes it difficult to get the evening bus and got to the gym after work. I won't be able to do that now. It (changes) makes it difficult to get the evening bus and got to the gym after work. I won't be able to do that now. It would be great if evening/Saturday trips into uptown. Don't need to spend all this money on a light rail. Just use the express buses/lanes. That's no big deal. (the changes) still picking me up at College and 3rd. My main concern is my daughter - I have to be able to get home to her in the afternoon. As long as the first afternoon trip doesn't get taken away. Route 7 does not currently operate every 15 minutes at night. Close them down.

- Far as I'm concerned the bus are doing fine. CATS ain't sh\*t. The service changes are going to hurt a lot of people.
- Doing good job, I ride the bus every day. I go to the meeting thank you
- Have Rt. 28 Fairview run to walker Rd and McAlway as a variant to SouthPark Mall & back. Have a McAlway Rd. crosstown to connect from Monroe/Commonwealth to New Bern station. Have 28 run on Sundays. Bring back 232 Greir Heights except from NC 055 to Walmart connect w/ 221 on the way home I take the 22 and then have to take the 99 (transfer) 6:40 p.m. is the last 99. The 6:20 outbound (express) will not get me there in time. Makes it a little difficult.
- When will y'all repaint the lines in the parking lot (Northcross P&R)
- Bus 3&23 to plaza. Bus won't stop because no stop. Eastway & Central by the Wendy's gas station the bus shelter was taken down and no benches. Incident May 14, Saturday on the #17 I got off work and stop on Central Ave. 6:19 pm bus. Waited and waited but no bus came. Caught the 9 at 8 p.m. Complaint. 4&23 have not been running on Sundays. If you're going to make it a 20-minute headway on the blue line - I can't get anyone to take the train to evening events, make it 20 minutes throughout all day. Woodlawn Station -trash is piling up, trashcans "broken" College & 3rd on the outbound trip - 48x missing stop from app. Wells Fargo employee incentives (to ride the bus). Bring the #3 back to uptown. 23 bus missed trips Friday/Saturday/Sunday and had to take the LYNX and walk home. I take the #3 or the train to 36th St and end up walking for 4 or 5 miles.
- Need a bus back earlier than 4 p.m. (express) to Cornelius bring back midday routes.

### 3.2 Virtual Comments

- I don't know about everyone else but the graph isn't very clear. I can see the bars but not the writing on the sides.
- Is there a link to a page that will list all these changes mentioned in video? Thank you.
- Will these adjustments also be reflected in google maps transit route planning?
- Have you already alerted people affected by morning/evening route changes?

## 4 METHODOLOGY

A Title VI service equity analysis was performed on the service changes implemented due to the to assess the effects of the service changes. This analysis determines if the proposed adjustments will have a disproportionately high and adverse impact on the minority and low-income populations. The analysis also recommends mitigation, where necessary.

### 4.1 Legal and Regulatory Context

This analysis complies with the legal requirements outlined in *Title VI of the 1964 Civil Rights Act* (42 USC § 2000d et seq.) July 1964. The analysis additionally uses the guidance and references described in the Public Comment section of the document.

### 4.2 Title VI Guidance and References

This document has been completed using the definitions, methodologies and guidance outlined in:

- *CATS Policy for Major Service Changes and/or Fare Change Reviews* (CATS CivR01), October 2018
- *Title VI and Title VI – Dependent Guidelines for Federal Transit Administration Recipients* (FTA Circular C 4702.1B), October 1, 2012

### 4.3 Datasets

The following Geographic data was used to complete the demographic analysis for the service equity analysis:

- *2020 U.S. Census Data – Tract Level Population by Race*
- *2018 American Community Survey Data – Block Group Level Poverty Status*

### 4.4 Definitions

Disparate Impact Threshold – A circumstance in which the estimated minority population in a geographic area or the system-wide surveyed route ridership exceeds the minority population proportion for the CATS' system accounting for the survey's margin of error. CATS currently defines this threshold as 49.5 minority and 11.8 low income.

Low-Income – “low-income population” is a population whose median income is at or below the American Community Survey poverty level by block group as defined by the U.S. Census American Community Survey (ACS) 5-year estimates.

Major Service Change Review – According to Section 4.0 of CATS CivR01 *Policy for Major Service Changes and/or Fare Change Reviews*, a major service change review will occur whenever there is a major service change to any transit service provided by CATS.

Major Service Adjustments – According to Section 4.1 of CATS CivR01 *Policy for Major Service Changes and/or Fare Change Reviews*, a major service adjustment includes:

- Any change to an existing bus or light rail route that affects 25% or more of the route's daily revenue miles or 25% or more of the route's ridership
- Any system-wide change that affects 25% or more daily revenue miles or 25% or more passengers system-wide
- Elimination of an existing transit route without replacement
- New service routes

Minority – In aggregate, Non-White/Non-Hispanic population by race by census tract as defined by the U.S. Census 2010 Decennial Census.

Service Change – A geographical or temporal reduction in service, including but not limited to the elimination of a route, shortening of a route, rerouting an existing route, or an increase in headways.

## **4.5 Study Area**

### **4.5.1 Service Area**

The service area (in aggregate) is calculated:

1. The entire CATS system bus and rail GIS polyline files are overlaid onto North/South Carolina census tract and block group polygons containing demographic data.
2. A  $\frac{3}{4}$  mile buffer is calculated from the bus and rail route polylines within Mecklenburg County [to represent both the fixed-route and Americans with Disability (ADA) complementary transit service].
3. A  $\frac{1}{4}$  mile buffer is calculated from the regional bus route polylines that extend outside of Mecklenburg County (as complementary ADA bus service is not required to be provided by CATS outside of Mecklenburg County. Furthermore, the industry standard for an acceptable walking distance from transit service is considered to be  $\frac{1}{4}$  mile).
4. The resulting buffer selects the affected tracts/block groups.
5. The demographic data joined to the affected tracts/block groups is exported as a table.

## **4.6 Data Calculations**

### **4.6.1 Demographic Data**

#### **4.6.1.1 Service Area Demographic Data**

Demographic data is then calculated for the total CATS service area. Population by race is calculated using tract level geography by county. Percent minority is calculated for service tracts to provide a baseline comparison.

- $\text{Percent Minority} = (\text{Total Service Area Tract Population} - \text{Total Service Area White Alone Population}) / \text{Total Service Area Tract Population}$

Low-income percentage is calculated using block group data. Percent low income is calculated for service area block groups to provide a baseline comparison.

- $\text{Low-income by Block Group} = \text{Total Service Area Poverty Rate by Block Group} / \text{Total Service Area Block Group Population}$

The resulting demographic data percentages are then used as a threshold to determine minority tracts and low-income block groups. Any tract or block group with percentage of minority or low-income populations at or higher than the demographic thresholds are considered minority or low income for the purpose of Title VI analysis.

#### **4.6.1.2 Route Level Demographic Data**

Demographic data for bus routes is calculated using the same method as described in section 4.5.1.1. However, in the case of express routes, demographic data is only calculated for portions of the route where the route is in service. In the Northeast Corridor express routes do not provide service along Interstates 77 and 85.

The resulting demographic data for the CATS service area, Northeast Corridor bus routes percentages are detailed in Section 4, Table 4-1 below.

**Table 4-1: System-Wide Low-Income and Minority Area**

	Service Area	Mecklenburg County
<b>Minority</b>	49.5%	49.0%
<b>Low Income</b>	11.8%	10.2%

The resulting demographic data found in Section 4, Table 4-2 below shows demographics for each of the 70 routes in which CATS operates. 49 of the routes travel through low-income and/or minority census tracts.

### Route Level Analysis

**Table 4-2: System Demographics by Route**

Route Number	Route Name	Low-Income	Minority
1	Mount Holly	15.6	65.8
2	Ashley Scaleybark Crosstown	20.1	69.1
3	The Plaza	20	79.4
4	Belmont	16.8	57.3
5	Sprinter Airport	18.2	60.1
6	Kings Drive	9.4	24.7
7	Beattie Ford Rd.	14.7	68.7
8	Tuckaseegee Rd.	17.7	67
9	Central Avenue	18	59.4
10	West Blvd.	18.6	58.8
11	North Tryon Street	19.6	66.6
12	South Blvd.	16.5	57.3
13	Nevin Rd.	15.6	81.6
14	Providence Rd.	7.7	23.8
15	Randolph Rd.	12.3	29.6
16	South Tryon	17.2	58.2
17	CommonWealth	15.1	53.3
18	Paw Creek Rosa Parks Crosstown	10.2	76
19	Park Road	9.6	32.8
20	Sharon Road	11.5	28
21	Statesville Avenue	15.3	66.7
22	Graham Street	17.9	66.3
23	Shamrock Drive	18.8	64
24	Nations Ford Rd.	18.7	68
26	Oaklawn Avenue	14.1	64.1
27	Monroe Rd.	13.1	43
28	Fairview Rd.	22.5	43.7
29	UNCC JW Clay	15	75.2



30	Woodlawn   Scaleybark   Crosstown	16.8	45.4
34	Freedom Drive	18.1	68.3
35	Wilkinson   Amazon	21.1	59.4
39	Eastway	17.5	61
42	Carowinds	8.2	50.5
43	Ballantyne	8.9	37
50	URP   CIC	13.7	72.3
51	Pineville-Matthews Road	6.5	30.4
54	University Research Park	12.7	66.9
55	Westinghouse Blvd.	10.5	63.7
56	Arrowwood	14.1	70.9
57	Archdale   South Park	14.5	51.8
58	Pineville	8.8	47.7
59	North Meck Connector	9.3	60.6
60	Tyvola Rd.	17.3	68.3
87	City LYNX	10.5	27.9
97	Village Rider-Cornelius	5.2	22.5
98	Village Rider McCoy Rd.	3.8	37.4
99	Village Rider-Huntersville	5.3	33.3
211	Hidden Valley	19.3	82.2
221	E.WT Harris Blvd. -Idlewild Rd.	22	76
222	Pence Rd.	21	78
235	Goodwill	20.2	77.6
290	Davidson Shuttle	3.3	16.8
501	LYNX Blue Line	18.6	63.3
40X	Lawyer Road Express	17.5	60.1
41X	South Tryon Express	12.9	63.3
46X	Harrisburg Road Express	18.6	66.7
47X	Huntersville Greenhouse Express	12.9	49.8
48X	Northcross Express	8.7	33.5
52X	Idlewild Road Express	17.1	60.9
53X	Northlake Express	9.6	56.7
61X	Arboretum Express	11.4	61.1
62X	Rea Road Express	10	32.1
63X	Huntersville Express	9.4	34.4
64X	Independence Blvd. Express	16.1	56.9
65X	Matthews Express	14	50
74X	Union County Express	14.8	44.1
77X	North Mecklenburg Express	10.8	31.3
82X	Rock Hill Express	12.6	36.9
85X	Gastonia Express	19.8	51.5
88X	Mountain Island Express	15.1	62.9

## **5 SERVICE EQUITY ANALYSIS**

### **5.1 Description of Route Changes**

The August 2022 service adjustments resulted in the modification of 10 routes that had a change that exceeded 25% of the daily revenue miles or daily revenue hours twelve months or more after the initial adjustment. The changes therefore resulted in a “Major Service” change and the need for a Service Equity analysis. Table 5-1 below shows the 10 routes which exceeded 25% in revenue miles.

**Table 5-1: CATS Route Hour Changes**

Route ▾	Weekday Before ▾	Weekday After ▾	% Change WD ▾	Sat Before ▾	Sat After ▾	% Change Sat ▾	Sun Before ▾	Sun After ▾	% Change Sun ▾
5	50.7	30.3	-40.24%	27.3	27.3	0.00%	26.3	26.3	0.00%
8	49.1	31.6	-35.64%	31.6	31.6	0.00%	23.1	23.1	0.00%
9	115.5	85	-26.41%	76.8	76.8	0.00%	46.9	46.9	0.00%
10	40.2	29.8	-25.87%	30.1	30.1	0.00%	21.9	21.9	0.00%
11	59	43	-27.12%	44.7	44.7	0.00%	36.3	36.3	0.00%
16	99.8	60.7	-39.18%	58.4	58.4	0.00%	54.5	54.5	0.00%
27	84.7	52.7	-37.78%	48.3	48.3	0.00%	33.8	33.8	0.00%
34	56.7	41.5	-26.81%	40.4	40.4	0.00%	28.9	28.9	0.00%
290	1.8	1	-44.44%						

**Table 5-2 CATS Mileage Changes**

Route ▾	Weekday Before ▾	Weekday After ▾	% Change ▾	Sat Before ▾	Sat After ▾	%Change Sa ▾	Sun Before ▾	Sun After ▾	%Change Sun ▾
5	928.2	560	-39.67%	498.6	498.6	0.00%	498.6	498.6	0.00%
8	735.6	478.3	-34.98%	478.3	478.3	0.00%	364	364	0.00%
9	1,453.00	1,075.60	-25.97%	966.6	966.6	0.00%	625.6	625.6	0.00%
11	877.4	639.7	-27.09%	664.1	664.1	0.00%	565.6	565.6	0.00%
16	1,687.60	1,042.00	-38.26%	997.9	997.9	0.00%	1,002.40	1,002.40	0.00%
27	1,499.70	947.2	-36.84%	897.4	897.4	0.00%	651.5	651.5	0.00%
34	881.2	648.4	-26.42%	629.1	629.1	0.00%	438.6	438.6	0.00%
290	31.6	18	-43.04%						

## 6 MITIGATION

The public was notified about the Title VI Equity Analysis as found in Section 3 of this document. After a further review of the 9 routes defined as having a Major Service change, CATS found that eight of the routes listed as either traveling through a low income or minority census track which exceeded the threshold set in Table 4-1. The result is that the changes for commuters on those routes is presenting as the better alternative in comparison to the original scheduling. The services changes are therefore the preferred method to prevent a disparate impact with superseding negative consequences for these protected populations, under these circumstances. Table 6-1 below shows the routes which are defined as having a disparate impact on commuters and the mitigation efforts for each of those routes. Currently, no mitigation efforts are deemed necessary in comparison for maintaining the services in the current state, as the results are showing superseding positive impacts for those protected populations. Staff found that the previous services had a higher negative impact on those minority & low-income populations due to not being predictable nor reliable for those populations. The effects of reducing mileage and hours of the routes did have a negative effect on the previous scheduled miles and hours within those census tracts, however as stated before the customers are now receiving more reliable and predictable service which serves as mitigation to the reduction in hours, and must be accessed as a balancing positive impact upon those populations.

**Table 6-1: Mitigation by Route**

ROUTE NAME	ROUTE NUMBER	LOW-INCOME   MINORITY DESIGNATION	MITIGATION PLAN
Sprinter Airport	5	YES   YES	See Comments
Tuskegee Rd	8	YES   YES	See Comments
Central Ave	9	YES   YES	See Comments
West Blvd	10	YES   YES	See Comments
North Tryon Street	11	YES   YES	See Comments
South Tryon	16	YES   YES	See Comments
Monroe Rd.	27	YES   NO	See Comments
Freedom Drive	34	YES   YES	See Comments
Davidson Shuttle	290	NO   NO	

The route changes were chosen due to the frequency of service and due to the number of missed trips during the worker shortage. By reducing service on the bus routes, CATS determined that although the reduction of service resulted in negative hours and miles of service, the reduction resulted in more reliable and predictable service for all passengers along the bus routes, which effectively mitigated the effects of the service reduction.

Below **Table 6-2** shows that passengers per hour increased on all of the bus routes considered for the major service change, however none of the bus routes reached capacity which would be an indicator of problems with scheduling and frequency of service. Meaning, the resulting data shows that potential anticipated negative impacts such as lack of seating/standing space on vehicles, and missed pickups due to overcrowding at vehicle capacity was not reported as occurring. When comparing the impacts of original route scheduling versus the current scheduling, the least intrusive alternative appears to be the current scheduling that is showing a clearly better circumstance for patrons. Therefore, the changes appear to provide both more reliable and predictable service which was a concern based upon public comments found in Section 3 of the document.

**Table 6-2 Passengers Per Hour**

Route	Weekday Before	Weekday After	Percent Change
5	19.37	31.98	65.10%
8	14.09	21.71	54.15%
9	18.82	28.14	49.56%
10	14.74	20.86	41.55%
11	16.65	25.48	53.03%
16	13.38	23.44	75.23%
27	12.31	21.03	70.90%
34	11.45	17.32	51.27%

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## Appendix A

### 7 METROPOLITAN TRANSIT COMMISSION BOARD APPROVAL



# Title VI Analysis August 2022 Service Adjustments

Presented to:  
**Metropolitan Transit Commission**

Arlanda Rouse  
CATS Civil Rights Officer

September 27, 2023

1



## CATS Policy

- CATS modified its service on August 15, 2022 and since the changes have lasted longer than 12 months they are considered permanent
- FTA Title VI Circular 4702.1B, such service changes do not require a service equity analysis unless the change lasts longer than 12 months



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- **Minority** is defined as a person who identifies being part of one or more racial/ethnic groups besides White, non-Hispanic.
- **Low-Income** is defined as a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Customer responses during survey questions regarding their annual household income and number of people living in their household were used to determine low-income status.

- **Disparate Impact:** A fiscally neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color, or national origin.
- **Disparate Impact Threshold** – A circumstance in which the estimated minority population in a geographic area or the system-wide surveyed route ridership exceeds the minority population proportion for the CATS' system accounting for the survey's margin of error. CATS currently threshold:
  - 49.5% Minority
  - 11.8% Low-Income

- On August 15, 2022, CATS made adjustments to the frequency of several bus routes in the CATS bus network as well as the LYNX Blue Line. The modifications were in response to an industry-wide labor shortage that has impacted CATS'.
- Operations and schedule modifications were made in an effort to increase the reliability of CATS services
- The service changes would change the frequency of eleven routes and discontinue underutilized late night or early morning trips on nine bus routes.



- Nine (9) bus routes identified
- Greater than 25% change is considered a major service change
- No change in weekend hours

Route	Weekday Before	Weekday After	% Change WD
5	50.7	30.3	-40.24%
8	49.1	31.6	-35.64%
9	115.5	85	-26.41%
10	40.2	29.8	-25.87%
11	59	43	-27.12%
16	99.8	60.7	-39.18%
27	84.7	52.7	-37.78%
34	56.7	41.5	-26.81%
290	1.8	1	-44.44%

## Change in Revenue Miles

- Eight (8) bus routes identified
- Greater than 25% change is considered a major service change
- No change in weekend mileage

Route	Weekday Before	Weekday After	% Change
5	928.2	560	-39.67%
8	735.6	478.3	-34.98%
9	1,453.00	1,075.60	-25.97%
11	877.4	639.7	-27.09%
16	1,687.60	1,042.00	-38.26%
27	1,499.70	947.2	-36.84%
34	881.2	648.4	-26.42%
290	31.6	18	-43.04%

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## Major Service Change

- Eight (8) bus routes identified as serving either a minority or low income census tract.

ROUTE NAME	ROUTE NUMBER	LOW-INCOME   MINORITY DESIGNATION
Sprinter Airport	5	YES   YES
Tuskegee Rd	8	YES   YES
Central Ave	9	YES   YES
West Blvd	10	YES   YES
North Tryon Street	11	YES   YES
South Tryon	16	YES   YES
Monroe Rd.	27	YES   NO
Freedom Drive	34	YES   YES
Davidson Shuttle	290	NO   NO

8



- A higher percentage of low income and minority passengers utilize eight of the nine bus routes identified as having a major service change.
- Bus service on those routes prior to the changes was considered unreliable and had frequent passenger complaints
- Changes resulted in a higher number of passengers per hour on each of the bus routes
- None of the bus routes reach capacity due to the changes

### Summary

- No disparate impact as a result of the frequency changes due to the more reliable service to the low income and minority populations.
- A review of the changes found that by reducing service, the minority and low income passengers on the bus routes, had more reliable and predictable service.
- A review of the passengers per hour found that there was an increase in the number of passengers per hour, but this did not result in buses reaching capacity and not being able to pick up passengers along the bus routes



