

Title VI Program



UPDATE 2020



Limited English Proficiency (LEP)



CHARLOTTE AREA TRANSIT SYSTEM

2020 Limited English Proficiency (LEP)

Prepared By:

**Terrence Watson
Compliance Officer,**

**CATS Office of Civil Rights,
600 E. 4th Street,
Charlotte, NC 28202**

Table of Contents

Legal and Regulatory Background for Plan	1
Factor 1: Review of LEP Residents in Services Area.	4
Factor 2: The frequency with which LEP persons come into contact with the program.	19
Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.	44
Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.	50
Language Assistance Plan:	149
Appendix of Vital Documents in 2017-2020 safe harbor languages	154

LEGAL AND REGULATORY BACKGROUND FOR PLAN

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 5763 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121, August 16, 2000 directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

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

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

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

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

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

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

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

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

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

Finally, the plan should outline the agency's compliance with "The Safe Harbor Provision". This provision of the USDOT-FTA Title VI Circular stipulates that, "if a recipient provides written translation of vital

documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations".

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

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

FACTOR 1: REVIEW OF LEP RESIDENTS IN SERVICES AREA.

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

A review of the population of LEP residents and their representation in CATS services area is necessary as the 1st step in a 4 step analysis. This 1st step identifies what the proportions these potential patrons might encounter CATS services as they reside within CATS services footprint. Once transit staff is able to determine this factor, the scope of the language assistance plan and resulting efforts can be tailored to **MEET THE SPECIFIC NEEDS OVERALL OF CATS SERVICE AREA LEP CUSTOMERS.**

Proportions and Number of LEP Persons in CATS Services Area.

The U.S. Census’ American Community Survey 2018 released 5-year estimate reports for the geographic area encompassing and within census tracts overlaying and attached to ¾ of mile of CATS regular services area and ¼ mile of the system’s express routes area 207,553 or 18.83% of the region’s population, 5 years and older, speaks a language other than English at home. Out of this group, 93,244 or 8.46% of the greater population of 1,101,984 residents speaks a foreign language at home and speak English “less than very well”. Below is a table that identifies the languages of the speakers in that group.

Table 1: LEP population in service area.

Service Area English Speaking Proficiency Population		Total Population	Percent within Population that speaks a language other than English	Percent Population within Service Area
	Speak Only English	894,431		81.17%
	Speak Language Other than English	207,553		18.83%
	Speak English "very well"	114,309	55.07%	10.37%
	Speak English less than "very well"	93,244	44.93%	8.46%
	Total Service Area	1,101,984		

Source: U.S. Census Bureau, 2014-2018 American Community Survey Table C16001- Language Spoken at Home for the Population 5 Years and Over -- (Estimate)

Note: As survey results are considered still valid up until 5 years from completion, the following data is still valid for analysis until 2021. 2016 Current Rider Survey LEP responses- provided some more general population level data CATS ridership spoke another language at home and the ability to speak English well. The survey identified that 63% of Hispanic and 88% of Asian ancestry respondents were born outside the United States. 21% of respondents speak a language other than English at home. Asian Indian being the highest percentage of that group with 87%, followed by Hispanic at 71%, and Asian Pacific at 32% who speak a language other than English at home. Though these groups constitute the majority of foreign speakers the largest ridership population of LEP speakers responding would be those of African descent at 10%, followed by Caucasian 8%, for an overall 8% representing all groups who cannot speak English well and speak a foreign language. The data also show 5% of the foreign language speaking population cannot speak English as all. This partially correlates as the aforementioned data from the American Community Survey identified populations of African, Russian, Portuguese and French language speaking populations who have challenges speaking English. This provides foundation for maintaining all but one of these languages in the Safe Harbor list of languages. Portuguese is under 1000 persons available census estimates, but it is showing representation under system's surveyed ridership data. Portuguese is represented in Google Translate functionality of CATS Website.

Where were you born? 6% of respondents were born outside of the United States.

	Total	Race							
		Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweight ed Base	548	115	346	17	5	12	5	16	4
Weighte d Base	582	100 (A)	407 (B)	17 (C)	7 (D)	7 (E)	6 (F)	20 (G)	3 (H)
In the United States	549 94%	98 98%	399 98%	6 37%	7 100%	1 12%	5 81%	17 83%	3 100%
Other - specify	33 6%	2 2%	8 2%	10 63%	0 0%	7 88%	1 19%	4 17%	0 0%

Do you speak a language other than English at home? 21% of CATS rider respondents speak another language at home.

	Total	Race							
		Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multi- racial	Other
Unweighted	560	123	339	25	5	14	6	16	4
Base	591	105	399	26	7	8	7	20	3
Weighted		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Base									
Yes	127 21%	16 15%	71 18%	18 71%	1 13%	7 87%	2 32%	6 30%	1 31%
No	464 79%	89 85%	327 82%	8 29%	6 87%	1 13%	5 68%	14 70%	2 69%

How well do you speak English? 13% responded as not speaking English well or not at all.

	Total	Race							
		Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multi- racial	Other
Unweighted	109	12	60	16	1	11	2	3	1
Base	106	12	61	16	1	6	1	6	1
Weighted		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Base									
Not at all	5 5%	0 0%	5 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Not well	8 8%	1 8%	6 10%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%
Well	19 18%	0 0%	6 9%	6 39%	1 100%	4 61%	0 0%	2 38%	0 0%
Very well	73 70%	11 92%	44 72%	9 58%	0 0%	2 39%	1 100%	4 62%	1 100%

CATS Systemwide LEP Census Data Estimates and Demographic breakdown.

Per ACS 2018 5-year estimate data, The LEP population in CATS services area is at **8.46% or 93,244** persons. The majority of LEP speakers in the area are identified as Spanish speaking and constituting more than 5% of the service areas population at **5.32% or 58,644 persons**. The remaining 34,600 LEP speakers focusing primarily on those at or in excess of 1000 speakers are those in order of representation who communicate in **Vietnamese, French, Chinese, Russian, Arabic, and Korean**. As well there are several groupings of LEP speaker types represented in CATS systemwide footprint, who do not individually reach the 5% or 1000 persons marks. But taken as parts of representative groups from specific area they meet the FTA Safer Harbor threshold for language groups to pinpoint access efforts. Unfortunately, these language types are unspecified by Census ACS data, so there are no indicators to focus efforts.

Table 2: LEP Language Group Proportions in Services Area.

Total Population	1,101,984	
Total LEP Population: Speak English less Than "very well"	93,244	8.46%
Spanish- LEP	58,644	5.32%
Other Indo-European languages:- LEP	9,938	over 1000 persons
Other Asian and Pacific Island languages: - LEP	6,384	over 1000 persons
Vietnamese: - LEP	4,955	over 1000 persons
French, Haitian, or Cajun - LEP	2,819	over 1000 persons
Other and unspecified languages: - LEP	2,771	over 1000 persons
Chinese (incl. Mandarin, Cantonese):- LEP	2,642	over 1000 persons
Russian, Polish, or other Slavic languages: - LEP	1,929	over 1000 persons
Arabic: - LEP	1,466	over 1000 persons

Korean: - LEP	1,065	over 1000 persons
---------------	-------	-------------------

2020 update: 2018 ACS 5-Year Estimate Data Profiles

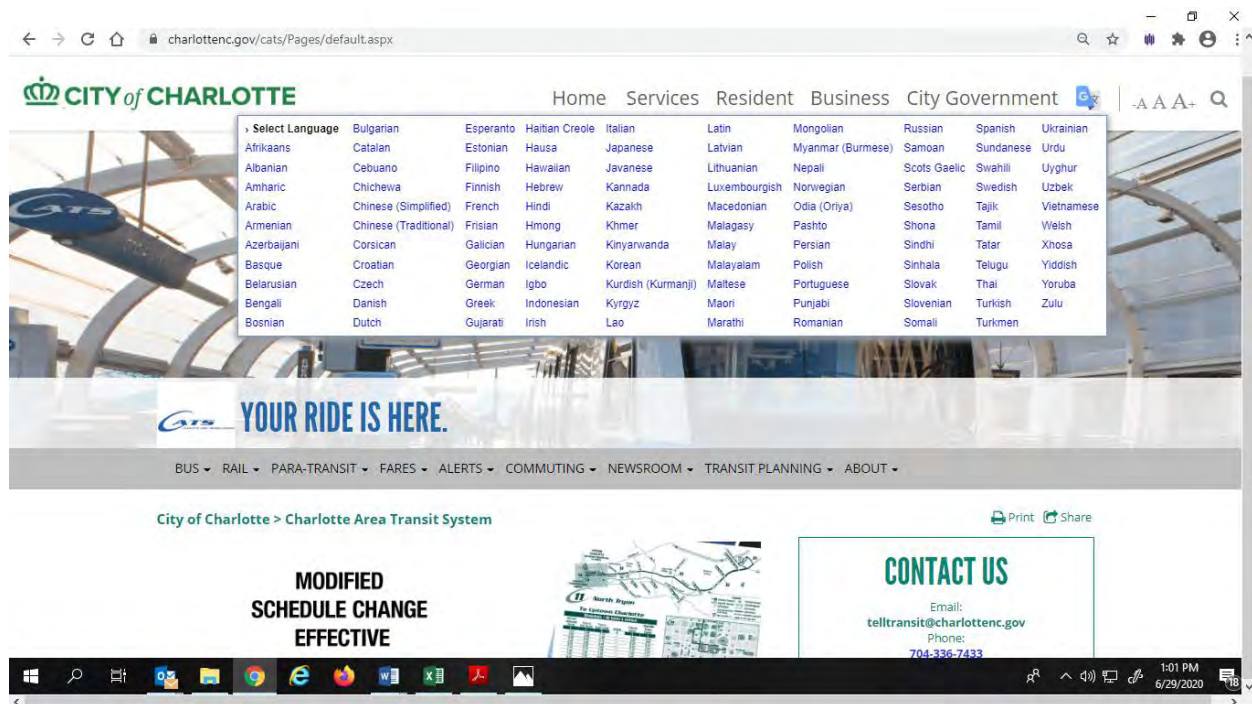
Mecklenburg County, REGION OF BIRTH OF FOREIGN BORN		
Foreign-born population excluding population born at sea by continent	166,427	Percentage
Europe	15,311	9.2%
Asia	54,588	32.8%
Africa	14,313	8.6%
Oceania	6,657	0.4%
Latin America	78,886	47.4%
Northern America	2,663	1.6%

Based on the 2018 5-Year dataset the largest grouping of non-native born Mecklenburg county residents hail from Latin America at 47.4% and Asia at 32.8% with residents from other continents and geographic descriptions individually coming in under 10%.

The largest foreign born Spanish speaking Hispanic population in Mecklenburg county from this same data set are former residents of Mexico. See below, no other group comes close to 33.37% representation. The closes population would be those from El Salvador at 12.99%.

Ethnicity &/or Nationality	Population	Percentage
Hispanic or Latino Total	148,350	
Mexican	50,041	33.73%
Puerto Rican	13,808	9.31%
Cuban	3,940	2.66%
Dominican (Dominican Republic)	8,490	5.72%
Costa Rican	308	0.21%
Guatemalan	7,190	4.85%
Honduran	17,640	11.89%
Nicaraguan	1,929	1.30%
Panamanian	1,923	1.30%
Salvadoran	19,277	12.99%
Other Central American	96	0.06%
South American:	17,773	11.98%
Argentinean	2,481	1.67%
Bolivian	303	0.20%
Chilean	153	0.10%
Colombian	4,223	2.85%
Ecuadorian	5,724	3.86%
Paraguayan	51	0.03%
Peruvian	2,423	1.63%
Uruguayan	191	0.13%

Venezuelan	2,224	1.50%
Other South American	0	0.00%
Spaniard	1,518	4.00%
Spanish	1,432	1.02%
Spanish American	0	0.00%



Update 2020- staff has attempted to update information for the following analysis, but the 2018 dataset appears to lack this level of information. Please see previous analysis below.

The Challenge of identifying the “Other” Language Speaking Groups and their languages. The ACS does not provide the necessary level of detail to address several of the language groups who show 1000 or more LEP Speakers.

- 1. Other “African Languages” Review: Due to 2016 Ridership Survey identifying 10% of African Ancestry respondents LEP group and the ACS identifying African LEP grouping in excess of 1000 persons some further information on this group and tools are necessary. African Language potential speakers based on Nation of Origin, Mecklenburg County ACS 5- year estimate 2015 for cross reference for software translation capability.**

A review of residents with origins in Africa from that same data (5-Year ACS estimates) within Mecklenburg County identifies the proportions from each nation. Staff has identified the official or most

spoken languages per nation and if Google Translate has the language available. Note: those with Ethiopian, Ghanaians, Liberian, Nigerian, and Central African ancestry have representatives in excess 1000 per group. Google translation has translation capability for not only these 5 groups, but for all the African nationalities and regions listed.

Table 3: African Languages Mecklenburg County ACS 5- year estimate 2015 for cross reference for software translation capability.

African:	13,809	Official or most spoken Languages	Google Translate one or more needed “non-English) languages represented
Cabo Verde	49	Portuguese-Creole	Yes (Portuguese)
Cameroon	253	French, English	Yes
Egypt	556	Arabic	Yes
Eritrea	540	Tigrinya, Arabic and English	Yes
Ethiopian	1,010	Oromo, Amharic	Yes
Ghana	1339	English	Yes
Kenyan	600	Swahili, English	Yes
Liberia	1521	English, Yoruba	Yes
Morocco	202	Arabic, Berber	Yes
Nigeria	1038	Hausa, Igbo	Yes
Other East Africa	492	Arabic, Swahili, Hausa, Amharic, French	Yes
Other Middle (Central) Africa	2,140	French, Sango	Yes
Other North Africa	61	Arabic, Berber, English	Yes
Other West Africa	859	Arabic, Somali, Berber, Amharic, Oromo, Igbo, Swahili, Hausa, Manding, Fulani and Yoruba	Yes

Sierra Leon	117	English	Yes
Somalian	794	Somali	Yes
South African	889	Zulu, Afrikaans, English	Yes
Sudanese	298	Arabic, English	Yes

1. “Other Asian Languages” Review:

A review of Asian languages spoken identifies that Hindi and Chinese are the major languages spoken by immigrants in North Carolina according to the 5-Year ACS dataset (See below). Note see the table below that of the Southeast Asian languages, Vietnamese, Chinese, Gujarati, Korean and Hindi are the majority languages spoken by the LEP community in CATS services Area.

A review of residents with origins in East Asia from that same data (5-Year ACS estimates) within Mecklenburg County identifies the proportions from each nation. Staff has identified the official or most spoken languages per nation and if Google Translate has the language available. Note those originating from Burman have the option of Chinese translations but it is primarily in Mandarin (standard Chinese modern) not Hokkien (classical Chinese), where there are some differences but Google translate will partially translate Hokkien using Mandarin as a guide.

Table 3(a): Other Asian Language potential Speakers based on Nation of Origin, Mecklenburg County ACS 5- year estimate 2015 for cross reference for software translation capability

South East Asia	12,427	Official or most spoken Languages	Google Translate one or more needed “non-English) languages represented
Cambodia	600	Khmer	Yes
Indonesia	285	Indonesian	Yes
Laos	1066	Lao	Yes
Malaysia	380	Malaysian, Malay	Yes
Burma	752	Burmese, Karen, Kachin, Chin, and Chinese (mainly Hokkien)	Yes (Chinese)
Philippines	1,520	Filipino, English	Yes

Singapore	69	English, Malay, Mandarin Chinese, and Tamil	Yes
Thailand	588	Thai	Yes
Vietnam	7,167	Vietnamese	Yes
Other South Eastern Asia	0	N/A	N/A

2. “Other Indic Languages” Review:

A review of Indic languages spoken identifies that Vietnamese, Chinese, Gujarati, Korean and Hindi are the majority languages spoken by the LEP community in CATS services Area.

A review of residents with origins in East Asia from that same data (5-Year ACS estimates) within Mecklenburg County identifies the proportions from each nation. Staff has identified the official or most spoken languages per nation and if Google Translate has the language available.

Table 3(b): Other Indic Language potential Speakers based on Nation of Origin, Mecklenburg County ACS 5- year estimate 2015 for cross reference for software translation capability.

South Central Asia:	19,814	Official or most spoken Languages	Google Translate one or more needed “non-English) languages represented
Afghanistan	5	Pashto, Dari, Uzbeki, Turkmeni, Balochi, Pashayi, and Nuristani. Urdu, English	Yes
Bangladesh	173	Bangla (Bengali)	Yes
India	15,606	Hindi, English, Bengali, Telugu, Marathi, Tamil, Urdu, Gujarati, Kannada, Malayalam, Odia, Punjabi, Assamese, Maithili	Yes
Iran	951	Persian, Arabic	Yes
Kazakhstan	37	Turkic, Russian	Yes
Nepal	671	Nepali , Maithili, Bhojpuri (Awadhi Language) , Tharu, Tamang, Nepal	Yes

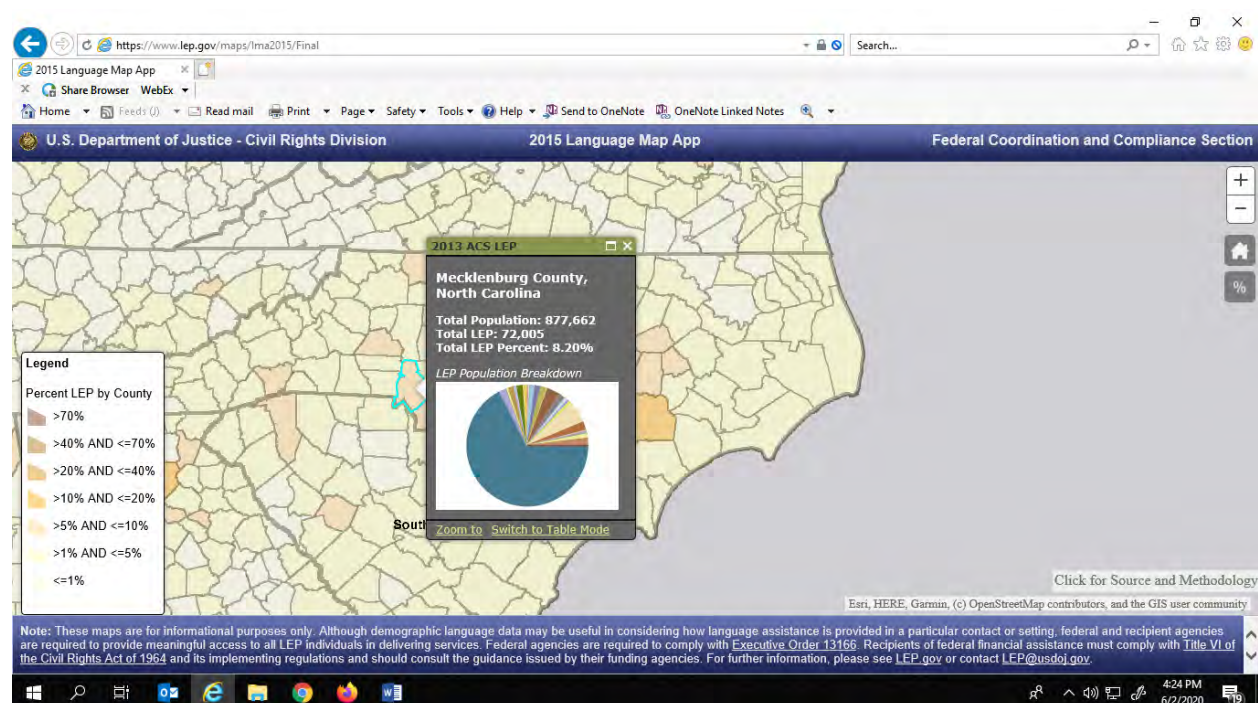
		Bhasa , Bajjika, and Magar, Doteli , Urdu and Sunwar	
Pakistan	673	Urdu, English, Punjabi, Hindko, Pashto, Sindhi, Gujarati	Yes
Sri Lanka	53	Sinhalese , Tamil, Portuguese Creole	Yes
Uzbekistan	286	Uzbek, Russian	Yes

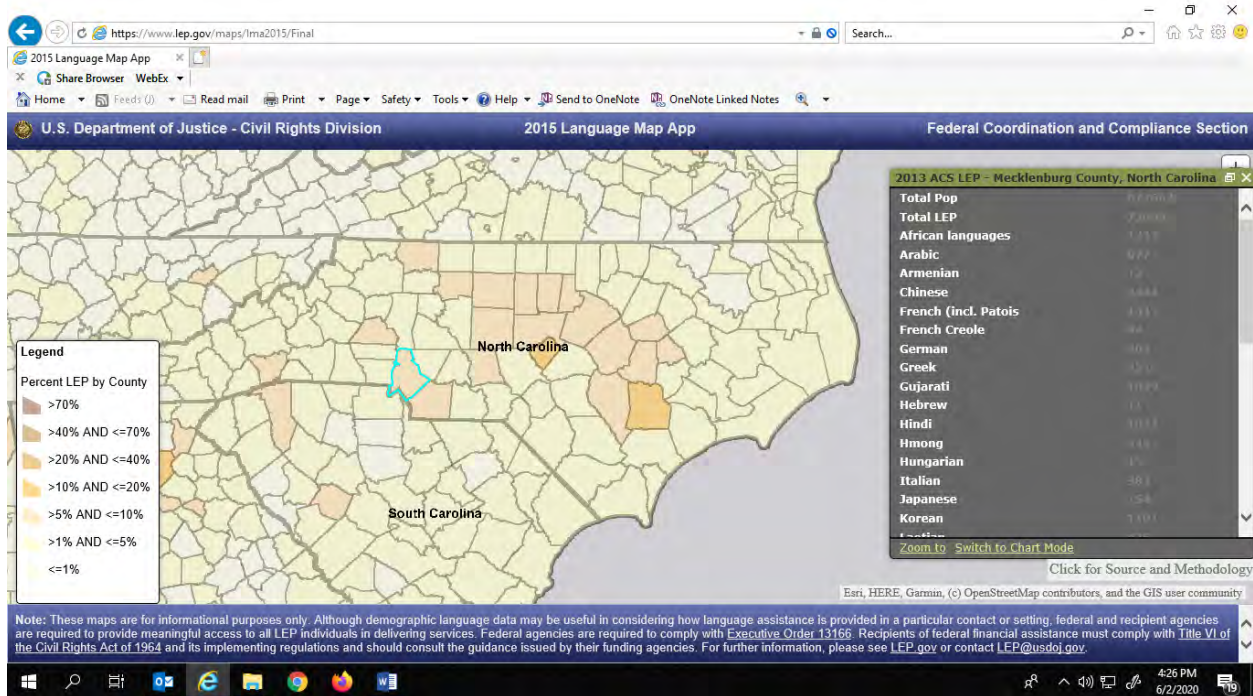
Charlotte Mecklenburg School System data on Limited English Proficient Students.

In a January 2019 Charlotte Observer article “CMS families speak more than 200 languages at home. Here are the top 10” <https://www.charlotteobserver.com/news/local/education/article224232150.html>

CMS has 44,237 students — 30 percent of total enrollment — who speak a language other than English at home. The most common home languages are Spanish, Vietnamese, Arabic, French and Telugu, according to a district report. (Telugu is a Dravidian language spoken in southern India.)

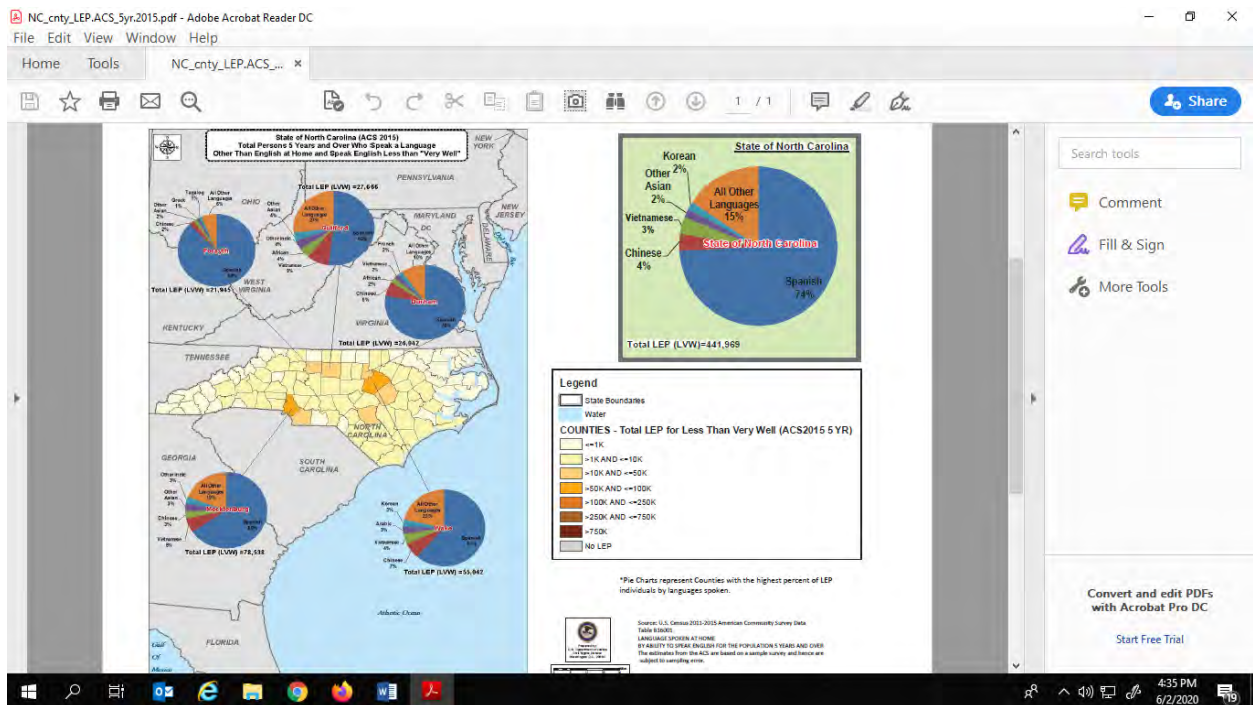
CMS had 19,794 English learners, and this year. English learners make up almost 8 percent of all North Carolina public school students and more than 14 percent of students in CMS, the state’s second-largest district, according to state reports.





The 2015 dataset produce by LEP.gov shows several North Carolina counties and the represented LEP populations and their languages.

https://www.lep.gov/sites/lep/files/resources/NC_cnty_LEP.ACS_5yr.2015.pdf



According to DataUSA on Mecklenburg County where CATS is primarily performs services.

<https://statisticalatlas.com/metro-area/North-Carolina/Charlotte/Languages>

The population of Mecklenburg County, NC is 46.2% White Alone, 31.2% Black or African American Alone, and 13.6% Hispanic or Latino. 20.6% of the people in Mecklenburg County, NC speak a non-English language, and 90% are U.S. citizens.

The ethnic composition of the population of Mecklenburg County, NC is composed of 505k White Alone residents (46.2%), 341k Black or African American Alone residents (31.2%), 148k Hispanic or Latino residents (13.6%), 67.3k Asian Alone residents (6.16%), 25.3k Two or More Races residents (2.31%), 3.11k American Indian & Alaska Native Alone residents (0.285%), 3.04k Some Other Race Alone residents (0.278%), and 263 Native Hawaiian & Other Pacific Islander Alone residents (0.024%).

The most common foreign languages spoken in Mecklenburg County, NC are Spanish (119,250 speakers), Hindi (7,870 speakers), and Chinese (Incl. Mandarin, Cantonese) (6,787 speakers).

Charlotte LEP statistic in comparison to National statistics.

<https://www.census.gov/acs/www/about/why-we-ask-each-question/language/> CATS services area representation is in lock step with national statistics. CATS LEP representation is 8.46% the national representation of LEP speakers is 8.5%.

1.0 People Who Speak a Language Other Than English at Home

21.5 percent

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

2.0 People Who Speak English Less Than Very Well

8.5 percent

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

3.0 People Who Speak Spanish at Home

13.3 percent

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

Services Area Census Track Analysis:

An analysis of the language status in the 262 Census tracts that are overlaid by CATS services area identifies that 26.6% (or 68 tracts) have individual LEP populations greater than the system average of 8.46%. The table below identified those tracts in which the LEP population is greater than 8.46% (a number picked just to identify the highest percentage populations in Census tracts).

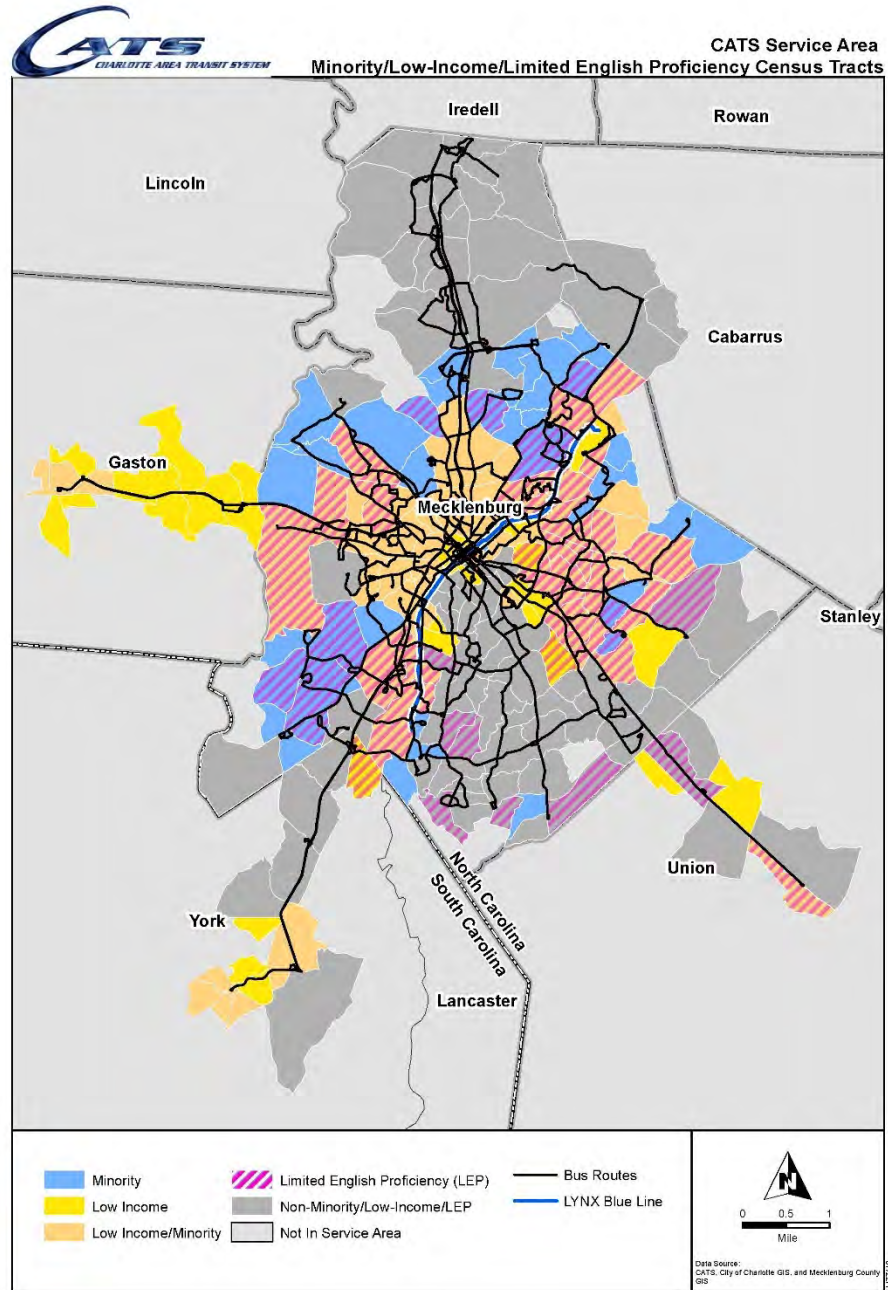


Figure 3 - Map of LEP Census Tracts

Table6: There are 68 Service Area Census Tracts with LEP populations equal to or greater than 8.46%.

FileHomeInsertDrawPage LayoutFormulasDataReviewViewHelpACROBATTell me what you want to doShareComments

NormalPage BreakPreviewCustomWorkbook ViewsShowZoom100%Zoom to SelectionNew WindowArrange AllFreeze PanesSplitHideSynchronous ScrollingRead Window PositionSwitch WindowsMacrosMacros

Title VI Summary Tables, Final - Read-Only - ExcelWatson, Terrence

A6																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
----	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

The largest representation of LEP speakers are in Census Tract 38.08 with 2,621 LEP speakers 2,621 of which speak Spanish. The second is tract 19.12 with 2,651 LEP speakers which are mostly Indo-European speakers.

Factor 1 Summary:

CATS service area serves a population with 8.46% (or 93,244) limited English proficient persons who speak a foreign language primarily. The LEP language groups are primarily represented under the Safe Harbor doctrine having 5% or 1000 LEP speaks in CATS services area Spanish 5.32% (58,644 persons up roughly 1000 additional speakers since the 2017 report), then Vietnamese, French, Chinese, Russian, Arabic (increased to 1000 persons since the last report), and Korean. The Census data also identified Other Indo-European languages, Other Asian Pacific languages and other unspecified languages, which are groupings of languages that only provide vague identifications of smaller language groups. The number of Hindi and Gujarati LEP speakers dropped below 1000 persons since the last report. 96% of CATS Census tracts contain LEP speaker residents, of the 256 tracts 246 have persons who speak another language primarily and have difficulty speaking English. 26.6% (68) of those tracts exceed the system threshold of 8.46%.

	Population	Percent
Service Area Population	1,101,984	

LEP	93,244	8.46%
-----	--------	-------

CATS 2021-2013 service area Safe Harbor Languages constituting 5% of the population or 1000 person are:

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

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

LEP population interaction with Transit Facilities

The following is drawn from the ASC 5 Year estimates for population cross referenced against CATS system-wide amenities (stops, benches and shelters) distribution. The LEP system-wide percentage of 8.46% is exceeded by all three amenities categories, meaning there is no disproportionate under-representation of these benefits for the LEP community.

Census Tracts	Stops	Bench	Shelter	Trash Can
Service Area	3,046	346	282	845
LEP	967	113	96	305
LEP	31.75%	32.66%	34.04%	36.09%



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

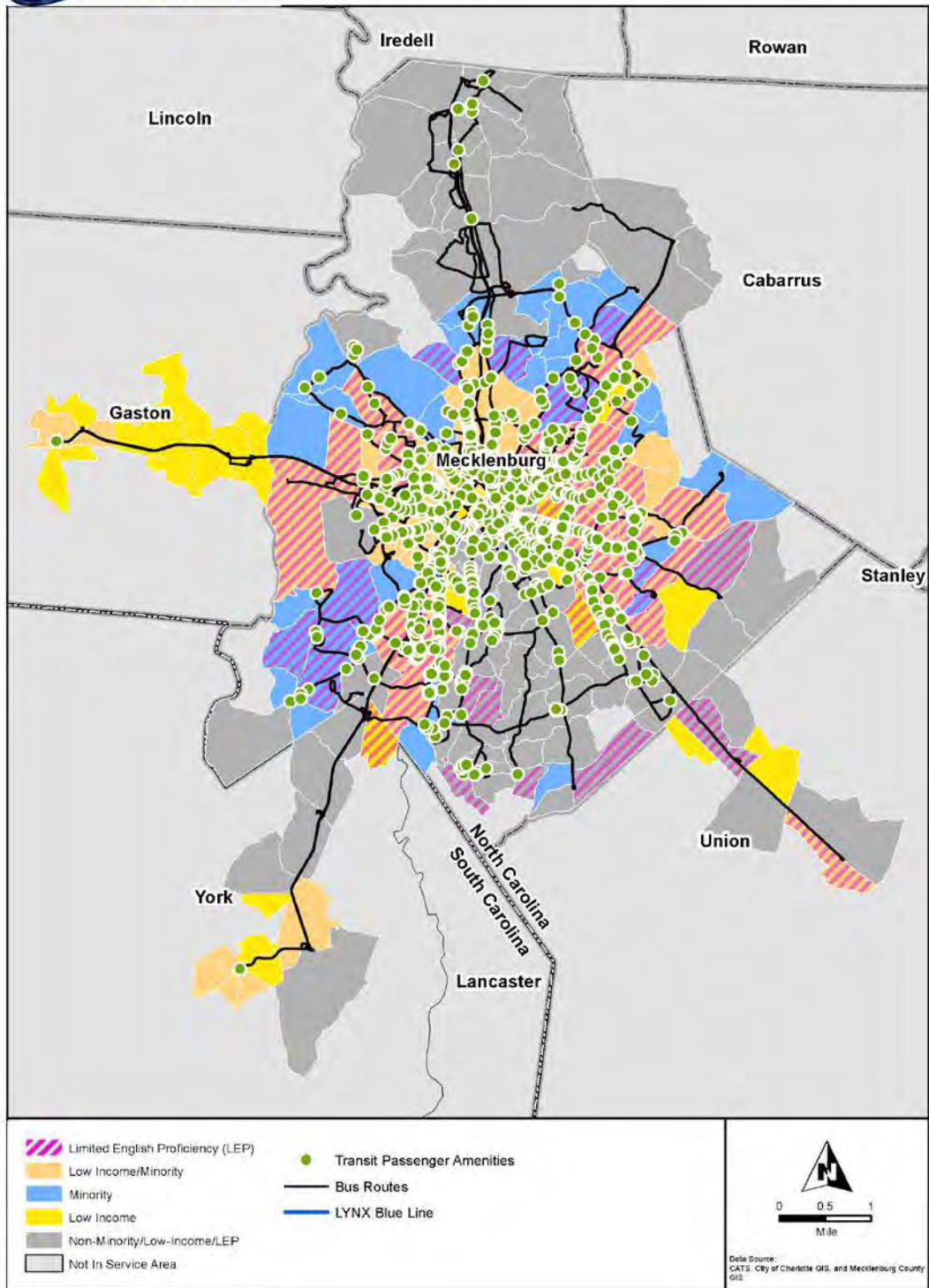


Figure 3a - Map of LEP Census Tracts overlaid by CATS Systemwide amenities distribution.

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

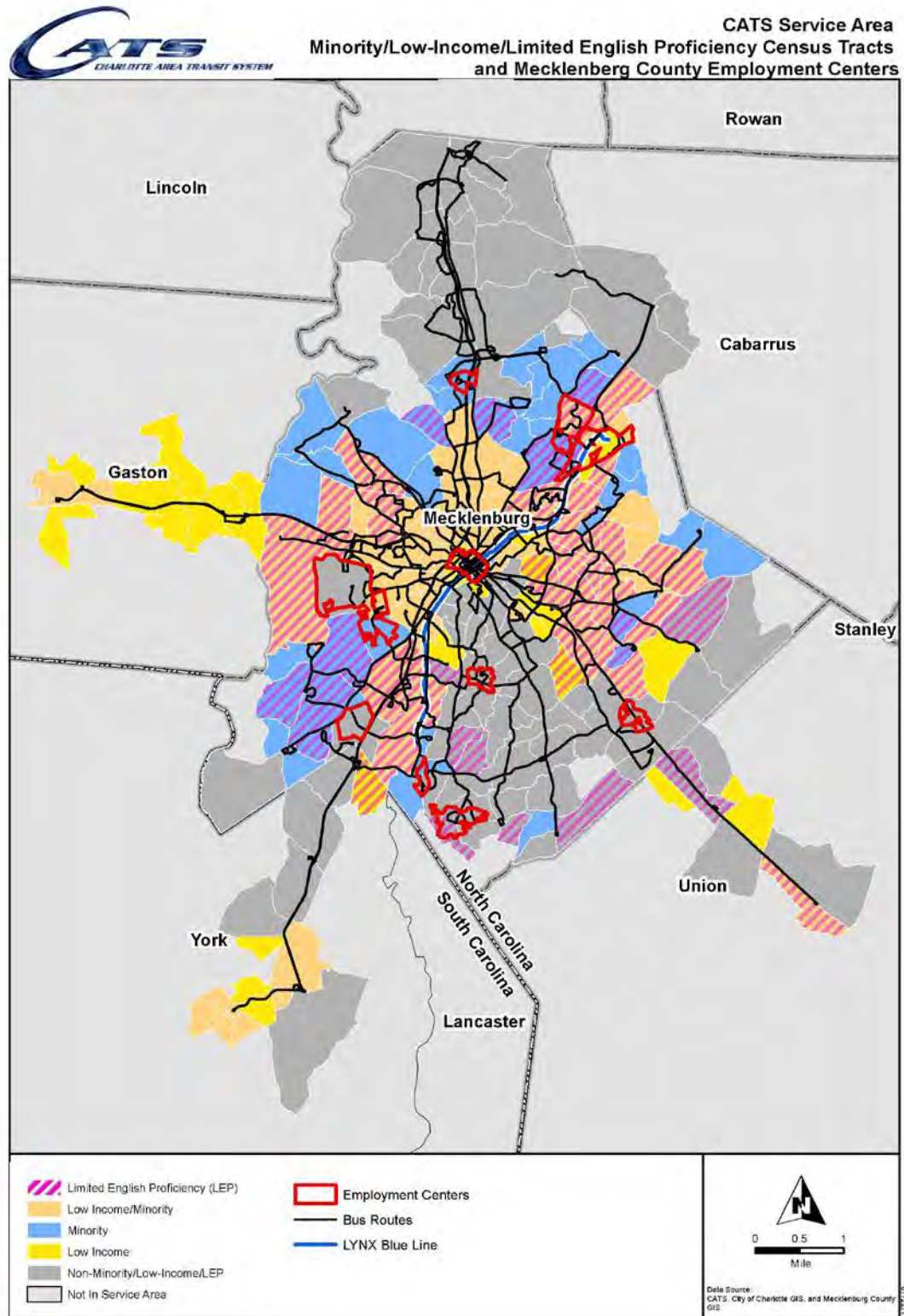
The following is drawn from the “2018 ASC 1 Year estimates MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH”. “Universe: Workers 16 years and over”. A quick review of the ridership tendency data for Mecklenburg County, where the vast majority of CATS services occur, identifies that **12.41%** of the county residents who self-identified transit as a common mode of transport to work were as well Limited English Proficient. The previous 2016 representation was 9.43% constituting a 2.98% increase from the last program update. The 12.41% as well exceeds the current systemwide 8.46 % LEP population estimate made via the 2018 5-year estimate by 3.95%. Meaning the resident LEP population in Mecklenburg county can be accessed as disproportionately utilizing public transit in comparison to their representation along the transit system’s footprint. Of public transit self-identified users their representation is 3.95% above their systemwide resident proportion of 8.46%

Table 7: LEP commuter behavior. 2018: ACS 1- Year Estimates Detailed Tables

Demographic categories	Population	LEP %
Total:	576,409	
Speak Spanish: Speak English less than "very well"	36,907	6.40%
Speak other languages: Speak English less than "very well"	16,189	2.81%
Car, truck, or van - drove alone:	438,531	7.09%
Speak Spanish: Speak English less than "very well"	20,781	4.74%
Speak other languages: Speak English less than "very well"	10,307	2.35%
Car, truck, or van - carpooled:	51,812	28.07%
Speak Spanish: Speak English less than "very well"	10,764	20.78%
Speak other languages: Speak English less than "very well"	3,780	7.30%
Public transportation (excluding taxicab):	16,028	2.78%
Speak Spanish: Speak English less than "very well"	1,757	10.96%
Speak other languages: Speak English less than "very well"	232	1.45%
All languages: Speak English less than "very well"	1989	12.41%
Walked:	11,468	13.24%
Speak Spanish: Speak English less than "very well"	872	7.60%
Speak other languages: Speak English less than "very well"	646	5.63%
Taxicab, motorcycle, bicycle, or other means:	9,271	3.48%
Speak Spanish: Speak English less than "very well"	276	2.98%
Speak other languages: Speak English less than "very well"	47	0.51%
Worked at home:	49,299	7.37%
Speak Spanish: Speak English less than "very well"	2,457	4.98%

<https://data.census.gov/cedsci/table?q=language&tid=ACSDT1Y2018.B08113&vintage=2018&g=0500000US37119&hidePreview=true>

Figure 4: LEP Tracts in excess of 8.46% cross referenced with Employment Centers in system area.

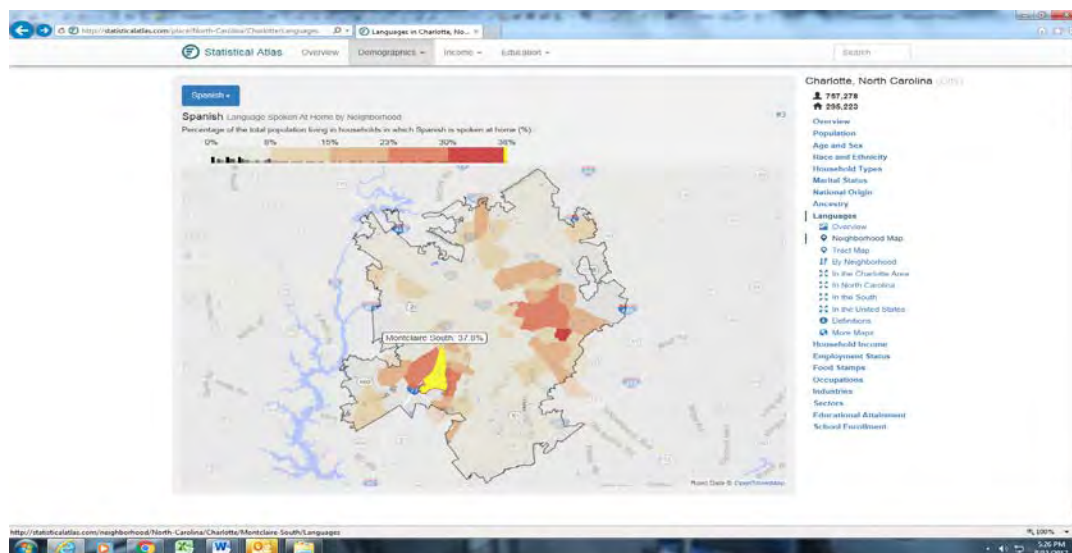


The system map identifies that 3 employment centers overlay census tracts with disproportionately high LEP populations. 5 employment centers are located adjacent to census tracts with disproportionately high LEP populations.

Update 2020: The following data carries over from the 2017 report as this level of data is not available from the current Census sets. The website states the Census is declining to report this data due to privacy concerns for language populations specific to Charlotte neighborhoods. The concern is that 3rd parties might use this data for purposes that it was not intended. <https://statisticalatlas.com/metro-area/North-Carolina/Charlotte/Languages>

How does that translate to the Neighborhoods/Towns adjacent to where the system's Patrons reside.

Spanish Spoken at Home by Neighborhood



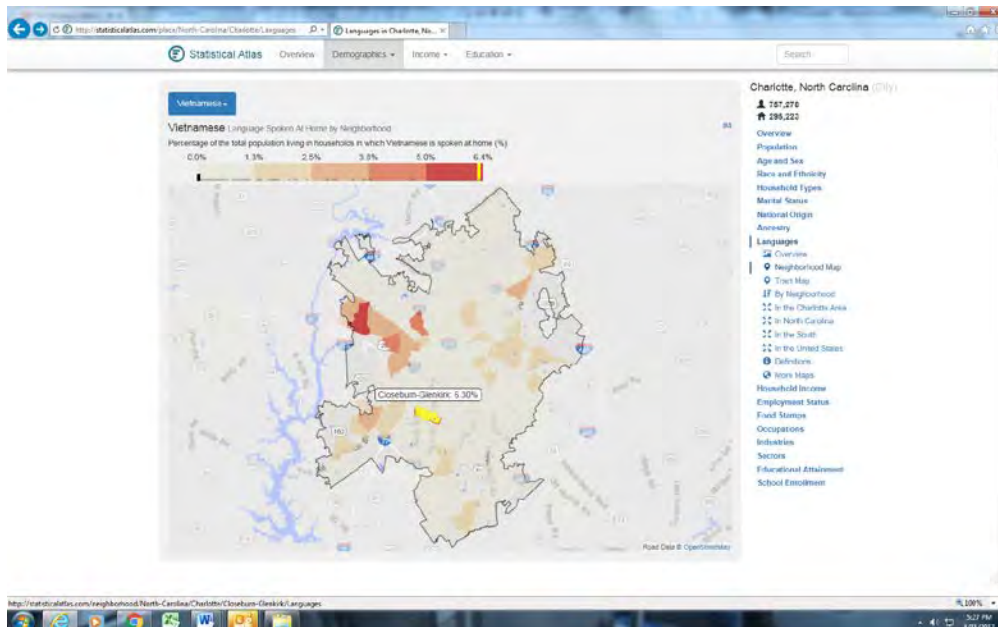
By Neighborhood

	0%	10%	20%	30%	40%	Count	#
Montclair S				42.6%		4,489	1
Idlewild Farms			38.9%			1,820	2
Windsor Park			32.1%			3,539	3
Farm Pond			31.9%			1,718	4
Starmount Frst			31.6%			2,082	5
Oak Forest			31.0%			1,863	6
Eastland-Wilora Lk			30.6%			1,734	7
Yorkmount			28.4%			2,482	8
Hickory Ridge			25.2%			1,812	9
Hidden Valley			24.4%			2,727	10
Olde Whitehall			24.2%			1,164	11
Idlewild S			24.1%			1,436	12
Shannon Park			23.1%			1,512	13
Hickory Grove			21.2%			972	14
East Forest			20.4%			2,621	15
Toddville Rd		15.8%				1,170	16
Harbor House		13.9%				637	17
Plaza-Eastway		13.9%				868	18
Marlwood		13.5%				704	19
South		13.2%				14.3M	
United States		12.9%				37.5M	
W Sugar Crk		12.8%				908	20
Lansdowne		12.5%				562	21
Yorkshire		12.1%				901	22
1, Charlotte		11.6%				81.2k	
Charlotte		11.6%				81.2k	
South Atlantic		10.9%				6.21M	
N Sharon Amity-R...		10.8%				678	23
Mecklenburg		10.7%				93.5k	
Charlotte-Mecklen...		10.7%				93.5k	
Park Crossing		10.6%				611	24
Harris-Houston		10.5%				899	25
Derita-Statesville		9.7%				433	26
Marshbrooke		9.2%				1,240	27
Stonehaven		8.9%				444	28
Ballantyne W		8.6%				872	29
Johnston Rd-McAl...		8.2%				457	30
Charlotte		8.0%				170k	
Firestone-Gdn Pk		7.4%				359	31
N Carolina		7.3%				659k	
Thomasboro-Hoskins		7.3%				351	32
Coulwood West		7.0%				629	33
Carmel		6.6%				382	34
Piper Gln Ests		6.6%				484	35
Prosperity Church ...		6.5%				1,094	36
Mineral Spgs-Rum...		6.3%				465	37
Davis Lk-Eastfield		5.8%				505	38
Olde Providence S		5.0%				243	39
Ballantyne E		4.6%				358	40
Provincetowne		4.4%				431	41
Back Crk Church Rd		4.1%				246	42
Univ City N		4.0%				259	43
Highland Crk		4.0%				500	44
Providence Plantat...		3.9%				290	45
Providence Crossing		3.0%				208	46
Myers Park		2.8%				287	47
Beverly Woods		2.3%				125	48
Foxcroft		2.1%				111	49
Dilworth		2.0%				144	50

by Town in Charlotte area

	0%	5%	10%	15%	20%	Count	#
Monroe					25.0%	7,516	1
Pineville					20.9%	1,461	2
Spencer Mtn					19.0%	294	3
Irwin					18.4%	484	4
Landis					16.4%	513	5
China Grove					13.4%	1,323	6
Lincolnton					13.4%	14.3M	7
South					13.2%	37.5M	
United States					12.9%	81.2k	
1, Charlotte					11.6%	81.2k	8
Charlotte					11.6%	6.21M	
South Atlantic					10.9%	2,502	9
Statesville					10.8%	93.5k	
Mecklenburg					10.7%	93.5k	
Charlotte-Mecklen...					10.7%	4,087	10
Kannapolis					10.2%	337	11
Lowell					10.1%	235	12
Marshville					10.0%	150	13
Stony Point					9.9%	7,329	14
Concord					9.8%	327	15
Wingate					9.6%	229	16
Elgin					9.5%	295	17
Ranlo					9.4%	6,067	18
Gastonia					9.1%	196	19
Springdale					8.9%	2,762	20
Salisbury					8.9%	636	21
York					8.8%	170k	
Charlotte					8.0%	2,509	22
Indian Trail					8.0%	659k	
N Carolina					7.3%	924	23
Stallings					7.0%	228	24
Lake Park					6.8%	230	25
India Hook					6.7%	798	26
Mount Holly					6.3%	162	27
Mineral Spgs					6.2%	237	28
Cramerton					5.9%	1,825	29
Mooresville					5.7%	211	30
Newport					5.7%	38	33
Cleveland					4.7%	2,808	35
Rock Hill					4.5%	20	40
High Shoals					3.8%	186	46
Cherryville					3.4%	82	53
Spencer					2.7%	66	59
Maiden					2.1%	53	66
Fairview					1.7%	54	72
Chester					1.0%	10	79
Rockwell					0.6%	0	85
Eureka Mill					0.0%	0	88
Richburg					0.0%	0	89
Lowrys					0.0%	0	90
Riverview					0.0%	0	91
Love Valley					0.0%	0	92
Smyrna					0.0%	0	92

Vietnamese Spoken at Home by Neighborhood



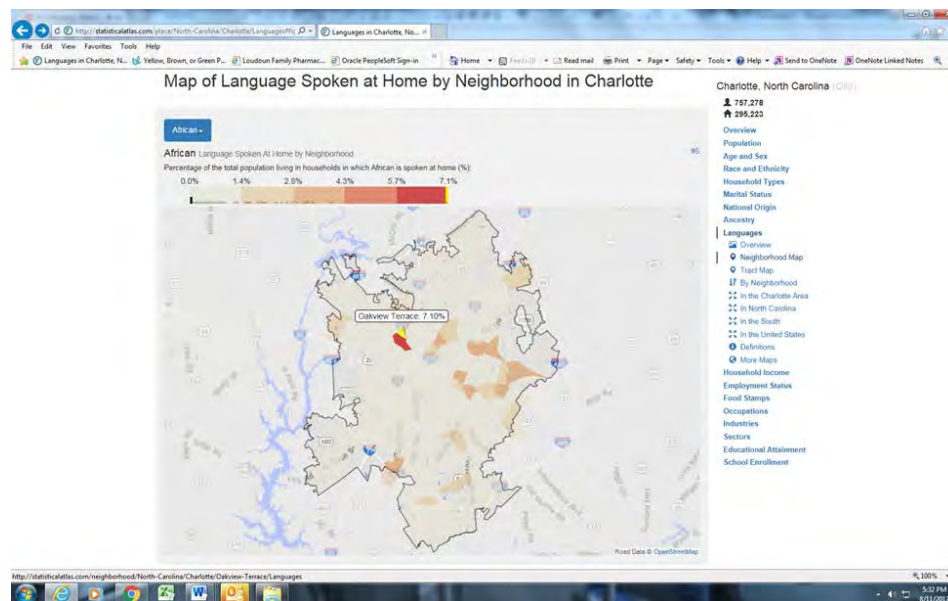
By Neighborhood

	0%	1%	2%	3%	4%	Count	#
Olde Whitehall				4.1%		195	1
Toddville Rd			3.3%			244	2
Back Crk Church Rd			2.9%			176	3
Windsor Park		2.3%				256	4
Eastland-Wilora Lk		2.3%				129	5
Hickory Ridge		2.0%				144	6
Hams-Houston		1.9%				166	7
Yorkmount		1.9%				167	8
Marlowood		1.8%				96	9
Oak Forest		1.8%				109	10
Carmel		1.8%				103	11
Harbor House		1.6%				74	12
Provincetowne		1.5%				151	13
Shannon Park		1.3%				86	14
Davis Lk-Eastfield		1.3%				114	15
Providence Crossing		1.2%				83	16
Starmount Frst		1.2%				76	17
Piper Gln Ests		1.1%				79	18
Plaza-Eastway		0.9%				54	19
1, Charlotte		0.8%				5,690	
Charlotte		0.8%				5,690	
Mecklenburg		0.7%				6,368	
Charlotte-Mecklenburg		0.7%				6,368	
Idlewild S		0.7%				42	20
Montclair S		0.6%				64	21
Mineral Spgs-Rum		0.6%				43	22
Ballantyne W		0.6%				57	23
United States		0.5%				1.40M	
Providence Plantat		0.5%				35	24
Univ City N		0.5%				31	25
East Forest		0.4%				56	26
South		0.4%				466k	
Charlotte		0.4%				7,930	
South Atlantic		0.3%				198k	
Marshbrooke		0.3%				42	27
Yorkshire		0.3%				19	28
N Carolina		0.2%				22.5k	
Idlewild Farms		0.2%				11	29
Highland Crk		0.2%				27	30
N Sharon Amity-Rd		0.2%				14	31
Prosperity Church		0.2%				36	32
W Sugar Crk		0.2%				12	33
Firestone-Gdn Pk		0.2%				3	34
Hidden Valley		0.1%				9	35
Ditworth		0.0%				1	36
Myers Park		0.0%				0	37
Coulwood West		0.0%				0	38
Ballantyne E		0.0%				0	39
Park Crossing		0.0%				0	40
Farm Pond		0.0%				0	41
Beverly Woods		0.0%				0	42
Johnston Rd-McAla		0.0%				0	43
Foxcroft		0.0%				0	44
Thomasboro-Hoskins		0.0%				0	45
Stonehaven		0.0%				0	46
Olde Providence S		0.0%				0	47
Hickory Grove		0.0%				0	48
Lansdowne		0.0%				0	49
Derita-Statesville		0.0%				0	50

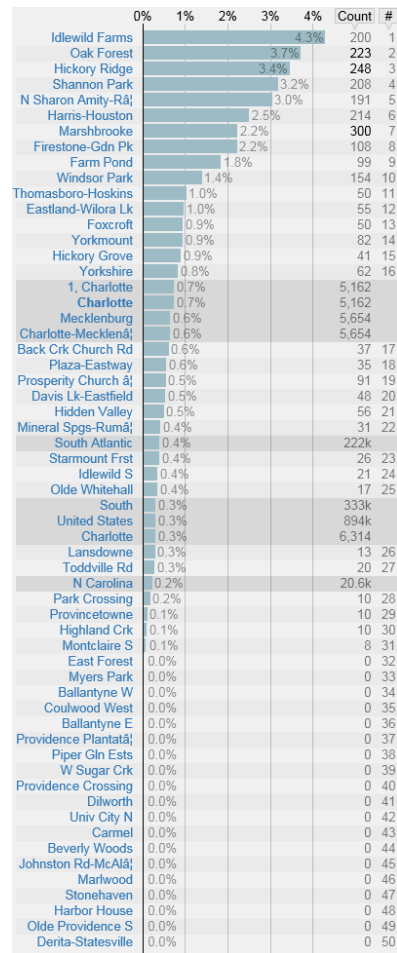
by Town in Charlotte area

	0%	1%	2%	Count	#
Belmont			2.6%	258	1
Newport			1.7%	61	2
Cornelius			1.5%	359	3
Lake Park			1.0%	33	4
1, Charlotte		0.8%		5,690	
Charlotte		0.8%		5,690	5
Mecklenburg		0.7%		6,368	
Charlotte-Mecklenburg		0.7%		6,368	
Mount Holly		0.6%		73	6
Landis		0.6%		17	7
United States		0.5%		1.40M	
South		0.4%		466k	
Charlotte		0.4%		7,930	
South Atlantic		0.3%		198k	
Mooresville		0.3%		84	8
Salisbury		0.3%		80	9
N Carolina		0.2%		22.5k	
Mint Hill		0.2%		53	10
Concord		0.2%		140	11
Statesville		0.2%		43	12
Matthews		0.2%		48	13
Mt Pleasant		0.2%		3	14
Indian Trail		0.1%		44	15
Rock Hill		0.1%		73	16
Monroe		0.1%		33	17
Lincolnton		0.1%		6	18
Huntersville		0.1%		25	19
Davidson		0.0%		3	20
Kannapolis		0.0%		9	21
Fort Mill		0.0%		2	22
Gastonia		0.0%		8	23
Stallings		0.0%		0	24
Harrisburg		0.0%		0	25
Kings Mtn		0.0%		0	26
Waxhaw		0.0%		0	27
Weddington		0.0%		0	28
Lake Wylie		0.0%		0	29
Lancaster		0.0%		0	30
Pineville		0.0%		0	33
Clover		0.0%		0	40
Wingate		0.0%		0	46
Midland		0.0%		0	53
Lesslie		0.0%		0	59
Rockwell		0.0%		0	66
Hemby Bridge		0.0%		0	72
Fort Lawn		0.0%		0	79
Hickory Grove		0.0%		0	85
Lowrys		0.0%		0	88
Riverview		0.0%		0	89
Love Valley		0.0%		0	90
Smyrna		0.0%		0	91
Spencer Mtn		0.0%		0	92

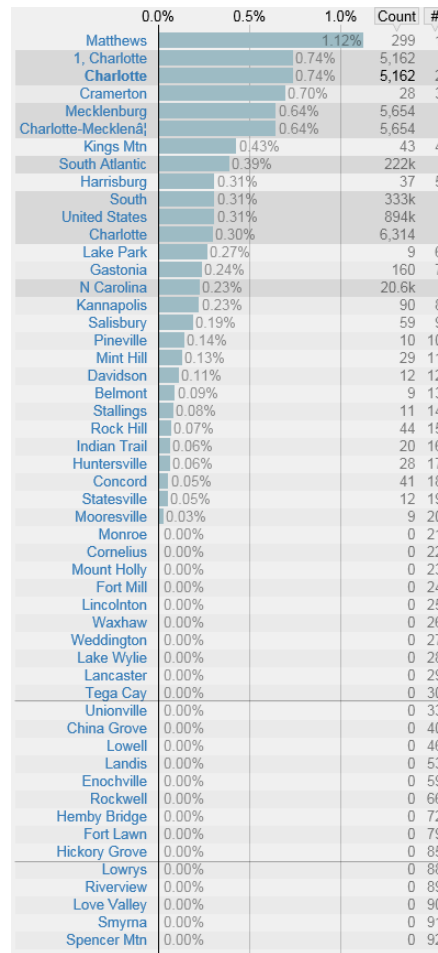
African¹ Spoken at Home by Neighborhood#45



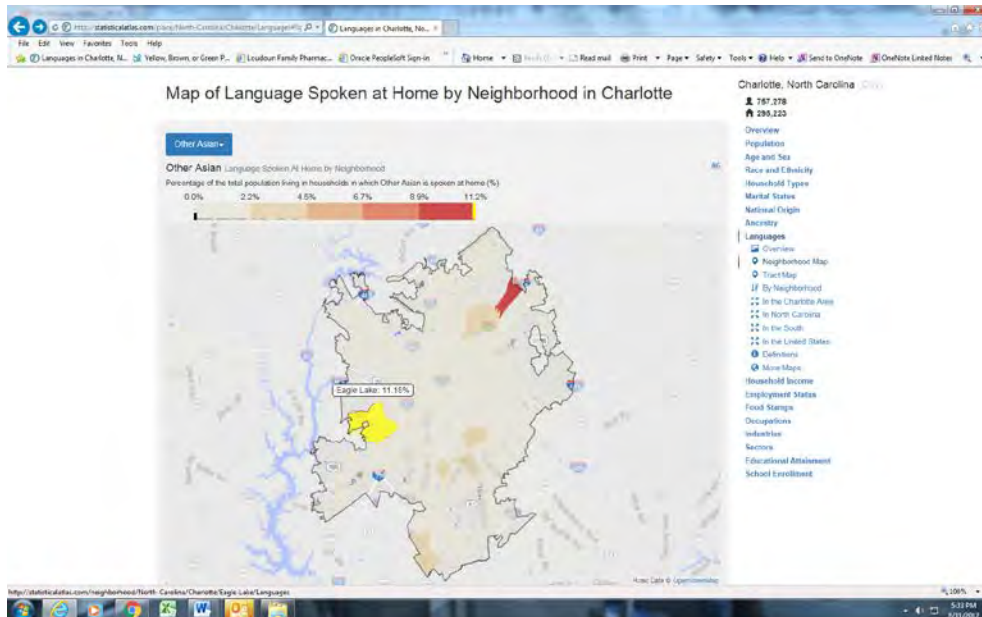
By Neighborhood



by Town in Charlotte area



Other Asian Spoken at Home by Neighborhood



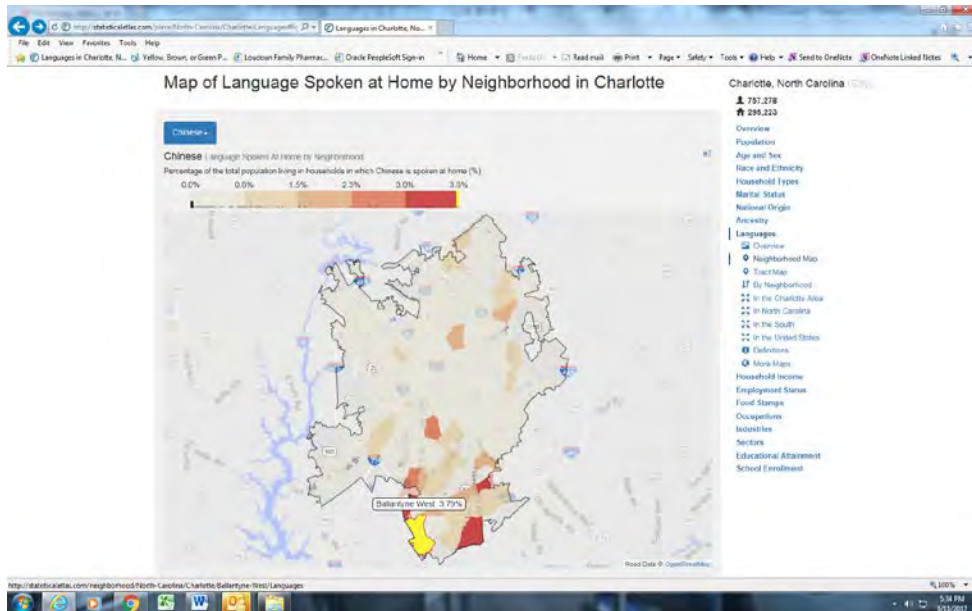
By Neighborhood

	0%	2%	4%	6%	8%	Count	#
Univ City N					9.9%	642	1
Mineral Spgs-Rumá			4.4%			325	2
Ballantyne W			3.7%			378	3
Highland Crk		1.8%				227	4
Prosperity Church á		1.5%				258	5
Providence Crossing		1.5%				105	6
Yorkmount		1.3%				116	7
Provincetowne		1.3%				124	8
Providence Plantatá		1.1%				80	9
Foxcroft		1.0%				53	10
Davis Lk-Eastfield		0.8%				73	11
Ballantyne E		0.7%				57	12
1, Charlotte		0.7%				4,849	
Charlotte		0.7%				4,849	
Mecklenburg		0.6%				5,097	
Charlotte-Mecklená		0.6%				5,097	
Carmel		0.5%				27	13
Park Crossing		0.4%				22	14
Marshbrooke		0.4%				50	15
Charlotte		0.3%				6,956	
Myers Park		0.3%				32	16
United States		0.3%				908k	
East Forest		0.3%				36	17
South Atlantic		0.3%				157k	
South		0.3%				276k	
N Carolina		0.2%				22.5k	
Dilworth		0.2%				16	18
Shannon Park		0.2%				15	19
Denta-Statesville		0.2%				9	20
Starmount Frst		0.2%				11	21
Piper Gln Ests		0.1%				7	22
Oak Forest		0.1%				5	23
Montclair S		0.1%				6	24
Back Crk Church Rd		0.0%				0	25
Hidden Valley		0.0%				0	26
Windsor Park		0.0%				0	27
Coulwood West		0.0%				0	28
Harris-Houston		0.0%				0	29
Toddville Rd		0.0%				0	30
Yorkshire		0.0%				0	31
Hickory Ridge		0.0%				0	32
W Sugar Crk		0.0%				0	33
N Sharon Amity-Rá		0.0%				0	34
Plaza-Eastway		0.0%				0	35
Idlewild S		0.0%				0	36
Eastland-Wilora Lk		0.0%				0	37
Farm Pond		0.0%				0	38
Beverly Woods		0.0%				0	39
Johnston Rd-McAlá		0.0%				0	40
Firestone-Gln Pk		0.0%				0	41
Marwood		0.0%				0	42
Thomasboro-Hoskins		0.0%				0	43
Stonehaven		0.0%				0	44
Olde Whitehall		0.0%				0	45
Harbor House		0.0%				0	46
Olde Providence S		0.0%				0	47
Idlewild Farms		0.0%				0	48
Hickory Grove		0.0%				0	49
Lansdowne		0.0%				0	50

by Town in Charlotte area

	0.0%	0.5%	1.0%	1.5%	Count	#
Unionville				1.62%	95	1
Mooreville			0.94%		300	2
1, Charlotte		0.69%			4,849	
Charlotte		0.69%			4,849	3
Mecklenburg		0.58%			5,097	
Charlotte-Mecklená		0.58%			5,097	
Concord		0.54%			403	4
Harrisburg		0.41%			49	5
Huntersville		0.37%			162	6
Indian Trail		0.35%			109	7
Charlotte		0.33%			6,956	
United States		0.31%			908k	
South Atlantic		0.28%			157k	
South		0.26%			276k	
N Carolina		0.25%			22.5k	
Davidson		0.20%			21	8
Rock Hill		0.19%			119	9
Cornelius		0.19%			45	10
Kannapolis		0.15%			58	11
Salisbury		0.08%			25	12
Matthews		0.08%			20	13
Monroe		0.07%			21	14
Gastonia		0.05%			32	15
Statesville		0.00%			0	16
Mint Hill		0.00%			0	17
Stallings		0.00%			0	18
Mount Holly		0.00%			0	19
Fort Mill		0.00%			0	20
Kings Mtn		0.00%			0	21
Lincolnton		0.00%			0	22
Belmont		0.00%			0	23
Waxhaw		0.00%			0	24
Weddington		0.00%			0	25
Lake Wylie		0.00%			0	26
Lancaster		0.00%			0	27
Tega Cay		0.00%			0	28
York		0.00%			0	29
Pineville		0.00%			0	30
Marvin		0.00%			0	33
Newport		0.00%			0	40
Lake Park		0.00%			0	46
Landis		0.00%			0	53
Enochville		0.00%			0	59
Rockwell		0.00%			0	66
Hemby Bridge		0.00%			0	72
Fort Lawn		0.00%			0	79
Hickory Grove		0.00%			0	85
Lowrys		0.00%			0	88
Riverview		0.00%			0	89
Love Valley		0.00%			0	90
Smyrna		0.00%			0	91
Spencer Mtn		0.00%			0	92

Chinese Spoken at Home by Neighborhood



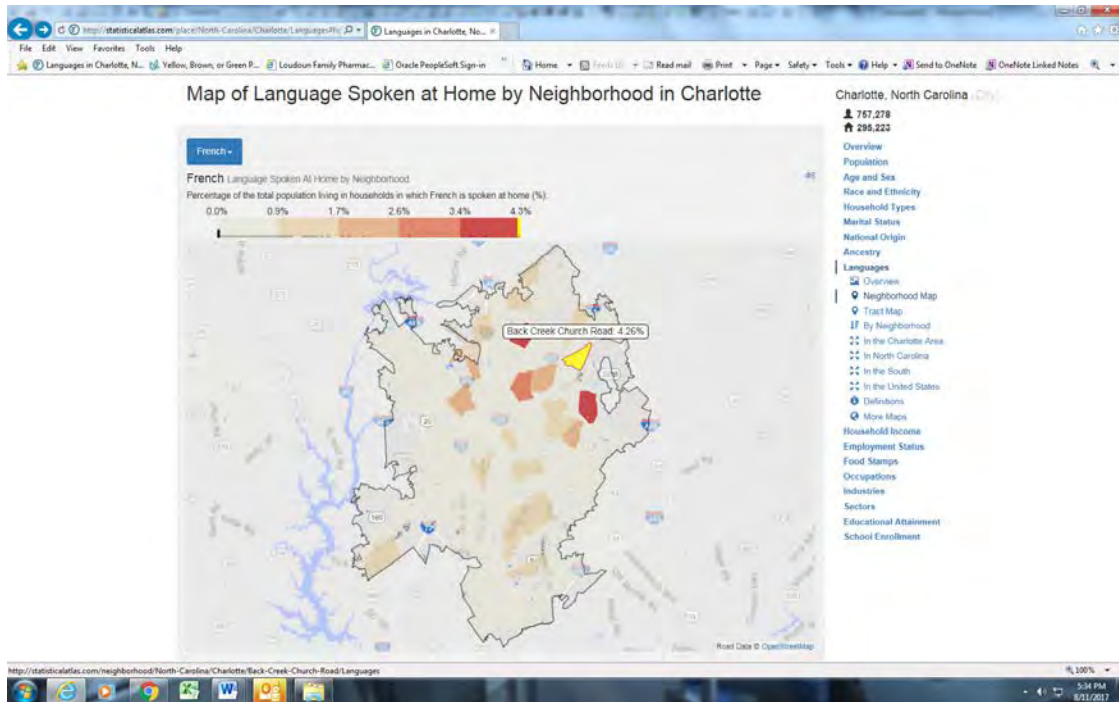
By Neighborhood

	0%	1%	2%	3%	4%	Count	#
Ballantyne W				4.1%		415	1
Providence Crossing				3.7%		254	2
Park Crossing				2.7%		159	3
Back Crk Church Rd		1.6%				98	4
Farm Pond		1.5%				81	5
Univ City N		1.4%				89	6
Davis Lk-Eastfield		1.3%				119	7
Yorkmount		1.2%				103	8
Providence Plantati		1.2%				87	9
Hickory Grove		1.1%				52	10
Provincetowne		1.0%				102	11
Piper Gln Ests		1.0%				75	12
United States		1.0%			2.90M		
Carmel		0.9%				55	13
Foxcroft		0.9%				46	14
N Sharon Amity-Rd		0.8%				50	15
Prosperity Church &		0.8%				134	16
Johnston Rd-McAlis		0.7%				41	17
Stonehaven		0.7%				37	18
Marshbrooke		0.6%				86	19
Starmount Frst		0.6%				42	20
1, Charlotte		0.6%			4,327		
Charlotte		0.6%			4,327		
Ballantyne E		0.6%				47	21
Mecklenburg		0.5%			4,810		
Charlotte-Mecklen		0.5%			4,810		
Yorkshire		0.5%			36	22	
Mineral Spgs-Rum		0.5%			35	23	
South Atlantic		0.5%			267k		
Marlwood		0.4%			22	24	
South		0.4%			465k		
Harbor House		0.4%			18	25	
Montclair S		0.4%			40	26	
Hidden Valley		0.3%			38	27	
N Carolina		0.3%			30.1k		
Charlotte		0.3%			6,788		
Eastland-Wilora Lk		0.2%			14	28	
East Forest		0.2%			30	29	
Oak Forest		0.2%			10	30	
Lansdowne		0.1%			7	31	
Highland Crk		0.1%			10	32	
Harris-Houston		0.1%			6	33	
Dilworth		0.1%			5	34	
Windsor Park		0.0%			0	35	
Myers Park		0.0%			0	36	
Coulwood West		0.0%			0	37	
Toddville Rd		0.0%			0	38	
Hickory Ridge		0.0%			0	39	
W Sugar Crk		0.0%			0	40	
Shannon Park		0.0%			0	41	
Plaza-Eastway		0.0%			0	42	
Idlewild S		0.0%			0	43	
Beverly Woods		0.0%			0	44	
Firestone-Gdn Pk		0.0%			0	45	
Thomasboro-Hoskins		0.0%			0	46	
Olde Whitehall		0.0%			0	47	
Olde Providence S		0.0%			0	48	
Idlewild Farms		0.0%			0	49	
Derita-Statesville		0.0%			0	50	

by Town in Charlotte area

	0.0%	0.5%	1.0%	1.5%	2.0%	Count	#
Pineville				2.19%		153	1
Harrisburg			1.30%			156	2
Marvin			1.17%			62	3
United States			0.99%			2.90M	
Kershaw			0.83%			16	4
Waxhaw			0.69%			63	5
1, Charlotte			0.62%			4,327	
Charlotte			0.62%			4,327	6
Gastonia			0.56%			372	7
Mecklenburg			0.55%			4,810	
Charlotte-Mecklen			0.55%			4,810	
Lake Wylie			0.54%			46	8
Davidson			0.54%			58	9
Fort Mill			0.50%			54	10
South Atlantic			0.47%			267k	
Wingate			0.47%			16	11
Wesley Chapel			0.45%			32	12
South			0.43%			465k	
Weddington			0.42%			40	13
N Carolina			0.33%			30.1k	
Concord			0.33%			246	14
Charlotte			0.32%			6,788	
Mount Holly			0.32%			40	15
Tega Cay			0.31%			23	16
Westport			0.30%			11	17
Salisbury			0.29%			91	18
Huntersville			0.28%			126	19
Belmont			0.21%			21	20
Matthews			0.19%			50	21
Mooresville			0.19%			59	22
Indian Trail			0.17%			55	23
Lovesville			0.17%			5	24
Kannapolis			0.10%			40	25
Rock Hill			0.06%			37	26
Monroe			0.02%			5	27
Cornelius			0.00%			0	28
Statesville			0.00%			0	29
Mint Hill			0.00%			0	30
Lincolnton			0.00%			0	33
Clover			0.00%			0	40
Stanley			0.00%			0	46
Midland			0.00%			0	53
Lesslie			0.00%			0	59
Rockwell			0.00%			0	66
Hemby Bridge			0.00%			0	72
Fort Lawn			0.00%			0	79
Hickory Grove			0.00%			0	85
Lowrys			0.00%			0	88
Riverview			0.00%			0	89
Love Valley			0.00%			0	90
Smyrna			0.00%			0	91
Spencer Mtn			0.00%			0	92

French Spoken at Home by Neighborhood



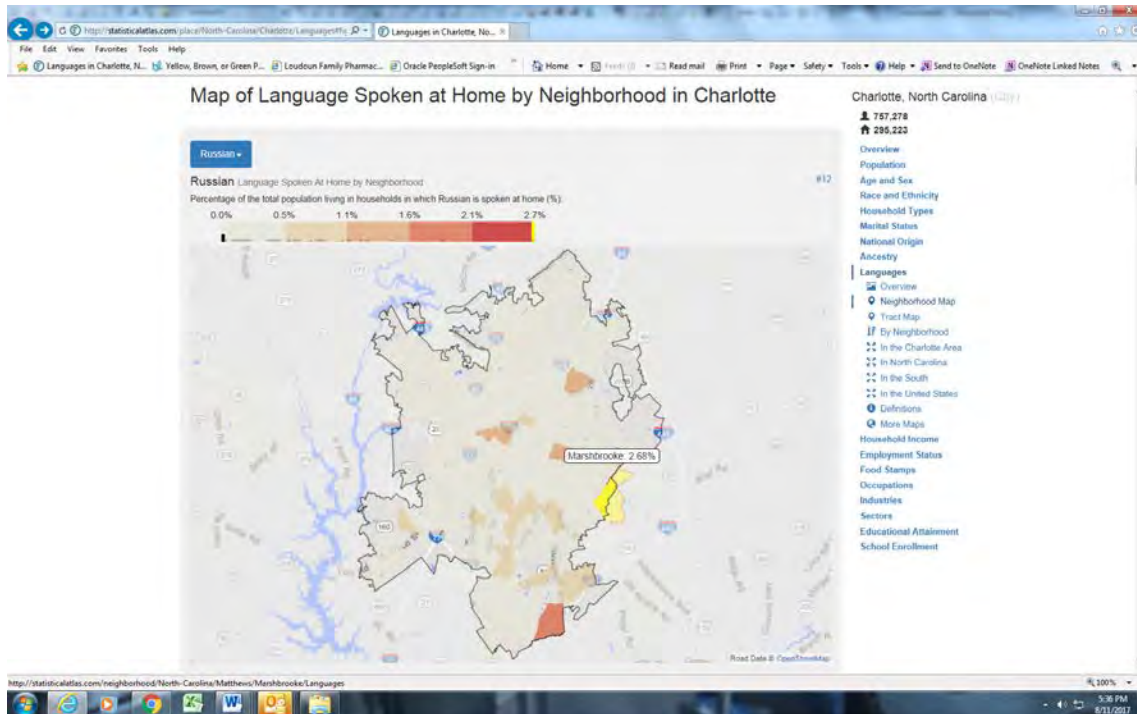
By Neighborhood

	0%	1%	2%	3%	4%	Count	#
Back Ck Church Rd					4.26%	263	1
Hickory Grove					3.9%	160	2
Farmstone-Gln Plk		2.1%				101	3
Eastland-Wilora Lk		2.0%				112	4
Hidden Valley		2.0%				219	5
Yorkshire		1.7%				129	6
Shannon Park		1.4%				94	7
Lansdowne		1.4%				63	8
Univ City N		1.1%				74	9
Windsor Park		1.1%				121	10
Davis Lk-Eastfield		1.0%				89	11
Oak Forest		1.0%				58	12
Plaza Eastway		0.9%				69	13
Coulwood West		0.9%				95	14
W Sugar Ck		0.9%				54	15
Harris-Houston		0.7%				60	16
Hickory Ridge		0.7%				49	17
Ballantyne W		0.6%				54	18
1, Charlotte		0.6%				3,989	
Charlotte		0.6%				3,989	7
Mecklenburg		0.5%				4,756	
Charlotte-Mecklenburg		0.5%				4,756	
Thomasboro-Hoskins		0.5%				26	19
South Atlantic		0.5%				292k	
Farmcroft		0.5%				27	20
Johnston Rd-McAlister		0.5%				27	21
South		0.5%				516k	
United States		0.4%				1.31M	
Dilworth		0.4%				30	22
Myers Park		0.4%				43	23
Toddville Rd		0.4%				31	24
Providence Plantation		0.4%				30	25
Marshbrook		0.4%				55	26
Ballantyne E		0.4%				30	27
Charlotte		0.4%				7,467	
N Sharon Amity Rd		0.3%				22	28
East Forest		0.3%				44	29
Stonehaven		0.3%				16	30
Prosperity Church St		0.3%				55	31
N Carolina		0.3%				27.1k	
Beverly Woods		0.3%				14	32
Highland Ck		0.2%				24	33
Olde Whitehall		0.2%				9	34
Montlake S		0.2%				17	35
Park Crossing		0.1%				8	36
Providence Crossing		0.1%				9	37
Starmount Frst		0.1%				8	38
Provincetowne		0.0%				3	39
Yorkmount		0.0%				2	40
Carmel		0.0%				1	41
Mineral Spgs-Rural		0.0%				0	42
Piper Ck Este		0.0%				0	43
Idlewild S		0.0%				0	44
Farm Pond		0.0%				0	45
Marwood		0.0%				0	46
Harbor House		0.0%				0	47
Olde Providence S		0.0%				0	48
Idlewild Farms		0.0%				0	49
Dennis-Statesville		0.0%				0	50

by Town in Charlotte area

	0.0%	0.5%	1.0%	Count	#
Cramerton	1.27%			51	1
Waxhaw	1.19%			109	2
Matthews	1.07%			284	3
Stanley	0.95%			32	4
Monroe	0.76%			226	5
McConnells	0.70%			2	6
1, Charlotte	0.57%			3,989	
Charlotte	0.57%			3,989	7
Mecklenburg	0.54%			4,756	
Charlotte-Mecklenburg	0.54%			4,756	
South Atlantic	0.51%			292k	
Elgin	0.50%			12	8
South	0.48%			516k	
Lowesville	0.47%			14	9
United States	0.45%			1.31M	
Mooresville	0.45%			142	10
Cherryville	0.42%			23	11
Lincolnton	0.41%			41	12
Statesville	0.41%			94	13
Marvin	0.38%			20	14
Rock Hill	0.38%			236	15
Fort Mill	0.37%			40	16
Charlotte	0.36%			7,467	
Huntersville	0.31%			136	17
Lancaster	0.30%			24	18
N Carolina	0.30%			27.1k	
Belmont	0.30%			29	19
Indian Trail	0.29%			90	20
Harrisburg	0.27%			32	21
Cleveland	0.25%			2	22
Westport	0.24%			9	23
Lowell	0.24%			8	24
Concord	0.24%			178	25
Salisbury	0.23%			73	26
Mt Pleasant	0.22%			4	27
Gastonia	0.22%			148	28
Cornelius	0.17%			41	29
Weddington	0.16%			15	30
Stallings	0.14%			18	33
Kannapolis	0.05%			20	40
Bessemmer City	0.00%			0	46
Fairview	0.00%			0	53
Granite Quarry	0.00%			0	59
Kershaw	0.00%			0	66
Stony Point	0.00%			0	72
Heath Springs	0.00%			0	79
JAARS	0.00%			0	85
Lowrys	0.00%			0	88
Riverview	0.00%			0	89
Love Valley	0.00%			0	90
Smyrna	0.00%			0	91
Spencer Mtn	0.00%			0	92

Russian Spoken at Home by Neighborhood



By Neighborhood

	0%	1%	2%	Count	#
Marshbrooke	0.0%	1.1%	2.0%	385	1
Providence Crossing	0.0%	1.1%	2.0%	139	2
Carmel	0.0%	1.1%	2.0%	96	3
Lansdowne	0.0%	0.9%	1.8%	43	4
Prosecc	0.0%	0.8%	1.6%	31	5
Providence Plantatd	0.0%	0.8%	1.6%	43	6
Park Overcom	0.0%	0.5%	1.0%	29	7
East Forest	0.0%	0.5%	1.0%	62	8
Johnston Rd-McAl	0.0%	0.5%	1.0%	26	9
Idlewild S	0.0%	0.5%	1.0%	27	10
Piper Cln Fide	0.0%	0.4%	0.8%	30	11
Mecklenburg	0.0%	0.3%	0.6%	3,048	
Charlotte-Mecklen	0.0%	0.3%	0.6%	3,048	
1, Charlotte	0.0%	0.3%	0.6%	2,195	
Charlotte	0.0%	0.3%	0.6%	2,195	
United States	0.0%	0.3%	0.6%	879k	
Farm Pond	0.0%	0.2%	0.4%	15	12
Hickory Grove	0.0%	0.2%	0.4%	11	13
Eastland-Wilora Lk	0.0%	0.2%	0.4%	14	14
Charlotte	0.0%	0.2%	0.4%	4,703	
Olde Whitehall	0.0%	0.2%	0.4%	10	15
Harris-Houston	0.0%	0.2%	0.4%	16	16
South Atlantic	0.0%	0.2%	0.4%	105k	
Huon-Evelway	0.0%	0.2%	0.4%	11	17
Mineral Spgs-Rum	0.0%	0.2%	0.4%	13	18
Coxlwood Wood	0.0%	0.1%	0.2%	12	19
South	0.0%	0.1%	0.2%	138k	
N Carolina	0.0%	0.1%	0.2%	10.4k	
Ballantyne W	0.0%	0.1%	0.2%	11	20
Dilworth	0.0%	0.1%	0.2%	3	21
Oak Forest	0.0%	0.1%	0.2%	2	22
Provincetowne	0.0%	0.1%	0.2%	0	23
Back Ck Church Rd	0.0%	0.1%	0.2%	0	24
Prosperity Church A	0.0%	0.1%	0.2%	0	25
Highland Ck	0.0%	0.1%	0.2%	0	26
Hidden Valley	0.0%	0.1%	0.2%	0	27
Monticlar S	0.0%	0.1%	0.2%	0	28
Windsor Park	0.0%	0.1%	0.2%	0	29
Myers Park	0.0%	0.1%	0.2%	0	30
Davis Lk-Eastfield	0.0%	0.1%	0.2%	0	31
Yardmount	0.0%	0.1%	0.2%	0	32
Ballantyne E	0.0%	0.1%	0.2%	0	33
Toddlie Rd	0.0%	0.1%	0.2%	0	34
Yorkshire	0.0%	0.1%	0.2%	0	35
Hickory Ridge	0.0%	0.1%	0.2%	0	36
W Sugar Ck	0.0%	0.1%	0.2%	0	37
Shannon Park	0.0%	0.1%	0.2%	0	38
Sturmount Fost	0.0%	0.1%	0.2%	0	39
N Sharon Amity-Rd	0.0%	0.1%	0.2%	0	40
Uter City N	0.0%	0.1%	0.2%	0	41
Beverly Woods	0.0%	0.1%	0.2%	0	42
Fairstone Gdn Pk	0.0%	0.1%	0.2%	0	43
Marlwood	0.0%	0.1%	0.2%	0	44
Thomsonboro-Hoskins	0.0%	0.1%	0.2%	0	45
Stonehaven	0.0%	0.1%	0.2%	0	46
Harbor House	0.0%	0.1%	0.2%	0	47
Olde Providence S	0.0%	0.1%	0.2%	0	48
Idlewild Farms	0.0%	0.1%	0.2%	0	49
Denta-Statesville	0.0%	0.1%	0.2%	0	50

by Town in Charlotte area

	0%	1%	2%	Count	#
Hemby Bridge	0.0%	1.1%	2.0%	39	1
Weddington	0.0%	1.1%	2.0%	271	2
Lake Park	0.0%	0.9%	1.8%	85	3
Indian Trail	0.0%	0.8%	1.6%	624	4
Mint Hill	0.0%	0.5%	1.0%	323	5
Mineral Spgs	0.0%	0.5%	1.0%	34	6
Troutman	0.0%	0.5%	1.0%	13	7
Stallings	0.0%	0.5%	1.0%	66	8
Monroe	0.0%	0.4%	0.8%	127	9
Pineville	0.0%	0.4%	0.8%	28	10
Matthews	0.0%	0.4%	0.8%	95	11
Mecklenburg	0.0%	0.3%	0.6%	3,048	
Charlotte-Mecklen	0.0%	0.3%	0.6%	3,048	
1, Charlotte	0.0%	0.3%	0.6%	2,195	
Charlotte	0.0%	0.3%	0.6%	2,195	12
United States	0.0%	0.3%	0.6%	879k	
Fort Mill	0.0%	0.3%	0.6%	28	13
Waxhaw	0.0%	0.2%	0.4%	22	14
Charlotte	0.0%	0.2%	0.4%	4,703	
South Atlantic	0.0%	0.2%	0.4%	105k	
Cornelius	0.0%	0.1%	0.2%	35	15
South	0.0%	0.1%	0.2%	138k	
Wingate	0.0%	0.1%	0.2%	4	16
N Carolina	0.0%	0.1%	0.2%	10.4k	
Gastonia	0.0%	0.1%	0.2%	55	17
Mooreville	0.0%	0.1%	0.2%	26	18
Harrisburg	0.0%	0.1%	0.2%	9	19
Davidson	0.0%	0.1%	0.2%	8	20
Kannapolis	0.0%	0.1%	0.2%	25	21
Concord	0.0%	0.1%	0.2%	24	22
Rock Hill	0.0%	0.1%	0.2%	0	23
Huntersville	0.0%	0.1%	0.2%	0	24
Salisbury	0.0%	0.1%	0.2%	0	25
Statesville	0.0%	0.1%	0.2%	0	26
Mount Holly	0.0%	0.1%	0.2%	0	27
Kings Mtn	0.0%	0.1%	0.2%	0	28
Lincolnton	0.0%	0.1%	0.2%	0	29
Belmont	0.0%	0.1%	0.2%	0	30
Tega Cay	0.0%	0.1%	0.2%	0	33
Bessemer City	0.0%	0.1%	0.2%	0	40
Westport	0.0%	0.1%	0.2%	0	46
Spencer	0.0%	0.1%	0.2%	0	53
Lesslie	0.0%	0.1%	0.2%	0	59
Mt Pleasant	0.0%	0.1%	0.2%	0	66
Eureka Mill	0.0%	0.1%	0.2%	0	72
Fort Lawn	0.0%	0.1%	0.2%	0	79
Hickory Grove	0.0%	0.1%	0.2%	0	85
Lowrys	0.0%	0.1%	0.2%	0	88
Riverview	0.0%	0.1%	0.2%	0	89
Love Valley	0.0%	0.1%	0.2%	0	90
Smyrna	0.0%	0.1%	0.2%	0	91
Spencer Mtn	0.0%	0.1%	0.2%	0	92

Korean Spoken at Home by Neighborhood#55



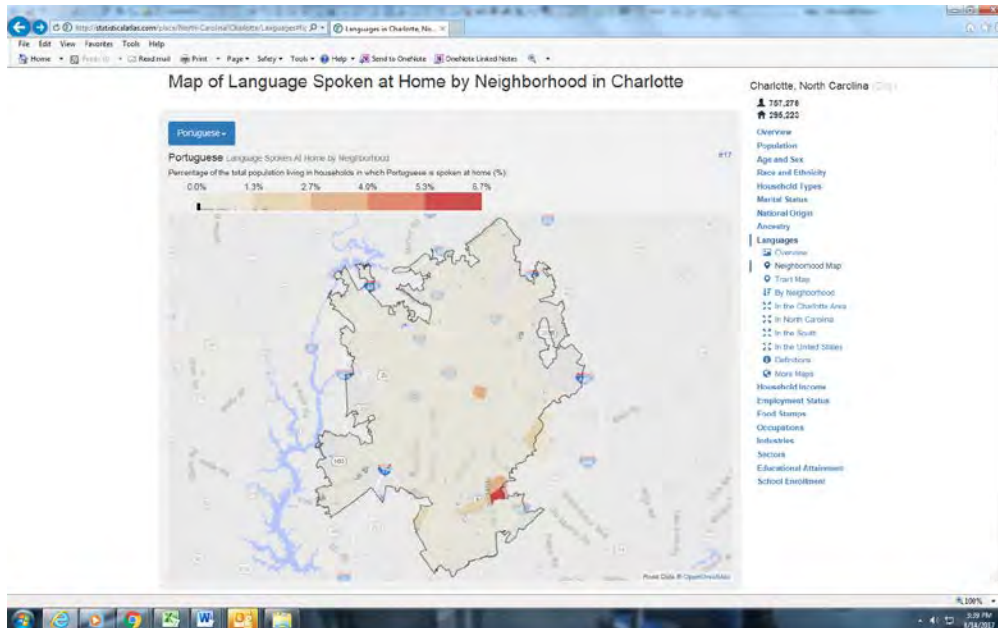
By Neighborhood

	0.0%	0.5%	1.0%	1.5%	Count	#
Ballantyne E	1.78%				138	1
Foxcroft	1.74%				92	2
Back Crk Church Rd	1.37%				83	3
Yorkmount	1.28%				112	4
Dilworth	0.91%				64	5
Providence Crossing	0.89%				62	6
Providence Plantatá	0.88%				65	7
Ballantyne W	0.67%				67	8
Olde Providence S	0.63%				31	9
Carmel	0.60%				35	10
Harris-Houston	0.46%				39	11
Johnston Rd-McAlaá	0.43%				24	12
Marshbrook	0.42%				56	13
Olde Whitehall	0.39%				19	14
Idlewild Farms	0.39%				18	15
United States	0.38%				1.12M	
Hidden Valley	0.37%				41	16
South Atlantic	0.32%				182k	
1, Charlotte	0.29%				2,063	
Charlotte	0.29%				2,063	
Mecklenburg	0.29%				2,557	
Charlotte-Mecklená	0.29%				2,557	
South	0.25%				268k	
Montclair S	0.24%				25	17
Prosperity Church á	0.24%				40	18
Mineral Spgs-Rumá	0.23%				17	19
Provincetowne	0.17%				17	20
N Carolina	0.17%				15.7k	
Univ City N	0.17%				11	21
Charlotte	0.16%				3,373	
Highland Crk	0.08%				10	22
East Forest	0.07%				10	23
Idlewild S	0.05%				3	24
W Sugar Crk	0.02%				1	25
Davis Lk-Eastfield	0.00%				0	26
Windsor Park	0.00%				0	27
Myers Park	0.00%				0	28
Coulwood West	0.00%				0	29
Toddville Rd	0.00%				0	30
Yorkshire	0.00%				0	31
Hickory Ridge	0.00%				0	32
Piper Gln Ests	0.00%				0	33
Shannon Park	0.00%				0	34
Starmount Frst	0.00%				0	35
N Sharon Amity-Rá	0.00%				0	36
Plaza-Eastway	0.00%				0	37
Oak Forest	0.00%				0	38
Eastland-Wilora Lk	0.00%				0	39
Park Crossing	0.00%				0	40
Farm Pond	0.00%				0	41
Beverly Woods	0.00%				0	42
Firestone-Gdn Pk	0.00%				0	43
Marwood	0.00%				0	44
Thomasboro-Hoskins	0.00%				0	45
Stonehaven	0.00%				0	46
Harbor House	0.00%				0	47
Hickory Grove	0.00%				0	48
Lansdowne	0.00%				0	49
Derita-Statesville	0.00%				0	50

by Town in Charlotte area

	0.0%	0.5%	1.0%	1.5%	Count	#
Weddington	1.86%				175	1
Waxhaw	0.77%				70	2
Matthews	0.71%				190	3
Harrisburg	0.64%				77	4
Mint Hill	0.57%				125	5
Cleveland	0.50%				4	6
Davidson	0.39%				42	7
United States	0.38%				1.12M	
Lake Wylie	0.33%				28	8
South Atlantic	0.32%				182k	
1, Charlotte	0.29%				2,063	
Charlotte	0.29%				2,063	
Mecklenburg	0.29%				2,557	
Charlotte-Mecklená	0.29%				2,557	
Indian Trail	0.27%				86	10
South	0.25%				268k	
Mount Holly	0.21%				27	11
N Carolina	0.17%				15.7k	
Huntersville	0.17%				75	12
Charlotte	0.16%				3,373	
Concord	0.11%				83	13
Statesville	0.08%				18	14
Mooreville	0.04%				14	15
Gastonia	0.04%				27	16
Rock Hill	0.03%				20	17
Kannapolis	0.03%				12	18
Salisbury	0.00%				0	19
Monroe	0.00%				0	20
Cornelius	0.00%				0	21
Stallings	0.00%				0	22
Fort Mill	0.00%				0	23
Kings Mtn	0.00%				0	24
Lincolnton	0.00%				0	25
Belmont	0.00%				0	26
Lancaster	0.00%				0	27
Tega Cay	0.00%				0	28
York	0.00%				0	29
Pineville	0.00%				0	30
Cherryville	0.00%				0	33
China Grove	0.00%				0	40
Lowell	0.00%				0	46
Lowesville	0.00%				0	53
Lesslie	0.00%				0	59
Mt Pleasant	0.00%				0	66
Eureka Mill	0.00%				0	72
Fort Lawn	0.00%				0	79
Hickory Grove	0.00%				0	85
Lowrys	0.00%				0	88
Riverview	0.00%				0	89
Love Valley	0.00%				0	90
Smyrna	0.00%				0	91
Spencer Mtn	0.00%				0	92

Portuguese Spoken at Home by Neighborhood#57



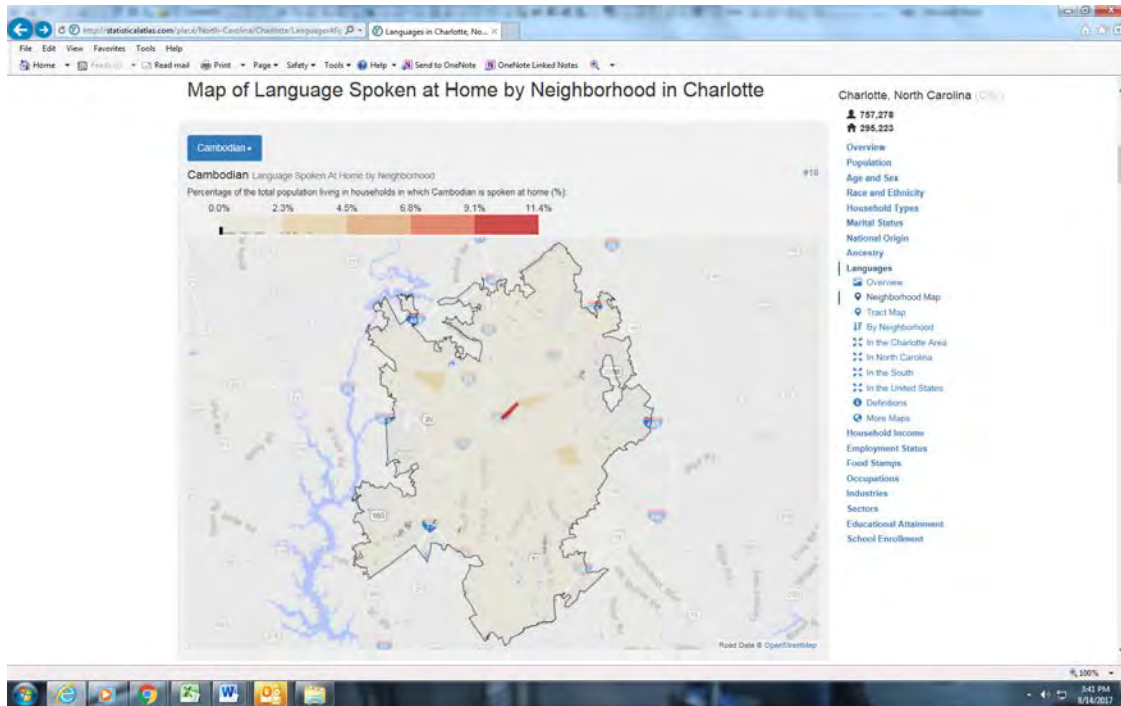
By Neighborhood

	0.0%	0.5%	1.0%	1.5%	Count	#
Marshbrooke			1.68%		227	1
Olde Providence S		0.93%			45	2
East Forest		0.75%			96	3
Lansdowne		0.70%			32	4
Ballantyne W		0.63%			63	5
Providence Plantatâ		0.49%			37	6
Idelwild S		0.29%			17	7
Provincetowne		0.25%			24	8
Yorkmount		0.25%			22	9
United States	0.24%				693k	
South Atlantic	0.23%				131k	
1, Charlotte	0.22%				1,529	
Charlotte	0.22%				1,529	
Mecklenburg	0.22%				1,887	
Charlotte-Mecklenâ	0.22%				1,887	
Carmel	0.21%				12	10
Davis Lk-Eastfield	0.21%				19	11
Highland Crk	0.18%				23	12
Yorkshire	0.17%				13	13
South	0.15%				161k	
Providence Crossing	0.14%				10	14
Charlotte	0.13%				2,795	
Prosperity Church â	0.13%				22	15
Myers Park	0.11%				12	16
Johnston Rd-McAlâ	0.11%				6	17
Coulwood West	0.08%				7	18
N Carolina	0.07%				6,189	
Back Crk Church Rd	0.04%				2	19
Ditworth	0.02%				1	20
Hidden Valley	0.00%				0	21
Montclair S	0.00%				0	22
Windsor Park	0.00%				0	23
Harris-Houston	0.00%				0	24
Ballantyne E	0.00%				0	25
Toddville Rd	0.00%				0	26
Mineral Spgs-Rumâ	0.00%				0	27
Hickory Ridge	0.00%				0	28
Piper Gln Ests	0.00%				0	29
W Sugar Crk	0.00%				0	30
Shannon Park	0.00%				0	31
Starmount Frst	0.00%				0	32
N Sharon Amity-Râ	0.00%				0	33
Univ City N	0.00%				0	34
Plaza-Eastway	0.00%				0	35
Oak Forest	0.00%				0	36
Eastland-Wilora Lk	0.00%				0	37
Park Crossing	0.00%				0	38
Farm Pond	0.00%				0	39
Beverly Woods	0.00%				0	40
Foxcroft	0.00%				0	41
Firestone-Gdn Pk	0.00%				0	42
Marlwood	0.00%				0	43
Thomasboro-Hoskins	0.00%				0	44
Stonehaven	0.00%				0	45
Olde Whitehall	0.00%				0	46
Harbor House	0.00%				0	47
Idelwild Farms	0.00%				0	48
Hickory Grove	0.00%				0	49
Denta-Statesville	0.00%				0	50

by Town in Charlotte area

	0.0%	0.5%	1.0%	Count	#
Weddington			1.34%	126	1
Lowesville			1.25%	37	2
Matthews			0.77%	206	3
McAdenville			0.55%	3	4
Indian Trail			0.40%	127	5
Mooresville			0.27%	86	6
United States	0.24%			693k	
South Atlantic	0.23%			131k	
1, Charlotte	0.22%			1,529	
Charlotte	0.22%			1,529	7
Mecklenburg	0.22%			1,887	
Charlotte-Mecklenâ	0.22%			1,887	
Lake Park	0.21%			7	8
Stallings	0.15%			20	9
South	0.15%			161k	
Cornelius	0.14%			34	10
Charlotte	0.13%			2,795	
Huntersville	0.09%			40	11
Rock Hill	0.08%			53	12
Belmont	0.08%			8	13
Monroe	0.07%			21	14
N Carolina	0.07%			6,189	
Concord	0.07%			49	15
Salisbury	0.06%			20	16
Kannapolis	0.06%			24	17
Gastonia	0.01%			8	18
Statesville	0.00%			0	19
Mint Hill	0.00%			0	20
Mount Holly	0.00%			0	21
Harrisburg	0.00%			0	22
Fort Mill	0.00%			0	23
Davidson	0.00%			0	24
Kings Mtn	0.00%			0	25
Lincolnton	0.00%			0	26
Waxhaw	0.00%			0	27
Lake Wylie	0.00%			0	28
Lancaster	0.00%			0	29
Tega Cay	0.00%			0	30
Wesley Chapel	0.00%			0	33
Dallas	0.00%			0	40
Wingate	0.00%			0	46
Midland	0.00%			0	53
Lesslie	0.00%			0	59
Mt Pleasant	0.00%			0	66
Eureka Mill	0.00%			0	72
Heath Springs	0.00%			0	79
Hickory Grove	0.00%			0	85
Lowrys	0.00%			0	88
Riverview	0.00%			0	89
Love Valley	0.00%			0	90
Smyrna	0.00%			0	91
Spencer Mtn	0.00%			0	92

Cambodian Spoken at Home by Neighborhood



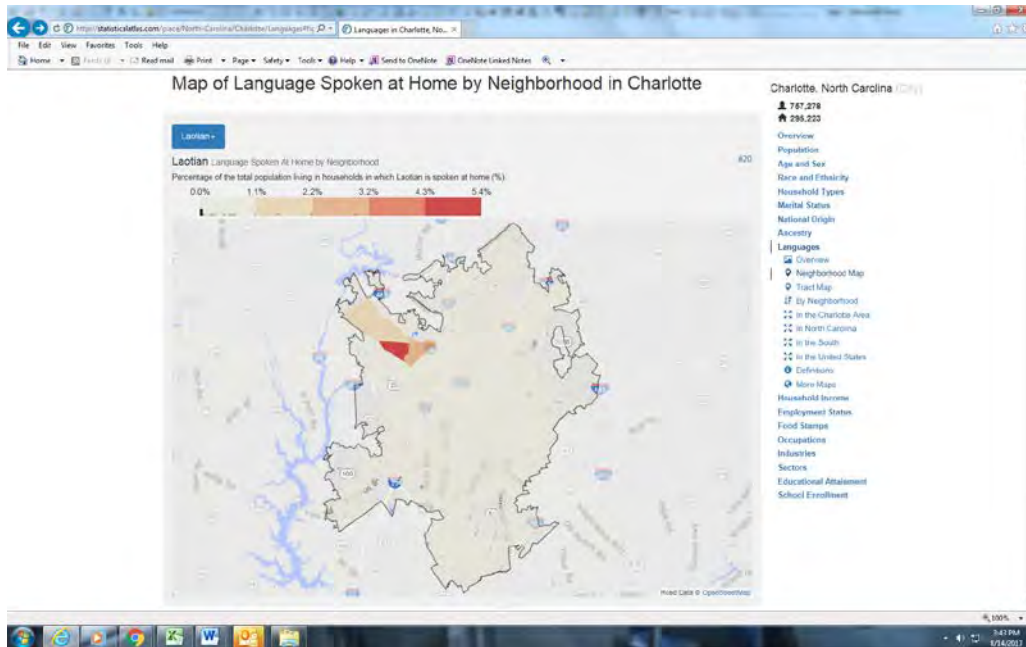
By Neighborhood

	0%	1%	2%	3%	Count	#
N Sharon Armitage Rd	0.0%	0.0%	0.0%	3.5%	221	1
Plaza Eastway	0.0%	1.7%	0.0%	0.0%	108	2
Hickory Ridge	0.0%	0.5%	0.0%	0.0%	65	3
Univ City N	0.0%	0.0%	0.0%	0.0%	30	4
Highland Crk	0.0%	0.0%	0.0%	0.0%	73	5
Marshbrooke	0.0%	0.5%	0.0%	0.0%	60	6
Olde Whitehall	0.0%	0.4%	0.0%	0.0%	21	7
Montclair S	0.0%	0.4%	0.0%	0.0%	42	8
Back Crk Church Rd	0.0%	0.3%	0.0%	0.0%	15	9
Idlewild Farms	0.0%	0.2%	0.0%	0.0%	11	10
1, Charlotte	0.0%	0.2%	0.0%	0.0%	1,384	1
Charlotte	0.0%	0.2%	0.0%	0.0%	1,384	2
Carmel	0.0%	0.2%	0.0%	0.0%	10	11
Mecklenburg	0.0%	0.2%	0.0%	0.0%	1,490	1
Charlotte-Mecklenburg	0.0%	0.2%	0.0%	0.0%	1,490	2
Charlotte	0.0%	0.1%	0.0%	0.0%	1,651	1
United States	0.0%	0.1%	0.0%	0.0%	212k	1
Yorkshire	0.0%	0.1%	0.0%	0.0%	5	12
N Carolina	0.0%	0.1%	0.0%	0.0%	5,239	1
South Atlantic	0.0%	0.0%	0.0%	0.0%	23.3k	1
South	0.0%	0.0%	0.0%	0.0%	37.9k	1
Prosperity Church St	0.0%	0.0%	0.0%	0.0%	0	13
East Forest	0.0%	0.0%	0.0%	0.0%	0	14
Hidden Valley	0.0%	0.0%	0.0%	0.0%	0	15
Windsor Park	0.0%	0.0%	0.0%	0.0%	0	16
Myers Park	0.0%	0.0%	0.0%	0.0%	0	17
Ballantyne W	0.0%	0.0%	0.0%	0.0%	0	18
Provincetowne	0.0%	0.0%	0.0%	0.0%	0	19
Coulwood West	0.0%	0.0%	0.0%	0.0%	0	20
Davis Lk-Eastfield	0.0%	0.0%	0.0%	0.0%	0	21
Yorkmount	0.0%	0.0%	0.0%	0.0%	0	22
Hams-Houston	0.0%	0.0%	0.0%	0.0%	0	23
Ballantyne E	0.0%	0.0%	0.0%	0.0%	0	24
Toddville Rd	0.0%	0.0%	0.0%	0.0%	0	25
Mineral Spgs-Runst	0.0%	0.0%	0.0%	0.0%	0	26
Providence Plantation	0.0%	0.0%	0.0%	0.0%	0	27
Piper Glen East	0.0%	0.0%	0.0%	0.0%	0	28
W Sugar Crk	0.0%	0.0%	0.0%	0.0%	0	29
Providence Crossing	0.0%	0.0%	0.0%	0.0%	0	30
Dilworth	0.0%	0.0%	0.0%	0.0%	0	31
Shannon Park	0.0%	0.0%	0.0%	0.0%	0	32
Stamout Frst	0.0%	0.0%	0.0%	0.0%	0	33
Oak Forest	0.0%	0.0%	0.0%	0.0%	0	34
Idlewild S	0.0%	0.0%	0.0%	0.0%	0	35
Eastland-Wilora Lk	0.0%	0.0%	0.0%	0.0%	0	36
Park Crossing	0.0%	0.0%	0.0%	0.0%	0	37
Farm Pond	0.0%	0.0%	0.0%	0.0%	0	38
Beverly Woods	0.0%	0.0%	0.0%	0.0%	0	39
Johnston Rd-McAlister	0.0%	0.0%	0.0%	0.0%	0	40
Foxcroft	0.0%	0.0%	0.0%	0.0%	0	41
Firestone-Gdn Pk	0.0%	0.0%	0.0%	0.0%	0	42
Markwood	0.0%	0.0%	0.0%	0.0%	0	43
Thomasboro-Hoskins	0.0%	0.0%	0.0%	0.0%	0	44
Stonehaven	0.0%	0.0%	0.0%	0.0%	0	45
Harbor House	0.0%	0.0%	0.0%	0.0%	0	46
Olde Providence S	0.0%	0.0%	0.0%	0.0%	0	47
Hickory Grove	0.0%	0.0%	0.0%	0.0%	0	48
Lansdowne	0.0%	0.0%	0.0%	0.0%	0	49
Denta-Statesville	0.0%	0.0%	0.0%	0.0%	0	50

by Town in Charlotte area

	0.0%	0.1%	0.2%	0.3%	Count	#
Matthews	0.0%	0.0%	0.0%	0.38%	102	1
Kannapolis	0.0%	0.0%	0.0%	0.27%	107	2
1, Charlotte	0.0%	0.0%	0.0%	0.20%	1,384	1
Charlotte	0.0%	0.0%	0.0%	0.20%	1,384	2
Mecklenburg	0.0%	0.0%	0.0%	0.17%	1,490	1
Charlotte-Mecklenburg	0.0%	0.0%	0.0%	0.17%	1,490	2
Monroe	0.0%	0.0%	0.0%	0.11%	33	4
Charlotte	0.0%	0.0%	0.0%	0.08%	1,651	1
United States	0.0%	0.0%	0.0%	0.07%	212k	1
N Carolina	0.0%	0.0%	0.0%	0.06%	5,239	1
South Atlantic	0.0%	0.0%	0.0%	0.04%	23.3k	1
Davidson	0.0%	0.0%	0.0%	0.04%	4	5
South	0.0%	0.0%	0.0%	0.04%	37.9k	1
Concord	0.0%	0.0%	0.0%	0.00%	0	6
Gastonia	0.0%	0.0%	0.0%	0.00%	0	7
Rock Hill	0.0%	0.0%	0.0%	0.00%	0	8
Huntersville	0.0%	0.0%	0.0%	0.00%	0	9
Indian Trail	0.0%	0.0%	0.0%	0.00%	0	10
Mooresville	0.0%	0.0%	0.0%	0.00%	0	11
Salisbury	0.0%	0.0%	0.0%	0.00%	0	12
Cornelius	0.0%	0.0%	0.0%	0.00%	0	13
Statesville	0.0%	0.0%	0.0%	0.00%	0	14
Mint Hill	0.0%	0.0%	0.0%	0.00%	0	15
Stallings	0.0%	0.0%	0.0%	0.00%	0	16
Mount Holly	0.0%	0.0%	0.0%	0.00%	0	17
Harrisburg	0.0%	0.0%	0.0%	0.00%	0	18
Fort Mill	0.0%	0.0%	0.0%	0.00%	0	19
Kings Mtn	0.0%	0.0%	0.0%	0.00%	0	20
Lincolnton	0.0%	0.0%	0.0%	0.00%	0	21
Belmont	0.0%	0.0%	0.0%	0.00%	0	22
Waxhaw	0.0%	0.0%	0.0%	0.00%	0	23
Weddington	0.0%	0.0%	0.0%	0.00%	0	24
Lake Wylie	0.0%	0.0%	0.0%	0.00%	0	25
Lancaster	0.0%	0.0%	0.0%	0.00%	0	26
Tega Cay	0.0%	0.0%	0.0%	0.00%	0	27
York	0.0%	0.0%	0.0%	0.00%	0	28
Pineville	0.0%	0.0%	0.0%	0.00%	0	29
Wesley Chapel	0.0%	0.0%	0.0%	0.00%	0	30
Marvin	0.0%	0.0%	0.0%	0.00%	0	33
Newport	0.0%	0.0%	0.0%	0.00%	0	40
Lake Park	0.0%	0.0%	0.0%	0.00%	0	46
Landis	0.0%	0.0%	0.0%	0.00%	0	53
Enochville	0.0%	0.0%	0.0%	0.00%	0	59
Rockwell	0.0%	0.0%	0.0%	0.00%	0	66
Hemby Bridge	0.0%	0.0%	0.0%	0.00%	0	72
Fort Lawn	0.0%	0.0%	0.0%	0.00%	0	79
Hickory Grove	0.0%	0.0%	0.0%	0.00%	0	85
Lowrys	0.0%	0.0%	0.0%	0.00%	0	88
Riverview	0.0%	0.0%	0.0%	0.00%	0	89
Love Valley	0.0%	0.0%	0.0%	0.00%	0	90
Smyrna	0.0%	0.0%	0.0%	0.00%	0	91
Spencer Mtn	0.0%	0.0%	0.0%	0.00%	0	92

Laotian Spoken at Home by Neighborhood#60



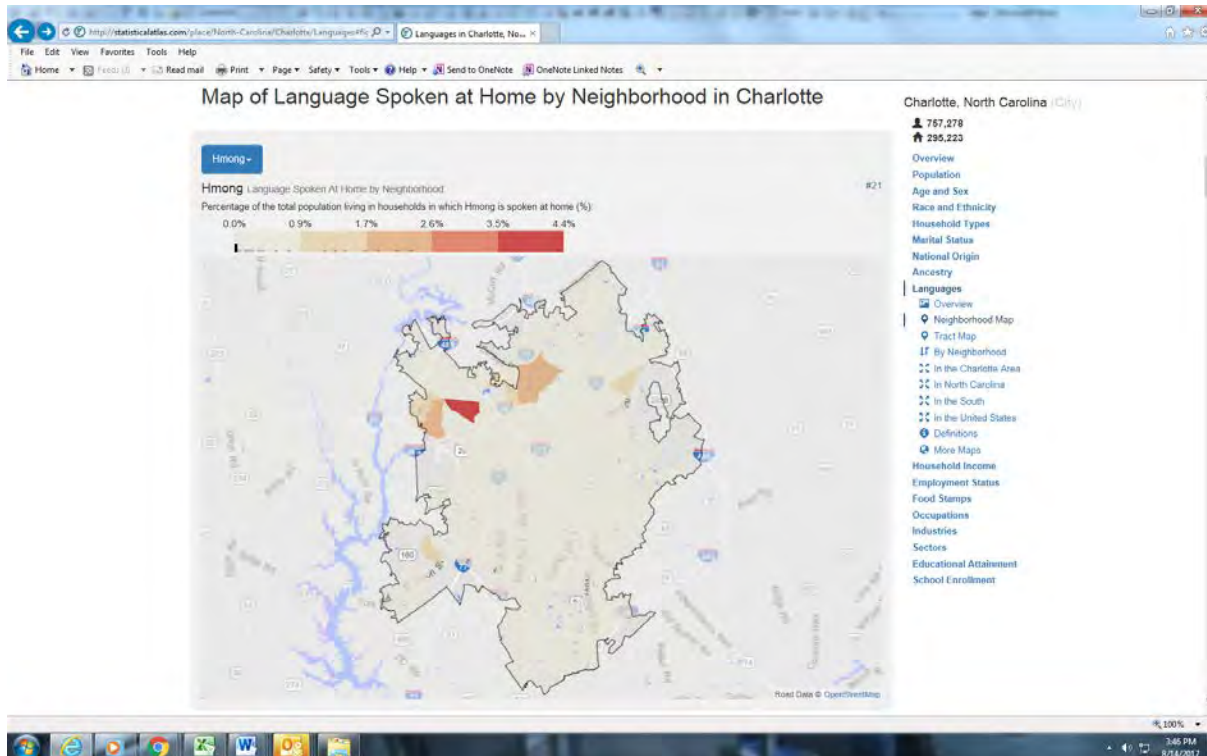
By Neighborhood

	0%	1%	2%	3%	Count	#
Thomasboro-Hoskins			3.3%		162	1
Coulwood West			2.4%		214	2
Yorkshire		1.2%			88	3
Marlwood		0.7%			37	4
Eastland-Wilora Lk		0.5%			28	5
Firestone-Gdn Pk		0.3%			15	6
Olde Whitehall		0.2%			9	7
Highland Crk		0.2%			23	8
1, Charlotte		0.2%		1,075		
Charlotte		0.2%		1,075		
Mecklenburg		0.1%		1,075		
Charlotte-Mecklenä;		0.1%		1,075		
Toddville Rd		0.1%			9	9
Charlotte		0.1%		2,068		
East Forest		0.1%			11	10
United States		0.1%		153k		
N Carolina		0.1%		4,695		
South		0.0%		43.7k		
South Atlantic		0.0%		18.5k		
W Sugar Crk		0.0%			2	11
Back Crk Church Rd		0.0%			0	12
Prosperity Church &		0.0%			0	13
Marshbrooke		0.0%			0	14
Hidden Valley		0.0%			0	15
Montclair S		0.0%			0	16
Windsor Park		0.0%			0	17
Myers Park		0.0%			0	18
Ballantyne W		0.0%			0	19
Provincetowne		0.0%			0	20
Davis Lk-Eastfield		0.0%			0	21
Yorkmount		0.0%			0	22
Harris-Houston		0.0%			0	23
Ballantyne E		0.0%			0	24
Mineral Spgs-Rumä;		0.0%			0	25
Hickory Ridge		0.0%			0	26
Providence Plantatä;		0.0%			0	27
Piper Gln Ests		0.0%			0	28
Providence Crossing		0.0%			0	29
Dilworth		0.0%			0	30
Shannon Park		0.0%			0	31
Starmount Frst		0.0%			0	32
N Sharon Amity-Rä;		0.0%			0	33
Univ City N		0.0%			0	34
Plaza-Eastway		0.0%			0	35
Oak Forest		0.0%			0	36
Idlewild S		0.0%			0	37
Park Crossing		0.0%			0	38
Farm Pond		0.0%			0	39
Carmel		0.0%			0	40
Beverly Woods		0.0%			0	41
Johnston Rd-McAlä;		0.0%			0	42
Foxcroft		0.0%			0	43
Stonehaven		0.0%			0	44
Harbor House		0.0%			0	45
Olde Providence S		0.0%			0	46
Idlewild Farms		0.0%			0	47
Hickory Grove		0.0%			0	48
Lansdowne		0.0%			0	49
Derita-Statesville		0.0%			0	50

by Town in Charlote area

	0%	1%	2%	3%	4%	Count	#
China Grove					4.1%	157	1
Cleveland			1.6%			13	2
Enochville		1.1%				27	3
Moorestville		0.7%				211	4
Monroe		0.3%				86	5
Kannapolis		0.3%				112	6
Salisbury		0.2%				52	7
1, Charlotte		0.2%				1,075	
Charlotte		0.2%				1,075	8
Mecklenburg		0.1%				1,075	
Charlotte-Mecklenä;		0.1%				1,075	
Charlotte		0.1%				2,068	
United States		0.1%				153k	
N Carolina		0.1%				4,695	
South		0.0%				43.7k	
Gastonia		0.0%				22	9
South Atlantic		0.0%				18.5k	
Rock Hill		0.0%				11	10
Concord		0.0%				0	11
Huntersville		0.0%				0	12
Indian Trail		0.0%				0	13
Matthews		0.0%				0	14
Cornelius		0.0%				0	15
Statesville		0.0%				0	16
Mint Hill		0.0%				0	17
Stallings		0.0%				0	18
Mount Holly		0.0%				0	19
Harrisburg		0.0%				0	20
Fort Mill		0.0%				0	21
Davidson		0.0%				0	22
Kings Mtn		0.0%				0	23
Lincolnton		0.0%				0	24
Belmont		0.0%				0	25
Waxhaw		0.0%				0	26
Weddington		0.0%				0	27
Lake Wylie		0.0%				0	28
Lancaster		0.0%				0	29
Tega Cay		0.0%				0	30
Wesley Chapel		0.0%				0	33
Dallas		0.0%				0	40
Stanley		0.0%				0	46
Midland		0.0%				0	53
Mineral Spgs		0.0%				0	59
Mt Pleasant		0.0%				0	66
Eureka Mill		0.0%				0	72
Fort Lawn		0.0%				0	79
Hickory Grove		0.0%				0	85
Lowrys		0.0%				0	88
Riverview		0.0%				0	89
Love Valley		0.0%				0	90
Smyrna		0.0%				0	91
Spencer Mtn		0.0%				0	92

Hmong Spoken at Home by Neighborhood#61



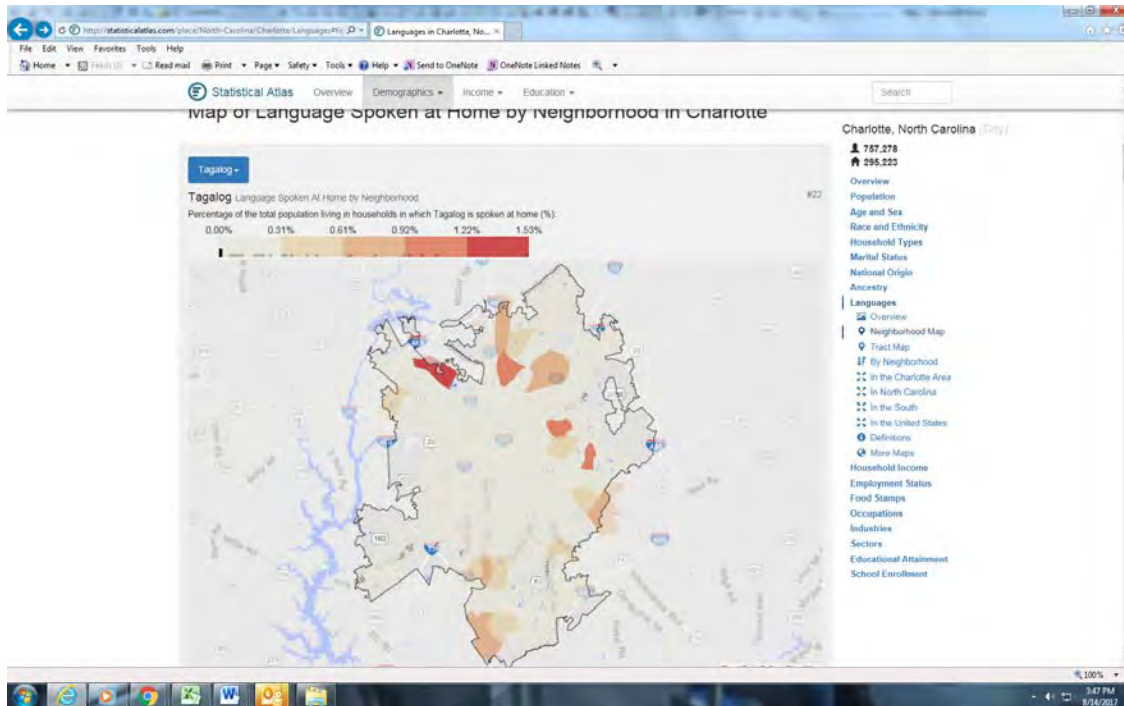
By Neighborhood

	0.0%	0.5%	1.0%	1.5%	Count	#
Firestone-Gdn Pk					92	1
Back Crk Church Rd				1.21%	73	2
Harris-Houston	0.00%				51	3
Olde Whitehall	0.44%				21	4
Yorkmount	0.39%				34	5
Toddville Rd	0.38%				39	6
Montclair S	0.36%				30	7
Davis Lk-Eastfield	0.28%				25	8
Thomasboro-Hookins	0.24%				12	9
Coalwood West	0.20%				10	10
Highland Crk	0.17%				21	11
T, Charlotte	0.14%				996	
Charlotte	0.14%				996	
Mecklenburg	0.14%				1,216	
Charlotte-Mecklenburg	0.14%				1,216	
Charlotte	0.10%				2,078	
N Carolina	0.09%				8,786	
Prosperity Church R	0.09%				15	12
United States	0.07%				215k	
South Atlantic	0.03%				14.9k	
South	0.02%				21.0k	
MarshBrookle	0.00%				0	13
East Forest	0.00%				0	14
Hidden Valley	0.00%				0	15
Windsor Park	0.00%				0	16
Myers Park	0.00%				0	17
Ballantyne W	0.00%				0	18
Provincetown	0.00%				0	19
Ballantyne E	0.00%				0	20
Yorkshire	0.00%				0	21
Mineral Spgs-Rumk	0.00%				0	22
Hickory Ridge	0.00%				0	23
Providence Plantatn	0.00%				0	24
Piper Gln Ests	0.00%				0	25
W Sugar Crk	0.00%				0	26
Providence Crossing	0.00%				0	27
Dilworth	0.00%				0	28
Shannon Park	0.00%				0	29
Stamoun Fst	0.00%				0	30
N Sharon Amity-Rd	0.00%				0	31
Usher City N	0.00%				0	32
Plaza-Eastway	0.00%				0	33
Oak Forest	0.00%				0	34
Idelwild S	0.00%				0	35
Eastlano-Wilora Lk	0.00%				0	36
Park Crossing	0.00%				0	37
Farm Pond	0.00%				0	38
Carmel	0.00%				0	39
Beverly Woods	0.00%				0	40
Johnston Rd-McAla	0.00%				0	41
Foxcroft	0.00%				0	42
Marlewood	0.00%				0	43
Stonewyven	0.00%				0	44
Harbor House	0.00%				0	45
Olde Providence S	0.00%				0	46
Idelwild Farms	0.00%				0	47
Hickory Grove	0.00%				0	48
Lansdowne	0.00%				0	49
Dorita-Statesville	0.00%				0	50

by Town in Charlote area

	0%	1%	2%	3%	Count	#
Maiden				3.2%	121	1
Mount Holly		1.0%			126	2
Statesville	0.6%				105	3
Monroe	0.4%				117	4
Pineville	0.4%				25	5
Rockwell	0.2%				4	6
Huntersville	0.2%				93	7
T, Charlotte	0.1%				996	
Charlotte	0.1%				996	8
Mecklenburg	0.1%				1,216	
Charlotte-Mecklenburg	0.1%				1,216	
Charlotte	0.1%				2,078	
N Carolina	0.1%				8,786	
United States	0.1%				215k	
Salisbury	0.0%				15	9
South Atlantic	0.0%				14.9k	
South	0.0%				21.0k	
Concord	0.0%				0	10
Gastonia	0.0%				0	11
Rock Hill	0.0%				0	12
Kannapolis	0.0%				0	13
Indian Trail	0.0%				0	14
Mooresville	0.0%				0	15
Matthews	0.0%				0	16
Cornelius	0.0%				0	17
Mint Hill	0.0%				0	18
Stallings	0.0%				0	19
Harrisburg	0.0%				0	20
Fort Mill	0.0%				0	21
Danvers	0.0%				0	22
Kings Mtn	0.0%				0	23
Lincolnton	0.0%				0	24
Belmont	0.0%				0	25
Waxhaw	0.0%				0	26
Weddington	0.0%				0	27
Lake Wylie	0.0%				0	28
Lancaster	0.0%				0	29
Taga Cay	0.0%				0	30
Unionville	0.0%				0	31
Cramerton	0.0%				0	32
Stanley	0.0%				0	33
Lowesville	0.0%				0	34
Lenoir	0.0%				0	35
Mt Pleasant	0.0%				0	36
Hemby Bridge	0.0%				0	37
Fort Lawn	0.0%				0	38
Hickory Grove	0.0%				0	39
Lowrys	0.0%				0	40
Riverview	0.0%				0	41
Love Valley	0.0%				0	42
Smyrna	0.0%				0	43
Spencer Mtn	0.0%				0	44

Tagalog Spoken at Home by Neighborhood



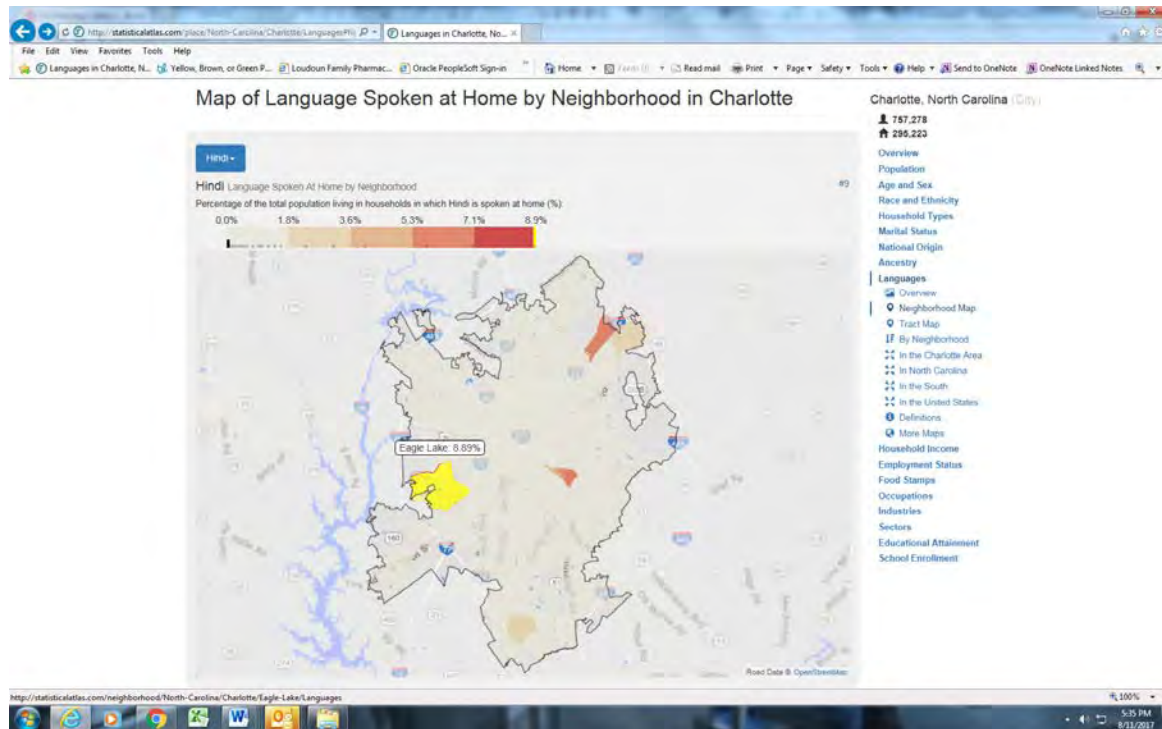
By Neighborhood

	0.0%	0.5%	1.0%	Count	#
Shavillon Park	0.00%	0.00%	1.00%	70	1
Farm Pond	0.00%	0.00%	1.18%	62	2
Mineral Spgs-Rumik	0.00%	0.00%	1.30%	74	3
Ballantyne W	0.00%	0.00%	0.71%	71	4
Marshbrook	0.00%	0.00%	0.60%	92	5
United States	0.00%	0.00%	0.50%	1,614	6
Carmel	0.00%	0.00%	0.52%	30	7
Idenwild S	0.00%	0.00%	0.48%	28	8
W Sugar Ck	0.00%	0.00%	0.37%	26	9
Ballantyne E	0.00%	0.00%	0.35%	27	10
Park Crossing	0.00%	0.00%	0.35%	20	11
Windsor Park	0.00%	0.00%	0.34%	30	12
South Atlantic	0.00%	0.00%	0.30%	172	13
Yorkshire	0.00%	0.00%	0.25%	19	14
South	0.00%	0.00%	0.25%	270	15
Providence Plantatd	0.00%	0.00%	0.22%	15	16
Johnston Rd-McAlb	0.00%	0.00%	0.21%	11	17
Hickory Ridge	0.00%	0.00%	0.19%	14	18
Davis Lk-Eastfield	0.00%	0.00%	0.10%	17	19
Mecklenburg	0.00%	0.00%	0.14%	1,260	20
Charlotte-Mecklenb	0.00%	0.00%	0.14%	1,260	21
1, Charlotte	0.00%	0.00%	0.14%	967	22
Charlotte	0.00%	0.00%	0.14%	967	23
N Carolina	0.00%	0.00%	0.13%	12,11	24
Piper Cn Ests	0.00%	0.00%	0.13%	10	25
Charlotte	0.00%	0.00%	0.12%	2,539	26
Univ City N	0.00%	0.00%	0.10%	7	27
Highland Ck	0.00%	0.00%	0.09%	12	28
Monticane S	0.00%	0.00%	0.05%	8	29
Oak Forest	0.00%	0.00%	0.07%	4	30
Eastland-Wlora Lk	0.00%	0.00%	0.06%	3	31
Provincetowne	0.00%	0.00%	0.00%	0	32
Prosperity Church K	0.00%	0.00%	0.00%	0	33
East Forest	0.00%	0.00%	0.00%	0	34
Hickon Valley	0.00%	0.00%	0.00%	0	35
Myers Park	0.00%	0.00%	0.00%	0	36
Couhaod West	0.00%	0.00%	0.00%	0	37
Yorkmout	0.00%	0.00%	0.00%	0	38
Hams Houslon	0.00%	0.00%	0.00%	0	39
Toddvile Rd	0.00%	0.00%	0.00%	0	40
Providence Crossing	0.00%	0.00%	0.00%	0	41
Dilworth	0.00%	0.00%	0.00%	0	42
Starmount Fret	0.00%	0.00%	0.00%	0	43
N Sharon Amity-Rd	0.00%	0.00%	0.00%	0	44
Plaza-Eastway	0.00%	0.00%	0.00%	0	45
Black Ck Church Rd	0.00%	0.00%	0.00%	0	46
Beverly Woods	0.00%	0.00%	0.00%	0	47
Fozcroft	0.00%	0.00%	0.00%	0	48
Firestone-Gdn Pk	0.00%	0.00%	0.00%	0	49
Marwood	0.00%	0.00%	0.00%	0	50
Thomasboro-Horkins	0.00%	0.00%	0.00%	0	51
Stonewoven	0.00%	0.00%	0.00%	0	52
Okie Whitehall	0.00%	0.00%	0.00%	0	53
Harbor House	0.00%	0.00%	0.00%	0	54
Olde Providence S	0.00%	0.00%	0.00%	0	55
Idenwild Farms	0.00%	0.00%	0.00%	0	56
Hickory Grove	0.00%	0.00%	0.00%	0	57
Lansdowne	0.00%	0.00%	0.00%	0	58
Denta-Statesville	0.00%	0.00%	0.00%	0	59

by Town in Charlotte area

	0%	1%	2%	Count	#
Catawba	0.0%	0.0%	2.8%	28	1
Dallas	0.0%	1.3%	0.0%	56	2
Stallings	0.0%	1.1%	0.0%	59	3
Waxhaw	0.0%	0.6%	0.0%	20	4
India Hook	0.0%	0.6%	0.0%	20	5
United States	0.0%	0.6%	0.0%	1,614	6
Fort Mill	0.0%	0.5%	0.0%	56	7
China Grove	0.0%	0.4%	0.0%	16	8
Moorestville	0.0%	0.4%	0.0%	126	9
Concord	0.0%	0.4%	0.0%	266	10
South Atlantic	0.0%	0.3%	0.0%	172	11
Westport	0.0%	0.3%	0.0%	10	12
South	0.0%	0.2%	0.0%	270	13
Harrisburg	0.0%	0.2%	0.0%	27	14
Huntersville	0.0%	0.2%	0.0%	82	15
Locust	0.0%	0.2%	0.0%	5	16
Weddington	0.0%	0.1%	0.0%	14	17
Mecklenburg	0.0%	0.1%	0.0%	1,260	18
Charlotte-Mecklenb	0.0%	0.1%	0.0%	1,260	19
1, Charlotte	0.0%	0.1%	0.0%	967	20
Charlotte	0.0%	0.1%	0.0%	967	21
N Carolina	0.0%	0.1%	0.0%	12,11	22
Matthews	0.0%	0.1%	0.0%	33	23
Mint Hill	0.0%	0.1%	0.0%	27	24
Charlotte	0.0%	0.1%	0.0%	2,539	25
Rock Hill	0.0%	0.1%	0.0%	69	26
Marvin	0.0%	0.1%	0.0%	5	27
Belmont	0.0%	0.1%	0.0%	9	28
Gastonia	0.0%	0.1%	0.0%	41	29
Salisbury	0.0%	0.1%	0.0%	17	30
Cornelius	0.0%	0.0%	0.0%	11	31
Mount Holly	0.0%	0.0%	0.0%	4	32
Kannapolis	0.0%	0.0%	0.0%	10	33
Indian Trail	0.0%	0.0%	0.0%	2	34
Monroe	0.0%	0.0%	0.0%	0	35
Statesville	0.0%	0.0%	0.0%	0	36
Davidson	0.0%	0.0%	0.0%	0	37
Kings Mtn	0.0%	0.0%	0.0%	0	38
Lancaster	0.0%	0.0%	0.0%	0	39
Chester	0.0%	0.0%	0.0%	0	40
Stanley	0.0%	0.0%	0.0%	0	41
Midland	0.0%	0.0%	0.0%	0	42
Lesslie	0.0%	0.0%	0.0%	0	43
Mt Pleasant	0.0%	0.0%	0.0%	0	44
Eureka Mill	0.0%	0.0%	0.0%	0	45
Fort Lawn	0.0%	0.0%	0.0%	0	46
Hickory Grove	0.0%	0.0%	0.0%	0	47
Lowrys	0.0%	0.0%	0.0%	0	48
Riverview	0.0%	0.0%	0.0%	0	49
Love Valley	0.0%	0.0%	0.0%	0	50
Smyrna	0.0%	0.0%	0.0%	0	51
Spencer Mtn	0.0%	0.0%	0.0%	0	52

Hindi Spoken at Home by Neighborhood



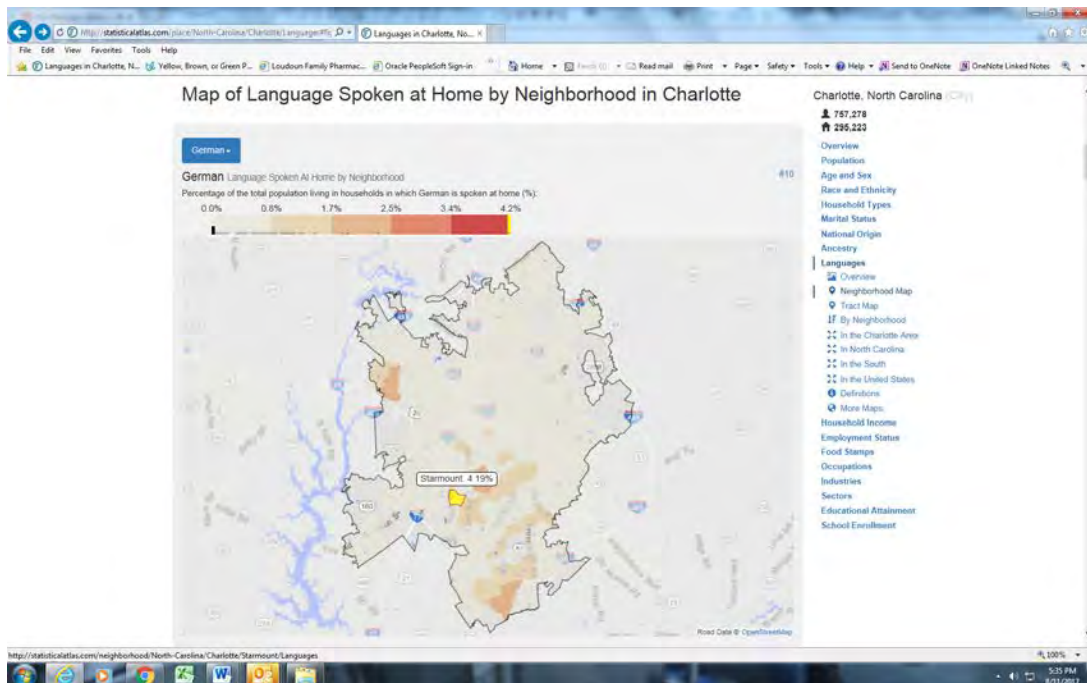
By Neighborhood

by Town in Charlotte area

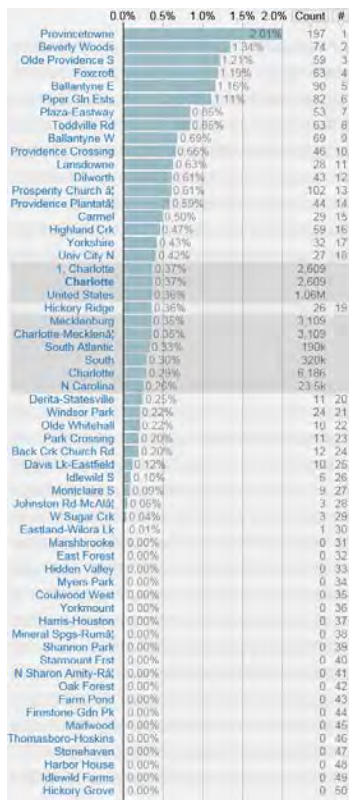
	0%	1%	2%	3%	4%	5%	6%	Count	#
Univ City N						6.0%		390	1
Harris-Houston				3.3%				279	2
Balfantyne E			2.4%					186	3
Balfantyne W		1.5%						155	4
Mineral Spgs-Rumf		1.3%						96	5
Provincetowne		1.1%						110	6
Yorkmount		1.1%						97	7
Park Crossing		1.1%						61	8
Prosperity Church St		1.1%						178	9
Providence Crossing		1.0%						72	10
Highland Crk		1.0%						126	11
Starmount Frst		0.8%						55	12
Providence Plantatd		0.6%						46	13
1, Charlotte	0.5%							3,807	
Charlotte	0.5%							3,807	
Mecklenburg	0.5%							4,502	
Charlotte-Mecklen	0.5%							4,502	
W Sugar Crk	0.5%							34	14
Marshbrooke	0.4%							59	15
Dilworth	0.4%							30	16
Monte-laine S	0.3%							34	17
Piper Glen East	0.3%							23	18
Toddville Rd	0.3%							19	19
Charlotte	0.3%							5,330	
United States	0.2%							643k	
South Atlantic	0.2%							102k	
South	0.2%							178k	
Davis Lk-Eastfield	0.2%							14	20
N Carolina	0.1%							13.0k	
Foxcroft	0.1%							6	21
Myers Park	0.1%							12	22
Back Crk Church Rd	0.0%							2	23
East Forest	0.0%							0	24
Hidden Valley	0.0%							0	25
Windsor Park	0.0%							0	26
Coulwood West	0.0%							0	27
Yorkshire	0.0%							0	28
Hickory Ridge	0.0%							0	29
Shannon Park	0.0%							0	30
N Sharon Amity-Rd	0.0%							0	31
Plaza-Eastway	0.0%							0	32
Oak Forest	0.0%							0	33
Idlewild S	0.0%							0	34
Eastland-Wilora Lk	0.0%							0	35
Farm Pond	0.0%							0	36
Carmel	0.0%							0	37
Beverly Woods	0.0%							0	38
Johnston Rd-McAll	0.0%							0	39
Firesome-Oldn Pk	0.0%							0	40
Marwood	0.0%							0	41
Thomasboro-Hoskins	0.0%							0	42
Stonehaven	0.0%							0	43
Olde Whitehall	0.0%							0	44
Harbor House	0.0%							0	45
Old Providence S	0.0%							0	46
Idlewild Farms	0.0%							0	47
Hickory Grove	0.0%							0	48
Lansdowne	0.0%							0	49
Denia-Statesville	0.0%							0	50

	0.0%	0.5%	1.0%	1.5%	Count	#
Ranlo	1.62%				51	1
Tega Cay	1.19%				89	2
Pineville	0.84%				59	3
Cornelius	0.66%				158	4
1, Charlotte	0.54%				3,807	
Charlotte	0.54%				3,807	5
Harrisburg	0.53%				64	6
Mecklenburg	0.51%				4,502	
Charlotte-Mecklen	0.51%				4,502	
Matthews	0.45%				120	7
Huntersville	0.35%				157	8
Concord	0.28%				193	9
Charlotte	0.25%				5,330	
Mint Hill	0.25%				54	10
Davidson	0.22%				24	11
United States	0.22%				643k	
South Atlantic	0.18%				102k	
South	0.16%				178k	
N Carolina	0.14%				13.0k	
Gastonia	0.10%				70	12
Mooreville	0.09%				30	13
Hemby Bridge	0.08%				1	14
Kannapolis	0.06%				22	15
Indian Trail	0.03%				11	16
Rock Hill	0.03%				20	17
Salisbury	0.00%				0	18
Monroe	0.00%				0	19
Statesville	0.00%				0	20
Stallings	0.00%				0	21
Mount Holly	0.00%				0	22
Fort Mill	0.00%				0	23
Kings Mtn	0.00%				0	24
Lincolnton	0.00%				0	25
Belmont	0.00%				0	26
Waxhaw	0.00%				0	27
Weddington	0.00%				0	28
Lake Wylie	0.00%				0	29
Lancaster	0.00%				0	30
Unionville	0.00%				0	33
Cramerton	0.00%				0	40
Stanley	0.00%				0	46
Lowesville	0.00%				0	53
Lesslie	0.00%				0	59
Mt Pleasant	0.00%				0	66
Eureka Mill	0.00%				0	72
Fort Lawn	0.00%				0	79
Hickory Grove	0.00%				0	85
Lowrys	0.00%				0	88
Riverview	0.00%				0	89
Love Valley	0.00%				0	90
Smyrna	0.00%				0	91
Spencer Mtn	0.00%				0	92

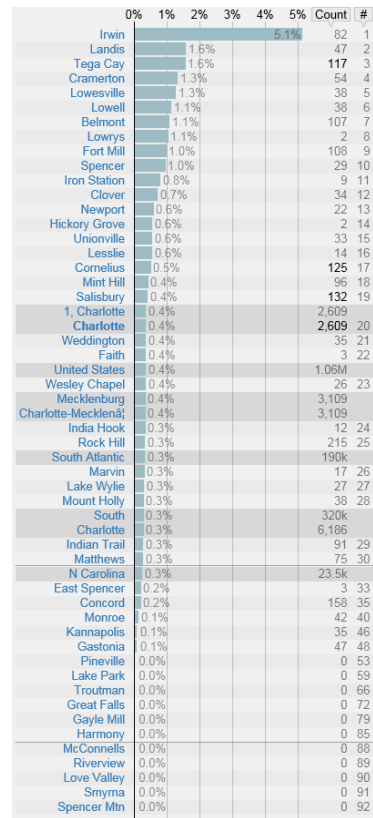
German Spoken at Home by Neighborhood



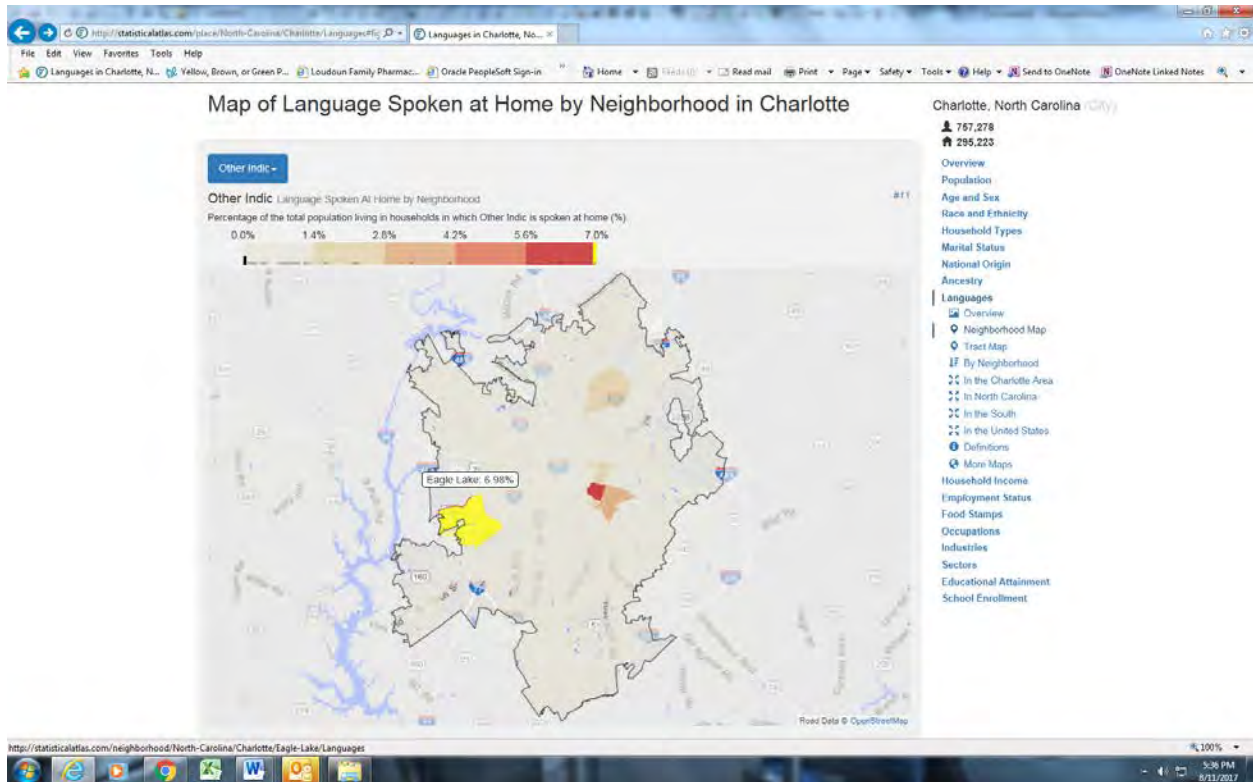
By Neighborhood



by Town in Charlotte area



Other Indic Spoken at Home by Neighborhood



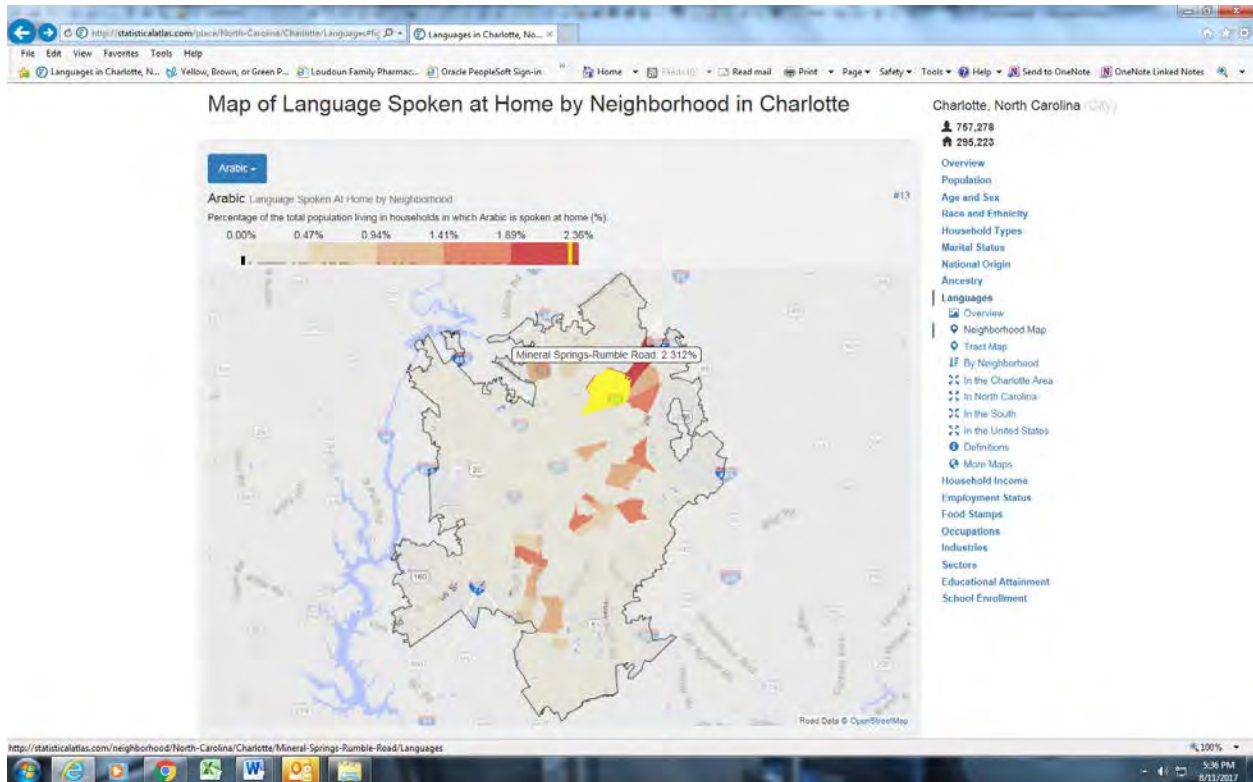
By Neighborhood

	0.0%	0.5%	1.0%	1.5%	Count	#
Mineral Spgs-Rumà				1.20%	132	1
Olde Whitehall			0.42%		68	2
W Sugar Crk			1.35%		95	3
Prosperity Church St			1.15%		195	4
Yorkmount			1.10%		96	5
Idlewild Farms			1.08%		51	6
Back Crk Church Rd			1.00%		60	7
Ballantyne W			0.97%		98	8
Univ City N			0.83%		54	9
Providence Crossing			0.78%		54	10
East Forest			0.45%		52	11
Providence Plantatà			0.45%		34	12
Ballantyne E			0.39%		30	13
1, Charlotte			0.35%		2,431	
Charlotte			0.35%		2,421	
Mecklenburg			0.28%		2,541	
Charlotte-Mecklenà			0.25%		2,541	
Highland Crk			0.28%		35	14
United States			0.27%		800k	
South Atlantic			0.20%		115k	
South			0.18%		191k	
Charlotte			0.16%		3,378	
Provincetowne			0.10%		15	15
Foxcroft			0.15%		8	16
N Carolina			0.12%		10.9k	
Dilworth			0.05%		3	17
Marshbrooke			0.00%		0	18
Hidden Valley			0.00%		0	19
Montclair S			0.00%		0	20
Windsor Park			0.00%		0	21
Myers Park			0.00%		0	22
Croftwood West			0.00%		0	23
Davis Lk-Eastfield			0.00%		0	24
Harris-Houston			0.00%		0	25
Toddville Rd			0.00%		0	26
Yorkshire			0.00%		0	27
Hickory Ridge			0.00%		0	28
Piper Glen East			0.00%		0	29
Shannon Park			0.00%		0	30
Stamout Frst			0.00%		0	31
N Sharon Amity-R&			0.00%		0	32
Plaza Eastway			0.00%		0	33
Oak Forest			0.00%		0	34
Idlewild S			0.00%		0	35
Eastland-Wilora Lk			0.00%		0	36
Park Crossing			0.00%		0	37
Farm Pond			0.00%		0	38
Carmel			0.00%		0	39
Beverly Woods			0.00%		0	40
Johnston Rd-McAlà			0.00%		0	41
Firestone-Gdn Pk			0.00%		0	42
Markwood			0.00%		0	43
Thomasboro-Hoskins			0.00%		0	44
Stonehaven			0.00%		0	45
Harbor House			0.00%		0	46
Olde Providence S			0.00%		0	47
Hickory Grove			0.00%		0	48
Lansdowne			0.00%		0	49
Denta-Statesville			0.00%		0	50

by Town in Charlotte area

	0%	1%	2%	3%	4%	5%	Count	#
Irwin						5.15%	82	1
Landis			1.6%				47	2
Tega Cay			1.6%				117	3
Cramerton			1.3%				54	4
Lowesville			1.3%				38	5
Lowell			1.1%				35	6
Belmont			1.1%				107	7
Lowrys			1.1%				2	8
Fort Mill			1.0%				108	9
Spencer			1.0%				29	10
Iron Station			0.0%				9	11
Clover			0.7%				34	12
Newport			0.6%				22	13
Hickory Grove			0.6%				2	14
Unionville			0.6%				33	15
Lesslie			0.6%				14	16
Cornelius			0.5%				125	17
Mint Hill			0.4%				56	18
Safesbury			0.4%				132	19
1, Charlotte			0.4%				2,609	
Charlotte			0.4%				2,609	20
Weddington			0.4%				35	21
Faith			0.4%				3	22
United States			0.4%				1.06M	
Wesley Chapel			0.4%				26	23
Mecklenburg			0.4%				3,109	
Charlotte-Mecklenà			0.4%				3,109	
India Hook			0.3%				12	24
Rock Hill			0.3%				215	25
South Atlantic			0.3%				180k	
Marvin			0.3%				17	26
Lake Wylie			0.3%				27	27
Mount Holly			0.3%				38	28
South			0.3%				320k	
Charlotte			0.3%				6,186	
Indian Trail			0.3%				91	29
Matthews			0.3%				75	30
N Carolina			0.3%				23.5k	
East Spencer			0.2%				3	33
Concord			0.2%				158	36
Monroe			0.1%				42	40
Kannapolis			0.1%				35	46
Gastonia			0.1%				47	48
Pineville			0.0%				0	53
Lake Park			0.0%				0	59
Troutman			0.0%				0	66
Great Falls			0.0%				0	72
Gayle Mill			0.0%				0	79
Harmony			0.0%				0	85
McConnells			0.0%				0	86
Riverview			0.0%				0	89
Love Valley			0.0%				0	90
Smyma			0.0%				0	91
Spencer Mtn			0.0%				0	92

Arabic Spoken at Home by Neighborhood



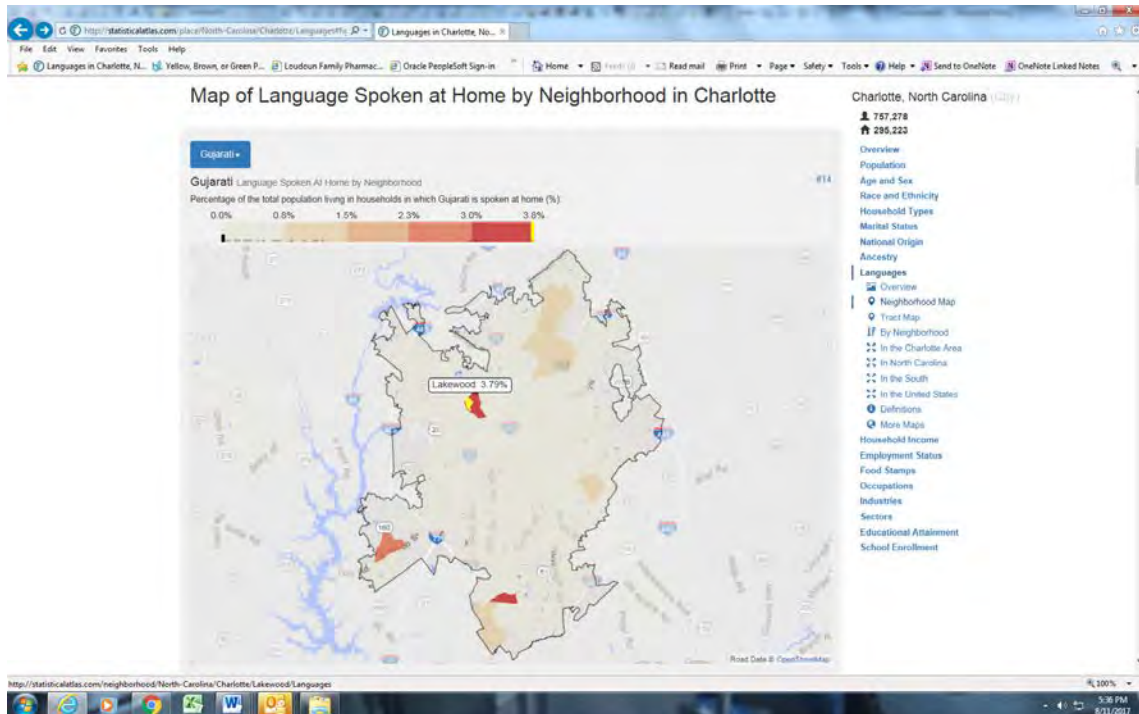
By Neighborhood

	0%	1%	2%	Count	#
Mineral Spgs-Rumal	2.5%			187	1
Univ City N	2.5%			161	2
Oak Forest	2.0%			121	3
Back Crk Church Rd	1.7%			104	4
N Sharon Amity-Rd	1.6%			100	5
Carmel	1.2%			68	6
Windsor Park	1.2%			127	7
Park Crossing	0.7%			40	8
W Sugar Crk	0.7%			40	9
Prosperity Church &	0.6%			30	10
Marshbrooke	0.4%			60	11
Toddville Rd	0.4%			29	12
Harbor House	0.3%			15	13
United States	0.3%			924k	
1, Charlotte	0.3%			2,151	
Charlotte	0.3%			2,151	
Ballantyne E	0.3%			22	14
Providence Crossing	0.3%			19	15
Mecklenburg	0.3%			2,371	
Charlotte-Mecklen	0.3%			2,371	
Yorkmount	0.2%			22	16
Harris-Houston	0.2%			21	17
South Atlantic	0.2%			139k	
Johnston Rd-McAlis	0.2%			13	18
South	0.2%			237k	
N Carolina	0.2%			16.4k	
Provincetowne	0.2%			16	19
Okde Whitehall	0.2%			7	20
Charlotte	0.1%			3,142	
Eastland-Wilora Lk	0.0%			1	21
Davis Lk-Eastfield	0.0%			0	22
East Forest	0.0%			0	23
Highland Crk	0.0%			0	24
Hidden Valley	0.0%			0	25
Montclair S	0.0%			0	26
Myers Park	0.0%			0	27
Ballantyne W	0.0%			0	28
Coulwood West	0.0%			0	29
Yorkshire	0.0%			0	30
Hickory Ridge	0.0%			0	31
Providence Plantadd	0.0%			0	32
Piper Gln Eats	0.0%			0	33
Dilworth	0.0%			0	34
Shannon Park	0.0%			0	35
Stratmont Farm	0.0%			0	36
Plaza-Eastway	0.0%			0	37
Idlewild S	0.0%			0	38
Farm Pond	0.0%			0	39
Beverly Woods	0.0%			0	40
Foxcroft	0.0%			0	41
Firestone-Gdn Pk	0.0%			0	42
Marwood	0.0%			0	43
Thomasboro-Hoskins	0.0%			0	44
Stonehaven	0.0%			0	45
Okde Providence S	0.0%			0	46
Idlewild Farms	0.0%			0	47
Hickory Grove	0.0%			0	48
Lansdowne	0.0%			0	49
Denta-Statesville	0.0%			0	50

by Town in Charlote area

	0.0%	0.2%	0.4%	0.6%	Count	#
Wesley Chapel	0.63%				45	1
Fort Mill	0.49%				53	2
Davidson	0.39%				42	3
Lake Wylie	0.33%				27	4
United States	0.33%				924k	
1, Charlotte	0.31%				2,151	
Charlotte	0.31%				2,151	
Lowesville	0.27%				8	6
Mecklenburg	0.27%				2,371	
Charlotte-Mecklen	0.27%				2,371	
Stallings	0.27%				35	7
South Atlantic	0.24%				139k	
Matthews	0.23%				61	8
South	0.22%				237k	
N Carolina	0.18%				16.4k	
Harrisburg	0.17%				20	9
Cornelius	0.15%				36	10
Charlotte	0.15%				3,142	
Waxhaw	0.13%				12	11
Rock Hill	0.11%				69	12
Salisbury	0.04%				13	13
Maiden	0.03%				1	14
Huntersville	0.03%				12	15
Indian Trail	0.01%				4	16
Gastonia	0.01%				7	17
Concord	0.00%				0	18
Kannapolis	0.00%				0	19
Moorestville	0.00%				0	20
Monroe	0.00%				0	21
Statesville	0.00%				0	22
Mint Hill	0.00%				0	23
Mount Holly	0.00%				0	24
Kings Mtn	0.00%				0	25
Lincolnton	0.00%				0	26
Belmont	0.00%				0	27
Weddington	0.00%				0	28
Lancaster	0.00%				0	29
Tega Cay	0.00%				0	30
Unionville	0.00%				0	33
Cramerton	0.00%				0	40
Stanley	0.00%				0	46
Landis	0.00%				0	53
Enochville	0.00%				0	59
Rockwell	0.00%				0	66
Hemby Bridge	0.00%				0	72
Fort Lawn	0.00%				0	79
Hickory Grove	0.00%				0	85
Lowrys	0.00%				0	88
Riverview	0.00%				0	89
Love Valley	0.00%				0	90
Smyrna	0.00%				0	91
Spencer Mtn	0.00%				0	92

Gujarati Spoken at Home by Neighborhood



By Neighborhood

	0%	1%	2%	3%	Count	#
Harbor House				3.4%	156	1
Idlewild S		1.3%			77	2
Prosperity Church &		1.2%			204	3
Ballantyne W		1.1%			112	4
Mineral Spgs-Rum&		1.0%			73	5
Yorkshire		0.8%			59	6
Marshbrooke		0.7%			97	7
Piper Glen Ests		0.6%			43	8
Stonehaven		0.5%			24	9
Providence Crossing		0.4%			28	10
Davis Lk-Eastfield		0.4%			34	11
Johnston Rd-McAl&		0.4%			21	12
Hidden Valley		0.4%			40	13
Providence Plantat&		0.3%			23	14
1, Charlotte		0.3%			2,103	
Charlotte		0.3%			2,103	
Mecklenburg		0.3%			2,490	
Charlotte-Mecklen&		0.3%			2,490	
Harris-Houston		0.2%			21	15
Charlotte		0.2%			4,372	
Provincetowne		0.2%			19	16
South Atlantic		0.1%			733k	
United States		0.1%			373k	
W Sugar Crk		0.1%			9	17
South		0.1%			117k	
N Carolina		0.1%			9,623	
Highland Crk		0.1%			12	18
N Sharon Amity-R&		0.1%			5	19
East Forest		0.1%			9	20
Carmel		0.1%			3	21
Back Crk Church Rd		0.0%			1	22
Montclair S		0.0%			0	23
Windsor Park		0.0%			0	24
Myers Park		0.0%			0	25
Coulwood West		0.0%			0	26
Yorkmount		0.0%			0	27
Ballantyne E		0.0%			0	28
Toddville Rd		0.0%			0	29
Hickory Ridge		0.0%			0	30
Dilworth		0.0%			0	31
Shannon Park		0.0%			0	32
Stammount Frst		0.0%			0	33
Univ City N		0.0%			0	34
Plaza-Eastway		0.0%			0	35
Oak Forest		0.0%			0	36
Eastland-Wilora Lk		0.0%			0	37
Park Crossing		0.0%			0	38
Farm Pond		0.0%			0	39
Beverly Woods		0.0%			0	40
Foxcroft		0.0%			0	41
Firestone-Gdn Pk		0.0%			0	42
Marwood		0.0%			0	43
Thomasboro-Hoskins		0.0%			0	44
Olde Whitehall		0.0%			0	45
Olde Providence S		0.0%			0	46
Idlewild Farms		0.0%			0	47
Hickory Grove		0.0%			0	48
Lansdowne		0.0%			0	49
Derita-Statesville		0.0%			0	50

by Town in Charlotte area

	0%	1%	2%	3%	Count	#
Kershaw				3.6%	70	1
Marvin		1.3%			70	2
Cramerton		1.0%			40	3
Harrisburg		0.9%			104	4
Rock Hill		0.8%			496	5
Weddington		0.6%			60	6
York		0.4%			32	7
Huntersville		0.4%			165	8
1, Charlotte		0.3%			2,103	
Charlotte		0.3%			2,103	9
Concord		0.3%			220	10
Mecklenburg		0.3%			2,490	
Charlotte-Mecklen&		0.3%			2,490	
Mint Hill		0.3%			62	11
Gastonia		0.2%			141	12
Charlotte		0.2%			4,372	
Wingate		0.1%			5	13
South Atlantic		0.1%			73.9k	
United States		0.1%			373k	
Kings Mtn		0.1%			12	14
Cornelius		0.1%			26	15
South		0.1%			117k	
N Carolina		0.1%			9,623	
Statesville		0.1%			16	16
Indian Trail		0.1%			21	17
Salisbury		0.1%			16	18
Belmont		0.0%			4	19
Kannapolis		0.0%			0	20
Mooreville		0.0%			0	21
Monroe		0.0%			0	22
Matthews		0.0%			0	23
Stallings		0.0%			0	24
Mount Holly		0.0%			0	25
Fort Mill		0.0%			0	26
Davidson		0.0%			0	27
Lincolnton		0.0%			0	28
Waxhaw		0.0%			0	29
Lake Wylie		0.0%			0	30
Pineville		0.0%			0	33
Dallas		0.0%			0	40
Lowell		0.0%			0	46
Lowesville		0.0%			0	53
Lesslie		0.0%			0	59
Rockwell		0.0%			0	66
Hemby Bridge		0.0%			0	72
Fort Lawn		0.0%			0	79
Hickory Grove		0.0%			0	85
Lowrys		0.0%			0	88
Riverview		0.0%			0	89
Love Valley		0.0%			0	90
Smyrna		0.0%			0	91
Spencer Mtn		0.0%			0	92

Factor 2 Summary:

The American community survey data established that the utilization of transit services by the LEP population though having a small number of respondents identified as LEP had a higher percentage than the systemwide residential proportions. Another indicator that will be mentioned late in the report between a one-month period there were 144,936 calls to CATS Customer Services Line. Total number prompted for the need to listen in Spanish and needing foreign language lines during this period was 1,275 or .88%. City 311 and CATS customer services have seen increase use of language lines since the last report for language other than Spanish. As well as in a typical week there are daily occurrences when bilingual speaking staffs interact with Spanish speaking patrons at the Charlotte Transportation Centers Pass Sales & Information window. The systemwide proportions of LEP population is 8.46% percent, 31.75% of disproportionate populations live within $\frac{3}{4}$ mile of transit stops or $\frac{1}{2}$ mile of stations, and 12.41% of LEP population utilizes transit to commute to work. And with those populations reside near several large employment centers, a reviewer can surmise that those populations are utilizing transit services disproportionately to their representation in CATS services area.

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

The conclusion is that the one or more of the primary language groups with majority LEP populations within their demographic category have self-identified in surveys and by contacting staff as interacting with the transit system at a slightly higher level than is represented in the system residential data. Staff must consider, there could as well be a deficiency in responses from local LEP language groups during the ACS data gathering. I.e. immigrant patrons under current heightened circumstances of uncertainty may have had a higher rate of declining to respond to governmental surveyors. CATS ridership survey was completed in 2016, which still as well must include some lesser deficiency as staff has been advised based on some immigrant populations negative experiences with police and government officials in their home countries.

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

The 2016 CATS survey is still considered valid per the FTA circular for 5 years ending in 2021. CATS 2016 Ridership survey provided several data tables identifying indicators of mass transit dependency. Survey Data is viable per Circular FTA C 4702.1B Chap. IV-3 For 5 years, so the following remains applicable. See several on-point tables below that speak to transit dependency.

23. Do you have a valid driver's license?

	Race								
	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	587	132	357	22	6	15	5	15	4
Weighted Base	601	107 (A)	409 (B)	23 (C)	7 (D)	8 (E)	6 (F)	20 (G)	3 (H)
Yes	311 52%	93 87% B	181 44% A	7 31%	3 35%	6 72%	1 22%	11 55%	1 38%
No	290 48%	14 13% B	229 56% A	16 69%	5 65%	2 28%	4 78%	9 45%	2 62%

Note from the table above respondents stating they had no driver’s license constituted 69% of Hispanic riders, 78% of Asian Pacific Islander, 56% of Africans, 62% of Other language riders, and 28% of Asian Indian riders. Fairly high percentages when taken in comparison to non-minority riders at 13%.

24. How many vehicles, if any, does your household have?

	Race								
	Total	Caucasian / White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	578	128	352	24	5	15	6	15	3
Weighted Base	601	106 (A)	407 (B)	28 (C)	7 (D)	8 (E)	7 (F)	20 (G)	2 (H)
None	291 48%	17 16% B	238 58% A	7 26%	4 60%	2 28%	4 66%	8 41%	1 48%
One	174 29%	35 33%	111 27%	11 39%	2 27%	4 46%	1 8%	5 23%	1 48%
Two	96 16%	41 38% B	34 8% A	9 33%	1 13%	2 21%	2 25%	6 30%	0 4%
Three or more	40 7%	13 13% B	24 6% A	0 1%	0 0%	0 4%	0 0%	1 7%	0 0%
Mean	0.8	1.5	0.6	1.1	0.5	1.0	0.6	1.0	0.6

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

13. How likely are you to continue to ride one year from now?

	Race								
	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	642	135	371	29	6	15	6	15	4
Weighted Base	658	111 (A)	424 (B)	32 (C)	7 (D)	8 (E)	7 (F)	20 (G)	3 (H)
<u>Definitely/Probably will continue</u>	<u>445</u> <u>68%</u>	<u>88</u> <u>79%</u> <u>B</u>	<u>285</u> <u>67%</u> <u>A</u>	<u>23</u> <u>72%</u>	<u>7</u> <u>100%</u>	<u>6</u> <u>77%</u>	<u>2</u> <u>33%</u>	<u>10</u> <u>48%</u>	<u>2</u> <u>69%</u>
Definitely will continue	243 37%	55 49% B	155 36% A	13 41%	6 76%	4 48%	1 18%	1 6%	0 3%
Probably will continue	202 31%	33 30%	131 31%	10 31%	2 24%	2 28%	1 15%	8 41%	2 66%
<u>May continue to ride</u>	<u>145</u> <u>22%</u>	<u>19</u> <u>17%</u>	<u>97</u> <u>23%</u>	<u>7</u> <u>21%</u>	<u>0</u> <u>0%</u>	<u>2</u> <u>22%</u>	<u>4</u> <u>67%</u>	<u>5</u> <u>22%</u>	<u>1</u> <u>31%</u>
<u>Probably will not/Definitely will not continue</u>	<u>68</u> <u>10%</u>	<u>5</u> <u>4%</u> <u>b</u>	<u>41</u> <u>10%</u> <u>a</u>	<u>2</u> <u>7%</u>	<u>0</u> <u>0%</u>	<u>0</u> <u>1%</u>	<u>0</u> <u>0%</u>	<u>6</u> <u>30%</u>	<u>0</u> <u>0%</u>
Probably will not continue	52 8%	2 2% B	37 9% A	2 7%	0 0%	0 1%	0 0%	1 3%	0 0%
Definitely will not continue	15 2%	3 3%	4 1%	0 0%	0 0%	0 0%	0 0%	6 27%	0 0%

As noted in the table above as for Intention to utilize transit services, respondents who stated they definitely or probably plan to utilize transit services are 67% of African, 72% of Hispanic, 77% of Asian Indian, 33% of Asian Pacific, and 69% of Other. All of which fall in line with 79% of non-minority respondents.

4. About how long have you been using CATS?

	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	657	135	385	29	6	15	6	16	4
Weighted Base	674	111 (A)	440 (B)	32 (C)	7 (D)	8 (E)	7 (F)	20 (G)	3 (H)
Less than 2 months	38 6%	16 14% B	11 3% A	0 0%	0 0%	2 18%	0 5%	6 28%	0 0%
3 to 6 months	73 11%	18 16% B	31 7% A	7 20%	0 5%	2 18%	1 15%	0 0%	0 3%
7 months to 1 year	119 18%	20 18%	69 16%	6 19%	1 12%	1 8%	0 5%	7 34%	3 97%
13 months to 2 years	116 17%	22 20%	75 17%	4 12%	1 12%	2 21%	4 62%	6 30%	0 0%
More than 2 years	328 49%	36 32% B	254 58% A	16 49%	5 72%	3 35%	1 13%	2 9%	0 0%

Note: Highest percentages for each demographic group are using CATS services for 13 months or more. With 58% of African, 49% of Hispanics, 35% or Asian Indian using the services for more than 2 years and 62% of Asian Pacific Islanders using the services from 13 month to 2 years.

19m. Please rate the importance of each of the following to you as a CATS rider: It's easy to get route information on my phone

	Race								
	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	636	130	374	28	6	13	6	15	4
Weighted Base	656	109	431	30	7	7	7	18	3
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
<u>1 - 2</u>	<u>62</u> <u>9%</u>	<u>10</u> <u>9%</u>	<u>45</u> <u>10%</u>	<u>3</u> <u>9%</u>	<u>0</u> <u>0%</u>	<u>0</u> <u>5%</u>	<u>1</u> <u>15%</u>	<u>0</u> <u>0%</u>	<u>0</u> <u>0%</u>
1 - Not important at all	35 5%	7 6%	25 6%	3 9%	0 0%	0 5%	0 0%	0 0%	0 0%
2	27 4%	3 3%	20 5%	0 0%	0 0%	0 0%	1 15%	0 0%	0 0%
<u>Top 3</u>	<u>595</u> <u>91%</u>	<u>99</u> <u>91%</u>	<u>386</u> <u>90%</u>	<u>27</u> <u>91%</u>	<u>7</u> <u>100%</u>	<u>7</u> <u>95%</u>	<u>6</u> <u>85%</u>	<u>18</u> <u>100%</u>	<u>3</u> <u>100%</u>
3	95 14%	11 10%	58 13%	3 11%	1 17%	1 11%	0 0%	2 14%	0 0%
4	160 24%	25 23%	100 23%	9 31%	1 12%	4 58%	4 62%	6 31%	1 38%
5 - Extremely important	340 52%	63 58%	228 53%	15 49%	5 72%	2 26%	2 23%	10 55%	2 62%
Mean	4.1	4.2	4.1	4.1	4.5	4.0	3.9	4.4	4.6

From table above, respondents who said that getting information from their phone (via CATS apps and website) was important to extremely important, 90% of African, 91% of Hispanic, 95% of Asian Indian, and Asian Pacific 85%. The highest numbers being in the extremely important category. CATS applications are bi-lingual and CATS website translations into a wide variety of languages including the safe harbor languages.

11. To what place do you take transit most often?

	Race								
	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted Base	657	133	387	29	6	15	6	16	4
Weighted Base	671	108 (A)	440 (B)	32 (C)	7 (D)	8 (E)	7 (F)	20 (G)	3 (H)
Work	364 54%	63 58%	263 60%	16 51%	0 5%	5 59%	0 5%	2 8%	3 100%
School	76 11%	14 13%	49 11%	2 7%	0 0%	2 18%	1 8%	4 19%	0 0%
Doctor/dentist/ other healthcare	51 8%	2 2% B	39 9% A	2 5%	4 60%	0 0%	0 0%	1 4%	0 0%
It changes or varies	46 7%	6 6%	30 7%	1 3%	0 0%	0 0%	0 0%	6 27%	0 0%
Grocery shopping	33 5%	2 2%	16 4%	0 0%	2 24%	0 0%	1 15%	5 23%	0 0%
Other	31 5%	4 4%	9 2%	10 32%	1 12%	0 0%	4 53%	1 4%	0 0%
Church	29 4%	5 4%	15 3%	0 0%	0 0%	0 0%	1 13%	2 9%	0 0%

Note in table above the highest percentages of respondents in all demographics who utilize transit do so to travel to and back from work. Though it should be noted that there are some regular doctors' appointments and use of the system for access to education.

14e. Please indicate how much you agree or disagree with the following statements: **CATS is important because it is the only transportation option for many people**

	Race								
	Total	Caucasian/ White	African American/ Black	Hispanic/ Latino	Native American or Alaskan Native	Asian Indian	Asian/ Pacific Islander	Multiracial	Other
Unweighted	634	132	370	27	6	15	6	15	4
Base	648	105	427	28	7	8	7	20	3
Weighted Base		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
<u>1 - 2</u>	<u>83</u> <u>13%</u>	<u>11</u> <u>11%</u>	<u>58</u> <u>14%</u>	<u>4</u> <u>13%</u>	<u>0</u> <u>0%</u>	<u>1</u> <u>8%</u>	<u>1</u> <u>15%</u>	<u>0</u> <u>2%</u>	<u>0</u> <u>0%</u>
1 - strongly disagree	46 7%	5 5%	36 8%	2 6%	0 0%	0 0%	1 15%	0 2%	0 0%
2	37 6%	6 6%	22 5%	2 7%	0 0%	1 8%	0 0%	0 0%	0 0%
<u>Top 3</u>	<u>565</u> <u>87%</u>	<u>94</u> <u>89%</u>	<u>369</u> <u>86%</u>	<u>24</u> <u>87%</u>	<u>7</u> <u>100%</u>	<u>8</u> <u>92%</u>	<u>6</u> <u>85%</u>	<u>20</u> <u>98%</u>	<u>3</u> <u>100%</u>
3	131 20%	10 9% B	94 22% A	2 8%	0 5%	1 11%	4 62%	2 8%	0 0%
4	154 24%	30 29% b	91 21% a	5 19%	1 12%	3 41%	1 19%	10 49%	2 66%
5 - strongly agree	280 43%	54 51%	183 43%	17 60%	6 83%	3 40%	0 5%	8 41%	1 34%
Mean	3.9	4.1	3.9	4.2	4.8	4.1	3.0	4.3	4.3

Note from table above: 86% of Africans, 87% of Hispanics, 92% of Asian Indian, and 85% of Asian Pacific respondents said that CATS transit is important as it is the only transportation option for some riders.

Step 3 Summary

In aggregate the representation of LEP patrons who identify themselves as regularly riding services according to the ACS 1-year projects had a high percentage at 12.41% in comparison to the 8.46% from the ACS 5 year estimate. Regardless, the demographic groups to whom systems LEP patrons belong, there have sent the consistently message for the need for transit services. The primarily message is that transit is needed to provide transportation to work, but to a lesser extent to medical appointments, schools/universities and shopping.

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



Safe Harbor for Limited English Proficient Populations

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

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

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

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

- ADA Certification
- Right of Appeal for ADA Certification Denials
- Special Transportation Service Application
- Photo ID Log Sheet at the Charlotte Transportation Center
- Civil Rights Discrimination Complaint Form

Accessibility

All of CATS fixed route buses and trains are accessible and meet the Americans with Disabilities Act (ADA) requirements. CATS also offers paratransit, Special Transportation Service (STS), for eligible customers with disabilities.

CATS' process to determine eligibility for STS paratransit service includes an application, interview and functional assessment. This process meets ADA guidelines for determining whether a person can ride fixed route or is eligible for paratransit. It ensures that ADA paratransit is available for individuals who really need it. As a result, STS is reserved for people with disabilities that prevent them from riding fixed route. People with disabilities who are not eligible for paratransit are encouraged to ride CATS various fixed route services which are accessible and have many advantages.

Benefits of Riding Fixed Route

- Less expensive
- Greater independence
- Wheelchair securement
- On board surveillance and security system
- More frequent service
- Same day service
- Set your own schedule
- No reservations needed
- Vehicles are 100% accessible
- Priority seating for people with disabilities
- Automated voice and display announcements
- 70+ routes in Charlotte region

Reasonable Modification Policy

CATS is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, CATS is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling 704-336-7433 or emailing CATS Accessibility Coordinator.

CATS Accessibility Features

Buses:

- Are equipped with 600 lb. capacity ramps or lifts, low floors or kneeling capability for anyone who has a difficult time climbing steps

Documents

ADA Certification English
ADA Certification Chinese
ADA Certification French
ADA Certification Gujarati
ADA Certification Korean
ADA Certification Russian
ADA Certification Spanish
ADA Certification Hindi
ADA Certification Vietnamese

P13039_certificateofdisabilityform 1-guj.Final - Microsoft Word

CHARLOTTE

માત્ર CATSના ઉપયોગ માટે
આધારની તારીખ
દ્વારા આપવામાં આવ્યું

શાર્લોટ એરીયા ટ્રાન્સમિટ સીસ્ટમ
વિકલાંગતાનું પ્રમાણપત્ર

અરજદારને નિર્દેશો:

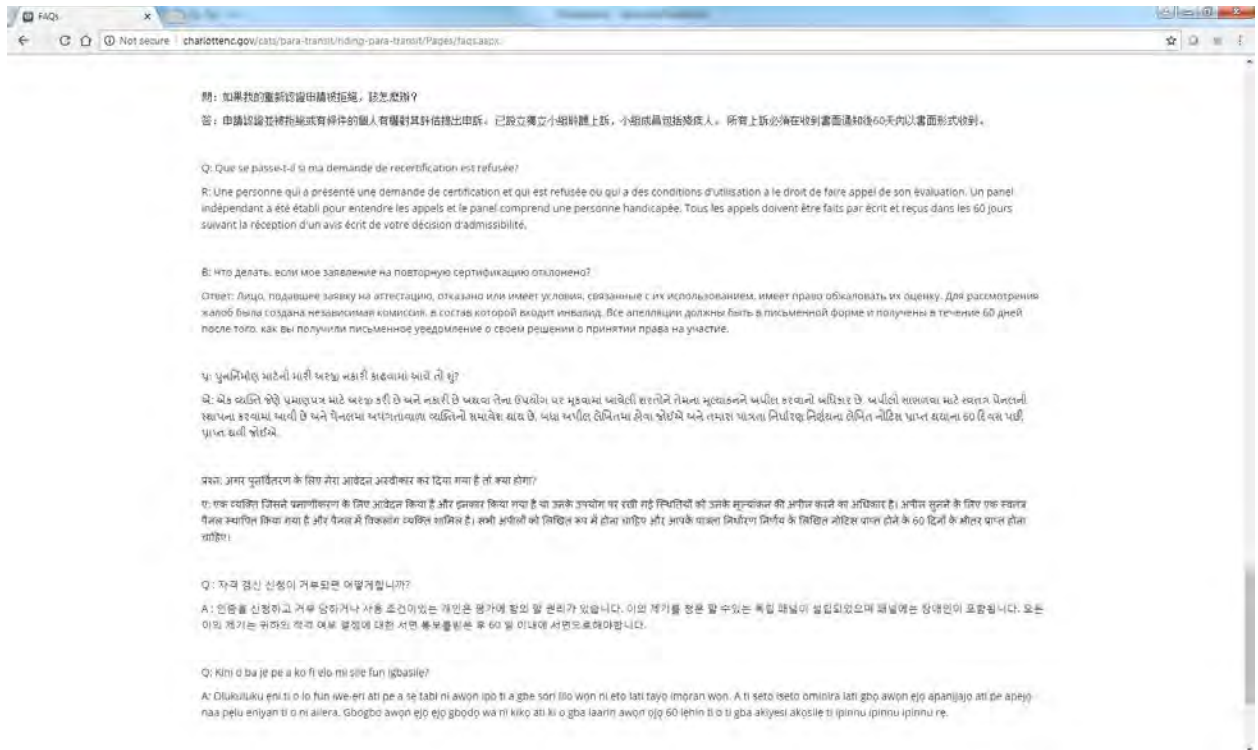
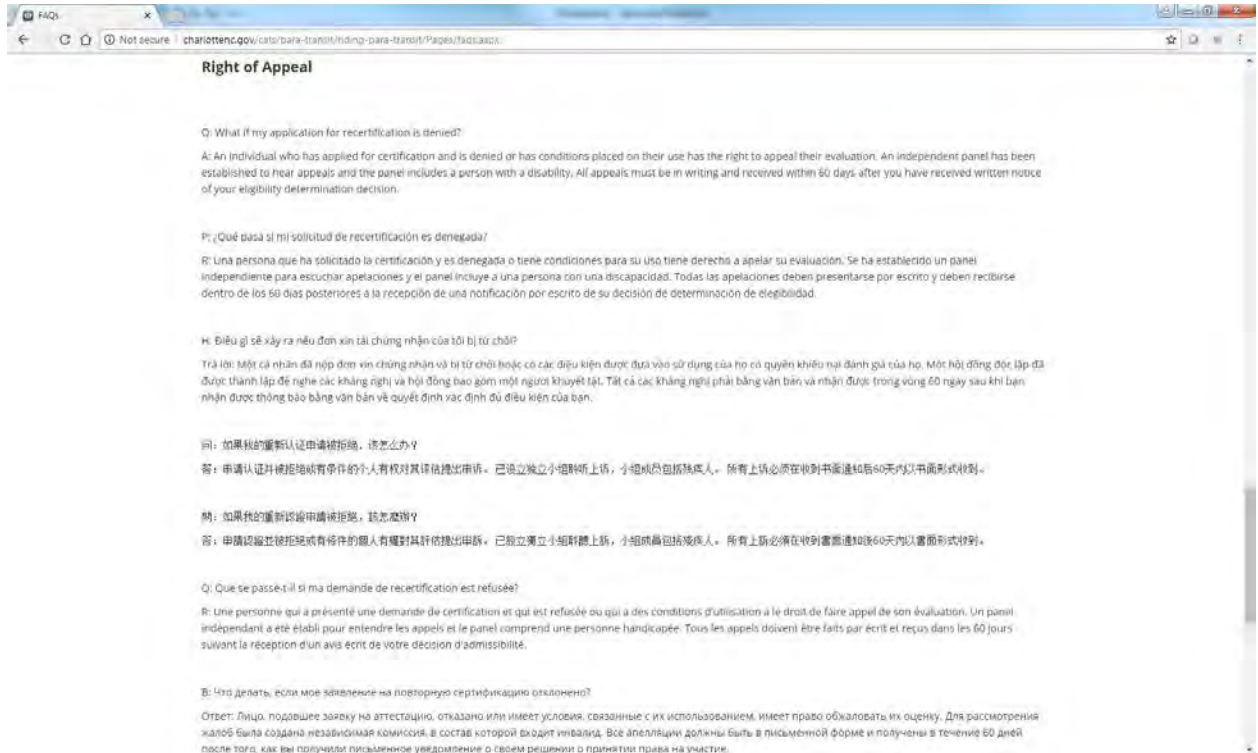
આ ફોર્મના ઉપરના ભાગને ભરી તમારા ફીઝિકલ નીચેનો ભાગ ભર્યો છે અને તમારા સ્ટેટ ID અથવા ડ્રાઇવર્સ લાઇસન્સ સાથે ટ્રાન્સપોર્ટેશન સેન્ટરને પરત કર્યો છે. આઈડી ID માટેનો ખર્ચ \$1.00 છે. આ ID કાર્ડથી તમે પરાડેલા ભાવે શાર્લોટ એરીયા ટ્રાન્સમિટ સીસ્ટમમાં મુસાફરી કરી શકશો.

નામ _____ જન્મ તારીખ _____ / /
(અંતિમ) (પ્રથમ) (મધ્ય) મહિનો દિવસ વર્ષ

સરનામું _____ એપાર્ટમેન્ટ _____
સ્ટ્રીટ _____ સિટી _____

હું પ્રમાણિત કરું છું કે ઉપરની તમામ માહિતી સત્ય અને ખરી છે. અપેક્ષિત ઉકેશ માટેના આ કાર્યક્રમ ફેઝ જારી કરવામાં આવેલા આ ID કાર્ડનો ઉપયોગ કરવા માટે હું સંમત છું.

ફરમાન _____ તારીખ _____



Certification/Eligibility

City of Charlotte > Charlotte Area Transit System > Para-Transit > Riding Para-Transit > Certification/Eligibility

How Do I Get Certified?

Individuals interested in applying for STS can receive an application via mail, fax, or online. To receive an application via mail or fax, contact STS at 704-336-2637 or download your [application & instructions](#).

STS Eligibility Application - Chinese PRC
 STS Eligibility Application - French
 STS Eligibility Application - Gujarati
 STS Eligibility Application - Hindi
 STS Eligibility Application - Korean
 STS Eligibility Application - Russian
 STS Eligibility Application - Spanish
 STS Eligibility Application - Vietnamese

On your application, you will need to describe your disability and how it impacts your ability to use CATS fixed route service. The application must be verified and signed by a medical, rehabilitation or healthcare professional.

After you've completed your application, mail it back to STS at:

**901 N. Davidson Street
 Charlotte, NC 28206.**

Or fax them to:
704-336-5119

Once STS receives your application, you will be contacted to schedule your appointment for an in-person interview and possibly a functional assessment.

All interviews will be conducted at the Charlotte Transportation Center, located at 310 East Trade, Charlotte, NC 28203. Interview hours are 9:00 AM to 4:00 PM, Monday through Friday. Based on demand, Saturday interview hours may be available.

Once your interview and assessment are complete, you will be considered either:

- Eligible to ride STS
- Eligible with conditions or
- Ineligible to ride STS

Those considered as eligible to ride STS will be sent a letter of determination stating their certification and their eligibility to use CATS' STS service.

CATS Special Transportation Service - 704-336-2637

CATS STS Certification Coordinator - 704-336-5055

CATS Customer Service - 704-336-RIDE

- Transit information
- Trip planning
- Braille and large print schedules
- Information/Questions
- Complaints/Requests
- Transit ID's

TTD - 704-336-5051

PL309_ADA Application-fr-FR_Final (Compatibility Mode) - Microsoft Word

CATS
 CHARLOTTE AREA TRANSIT SYSTEM

DEMANDE D'ADMISSIBILITÉ

Chère cliente, cher client,

Nous vous remercions de votre demande de renseignements sur l'admissibilité au Service de transport adapté (STS pour « Special Transportation Service ») du Charlotte Area Transit System (CATS). Vous trouverez ci-joint un exemplaire de la Demande d'attestation d'admissibilité au transport adapté en vertu de la loi américaine en faveur des personnes handicapées, l'ADA, ainsi qu'une fiche d'instruction détaillant le processus d'attestation.

Veuillez lire attentivement les documents ci-joints avant de remplir la demande.

STS désigne le service de transport adapté fourni par CATS aux personnes qui sont dans l'impossibilité d'utiliser le service d'autobus à itinéraire fixe à cause d'un handicap. L'incapacité d'utiliser un service d'autobus à itinéraire fixe peut comprendre l'incapacité à se déplacer des ou jusqu'aux arrêts de bus, à monter ou sortir du bus, ou à comprendre comment emprunter et utiliser le système d'autobus.

lep.gov
Share Browser WebEx
Home
Feeds (0)
Read mail
Print
Page
Safety
Tools
Help
Send to OneNote
OneNote Linked Notes

https://charlottenc.gov/cats/about/civil-rights/Pages/default.aspx

Search...

Civil Rights: Title VI & CATS

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

Title VI Discrimination Complaint Form

Akole Vi Iyasoto EDUN kq (Yoruba)

Formulaire de plainte de Discrimination titre VI (French)

Formulario de quejas de discriminación título VI (Spanish)

Formulário de denúncia de discriminação de título VI (Portuguese)

한국어 VI 차별 및 혐오 신고서 (Korean)

Mẫu đơn khiếu nại tiêu đề VI phân biệt đối xử (Vietnamese)

Nidaamka Foomka Cabashada Takoorka ee Qodobka 6 (Luqadaha Luqadda) (Somali)

Title VI Discrimination Complaint Form (English)

TITLE VI NUNA BAMBANCI KUKA FORM (Hausa)

Раздел VI формы дискриминации жалобы (Russian)

5:32 PM 6/3/2020

lep.gov
Share Browser WebEx
Home
Feeds (0)
Read mail
Print
Page
Safety
Tools
Help
Send to OneNote
OneNote Linked Notes

https://charlottenc.gov/cats/about/civil-rights/Documents/Title%20VI%20Discrimination%20Forms/શોધક%20વિ%20સેવા%20સેવા%20ફોર્મ

Search...

(704) 336-7433 અથવા Telltransit@charlottenc.gov

नागरिक अधिकार अधिकारी. "बिलाडी". 600 छस्ट योथी स्ट्रीट. चार्लोट. NC 28202

TITLE છછી ભેદભાવ ફરિયાદ ફોર્મ

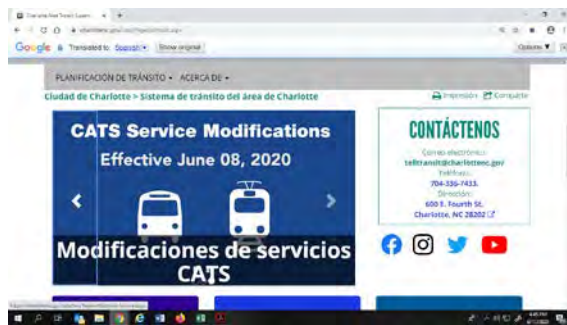
1. ફરિયાદી નામ	4. સામે ભેદભાવ 4 વ્યક્તિ (જો ફરિયાદી કરતાં અન્ય કોઈને)
2. ટેલિફોન	નામ
3. હોમ સરનામું (શેરી, શહેર, રાજ્ય, પિન)	સરનામું
	સિટી, ઝિપ રાજ્ય,
	ટેલિફોન નંબર્સ
5. કશિત તમે સામે ભેદભાવ જે વર્ણન કરો. વ્યક્તિ (ઓ), બેજ નંબર, કર્મચારી નંબર, વાહન નંબર, અને / અથવા સંપર્ક માહિતી નામ (જો હોય સમાવેશ થાય છે):	6. તારીખ / કશિત ઘટના ભાવ (મહિનો, દિવસ, દિવસ સમય, વર્ષ):
	7. કશિત ઘટના છે પડ ટપાલ સેવા (બસ માર્ગ અને નંબર છે, સામેલ તો સમાવેશ થાય છે.)

5:34 PM 6/3/2020

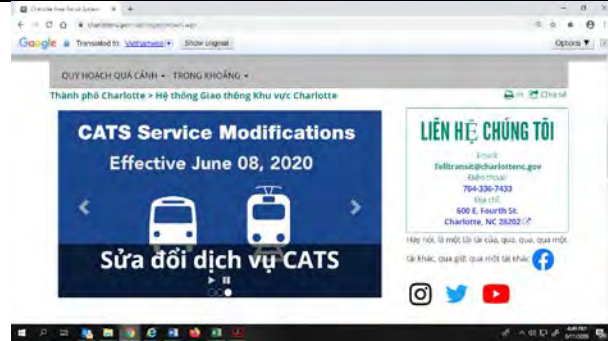
FIRST AND LAST NAME; PRIMER Y ÚLTIMO NOMBRE; HỌ VÀ TÊN; 姓 名 姓 氏; 姓 氏 姓 氏; PREMIER ET NOM IMIA И ФАМИЛИЯ; 𑂣𑂗𑂢𑂰𑂱𑂲𑂳𑂴𑂵𑂶𑂷𑂸𑂺𑂹𑂻𑂼𑂽𑂾𑂿𑃀𑃁𑃂𑃃𑃄𑃅𑃆𑃇𑃈𑃉𑃊𑃋𑃌𑃍𑃎𑃏𑃐𑃑𑃒𑃓𑃔𑃕𑃖𑃗𑃘𑃙𑃚𑃛𑃜𑃝𑃞𑃟𑃠𑃡𑃢𑃣𑃤𑃥𑃦𑃧𑃨𑃩𑃪𑃫𑃬𑃭𑃮𑃯𑃰𑃱𑃲𑃳𑃴𑃵𑃶𑃷𑃸𑃹𑃺𑃻𑃼𑃽𑃾𑃿𑄀𑄁𑄂𑄃𑄄𑄅𑄆𑄇𑄈𑄉𑄊𑄋𑄌𑄍𑄎𑄏𑄐𑄑𑄒𑄓𑄔𑄕𑄖𑄗𑄘𑄙𑄚𑄛𑄜𑄝𑄞𑄟𑄠𑄡𑄢𑄣𑄤𑄥𑄦𑄧𑄨𑄩𑄪𑄫𑄬𑄭𑄮𑄯𑄰𑄱𑄲𑄳𑄴𑄵𑄶𑄷𑄸𑄹𑄺𑄻𑄼𑄽𑄾𑄿𑅀𑅁𑅂𑅃𑅄𑅅𑅆𑅇𑅈𑅉𑅊𑅋𑅌𑅍𑅎𑅏𑅐𑅑𑅒𑅓𑅔𑅕𑅖𑅗𑅘𑅙𑅚𑅛𑅜𑅝𑅞𑅟𑅠𑅡𑅢𑅣𑅤𑅥𑅦𑅧𑅨𑅩𑅪𑅫𑅬𑅭𑅮𑅯𑅰𑅱𑅲𑅳𑅴𑅵𑅶𑅷𑅸𑅹𑅺𑅻𑅼𑅽𑅾𑅿𑆀𑆁𑆂𑆃𑆄𑆅𑆆𑆇𑆈𑆉𑆊𑆋𑆌𑆍𑆎𑆏𑆐𑆑𑆒𑆓𑆔𑆕𑆖𑆗𑆘𑆙𑆚𑆛𑆜𑆝𑆞𑆟𑆠𑆡𑆢𑆣𑆤𑆥𑆦𑆧𑆨𑆩𑆪𑆫𑆬𑆭𑆮𑆯𑆰𑆱𑆲𑆳𑆴𑆵𑆶𑆷𑆸𑆹𑆺𑆻𑆼𑆽𑆾𑆿𑇀𑇁𑇂𑇃𑇄𑇅𑇆𑇇𑇈𑇉𑇊𑇋𑇌𑇍𑇎𑇏𑇐𑇑𑇒𑇓𑇔𑇕𑇖𑇗𑇘𑇙𑇚𑇛𑇜𑇝𑇞𑇟𑇠𑇡𑇢𑇣𑇤𑇥𑇦𑇧𑇨𑇩𑇪𑇫𑇬𑇭𑇮𑇯𑇰𑇱𑇲𑇳𑇴𑇵𑇶𑇷𑇸𑇹𑇺𑇻𑇼𑇽𑇾𑇿𑈀𑈁𑈂𑈃𑈄𑈅𑈆𑈇𑈈𑈉𑈊𑈋𑈌𑈍𑈎𑈏𑈐𑈑𑈒𑈓𑈔𑈕𑈖𑈗𑈘𑈙𑈚𑈛𑈜𑈝𑈞𑈟𑈠𑈡𑈢𑈣𑈤𑈥𑈦𑈧𑈨𑈩𑈪𑈫𑈬𑈭𑈮𑈯𑈰𑈱𑈲𑈳𑈴𑈶𑈵𑈷𑈸𑈹𑈺𑈻𑈼𑈽𑈾𑈿𑉀𑉁𑉂𑉃𑉄𑉅𑉆𑉇𑉈𑉉𑉊𑉋𑉌𑉍𑉎𑉏𑉐𑉑𑉒𑉓𑉔𑉕𑉖𑉗𑉘𑉙𑉚𑉛𑉜𑉝𑉞𑉟𑉠𑉡𑉢𑉣𑉤𑉥𑉦𑉧𑉨𑉩𑉪𑉫𑉬𑉭𑉮𑉯𑉰𑉱𑉲𑉳𑉴𑉵𑉶𑉷𑉸𑉹𑉺𑉻𑉼𑉽𑉾𑉿𑊀𑊁𑊂𑊃𑊄𑊅𑊆𑊇𑊈𑊉𑊊𑊋𑊌𑊍𑊎𑊏𑊐𑊑𑊒𑊓𑊔𑊕𑊖𑊗𑊘𑊙𑊚𑊛𑊜𑊝𑊞𑊟𑊠𑊡𑊢𑊣𑊤𑊥𑊦𑊧𑊨𑊩𑊪𑊫𑊬𑊭𑊮𑊯𑊰𑊱𑊲𑊳𑊴𑊵𑊶𑊷𑊸𑊹𑊺𑊻𑊼𑊽𑊾𑊿𑋀𑋁𑋂𑋃𑋄𑋅𑋆𑋇𑋈𑋉𑋊𑋋𑋌𑋍𑋎𑋏𑋐𑋑𑋒𑋓𑋔𑋕𑋖𑋗𑋘𑋙𑋚𑋛𑋜𑋝𑋞𑋟𑋠𑋡𑋢𑋣𑋤𑋥𑋦𑋧𑋨𑋩𑋪𑋫𑋬𑋭𑋮𑋯𑋰𑋱𑋲𑋳𑋴𑋵𑋶𑋷𑋸𑋹𑋺𑋻𑋼𑋽𑋾𑋿𑌀𑌁𑌂𑌃𑌄𑌅𑌆𑌇𑌈𑌉𑌊𑌋𑌌𑌍𑌎𑌏𑌐𑌑𑌒𑌓𑌔𑌕𑌖𑌗𑌘𑌙𑌚𑌛𑌜𑌝𑌞𑌟𑌠𑌡𑌢𑌣𑌤𑌥𑌦𑌧𑌨𑌩𑌪𑌫𑌬𑌭𑌮𑌯𑌰𑌱𑌲𑌳𑌴𑌵𑌶𑌷𑌸𑌹𑌺𑌻𑌼𑌽𑌾𑌿𑍀𑍁𑍂𑍃𑍄𑍅𑍆𑍇𑍈𑍉𑍊𑍋𑍌𑍍𑍎𑍏𑍐𑍑𑍒𑍓𑍔𑍕𑍖𑍗𑍘𑍙𑍚𑍛𑍜𑍝𑍞𑍟𑍠𑍡𑍢𑍣𑍤𑍥𑍦𑍧𑍨𑍩𑍪𑍫𑍬𑍭𑍮𑍯𑍰𑍱𑍲𑍳𑍴𑍵𑍶𑍷𑍸𑍹𑍺𑍻𑍼𑍽𑍾𑍿𑎀𑎁𑎂𑎃𑎄𑎅𑎆𑎇𑎈𑎉𑎊𑎋𑎌𑎍𑎎𑎏𑎐𑎑𑎒𑎓𑎔𑎕𑎖𑎗𑎘𑎙𑎚𑎛𑎜𑎝𑎞𑎟𑎠𑎡𑎢𑎣𑎤𑎥𑎦𑎧𑎨𑎩𑎪𑎫𑎬𑎭𑎮𑎯𑎰𑎱𑎲𑎳𑎴𑎵𑎶𑎷𑎸𑎹𑎺𑎻𑎼𑎽𑎾𑎿𑏀𑏁𑏂𑏃𑏄𑏅𑏆𑏇𑏈𑏉𑏊𑏋𑏌𑏍𑏎𑏏𑏐𑏑𑏒𑏓𑏔𑏕𑏖𑏗𑏘𑏙𑏚𑏛𑏜𑏝𑏞𑏟𑏠𑏡𑏢𑏣𑏤𑏥𑏦𑏧𑏨𑏩𑏪𑏫𑏬𑏭𑏮𑏯𑏰𑏱𑏲𑏳𑏴𑏵𑏶𑏷𑏸𑏹𑏺𑏻𑏼𑏽𑏾𑏿𑐀𑐁𑐂𑐃𑐄𑐅𑐆𑐇𑐈𑐉𑐊𑐋𑐌𑐍𑐎𑐏𑐐𑐑𑐒𑐓𑐔𑐕𑐖𑐗𑐘𑐙𑐚𑐛𑐜𑐝𑐞𑐟𑐠𑐡𑐢𑐣𑐤𑐥𑐦𑐧𑐨𑐩𑐪𑐫𑐬𑐭𑐮𑐯𑐰𑐱𑐲𑐳𑐴𑐵𑐶𑐷𑐸𑐹𑐺𑐻𑐼𑐽𑐾𑐿𑑀𑑁𑑂𑑃𑑄𑑅𑑆𑑇𑑈𑑉𑑊𑑋𑑌𑑍𑑎𑑏𑑐𑑑𑑒𑑓𑑔𑑕𑑖𑑗𑑘𑑙𑑚𑑛𑑜𑑝𑑞𑑟𑑠𑑡𑑢𑑣𑑤𑑥𑑦𑑧𑑨𑑩𑑪𑑫𑑬𑑭𑑮𑑯𑑰𑑱𑑲𑑳𑑴𑑵𑑶𑑷𑑸𑑹𑑺𑑻𑑼𑑽𑑾𑑿𑒀𑒁𑒂𑒃𑒄𑒅𑒆𑒇𑒈𑒉𑒊𑒋𑒌𑒍𑒎𑒏𑒐𑒑𑒒𑒓𑒔𑒕𑒖𑒗𑒘𑒙𑒚𑒛𑒜𑒝𑒞𑒟𑒠𑒡𑒢𑒣𑒤𑒥𑒦𑒧𑒨𑒩𑒪𑒫𑒬𑒭𑒮𑒯𑒰𑒱𑒲𑒳𑒴𑒵𑒶𑒷𑒸𑒻𑒻𑒼𑒽𑒾𑒿𑓀𑓁𑓃𑓂𑓄𑓅𑓆𑓇𑓈𑓉𑓊𑓋𑓌𑓍𑓎𑓏𑓐𑓑𑓒𑓓𑓔𑓕𑓖𑓗𑓘𑓙𑓚𑓛𑓜𑓝𑓞𑓟𑓠𑓡𑓢𑓣𑓤𑓥𑓦𑓧𑓨𑓩𑓪𑓫𑓬𑓭𑓮𑓯𑓰𑓱𑓲𑓳𑓴𑓵𑓶𑓷𑓸𑓹𑓺𑓻𑓼𑓽𑓾𑓿𑔀𑔁𑔂𑔃𑔄𑔅𑔆𑔇𑔈𑔉𑔊𑔋𑔌𑔍𑔎𑔏𑔐𑔑𑔒𑔓𑔔𑔕𑔖𑔗𑔘𑔙𑔚𑔛𑔜𑔝𑔞𑔟𑔠𑔡𑔢𑔣𑔤𑔥𑔦𑔧𑔨𑔩𑔪𑔫𑔬𑔭𑔮𑔯𑔰𑔱𑔲𑔳𑔴𑔵𑔶𑔷𑔸𑔹𑔺𑔻𑔼𑔽𑔾𑔿𑕀𑕁𑕂𑕃𑕄𑕅𑕆𑕇𑕈𑕉𑕊𑕋𑕌𑕍𑕎𑕏𑕐𑕑𑕒𑕓𑕔𑕕𑕖𑕗𑕘𑕙𑕚𑕛𑕜𑕝𑕞𑕟𑕠𑕡𑕢𑕣𑕤𑕥𑕦𑕧𑕨𑕩𑕪𑕫𑕬𑕭𑕮𑕯𑕰𑕱𑕲𑕳𑕴𑕵𑕶𑕷𑕸𑕹𑕺𑕻𑕼𑕽𑕾𑕿𑖀𑖁𑖂𑖃𑖄𑖅𑖆𑖇𑖈𑖉𑖊𑖋𑖌𑖍𑖎𑖏𑖐𑖑𑖒𑖓𑖔𑖕𑖖𑖗𑖘𑖙𑖚𑖛𑖜𑖝𑖞𑖟𑖠𑖡𑖢𑖣𑖤𑖥𑖦𑖧𑖨𑖩𑖪𑖫𑖬𑖭𑖮𑖯𑖰𑖱𑖲𑖳𑖴𑖵𑖶𑖷𑖸𑖹𑖺𑖻𑖼𑖽𑖾𑗀𑖿𑗁𑗂𑗃𑗄𑗅𑗆𑗇𑗈𑗉𑗊𑗋𑗌𑗍𑗎𑗏𑗐𑗑𑗒𑗓𑗔𑗕𑗖𑗗𑗘𑗙𑗚𑗛𑗜𑗝𑗞𑗟𑗠𑗡𑗢𑗣𑗤𑗥𑗦𑗧𑗨𑗩𑗪𑗫𑗬𑗭𑗮𑗯𑗰𑗱𑗲𑗳𑗴𑗵𑗶𑗷𑗸𑗹𑗺𑗻𑗼𑗽𑗾𑗿𑘀𑘁𑘂𑘃𑘄𑘅𑘆𑘇𑘈𑘉𑘊𑘋𑘌𑘍𑘎𑘏𑘐𑘑𑘒𑘓𑘔𑘕𑘖𑘗𑘘𑘙𑘚𑘛𑘜𑘝𑘞𑘟𑘠𑘡𑘢𑘣𑘤𑘥𑘦𑘧𑘨𑘩𑘪𑘫𑘬𑘭𑘮𑘯𑘰𑘱𑘲𑘳𑘴𑘵𑘶𑘷𑘸𑘹𑘺𑘻𑘼𑘽𑘾𑘿𑙀𑙁𑙂𑙃𑙄𑙅𑙆𑙇𑙈𑙉𑙊𑙋𑙌𑙍𑙎𑙏𑙐𑙑𑙒𑙓𑙔𑙕𑙖𑙗𑙘𑙙𑙚𑙛𑙜𑙝𑙞𑙟𑙠𑙡𑙢𑙣𑙤𑙥𑙦𑙧𑙨𑙩𑙪𑙫𑙬𑙭𑙮𑙯𑙰𑙱𑙲𑙳𑙴𑙵𑙶𑙷𑙸𑙹𑙺𑙻𑙼𑙽𑙾𑙿𑚀𑚁𑚂𑚃𑚄𑚅𑚆𑚇𑚈𑚉𑚊𑚋𑚌𑚍𑚎𑚏𑚐𑚑𑚒𑚓𑚔𑚕𑚖𑚗𑚘𑚙𑚚𑚛𑚜𑚝𑚞𑚟𑚠𑚡𑚢𑚣𑚤𑚥𑚦𑚧𑚨𑚩𑚪𑚫𑚬𑚭𑚮𑚯𑚰𑚱𑚲𑚳𑚴𑚵𑚷𑚶𑚸𑚹𑚺𑚻𑚼𑚽𑚾𑚿𑛀𑛁𑛂𑛃𑛄𑛅𑛆𑛇𑛈𑛉𑛊𑛋𑛌𑛍𑛎𑛏𑛐𑛑𑛒𑛓𑛔𑛕𑛖𑛗𑛘𑛙𑛚𑛛𑛜𑛝𑛞𑛟𑛠𑛡𑛢𑛣𑛤𑛥𑛦𑛧𑛨𑛩𑛪𑛫𑛬𑛭𑛮𑛯𑛰𑛱𑛲𑛳𑛴𑛵𑛶𑛷𑛸𑛹𑛺𑛻𑛼𑛽𑛾𑛿𑜀𑜁𑜂𑜃𑜄𑜅𑜆𑜇𑜈𑜉𑜊𑜋𑜌𑜍𑜎𑜏𑜐𑜑𑜒𑜓𑜔𑜕𑜖𑜗𑜘𑜙𑜚𑜛𑜜𑜝𑜞𑜟𑜠𑜡𑜢𑜣𑜤𑜥𑜦𑜧𑜨𑜩𑜪𑜫𑜬𑜭𑜮𑜯𑜰𑜱𑜲𑜳𑜴𑜵𑜶𑜷𑜸𑜹𑜺𑜻𑜼𑜽𑜾𑜿𑝀𑝁𑝂𑝃𑝄𑝅𑝆𑝇𑝈𑝉𑝊𑝋𑝌𑝍𑝎𑝏𑝐𑝑𑝒𑝓𑝔𑝕𑝖𑝗𑝘𑝙𑝚𑝛𑝜𑝝𑝞𑝟𑝠𑝡𑝢𑝣𑝤𑝥𑝦𑝧𑝨𑝩𑝪𑝫𑝬𑝭𑝮𑝯𑝰𑝱𑝲𑝳𑝴𑝵𑝶𑝷𑝸𑝹𑝺𑝻𑝼𑝽𑝾𑝿𑞀𑞁𑞂𑞃𑞄𑞅𑞆𑞇𑞈𑞉𑞊𑞋𑞌𑞍𑞎𑞏𑞐𑞑𑞒𑞓𑞔𑞕𑞖𑞗𑞘𑞙𑞚𑞛𑞜𑞝𑞞𑞟𑞠𑞡𑞢𑞣𑞤𑞥𑞦𑞧𑞨𑞩𑞪𑞫𑞬𑞭𑞮𑞯𑞰𑞱𑞲𑞳𑞴𑞵𑞶𑞷𑞸𑞹𑞺𑞻𑞼𑞽𑞾𑞿𑟀𑟁𑟂𑟃𑟄𑟅𑟆𑟇𑟈𑟉𑟊𑟋𑟌𑟍𑟎𑟏𑟐𑟑𑟒𑟓𑟔𑟕𑟖𑟗𑟘𑟙𑟚𑟛𑟜𑟝𑟞𑟟𑟠𑟡𑟢𑟣𑟤𑟥𑟦𑟧𑟨𑟩𑟪𑟫𑟬𑟭𑟮𑟯𑟰𑟱𑟲𑟳𑟴𑟵𑟶𑟷𑟸𑟹𑟺𑟻𑟼𑟽𑟾𑟿𑠀𑠁𑠂𑠃𑠄𑠅𑠆𑠇𑠈𑠉𑠊𑠋𑠌𑠍𑠎𑠏𑠐𑠑𑠒𑠓𑠔𑠕𑠖𑠗𑠘𑠙𑠚𑠛𑠜𑠝𑠞𑠟𑠠𑠡𑠢𑠣𑠤𑠥𑠦𑠧𑠨𑠩𑠪𑠫𑠬𑠭𑠮𑠯𑠰𑠱𑠲𑠳𑠴𑠵𑠶𑠷𑠸𑠺𑠹𑠻𑠼𑠽𑠾𑠿𑡀𑡁𑡂𑡃𑡄𑡅𑡆𑡇𑡈𑡉𑡊𑡋𑡌𑡍𑡎𑡏𑡐𑡑𑡒𑡓𑡔𑡕𑡖𑡗𑡘𑡙𑡚𑡛𑡜𑡝𑡞𑡟𑡠𑡡𑡢𑡣𑡤𑡥𑡦𑡧𑡨𑡩𑡪𑡫𑡬𑡭𑡮𑡯𑡰𑡱𑡲𑡳𑡴𑡵𑡶𑡷𑡸𑡹𑡺𑡻𑡼𑡽𑡾𑡿𑢀𑢁𑢂𑢃𑢄𑢅𑢆𑢇𑢈𑢉𑢊𑢋𑢌𑢍𑢎𑢏𑢐𑢑𑢒𑢓𑢔𑢕𑢖𑢗𑢘𑢙𑢚𑢛𑢜𑢝𑢞𑢟𑢠𑢡𑢢𑢣𑢤𑢥𑢦𑢧𑢨𑢩𑢪𑢫𑢬𑢭𑢮𑢯𑢰𑢱𑢲𑢳𑢴𑢵𑢶𑢷𑢸𑢹𑢺𑢻𑢼𑢽𑢾𑢿𑣀𑣁𑣂𑣃𑣄𑣅𑣆𑣇𑣈𑣉𑣊𑣋𑣌𑣍𑣎𑣏𑣐𑣑𑣒𑣓𑣔𑣕𑣖𑣗𑣘𑣙𑣚𑣛𑣜𑣝𑣞𑣟𑣠𑣡𑣢𑣣𑣤𑣥𑣦𑣧𑣨𑣩𑣪𑣫𑣬𑣭𑣮𑣯𑣰𑣱𑣲𑣳𑣴𑣵𑣶𑣷𑣸𑣹𑣺𑣻𑣼𑣽𑣾𑣿𑤀𑤁𑤂𑤃𑤄𑤅𑤆𑤇𑤈𑤉𑤊𑤋𑤌𑤍𑤎𑤏𑤐𑤑𑤒𑤓𑤔𑤕𑤖𑤗𑤘𑤙𑤚𑤛𑤜𑤝𑤞𑤟𑤠𑤡𑤢𑤣𑤤𑤥𑤦𑤧𑤨𑤩𑤪𑤫𑤬𑤭𑤮𑤯𑤰𑤱𑤲𑤳𑤴𑤵𑤶𑤷𑤸𑤹𑤺𑤻𑤼𑤽𑤾𑤿𑥀𑥁𑥂𑥃𑥄𑥅𑥆𑥇𑥈𑥉𑥊𑥋𑥌𑥍𑥎𑥏𑥐𑥑𑥒𑥓𑥔𑥕𑥖𑥗𑥘𑥙𑥚𑥛𑥜𑥝𑥞𑥟𑥠𑥡𑥢𑥣𑥤𑥥𑥦𑥧𑥨𑥩𑥪𑥫𑥬𑥭𑥮𑥯𑥰𑥱𑥲𑥳𑥴𑥵𑥶𑥷𑥸𑥹𑥺𑥻𑥼𑥽𑥾𑥿𑦀𑦁𑦂𑦃𑦄𑦅𑦆𑦇𑦈𑦉𑦊𑦋𑦌𑦍𑦎𑦏𑦐𑦑𑦒𑦓𑦔𑦕𑦖𑦗𑦘𑦙𑦚𑦛𑦜𑦝𑦞𑦟𑦠𑦡𑦢𑦣𑦤𑦥𑦦𑦧𑦨𑦩𑦪𑦫𑦬𑦭𑦮𑦯𑦰𑦱𑦲𑦳𑦴𑦵𑦶𑦷𑦸𑦹𑦺𑦻𑦼𑦽𑦾𑦿𑧀𑧁𑧂𑧃𑧄𑧅𑧆𑧇𑧈𑧉𑧊𑧋𑧌𑧍𑧎𑧏𑧐𑧑𑧒𑧓𑧔𑧕𑧖𑧗𑧘𑧙𑧚𑧛𑧜𑧝𑧞𑧟𑧠𑧡𑧢𑧣𑧤𑧥𑧦𑧧𑧨𑧩𑧪𑧫𑧬𑧭𑧮𑧯𑧰𑧱𑧲𑧳𑧴𑧵𑧶𑧷𑧸𑧹𑧺𑧻𑧼𑧽𑧾𑧿𑨀𑨁𑨂𑨃𑨄𑨅𑨆𑨇𑨈𑨉𑨊𑨋𑨌𑨍𑨎𑨏𑨐𑨑𑨒𑨓𑨔𑨕𑨖𑨗𑨘𑨙𑨚𑨛𑨜𑨝𑨞𑨟𑨠𑨡𑨢𑨣𑨤𑨥𑨦𑨧𑨨𑨩𑨪𑨫𑨬𑨭𑨮𑨯𑨰𑨱𑨲𑨳𑨴𑨵𑨶𑨷𑨸𑨹𑨺𑨻𑨼𑨽𑨾𑨿𑩀𑩁𑩂𑩃𑩄𑩅𑩆𑩇𑩈𑩉𑩊𑩋𑩌𑩍𑩎𑩏𑩐𑩑𑩒𑩓𑩔𑩕𑩖𑩗𑩘𑩙𑩚𑩛𑩜𑩝𑩞𑩟𑩠𑩡𑩢𑩣𑩤𑩥𑩦𑩧𑩨𑩩𑩪𑩫𑩬𑩭𑩮𑩯𑩰𑩱𑩲𑩳𑩴𑩵𑩶𑩷𑩸𑩹𑩺𑩻𑩼𑩽𑩾𑩿𑪀𑪁𑪂𑪃𑪄𑪅𑪆𑪇𑪈𑪉𑪊𑪋𑪌𑪍𑪎𑪏𑪐𑪑𑪒𑪓𑪔𑪕𑪖𑪗𑪘𑪙𑪚𑪛𑪜𑪝𑪞𑪟𑪠𑪡𑪢𑪣𑪤𑪥𑪦𑪧𑪨𑪩𑪪𑪫𑪬𑪭𑪮𑪯𑪰𑪱𑪲𑪳𑪴𑪵𑪶𑪷𑪸𑪹𑪺𑪻𑪼𑪽𑪾𑪿𑫀𑫁𑫂𑫃𑫄𑫅𑫆𑫇𑫈𑫉𑫊𑫋𑫌𑫍𑫎𑫏𑫐𑫑𑫒𑫓𑫔𑫕𑫖𑫗𑫘𑫙𑫚𑫛𑫜𑫝𑫞𑫟𑫠𑫡𑫢𑫣𑫤𑫥𑫦𑫧𑫨𑫩𑫪𑫫𑫬𑫭𑫮𑫯𑫰𑫱𑫲𑫳𑫴𑫵𑫶𑫷𑫸𑫹𑫺𑫻𑫼𑫽𑫾𑫿𑬀𑬁𑬂𑬃𑬄𑬅𑬆𑬇𑬈𑬉𑬊𑬋𑬌𑬍𑬎𑬏𑬐𑬑𑬒𑬓𑬔𑬕𑬖𑬗𑬘𑬙𑬚𑬛𑬜𑬝𑬞𑬟𑬠𑬡𑬢𑬣𑬤𑬥𑬦𑬧𑬨𑬩𑬪𑬫𑬬𑬭𑬮𑬯𑬰𑬱𑬲𑬳𑬴𑬵𑬶𑬷𑬸𑬹𑬺𑬻𑬼𑬽𑬾𑬿𑭀𑭁𑭂𑭃𑭄𑭅𑭆𑭇𑭈𑭉𑭊𑭋𑭌𑭍𑭎𑭏𑭐𑭑𑭒𑭓𑭔𑭕𑭖𑭗𑭘𑭙𑭚𑭛𑭜𑭝𑭞𑭟𑭠𑭡𑭢𑭣𑭤𑭥𑭦𑭧𑭨𑭩𑭪𑭫𑭬𑭭𑭮𑭯𑭰𑭱𑭲𑭳𑭴𑭵𑭶𑭷𑭸𑭹𑭺𑭻𑭼𑭽𑭾𑭿𑮀𑮁𑮂𑮃𑮄𑮅𑮆𑮇𑮈𑮉𑮊𑮋𑮌𑮍𑮎𑮏𑮐𑮑𑮒𑮓𑮔𑮕𑮖𑮗𑮘𑮙𑮚𑮛𑮜𑮝𑮞𑮟𑮠𑮡𑮢𑮣𑮤𑮥𑮦𑮧𑮨𑮩𑮪𑮫𑮬𑮭𑮮𑮯𑮰𑮱𑮲𑮳𑮴𑮵𑮶𑮷𑮸𑮹𑮺𑮻𑮼𑮽𑮾𑮿𑯀𑯁𑯂𑯃𑯄𑯅𑯆𑯇𑯈𑯉𑯊𑯋𑯌𑯍𑯎𑯏𑯐𑯑𑯒𑯓𑯔𑯕𑯖𑯗𑯘𑯙𑯚𑯛𑯜𑯝𑯞𑯟𑯠𑯡𑯢𑯣𑯤𑯥𑯦𑯧𑯨𑯩𑯪𑯫𑯬𑯭𑯮𑯯𑯰𑯱𑯲𑯳𑯴𑯵𑯶𑯷𑯸𑯹𑯺𑯻𑯼𑯽𑯾𑯿𑰀𑰁𑰂𑰃𑰄𑰅𑰆𑰇𑰈𑰉𑰊𑰋𑰌𑰍𑰎𑰏𑰐𑰑𑰒𑰓𑰔𑰕𑰖𑰗𑰘𑰙𑰚𑰛𑰜𑰝𑰞𑰟𑰠𑰡𑰢𑰣𑰤𑰥𑰦𑰧𑰨𑰩𑰪𑰫𑰬𑰭𑰮𑰯𑰰𑰱𑰲𑰳𑰴𑰵𑰶𑰷𑰸𑰹𑰺𑰻𑰼𑰽𑰾𑰿𑱀𑱁𑱂𑱃𑱄𑱅𑱆𑱇𑱈𑱉𑱊𑱋𑱌𑱍𑱎𑱏𑱐𑱑𑱒𑱓𑱔𑱕𑱖𑱗𑱘𑱙𑱚𑱛𑱜𑱝𑱞𑱟𑱠𑱡𑱢𑱣𑱤𑱥𑱦𑱧𑱨𑱩𑱪𑱫𑱬𑱭𑱮𑱯𑱰𑱱𑱲𑱳𑱴𑱵𑱶𑱷𑱸𑱹𑱺𑱻𑱼𑱽𑱾𑱿𑲀𑲁𑲂𑲃𑲄𑲅𑲆𑲇𑲈𑲉𑲊𑲋𑲌𑲍𑲎𑲏𑲐𑲑𑲒
--

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

Spanish



Vietnamese



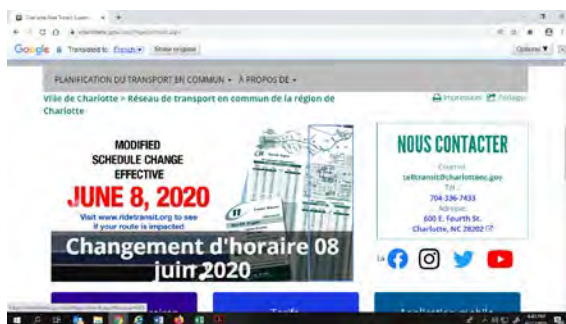
Simplified Mandarin-Chinese



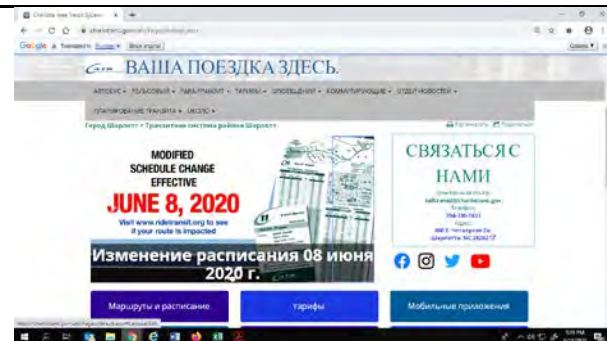
Traditional-Chinese



French



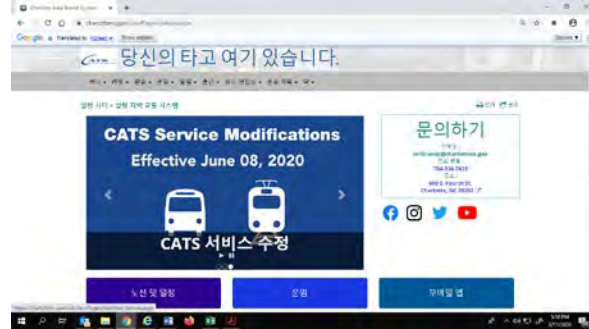
Russian



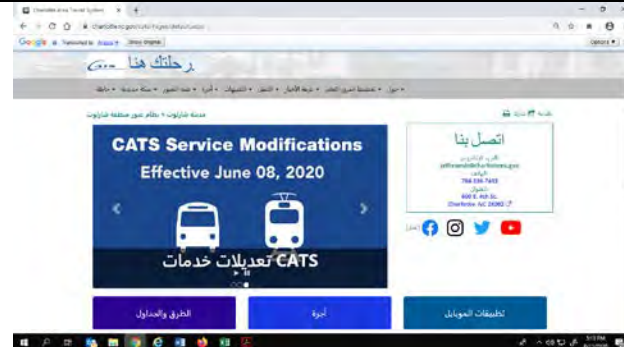
Gujarati



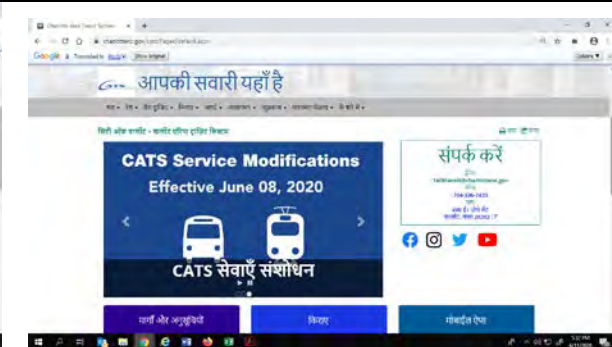
Korean



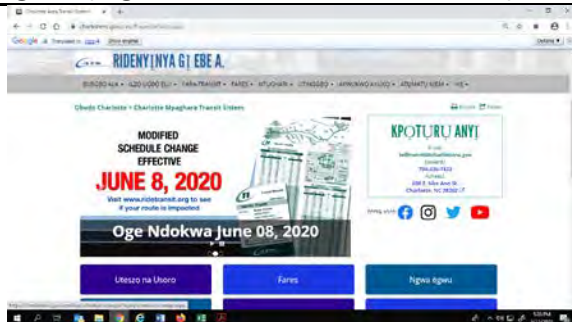
Hindi



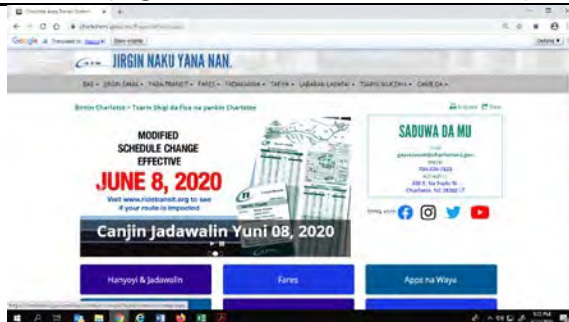
Arabic



Igbo (Nigeria-Variou African Countries)



Hausa (Nigeria-Variou African Countries)



Fillable Commuter Forms (Korean & Vietnamese)

ct-66gn052 - Remote Desktop Connection

Vanpool

charlottenc.gov/cats/commuting/vanpool/Pages/default.aspx

Translated to: Korean Show original

살렛 시티 > 살렛 지역 대중 교통 시스템 > 통근 > 밴풀

인쇄 공유

반풀

돈을 절약하고 교통으로 인한 스트레스를 줄이고 싶습니까? CATS Vanpool과 함께 할 수 있습니다!

Vanpool은 5 - 15 명의 통근자가 업무를 공유 할 수 있는 편리하고 비용 효율적인 방법입니다. 밴풀은 서로 가까이에서 살거나 일하고 비슷한 출퇴근 일정을 공유하는 사람들로 구성됩니다. 각 밴풀은 그들의 필요에 따라 일정을 조정하며 회원의 픽업 및 하차 장소 및 시간을 결정합니다. 라이더에게는 월 요금이 부과되며 CATS는 렌, 연료, 보험 및 급합니다. CATS에는 두 가지 유형의 반풀 차량이 있습니다. 7 인승 미니 밴과 15 인승 밴.



15 명의 승객 반풀:
이 반풀은 9 명에서 15 명의 승객으로 구성되어 한 명의 라이더는 운전자로 동의하고 다른 한 명의 라이더는 백업 운전자로 동의합니다.

미니 밴 반풀:
미니 밴 서비스는 4 명에서 7 명의 승객으로 구성되어, 1 명의 라이더는 운전자로 동의하고 다른 1 명의 라이더는 보조 운전자로 동의하지만 3 명에서 4 명의 승객으로 시작할 수 있습니다.

반풀 양식

Original text

Each vanpool tailors its schedule around the group's needs, with members deciding pick-up and drop-off locations and times.

Continue a better translation

되십시오. 위에 대한 합니다.

전화 *

ct-66gn052 - Remote Desktop Connection

Carpool ShareTheRideNC


sharetheridenc.org/Public/Home.aspx

Translated to: Vietnamese Show original

Vietnamese ĐĂNG NHẬP ĐĂNG KÝ

STRNC share the ride nc

Tìm trận đấu Đăng nhập để làm của tôi Ưu đãi Vanpools Đi xe khẩn cấp về nhà



TÌM TRẬN ĐẤU ĐI LÀM

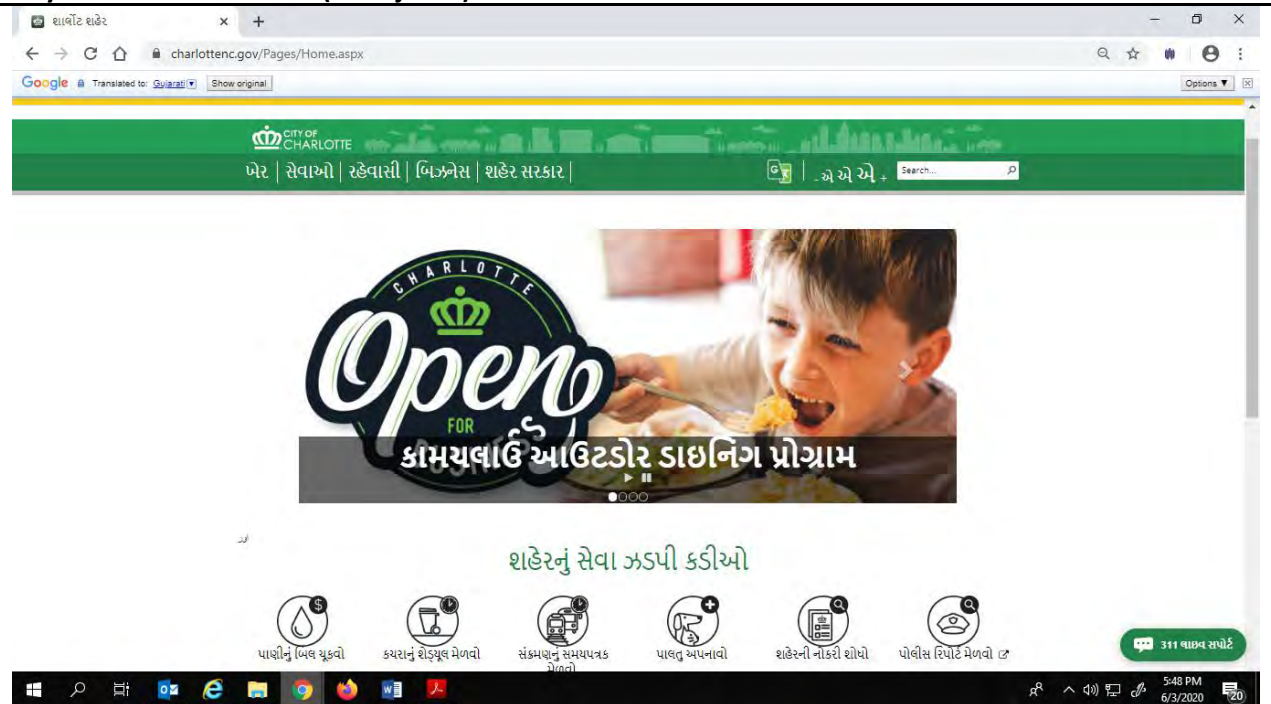
Từ

Đến

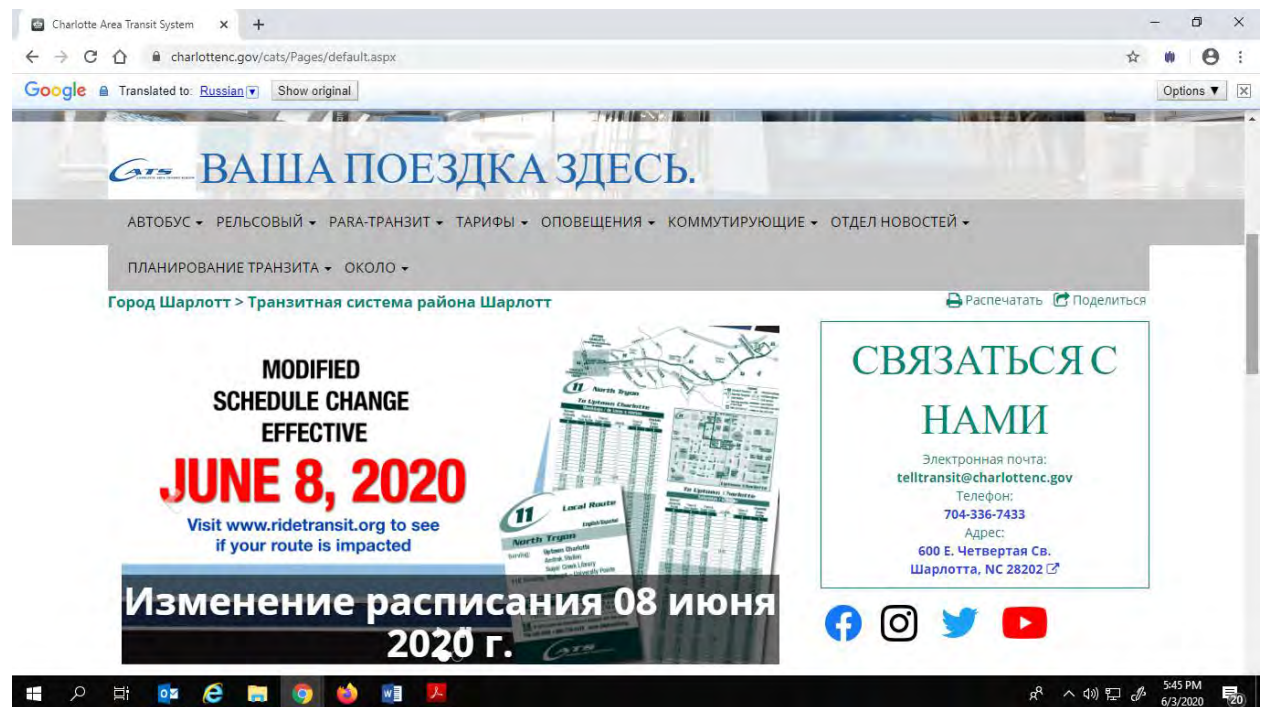
TÌM KIẾM

Windows Taskbar: 9:12 AM 6/12/2020

City of Charlotte website (in Gujarati)



Service Changes Notifications (with Russian in Mimic' d version included)



Charlotte Area Transit System x +

charlottenc.gov/cats/Pages/default.aspx

Google Translated to: Vietnamese Show original Options

ĐI XE CỦA BẠN LÀ Ở ĐÂY.

XE BUÝT • ĐƯỜNG SẮT • PARA-QUÁ CẢNH • GIÁ VÉ • CẢNH BÁO • ĐI LẠI • PHÒNG TIN TỨC • QUY HOẠCH QUÁ CẢNH • TRONG KHOẢNG •

Thành phố Charlotte > Hệ thống Giao thông Khu vực Charlotte

CATS Service Modifications
Effective June 08, 2020

SỬA ĐỔI DỊCH VỤ CATS

LIÊN HỆ CHÚNG TÔI
Email: Telltransit@charlottenc.gov
Điện thoại: 704-336-7433
Địa chỉ: 600 E. Fourth St. Charlotte, NC 28202

Hãy nói, là một tài tài của, qua, qua, qua một tài khác, qua giữ, qua một tài khác

[Lộ trình & Lịch trình](#) [Giá vé](#) [Ứng dụng di động](#)

<https://charlottenc.gov/cats/bus/Pages/Modified-Service.aspx>

8:59 AM 6/4/2020

Xe buýt> Dịch vụ sửa đổi x +

charlottenc.gov/cats/bus/Pages/Modified-Service.aspx

Google Translated to: Vietnamese Show original Options

ĐI XE CỦA BẠN LÀ Ở ĐÂY.

XE BUÝT • ĐƯỜNG SẮT • PARA-QUÁ CẢNH • GIÁ VÉ • CẢNH BÁO • ĐI LẠI • PHÒNG TIN TỨC • QUY HOẠCH QUÁ CẢNH • TRONG KHOẢNG •

Thành phố Charlotte > Hệ thống vận chuyển khu vực Charlotte > Xe buýt > Dịch vụ sửa đổi

DỊCH VỤ SỬA ĐỔI

Bắt đầu từ **Thứ Hai, ngày 8 tháng 6 năm 2020**, CATS sẽ kết thúc các chuyến đi miễn phí trên tất cả các dịch vụ. Vào ngày này, một vé, vé hoặc tiền mặt hợp lệ sẽ được yêu cầu để đi xe. Vào ngày 1 tháng Sáu, khách hàng có thể bắt đầu mua vé tại Trung tâm Vận tải Charlotte hoặc từ một trong một [số địa điểm bán hàng](#) qua khu vực. Pass cũng sẽ có sẵn để mua thông qua ứng dụng CATS Pass dành cho thiết bị di động hoặc qua trang thương mại điện tử CATS.

Cập nhật dịch vụ
Ngoài ra, vào ngày 8 tháng 6, CATS sẽ thực hiện các thay đổi đối với dịch vụ sửa đổi hiện tại của mình.

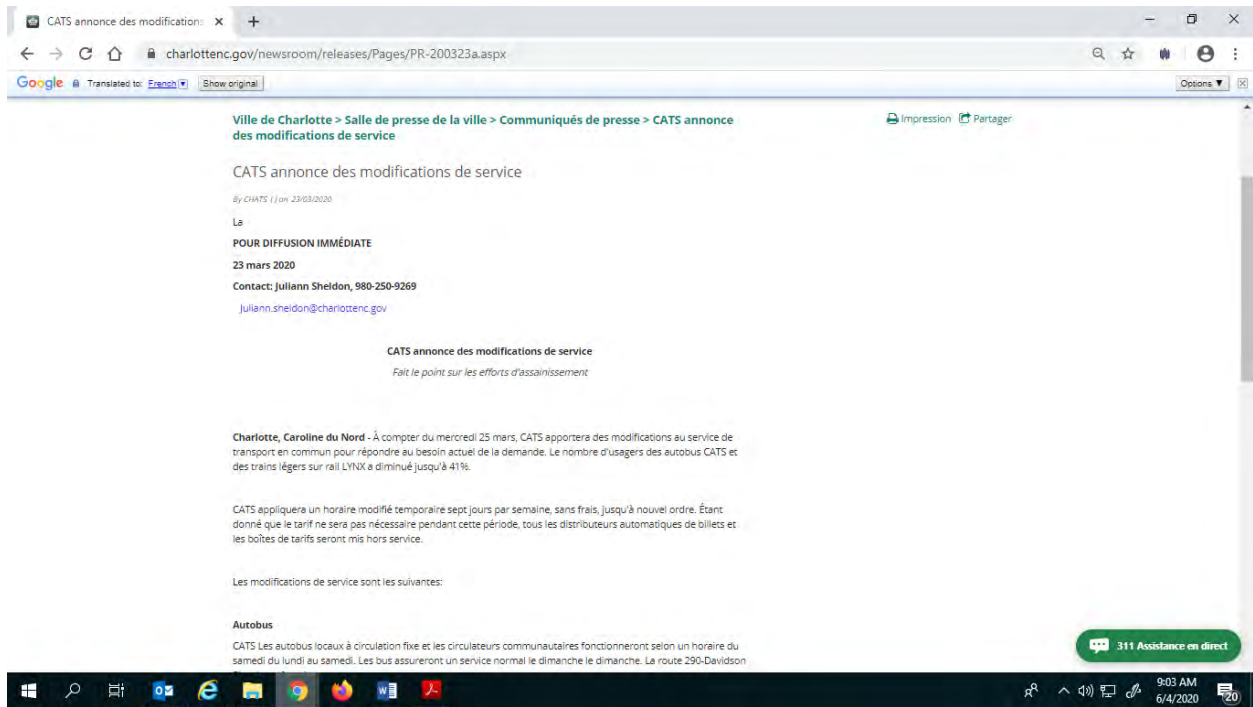
Dòng màu xanh LYNX:
Thứ hai Thứ bảy
Tuyến Blue sẽ hoạt động theo lịch **Thứ bảy** với sửa đổi:
• Dịch vụ 15 phút trong khoảng thời gian từ 6:00 sáng - 7:00 tối
• Chúng tôi sẽ vận hành lịch trình in đường sắt thứ bảy sau 7:00 tối

chủ nhật
Lịch chủ nhật thường xuyên

Dịch vụ xe buýt CATS:
Thứ hai Thứ Sáu
CATS sẽ tiếp tục vận hành dịch vụ sửa đổi được triển khai vào ngày 25 tháng 3 và tăng tần suất trên các tuyến hành khách cao sau: 5, 7, 8, 9, 10, 11, 16, 21, 27 và 34.

ngày thứ bảy
Lịch thứ bảy thường xuyên

9:01 AM 6/4/2020



Marketing Alternative Tool and Services (Spanish, Vietnamese and Russian)

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

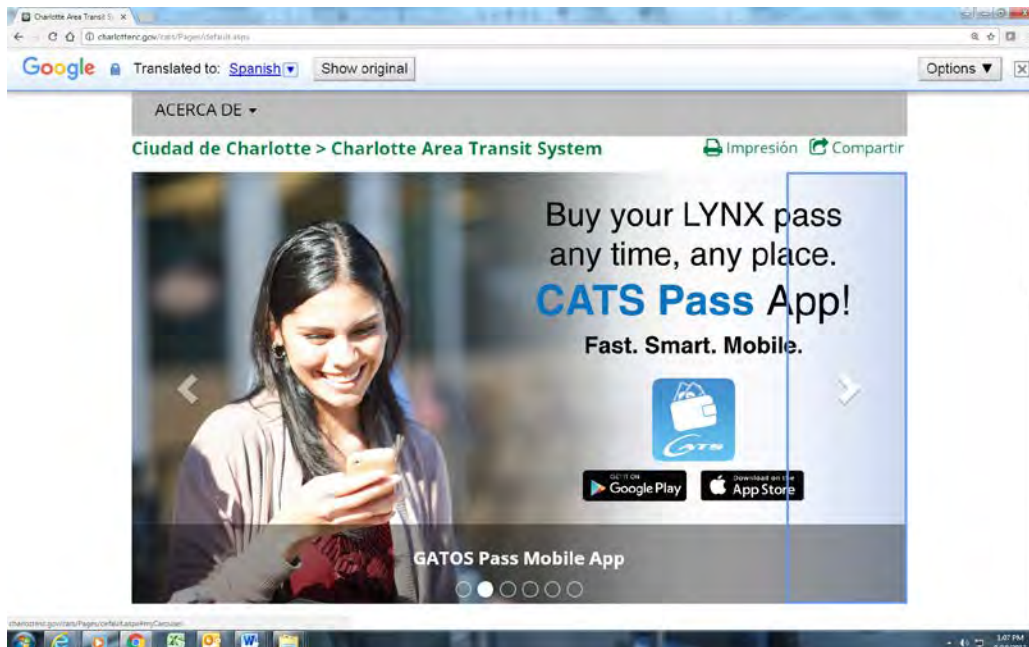
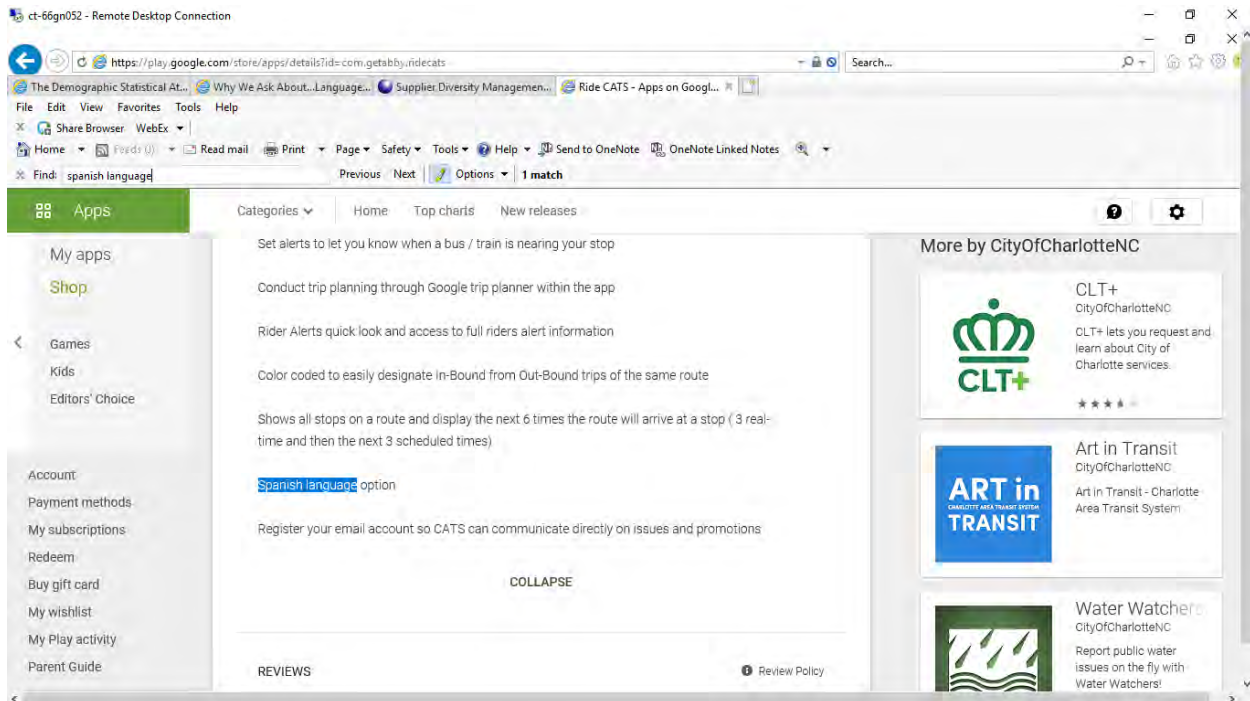
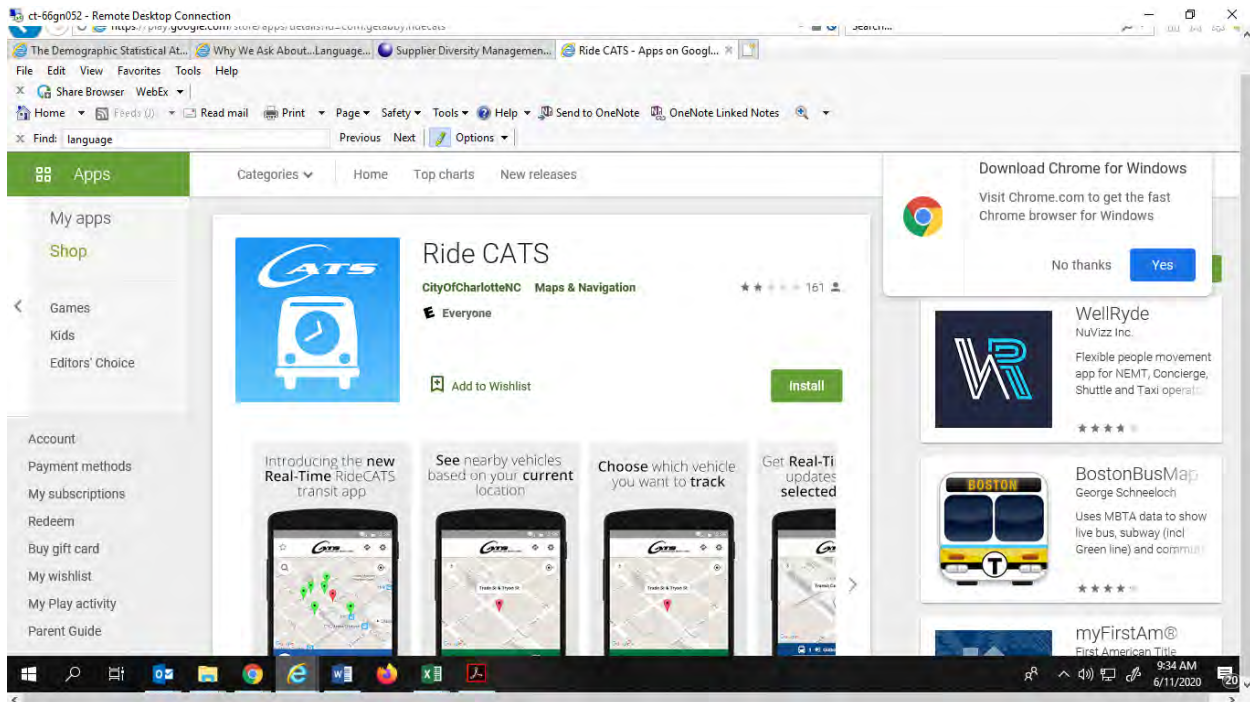




Figure 6: CATS Mobile applications are available for download in both English and Spanish.

On Google Play (Android):



On iTunes (Apple)

ct-66gn052 - Remote Desktop Connection

https://apps.apple.com/us/app/ride-cats/id415372743

Apple Inc. [US]

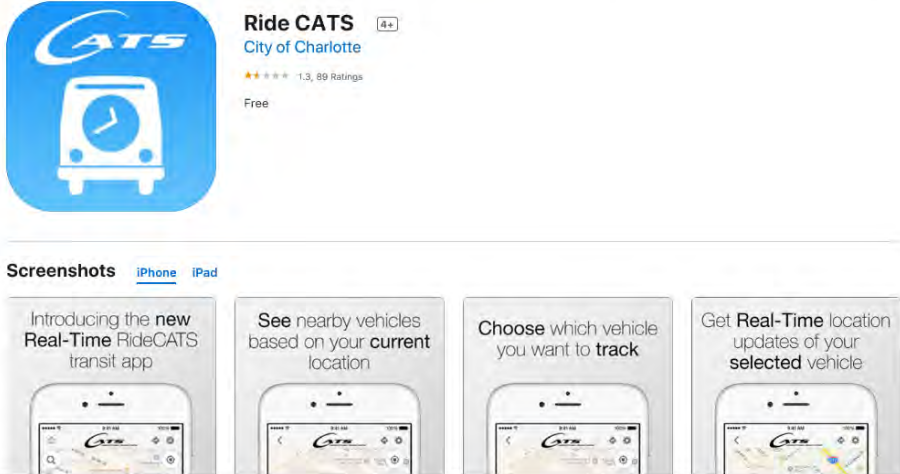
The Demographic Statistical At... Why We Ask About...Language... Supplier Diversity Managemen... Ride CATS - Apps on Google PL... Ride CATS on the App Store

File Edit View Favorites Tools Help

Share Browser WebEx

Home Folders () Read mail Print Page Safety Tools Help Send to OneNote OneNote Linked Notes

Find: spanish language Previous Next Options 1 match



Ride CATS 4+
City of Charlotte
★★★★★ 1.3, 89 Ratings
Free

Screenshots iPhone iPad

Introducing the new Real-Time RideCATS transit app

See nearby vehicles based on your current location

Choose which vehicle you want to track

Get Real-Time location updates of your selected vehicle

ct-66gn052 - Remote Desktop Connection

The Demographic Statistical At... Why We Ask About...Language... Supplier Diversity Managemen... Ride CATS - Apps on Google PL... Ride CATS on the App Store

File Edit View Favorites Tools Help

Share Browser WebEx

Home Folders () Read mail Print Page Safety Tools Help Send to OneNote OneNote Linked Notes

Find: spanish language Previous Next Options 1 match

Saving of favorite or highly used stops / stations

Set alerts to let you know when a bus / train is nearing your stop

Conduct trip planning through Google trip planner within the app

Rider Alerts quick look and access to full riders alert information

Color coded to easily designate In-Bound from Out-Bound trips of the same route

Shows all stops on a route and display the next 6 times the route will arrive at a stop (3 real-time and then the next 3 scheduled times)

[Spanish language](#) option

Register your email account so CATS can communicate directly on issues and promotions

What's New [Version History](#)

Real-Time information for route stops closest to your location

Real-Time of the next 3 times a bus / train will arrive at your stop

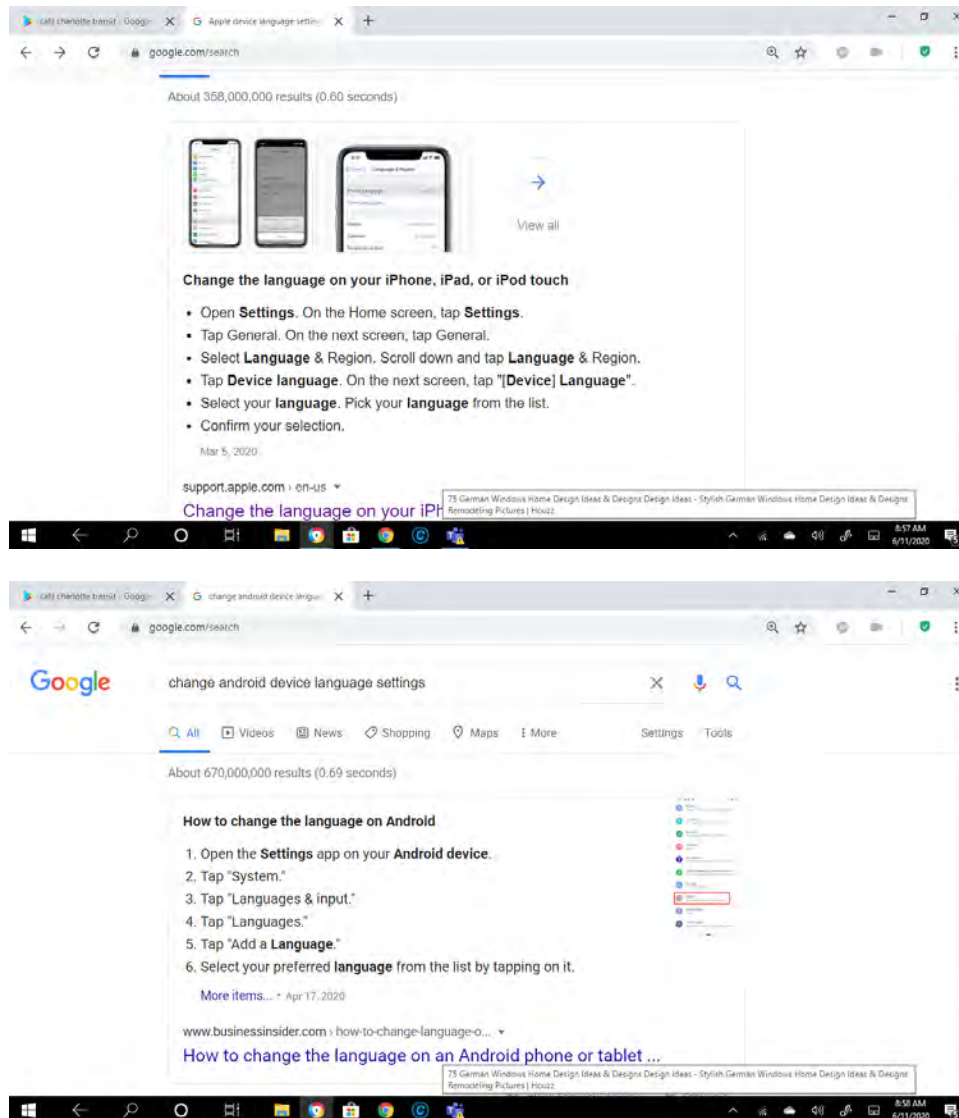
Set alerts to let you know when a bus / train is nearing your stop

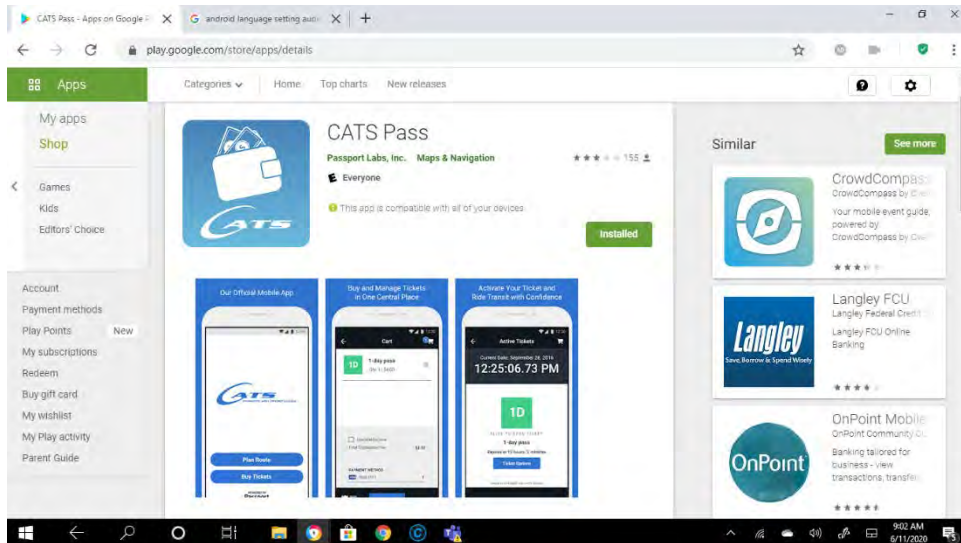
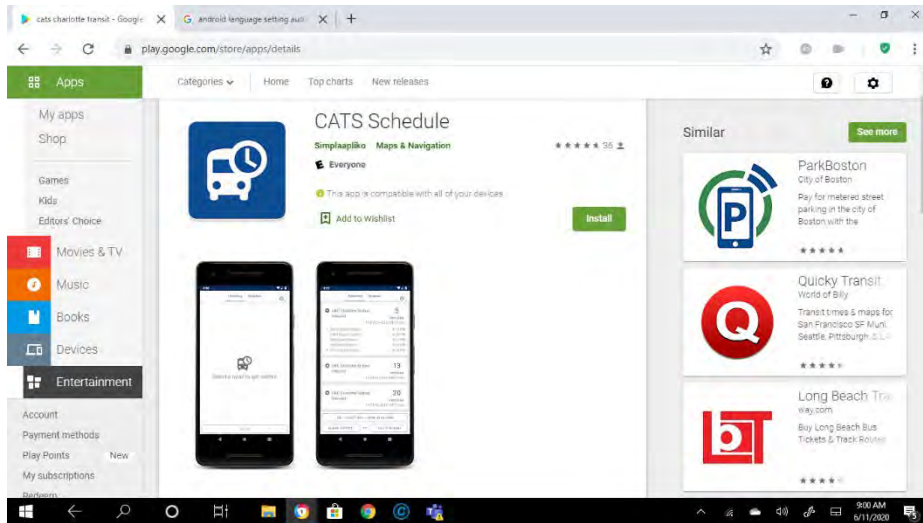
Version 3.0

9:40 AM 6/11/2020

CATS has two additional applications that were developed based upon Android and Apple devices ability to select languages displayed on the device. These options allow for instant translation of all text on the device including applications that may be running. Since the last LEP program update staff was informed that the two platforms only have limited ability to translate on device text to various languages. In

response the Summer 2020 pass application solicitation has incorporated requirements that the app must have translation capability into CATS Safe Harbor languages.





GATOS aplicación en tiempo real

SU VIAJE ES ESTE.

AUTOBÚS - CARRIL - PARA-TRÁNSITO - TARIFAS - ALERTAS - LOS DESPLAZAMIENTOS - SALA DE REDACCIÓN -

PLANIFICACIÓN DE TRÁNSITO - ACERCA DE -

Ciudad de Charlotte > Charlotte Area Transit System > Bus > GATOS aplicación en tiempo real

CATS MOBILE
Free, Convenient, And Easy To

Bienvenido a Aplicaciones Móviles GATOS. GATOS aplicaciones patrocinados soportan proporcionar información para hacer su experiencia de conducción más agradable. A continuación se muestra información sobre las aplicaciones móviles que proporcionan información en tiempo real y hacer que su experiencia de conducción más segura y de cómo descargar a su teléfono inteligente.



GATOS Pass - Mobile App de venta de entradas

La introducción de los nuevos GATOS Pase aplicación móvil! Una forma cómoda y fácil de adquirir el billete LYNX usando su


GATOS aplicación en tiempo real


GATOS Ride - Tiempo real de aplicaciones

CATS en tiempo real de aplicaciones proporciona información en tiempo real en todos los servicios de autobuses y trenes. Veces se derivan de los dispositivos GPS ubicados en CATS y vehículos LYNX.

También puede enviar quejas, Complementos y solicitud de servicio; Riders obtener alertas y tienen acceso directo a CATS Policía / Emergencia Ver Say aplicación. Ver la "visita guiada" dentro de la aplicación sobre el uso de la aplicación en la sección "Ayuda". Las características incluyen:

- Información en tiempo real para la ruta de dejar de armarios para su ubicación
- En tiempo real de los próximos 3 veces al autobús / tren llegará a su parada
- Guarde sus paradas y rutas más frecuentadas para un acceso rápido para obtener el siguiente autobús / viaje en tren
- Establecer alertas para hacerle saber cuando un autobús / tren se acerca a su parada
- Llevar a cabo la planificación del viaje a través de Google planificador de viajes dentro de la aplicación






GATOS aplicación en su navegador

charlottenc.gov/cats/bus/Pages/realtime-app.aspx

Translated to: Spanish Show original

Actualmente los niveles soportados de teléfonos inteligentes y sistemas operativos

iPhone	Androide
6s - 9.3.2 (actual)	Motorola Droid Identificación Ultra 4.4 - KitKat
6 - 9.3.2 (actual)	Nexus 6 6.0.1 (actual)
5s - 9.3.2 (actual)	Galaxy S6 6.0.1 (actual)
Tablet - Aire iPad - iOS 9.3.2	Tablet - Nexus 9 6.0.1



Al abrir la aplicación, RideCATS lo acercará al de su ubicación actual en un mapa designado con una pluma gota roja.

La pluma verde Gotas designa los armarios paradas de transporte / estaciones a su ubicación actual. Al pulsar el verde Ped gota mostrará el nombre Parada / estación

Si el mapa no está ampliada en su lugar, pulse el icono de ubicación brújula en la esquina superior derecha.

Selección de una ruta en una parada muestra los próximos tres veces

GATOS aplicación en su navegador

charlottenc.gov/cats/bus/Pages/realtime-app.aspx

Translated to: Spanish Show original

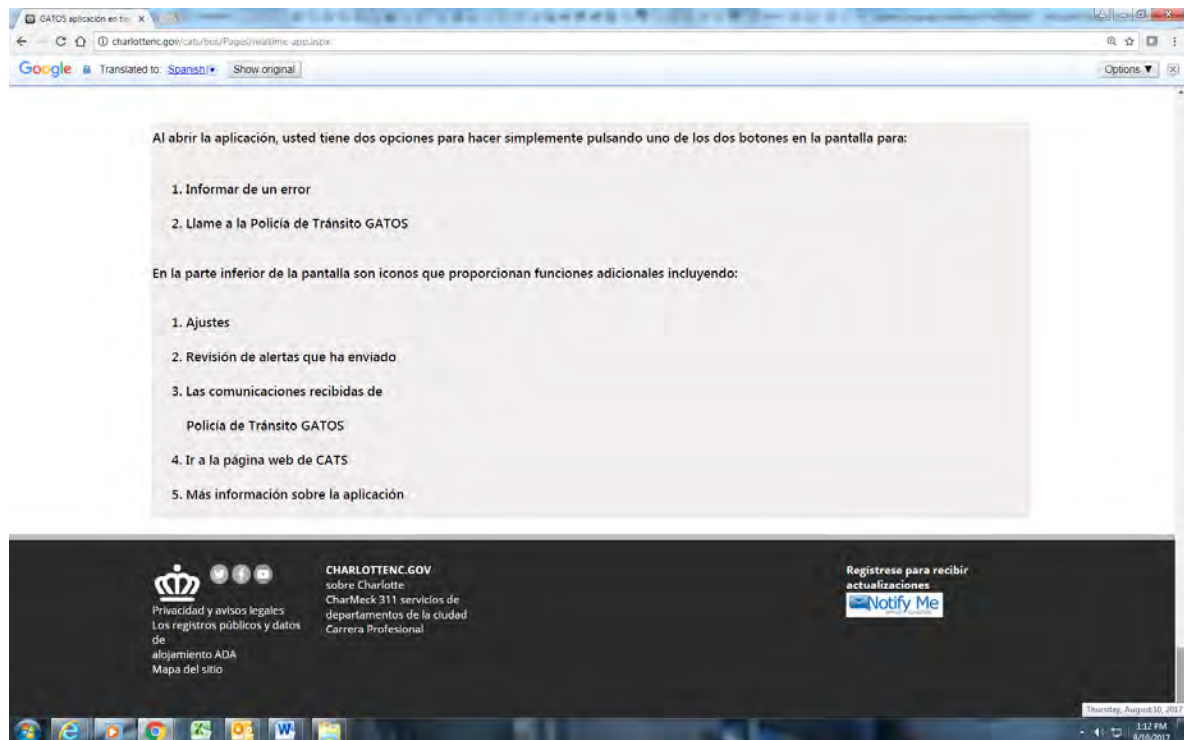
GATOS ve algo, diga algo Elerts App

Ayudar a mantener nuestros vehículos, paradas y estaciones segura al mantener un ojo vigilante sobre su entorno. La aplicación Elerts le permite informar de actividades sospechosas directamente a la policía.

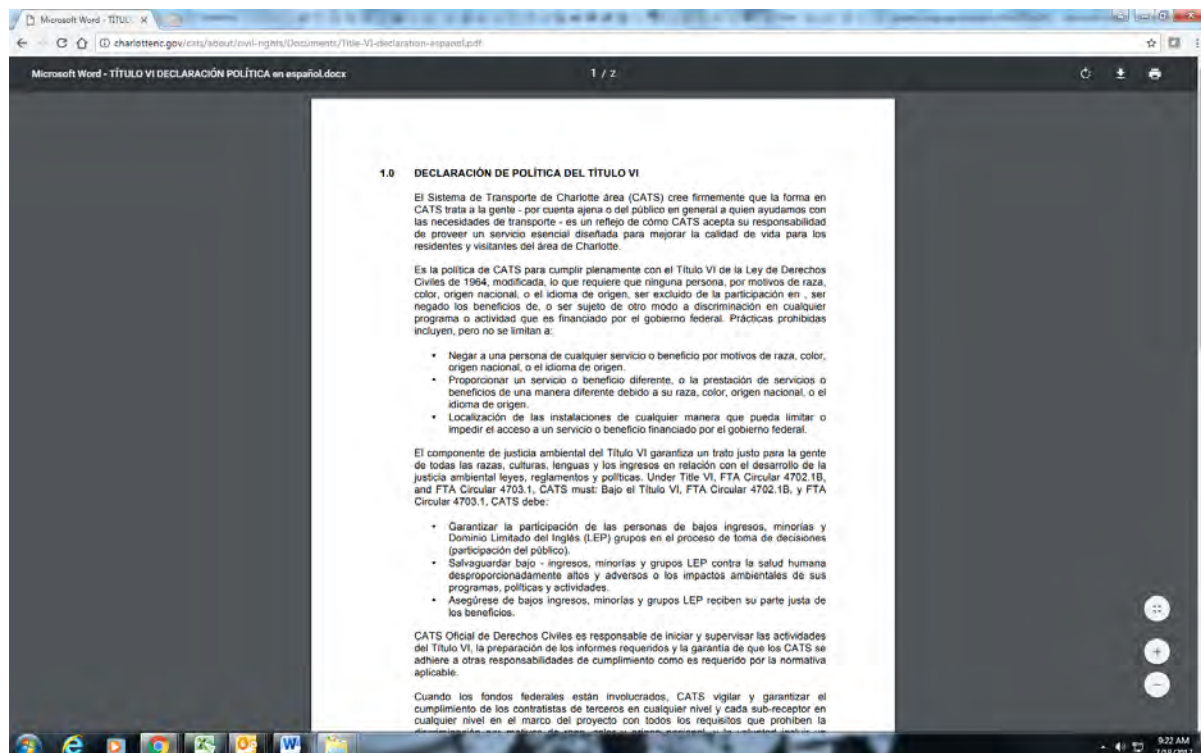
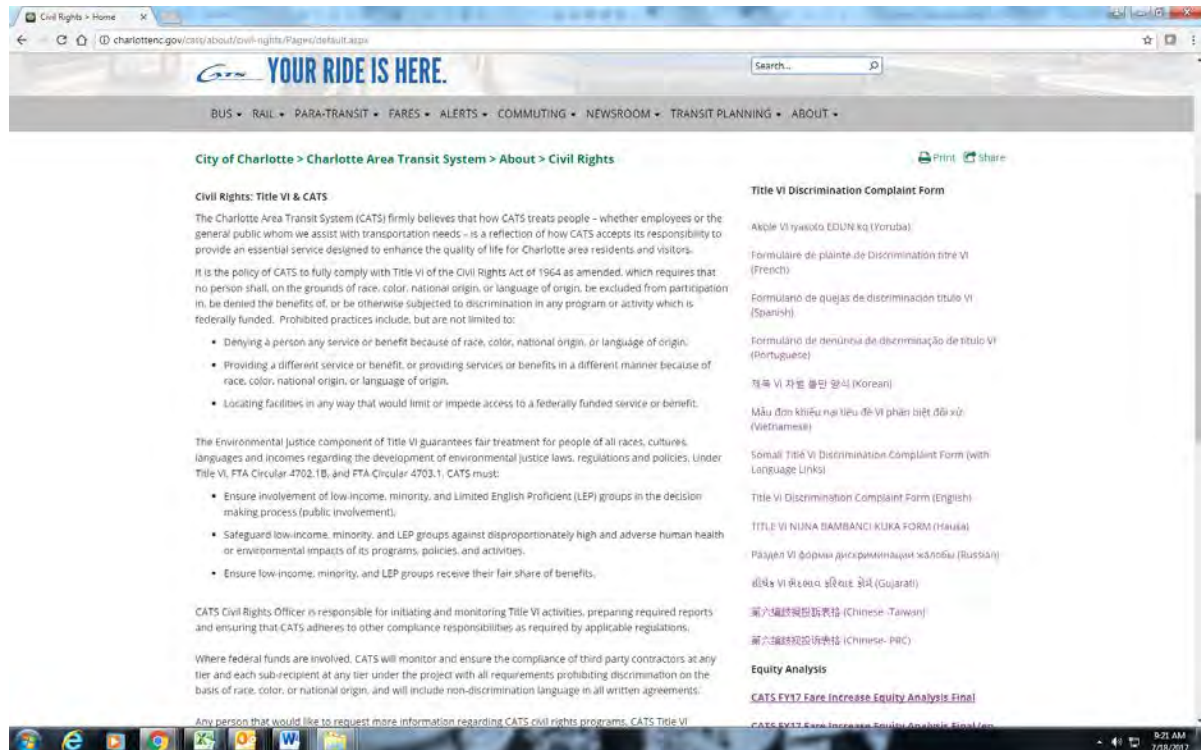
Available on the App Store

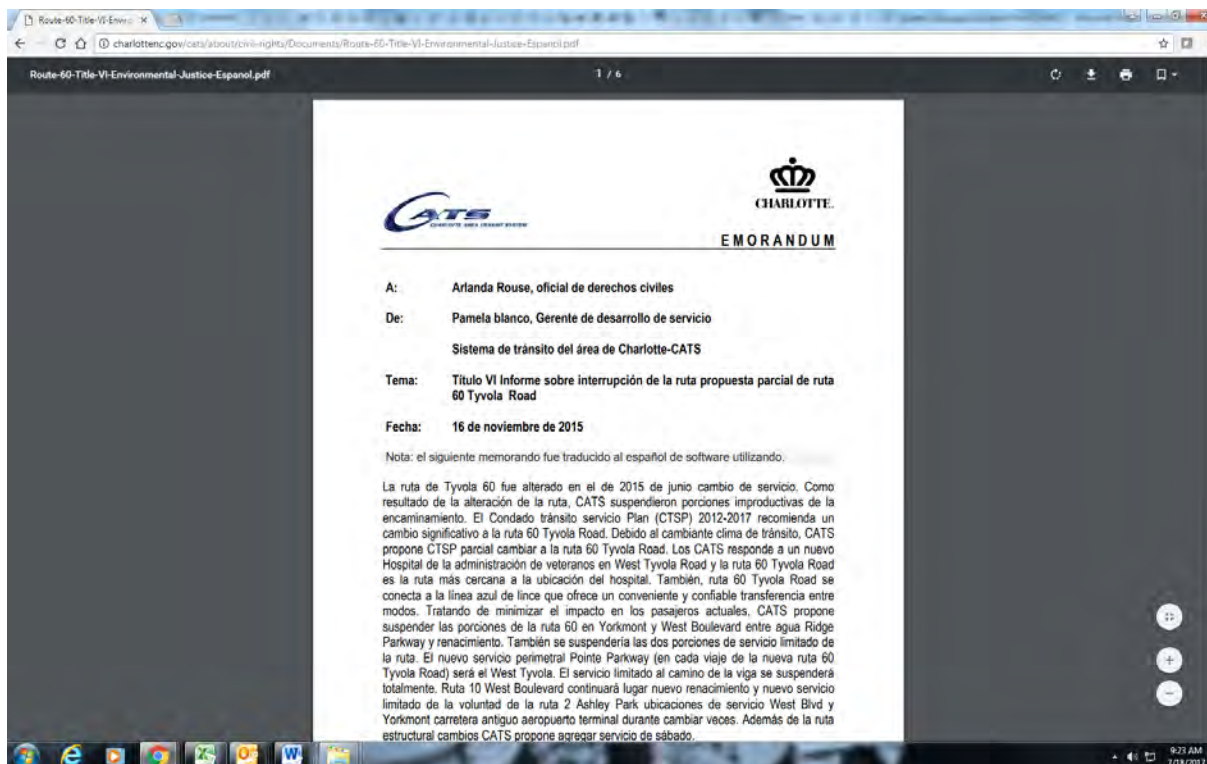
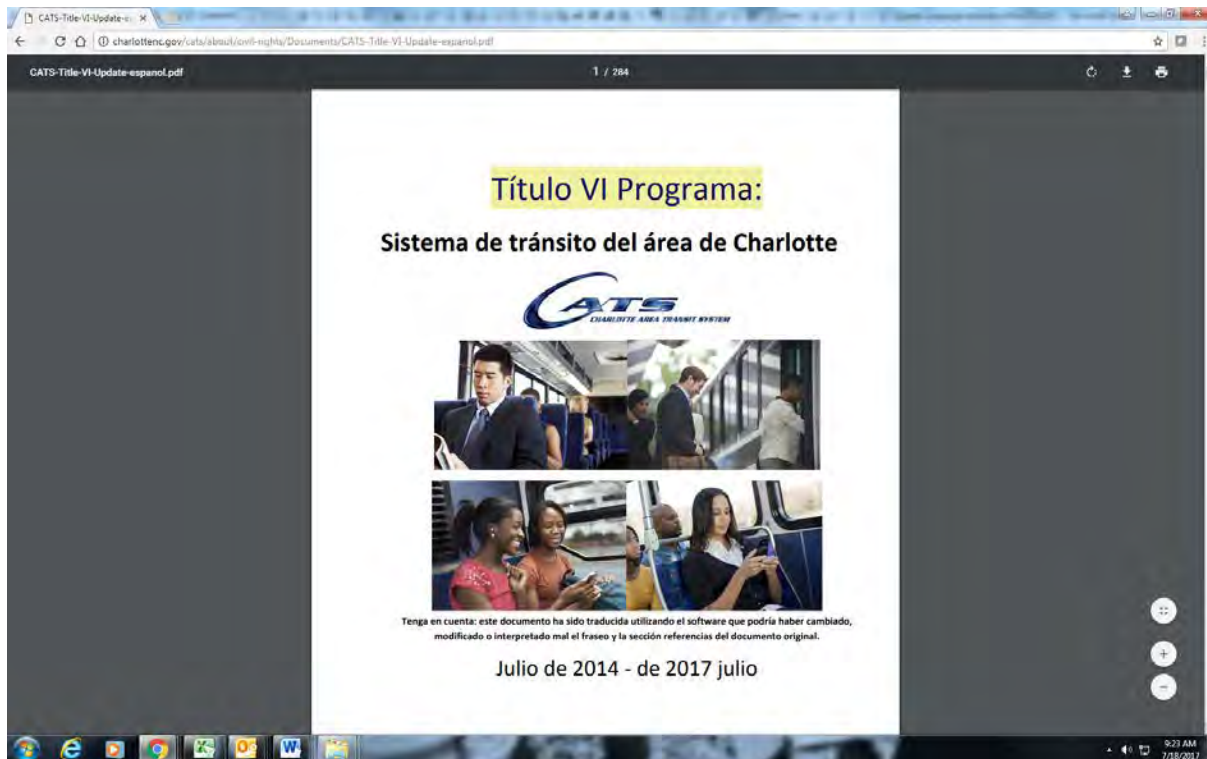
Get it on Google play

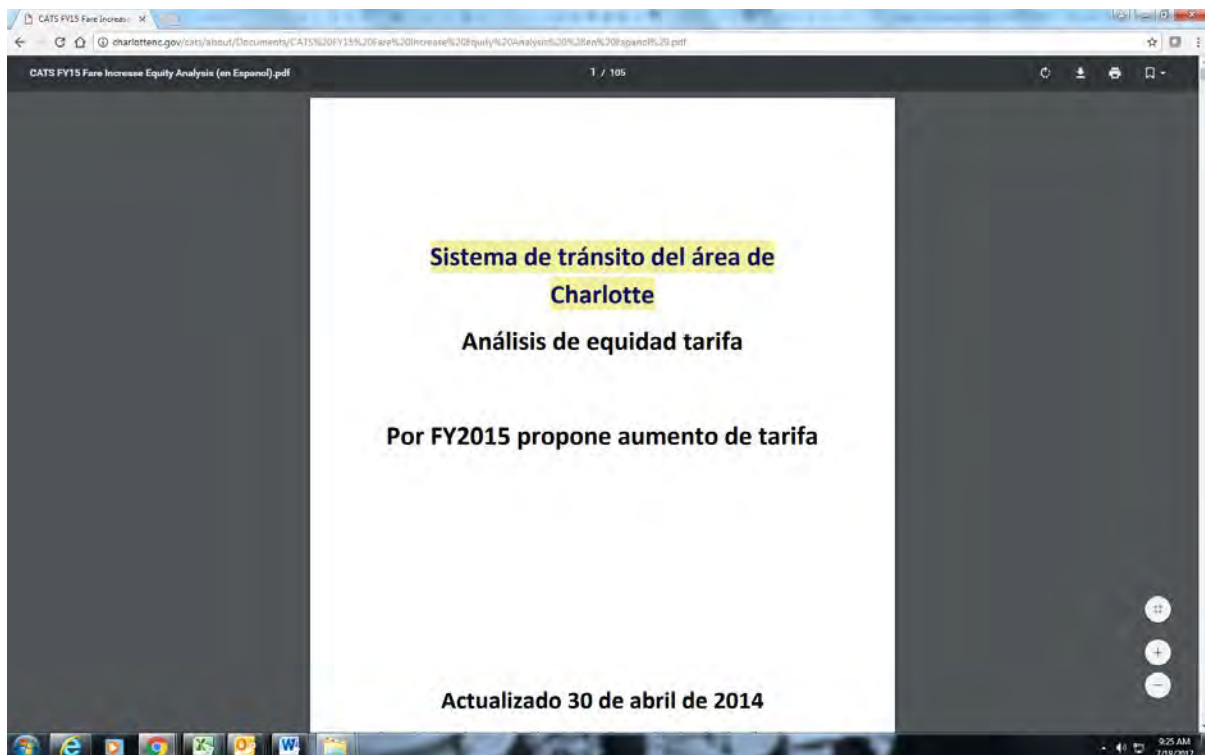
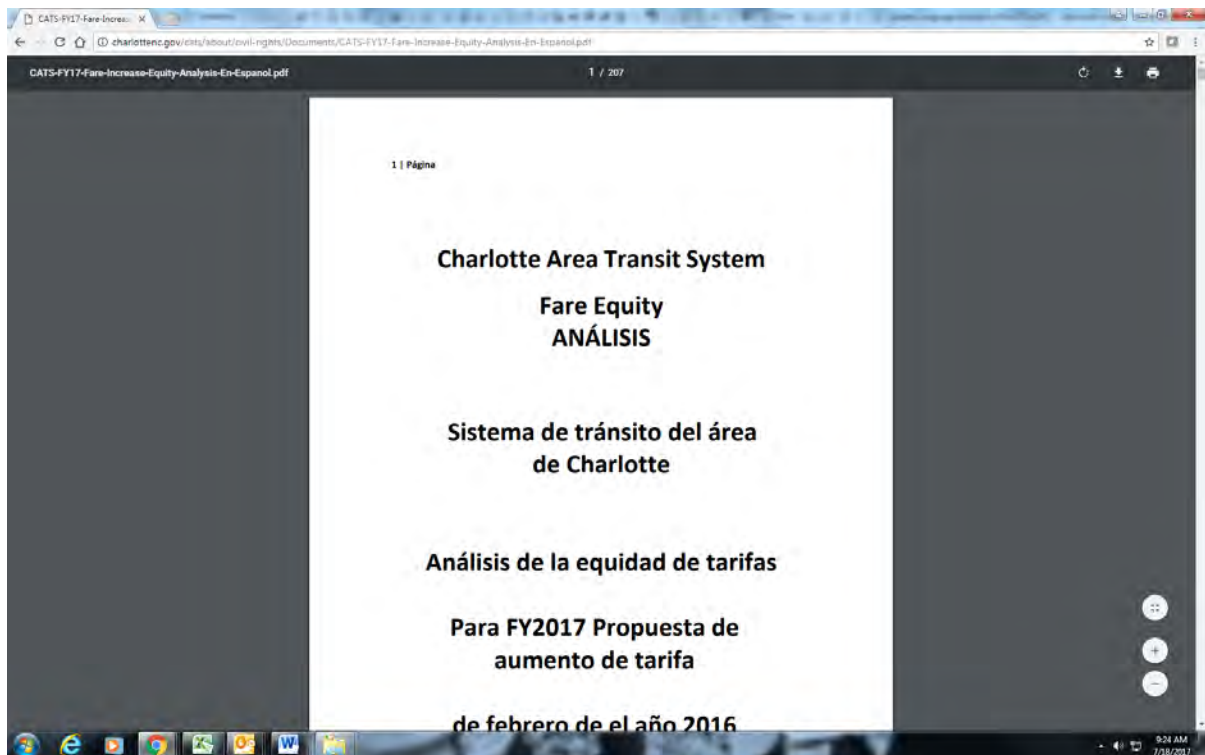


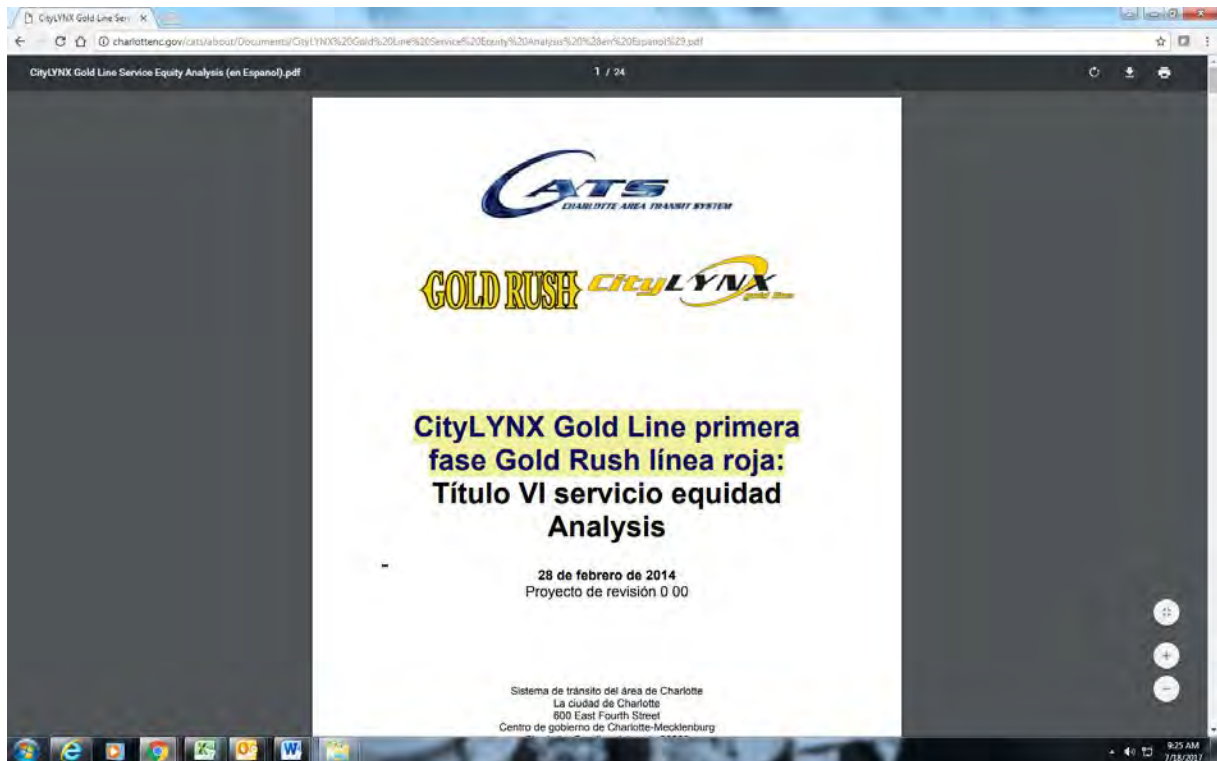


Figures 7: Civil Rights related or Public Input requests, statements, reports and other documents as well are “pre-translated” into Spanish for viewing and comment.





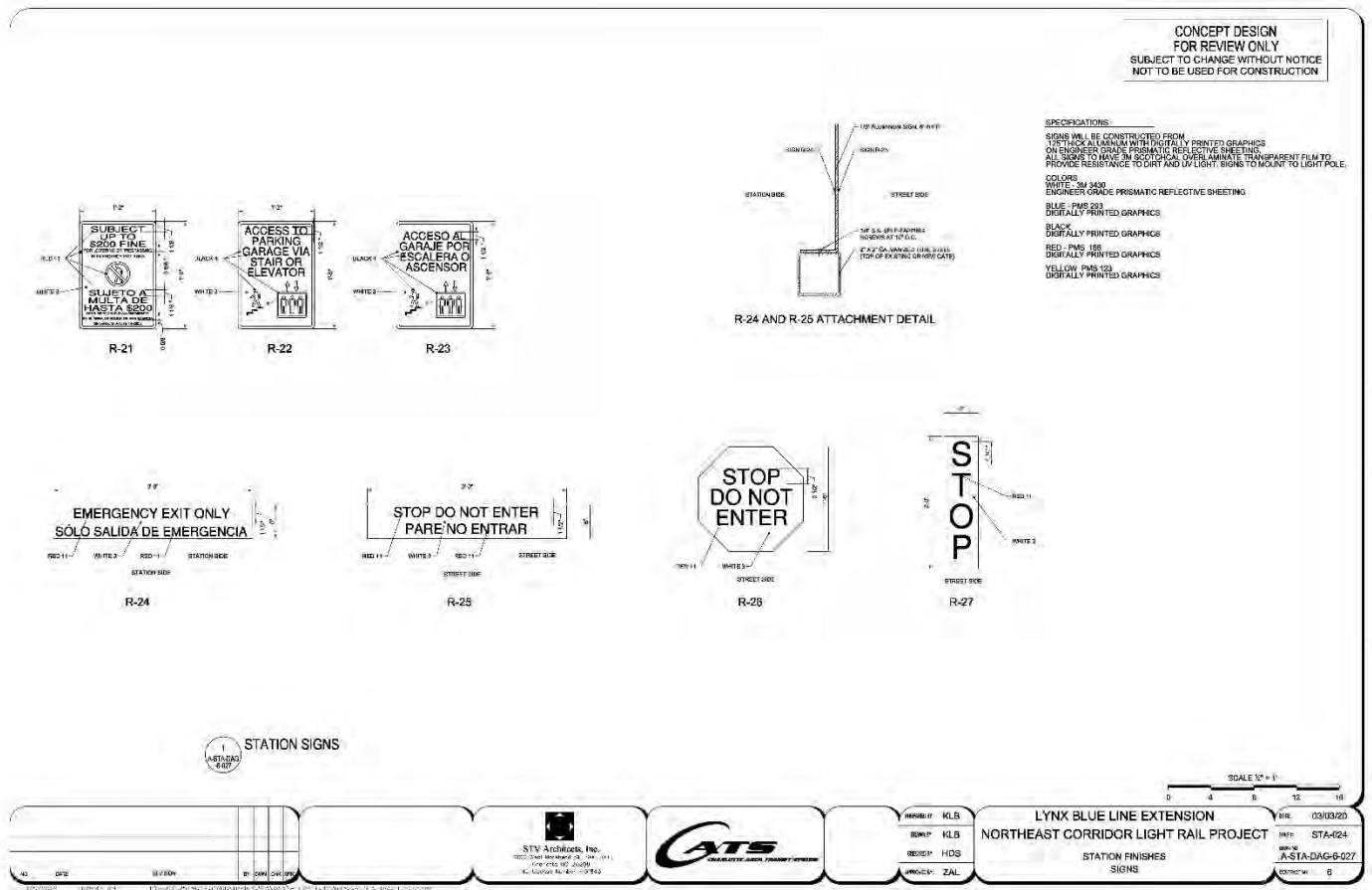




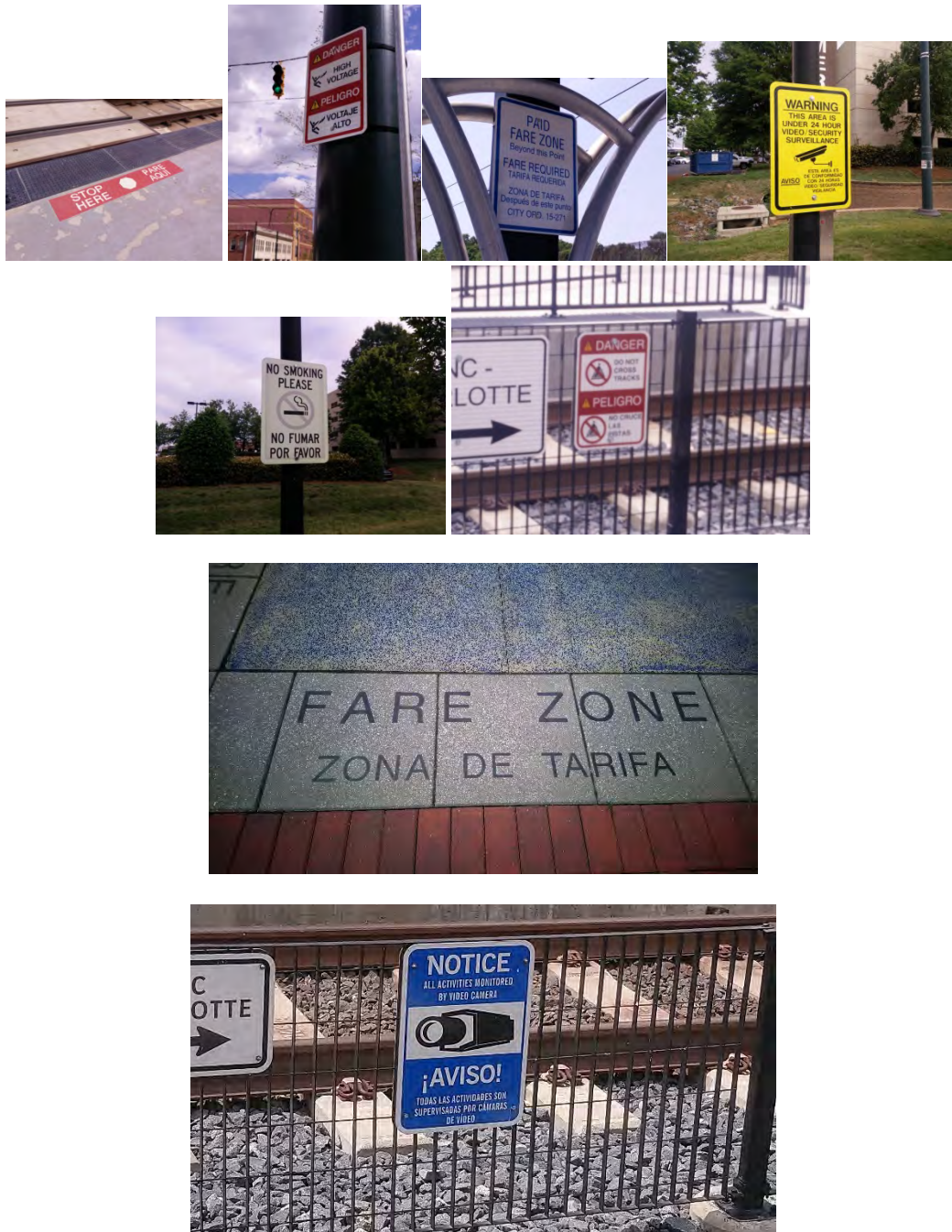
LEP in Project Development (LYNX Blue Line, Blue Line Extension Project, Goldline , Goldline Phase II, Rail Station Message and Light Rail Vehicle Messages):

Update 2020:

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



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



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

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

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

Armando Bellmas

Director of Communications

Latin American Coalition

www.LatinAmericanCoalition.org

Melina Monita-Pacheco

Latino New South Project Coordinator

Levine Museum of the New South

mmonita-

pacheco@museumofthenewsouth.org

www.museumofthenewsouth.org

Rocio Gonzalez

Dir. of Membership & Resource Development

**Latin American Chamber of Commerce of
Charlotte (LACCC)**

www.lacccharlotte.com

Diana Rojas

Client Services and Volunteer Coordinator

International House

www.ihclt.org

Jorge Salazar

Project Coordinator

Engineering and Property Management

City of Charlotte

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

Sayra H. Brynn

Public and Community Relations Specialist

Charlotte Area Transit System (CATS) LYNX Blue Line Extension

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

Paula Aguilera

Director of Membership and Programs

Latin American Chamber of Commerce of Charlotte

Isabel Mejia

Immigrant Welcome Center Coordinator

Latin American Coalition

Alma Hernandez

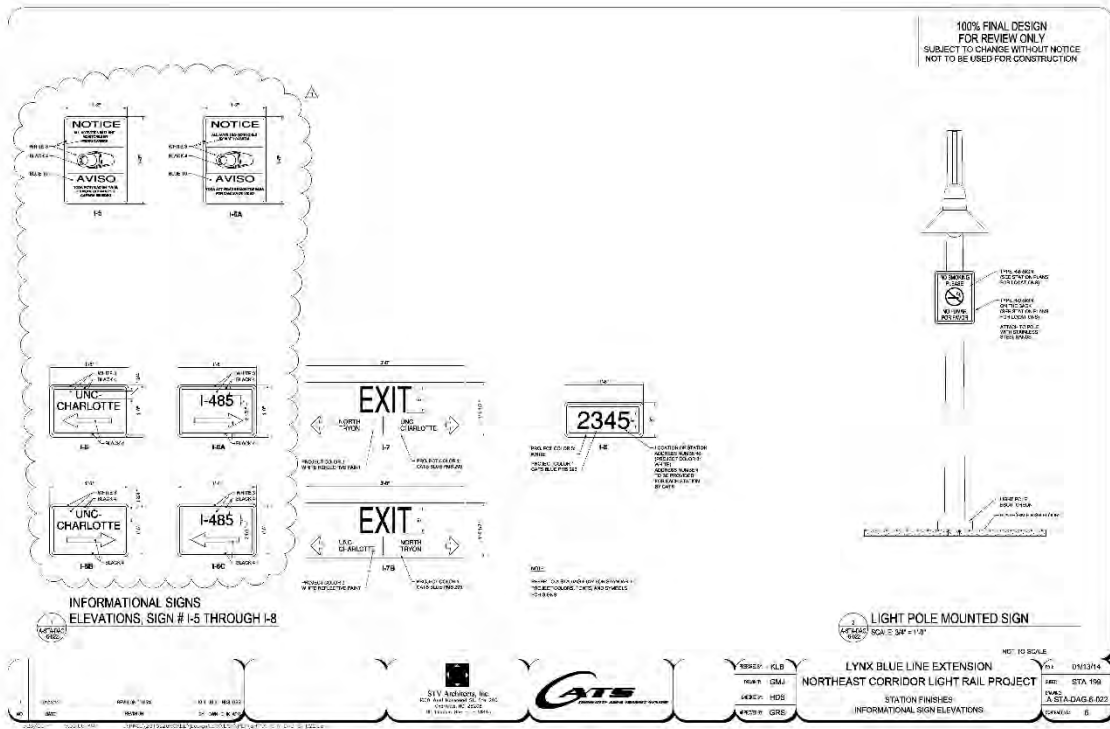
Client Services Director

International House

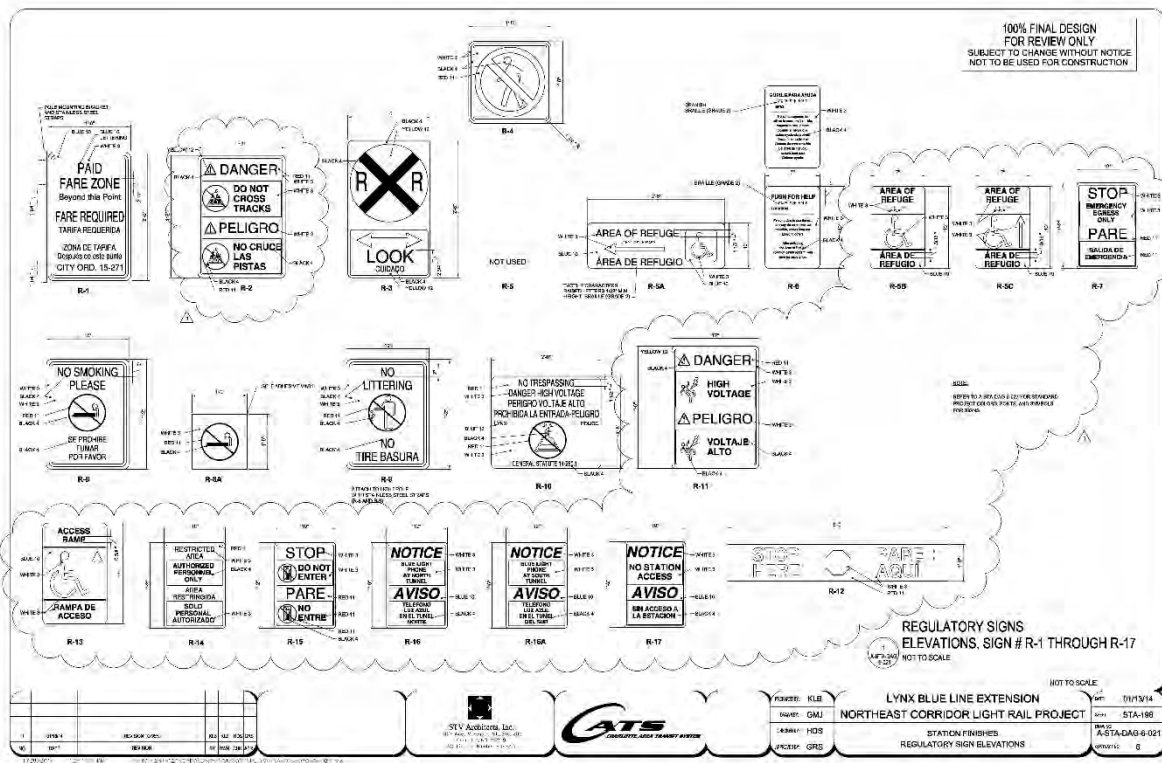
The 2013-2014 LEP BLE Spanish advisors reviewed each sign on the project and advised many modifications including:

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

Figures 8: BLE Bi-lingual Signage



Figures 9: BLE Bi-lingual Signage



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

Figures 9a: Bi-lingual Light Rail Station Messages

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

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

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

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

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

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

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

Table 9c: Bi-lingual bus announcement example

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

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

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

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

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

CATS services area and university area and construction staffs are fairly diverse and there may be persons from various nationalities utilizing the walkways and roadways along the construction area i.e. symbols have more universal functionality. These persons may have varying levels of English proficiency and literacy which is a primary focus of FTA for Title VI and Environmental Justice. There are 48,116 Spanish speakers who do not speak English well in Mecklenburg County according to the U.S. Census American Community Survey 5 Year estimates.

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

English and Spanish signs of warning.



Symbol—English and Spanish best for warnings of danger.



Travel Training to LEP Communities-

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

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

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

Great! See you then.

Kendal

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

We're good to come at Noon. Thanks!

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

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

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

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

Courtney,

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

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

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

CATS Spanish Language Podcast on “How to Ride Transit”

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



Ciudad Al Día CATS en español (Gigi Nunez)

Script:

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

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

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

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

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

QUESTIONS

Háblanos sobre la línea bilingüe de servicio al cliente

Estadísticas

¿Y el sitio web?

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

Las aplicaciones para teléfonos inteligentes

Formularios traducidos, ¿para qué sirven?

Señales y audio de CATS que están en español

MENTION

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

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

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

OUTRO

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

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

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

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

INFO

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

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

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

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

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

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

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

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

Lost and Found number: 704 336 3159

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

Info

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

CATS and City Website translate into Spanish

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

CATS Trip Planner is Google Transit (Translates into Spanish)

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

CATS Apps have Spanish Language Options.

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

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

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

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

Announcements, Notifications, Signage and Services Changes

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

YOUR RIDE IS HERE

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

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

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

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

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

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

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

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



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

YOUR RIDE IS HERE

**25 de junio, 2018
SCHEDULE CHANGE**

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

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

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

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

Ruta 2-viajes ajustados sirviendo al centro de empaque amazónico

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



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

YOUR RIDE IS HERE

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

Ruta 60: Tyvola Rd

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



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

Ruta 4: Belmont

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

Ruta 7: Beatties Ford

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

Ruta 11: North Tryon

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

Ruta 13: Nevin Rd

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

Ruta 15: Randolph Rd

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

Ruta 19: Park Rd

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

Ruta 27: Monroe Rd

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

Ruta 211: Hidden Valley

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

Ruta 61x: Arboretum Express

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

Línea CityLYNX Gold

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

시행일: 2020년 4월 6일

운행 일정 변경

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

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

더 자세한 정보는 LYNX Blue Line 운행일정을 참조하십시오.

2번: Ashley Rd

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

더 자세한 정보는 2번 노선 운행일정을 참조하십시오.

47x번: Greenhouse Express

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

더 자세한 정보는 47x번 노선 운행일정을 참조하십시오.



Put it OUT

SMOKING IS NOT ALLOWED ON CATS' PROPERTY



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

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

Prohibido fumar
1-800-QUIT-NOW

Breathe Freely



APÁGUELO

NO SE PERMITE FUMAR EN LAS PROPIEDADES DE CATS



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

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

Prohibido fumar
1-800-QUIT-NOW

Respire libremente

si **VE** algo, DIGA algo

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

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

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



A QUIÉN NOTIFICAR Y QUÉ INFORMAR:

Informe de conductas sospechosas a:

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

Describe lo que vio

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

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

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



www.ridetransit.org
704-336-7433





"If You See Something Say Something" is an slogan that is part of the national campaign of the Alliance for Safe Communities (ASC).

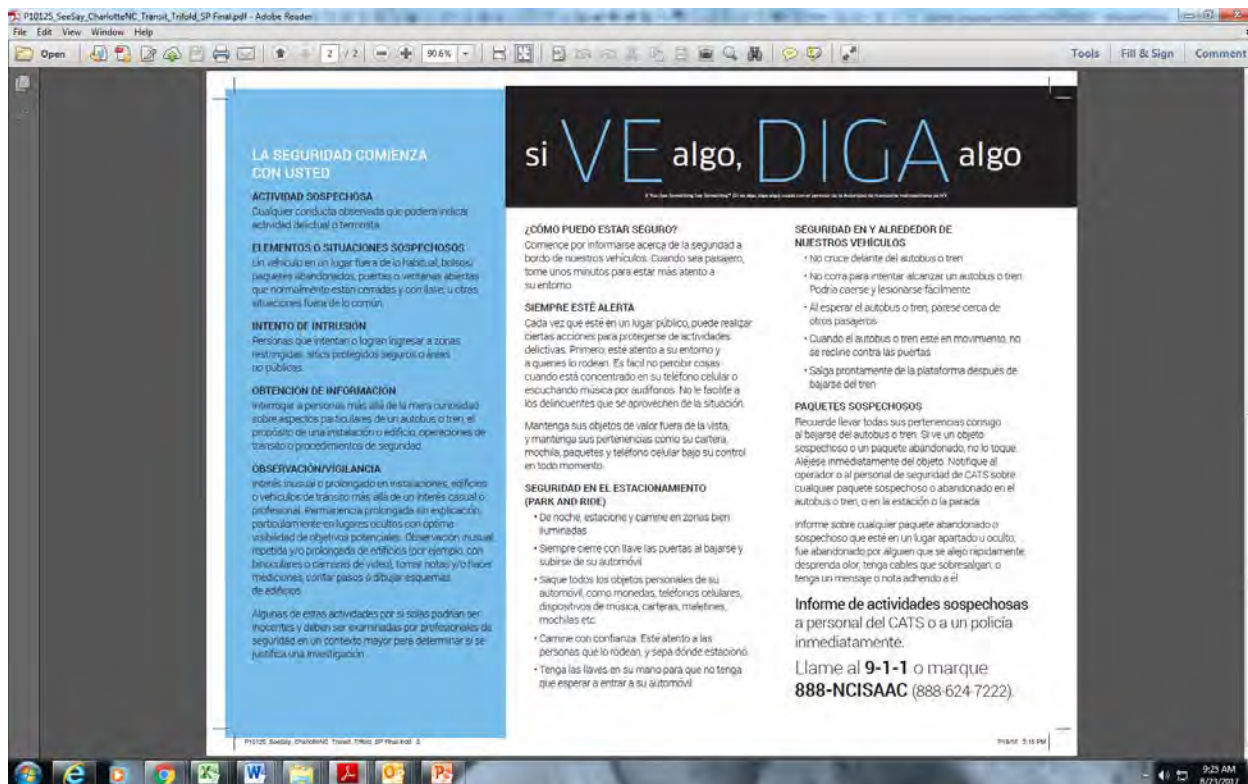
if you **SEE** something

if you **SAY** something

¿PARECE SOSPECHOSO?

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

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



Click on Sign to add text and place graphics on a PDF file.

REGLAS DE SEGURIDAD PARA LOS TRANVÍAS

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

¡Mire, escuche y viva!

Uso seguro del tranvía

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

¡UNA PAUSA PARA LA SEGURIDAD!

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

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

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

Figure 8: Bilingual Signage and Notices.

Bi-lingual Safety & Penalty Warning Signage- Rail Line







Warning and Safety Rail-Line and CTC

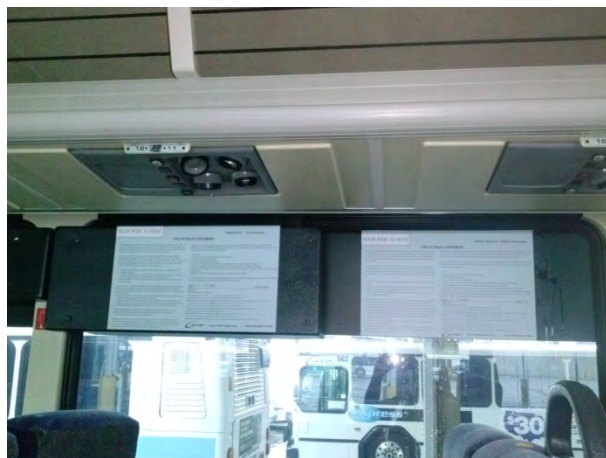


Directions and Instruction (Bus Stops, Rail Stations and Transit Centers)





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





EL AUTOBUS SALE DE CADA UNO DE LOS TIEMPOS	
Los puntos de tiempos resaltados son en las horas de la tarde.	
TARIFAS DE TRANSPORTE	
Local	\$2.00
Express	\$2.75
Express Plus	\$4.00
Conexiones comunitarias	80¢
Microtransit Gratis	Gold Rush
*Personas de 62 años y más, personas con discapacidades, con ID válido de tránsito o tarjeta de Medicare (Local/Express)	\$1.00/\$1.40
*Express Plus rutas 74X, 74X, 80X, 82X, y 85X	\$2.00
Jóvenes/residentes (grados de K-12) con ID válido de tránsito o escuela (niños de 12 años o menor debe ser acompañado de un adulto (Local/Express)*)	\$1.00/\$1.40
Niños 5 años de edad o menor debe ser acompañado de un adulto	Gratis
TRANSFERENCIAS	
Local a Express	75¢
Local a Express Plus	\$2.00
Express a Express Plus	\$1.25
Conexiones comunitarias a Local	\$1.20
Conexiones comunitarias a Express	\$1.95
Conexiones comunitarias a Express Plus	\$3.20
Las transferencias son GRATIS entre los servicios del mismo punto.	
PASES	
Local semanal (recorridos sin límite)	\$20.00
Local de diez recorridos	\$17.00
Local mensual (recorridos sin límite)	\$80.00
Express de diez recorridos	\$23.40
Express mensual (recorridos sin límite)	\$110.00
Express Plus de diez recorridos	\$34.00
Express Plus mensual (recorridos sin límite)	\$160.00
Pases están disponibles en el Centro de Transportación de Charlotte, las tiendas de Martin Luther y otros negocios locales. Llame al 704-336-RIDE (7433) o 866-779-CATS (2287) o visite a www.ridetrip.org para encontrar la localización más cercana de salud.	
TARJETA DE IDENTIFICACIÓN DE TRANSPORTE	
Las tarjetas de identificación de tránsito son copadas en el Centro de Transportación, 310 E. Trade Street, pabellón A, desde 8:00 a.m. y 5:00 p.m. lunes a viernes. El costo es de \$1.00. Pruebas de edad e identidad son requeridas.	
OBJETOS PERDIDOS ENCONTRADOS	
Los artículos dejados en el autobús o tren pueden ser encontrados en el Centro de Transportación, 310 E. Trade Street o llamando al 704-336-3159. Los artículos son guardados por 30 días.	
HORARIO EN DÍAS FERIADOS	
CATS operará en el horario de los domingos en las siguientes fechas: Día de Año Nuevo, Día de los Caldos, Día de la Independencia, Día del Trabajo, Día de Acción de Gracias y Día de Navidad.	
CATS operará en el horario de los sábados en las siguientes fechas: Día de Martin Luther King, y el día después del Día de Acción de Gracias.	
Busque las notificaciones para los feriados en nuestros vehículos o contacte a nuestro servicio al cliente en el 704-336-RIDE (7433).	
NÚMEROS DE TELÉFONO	
Información para el cliente 704-336-RIDE (7433) or 866-779-CATS (2287)	
TDD	704-336-5051
Perdido y encontrado	704-336-3159
 El símbolo universal de los discapacitados anotado en las guías de las rutas designan los tiempos que el autobús equipado especial corre por la ruta.	
SEE OTHER SIDE FOR ENGLISH VERSION	

On Vehicle Rail and Bus



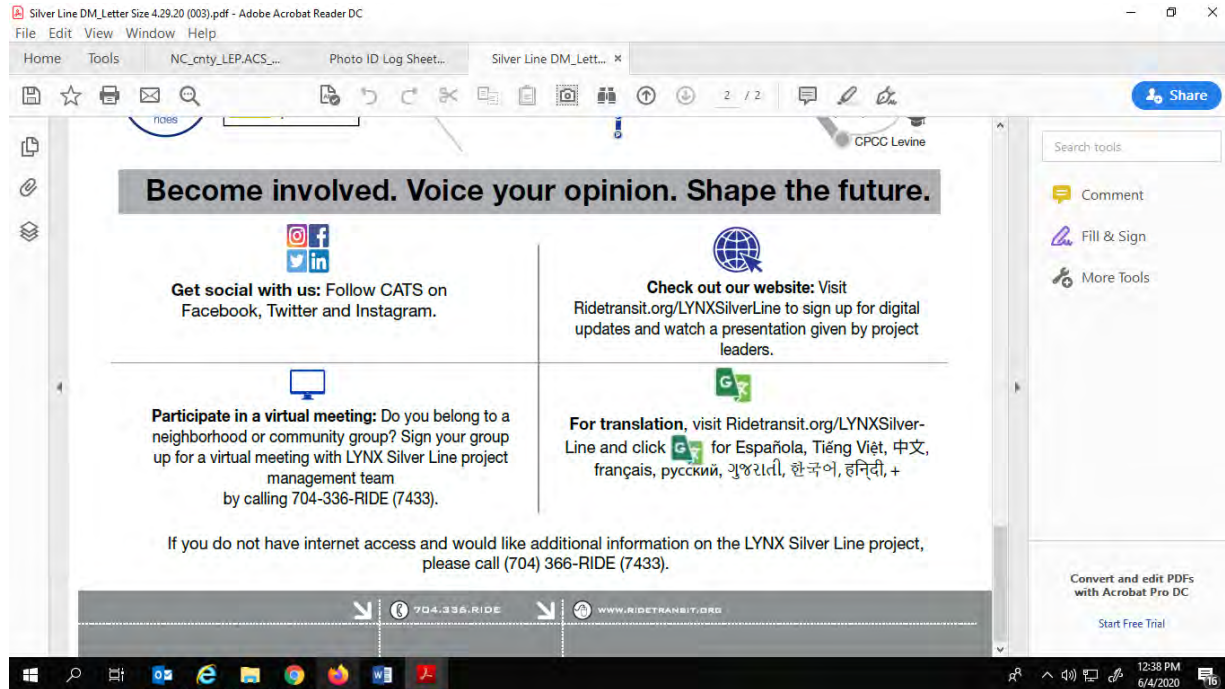
**PLEASE OFFER THESE SEATS
TO THE ELDERLY AND
PEOPLE WITH DISABILITIES**

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



Printed Announcements & Statements on Vehicle

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



¿De qué se trata este estudio?

El Sistema de Tránsito del Área de Charlotte:

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

¿Por qué CATS realiza este estudio?

Ha habido cambios significativos dentro del corredor.

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

¿Cómo puede participar?

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

¿Qué más está sucediendo?

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

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

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

Corredor oeste de LYNX

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

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

Área de estudio del corredor oeste	
Jueves 2 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m. Dorothy Waddy Building-Clanton Park 3132 Manchester Road, Charlotte NC	
Martes 14 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m. Goodwill Opportunity Campus 5301 Wilkinson Boulevard, Charlotte NC	
Miércoles 15 de noviembre de 2017 • De 11:00 a. m. a 1:00 p. m. CharMeck Library (entrada principal) 310 North Tryon Street, Charlotte NC	
Jueves 16 de noviembre de 2017 • De 6:00 p. m. a 7:30 p. m. Mecklenburg County Bar Association 2850 Zebulon Avenue, Charlotte NC	

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

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

704.336.RIDE (7433) | WWW.RIDETRANSIT.ORG | CATS

ESTACIÓN CERRADA

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

NÚMEROS DE CONTACTO

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

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

Servicio de Transporte Especial
704-336-2637

TDD
704-336-5051



704-336-RIDE (7433)
866-778-CATS (2287)
WWW.RIDETRANSIT.ORG

GUÍA PARA LOS PASAJEROS

Guía para transportarse utilizando los servicios de CATS y LYNX



1/18

GUÍA PARA LOS PASAJEROS

SERVICIO DE AUTOBÚS DE CATS

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

Guía de inicio

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



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

Medios de pago

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

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



GUÍA PARA LOS PASAJEROS



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

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

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

ÍNDICE

Servicio de autobuses de CATS	2
Línea LYNX Blue	6
Línea CityLYNX Gold	9
Viaje compartido en furgoneta de CATS	10
Servicio de Transporte Especial	12
Servicios de proximidad	16
Viaje compartido en coche	16
Código de conducta del pasajero	17
Cargue su bicicleta	19
Planificación de viajes	19
Ayuda a lo largo del camino	20





GUÍA PARA LOS PASAJEROS

¿Necesita un trasbordo?

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

Expresamente para usted

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

Servicio de autobús mejorado

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



GUÍA PARA LOS PASAJEROS

Medios de pago

- Se requiere un boleto válido o un pase para viajar en la línea LYNX Blue. Los clientes pueden comprar un boleto en la máquina expendedora de boletos en la plataforma de cada estación o pueden comprar un boleto utilizando la aplicación móvil CATS PASS de sus teléfonos inteligentes.
- Todos los boletos deben llevar impresa la fecha y la hora, o bien activarse en la aplicación móvil. Esto significa que los boletos de diez pasajes y los boletos amarillos de 5TS no son válidos en la línea LYNX Blue.
- Los precios de los boletos se pueden encontrar en la máquina expendedora de boletos y no se acepta dinero en efectivo a bordo del tren ligero.
- Los boletos también se pueden adquirir en línea, en ridetransit.org.
- La línea LYNX Blue utiliza un sistema de cobro de boletos con el cual estos funcionan como comprobantes de pago. Las personas que no posean un boleto o pase válido podrán recibir una citación por una multa de \$50.

Cómo viajar en un tren LYNX

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



LÍNEA LYNX BLUE

La línea LYNX Blue es el primer servicio de tren ligero de la región de Charlotte. Realiza un recorrido de 18.9 millas (30.4 km) y funciona desde la I-485 en South Boulevard hasta la Universidad de Carolina del Norte, en el campus de Charlotte. Con 28 estaciones y 11 estacionamientos para usuarios de transporte público, la línea LYNX Blue ofrece un medio de transporte diario económico, conveniente y uniforme. Los trenes funcionan los siete días de la semana, de 4:54 a 1:31 de lunes a viernes, desde las 5:30 hasta las 2:00, los sábados y de 6:15 a 0:45 los domingos.

Guía de inicio

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



GUÍA PARA LOS PASAJEROS

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

TRANVÍA DE LA LÍNEA CITYLYNX GOLD

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



GUÍA PARA LOS PASAJEROS

Una pausa para la seguridad del tren ligero y del tranvía

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

Seguridad peatonal

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

VIAJE COMPARTIDO EN FURGONETA DE CATS

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

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

Cómo comenzar un viaje compartido en furgoneta o furgoneta pequeña

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



GUÍA PARA LOS PASAJEROS

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

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

Medios de pago

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

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

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

SERVICIO DE TRANSPORTE ESPECIAL

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

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

¿Cómo puedo obtener una certificación?

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

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



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

901 N. Davidson Street
Charlotte, NC 28206

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

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

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

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

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



Cómo programar un viaje

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

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

Números telefónicos frecuentes

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

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

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

Aquí podrá encontrar ayuda con lo siguiente:

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

Recomendaciones para pasajeros de STS

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



12

13

14

15

CÓDIGO DE CONDUCTA DEL PASAJERO

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

Le pedimos que cumpla con los siguientes requisitos:

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



Boleto adecuado y comprobante de pago

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

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

CARGUE SU BICICLETA

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



PLANIFICACIÓN DE VIAJES

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



SERVICIOS DE PROXIMIDAD

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

VIAJE COMPARTIDO EN COCHE

¡Comparte el viaje y ahorra! El programa de viaje compartido en coche lo ayuda a ponerse en contacto con otras personas para compartir su viaje hasta el trabajo y los gastos. Cuando comparte el viaje con una persona en un recorrido de ida y vuelta de 50 millas (80 km), tiene a su disposición un ahorro más de \$200 por mes. Para comenzar a participar en un viaje compartido en coche, visite www.sharewheide.com y nuestro sistema informático automatizado lo pondrá en contacto con uno o más pasajeros de viajes compartidos. La conciliación con otros pasajeros se basará en su domicilio personal, su horario laboral y sus horarios de trabajo. Si su información coincide con alguien de nuestra base de datos, o simplemente con correo postal o por correo electrónico, la falta gratuita de posibles compañeros de viaje. Para que el viaje compartido en coche funcione, es importante que ella alguien que sea compartido con usted. Lo recomendamos que no sea con sus posibles compañeros de viaje, antes de llegar a un acuerdo con él. Compare horarios y notas sobre cualquier imprevisto, tales como los gastos que se comparten, o pregunte cómo pagar los gastos de ferrocarril o de las paradas de autobús.

También puede encontrar gente interesada en compartir viaje en Wey2GoC1.com. En esta plataforma de intercambio de viajes diarios, podrá establecer las ubicaciones de salida y llegada de un recorrido, y así le hará coincidir automáticamente con una persona que quiera compartir el viaje en coche con usted. Una vez que haya seleccionado al compañero para compartir el viaje, se pondrá en contacto con él, directamente o a través de la plataforma. Cuando haya contactado al viaje diario, podrá registrar ese viaje en Wey2GoC1.com para ganar recompensas, como boletos de agua y otros tipos de premios.

16

17

18

19



GUÍA PARA LOS PASAJEROS

AYUDA A LO LARGO DEL CAMINO

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

Accesibilidad para sillas de ruedas

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

Información en formatos alternativos

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



Charlotte Transportation Center

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



On March 19, 2016, CATS will be introducing several bus service improvements to coincide with the opening of the LYNX Blue Line Light Rail Extension. These improvements will assist you with direct connections and improved travel time. Please review the following maps and service descriptions to learn more.

El 19 de marzo de 2016 CATS introducirá varias mejoras al servicio de autobuses que coincidirán con la apertura de la extensión de ferrocarril ligero de la línea LYNX Blue. Estas mejoras lo ayudarán con conexiones directas y un mayor tiempo de viaje. Consulte los siguientes mapas y descripciones de servicio para obtener más información.

TABLE OF CONTENTS

Discontinued Bus Routes1	54X University Research Park 80X Concord Express 201 Garden City 204 LeSalle 232 Oiler Heights
Service Improvements2	LYNX Blue Line 3 The Plaza 9 Central Ave 11 North Tryon 13 Nevin Rd 22 Graham 23 Shamrock 39 Eastway 211 Hidden Valley
New Bus Routes14	4 Belmont 21 Statesville Ave 29 Fairview Rd 29 UNC Charlotte/UNY Way 47 Greenhouse Shuttle 50 UNC University Research Park 54 University Research Park 59 UNC Charlotte/Huntersville Concord Charlotte Express

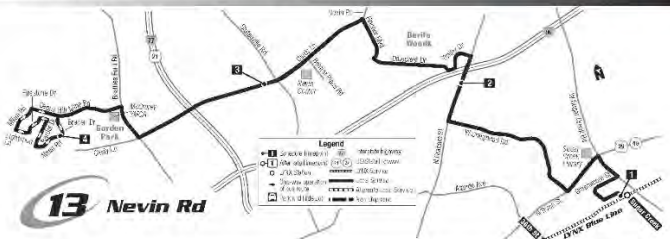
ÍNDICE

Rutas de autobús discontinuadas1	54X University Research Park 80X Concord Express 201 Garden City 204 LeSalle 232 Oiler Heights
Mejoras al servicio2	LYNX Blue Line 3 The Plaza 9 Central Ave 11 North Tryon 13 Nevin Rd 22 Graham 23 Shamrock 39 Eastway 211 Hidden Valley
Nuevas rutas de autobús14	4 Belmont 21 Statesville Ave 29 Fairview Rd 29 UNC Charlotte/UNY Way 47 Greenhouse Shuttle 50 UNC University Research Park 54 University Research Park 59 UNC Charlotte/Huntersville Concord Charlotte Express



6 | SERVICE IMPROVEMENTS | MEJORAS AL SERVICIO

13 NEVIN RD



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

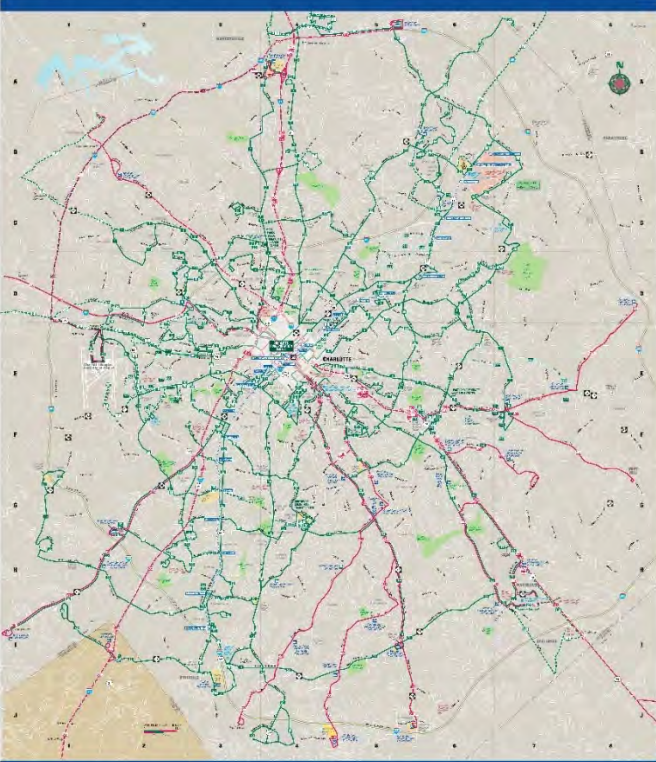
- Esta ruta proporcionará un nuevo servicio que cruza la ciudad, entre Beatties Ford Rd y North Tryon St, via Cindy Ln y Craighead Rd
- Reemplaza el servicio por Capps Hill Mine Rd en la ruta 201 Garden City
- El servicio de autobuses en Statesville Ave y Dalton Rd será reemplazado por la nueva ruta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



SYSTEM MAP

PARK AND RIDE LOTS

LOT	LOCATION	SPACES	AMENITIES
1	Charlotte Amtrak Station	100	Restrooms, Vending Machines
2	Charlotte Amtrak Station	100	Restrooms, Vending Machines
3	Charlotte Amtrak Station	100	Restrooms, Vending Machines
4	Charlotte Amtrak Station	100	Restrooms, Vending Machines
5	Charlotte Amtrak Station	100	Restrooms, Vending Machines
6	Charlotte Amtrak Station	100	Restrooms, Vending Machines
7	Charlotte Amtrak Station	100	Restrooms, Vending Machines
8	Charlotte Amtrak Station	100	Restrooms, Vending Machines
9	Charlotte Amtrak Station	100	Restrooms, Vending Machines
10	Charlotte Amtrak Station	100	Restrooms, Vending Machines



Charlotte Area Transit System

LINE	ROUTE	STATION	TIME	STATUS
1	Blue Line	Charlotte Amtrak Station	10:00 AM	On Time
2	Blue Line	Charlotte Amtrak Station	10:15 AM	On Time
3	Blue Line	Charlotte Amtrak Station	10:30 AM	On Time
4	Blue Line	Charlotte Amtrak Station	10:45 AM	On Time
5	Blue Line	Charlotte Amtrak Station	11:00 AM	On Time
6	Blue Line	Charlotte Amtrak Station	11:15 AM	On Time
7	Blue Line	Charlotte Amtrak Station	11:30 AM	On Time
8	Blue Line	Charlotte Amtrak Station	11:45 AM	On Time
9	Blue Line	Charlotte Amtrak Station	12:00 PM	On Time
10	Blue Line	Charlotte Amtrak Station	12:15 PM	On Time

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

Compórtese de manera segura mientras espera el tren

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

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



¡UNA PAUSA PARA LA SEGURIDAD!

¿Ve carriles? ¡Piense en el tren!

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

Reglas de la seguridad ferroviaria

PRUEBA DE LA EXTENSION DE LA LINEA LYNX BLUE



4/17

Reglas de la seguridad ferroviaria

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

¡Mire, escuche y viva!

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



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

indicadas por señales claramente marcadas.

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

La seguridad es responsabilidad de todos

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

Ruta 20 situado a Bay K

CTC Bay K.

PARKING FEE

\$10.00

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

NO CHARGE

with these ticket types:
Monthly, Weekly or Daily

Parking Payment Instructions:

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

\$10.00

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

GRATIS

con estos tipos de boletos:
mensual, semanal o diario

Pago de estacionamiento Instrucciones:

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



704-432-8273

EVITAR CORONAVIRUS:

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

Salir de la puerta trasera en los
autobuses donde corresponda.



YOUR RIDE IS HERE

LYNX SHUTDOWN

19-20 de octubre 2019

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

Cierre de la línea LYNX Blue

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

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

Continued.....

YOUR RIDE IS HERE

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

¿Cuál es el horario?

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

¿Cómo pago?

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

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



Thông báo cho người đi xe buýt

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

Tất cả các tuyến

Ngày 10 tháng 10 năm 2019

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

LYNX Connector

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

Tôi lên xe LYNX Connector ở đâu?

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

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

Lịch trình là gì?

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

Tôi trả tiền như thế nào?

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

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

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

INFORMACIÓN IMPORTANTE DE LOS CDC



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

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

www.cdc.gov/coronavirus



**DO NOT USE DUE TO
SOCIAL DISTANCING**



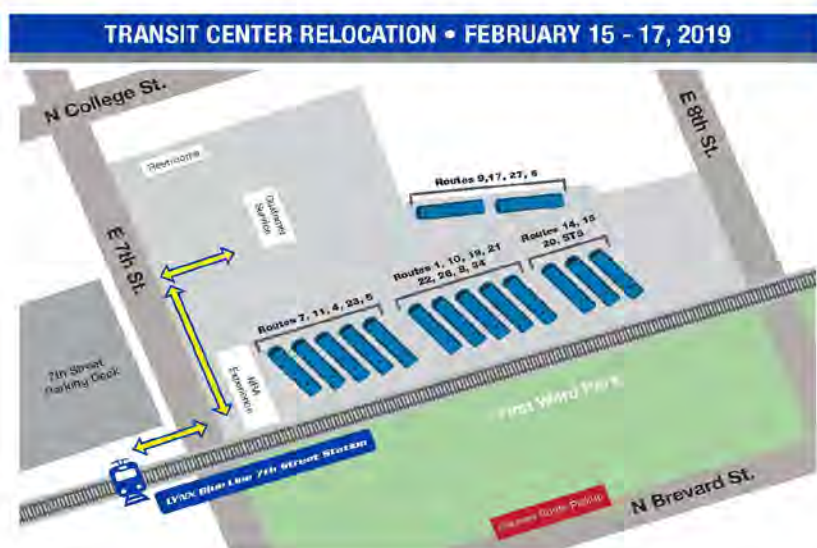
**NO UTILIZAR DEBIDO EL
DISTANCIAMIENTO SOCIAL**



DO NOT USE DUE TO SOCIAL DISTANCING



NO UTILIZAR DEBIDO EL DISTANCIAMIENTO SOCIAL



CityLYNX Stops

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

Alerta para los pasajeros

Todas las rutas

Fecha: del 15 al 17 de feb.
de 2019

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

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

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

Servicio de autobús de CATS

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

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

(Consultar el mapa de CTC al dorso)

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

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

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

Durante esos días no se harán IDs de tránsito.

Línea LYNX Blue

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

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

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

Estación de la línea CityLYNX Gold: cerrada

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

¿Cómo pago?

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

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

Seguridad y protección

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

Tiempo de viaje

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

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



DO NOT REMOVE

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

Con este fin, CATS tiene como objetivo:

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

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

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

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

TITLE VI POLICY STATEMENT

CATS, via:

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

CATS proporciona la traducción escrita de documentos vitales en cumplimiento de la Disposición de puerto seguro que se encuentra en la Circular 4702.18 de la FTA, Capítulo III, Sección 19.

Another Language? www.ridetransit.org has Google Translate or call 704-336-7433.
¿Otro idioma? www.ridetransit.org tiene Google Translate o llame al 704-336-7433.
Một ngôn ngữ thông? www.ridetransit.org có Google Translate hay gọi 704-336-7433.
另一种语言? www.ridetransit.org 有谷歌翻译 或致电 704-336-7433.
另一种语言? www.ridetransit.org 有谷歌翻译 或致电 704-336-7433.
Une autre langue? www.ridetransit.org a Google Translate ou appelez 704-336-7433.
Другой язык? www.ridetransit.org имеет Google Translate или позвоните 704-336-7433.
अन्य भाषा? www.ridetransit.org Google अनुवाद 704-336-7433 पर कॉल करें.
다른 언어? www.ridetransit.org 구글 번역 또는 704-336-7433로 전화하십시오.
एक और भाषा? www.ridetransit.org में Google अनुवाद है या 704-336-7433 पर कॉल करें.
Wani Language? www.ridetransit.org yana da Google Translate ko kira 704-336-7433.
Asusu ozo? www.ridetransit.org nwere Google Itughari ma o bu na-akpo 704-336-7433.
Miran ti Ede? www.ridetransit.org ni o ni Google seledemiran tabi pe 704-336-7433.
Luqad kale? www.ridetransit.org ayaa Google Translate ama wac 704-336-7433.



www.ridetransit.org

704-336-RIDE (7433)

8/2019

City of Charlotte Language Services- Translation and Interpretation Contracts.

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

All Contracts were effective June 25, 2015 and renewed until 2020.

Choice Translating, Inc. (Contract# 2016000012) (SBE and WBE certified with City of Charlotte)

Services available: Interpretation Services (Phone Support or In-Person, Scheduled or Rush); Translation Services (Paper to Paper; Paper to Audio; and Paper to Electronic Format); Transcription Services (General English only; Language) Specific CMPD Services; Proficiency Testing.

Michelle Menard

Email: michelle@choicetranslating.com

Phone: 704-717-0043

Language Line Services, Inc. (Contract# 2016000008)

Services available: Interpretation Services (Phone Support or In-Person, Scheduled or Rush); Translation Services (Paper to Paper; Paper to Audio; and Paper to Electronic Format); Transcription Services (General English only; Language) Specific CMPD Services; Proficiency Testing.

Joe Matthews

Email: jmatthews@languageline.com

Phone: 831-648-7140

Language Resource Center, Inc. (Contract# 2016000014) (SBE certified with City of Charlotte)

Services available: Interpretation Services (Phone Support or In-Person, Scheduled or Rush); Translation Services (Paper to Paper; Paper to Audio; and Paper to Electronic Format); Transcription Services (General English only; Language) Specific CMPD Services; Proficiency Testing.

Abdullahi Sheikh

Email: Abdullah.sheikh@languagerc.com

Phone: 704-464-0016

Michelle Randall

Email: michelle.randall@languagerc.com

Phone: 704-464-0016

Kadir Hussein

Email: kadir.hussein@languagerc.com

Phone: 704-587-7889

Optimal Phone Interpreters, Inc. (Contract# 2016000016)

Services available: Interpretation Services (Phone Support); Translation Services (Paper to Paper; Paper to Audio; and Paper to Electronic Format).

Jeff Rufenacht

Email: jeff@CalloPI.com
Phone: 321-214-2157 (direct line)
800-380-9410 ext. 156

Bess Carrasquillo
Email: bcarrasquillo@stratusvideo.com
Phone: 727-500-1637

Net Transcripts, Inc. (Contract# 2016000019)

Services available: Translation Services (Paper to Paper; Paper to Audio; and Paper to Electronic Format); Transcription Services (General English only; Language) Specific CMPD Services.

Aaron Hammer
Email: aaron@nettranscripts.com
Phone: 800-942-4255 ext. 8

Figure 10: City of Charlotte Language Services contracts approval.

APPROVED BY CITY COUNCIL *Stephanie C. Kelly* Stephanie C. Kelly City Council Agenda
June 8, 2015

48. Citywide Interpretation, Translation, Transcription and Related Services

Action:

A. Approve contracts with the following companies for citywide interpretation, translation, transcription and related services for an initial term of three years:

- Language Line Services, Inc.,
- Choice Translating, Inc.,
- Net Transcripts, Inc.,
- Optimal Phone Interpreters, and
- Language Resource Center, Inc., and

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

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

Explanation

- City departments, including but not limited to Police, Fire, CharMeck 311, CATS, Charlotte Water, Neighborhood & Business Services, and Corporate Communications & Marketing provide citizen services that may require interpretation, translation, transcription, and other related services.
- These services are typically used to assist with interpretation and translation on general as well as emergency communications needs to provide court-certified interpreters, to communicate with the audibly impaired, to perform investigative research and reporting, and/or to provide language proficiency testing to City personnel.
- On March 10, 2015, the City issued a Request for Proposal (RFP) for Interpretation, Translation, Transcription, and Related Services. In response to the RFP, the City received 17 proposals from interested service providers.
- The Project Team, consisting of staff from Management & Financial Services, Police, Fire, and other City Departments, evaluated the proposals and recommends awarding the contracts to the companies detailed in Action Item A, as best meeting the City's needs in terms of qualifications, experience, cost effectiveness, MWSE utilization, and acceptance of the City's contract terms.
- Translation services are used to provide translation from one language to another in differing forms of media including verbal, audio, and written.
- Transcription services are used to convert audio format to a written format, and include recordings generated in the duties of law enforcement and/or community information.
- Multiple awards are recommended to ensure 24/7 availability, flexibility, and alternative solutions in the provision of services to best fit the particular needs of the City.
- The service providers will be paid a fixed-price based on the type of services provided. A list of each service provider's rate schedule is available upon request.
- Total annual expenditures in the aggregate across all of the above contracts are estimated to be \$125,000.
- City departments have spent approximately 20% or \$25,000 of the estimated annual contract value with Choice Translating, Inc. (SBE) each year over the past several years. Language Resource Center Inc. (SBE), as a new vendor, has no expenditure history with the City.

June 8, 2015 61

06/22/2015 4:48 pm - Adobe Reader

File Edit View Window Help

Open

100%

Tools Fill & Sign Comment

APPROVED BY CITY COUNCIL

Stephanie C. Kelly Stephanie C. Kelly City Council Agenda
June 8, 2015

48. Citywide Interpretation, Translation, Transcription and Related Services

Action:

A. Approve contracts with the following companies for citywide interpretation, translation, transcription and related services for an initial term of three years:

- Language Line Services, Inc.,
- Choice Translating, Inc.,
- Net Transcripts, Inc.,
- Optimal Phone Interpreters, and
- Language Resource Center, Inc., and

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

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

Explanation

- City departments, including but not limited to Police, Fire, CharMeck 311, CATS, Charlotte Water, Neighborhood & Business Services, and Corporate Communications & Marketing provide citizen services that may require interpretation, translation, transcription, and other related services.
- These services are typically used to assist with interpretation and translation on general as well as emergency communications needs to provide court-certified interpreters, to communicate with the audibly impaired, to perform investigative research and reporting, and/or to provide language proficiency testing to City personnel.

10:37 AM 8/16/2017

https://cnet/Departments/finance/Finance/pmi/Pages/CitywideContracts.aspx

Search...

The Demographic Statistical At... Why We Ask About...Language... Contracts Resource Links - Cit... Citywide Contracts

File Edit View Favorites Tools Help

Share Browser WebEx

Home Forward Read mail Print Page Safety Tools Help Send to OneNote OneNote Linked Notes

Find: spanish language Previous Next Options

SharePoint

Watson, Terrence

SHARE FOLLOW

BROWSE PAGE PUBLISH AVAILABLE CONTRACTS

All Fields translation

Vendor(s) Exclude from search

Contract # Exclude from search language

Description Exclude from search

Keywords Exclude from search

Go! Reset Close

Contract #	Vendor(s)	Description	Effective Date	Expiration Date	Procurement Contact
2016000012	Choice Translating, Inc.	Interpretation, Translation, Transcription and Related Services	6/25/2015	6/24/2020	Keyes, Tracey
2016000008	Language Line Services, Inc.	Interpretation, Translation, Transcription and Related Services	6/25/2015	6/24/2019	Keyes, Tracey
2016000014	Language Resource Center, Inc.	Interpretation, Translation, Transcription and Related Services	6/25/2015	6/24/2020	Keyes, Tracey
2016000019	Net Transcripts, Inc.	Interpretation, Translation, Transcription and Related Services	6/25/2015	6/24/2020	Keyes, Tracey

CATS Customer Services: Website, Line and Staff:

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

Poll of Multilingual Staff:

In 2019, The City of Charlotte undertook a voluntary language capability survey of all City of Charlotte personnel including CATS staff. The following shows CATS staff that voluntarily responded. CATS has personnel that are not technically City of Charlotte employees, as they work for a separate corporation. North Carolina governments may not negotiate with unions by state law. May 2020 staff ordered a separate survey for Transit Management of Charlotte personnel. This is the transit bus operations transit corporation with oversight by CATS supervisors. Once completed in Summer of 2020 those numbers will be added to this report.

Chinese	1
Spanish	5
Hindi	1
German	1
Japanese	1

Table 13: CATS multi-lingual staffers poll.

Reference ID	What is your name?	In what department do you work?	In what division do you work?	In your work, how often do you have interactions with residents whose first language is not English? Over the phone	In what language are you fluent (ability to participate in conversations without having to convert your thoughts to another language)?	How are you fluent in your other languages? (Choose all that apply)	What languages are you conversant (ability to participate in conversations)? (Check all that apply)	How are you conversant in your other languages? (Choose all that apply)
b4a75c4a	Lawrence Kopf	CATS	Development	Occasionally	English		Chinese	Speak
bd24a3bd	ALEJANDRO GOMEZ	CATS	LYNX	Often	English Spanish	Speak Read Write	English Spanish	Speak Read Write
bec9267f	Binod Shiwakoti	CATS	Quality	Never	English Hindi	Speak Read Write	English Hindi	Speak Read Write
4048eb40	Jill Brim	CATS	development	Never	English		English	Not Applicable
41c3189e	Courtney Schultz	CATS	MARCOM	Occasionally			Not Applicable	Not Applicable
41c47251	Kimberly O'Nele	CATS	CATS Customer Service Call Ce	Often	English Spanish	Speak Read Write	English Spanish	Speak Read Write
41df47ba	Todd Thorne	CATS	Development	Occasionally	English		Spanish	Speak Read
43941877	Guadalupe Garcia	CATS	STS	Occasionally	Spanish	Speak Read	Spanish	Speak Read
4a4e7672	Jasmine Bennett	CATS	Light Rail	Never	English German	Speak Read	English German	Speak Read Write
436d78af	Lonnie Gregory	CATS	Lynx Light Rail	Occasionally	English		Spanish	Speak
4378ddd7	Tadashi (Ted) Watabe	CATS	RAIL Operation Maintenance	Often	Japanese	Speak Read Write	English Japanese	Speak Read Write

Audio: Vehicle, Center and Station Announcements.

Updated 2020:

With the implementation of the BLE, all messages that play on the station platforms are in both English and Spanish. Any new recordings utilize the Google translate. Technology ensures the equipment is functioning properly and assists with moving message files into the system for Operational use.

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

Summary of Announcements, Notifications (and miscellaneous areas) :

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

English Recorded Message	Spanish Recorded Message
The LYNX Blue Line will not be operating the weekends of April 30 - May 1 and May 7-8	LYNX BLUE LINE estará fuera de servicio el fin de semana del 30 de abril al primero de mayo; y el fin de semana del 7 al 8 mayo
The LYNX Blue Line will not be operating this weekend	LYNX BLUE LINE estará fuera de servicio este fin de semana
The LYNX Blue Line is not operating today	LYNX BLUE LINE es esta fuera de servicio el día de hoy
Express train to Uptown & Seventh Street arriving in 15 minutes	El tren expreso hacia Uptown y Seventh Street llega en 15 minutos
Express train to Uptown & Seventh Street arriving in 14 minutes	El tren expreso hacia Uptown y Seventh Street llega en 14 minutos
Express train to Uptown & Seventh Street arriving in 13 minutes	El tren expreso hacia Uptown y Seventh Street llega en 13 minutos
Express train to Uptown & Seventh Street arriving in 12 minutes	El tren expreso hacia Uptown y Seventh Street llega en 12 minutos
Express train to Uptown & Seventh Street arriving in 11 minutes	El tren expreso hacia Uptown y Seventh Street llega en 11 minutos
Express train to Uptown & Seventh Street arriving in 10 minutes	El tren expreso hacia Uptown y Seventh Street llega en 10 minutos
Express train to Uptown & Seventh Street arriving in 9 minutes	El tren expreso hacia Uptown y Seventh Street llega en 9 minutos
Express train to Uptown & Seventh Street arriving in 8 minutes	El tren expreso hacia Uptown y Seventh Street llega en 8 minutos

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

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

As part of the BLE Project: The following message were added to LRV messages on vehicle.

English Recorded Message	Spanish Recorded Message
This stop is 9th Street Station. Please exit right.	Esta parada es la estación 9th Street. Descienda por la derecha.
This stop is Parkwood Station. Please exit right.	Esta parada es la estación Parkwood. Descienda por la derecha.
This stop is 25th Street Station. Please exit left.	Esta parada es la estación 25th Street. Descienda por la izquierda.
This stop is 36th Street Station. Please exit left.	Esta parada es la estación 36th Street. Descienda por la izquierda.
This stop is Sugar Creek Station. Please exit left.	Esta parada es la estación Sugar Creek. Descienda por la izquierda.
This stop is Old Concord Road Station. Please exit right.	Esta parada es la estación Old Concord Road. Descienda por la derecha.
This stop is Tom Hunter Station. Please exit left.	Esta parada es la estación Tom Hunter. Descienda por la izquierda.
This stop is University City Boulevard Station. Please exit left.	Esta parada es la estación University City Boulevard. Descienda por la izquierda.
This stop is McCullough Station. Please exit left.	Esta parada es la estación McCullough. Descienda por la izquierda.
This stop is JW Clay Boulevard and UNC Charlotte Station. Please exit left.	Esta parada es la estación JW Clay Boulevard and UNC Charlotte. Descienda por la izquierda.

This stop is UNC Charlotte Main Station. Please exit left.	Esta parada es la estación UNC Charlotte Main. Descienda por la izquierda.
The next stop will be 9th Street Station.	La próxima parada será la estación 9th Street.
The next stop will be Parkwood Station.	La próxima parada será la estación Parkwood.
The next stop will be 25th Street Station.	La próxima parada será la estación 25th Street.
The next stop will be 36th Street Station.	La próxima parada será la estación 36th Street.
The next stop will be Sugar Creek Station.	La próxima parada será la estación Sugar Creek.
The next stop will be Old Concord Road Station.	La próxima parada será la estación Old Concord Road.
The next stop will be Tom Hunter Station.	La próxima parada será la estación Tom Hunter.
The next stop will be University City Boulevard Station.	La próxima parada será la estación University City Boulevard.
The next stop will be McCullough Station.	La próxima parada será la estación McCullough.
The next stop will be JW Clay Boulevard and UNC Charlotte Station.	La próxima parada será la estación JW Clay Boulevard and UNC Charlotte.
The next stop will be UNC Charlotte Main Station.	La próxima parada será la estación UNC Charlotte Main.
The next stop is Parkwood Station with bus connections to route 3. Please check the bus schedule for available service.	La próxima parada es la estación Parkwood con conexiones de autobús a la ruta 3. Para conocer el servicio disponible, revise el horario de autobús.
The next stop is Sugar Creek Station with bus connections to routes 4, 13 and 211. Please check the bus schedule for available service.	La próxima parada es la estación Sugar Creek con conexiones de autobús a las rutas 4, 13 y 211. Para conocer el servicio disponible, revise el horario de autobús.

The next stop is Old Concord Road Station with bus connections to route 39. Please check the bus schedule for available service.	La próxima parada es la estación Old Concord Road con conexiones de autobús a la ruta 39. Para conocer el servicio disponible, revise el horario de autobús.
The next stop is Tom Hunter Station with bus connections to routes 11 and 211. Please check the bus schedule for available service.	La próxima parada es la estación Tom Hunter con conexiones de autobús a las rutas 11 y 211. Para conocer el servicio disponible, revise el horario de autobús.
The next stop is University City Boulevard Station with bus connections to routes 11, 50 and 54. Please check the bus schedule for available service.	La próxima parada es la estación University City Boulevard con conexiones de autobús a las rutas 11, 50 y 54. Para conocer el servicio disponible, revise el horario de autobús.
The next stop is JW Clay and UNC Charlotte Station with bus connections to routes 22, 29, 59 and the Concord Charlotte Express.	La próxima parada es la estación JW Clay and UNC Charlotte con conexiones de autobús a las rutas 22, 29, 59 y al Concord Charlotte Express.
The next train arriving in 15 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 15 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 14 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 14 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 13 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 13 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 12 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 12 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.

The next train arriving in 11 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 11 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 10 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 10 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 9 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 9 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 8 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 8 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 7 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 7 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 6 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 6 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 5 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 5 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 4 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 4 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.

The next train arriving in 3 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 3 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 2 minutes goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 2 minutos queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 1 minute goes out of service at Parkwood Station. All passengers must exit the train at Parkwood Station.	El próximo tren que llegará en 1 minuto queda fuera de servicio en la estación Parkwood. Todos los pasajeros deben descender del tren en la estación Parkwood.
The next train arriving in 15 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 15 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 14 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 14 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 13 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 13 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 12 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 12 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 11 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 11 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.

The next train arriving in 10 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 10 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 9 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 9 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 8 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 8 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 7 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 7 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 6 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 6 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 5 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 5 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 4 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 4 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.
The next train arriving in 3 minutes goes out of service at 25th Street Station. All passengers must exit the train at 25th Street Station.	El próximo tren que llegará en 3 minutos queda fuera de servicio en la estación 25th Street. Todos los pasajeros deben descender del tren en la estación 25th Street.

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

- Rail Station**

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

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

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

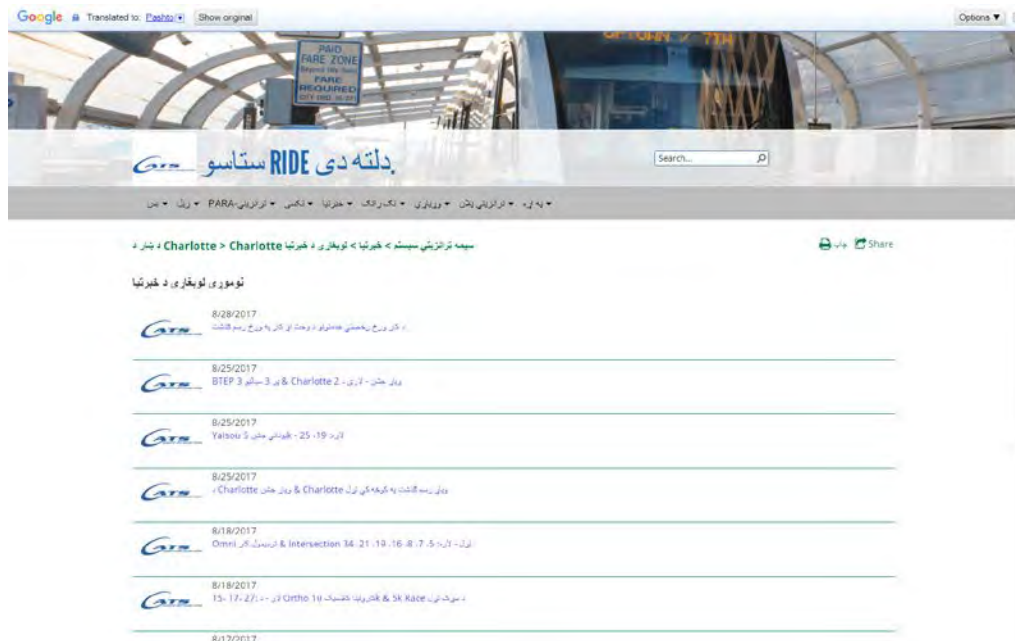
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
1																									
2																									
3																									
4																									
5																									
6																									
7																									
8																									
9																									
10																									
11																									
12																									
13																									
14																									
15																									
16																									
17																									
18																									
19																									
20																									
21																									
22																									
23																									
24																									
25																									
26																									
27																									
28																									
29																									
30																									
31																									
32																									
33																									
34																									
35																									
36																									
37																									
38																									
39																									

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

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

Equipment Multi-lingual capability break-out-

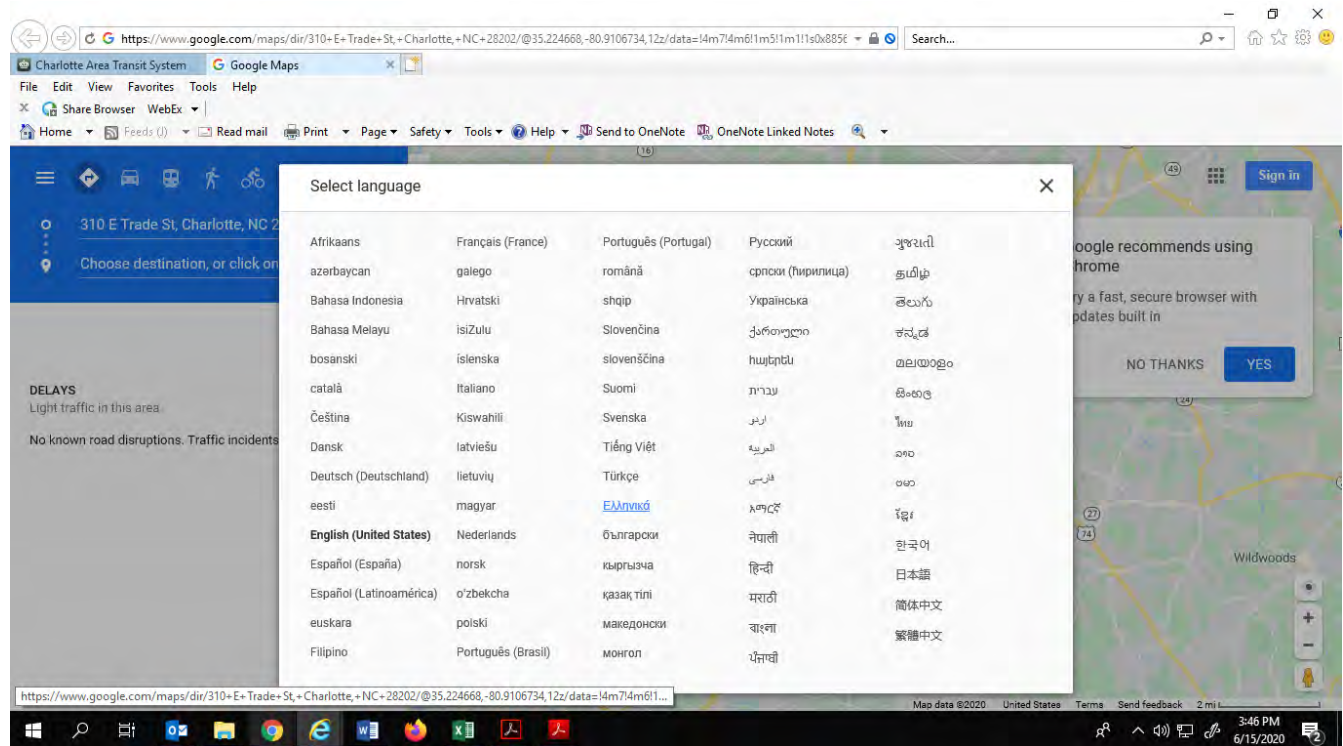
- Rail Station & Ticket Vending Machine – Audible and visible information in both English and Spanish.
Printed directions in English and Spanish.
- Bus
Fixed Route/Express - The time point announcements and messages are in English only. The safety messages are in English and Spanish. Bus head signs are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



On-Line Pass Sales – English and Spanish



Trip Planner- through Google Maps Transit translates using native language titles.



Van Pool Form fillable website – Translates using Google Translate



City of Charlotte's 311 non-emergency information services

CharMeck 311 currently has 9 Spanish speaking agents and 1 supervisor. Spanish is still the only additional language serviced by 311 call agents. The 311 Interactive Voice Response system prompts for responses in English and in Spanish. Since January 2014 311's call flow checks for availability of 311 bi-lingual staff prior to initiating a language line conference. If available, 311 staff will translate the callers request and conference with the original 311 CSR if the bi-lingual agent is not trained in the specific skill needed. 311 supervisors have access to the City of Charlotte language interpretation and translations contractors for instances when additional language skills are required.

Below you will find a 12-month snapshot of 311 Language Line metrics:

CharMeck 311 - Language Line history since April 2019

Month/Year	311 Total Calls Offered	311 Total Calls Answered	# calls - Caller selected Spanish option	Total Minutes - Language Line	# of Spanish calls used Language Line	% of Spanish calls handled by bilingual CSR (not language line)	Avg Interpreter Connect Time (seconds)	Total Language Line Charges	% of Language Line calls to total answered
Apr. 2019	93,261	89,587	2972	8,365.0	905	69.5%	5.2	6,273.75	1.02%
May. 2019	97,490	94,125	2903	8,553.0	938	67.7%	2.4	6,414.75	1.01%
Jun. 2019	88,629	85,793	2748	8,267.0	849	69.1%	1.9	6,200.25	1.00%
Jul. 2019	99,977	96,437	3239	11,058.0	1,144	64.7%	2.1	8,298.50	1.20%
Aug. 2019	103,741	99,428	3706	9,092.0	941	74.6%	2.6	6,824.00	0.97%
Sep. 2019	92,100	86,129	3086	11,156.0	1,118	63.8%	4.1	8,382.00	1.32%
Oct. 2019	91,087	88,981	3065	8,117.0	855	72.1%	6.3	6,092.75	0.97%
Nov. 2019	68,355	67,062	2272	5,451.0	567	75.0%	6.5	4,093.25	0.86%
Dec. 2019	82,979	76,293	2759	10,466.0	1,022	63.0%	5.2	7,854.50	1.36%
Jan. 2020	83,890	78,427	2926	11,765.0	1,162	60.3%	8.2	8,828.75	1.49%
Feb. 2020	78,006	72,696	2625	8,871.0	841	68.0%	8.0	6,653.25	1.18%
Mar. 2020	75,144	65,103	2779	7,801.0	748	73.1%	4.7	5,860.75	1.17%

Apr. 2020	59,198	47,927	2327	7,952.0	829	64.4%	3.7	5,984.00	1.74%
Total	1,113,857.0	1,047,988.0	37,407	116,914.0	11,919	68.1%	60.9	\$87,760.50	1.15%
monthly avg	85,681.3	80,614.5	2877	8,993.4	916.8	68.1%	4.7	\$6,750.81	

As can be seen from the above City of Charlotte 311 averages 2877 Spanish language calls per month. 37,407 times in 2019 Spanish option was selected in the call center system or 34% of calls offered. Though 311 has Spanish speaking operator 11,919 Spanish request calls required use of the City contracted language translation services and the remaining 68.1% were answered by City bi-lingual staffers. On an annual scale there were over 1.1 million calls received by the 311 call center during this period.

CATS Customer Services: Website, Line and Staff:

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

CATS Phone and Electronic Customer Services

CATS customer services uses a CISCO based interactive voice response system. The phone system prompts responses in English and Spanish. Total number of inbound calls from 6/1/19-6/2/2020 144,936. Total number prompted for the need to listen in Spanish was **749 or .52%**. Over a 3 year period (2017-2019) CATS customer services agents utilized City language contract lines for assistance with callers not speaking English or Spanish 562 times costing \$2,218. Combined foreign language calls totaled **1,275** resulted in a **.88%** of all prompted calls.

Call Type	Date Time	Aban within SL	Avg Speed of Answer	Tasks				Completed Tasks	
				Offered	Assigned from Q	Answered	Avg Wait Time	Handled	Aban
CATS_CS		1777	0:00:15	144936	35042	132865	584:32:49	132865	7149

- CATS call center generally only receives language requests in Spanish. Should a Spanish speaking agent not be available, agents use the contracted service, Choice Translating.

- CATS customer services currently has 3 bi-lingual agents on staff. 2 report to the CTC and 1 to the Call Center, however they are trained to assist in either location. At least 1 bi-lingual agent is scheduled per 8 Hour shift. The Pass Sales & Information Supervisor and staff have access and notice of the City of Charlotte's Translation and Interpretation Services.
- CATS call center provides consistent information and staff that is bilingual in English/Spanish. Other language needs are as requested. The current IVR system allows for information in Spanish only. We are in the process of updating the IVR system, set to go live in late June 2020.

Table 16: Use of Contracted Language Services by CATS Customer Services 3 Year Period.

FY 17	# of Calls	Cost		FY 18	# of Calls	Cost		FY 19	# of Calls	Cost
Jun-16	11	\$35.96		Jun-17	13	\$58.48		Jun-18	15	\$75.98
Jul-16	16	\$58.48		Jul-17	15	\$56.1		Jul-18	16	\$65.96
Aug-16	11	\$35.36		Aug-17	45	\$153.68		Aug-18	15	\$64.6
Sep-16	18	\$63.84		Sep-17	10	\$40.8		Sep-18	7	\$25.16
Oct-16	23	\$79.56		Oct-17	27	\$55.08		Oct-18	41	\$168.56
Nov-16	18	\$47.5		Nov-17	10	\$82.96		Nov-18	11	\$89.26
Dec-16	15	\$51		Dec-17	10	\$26.52		Dec-18	11	\$46.92
Jan-17	10	\$31.96		Jan-18	9	\$47.6		Jan-19	10	\$100.08
Feb-17	17	\$46.24		Feb-18	14	\$59.84		Feb-19	12	\$44.2
Mar-17	7	\$23.12		Mar-18	17	\$65.28		Mar-19	12	\$47.6
Apr-17	21	\$76.8		Apr-18	21	\$70.72		Apr-19	17	\$76.2
May-17	6	\$22.44		May-18	16	\$59.84		May-19	15	\$63.92
Total	173	\$572.26			207	\$776.9			182	\$868.44

Table 16a: Spanish language requests to CATS Customer Services pulled from 6/1/19-6/2/2020.

Spanish Only Calls

Call Type	Date Time	Aban within SL	Avg Speed of Answer	Tasks				Completed Tasks	
				Offered	Assigned from Q	Answered	Avg Wait Time	Handled	Aban
CATS_CS_Span		7	0:00:17	754	166	697	3:25:58	697	25

Ticket Vending Machines at Rail Stations:

The image shows a GENFARE 7000 farebox mounted on a bus. The farebox has a digital display at the top showing a blue sky. Below the display is the 'GENFARE 7000' logo. The main interface is divided into three sections: 1. Select (Selección) with a screen showing a fare of 2.00 and buttons 1-9, 0, and AUDIO/CANCEL. 2. Insert Payment (Insertar Pago) with slots for coins (1, 2, 5, 10, 20, 50, 100, 200) and bills (1, 2, 5, 10, 20, 50, 100, 200). 3. Change Card (Cambio de Tarjeta) with a slot for a Smart Card. The bottom section shows the 'Take Ticket' (Tomar Tarjeta) button and a small display showing 'FARE: 2.0000'.

142



Figure 11: TVM photo bi-lingual Spanish screen.

Outreach Announcements:

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

Public Relations: Bilingual outreach efforts between September 2014 and July 1, 2017 have included the following:

- La Raza Radio interview with Spanish speaking BLE engineer in December 2014, on BLE construction and safety

- CityLYNX Gold Line article on opening, how to ride information with Hola Noticia which ran June 9, 2015
- BLE testing, safety and overall update interview with Hola Noticia in May of 2017
- Bi-lingual staff were present to assist participants at the 130 Blue Line Extension and the 16 Service Change, Goldline, other outreach sessions. For the other 27 outreach sessions, the public was notified (in English & Spanish) that language services were available by request before the event.
- There is a section along Blue Line Extension where the businesses are primarily Spanish speaking. BLE representatives provided contact information, project overview materials in both English and Spanish, and business resources tools. A bilingual BLE communications team member was available and assisted in communicating these efforts.
- Information booths/tables with bilingual staff at various festivals throughout Charlotte
- Door-to-door distribution of bilingual project updates and public meeting notification to neighborhoods along the light rail alignment
- Advertisements in local Spanish papers to announce all of CATS public meetings
- Project materials posted on the CATS' project website, available 24/7 with Google Translate option
- Hispanic community advocacy organizations reviewed the BLE bilingual signage, Rail Station announcements and Light Rail vehicle announcements.
- All public meetings are held at locations in close proximity to and easily accessible to communities near the project.

Human Resources:

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

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

Safety and Security

CATS Security Manager oversee CATS police services company G4S, their subcontractor Professional Security Services (PSS), and transit dedicated Charlotte Mecklenburg Police Officers. This combined force provides services at Transit facilities and rail vehicles. Before the 2014 update, staff inquired and directed that the company should have in place an LEP plan and support to deal with limited English proficient resident interactions. The following were the results.

This is a summary of CATS Safety and Security/G4S; tools, staff, procedures, and practices explaining how your staff deals with limited English speakers. G4S is CATS contracted company police services provider.

- G4S has three Spanish speaking officers. One works day shift and the others work various shifts.
- Charlotte Mecklenburg Police Department (CMPD) Transit Liaison speaks Spanish and is available by phone 24/7.
- Bus Operations Division Street Supervisors and Bus Operators to assist with translations at the Charlotte Transportation Center.
- G4S can also call for assistance through "Mutual Aid" with CMPD.

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

- The officer first tries to establish which language the individual speaks in order to get the correct translator involved.
- Once the language is established by the officer, the onsite officer will reach out to the interpreting officer via radio first, and then a phone call is proceeded.
- The contact officer explains to the interpreting officer the situation and allows the interpreting officer to take over from that point.
- Officers make use of their cell phones to translate if they are unable to translate in person.

Below is summary of a complaint that came in via CATS customer service line in April 2019.

Complaint: Note this has been paraphrased as it was broken English. A resident name Jose Rojas (this is a pseudonym) reported that 5 guys tried to assault him. He was taking the train from the CTC Arena to the Old Concord station. He requested CATS to check the camera and provide a picture so that he could make a report. He asked for a contact at CATS to talk about the incident, he specifically requested someone who could speak Spanish for better understanding.

Information gathered by G4S Spanish speaking officer after speaking with Mr. Jose Rojas (this is a pseudonym) over the phone:

Mr. Jose Rojas advised that he got on the train from CTC at about 2025 hours and was heading toward Old Concord and got there approximately about 2045 hours. Jose advised there were four young kids about 14-15 years of age and had a 6-year-old that was tagging along. Jorge mentioned that after walking behind him for a few minutes they ran in two different directions and came back behind him. After he got on his motorcycle the kids tried to get his attention with vulgar language, and because of those words he did not want to engage and turned around, sped off property. He described the teenagers with casual wear and shorts. Mr. Rojas was wearing a black pants, black jacket, and black and white hat.

Due to this translation Shanice Crawford with CATS Safety and Security was able to pull video of the area and locate the incident on camera. Photos of the subjects were put out to officers to locate and identify the individuals.

CATS Rail Operations Control Center (ROCC)

The rail station pre-recorded messages have a wide array of topics. But for those rare instances when customer services or language lines cannot be reached for services, the ROCC will use the natural voices text to speech generator option on Google Translate website or application to communicate unrepresented messages in Spanish or another applicable language to patrons.

CATS Rail Operations

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

Charlotte Transportation Center & Operators (CTC):

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

- CTC Station Manager (Fluent in Spanish).
- Operations Supervisor, Street Ops (Fluent in Spanish)
- Dispatcher (Fluent in Somali)
- Dispatcher (Fluent in French and French/Creole)

Bus operators receive 7 weeks of initial training. There are nineteen elements of instruction during the initial new hire training. Element 3, Customer Service, focuses on how to treat all passengers with respect; regardless of race, ethnicity, or language. As the training material outlines:

*"The major quality that distinguishes a professional operator from an ordinary operator is the ability to **communicate with the public in a pleasant manner**. Treat customers with respect. Although customers have different needs, they all need to be treated in the same courteous, professional manner."*

In order to assist customers with limited English proficiency, Operators are instructed to call the Bus Operations Control Center (BOCC) if they are not able to communicate with any passenger who requires assistance. The BOCC can call supervisor staff over the radio and ask for assistance with translation. Language Assistance includes: Spanish, Somali, French and Sign Language. Continued on the next page.

Continued...

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

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

15.6 Limited English Proficiency Passengers

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

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

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



LEP Costs:

- The total cost to update the bi-lingual messages from 2017-2019 is \$14,810 (\$10,925 for the recordings, \$3885 for the translation). We currently pay around \$900 for a bilingual recording session that is less than an hour, which most are.

- LRV on-board audio messages – New recordings that are created and assigned to each LRV. Recording normally are priced by the number of recorded announcements. The recordings cost CATS roughly **\$2,475 for 194** recordings. On average the budget would be **\$450** per hour for recording. It took half a day to record the **194** messages. RV onboard LED are limited to 60 characters per message.
- Bus on-board audio messages – New recordings that are created and assigned to each bus for each route type. A per recording charge of **\$450** would apply.
- Rail platform audio messages – New recordings that are created and assigned to each message trigger point. Again, a per recording charge would apply. Adding messages to the trigger points is an internal (TSR ~ 20 hours) cost. Current messages would need to be translated into Spanish, are translated professionally.
- LED/Digital signage – The working LED signs with connectivity (CTC) display the route name and number. Destination information with proper names are not needed to be translated, per CATS LEP community advisors as well IT is unable to directly translate any of that information.
- The Spanish-language newspapers translate CATS copy for the ads at no additional charge.

LANGUAGE ASSISTANCE PLAN:

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

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

Annual Assessment and Internal Buy-In by staffers:

- Annually Civil Rights staff will on an on-going basis analyze system LEP needs and shortfalls. Then Civil Rights staff will contact all affected system staff for options to make the corrections and LEP community advisors for suggestions on the modifications that need to be made to make communications with LEP patrons more understandable.
- Examples;
 - Fall 2014 through Spring of 2015
 - the rail station messages were assessed to convert all to bi-lingual (English and Spanish)
 - Translations were suggested by the community advocates
 - City Language vendor reviewed the suggestions and modified the translations .
 - Voice over artists recorded the messages
 - IT loaded the messages and determine best sequence.
 - Winter through Summer 2016
 - Light Rail Vehicle messages were assessed to convert all to bi-lingual (English and Spanish)
 - Translations were suggested by the community advocates
 - City Language vendor reviewed the suggestions and modified the translations .
 - Voice over artists recorded the messages
 - Rail Operations loaded the messages and determine best sequence.
 - “Stay Back 200 Feet” warning message on trolley’s was made bi-lingual.
 - After Civil Rights staff assessment and notification to rail operations.
 - Rail operations had the Spanish Language posters made and installed
 - Bi-lingual Light Rail Station free standing signs were create for shut down for station maintenance.
 - After Civil Rights staff assessment and notification to the Public Service Coordinator.
 - Marketing and Public Relations then had the translation made and signs created.
 - Spring and Summer of 2017 Civil Rights staff requested confirmation that all messages were uploaded and sequenced at stations and on vehicles as part of the LEP Program update. This is an on-going request.

- In 2018 staff requested confirmation that station Spanish messages were operating during station closures.
- In 2020 staff requested confirmation that station Spanish messages were operating during station closures.
- In Spring 2018 CATS Civil Rights staff was added to the City of Charlotte's Immigrant Integration Implementation Team to assist with efforts to make City services more accessible to foreign residents. This team was tasked with cataloguing access initiatives within the City of Charlotte and how to best tailor their presentation to immigrant populations.
- In the Spring of 2019, CATS & City of Charlotte produced a Spanish (Mexican Dialect) podcast on How to Ride Transit, by with CATS Bilingual Customer Service agent answering questions.
- In the Spring of 2020 CATS Civil Rights Officer and Compliance Officer were added to the City of Charlotte's Language Access Work group, to inventory City of Charlotte language access and create a Citywide interdepartmental Language Access Policy.
- Website: Annual/ periodically staff reviews CATS website for access issues. In April and March 2020 this included a reminder to Web Developer to parallel text in announcement pictures, so that Google Translate can translate the text into native language.

Community Advocacy Input

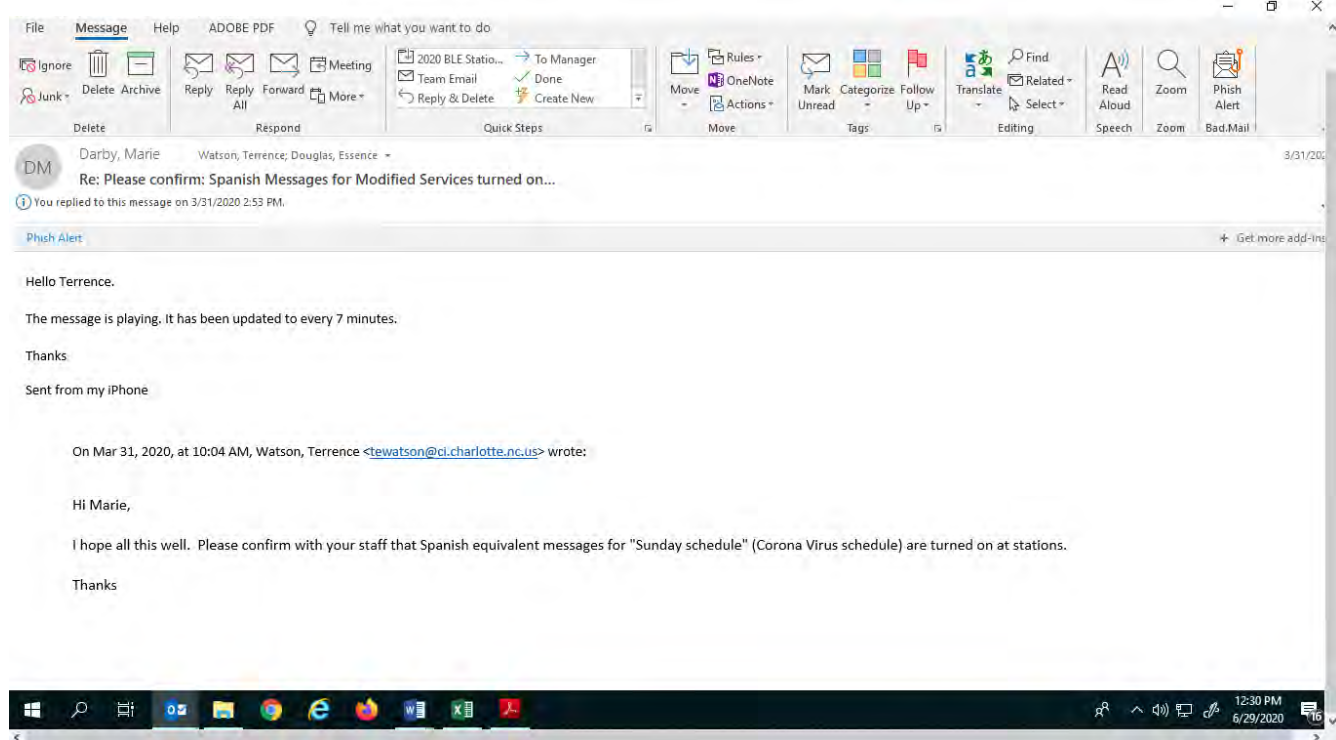
- An informal community advisors list exists to assist in reviewing Spanish translations in particular when signage is being developed for projects in design or being built, for services disruptions or warning notifications. In the past staff has queried and will continue to query communications and member relations officers from the Charlotte:
 - Latin American Coalition
 - Levine Museum of the New South
 - Latin American Chamber of Commerce of Charlotte (LACCC)
 - International House

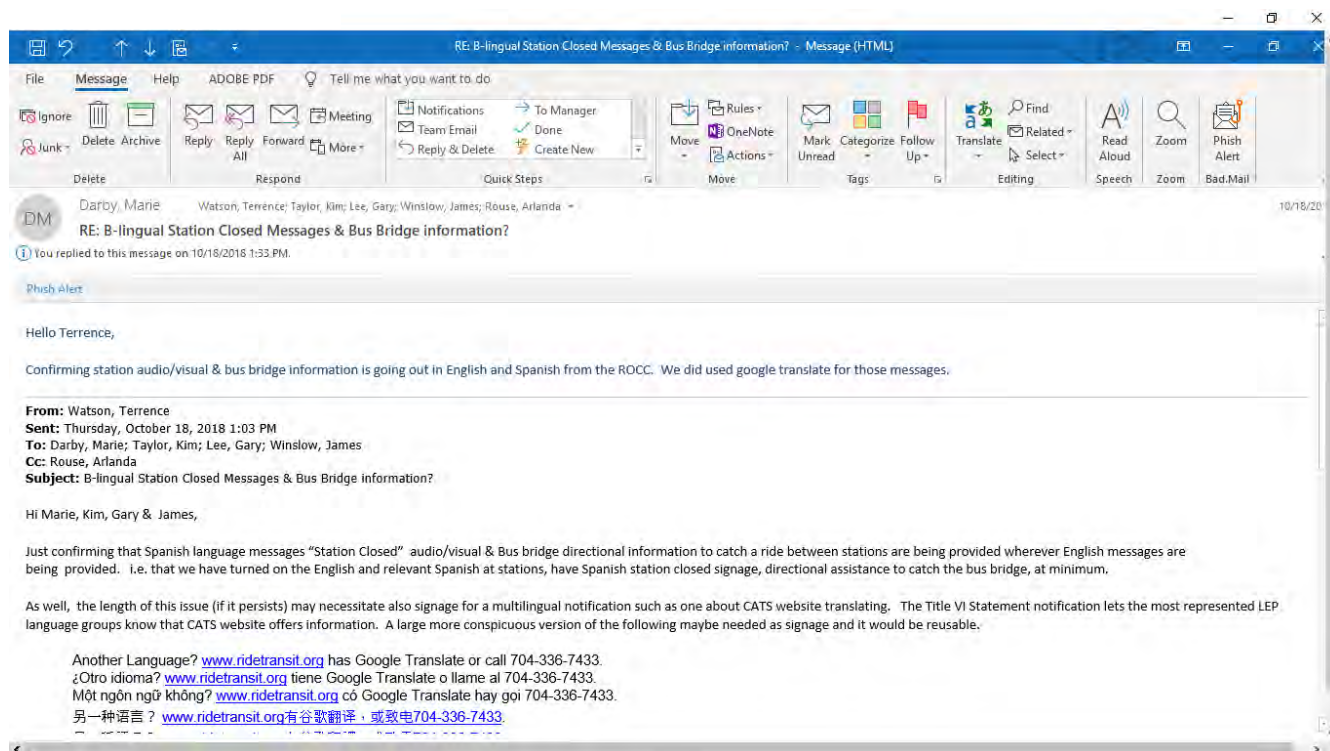
Marketing and Public Relations

- Ensure that CATS website translates in multiple languages and is updated as new languages are offered, including text versions and online forms are utilized to allow for site-wide translations when applicable.
- The mobile applications translate to Spanish and using device capability to develop other Safe Harbor language translations capability.
- Title VI documents appear in English and Spanish on the Website. (Additional languages are being researched).
- Vital Documents are pre-translated in the Safe Harbor language groups constituting 5% or 1000 LEP residents in CATS services area.
- Public notice printed documents appear in English and Spanish, are posted on the web.

Audio and Visual Announcements

- Keep an annual record of on-vehicle and transit site (stations etc.) announcements of safety and warning are translated into Spanish. Annual review of these announcements will occur to ensure and well the inclusion of notices of direction when appropriate.
- Periodically perform onsite checks to see if messages are running on stations and vehicles.





Customer Services

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

Safety and Security

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

CTC – Operations LEP Assistance

- The station manager and front line operators' supervisor are fluent in Spanish. This skillset will be noted as a consideration of any replacement personnel who may hold these positions.
- Several Dispatchers are fluent in additional languages. This skillset will be noted as a consideration of any replacement personnel who may hold these positions.

Operators and Other Frontline personnel:

- Trainers have implemented an environment that reinforces that operators are to treat persons regardless of race, ethnicity or language with respect.
- There is a visual Emergency Management card on each bus to assist drivers with communicating with LEP patrons in distress.
- Drivers have a process in place to contact Supervisors (bi-lingual) when encountering patrons who are LEP.
- Make efforts to incorporate bi-lingual personnel as available options for operators and other frontline personnel as dispatchers or site supervisors.

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

- Staff will review the costs and options available for LEP tools as technological advancements, availability and cost become decline as issues due to widespread use.
- The web administrator for CATS is researching the following:
 - Improving CATS Google Translate's visibility on City & CATS webpages.
- Staff has plans to organize a review post construction and renovation the Blue Line Extension, Blue Line, Gold line stations, Gold line Phase II stations, transit centers, park/rides, parking garages, new construction, station and vehicle announcements to determine if they are any new messages or overlooked messages that need translation.
- Since 2014, these types of assessments led to bi-lingual warning signage on the exterior of Gold Rush trolley's, confirmed fare zone signage/painted barriers at rail stations, and as well confirmed Spanish audio and digital announcements on rail vehicle and stations. That includes assessments that occurred during the Blue Line Extension project for signage that now stretches across the entire transit line, with the most recent update in the Spring of 2020 to additional signage on the North end of the LYNX Blue line.

APPENDIX OF VITAL DOCUMENTS IN 2017-2020 SAFE HARBOR LANGUAGES

- ADA Certification



Chỉ dành cho CATS Ngày cấp Được cấp bởi
Ngày cấp _____
Được cấp bởi _____

**Giấy chứng nhận Tình trạng Khuyết tật
của Hệ thống Giao thông Công cộng Khu vực Charlotte**

Hướng dẫn cho đương đơn:

Điền phần trên của mẫu đơn này. Yêu cầu bác sĩ của quý vị điền phần dưới, xong nộp đơn cho Trung tâm Giao thông (Transportation Center) cùng với ID tiểu bang hoặc bằng lái xe của quý vị. Chi phí cho thẻ ID là \$1.00. Thẻ ID này sẽ cho phép quý vị sử dụng Hệ thống Giao thông Công cộng Khu vực Charlotte với chi phí thấp hơn.

Tên _____ Ngày sinh _____
(Họ) (Tên) (Tên lót) mm dd yy
Địa chỉ _____ Số căn hộ _____
Thành phố _____ Mã bưu chính _____

Tôi xác nhận rằng tất cả các thông tin trên là đúng sự thật và chính xác. Tôi đồng ý sử dụng thẻ ID được cấp theo chương trình này chỉ cho mục đích đã định.

Chữ ký _____ Ngày _____

Hướng dẫn cho bác sĩ:

Nếu bệnh nhân của quý vị đáp ứng các tiêu chí bên dưới, vui lòng điền phần dưới của mẫu đơn.

Chứng nhận của bác sĩ

Tôi xác nhận rằng cá nhân có tên ở trên bị khuyết tật vĩnh viễn hoặc tạm thời. Thời gian khuyết tật dự kiến là:

Dài hạn _____ Tạm thời _____ Ngày hết hạn _____
mm dd yy

Chữ ký của bác sĩ _____
Tên của bác sĩ (đánh máy hoặc viết hoa) _____
Địa chỉ của bác sĩ _____
Cơ quan (nếu phù hợp) _____



CSVSF04

rev August 2009

310 East Trade Street
Charlotte, NC 28202
Điện thoại: (704) 336-3159
Fax: (704) 336-7660



Réservé à l'usage de CATS

Date d'émission _____

Émis par _____

Charlotte Area Transit System Attestation de handicap

Instructions à l'intention de la demandeuse ou du demandeur :

Remplissez la partie supérieure de ce formulaire. Demandez à votre médecin de remplir la partie inférieure et retournez le formulaire au Transportation Center en présentant votre pièce d'identité nationale ou permis de conduire. Le coût de la carte d'identification est de 1,00 USD. Cette carte d'identification vous permettra d'utiliser le réseau de transports en commun Charlotte Area Transit System à un tarif réduit.

Nom complet _____ Date de naissance _____ / ____ / ____
(Nom de famille) (Prénom) (Deuxième prénom) mm jj aa
Adresse _____ App. _____
Ville _____ Code postal _____

J'atteste que les informations ci-dessus sont vraies et correctes. Je consens à utiliser la carte d'identification émise dans le cadre de ce programme aux fins prévues par celui-ci.

Signature _____ Date _____

Instructions à l'intention du médecin :

Si votre patient(e) remplit les critères décrits ci-dessous, veuillez remplir la partie inférieure du formulaire.

Attestation du médecin

J'atteste que la personne susmentionnée présente un handicap permanent ou temporaire. La durée anticipée du handicap est :

Permanente _____ Temporaire _____ Date d'expiration _____ / ____ / ____
mm jj aa

Signature du médecin _____

Nom complet du médecin (dactylographié ou en caractères d'imprimerie) _____

Adresse du médecin _____

Agence (le cas échéant) _____



CSVSF04

rév. août 2009

310 East Trade Street
Charlotte, NC 28202
Téléphone : (704) 336-3159
Fax : (704) 336-7660



માત્ર CATSના ઉપયોગ માટે
આધ્યાત્મિક તારીખ
દ્વારા આપવામાં આવ્યું

શાર્લોટ એરીયા ટ્રાન્સમિટ સીસ્ટમ વિકલાંગતાનું પ્રમાણપત્ર

અરજદારને નિર્દેશો:

આ ફોર્મના ઉપરના ભાગને ભરો. તમારા ફીઝિશ્યને નીચેનો ભાગ ભર્યો છે અને તમારા સ્ટેટ ID અથવા ડ્રાઈવર્સ લાઈસન્સ સાથે ટ્રાન્સપોઝિશન સેન્ટરને પરત કર્યો છે. આઈડી ID માટેનો ખર્ચ \$1.00 છે. આ ID કાર્ડથી તમે ઘટાડેલા ભાવે શાર્લોટ એરીયા ટ્રાન્સમિટ સીસ્ટમમાં મુસાફરી કરી શકશો.

નામ	_____	જન્મ તારીખ	____/____/____
	(અંતિમ) (પ્રથમ) (મધ્ય)		મહીનો દિવસ વર્ષ
સરનામું	_____	એપાર્ટમેન્ટ	_____
શહેર	_____	ઝિપ	_____

હું પ્રમાણિત કરું છું કે ઉપરની તમામ માહિતી સત્ય અને ખરી છે. અપેક્ષિત ઉદ્દેશ માટેના આ કાર્યક્રમ હેઠળ જારી કરવામાં આવેલા આ ID કાર્ડનો ઉપયોગ કરવા માટે હું સંમત છું.

હસ્તાક્ષર _____ તારીખ _____

ફીઝિશ્યનને નિર્દેશો:

જો તમારો દર્દી નીચે વર્ણવેલા માપદંડો પરીપૂર્ણ કરે છે તો, ફોર્મનો નીચેનો ભાગ ભરો.

ડોક્ટરનું પ્રમાણપત્ર

હું પ્રમાણિત કરું છું કે ઉપર ઉલ્લેખેલી વ્યક્તિને કાયમી અથવા હંગામી વિકલાંગતા છે. વિકલાંગતાનો અંદાજિત સમય:

કાયમી	_____	હંગામી	_____	સમાપ્તિ તારીખ	____/____/____
					મહીનો દિવસ વર્ષ

ફીઝિશ્યનની સહી _____
ફીઝિશ્યનનું નામ (ટાઈપ અથવા પ્રિન્ટ કરેલું) _____
ફીઝિશ્યનનું સરનામું _____
એજન્સી (જો લાગુ પડે તો) _____



CSV8F04

સુધારેલું ઓગસ્ટ 2009

310 East Trade Street
Charlotte, NC 28202
ટેલિફોન: (704) 336-3159
ફેક્સ: (704) 336-7660



केवल CATS के प्रयोग के लिए

जारी करने की तारीख: _____

जारीकर्ता: _____

शार्लोट एरिया ट्रांजिट सिस्टम
विकलांगता (अशक्तता) का प्रमाणपत्र

आवेदक के लिए निर्देश:

इस फॉर्म के शीर्ष भाग को पूर्ण करें। क्या आपके चिकित्सक ने नीचे के भाग को पूर्ण कर लिया है तथा इसे आपके राज्य ID या ड्राइवर लाइसेंस के साथ परिवहन केन्द्र को वापस लौटा दिया है। ID कार्ड की कीमत \$1.00 है। यह ID कार्ड आपको घटे हुए किराए पर शार्लोट एरिया ट्रांजिट सिस्टम की सवारी की अनुमति देगा।

नाम	_____	जन्म की तारीख	____/____/____
	(अंतिम) (प्रथम) (मध्य)		सहीना दिन वर्ष
पता	_____	अपार्टमेंट	_____
शहर	_____	ज़िप	_____

मैं प्रमाणित करता हूँ कि उपरोक्त सभी जानकारी सत्य और सही है। मैं अभीष्ट उद्देश्य के लिए इस कार्यक्रम के तहत जारी ID कार्ड का प्रयोग करने के लिए सहमत हूँ।

हस्ताक्षर _____ दिनांक _____

चिकित्सक के लिए निर्देश:

यदि आपका रोगी नीचे वर्णित मापदंड को पूरा करता है, तो फॉर्म के नीचे के भाग को पूरा करें।

डॉक्टर का प्रमाणीकरण

मैं प्रमाणित करता हूँ कि उपरोक्त नाम के व्यक्ति में स्थायी या अस्थायी विकलांगता है। विकलांगता की प्रत्याशित अवधि है:

स्थायी	अस्थायी	वैधता समाप्ति की तारीख	____/____/____
_____	_____		सहीना दिन वर्ष

चिकित्सक के हस्ताक्षर

चिकित्सक का नाम (साफ अक्षरों में)

चिकित्सक का पता

एजेंसी (यदि लागू हो)



CSVSF04

संशोधन अगस्त 2009

310 East Trade Street
Charlotte, NC 28202
टेलीफोन: (704) 336-3159
फैक्स: (704) 336-7660



Только для внутреннего пользования CATS

Дата выдачи _____

Выдан _____

Charlotte Area Transit System Свидетельство об инвалидности

Инструкции для заявителя:

Заполните верхнюю часть данной формы. Вашему лечащему врачу необходимо заполнить нижнюю часть формы и отправить ее в центр транспортных услуг вместе с Вашим официальным документом, удостоверяющим личность, или водительскими правами. Стоимость идентификационной карты составляет 1,00 долл. США. Данная карта даст Вам возможность пользоваться транспортными услугами Charlotte Area Transit System по льготному тарифу.

Ф.И.О. _____ Дата рождения _____
(Фамилия) (Имя) (Отчество) _____
Адрес _____ Квартира _____
Город _____ Почтовый индекс _____

Я подтверждаю, что вся представленная выше информация является верной и точной. Я соглашаюсь использовать идентификационную карту, которая выдается в рамках данной программы для использования по назначению.

Подпись _____ Дата _____

Инструкции для лечащего врача:

Если Ваш пациент отвечает приведенным ниже критериям, заполните нижнюю часть данной формы.

Медицинское свидетельство

Я подтверждаю, что вышеуказанное лицо имеет постоянную или временную инвалидность.

Предполагаемый срок инвалидности:

Постоянная _____ Временная _____ Дата истечения срока _____
_____ месяц день год

Подпись лечащего врача _____

Ф.И.О. лечащего врача (печатными буквами) _____

Адрес лечащего врача _____

Название организации (если применимо) _____



CSV SF04

ред.: август 2009 г.

310 East Trade Street
Charlotte, NC 28202
Телефон: (704) 336-3159
Факс: (704) 336-7660



Para uso exclusivo de CATS

Fecha de emisión _____

Emitido por _____

Sistema de Tránsito del área de Charlotte Certificado de discapacidad

Instrucciones para el solicitante:

Complete la parte superior de este formulario. Solicítele a su médico que complete la parte inferior del formulario y luego envíela al Centro de transporte, junto con su identificación del estado o su licencia de conducir. El costo de la tarjeta de identificación es de \$1.00. Esta tarjeta de identificación le permitirá desplazarse por el Sistema de Tránsito del área de Charlotte, a un precio reducido.

Nombre _____ Fecha de nacimiento _____
(Apellido) (Nombre) (Segundo nombre) mm dd aa
Domicilio _____ Dpto. _____
Ciudad _____ Código postal _____

Certifico que toda la información precedente es verdadera y correcta. Acepto utilizar la tarjeta de identificación emitida en el marco de este programa para la finalidad prevista.

Firma _____ Fecha _____

Instrucciones para el médico:

Si su paciente cumple con los criterios que se enumeran a continuación, complete la parte inferior del formulario.

Certificación médica

Certifico que la persona nombrada anteriormente presenta una discapacidad permanente o temporal. Se prevé que el carácter de la discapacidad sea:

Permanente _____ Temporal _____ Fecha de vencimiento _____
mm dd aa

Firma del médico _____
Nombre del médico (mecanografiado o impreso) _____
Domicilio del médico _____
Organismo (si corresponde) _____



CSVSF04

Rev. agosto de 2009

310 East Trade Street
Charlotte, NC 28202
Teléfono: (704) 336-3159
Fax: (704) 336-7660



仅供CATS 使用

签发日期: _____

签发机构: _____

夏洛特地区客运系统 残疾证明

申请人填表说明:

请填写本表格的上部。请让您的医生填写底部，并与您的州身份证（State ID）或驾照一起寄到交通中心（Transportation Center）。ID 卡的费用为 1 美元。持有本 ID 卡可享受乘坐夏洛特地区客运系统的折扣价格。

姓名	_____	出生日期	____/____/____
	(姓) (名) (中间名)		月 日 年
地址	_____	公寓	_____
城市	_____	邮编	_____

本人特此证明上述信息真实而正确。我同意按照预期目的而使用根据该项目签发的 ID 卡。

签名: _____ 日期: _____

医生填表说明:

如果您的患者符合下列标准，那么请填写本表格的底部。

医生证明

本人特此证明上述个人患有永久性或暂时性残疾。该残疾情况的预期持续期限为:

永久性 _____ 暂时性 _____ 到期日 ____/____/____
月 日 年

医生签名: _____

医生姓名（正楷书写）: _____

医生地址: _____

机构（如适用）: _____



CSVSF04

订正于 2009 年 8 月

310 East Trade Street
Charlotte, NC 28202
电话: (704)336-3159
传真: (704) 336-7660

- Right of Appeal for ADA Certification Denials

Right of Appeal

Q: What if my application for recertification is denied?

A: An individual who has applied for certification and is denied or has conditions placed on their use has the right to appeal their evaluation. An independent panel has been established to hear appeals and the panel includes a person with a disability. All appeals must be in writing and received within 60 days after you have received written notice of your eligibility determination decision.

P: ¿Qué pasa si mi solicitud de recertificación es denegada?

R: Una persona que ha solicitado la certificación y es denegada o tiene condiciones para su uso tiene derecho a apelar su evaluación. Se ha establecido un panel independiente para escuchar apelaciones y el panel incluye a una persona con una discapacidad. Todas las apelaciones deben presentarse por escrito y deben recibirse dentro de los 60 días posteriores a la recepción de una notificación por escrito de su decisión de determinación de elegibilidad.

H: Điều gì sẽ xảy ra nếu đơn xin tái chứng nhận của tôi bị từ chối?

Trả lời: Một cá nhân đã nộp đơn xin chứng nhận và bị từ chối hoặc có các điều kiện được đưa vào sử dụng của họ có quyền khiếu nại đánh giá của họ. Một hội đồng độc lập đã được thành lập để nghe các kháng nghị và hội đồng bao gồm một người khuyết tật. Tất cả các kháng nghị phải bằng văn bản và nhận được trong vòng 60 ngày sau khi bạn nhận được thông báo bằng văn bản về quyết định xác định đủ điều kiện của bạn.

问：如果我的重新认证申请被拒绝，该怎么办？

答：申请认证并被拒绝或有条件的个人有权对其评估提出申诉。已设立独立小组聆听上诉，小组成员包括残疾人。所有上诉必须在收到书面通知后60天内以书面形式收到。

問：如果我的重新認證申請被拒絕，該怎麼辦？

答：申請認證並被拒絕或有條件的個人有權對其評估提出申訴。已設立獨立小組聆聽上訴，小組成員包括殘疾人。所有上訴必須在收到書面通知後60天內以書面形式收到。

Q: Que se passe-t-il si ma demande de recertification est refusée?

R: Une personne qui a présenté une demande de certification et qui est refusée ou qui a des conditions d'utilisation a le droit de faire appel de son évaluation. Un panel indépendant a été établi pour entendre les appels et le panel comprend une personne handicapée. Tous les appels doivent être faits par écrit et reçus dans les 60 jours suivant la réception d'un avis écrit de votre décision d'admissibilité.

В: Что делать, если мое заявление на повторную сертификацию отклонено?

Ответ: Лицо, подавшее заявку на аттестацию, отказано или имеет условия, связанные с их использованием, имеет право обжаловать их оценку. Для рассмотрения жалоб была создана независимая комиссия, в состав которой входит инвалид. Все апелляции должны быть в письменной форме и получены в течение 60 дней после того, как вы получили письменное уведомление о своем решении о принятии права на участие.

પ્ર: પુનર્નિર્માણ માટેની મારી અરજી નકારી કાઢવામાં આવે તો શું?

એ: એક વ્યક્તિ જેણે પ્રમાણપત્ર માટે અરજી કરી છે અને નકારી છે અથવા તેના ઉપયોગ પર મૂકવામાં આવેલી શરતોને તેમના મૂલ્યાંકનને અપીલ કરવાનો અધિકાર છે. અપીલો સોલનવા માટે સ્વતંત્ર પેનલની સ્થાપના કરવામાં આવી છે અને પેનલમાં અપંગતાવાળા વ્યક્તિનો સમાવેશ થાય છે. બધા અપીલ લેખિતમાં હોવા જોઈએ અને તમારા પાત્રતા નિર્ધારણ નિર્ણયના લેખિત નોટિસ પ્રાપ્ત થયાના 60 દિવસ પછી પ્રાપ્ત થવી જોઈએ.

प्रश्न: अगर पुनर्वितरण के लिए मेरा आवेदन अस्वीकार कर दिया गया है तो क्या होगा?

ए: एक व्यक्ति जिसने प्रमाणीकरण के लिए आवेदन किया है और इनकार किया गया है या उनके उपयोग पर रखी गई स्थितियों को उनके मूल्यांकन की अपील करने का अधिकार है। अपील सुनने के लिए एक स्वतंत्र पैनल स्थापित किया गया है और पैनल में विकलांग व्यक्ति शामिल है। सभी अपीलों को लिखित रूप में होना चाहिए और आपके पात्रता निर्धारण निर्णय के लिखित नोटिस प्राप्त होने के 60 दिनों के भीतर प्राप्त होना चाहिए।

Q : 자격 갱신 신청이 거부되면 어떻게합니까?

A : 인증을 신청하고 거부 당하거나 사용 조건이있는 개인은 평가에 항의 할 권리가 있습니다. 이의 제기를 청문 할 수 있는 독립 패널이 설립되었으며 패널에는 장애인도 포함됩니다. 모든 이의 제기는 귀하의 적격 여부 결정에 대한 서면 통보를받은 후 60 일 이내에 서면으로해야 합니다.

Q: Kini o ba jẹ pe a ko fi eto mi silẹ fun igbasilẹ?

A: Olukuluku ẹni ti o lo fun iwe-ẹri ati pe a sẹ tabi ni awọn ipo ti a gbe sori lilo wọn ni eto lati tayọ imọran wọn. A ti sẹto iṣeto ominira lati gbọ awọn ẹjọ apanijajọ ati pe apejọ naa pẹlu eniyan ti o ni ailera. Gbogbo awọn ẹjọ ẹjọ gbọdọ wa ni kikọ ati ki o gba laarin awọn oṣọ 60 lehin ti o ti gba akiyesi akọsilẹ ti ipinnu ipinnu ipinnu rẹ.

- Special Transportation Service Application



ĐƠN XIN CHỨNG NHẬN TÍNH ĐỦ TIÊU CHUẨN

Kính thưa Quý Thân chủ:

Cảm ơn quý vị đã hỏi thăm về quá trình nộp đơn xin chứng nhận tính đủ tiêu chuẩn cho Dịch vụ Giao thông Đặc biệt (Special Transportation Service, hoặc STS) thuộc Hệ thống Giao thông Công cộng Khu vực Charlotte (Charlotte Area Transit System, hoặc CATS). Kèm theo đây là Đơn xin Chứng nhận Tính đủ tiêu chuẩn cho Dịch vụ Giao thông Đặc biệt theo Đạo luật về Người Mỹ Khuyết tật và một tờ hướng dẫn về quy trình chứng nhận.

Vui lòng đọc kỹ các tài liệu này trước khi điền đơn.

STS là các dịch vụ vận chuyển cho người khuyết tật mà CATS cung cấp cho những ai không đủ khả năng đi các xe buýt chạy theo tuyến cố định vì bị khuyết tật. Không đủ khả năng đi xe buýt tuyến cố định có thể có nghĩa là không có khả năng đi đến hoặc đi từ trạm xe buýt, không lên xuống xe buýt được, hoặc không biết cách đi xe buýt và sử dụng hệ thống xe buýt.

STS cung cấp dịch vụ vận chuyển bằng xe tải/xe đi chung cho những ai được xác định là “đủ tiêu chuẩn nhận dịch vụ vận chuyển cho người khuyết tật theo đạo luật ADA” cho những chuyến đi không thể thực hiện được bằng xe buýt tuyến cố định. Ví dụ: Quý vị có thể thực hiện một số chuyến đi bằng xe buýt nếu điểm dừng xe nằm gần nhà quý vị, hoặc nếu không có rào cản nào khiến quý vị không thể đi đến/từ trạm xe buýt. Những trường hợp khác, có thể quý vị không đi đến trạm xe buýt được và cũng không đi xe buýt được. STS nhằm mục đích hỗ trợ quý vị trong những trường hợp này.

Tính đủ tiêu chuẩn có ba hình thức:

Tạm thời, có điều kiện: Đôi khi quý vị có thể đi xe buýt tuyến cố định và đôi khi quý vị cần dịch vụ vận chuyển cho người khuyết tật. Các giới hạn về chức năng của quý vị dự kiến sẽ cải thiện.

Vĩnh viễn, có điều kiện: Đôi khi quý vị có thể đi xe buýt tuyến cố định và đôi khi quý vị cần dịch vụ vận chuyển cho người khuyết tật. Các giới hạn về chức năng của quý vị sẽ không cải thiện và có thể trở nên trầm trọng hơn.

Vô điều kiện: Quý vị không thể đi xe buýt tuyến cố định do bị giới hạn về chức năng.

Để chúng tôi có thể xác định một cách chính xác liệu quý vị có đủ tiêu chuẩn cho dịch vụ này hay không, **vui lòng điền mẫu đơn đính kèm đây đủ và chính xác nhất có thể.** Các câu hỏi trong đơn này nhằm mục đích xác định những trường hợp quý vị có thể đi xe buýt tuyến cố định hoặc cần dịch vụ vận chuyển cho người khuyết tật.



Nếu quý vị cần được giúp điền đơn hoặc có thắc mắc, vui lòng liên hệ với văn phòng STS. Thư và đơn này cũng có sẵn theo định dạng khổ chữ lớn và các định dạng thay thế khác.

Khi điền đơn xong, vui lòng yêu cầu một chuyên gia y tế hoặc chuyên gia phục hồi chức năng có giấy phép hành nghề ký tên trên trang sau cùng. ***Nếu quý vị bỏ trống bất cứ phần nào, chúng tôi sẽ trả lại đơn này cho quý vị.*** Mọi thông tin quý vị điền trong đơn này sẽ được bảo mật.

Vui lòng không đính kèm hồ sơ hoặc thông tin y tế với đơn này. Quý vị có thể mang theo hồ sơ y tế khi đi phỏng vấn.

Trong vòng vài ngày kể từ ngày chúng tôi nhận được đơn đăng ký đã điền đầy đủ từ quý vị, chúng tôi sẽ gọi điện thoại cho quý vị để lên lịch một buổi phỏng vấn trực tiếp và một buổi đánh giá chức năng nhằm xác định khả năng sử dụng dịch vụ xe buýt tuyến cố định của CATS của quý vị.

Các đơn đăng ký đã điền đầy đủ sẽ được xử lý trong vòng 21 ngày sau ngày chúng tôi nhận đơn. Sau đó chúng tôi sẽ gửi thư báo cho quý vị biết liệu quý vị có đủ tiêu chuẩn hay không. Nếu chúng tôi cần thêm thời gian để hoàn tất quá trình đánh giá và xác định, chúng tôi sẽ tạm thời xét quý vị là đủ tiêu chuẩn.

Nếu chúng tôi xác định rằng quý vị có thể sử dụng dịch vụ xe buýt tuyến cố định của CATS, và do đó không đủ tiêu chuẩn cho STS, chúng tôi sẽ thông báo cho quý vị về lý do của quyết định này. Quý vị có thể kháng cáo quyết định này bằng văn bản. Tuy nhiên, dịch vụ STS sẽ không được cung cấp trong quá trình kháng cáo, trừ khi chúng tôi không thể hoàn tất quá trình kháng cáo trong vòng 30 ngày.



Thông tin về đương đơn

Danh hiệu: Ông Bà

Tên _____

Địa chỉ _____

Điện thoại/TDD (ngày) _____ (đêm) _____

Ngày sinh ____/____/____ [] Nam [] Nữ

Ngôn ngữ chính: [] Tiếng Anh [] Tiếng Tây Ban Nha [] Ngôn ngữ Ký hiệu
[] Ngôn ngữ khác: _____

Các định dạng có thể truy cập: [] In chuẩn [] Bản in chữ khổ lớn [] Chữ nổi [] Băng ghi âm
[] Định dạng khác: _____

Các hình thức của tính đủ tiêu chuẩn: [] Có điều kiện [] Vô điều kiện [] Tạm thời [] Vĩnh viễn

Nếu người điền đơn không phải là người đang yêu cầu chứng nhận, người điền đơn phải hoàn tất phần sau đây:

Tên: _____

Địa chỉ: _____

Điện thoại: (ngày) _____ (đêm) _____

Ký tên: _____

Ngày: _____

Trong trường hợp khẩn cấp: vui lòng liệt kê tên của hai người, bao gồm chuyên viên hỗ trợ, cơ quan hoặc những người biết rõ về tình trạng khuyết tật của quý vị mà STS có thể liên hệ:

Tên: _____ Điện thoại nơi làm việc _____ Điện thoại nhà _____

Địa chỉ: _____

Quan hệ: _____

Tên: _____ Điện thoại nơi làm việc _____ Điện thoại nhà _____

Địa chỉ: _____

Quan hệ: _____



Về tình trạng khuyết tật của quý vị

Quý vị là thân chủ mới hay quý vị đang nộp đơn xin tái chứng nhận? ☐ Mới ☐ Tái chứng nhận
Nếu tái chứng nhận, bệnh trạng/khuyết tật của quý vị đã có thay đổi? Nếu vậy, vui lòng giải thích

1. Khuyết tật nào khiến quý vị không thể đi xe buýt tuyến cố định?

2. Vui lòng giải thích khuyết tật này khiến quý vị không thể tự mình đi xe buýt tuyến cố định như thế nào:

3. Tình trạng khuyết tật mà quý vị mô tả là: ☐ vĩnh viễn ☐ thay đổi từng ngày ☐ tạm thời?
Nếu tạm thời, tình trạng này sẽ kéo dài trong bao lâu theo dự kiến?

4. Quý vị có bị nhạy cảm với cái lạnh theo định nghĩa của y khoa không? ☐ Có ☐ Không
Trên hoặc dưới nhiệt độ nào?:

Nếu có, vui lòng giải thích:

5. Quý vị có bị nhạy cảm với nhiệt theo định nghĩa của y khoa không? ☐ Có ☐ Không
Trên hoặc dưới nhiệt độ nào?:

Nếu Có, vui lòng giải thích:

6. Các điều kiện thời tiết khác (gió, hoàng hôn/bóng tối và/hoặc ánh sáng chói) có ảnh hưởng đến khuyết tật của quý vị không?

Nếu có, vui lòng giải thích:



7. Quý vị có bị khiếm thị không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Có hoặc Đôi khi, vui lòng giải thích: _____

8. Khả năng thở của quý vị có bị ảnh hưởng bởi thời tiết hay điều kiện môi trường không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Có hoặc Đôi khi, vui lòng giải thích: _____

9. Mức nghiêm trọng của khuyết tật của quý vị có thay đổi sau khi được điều trị y tế không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Có hoặc Đôi khi, vui lòng giải thích: _____

10. Quý vị có nhận xét hoặc thông tin bổ sung nào khác liên quan đến tình trạng khuyết tật của quý vị mà quý vị muốn giải thích không?



Đi đến/từ trạm xe buýt

1. Quý vị có thể tự mình tìm các điểm dừng, điểm đến, địa điểm và/hoặc ngã tư của các xe buýt tuyến cố định không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

2. Quý vị có thể tự mình đi lại sau khi trời tối không? ☐ Có ☐ Không
☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

3. Quý vị có thể tự mình đi ¼ dặm (4 khối đô thị) một cách an toàn mà không cần người khác giúp đỡ không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

4. Quý vị có thể tự mình đi 200 feet một cách an toàn mà không cần người khác giúp đỡ không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

5. Quý vị có thể tự mình đi đến trạm xe buýt và quay về khu phố của quý vị không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

6. Quý vị có thể đợi xe buýt bên ngoài trong mười (10) phút mà không cần sự hỗ trợ không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:



7. Quý vị có thể tự mình rời khỏi và trở về các điểm đến thông thường (các điểm dừng xe buýt tại địa phương) không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

8. Quý vị có thể đợi lâu hơn 15 phút không? ☐ Có ☐ Không ☐ Đôi khi
Nếu có, bao lâu: _____ phút.

9. Quý vị có thể đi lại trên đường phẳng khi thời tiết tốt không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

10. Quý vị có thể đi trên đường hơi lên dốc một tí khi thời tiết tốt không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

11. Quý vị có thể đi đến và đi từ trạm giao thông công cộng gần nhất không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

12. Quý vị có thể đợi xe buýt nếu điểm dừng có ghế ngồi hoặc mái che không?
☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

13. Quý vị có thể đợi xe buýt nếu điểm dừng **không** có ghế ngồi hoặc mái che không? ☐ Có ☐ Không
Nếu không, vui lòng giải thích: _____

14. Quý vị có thể đợi xe buýt đến trong bao lâu? _____ phút.



Lên và xuống xe buýt

1. Quý vị có thể tự mình bước lên và bước xuống một cách an toàn ba (3) bậc lên xuống có chiều cao 12 inch không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

2. Quý vị có thể bước lên xe buýt, ngồi trên xe buýt, hoặc xuống xe buýt có thiết bị nâng xe lăn mà không cần sự hỗ trợ không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

3. Quý vị có thể nắm bắt tay cầm hoặc thanh vịn, tiền xu hoặc vé xe trong lúc lên hoặc xuống xe buýt không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

4. Quý vị có thể lên hoặc xuống xe buýt nếu xe buýt có thiết bị nâng hạ ở phía trước không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:

5. Quý vị có thể lên và xuống xe buýt mà không cần sự hỗ trợ không? ☐ Có ☐ Không ☐ Đôi khi
Nếu Không hoặc Đôi khi, vui lòng giải thích:



Cung cấp dịch vụ

1. Quý vị có sử dụng xe lăn hoặc scooter không? ☐ Có ☐ Không
Chiều rộng của chiếc xe lăn/scooter này bao nhiêu? _____ inch

Xe lăn/scooter này nặng bao nhiêu khi có người ngồi trên xe? _____ pounds

Thông tin này sẽ không được sử dụng để xác định tính đủ tiêu chuẩn cho dịch vụ vận chuyển cho người khuyết tật. Đường đơn có trách nhiệm biết kích thước của phương tiện di chuyển của họ và liệu kích thước đó có vượt quá kích thước theo định nghĩa của một chiếc xe lăn phổ biến hay không.

Theo Đạo luật về Người Mỹ Khuyết tật năm 1990, một chiếc xe lăn phổ biến **không rộng hơn 30 inch, không dài hơn 48 inch và không nặng hơn 600 pound khi có người ngồi trên xe.**

Nếu thiết bị di chuyển của quý vị vượt quá kích thước này, đạo luật ADA sẽ không đảm bảo dịch vụ vận chuyển cho người khuyết tật.

2. Quý vị có dùng thiết bị hỗ trợ di chuyển hoặc thiết bị chuyên dụng nào sau đây trong lúc đi lại không? Đánh dấu tất cả các thiết bị quý vị có.

<input type="checkbox"/> Gậy	<input type="checkbox"/> Động vật hỗ trợ	<input type="checkbox"/> Bảng giao tiếp (communication board)
<input type="checkbox"/> Gậy trắng	<input type="checkbox"/> Xe lăn điện	<input type="checkbox"/> Ghế điện cỡ lớn (vượt quá kích cỡ ADA)
<input type="checkbox"/> Gậy bốn chân	<input type="checkbox"/> Scooter điện (3 bánh)	
<input type="checkbox"/> Nạng	<input type="checkbox"/> Xe lăn tay	<input type="checkbox"/> Thiết bị hỗ trợ khác: _____

3. Nếu quý vị dùng xe lăn hoặc scooter, quý vị có dùng nó khi đi lại bằng phương tiện vận chuyển cho người khuyết tật không?

☐ Có ☐ Không ☐ Đôi khi

Nếu Không hoặc Đôi khi, vui lòng giải thích: _____

4. Quý vị có thể đợi 15 phút tại một trạm xe buýt công cộng khi dùng thiết bị hỗ trợ di chuyển của mình không? ☐ Có ☐ Không ☐ Đôi khi

Nếu Không hoặc Đôi khi, vui lòng giải thích: _____



5. Quý vị có cần được một tiếp viên (người chăm sóc cá nhân, dẫn đường) hỗ trợ trong việc đi lại không? Tiếp viên có thể giúp quý vị với bất cứ nhu cầu cá nhân hoặc đi lại nào, chẳng hạn như băng qua đường, lên xuống cầu thang, v.v. ☐ Có ☐ Không ☐ Đôi khi
Nếu Có hoặc Đôi khi, vui lòng giải thích người này sẽ hỗ trợ quý vị như thế nào:

6. Quý vị có đi lại cùng trẻ em dưới 10 tuổi không? ☐ Có ☐ Không



Tiết lộ Thông tin

Tôi, đương đơn, hiểu rằng mục đích của đơn đăng ký này là để xác định liệu tôi có hội đủ tiêu chuẩn cho các Dịch vụ Giao thông Đặc biệt hay không. Tôi đồng ý cho phép việc tiết lộ những thông tin được yêu cầu với Carolinas Rehabilitation, thay mặt cho Charlotte Area Transit System, và bất cứ ban thẩm định khả năng đủ tiêu chuẩn nào, và tôi hiểu rằng thông tin trong tài liệu này sẽ được bảo mật trừ khi có quy định pháp lý ngược lại. Tôi cũng hiểu rằng Carolinas Rehabilitation, thay mặt cho Charlotte Area Transit System, có quyền yêu cầu thêm thông tin theo quyết định của họ. Tôi đồng ý sẽ thông báo cho STS khi tình trạng khuyết tật của tôi có bất cứ sự thay đổi nào mà có thể ảnh hưởng đến khả năng sử dụng dịch vụ vận chuyển cho người khuyết tật của tôi. Tôi cũng hiểu rằng điều này có thể ảnh hưởng khả năng hội đủ tiêu chuẩn của tôi với tư cách là hành khách.

Tôi theo đây xác nhận rằng tôi là người đang yêu cầu được chứng nhận cho dịch vụ vận chuyển cho người khuyết tật bổ sung theo đạo luật ADA, và mọi thông tin trên đều đúng và chính xác:

Ký tên _____ Ngày _____

Viết hoa tên đương đơn _____

Viết hoa tên người điền đơn _____

Nếu người điền đơn đang đại diện cho một cơ quan, vui lòng viết hoa tên cơ quan đó ở đây:

Điện thoại _____

Chữ ký Phụ huynh hoặc Người giám hộ Hợp pháp _____

Ngày _____

Cảm ơn quý vị đã hoàn thành đơn đăng ký.

Quý vị sẽ được thông báo bằng văn bản về quyết định của chúng tôi và lý do của quyết định đó trong vòng 21 ngày kể từ ngày chúng tôi nhận được đơn đăng ký này.

Bất cứ đương đơn nào không được chứng nhận là đủ tiêu chuẩn hoặc được chứng nhận là đủ tiêu chuẩn có điều kiện đều có thể nộp đơn kháng cáo trong vòng 60 ngày. Dịch vụ STS sẽ không được cung cấp trong quá trình kháng cáo, trừ khi quá trình kháng cáo không thể hoàn tất trong vòng 30 ngày. Tính đủ tiêu chuẩn cho dịch vụ STS sẽ được chứng nhận cho tôi đa ba (3) năm, bất kể các giới hạn về chức năng là vĩnh viễn hay tạm thời.



Xác minh với chuyên gia

Để xét đơn đăng ký này đúng quy tắc, Carolinas Rehabilitation, thay mặt cho Charlotte Area Transit System, sẽ liên hệ với chuyên gia y tế hoặc chuyên gia phục hồi chức năng của quý vị để xác nhận thông tin quý vị đã cung cấp. **Vui lòng yêu cầu chuyên gia y tế hoặc chuyên gia phục hồi chức năng của quý vị điền và ký tên vào giấy ủy quyền sau.**

Lưu ý: Nếu có thể, khi yêu cầu chuyên gia điền đơn này, vui lòng yêu cầu chuyên gia nào biết rõ về tình trạng khuyết tật của quý vị và hiểu rõ khả năng hoặc sự thiếu khả năng đi lại bằng hệ thống giao thông công cộng của quý vị. Người này có thể là:

- một chuyên gia phục hồi chức năng
- một cố vấn về sống độc lập
- một nhân viên xã hội
- một nhà tâm lý học
- một cố vấn về phục hồi chức năng làm việc
- một cố vấn về sức khỏe tâm thần
- một chuyên gia trị liệu thể lý hoặc cơ năng
- một bác sĩ hoặc y tá

Chuyên gia y tế hoặc chuyên gia phục hồi chức năng sau đây biết rõ về tình trạng khuyết tật của tôi và được phép cung cấp cho Carolinas Rehabilitation, thay mặt cho Hệ thống Giao thông Công cộng Khu vực Charlotte, mọi thông tin cần thiết để xác nhận bất cứ nội dung nào có trong đơn đăng ký này, hoặc để làm rõ những hạn chế của tình trạng khuyết tật của tôi.

Chuyên gia Y tế hoặc Chuyên gia Phục hồi Chức năng Điền Phần này

Tên _____	
Địa chỉ _____ _____	
Điện thoại/TDD (ngày) _____	fax _____
Địa chỉ email _____	
Chữ ký _____	Ngày _____



DEMANDE D'ADMISSIBILITÉ

Chère cliente, cher client,

Nous vous remercions de votre demande de renseignements sur l'admissibilité au Service de transport adapté (STS pour « Special Transportation Service ») du Charlotte Area Transit System (CATS). Vous trouverez ci-joint un exemplaire de la Demande d'attestation d'admissibilité au transport adapté en vertu de la loi américaine en faveur des personnes handicapées, l'ADA, ainsi qu'une fiche d'instruction détaillant le processus d'attestation.

Veuillez lire attentivement les documents ci-joints avant de remplir la demande.

STS désigne le service de transport adapté fourni par CATS aux personnes qui sont dans l'impossibilité d'utiliser le service d'autobus à itinéraire fixe à cause d'un handicap. L'incapacité d'utiliser un service d'autobus à itinéraire fixe peut comprendre l'inaptitude à se déplacer des ou jusqu'aux arrêts de bus, à monter ou sortir du bus, ou à comprendre comment emprunter et utiliser le système d'autobus.

STS fournit un service de déplacement semi-collectif/de navette aux personnes considérées comme étant « admissibles au transport adapté ADA » pour les trajets qu'elles ne peuvent effectuer en utilisant un service à itinéraire fixe régulier. Vous pouvez, par exemple, utiliser un service d'autobus pour certains trajets si les arrêts sont proches et aucun obstacle n'empêche l'accès au bus. À d'autres moments, il se peut que vous ne puissiez pas vous déplacer vers l'arrêt de bus pour prendre le bus. STS a pour but de vous assister à tout moment.

L'admissibilité se divise en trois types :

Type conditionnel temporaire : Vous êtes parfois en mesure d'utiliser l'autobus à itinéraire fixe et avez occasionnellement besoin d'un transport adapté. La limitation fonctionnelle devrait s'améliorer.

Type conditionnel permanent : Vous êtes parfois en mesure d'utiliser l'autobus à itinéraire fixe et avez occasionnellement besoin d'un transport adapté. La limitation fonctionnelle ne s'améliorera pas et risque de se dégrader.

Type inconditionnel : Vous ne pouvez pas utiliser l'autobus à itinéraire fixe à cause d'une limitation fonctionnelle.

Pour nous permettre de déterminer avec exactitude votre admissibilité à ce service, **veuillez**



remplir la demande ci-jointe en fournissant des renseignements aussi complets et précis que possible. Ces questions permettent de déterminer les circonstances dans lesquelles vous pouvez utiliser des services à itinéraire fixe ou de transport adapté.



Si vous avez besoin d'aide pour remplir le formulaire, ou en cas de questions, veuillez contacter le bureau STS. Cette lettre et demande est également disponible en gros caractères, et autres formats.

Une fois la demande remplie, veuillez demander à un professionnel de la santé ou de la rééducation agréé de remplir et signer la dernière page. ***Si toute section est laissée vierge, la demande vous sera retournée.*** Les informations que vous fournissez dans cette demande sont confidentielles.

Veuillez ne pas joindre d'informations ou de documents médicaux à cette demande. Vous pouvez apporter les informations médicales à votre entretien.

Dans les quelques jours suivant la réception de votre demande remplie, vous serez contacté(e) par téléphone pour programmer un entretien en personne et une évaluation fonctionnelle afin de déterminer vos aptitudes à utiliser le service à itinéraire fixe de CATS.

Les demandes remplies seront traitées dans les 21 jours après réception. Vous recevrez une notification de l'état de votre admissibilité par écrit. S'il faut plus de temps pour effectuer l'évaluation et la détermination, vous recevrez une admissibilité temporaire.

Si nous déterminons que vous pouvez utiliser le service d'autobus à itinéraire fixe de CATS, et que vous n'avez donc pas droit à STS, nous vous indiquerons la ou les raisons qui ont guidé cette détermination. Vous pouvez faire appel de cette décision par écrit. Le service STS ne sera toutefois pas fourni pendant le processus d'appel, à moins que celui-ci ne puisse être achevé dans les 30 jours.



Informations de la demandeuse ou du demandeur

Titre : M. M^{me} M^{lle}

Nom complet _____

Adresse _____

Numéro de téléphone / ATS (journée) _____ (soirée) _____

Date de naissance ____/____/____ ☐ Masculin ☐ Féminin

Langue principale : ☐ Anglais ☐ Espagnol ☐ Signes ☐ Autre : _____

Formats accessibles : ☐ Caractères normaux ☐ Gros caractères ☐ Braille
☐ Cassette audio ☐ Autre : _____

Type d'admissibilité : ☐ Conditionnel ☐ Inconditionnel ☐ Temporaire ☐ Permanent

Si cette demande a été remplie par une autre personne que celle qui effectue la demande d'attestation, celle-ci doit fournir les renseignements suivants :

Nom complet : _____

Adresse : _____

Téléphone : (journée) _____ (soirée) _____

Signature : _____

Date : _____

En cas d'urgence : veuillez fournir les noms de deux personnes, y compris un professionnel ou une agence de soutien, ou une autre personne qui connaît votre handicap que STS peut contacter :

Nom complet : _____ N° Travail _____ N° Domicile _____

Adresse : _____

Relation : _____

Nom complet : _____ N° Travail _____ N° Domicile _____

Adresse : _____

Relation : _____



À propos de votre handicap

Êtes-vous un nouveau client ou renouvelez-vous l'attestation de votre admissibilité ?

☐ Nouveau ☐ Renouvellement

En cas de renouvellement, votre état/handicap a-t-il changé ? Dans l'affirmative, veuillez expliquer

1. Quel est le handicap qui vous empêche d'emprunter l'autobus à itinéraire fixe ?

2. Expliquez en quoi votre handicap vous empêche d'utiliser l'autobus à itinéraire fixe de manière indépendante :

3. Les conditions que vous avez décrites sont-elles :

☐ permanentes ☐ variables d'un jour à l'autre ☐ temporaires ?

Si temporaires, quelle est la durée prévue ?

4. Avez-vous une sensibilité au froid d'un point de vue médical ? ☐ Oui ☐ Non

Au-dessus ou en dessous de quelles températures ?

Dans l'affirmative, veuillez expliquer :

5. Avez-vous une sensibilité à la chaleur d'un point de vue médical ? ☐ Oui ☐ Non

Au-dessus ou en dessous de quelles températures ?

Dans l'affirmative, veuillez expliquer :

6. D'autres conditions météorologiques (vent, crépuscule/obscurité et/ou lumière éblouissante) ont-elles des effets sur votre handicap ? Dans l'affirmative, veuillez expliquer :



7. Avez-vous une déficience visuelle ? ☐ Oui ☐ Non ☐ Parfois
Si oui ou parfois, veuillez expliquer : _____

8. Votre respiration subit-elle les effets de conditions météorologiques ou environnementales ?
☐ Oui ☐ Non ☐ Parfois
Si oui ou parfois, veuillez expliquer : _____

9. Le degré de votre handicap change-t-il après un traitement médical ?
☐ Oui ☐ Non ☐ Parfois
Si oui ou parfois, veuillez expliquer : _____

10. Avez-vous d'autres commentaires ou des informations complémentaires relatives à votre handicap que vous souhaitez communiquer ?



Déplacements entre les arrêts de bus et une destination

1. Êtes-vous en mesure de trouver des arrêts d'autobus à itinéraire fixe, destinations, emplacements et/ou rues parallèles de façon autonome ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

2. Êtes-vous en mesure de vous déplacer de façon autonome après la tombée de la nuit ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

3. Êtes-vous en mesure de vous déplacer de façon sûre et autonome sur ½ km (4 pâtés de maison) sans l'aide d'une autre personne ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

4. Êtes-vous en mesure de vous déplacer de façon sûre et autonome sur 60 m sans l'aide d'une autre personne ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

5. Êtes-vous en mesure d'atteindre l'arrêt de bus de votre quartier et d'en revenir de façon autonome ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

6. Êtes-vous en mesure d'attendre dehors sans assistance ou soutien pendant dix (10) minutes ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :



7. Êtes-vous en mesure de quitter vos destinations régulières (arrêts de bus locaux) et d'y retourner de façon autonome ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

8. Êtes-vous en mesure d'attendre plus de 15 minutes ? ☐ Oui ☐ Non ☐ Parfois
Si c'est le cas, combien de temps : _____ minutes

9. Êtes-vous en mesure de vous déplacer sur des surfaces planes lorsqu'il fait beau ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

10. Êtes-vous en mesure de vous déplacer sur des pentes légères lorsqu'il fait beau ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

11. Êtes-vous en mesure de vous déplacer vers l'arrêt de transport public le plus proche et d'en revenir ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

12. Pourriez-vous attendre s'il y avait une place assise ou un abribus ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

13. Pourriez-vous attendre s'il n'y avait **pas** de place assise ou d'abribus ?
☐ Oui ☐ Non
Si non, veuillez expliquer : _____

14. Combien de temps pouvez-vous attendre un bus ? _____ minutes



Monter à bord et descendre du bus

1. Pouvez-vous monter à bord et descendre trois (3) marches de 30 cm de façon sûre et autonome ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

2. Êtes-vous en mesure de monter à bord, emprunter ou sortir d'un bus accessible aux fauteuils roulants sans assistance ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

3. Êtes-vous en mesure de saisir des poignées ou rampes, pièces de monnaie ou billets lorsque vous montez à bord ou sortez du bus ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

4. Êtes-vous en mesure de monter à bord ou de sortir d'un véhicule si celui-ci est équipé d'un élévateur ou d'un agenouilloir à l'avant du bus ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :

5. Êtes-vous en mesure de monter à bord ou de descendre d'un bus sans assistance ?
☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer :



Prestation de services

1. Utilisez-vous un fauteuil roulant ou une trottinette ? ☐ Oui ☐ Non
Quel est sa largeur ? _____ pouces (_____ cm)

Quel est son poids lorsqu'il est utilisé ? _____ livres
(_____ kg)

Ces informations ne sont pas utilisées pour déterminer l'admissibilité au transport adapté. Il incombe à la demandeuse ou au demandeur de connaître les dimensions de son dispositif de mobilité et si celui-ci dépasse le cadre de la définition d'un fauteuil roulant classique.

La loi américaine en faveur des personnes handicapées de 1990, l'ADA, indique qu'un fauteuil roulant normal comporte **une largeur maximale de 30 pouces (76 cm), une longueur maximale de 48 pouces (122 cm) et un poids maximal de 600 livres (272 kg) lorsqu'il est occupé.**

Si votre dispositif de mobilité dépasse ces dimensions, l'ADA ne garantit pas de service de transport adapté.

2. Utilisez-vous l'un des dispositifs d'aide à la mobilité ou équipements spécialisés suivants lors de vos déplacements ? Cochez toutes les réponses pertinentes.

☐ Canne ☐ Animal de service ☐ Tableau de communication
☐ Canne blanche ☐ Fauteuil roulant électrique
☐ Grand fauteuil électrique (supérieur aux réglementations ADA)
☐ Déambulateur ☐ Trottinette électrique (trois roues)
☐ Béquilles ☐ Fauteuil roulant manuel ☐ Autre dispositif : _____

3. Si vous utilisez un fauteuil roulant ou une trottinette, l'utiliserez-vous dans le transport adapté ?

☐ Oui ☐ Non ☐ Parfois

Si non ou parfois, veuillez expliquer : _____



4. Êtes-vous en mesure d'attendre plus de 15 minutes à un arrêt de bus public avec votre dispositif d'aide à la mobilité ? ☐ Oui ☐ Non ☐ Parfois
Si non ou parfois, veuillez expliquer : _____

5. Avez-vous besoin d'un accompagnateur (soins personnels, guide voyant) pour vos déplacements ? Un accompagnateur peut vous assister dans tous vos besoins personnels ou liés à vos déplacements, comme traverser la rue, franchir les escaliers, etc. ☐ Oui ☐ Non ☐ Parfois
Si oui ou parfois, veuillez expliquer le type d'assistance que cette personne vous apporte : _____

6. Vous déplacez-vous avec des enfants âgés de moins de dix ans ? ☐ Oui ☐ Non



Communication d'informations

Je soussigné(e), la demandeuse/le demandeur, comprends que cette demande a pour but de déterminer mon admissibilité à l'usage du Service de transport adapté (STS pour « Special Transportation Service »). Je consens à transmettre les informations demandées par Carolinas Rehabilitation, pour le compte de Charlotte Area Transit System, et de tout comité d'examen, et je comprends que les informations contenues dans les présentes seront traitées en toute confidentialité, sauf disposition contraire de la loi. Je comprends également que Carolinas Rehabilitation, pour le compte de Charlotte Area Transit System, se réserve le droit de demander des informations supplémentaires à sa propre discrétion. Je conviens d'informer STS de tout changement dans l'état de mon admissibilité qui modifie mon aptitude à utiliser un service de transport adapté complémentaire. Je comprends aussi que cela peut influencer mon admissibilité en tant que passagère/passager.

J'atteste par la présente que je suis la personne qui demande l'attestation en vue d'un service de transport adapté ADA complémentaire et que les informations ci-dessus sont vraies et exactes :

Signature _____ Date _____

Noms en toutes lettres de la demandeuse/du demandeur _____

Noms en toutes lettres de la préparatrice/du préparateur _____

Si un préparateur représente une agence, veuillez inscrire le nom de l'agence en toutes lettres ici :

_____ Tél. _____

Signature du parent ou tuteur légal _____

Date _____

Nous vous remercions d'avoir rempli cette demande.

Vous recevrez un avis par écrit dans les 21 jours suivant la réception de ce dossier indiquant la détermination effectuée et les raisons qui la justifient.

Toute personne qui se voit refuser l'admissibilité ou accorder une admissibilité conditionnelle peut faire appel par demande écrite dans les 60 jours. Le service STS ne sera pas fourni pendant le processus d'appel, à moins que celui-ci ne puisse être achevé dans les 30 jours. L'admissibilité au STS est accordée pour une période maximale de trois (3) ans, quelle que soit la nature permanente ou temporaire des limitations fonctionnelles.



Vérification professionnelle

Afin de pouvoir évaluer correctement cette demande, Carolinas Rehabilitation, pour le compte de Charlotte Area Transit System, contactera votre professionnel de santé ou de rééducation afin de confirmer les informations fournies. **Veuillez demander à votre prestataire de santé ou de rééducation de remplir et signer l'autorisation suivante.**

Remarque : Si possible, veuillez demander à un professionnel qui connaît votre handicap particulier et qui comprend vos aptitudes ou inaptitudes à vous déplacer dans le système de transport public de remplir ce formulaire. Cela comprend les professions suivantes :

- spécialiste de la rééducation
- conseiller en vie autonome
- assistant social
- psychologue
- conseiller en réadaptation professionnelle
- conseiller en santé mentale
- ergothérapeute ou kinésithérapeute
- médecin ou infirmier diplômé

Le professionnel de la santé ou de la rééducation suivant connaît mon handicap et est autorisé à fournir à Carolinas Rehabilitation, pour le compte de Charlotte Area Transit System, toute information requise dans le but de confirmer les renseignements fournis dans la présente demande, ou de clarifier les limites de mon handicap.

À faire remplir par un professionnel de la santé ou de la rééducation

Nom complet _____	
Adresse _____ _____	
Numéro de téléphone / ATS (journée) _____ Fax _____	
Adresse e-mail _____	
Signature _____	Date _____



पात्रता आवेदन

प्रिय ग्राहक:

शार्लोट एरिया ट्रांजिट सिस्टम (CATS) स्पेशल ट्रांसपोर्टेशन सर्विस (STS) पात्रता के लिए आवेदन करने के बारे में पूछताछ के लिए आपको धन्यवाद। ADA पैराट्रांजिट योग्यता के प्रमाणीकरण के लिए एक आवेदन की एक प्रति, और साथ ही प्रमाणीकरण प्रक्रिया को रेखांकित करने वाला एक निर्देश पत्र भी संलग्न है।

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

STS एक पैराट्रांजिट सेवा है जिसे CATS उन व्यक्तियों को प्रदान करती है जो विकलांगता के कारण निश्चित मार्ग की बस सेवा का उपयोग करने में असमर्थ हैं। निश्चित मार्ग की बस सेवा का उपयोग करने की असमर्थता में बस स्टॉप तक आने या जाने, बसों में चढ़ने या उतरने या बस प्रणाली की सवारी करने और उपयोग करने के तरीके को समझने में असमर्थ होना शामिल हो सकता है।

STS "ADA पैराट्रांजिट योग्य" के रूप में पहचाने गए लोगों को उन यात्राओं के लिए वैन/साइकल सवारी सेवा प्रदान करता है जो फिक्स्ड-रूट बस सेवा का उपयोग करके यात्रा नहीं कर सकते हैं। उदाहरण के लिए, यदि बस स्टॉप नजदीक है और ऐसी कोई बाधा नहीं है जो आपको बस तक आने और उसमें चढ़ने उतरने से रोकती है तो आप कुछ यात्राओं के लिए बस सेवा का उपयोग करने में सक्षम हो सकते हैं। अन्य स्थितियों में, आप शायद बसों तक आने और उनका उपयोग करने में सक्षम नहीं हो सकते हैं। STS इन अवसरों पर आपकी सहायता करने के लिए बना है।

पात्रता के तीन प्रकार हैं:

सशर्त अस्थायी: आप कभी-कभी फिक्स्ड-रूट बस सेवा का उपयोग करने में सक्षम होते हैं और कभी-कभी पैराट्रांजिट की आवश्यकता होती है। कार्यात्मक बाधा में सुधार होने की उम्मीद है।

सशर्त स्थायी: आप कभी-कभी फिक्स्ड-रूट बस सेवा का उपयोग करने में सक्षम होते हैं और कभी-कभी पैराट्रांजिट की आवश्यकता होती है। कार्यात्मक बाधा में सुधार नहीं होगा और यह इससे भी बदतर हो सकती है।

बिना शर्त: आप कार्यात्मक बाधा के कारण फिक्स्ड-रूट बस सेवा का उपयोग नहीं कर सकते हैं।

इस सेवा के लिए अपनी योग्यता को सटीक रूप से निर्धारित करने में हमें सक्षम बनाने के लिए, **कृपया संलग्न आवेदन को यथासंभव पूर्ण और सटीक रूप से भरें।** प्रश्न उन परिस्थितियों को निर्धारित करने के लिए बनाए गए हैं जिनके तहत आप निश्चित मार्ग या पैराट्रांजिट सेवाओं का उपयोग कर सकते हैं।



अगर आपको फॉर्म भरने में सहायता की ज़रूरत है, या आपको प्रश्न पृष्ठता है, तो कृपया STS कार्यालय से संपर्क करें। यह पत्र और आवेदन बड़े प्रिंट, और अन्य वैकल्पिक प्रारूपों में भी उपलब्ध है।

आवेदन को भर लेने के बाद, अंतिम पृष्ठ को भरने और हस्ताक्षर करने के लिए कृपया एक लाइसेंस प्राप्त स्वास्थ्य देखभाल या पुनर्वास पेशेवर से मिलें। **यदि कोई भाग खाली छूटा होगा तो आवेदन आपको वापस कर दिया जाएगा।** आपके द्वारा प्रदान की जाने वाली जानकारी गोपनीय है।

कृपया इस आवेदन के साथ चिकित्सा दस्तावेज या जानकारी संलग्न न करें। जब आपका साक्षात्कार होगा तब आप चिकित्सा जानकारी अपने साथ ला सकते हैं।

आपका भरा हुआ आवेदन प्राप्त होने के कुछ दिनों के भीतर, CATS निश्चित मार्ग की सेवा का उपयोग करने की आपकी योग्यताओं को सुनिश्चित करने के लिए व्यक्तिगत साक्षात्कार और कार्यात्मक मूल्यांकन का कार्यक्रम नियत करने हेतु आपसे टेलीफोन पर संपर्क किया जाएगा।

भरा हुआ आवेदन प्राप्ति के 21 दिनों के भीतर संसाधित किया जाएगा। उसके बाद आपको आपकी पात्रता स्थिति के बारे में लिखित में अधिसूचित किया जाएगा। यदि मूल्यांकन और निर्धारण को पूरा करने के लिए अतिरिक्त समय की आवश्यकता होगी, तो आपको अस्थायी पात्रता दी जाएगी।

यदि हम निर्धारित करते हैं कि आप CATS निश्चित मार्ग की सेवा का उपयोग करने में सक्षम हैं, और इसलिए STS के लिए अपात्र हैं, तो हम आपको इस निर्धारण के कारणों के बारे में सूचित करेंगे। आप इस निर्णय के विरुद्ध लिखित रूप में अपील कर सकते हैं। हालांकि, जब तक कि अपील प्रक्रिया 30 दिनों के भीतर पूरी नहीं की जा सकती, अपील प्रक्रिया के दौरान STS सेवा प्रदान नहीं की जाएगी।



आवेदक की जानकारी

टाइटल: श्री श्रीमती कुमारी सुश्री

नाम: _____

पता: _____

टेलीफोन / TDD संख्या (दिन) _____ (शाम) _____

जन्म तिथि: ____/____/____ [] पुरुष [] स्त्री

प्राथमिक भाषा: [] अंग्रेजी [] हिन्दी [] संकेतिक [] अन्य: _____

सुलभ प्रारूप: [] मानक प्रिंट [] बड़े प्रिंट [] ब्रेल [] ऑडियो टेप
[] अन्य: _____

पात्रता का प्रकार: [] सशर्त [] बिना शर्त [] अस्थायी [] स्थायी

यदि यह आवेदन प्रमाण पत्र का अनुरोध करने वाले आवेदक के अलावा किसी अन्य व्यक्ति द्वारा भरा गया है, तो उस व्यक्ति को निम्नलिखित को भरना होगा:

नाम: _____

पता: _____

टेलीफोन: (दिन) _____ (शाम) _____

हस्ताक्षर: _____

तारीख: _____

आपात स्थिति के मामले में: कृपया दो लोगों के नाम सूचीबद्ध करें जिनसे STS संपर्क कर सकता है, ऐसे लोगों में सहायता पेशेवर, एजेंसिया या आपकी विकलांगता से परिचित अन्य लोग शामिल हैं:

नाम: _____ कार्य# _____ घर# _____

पता: _____

रिश्ता: _____

नाम: _____ कार्य# _____ घर# _____

पता: _____

रिश्ता: _____



आपकी विकलांगता के बारे में

आप एक नए ग्राहक हैं या अपनी पात्रता दोबारा प्रमाणित कर रहे हैं? ☐ नया ☐ दोबारा प्रमाणित कर रहे हैं

यदि दोबारा प्रमाणित कर रहे हैं, तो क्या आपकी स्थिति/विकलांगता बदल गई है? यदि ऐसा है तो कृपया विवरण दें

1. विकलांगता क्या है जो आपको फिक्स्ड-रूट बस का उपयोग करने में बाधक है?

2. बताएं कि आपकी विकलांगता आपको एक फिक्स्ड-रूट बस का स्वतंत्र रूप से उपयोग करने से कैसे रोकती है:

3. आपने जिन स्थितियों का वर्णन किया है क्या वे: ☐ स्थायी हैं ☐ दिन-प्रतिदिन भिन्न होती हैं ☐ अस्थायी हैं? यदि अस्थायी हैं, तो अपेक्षित अवधि क्या है?

4. क्या आपको चिकित्सकीय रूप से परिभाषित ठंड संवेदनशीलता है? ☐ हाँ ☐ नहीं
किस तापमान के ऊपर या नीचे?:
अगर हाँ, तो कृपया समझाएँ:

5. क्या आपको चिकित्सकीय रूप से परिभाषित ताप संवेदनशीलता है? ☐ हाँ ☐ नहीं
किस तापमान के ऊपर या नीचे?:
अगर हाँ, तो कृपया समझाएँ:



6. क्या अन्य मौसम स्थितियां (हवा, शाम/अंधेरा और/या चमक) आपकी विकलांगता को प्रभावित करती है? अगर हाँ, तो कृपया समझाएँ: _____

7. क्या आपको कोई दृष्टि विकार है? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर हाँ या कभी-कभी, तो कृपया समझाएँ: _____

8. क्या आपकी श्वास मौसम या पर्यावरणीय परिस्थितियों से प्रभावित होती है?
☐ हाँ ☐ नहीं ☐ कभी कभार
अगर हाँ या कभी-कभी, तो कृपया समझाएँ: _____

9. क्या चिकित्सा उपचार के बाद आपकी विकलांगता की गंभीरता बदल जाती है?
☐ हाँ ☐ नहीं ☐ कभी कभार
अगर हाँ या कभी-कभी, तो कृपया समझाएँ: _____

10. क्या आपकी विकलांगता से संबंधित कोई अन्य टिप्पणी या अतिरिक्त जानकारी है जिसे आप बताना चाहते हैं?



बस स्टॉप तक आना / जाना

1. क्या आप स्वतंत्र रूप से फिक्स्ड-रूट बस स्टॉप, गंतव्यों, स्थानों पर जाने और/या सड़कों को पार करने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

2. क्या आप अंधेरा होने के बाद स्वतंत्र रूप से यात्रा करने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

3. क्या आप किसी अन्य व्यक्ति की मदद के बिना सुरक्षित और स्वतंत्र रूप से ¼ मील (4 ब्लॉकों) की यात्रा करने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

4. क्या आप किसी अन्य व्यक्ति की सहायता के बिना सुरक्षित और स्वतंत्र रूप से 200 फीट की दूरी तक आने जाने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

5. क्या आप स्वतंत्र रूप से अपने पड़ोस के बस स्टॉप तक जाने और वापस लौटने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:



6. क्या आप दस (10) मिनटों तक सहायता या समर्थन के बिना बाहर इंतजार कर सकते हैं?
[] हाँ [] नहीं [] कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

7. क्या आप स्वतंत्र रूप से अपने नियमित गंतव्यों (स्थानीय बस स्टॉप) पर जाने और वापस लौटने में सक्षम हैं? [] हाँ [] नहीं [] कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

8. क्या आप 15 मिनट से अधिक समय तक इंतजार कर सकते हैं? [] हाँ [] नहीं [] कभी कभार
यदि हाँ, तो कितने समय तक: _____ मिनट
9. क्या आप अच्छे मौसम में सपाट सतहों पर आने-जाने में सक्षम हैं?
[] हाँ [] नहीं [] कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

10. क्या आप अच्छे मौसम में मामूली ढलान पर आने-जाने में सक्षम हैं?
[] हाँ [] नहीं [] कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

11. क्या आप निकटतम सार्वजनिक परिवहन स्टॉप तक जाने और वहां से वापस आने में सक्षम हैं?
[] हाँ [] नहीं [] कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:



12. यदि एक सीट या बस शेल्टर उपलब्ध है तो क्या आप इंतजार कर सकते हैं?

☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

13. यदि एक सीट या बस शेल्टर उपलब्ध **नहीं** है तो क्या आप इंतजार कर सकते हैं?

☐ हाँ ☐ नहीं

अगर नहीं, तो कृपया समझाएँ: _____

14. आप कितने समय तक बस के आने का इंतजार कर सकते हैं? _____ मिनट

बस में चढ़ना और उतरना

1. क्या आप सुरक्षित और स्वतंत्र रूप से 12-इंच की तीन (3) सीढ़ियों पर चढ़ और उतर सकते

हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

2. क्या आप सहायता के बिना व्हीलचेयर सुलभ बस में चढ़ने, यात्रा करने या

उससे उतरने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

3. क्या आप एक बस में चढ़ते या उतरते समय हैंडल या रेलिंगों को पकड़ने, सिक्कों या टिकटों को

संभालने में सक्षम हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया समझाएँ:



4. क्या आप एक ऐसे वाहन में चढ़ने या उतरने में सक्षम हैं जिसमें लिफ्ट या नीलर लगा है जो बस के सामने के हिस्से को नीचे कर देता है? ☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

5. क्या आप सहायता के बिना बस में चढ़ने और उससे उतरने में सक्षम हैं?
☐ हाँ ☐ नहीं ☐ कभी कभार
अगर नहीं या कभी-कभी, तो कृपया समझाएँ:

सेवा प्रदान करना

1. क्या आप व्हील चेयर या स्कूटर का उपयोग करते हैं? ☐ हाँ ☐ नहीं
यह कितना चौड़ा है? _____ इंच

सवार सहित यह कितना भारी है? _____ पाउंड

इस जानकारी का उपयोग पैराट्रांजिट पात्रता निर्धारित करने के लिए नहीं किया जाता है।
आवागमन डिवाइस के आयामों को और क्या यह एक आम व्हीलचेयर की परिभाषित सीमा से अधिक है यह जानना आवेदक की जिम्मेदारी है।

अमेरिकी विकलांगता अधिनियम 1990 एक आम व्हीलचेयर के लिए परिभाषित करता है कि वह चौड़ाई में 30 इंच, लम्बाई में 48 इंच और सवार सहित 600 पाउंड भार से अधिक नहीं होना चाहिए।

यदि आपका आवागमन डिवाइस इन आयामों से अधिक है, तो ADA पैराट्रांजिट सेवा की गारंटी नहीं देता है।



2. क्या आप यात्रा करते समय निम्न आवागमन सहायक उपकरणों या विशेष उपकरण का उपयोग करते हैं? लागू होने वाले सभी को चुनें।

- | | | |
|------------------------------------|---|--|
| <input type="checkbox"/> केन | <input type="checkbox"/> सेवा प्रदाता पशु | <input type="checkbox"/> संचार बोर्ड |
| <input type="checkbox"/> सफेद केन | <input type="checkbox"/> पावर व्हीलचेयर | <input type="checkbox"/> लार्ज पावर चेयर (ADA से अधिक) |
| <input type="checkbox"/> वाकर | <input type="checkbox"/> पावर स्कूटर (3-पहिया वाला) | |
| <input type="checkbox"/> बैसाखियां | <input type="checkbox"/> मैनुअल व्हीलचेयर | <input type="checkbox"/> अन्य सहायता: _____ |

3. यदि आप व्हीलचेयर या स्कूटर का उपयोग करते हैं, तो क्या आप इसे पैराट्रांजिट पर भी इस्तेमाल करेंगे?

☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया

समझाएँ: _____

4. क्या आप अपने आवागमन डिवाइस के साथ सार्वजनिक बस स्टॉप पर 15 मिनट तक इंतजार कर सकते हैं? ☐ हाँ ☐ नहीं ☐ कभी कभार

अगर नहीं या कभी-कभी, तो कृपया

समझाएँ: _____

5. क्या आपको यात्रा करने के लिए एक परिचर (व्यक्तिगत देखभाल, दृष्टि मार्गदर्शक) की आवश्यकता होती है? एक परिचर आपकी व्यक्तिगत या यात्रा ज़रूरतों में सहायता कर सकता है, जैसे सड़क पार करना; सीढ़ियां चढ़ना, आदि। ☐ हाँ ☐ नहीं ☐ कभी कभार

यदि हाँ या कभी-कभी, तो कृपया इस व्यक्ति द्वारा प्रदान की जाने वाली सहायता के प्रकार का विवरण दें:

6. क्या आप 10 साल से कम उम्र के बच्चों के साथ यात्रा करते हैं? ☐ हाँ ☐ नहीं



सूचना जारी करना

मैं, आवेदक, समझता हूँ कि इस आवेदन का उद्देश्य विशेष परिवहन सेवा (STS) का उपयोग करने की मेरी पात्रता निर्धारित करना है। मैं कैरोलिनास पुनर्वास को, शार्लोट एरिया ट्रांजिट सिस्टम, और किसी पात्रता समीक्षा पैनल की तरफ से अनुरोध की गई जानकारी प्रदान करने के लिए सहमत हूँ, और समझता हूँ कि यहां निहित जानकारी को, जब तक कि अन्यथा कानून द्वारा आवश्यक न हो, गोपनीय समझा जाएगा। मैं यह भी समझता हूँ कि आगे भी शार्लोट एरिया ट्रांजिट सिस्टम की तरफ से कैरोलिनास पुनर्वास, अपने विवेकाधिकार में अतिरिक्त जानकारी का अनुरोध करने का अधिकार सुरक्षित रखता है। मैं अपनी विकलांगता की स्थिति में किसी भी बदलाव के बारे में STS को सूचित करने के लिए सहमत हूँ जो कि पूरक पैराट्रांजिट सेवा का उपयोग करने की मेरी पात्रता को प्रभावित करता है। मैं यह भी समझता हूँ कि यह एक सवारी के रूप में मेरी पात्रता को प्रभावित कर सकता है।

मैं इसके द्वारा प्रमाणित करता हूँ कि मैं ADA पूरक पैराट्रांजिट सेवा के लिए प्रमाणन अनुरोध करने वाला एक व्यक्ति हूँ और उपरोक्त जानकारी सत्य और सटीक है:

हस्ताक्षर _____ दिनांक _____

आवेदक का मुद्रित नाम _____

तैयार करने वाले का मुद्रित नाम _____

यदि तैयारकर्ता किसी एजेंसी का प्रतिनिधित्व करता है, तो कृपया एजेंसी का नाम यहां प्रिंट करें:

फ़ोन# _____

अभिभावक या कानूनी अभिभावक का हस्ताक्षर _____

तारीख _____



इस आवेदन को भरने के लिए धन्यवाद।

निर्धारण के इस आवेदन की प्राप्ति के 21 दिनों के भीतर निर्धारण और उस निर्धारण के कारण (ओं) के बारे में आपको लिखित में अधिसूचित किया जाएगा।

कोई भी व्यक्ति जिसकी पात्रता से इनकार कर दिया गया हो या सशर्त पात्रता दी गई हो, अपील के लिए 60 दिनों के भीतर एक लिखित अनुरोध दर्ज करा सकता है। जब तक अपील प्रक्रिया 30 दिनों के भीतर पूरी नहीं की जा सकती, अपील प्रक्रिया के दौरान STS सेवा प्रदान नहीं की जाएगी। STS की पात्रता कार्यात्मक बाधाओं की स्थाई या अस्थायी प्रकृति पर ध्यान दिए बिना, तीन (3) वर्षों की अवधि के लिए प्रदान की जाती है।

व्यावसायिक सत्यापन

इस आवेदन का समुचित मूल्यांकन करने के लिए, शार्लोट एरिया ट्रांजिट सिस्टम की तरफ से कैरोलिनास पुनर्वास, प्रदान की गई जानकारी की पुष्टि के लिए आपके स्वास्थ्य देखभाल या पुनर्वास पेशेवर से संपर्क करेगा। कृपया अपने स्वास्थ्य देखभाल या पुनर्वास प्रदाता से निम्नलिखित प्राधिकरण को भरवाएं और उस पर उनका हस्ताक्षर प्राप्त करें।



ध्यान दें: यदि संभव हो, तो कृपया इस फॉर्म को एक ऐसे पेशेवर द्वारा भरवाएं जो आपकी विशेष विकलांगता से परिचित है और जो सार्वजनिक पारगमन प्रणाली का उपयोग करके यात्रा करने की आपकी क्षमता या अक्षमता को भी समझता है। इसमें शामिल हो सकते हैं:

- एक पुनर्वास विशेषज्ञ
- एक स्वतंत्र आजीविका परामर्शदाता
- एक सामाजिक कार्यकर्ता
- एक मनोवैज्ञानिक
- एक व्यावसायिक पुनर्वास सलाहकार
- एक मानसिक स्वास्थ्य सलाहकार
- एक व्यावसायिक या शारीरिक चिकित्सक
- एक चिकित्सक या पंजीकृत नर्स

निम्नलिखित स्वास्थ्य देखभाल या पुनर्वास पेशेवर मेरी विकलांगता से परिचित है और शार्लोट एरिया ट्रांजिट सिस्टम की तरफ से कैरोलिनास पुनर्वास को इस आवेदन में निहित किसी भी जानकारी की पुष्टि करने; या मेरी अक्षमता की बाधाओं को स्पष्ट करने के लिए आवश्यक जानकारी प्रदान करने के लिए अधिकृत है।

हेल्थकेयर या पुनर्वास पेशेवर द्वारा भरा जाना है

नाम _____
पता _____

टेलीफोन / TDD संख्या (दिन) _____ फैक्स _____
ईमेल पता _____
हस्ताक्षर _____ तारीख _____



자격 신청

친애하는 고객님께:

샬럿 지역 교통 시스템(CATS) 특별 운송 서비스(STS) 자격 신청에 관련하여 문의주셔서 감사합니다. ADA 보조 교통수단 이용 자격 인증 신청서 1부와 인증 절차를 담은 지침서가 동봉되었습니다.

신청서를 작성하기 전에 동봉된 자료를 주의깊게 읽어주시기 바랍니다.

STS는 고정 노선 버스 서비스를 이용할 수 없는 장애인 분들을 위해 CATS가 제공하는 보조 교통 서비스입니다. 고정 노선 버스를 이용할 수 없다는 것은 버스 정류장 간 이동이 불가능하고 버스 승하차가 불가능하며 버스 탑승 및 이용법의 이해가 불가능한 것을 포함합니다.

STS는 “ADA 보조 교통수단 이용 자격이 있는” 분들이 일반적인 고정 노선 버스를 이용하여 이동 불가능한 노선을 이용할 경우 뎀 또는 승차 공유 서비스를 제공합니다. 예를 들어 정류장이 인근에 있고 버스 승하차를 방해하는 방해물이 없을 경우 일부 노선서 버스 서비스를 이용할 수 있습니다. 그러나 다른 경우 버스 정류장으로의 이동 또는 버스 이용이 불가능할 수도 있습니다. STS는 이런 경우에 여러분들을 돕고자 합니다.

자격 유형은 세 가지입니다:

조건부 임시 자격: 때에 따라 고정 노선 버스 이용이 가능하며 때에 따라 보조 교통이 필요한 경우. 대상자의 기능 제한 개선이 예상됨.

조건부 영구 자격: 때에 따라 고정 노선 버스 이용이 가능하며 때에 따라 보조 교통이 필요한 경우. 대상자의 기능 제한이 개선의 여지가 없거나 악화가 예상됨.

무조건부 자격: 대상자의 기능 제한으로 고정 노선 버스를 이용할 수 없음.

신청인의 서비스 이용 자격을 보다 정확히 판단할 수 있도록, **동봉된 신청서를 최대한 정확히 채워주시기 바랍니다.** 신청서의 질문은 신청인의 고정 노선 혹은 보조 교통 서비스를 이용할 수 있는 환경을 판단하기 위한 것입니다.



양식 작성에 도움이 필요하거나 궁금한 점이 있으면 STS 사무실에 문의주시기 바랍니다. 이 서신과 신청서는 대형 인쇄물 및 기타 대체 양식으로도 이용 가능합니다.

신청서를 모두 작성한 후 자격증을 소지한 건강 관리 혹은 재활 전문가가 작성을 완료하고 마지막 페이지에 서명하도록 해주시기 바랍니다. **빈 칸이 한 곳이라도 있을 경우 신청서는 반송됩니다.** 신청서에 작성하는 정보는 모두 기밀 취급됩니다.

이 신청서에 의료 자료나 의료 정보를 첨부하지 마십시오. 추후 인터뷰 시 의료 정보를 지참할 수 있습니다.

작성한 신청서의 접수 후 수일 내로 전화 연락을 통해 CATS 고정 노선 서비스 이용 자격 심사를 위한 대면 인터뷰 및 기능평가 일정을 잡게 됩니다.

작성한 신청서는 접수일로부터 21일 내에 처리됩니다. 이후 이용 자격 상태가 서면으로 통보됩니다. 자격 평가 및 최종 결정에 추가 검토가 필요할 경우 임시 자격이 부여됩니다.

CATS 고정 노선 서비스 이용이 가능하여 STS 이용 자격이 없다고 판단될 경우 해당 결정 사유를 통보드리게 됩니다. 서면을 통해 결정 내용에 이의제기를 할 수 있습니다. 그러나 이의제기 절차가 30일 이내 완료되지 않는 한 이의제기 기간 중 STS 서비스는 제공되지 않습니다.



신청인 정보

호칭: Mr. Mrs. Miss Ms.

이름 _____

주소 _____

전화 / TDD 번호 (낮) _____ (저녁) _____

생년월일 ____/____/____ ☐ 남성 ☐ 여성

주 언어: ☐ 영어 ☐ 스페인어 ☐ 수화 ☐ 기타: _____

이용 가능한 양식: ☐ 표준 인쇄 ☐ 대형 인쇄 ☐ 점자 ☐ 오디오 테이프
☐ 기타: _____

자격 유형: ☐ 조건부 ☐ 무조건부 ☐ 임시 ☐ 영구

인증을 신청하는 신청인 본인이 아닌 제 3 자가 이 신청서를 작성하는 경우 다음
 정보를 기재하십시오.

이름: _____

주소: _____

전화번호: (낮) _____ (저녁) _____

서명: _____

날짜: _____

긴급 상황의 경우: 전문 보조인, 기관 또는 신청인의 장애를 잘 알고 있는 사람 등
 STS 가 연락 가능한 두 사람의 이름을 기재하십시오.

이름: _____ 직장# _____ 집# _____

주소: _____

관계: _____

이름: _____ 직장# _____ 집# _____

주소: _____

관계: _____



장애 정보

신규 고객이거나 자격을 재인증하십니까? ☐ 신규 ☐ 재인증
재인증의 경우 조건/장애에 변동이 있으십니까? 해당 시 설명

1. 고정 노선 버스를 이용하지 못하는 이유는 어떤 장애 때문입니까?

2. 장애로 인해 어떻게 혼자 고정 노선 버스를 이용하지 못하는지
설명해주십시오:

3. 기술하신 조건이: ☐ 영구적 ☐ 날마다 상이
☐ 일시적입니까? 일시적이라면 지속시간은 얼마입니까? _____

4. 의학적으로 확정된 저온 민감성이 있으십니까? ☐ 예 ☐ 아니요
몇 도 이상 혹은 이하의 온도입니까?: _____
예일 경우 설명: _____

5. 의학적으로 확정된 고온 민감성이 있으십니까? ☐ 예 ☐ 아니요
몇 도 이상 혹은 이하의 온도입니까?: _____
예일 경우 설명: _____

6. 기타 기상 조건(바람, 어스름/어둠 및/또는 눈부심) 등이 장애에 영향을
미칩니까? 예일 경우 설명: _____



7. 시각 장애가 있으십니까? ☐ 예 ☐ 아니요 ☐ 때때로
예 또는 때때로일 경우 설명: _____

8. 기상 또는 환경에 따라 호흡에 영향을 받으십니까?
☐ 예 ☐ 아니요 ☐ 때때로
예 또는 때때로일 경우 설명: _____

9. 치료 후 장애 범위에 변동이 있으십니까?
☐ 예 ☐ 아니요 ☐ 때때로
예 또는 때때로일 경우 설명: _____

10. 장애와 관련하여 제출할 다른 의견이나 추가 정보가 있으십니까?



버스 정류장에서/으로의 이동

1. 고정 노선 버스 정류장, 목적지, 위치 및/또는 교차로를 독립적으로 찾아갈 수 있으십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

2. 해가 진 후 독립적으로 이동이 가능하십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

3. 독립적으로 안전하게 0.25 마일(0.4km/4 블록)을 도움없이 이동할 수 있으십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

4. 독립적으로 안전하게 200 피트(60 미터)를 도움없이 이동할 수 있으십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

5. 독립적으로 인근 버스 정류장을 왕복하는 것이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

6. 도움이나 지원을 받지 않고도 야외에서 10 분 간 기다릴 수 있으십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:



7. 독립적으로 정기적인 목적지(지역 버스 정류장)로의 왕복이 가능하십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

8. 15분 넘게 기다리는 것이 가능하십니까? ☐ 예 ☐ 아니요 ☐ 때때로
최대: _____ 분

9. 기상이 좋을 경우 평지 이동이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

10. 기상이 좋을 경우 낮은 경사 이동이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

11. 최단거리 대중교통 정류장으로의 왕복이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

12. 의자나 정류장 쉼터가 있을 경우 기다릴 수 있으십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

13. 의자나 정류장 쉼터가 **없을** 경우 기다릴 수 있으십니까? ☐ 예 ☐ 아니요
아니요일 경우 설명: _____

14. 버스를 얼마나 기다릴 수 있습니까? _____ 분



버스 승차 및 하차

1. 독립적으로 안전하게 12 인치(30cm) 높이의 계단 3 개를 오르내리실 수 있습니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

2. 도움없이 휠체어 배려 버스를 승하차하는 것이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

3. 버스 승하차 시 손잡이나 난간, 동전이나 버스표 등을 잡는 것이 가능하십니까? ☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

4. 버스 앞문에 리프트 등의 발판 장치가 있을 경우 승하차가 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:

5. 도움없이 버스를 승하차하는 것이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
아니요 또는 때때로일 경우 설명:



서비스 제공

1. 휠체어나 스쿠터를 이용하십니까? ☐ 예 ☐ 아니요
 폭이 어느 정도입니까? _____ 인치

탑승 시 무게가 어느 정도입니까? _____ 파운드

이 정보는 보조 교통 수단의 이용 자격 결정에 사용되지 않습니다. 이동 장비의 크기와 일반적인 휠체어 정의를 초과하는지 여부를 아는 것은 신청인의 책임입니다.

1990 년의 미국 장애인 법에 따라 규정되는 일반적인 휠체어는 폭 **30 인치(76cm)**, 길이 **48 인치(122cm)**, 탑승 시 무게 **600 파운드(272kg)** 미만입니다.

이동 장비가 이 규격을 초과하는 경우 **ADA** 는 보조 교통 서비스를 보장하지 않습니다.

2. 이동 시 다음의 이동 보조 장비 또는 특수 장비를 이용하십니까? 해당되면 모두 체크하십시오.

<input type="checkbox"/> 지팡이	<input type="checkbox"/> 장애인 보조 동물	<input type="checkbox"/> 의사소통판
<input type="checkbox"/> 흰 지팡이	<input type="checkbox"/> 전동 휠체어	<input type="checkbox"/> 대형 전동 휠체어 (ADA 규격 초과)
<input type="checkbox"/> 보행기	<input type="checkbox"/> 전동 스쿠터 (세 발)	
<input type="checkbox"/> 목발	<input type="checkbox"/> 수동 휠체어	<input type="checkbox"/> 기타 장비: _____

3. 휠체어 또는 스쿠터의 이용 시, 보조 교통 수단에서 이용할 예정이십니까?
☐ 예 ☐ 아니요 ☐ 때때로
 아니요 또는 때때로일 경우 설명: _____

4. 이동 장비와 함께 공공 정류장에서 15 분을 기다리는 것이 가능하십니까?
☐ 예 ☐ 아니요 ☐ 때때로
 아니요 또는 때때로일 경우 설명: _____



5. 함께 이동할 (개인 간병인, 시각 안내인 등) 수행인이 필요하십니까?
수행인은 도로 횡단, 계단 이동 등 이동에 필요한 혹은 개인적 도움을
지원할 수 있습니다. ☐ 예 ☐ 아니요 ☐ 때때로
예 또는 때때로일 경우 수행인이 제공하는 도움에 대한 설명: _____
6. 10 세 미만의 아동과 이동하십니까? ☐ 예 ☐ 아니요



정보 공개

신청인 본인은 본 신청서의 목적이 본인의 특별 운송 서비스(STS)의 이용 자격 판단임을 이해합니다. 본인은 살렛 지역 교통 시스템(CATS)을 대표하여 캐롤라이나 재활센터(Carolinas Rehabilitation)와 모든 자격 검토위원들에게 요청된 정보를 공개하는 것에 동의하며 법이 요구하지 않는 한 여기에 포함된 정보가 기밀로 취급됨을 이해합니다. 또한 살렛 지역 교통 시스템을 대신하여 캐롤라이나 재활센터가 재량에 따라 추가 정보 요청 권리를 가짐을 이해합니다. 본인은 무상 보조 교통 서비스의 이용에 영향을 미치는 장애에 어떤 변화가 있을 경우 STS에 통보한다는 것에 동의합니다. 또한 이로 인해 본인의 탑승자 자격에 영향을 받을 수 있음을 이해합니다.

본인은 ADA 무상 보조 교통 서비스의 인증을 요청하는 당사자인 것과 상기한 정보가 모두 사실이며 정확함을 보증하는 바입니다:

서명 _____ 날짜 _____

신청인 정자체 성명 _____

대리인 정자체 성명 _____

대리인이 기관을 대표할 경우 기관명을 기재해주십시오:

전화# _____

부모 또는 법적 후견인 서명 _____

날짜 _____

신청서를 작성해 주셔서 감사합니다.

이 신청서에 대한 심사 결정이 결정 사유와 함께 신청서 접수 후 21일 이내에 서면으로 통보됩니다.

자격 신청이 거부되거나 조건부 자격이 부여된 신청인의 경우 60일 이내에 서면으로 이의 제기를 요청할 수 있습니다. 이의제기 절차가 30일 이내 완료되지 않는 한 STS 서비스는 이의제기 기간 중 제공되지 않습니다. STS 이용 자격은 기능 제한의 영구성, 일시성과 무관하게 최대 3년까지 부여됩니다.



전문가 검증

신청서의 정확한 평가를 위해 살럿 지역 교통 시스템을 대신하는 캐롤라이나 재활센터는 신청인의 건강 관리 또는 재활 전문가에 연락하여 제공된 정보를 확인합니다. **해당 건강 관리 또는 재활 전문가가 다음 승인 사항을 기재하고 서명하도록 하십시오.**

참고: 가능한 경우 신청인의 특정 장애를 잘 알고 있으며 신청인의 대중 교통을 이용한 이동 가능성을 파악하고 있는 전문가가 이 양식을 기재하도록 하십시오. 다음의 전문가가 이에 포함됩니다:

- | | |
|------------|--------------------|
| ● 재활 전문가 | ● 직업 재활 상담사 |
| ● 자립생활 상담가 | ● 정신 건강 상담사 |
| ● 사회 복지사 | ● 작업 치료사 또는 물리 치료사 |
| ● 심리학자 | ● 의사 또는 자격 간호사 |

다음 건강 관리 또는 재활 전문가는 본 신청인의 장애를 잘 알고 있으며 살럿 지역 교통 시스템을 대신하는 캐롤라이나 재활센터에 이 신청서에 포함된 정보를 확인하기 위한 정보 또는 본 신청인의 기능 제한을 명확하게 증명하기 위한 정보를 제공하도록 승인받았습니다.

해당 건강 관리 또는 재활 전문가가 기재하십시오.

이름 _____
주소 _____ _____
전화 / TDD 번호 (낮) _____ 팩스 _____
이메일 주소 _____
서명 _____ 날짜 _____



ПОДАЧА ЗАЯВЛЕНИЯ НА ПРОВЕРКУ СООТВЕТСТВИЯ КРИТЕРИЯМ

Уважаемый клиент!

Благодарим за Ваш запрос в отношении подачи заявления о проверке соответствия критериям на право получения услуг специальной транспортировки (Special Transportation Service, STS) транспортной системы г. Шарлотт (Charlotte Area Transit System, CATS). Ниже Вы найдете Заявление о проверке соответствия критериям на право получения услуг службы перевозки маломобильных категорий граждан (социальные перевозки) в соответствии с законом «Об американцах-инвалидах» (Americans with Disabilities Act, ADA), а также инструкцию, в которой описана процедура проведения указанной проверки.

Внимательно прочитайте приложенные материалы, прежде чем заполнять заявление.

STS — это служба CATS, предоставляющая услуги социальной перевозки для инвалидов и пожилых людей, которые не в состоянии пользоваться общественным транспортом, следующим по установленному маршруту, по состоянию здоровья. Неспособность пользоваться транспортом, следующим по установленному маршруту, состоять в отсутствии способности самостоятельно добраться до остановки автобуса и обратно, сесть в автобус или выйти из него, или понять, как пользоваться автобусным транспортом.

STS оказывает услуги перевозки в микроавтобусе/совместных перевозок лицам, которые имеют право на услуги социальной перевозки в соответствии с законом ADA и не в состоянии воспользоваться транспортом, следующим по установленному маршруту. Например, в некоторых случаях, когда остановки находятся поблизости и отсутствуют препятствия для посадки в автобус и выхода из него, Вы можете пользоваться автобусным транспортом. В других случаях, у Вы можете быть не в состоянии добраться до остановки и использовать обычный транспорт. Назначение STS состоит в том, чтобы оказать Вам помощь в таких ситуациях.

Существует три вида соответствия критериям на получение права на данную услугу:

Условное временное: иногда Вы можете пользоваться транспортом, следующим по установленному маршруту, а иногда Вам требуются услуги социальной перевозки. Ожидается, что Ваше функциональное состояние улучшится.

Условное постоянное: иногда Вы можете пользоваться транспортом, следующим по установленному маршруту, а иногда Вам требуются услуги социальной перевозки. Ваше функциональное состояние не улучшится и, возможно, ухудшится.



Безусловное: Вы не можете пользоваться транспортом, следующим по установленному маршруту, по причине функционального ограничения.

Чтобы мы могли точно определить, насколько Вы соответствуете критериям для получения права на данные услуги, **пожалуйста, заполните прилагаемое заявление полно и точно, насколько представляется возможным.** Цель данных вопросов — определить обстоятельства, при которых Вы можете пользоваться транспортом, следующим по установленному маршруту, или услугами социальной перевозки.



Если Вам нужна помощь при заполнении формы заявления или у Вас есть вопросы, обратитесь в офис STS. Можно получить данное письмо и заявление, напечатанные крупным шрифтом или в альтернативных форматах.

После заполнения заявления, попросите лицензированного поставщика медицинских услуг или специалиста в области реабилитации заполнить и подписать последнюю страницу. **Если какие-либо разделы заявления останутся пустыми, его вернут Вам обратно.** Информация, которую Вы сообщаете в данном заявлении, является конфиденциальной.

Не прикладывайте к данному заявлению медицинскую документацию или информацию. Вы можете принести медицинскую информацию с собой на интервью.

Через несколько дней после получения Вашего заполненного заявления с Вами свяжутся по телефону, чтобы назначить время личного собеседования и проведения оценки физического состояния с целью определения наличия у Вас возможности пользоваться транспортом CATS, следующим по установленному маршруту.

Срок рассмотрения заполненных заявлений составляет 21 день с даты их поступления. По истечение указанного срока Вы получите письменное извещение о наличии у Вас права на получение услуги. Если для проведения оценки и принятия решения потребуется дополнительное время, Вам предоставят временное право на пользование данной услугой.

Если мы примем решение, что Вы в состоянии пользоваться транспортом CATS, следующим по установленному маршруту, и поэтому не имеете права на обслуживание STS, мы сообщим Вам причину(-ы) такого решения. Вы можете подать апелляцию в письменном виде. Однако обслуживание STS не будет предоставляться в период процесса апелляции, кроме случаев, когда процесс апелляции длится более 30 дней.



Информация о заявителе

Обращение: Г-н, г-жа

Ф.И.О. _____

Адрес _____

Номер телефона/ номер TDD (днем) _____ (вечером) _____

Дата рождения ____/____/____ ☐ Мужчина ☐ Женщина

Основной язык общения: ☐ Английский ☐ Испанский ☐ Язык жестов ☐ Другой: _____

Доступные форматы: ☐ Стандартный шрифт ☐ Крупный шрифт ☐ Шрифт Брайля
☐ Звукозапись ☐ Другой: _____

Вид права на получение данной услуги:

☐ Условное ☐ Безусловное ☐ Временное ☐ Постоянное

В случае заполнения настоящего заявления лицом, подающим заявление о проведении оценки, данное лицо должно указать следующую информацию:

Ф.И.О.: _____

Адрес: _____

Телефон: (днем) _____ (вечером) _____

Подпись: _____

Дата: _____

В случае неотложной ситуации: пожалуйста, укажите двух людей, включая специалистов, оказывающих поддержку, представителей агентств или других лиц, знающих о Вашей инвалидности, с которыми может связаться служба STS:

Ф.И.О.: _____ Рабочий телефон _____ Домашний телефон _____

Адрес: _____

Кем приходится: _____

Ф.И.О.: _____ Рабочий телефон _____ Домашний телефон _____

Адрес: _____

Кем приходится: _____



Сведения о Вашей инвалидности

Вы являетесь новым клиентом или повторно подтверждаете наличие у Вас права на обслуживание? ☐ Новый клиент ☐ Повторное подтверждение
Если обращаетесь повторно, имеются ли изменения Вашего состояния/инвалидности? Если да, поясните

1. Укажите инвалидность, которая мешает Вам пользоваться транспортом, следующим по установленному маршруту.

2. Поясните, каким образом Ваша инвалидность мешает Вам самостоятельно пользоваться транспортом, следующим по установленному маршруту:

3. Являются ли описанные Вами состояния:
☐ постоянными ☐ меняющимися изо дня в день ☐ временными?
Если данные состояния являются временными, какова их ожидаемая продолжительность?

4. Наблюдается ли у Вас чувствительность к пониженным температурам по медицинским причинам? ☐ Да ☐ Нет
Выше или ниже каких температур? _____
Если ответ «да», поясните: _____

5. Наблюдается ли у Вас чувствительность к повышенным температурам по медицинским причинам? ☐ Да ☐ Нет
Выше или ниже каких температур? _____
Если ответ «да», поясните: _____

6. Осложняют ли другие погодные условия (ветер, сумерки/темнота и/или яркий свет) имеющееся у Вас нарушение здоровья? Если ответ «да», поясните: _____



7. Наблюдается ли у Вас нарушение зрения? ☐ Да ☐ Нет ☐ Иногда
Если ответ «да» или «иногда», поясните: _____

8. Влияют ли на Вашу способность свободно дышать погодные условия или условия окружающей среды?
☐ Да ☐ Нет ☐ Иногда
Если ответ «да» или «иногда», поясните: _____

9. Меняется ли степень Вашей инвалидности после медицинского лечения?
☐ Да ☐ Нет ☐ Иногда
Если ответ «да» или «иногда», поясните: _____

10. Есть ли у Вас какие-либо другие замечания или дополнительная информация в отношении Вашей инвалидности, которые Вы хотели бы указать?



Маршрут до остановки и обратно

1. Можете ли Вы самостоятельно найти остановки транспорта, следующего по установленному маршруту, направления, адреса и/или перекрестки?
☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

2. Вы можете самостоятельно перемещаться в темное время суток?
☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

3. Можете ли Вы безопасно самостоятельно преодолеть расстояние в четверть мили (4 квартала) без посторонней помощи?
☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

4. Можете ли Вы безопасно самостоятельно преодолеть расстояние в 200 футов (61 м) без посторонней помощи?
☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

5. Можете ли Вы самостоятельно добраться до остановки по месту Вашего жительства и вернуться от нее? ☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

6. Можете ли Вы ожидать на улице без посторонней помощи или поддержки в течение 10 (десяти) минут? ☐ Да ☐ Нет ☐ Иногда Если ответ «нет» или «иногда», поясните:

7. Можете ли Вы самостоятельно добраться до тех мест, куда Вы обычно ходите (местные автобусные остановки) и вернуться от них? ☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:

8. Можете ли Вы ожидать дольше 15 минут? ☐ Да ☐ Нет ☐ Иногда
Если «да», то как долго Вы можете ожидать: _____ минут.



9. Можете ли Вы перемещаться по плоским поверхностям в хорошую погоду?

☐ Да ☐ Нет ☐ Иногда

Если ответ «нет» или «иногда», поясните:

10. Можете ли Вы перемещаться по поверхностям, расположенным под небольшим углом, в хорошую погоду?

☐ Да ☐ Нет ☐ Иногда

Если ответ «нет» или «иногда», поясните:

11. Можете ли Вы добраться до ближайшей остановки общественного транспорта и обратно?

☐ Да ☐ Нет ☐ Иногда

Если ответ «нет» или «иногда», поясните:

12. Можете ли Вы подождать, если на остановке есть скамья или навес?

☐ Да ☐ Нет ☐ Иногда

Если ответ «нет» или «иногда», поясните:

13. Можете ли Вы подождать, если на остановке **нет** скамьи или навеса? ☐ Да ☐ Нет

Если ответ «нет», поясните: _____

14. Как долго Вы можете ожидать автобус? _____ минут.



Посадка и высадка из автобуса

1. Можете ли Вы самостоятельно не подвергая себя опасности подняться и спуститься по 3 (трем) ступеням высотой 30 см (12 дюймов)? ☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:

2. Можете ли Вы зайти в автобус, оборудованный для проезда лиц в инвалидных креслах, ехать в нем и выйти из него без посторонней помощи? ☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:

3. Можете ли Вы держаться за ручки или поручни, держать в руках монеты или билеты при посадке или высадке из автобуса? ☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:

4. Можете ли Вы сесть или выйти из транспортного средства, если оно оборудовано подъемником или механизмом, который опускает переднюю часть автобуса?
☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:

5. Можете ли Вы сесть в автобус или выйти из него без посторонней помощи?
☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните:



Предоставление услуги

1. Пользуетесь ли Вы инвалидным креслом или скутером? ☐ Да ☐ Нет

Укажите его ширину: _____ дюймов

Укажите его массу, когда Вы находитесь в нем: _____ фунтов.

Эта информация не используется для определения наличия права на получение услуг социальной перевозки. Заявитель обязан знать габариты своего средства передвижения, а также отвечает за то, чтобы габариты данного средства передвижения не превышали размеры стандартного инвалидного кресла.

Согласно закону «Об американцах-инвалидах» (Americans with Disabilities Act) 1990 года, стандартное инвалидное кресло должно иметь **ширину не более 76 см (30 дюймов), длину не более 122 см (48 дюймов) и массу не более 272 кг (600 фунтов), когда в нем находится человек.**

Если Ваше средство передвижения превышает указанные выше габариты, ADA не гарантирует предоставление услуг социальной перевозки.

2. Вы используете в поездках какие-либо вспомогательные средства для передвижения или специализированное оборудование? Отметьте все подходящие варианты.

- | | | |
|---|---|--|
| <input type="checkbox"/> Трость | <input type="checkbox"/> Служебное животное | <input type="checkbox"/> Доска для общения |
| <input type="checkbox"/> Белая трость | <input type="checkbox"/> Инвалидное кресло с электроприводом | |
| <input type="checkbox"/> Большое инвалидное кресло с электроприводом (превышает нормы, установленные ADA) | | |
| <input type="checkbox"/> Ходунки | <input type="checkbox"/> Скутер с электроприводом (3-колесный) | |
| <input type="checkbox"/> Костыли | <input type="checkbox"/> Инвалидное кресло с ручным управлением | |
| <input type="checkbox"/> Другое вспомогательное средство: _____ | | |

3. Если Вы пользуетесь инвалидным креслом или скутером, будете ли Вы его брать с собой в транспорт для социальной перевозки?

☐ Да ☐ Нет ☐ Иногда

Если ответ «нет» или «иногда», поясните: _____



4. Можете ли Вы ожидать в течение 15 минут на остановке общественного транспорта, если Вы имеете при себе Ваше средство для передвижения? ☐ Да ☐ Нет ☐ Иногда
Если ответ «нет» или «иногда», поясните: _____

5. Нуждается ли Вы в сопровождающем (лице, осуществляющем уход, поводыре)?
Сопровождающий может помочь Вам с личными нуждами или нуждами, связанными с поездкой, например, при переходе улицы, перемещении по лестницам и т.п.
☐ Да ☐ Нет ☐ Иногда
Если ответ «да» или «иногда», поясните, какую помощь оказывает это лицо: _____

6. Совершаете ли Вы поездки в сопровождении детей младше 10 лет? ☐ Да ☐ Нет



Разглашение информации

Я, заявитель, понимаю, что цель данного заявления — определить наличие у меня права на услуги, предоставляемые службой специальной транспортировки (Special Transportation Service, STS). Я согласен (согласна) на передачу запрашиваемой информации компании Carolinas Rehabilitation, действующей от имени Charlotte Area Transit System, а также любой экспертной комиссии по вопросам проверки соответствия критериям, и понимаю, что с информацией, которая содержится в настоящем заявлении, будут обращаться как с конфиденциальной, кроме случаев, предусмотренных в законодательстве. Кроме того, я понимаю, что компания Carolinas Rehabilitation, действующая по поручению Charlotte Area Transit System, сохраняет за собой право запрашивать дополнительную информацию по своему усмотрению. Я согласен (согласна) ставить STS в известность о любых изменениях степени моей инвалидности, которые влияют на мою способность пользоваться бесплатными услугами социальной перевозки. Я также понимаю, что это может повлиять на мое право быть пассажиром такого транспорта.

Настоящим подтверждаю, что я являюсь лицом, запрашивающим подтверждение соответствия требованиям для получения услуг социальной перевозки в рамках закона ADA, а также что представленная выше информация является достоверной и точной:

Подпись _____ Дата _____

Ф.И.О. заявителя печатными буквами _____

Ф.И.О. составителя печатными буквами _____

Если составитель представляет агентство, укажите наименование агентства печатными буквами здесь:

_____ Номер телефона _____

Подпись родителя или законного опекуна _____

Дата _____



Благодарим Вас за заполнение данного заявления.

Вас уведомят в письменной форме в течение 21 дня с момента получения данного заявления о принятом решении, а также об основаниях принятого решения.

Любое лицо, которому отказано в праве получать услугу или предоставлено условное право на получение услуги, может подать апелляцию в письменной форме в течение 60 дней. Однако обслуживание STS не будет предоставляться в период рассмотрения апелляции, кроме случаев, когда рассмотрение апелляции длится более 30 дней. Право на обслуживание STS предоставляется на период до 3 (трех) лет, независимо от того, являются функциональные ограничения постоянными или временными.



Подтверждение от специалиста

Для выполнения надлежащей оценки данного заявления компания Carolinas Rehabilitation, действующая от имени Charlotte Area Transit System, свяжется с Вашим поставщиком медицинского обслуживания или специалистом по реабилитации, чтобы подтвердить предоставленную информацию. **Попросите Вашего поставщика медицинского обслуживания или специалиста по реабилитации заполнить и подписать следующее разрешение.**

Примечание. Если возможно, попросите заполнить данную форму специалиста, который знает о Вашей конкретной инвалидности и может объективно оценить Ваши возможности пользования общественным транспортом. Таким специалистом может быть:

- специалист по реабилитации;
- консультант, проживающий отдельно;
- социальный работник;
- психолог;
- консультант по профессиональной реабилитации;
- консультант по психическому здоровью;
- специалист по трудотерапии или физиотерапевт;
- врач или дипломированная медсестра.

Указанный ниже специалист в области медицинского обслуживания или реабилитации знает о моей инвалидности и уполномочен предоставлять компании Carolinas Rehabilitation, действующей от имени Charlotte Area Transit System, любую информацию, необходимую для подтверждения сведений, содержащихся в настоящем заявлении или для уточнения ограничений, связанных с моей инвалидностью.

Этот раздел заполняется специалистом в области медицинского обслуживания или реабилитации

Ф.И.О. _____
Адрес _____ _____
Номер телефона/ номер TDD (день) _____ Факс _____
Адрес эл. почты _____
Подпись _____ Дата _____



SOLICITUD DE ELEGIBILIDAD

Estimado cliente:

Agradecemos su interés por conocer más información sobre la solicitud de elegibilidad para el Servicio de Transporte Especial (Special Transportation Service, STS) del Sistema de Tránsito del área de Charlotte (Charlotte Area Transit System, CATS). Junto con esta carta le enviamos una copia del formulario de solicitud que debe presentar para obtener la certificación de elegibilidad, que le permitirá utilizar el transporte adaptado ADA. También encontrará un instructivo en el que se detalla el proceso de certificación.

Antes de completar la solicitud, tenga a bien leer detenidamente estos documentos.

STS es el servicio de transporte adaptado que brinda CATS a personas que no pueden utilizar el servicio de autobús de ruta fija a causa de una discapacidad. Una imposibilidad de utilizar el servicio de autobús de ruta fija puede incluir el hecho de no poder desplazarse hacia o desde las paradas de autobús, subir o bajar del autobús o comprender cómo se utiliza el sistema de autobús para transportarse.

STS brinda un servicio de viajes compartidos en furgoneta a personas consideradas "elegibles para utilizar el transporte adaptado ADA", para trayectos que estas personas no puedan cubrir a través del servicio regular de ruta fija. Por ejemplo, es posible que usted pueda utilizar el servicio de autobús para determinados trayectos, si las paradas le quedan cerca y si no existen barreras que le impidan acceder al autobús y salir de él. Otras veces, puede ocurrir que no pueda viajar en autobús. El propósito de STS es ayudarlo en esas ocasiones.

Existen tres tipos de elegibilidad.

Temporal condicional: Puede utilizar algunas veces el autobús de ruta fija pero en otros casos necesita recurrir al transporte adaptado. Hay posibilidades de que se produzca una mejora en su limitación funcional.

Permanente condicional: Puede utilizar algunas veces el autobús de ruta fija pero en otros casos necesita recurrir al transporte adaptado. Su limitación funcional no mejorará e incluso puede empeorar.

Sin restricciones: No puede utilizar el autobús de ruta fija debido a una limitación funcional.



A fin de que podamos determinar con precisión su elegibilidad para acceder a este servicio, **le solicitamos que complete el formulario adjunto en su totalidad y lo más preciso posible.** Las preguntas se proponen determinar las circunstancias bajo las cuales usted puede utilizar servicios de ruta fija o de transporte adaptado.



Si necesita ayuda para completar el formulario o tiene alguna duda al respecto, puede ponerse en contacto con la oficina de STS. Esta carta y la solicitud también están disponibles en letra grande y en otros formatos alternativos.

Una vez que haya completado el formulario, solicite a un profesional médico o de rehabilitación que complete y firme la última página. ***No se aceptarán solicitudes que tengan espacios sin completar.*** La información que brinde en este formulario será confidencial.

Por favor, no adjunte documentación médica ni información de otro tipo a este formulario. Puede llevar personalmente la información médica cuando se presente a la entrevista.

A los pocos días de recibir su solicitud completada, se lo llamará por teléfono para programar una entrevista presencial y una evaluación funcional, con el fin de determinar si está en condiciones de utilizar el servicio de ruta fija de CATS.

Las solicitudes completas se procesarán dentro de los 21 días de recibidas. A continuación, se lo notificará por escrito para informarle su situación de elegibilidad. En caso de que se requiera más tiempo para completar la evaluación y la determinación, se le otorgará una elegibilidad temporal.

Si llegamos a la conclusión de que puede utilizar el servicio de ruta fija de CATS y, por lo tanto, no reúne los requisitos para acceder a STS, lo notificaremos sobre los motivos por los que tomamos esta decisión. Puede apelar esta decisión, por escrito. No obstante, el servicio de STS no se brindará durante el proceso de apelación, a menos que el proceso de apelación no se pueda concluir dentro de los 30 días previstos.



Información sobre el solicitante

Tratamiento: Sr. Sra. Srta.

Nombre _____

Domicilio _____

Teléfono / Número de TDD (durante el día) _____ (durante la noche) _____

Fecha de nacimiento ____/____/____ ☐ Masculino ☐ Femenino

Idioma principal: ☐ Inglés ☐ Español ☐ Señas ☐ Otro: _____

Formatos accesibles: ☐ Impresión estándar ☐ Impresión en letra grande
☐ Braille ☐ Cinta de audio ☐ Otro: _____

Tipo de elegibilidad: ☐ Condicional ☐ Sin restricciones ☐ Temporal ☐ Permanente

Si a esta solicitud la completó una persona diferente al solicitante de certificación, esa persona debe completar los siguientes datos:

Nombre: _____

Domicilio: _____

Teléfono: (durante el día) _____ (durante la noche) _____

Firmado: _____

Fecha: _____

En caso de emergencia: indique los nombres de dos personas, por ejemplo asesores profesionales, agencias u otras personas que estén al tanto de su discapacidad, con las que STS se pueda comunicar:

Nombre: _____ Teléfono laboral _____ Teléfono personal _____

Domicilio: _____

Relación: _____

Nombre: _____ Teléfono laboral _____ Teléfono personal _____

Domicilio: _____

Relación: _____



Sobre su discapacidad

¿Es usted un nuevo cliente o está solicitando una renovación del certificado de elegibilidad?

☐ Nuevo cliente ☐ Solicitante de renovación del certificado

Si está solicitando una renovación del certificado, ¿ha cambiado la situación de su afección o su discapacidad? En ese caso, explique

1. ¿Cuál es la discapacidad que le impide utilizar el autobús de ruta fija?

2. Explique de qué modo su discapacidad le impide utilizar de forma independiente un autobús de ruta fija:

3. Las condiciones que describe: ☐ ¿son permanentes, ☐ se modifican día a día
☐ o son temporales? Si son temporales, ¿cuánto se espera que duren? _____

4. ¿Padece sensibilidad al frío diagnosticada médicamente? ☐ Sí ☐ No

¿Por encima o por debajo de qué temperaturas?: _____

En caso afirmativo, explique: _____

5. ¿Padece sensibilidad térmica definida médicamente? ☐ Sí ☐ No

¿Por encima o por debajo de qué temperaturas?: _____

En caso afirmativo, explique: _____

6. Otras condiciones climáticas (viento, anochecer/oscuridad o resplandor) ¿inciden en su discapacidad? En caso afirmativo, explique: _____



7. ¿Tiene una discapacidad visual? ☐ Sí ☐ No ☐ A veces

Si respondió "Sí" o "A veces", explique por qué: _____

8. Su respiración, ¿se ve afectada por el clima o por las condiciones ambientales?

☐ Sí ☐ No ☐ A veces

Si respondió "Sí" o "A veces", explique por qué: _____

9. Su grado de discapacidad ¿cambia luego de un tratamiento médico?

☐ Sí ☐ No ☐ A veces

Si respondió "Sí" o "A veces", explique por qué: _____

10. ¿Le gustaría comentar algo más o agregar más información sobre su discapacidad?



Traslado hacia y desde la parada del autobús

1. ¿Está en condiciones de localizar paradas de autobús de ruta fija, destinos y ubicaciones o de cruzar calles de manera independiente? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

2. ¿Está en condiciones de viajar de manera independiente por la noche?
☐ Sí ☐ No ☐ A veces Si respondió "No" o "A veces", explique por qué:

3. ¿Está en condiciones de recorrer un trayecto de un cuarto de milla (400 m o 4 cuerdas) de forma segura e independiente sin la ayuda de otra persona? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

4. ¿Está en condiciones de recorrer un trayecto de 200 pies (61 metros) de forma segura e independiente y sin la ayuda de otra persona? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

5. ¿Está en condiciones de llegar a la parada de autobús de su vecindario y de volver de ella de manera independiente? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

6. ¿Está en condiciones de esperar en la calle sin asistencia ni ayuda durante (10) minutos?
☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

7. ¿Está en condiciones de dirigirse a sus destinos habituales y volver de ellos (paradas de autobús local) de manera independiente? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

8. ¿Está en condiciones de esperar más de 15 minutos? ☐ Sí ☐ No ☐ A veces
En caso afirmativo, cuánto tiempo: _____ minutos.
9. ¿Está en condiciones de desplazarse sobre superficies lisas cuando el clima es bueno?
☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:



10. ¿Está en condiciones de desplazarse sobre pendientes leves con buenas condiciones climáticas?
[] Sí [] No [] A veces
Si respondió "No" o "A veces", explique por qué:

11. ¿Está en condiciones de llegar por sus propios medios a la parada de transporte público más cercana y de volver de ella?
[] Sí [] No [] A veces
Si respondió "No" o "A veces", explique por qué:

12. ¿Podría quedarse esperando si tuviera un asiento o una caseta de autobús?
[] Sí [] No [] A veces
Si respondió "No" o "A veces", explique por qué:

13. ¿Podría quedarse esperando si **no** tuviera un asiento ni una caseta de autobús?
[] Sí [] No Si respondió "No", explique por qué: _____
14. ¿Durante cuánto tiempo puede esperar a que llegue el autobús? _____ minutos.



Subir y bajar del autobús

1. ¿Está en condiciones de subir y bajar tres (3) escalones de 12 pulgadas (30.5 cm)?
☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

2. ¿Es capaz de subir, viajar o bajar sin asistencia de un autobús accesible para sillas de ruedas? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

3. ¿Está en condiciones de tomar manijas o barandas, monedas o boletos mientras sube a un autobús o mientras baja? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

4. ¿Está en condiciones de subir o bajar de un vehículo si cuenta con un elevador o un sistema de inclinación que haga descender la parte delantera del vehículo? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:

5. ¿Está en condiciones de subir y bajar sin asistencia de un autobús?
☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué:



Prestación del servicio

1. ¿Utiliza silla de ruedas o scooter? ☐ Sí ☐ No
¿Cuánto mide de ancho? _____ pulgadas

¿Cuánto pesa ese dispositivo cuándo está ocupado? _____ libras

Esta información no se utiliza para determinar la elegibilidad para utilizar el transporte adaptado. Es responsabilidad del solicitante conocer las dimensiones de su dispositivo de movilidad y saber si excede la definición de una silla de ruedas común.

Según la Ley para Americanos con Incapacidades (Americans with Disabilities Act, ADA), de 1990, una silla de ruedas común **no puede medir más de 30 pulgadas (76 cm) de ancho, 48 pulgadas (122 cm) de largo y no debe pesar más de 600 libras (272 kg) cuando está ocupada.**

Si su dispositivo de movilidad excede estas dimensiones, la ADA no garantiza el servicio de transporte adaptado.

2. ¿Utiliza cuando viaja alguna de estas ayudas de movilidad o algún tipo de equipo especializado? Marque todas las opciones que correspondan.

☐ Bastón ☐ Animal de servicio ☐ Tablero de comunicación
☐ Bastón blanco ☐ Silla de ruedas eléctrica
☐ Silla de ruedas eléctrica grande (supera las dimensiones de ADA)
☐ Andador ☐ Scooter eléctrico (de 3 ruedas)
☐ Muletas ☐ Silla de ruedas manual ☐ Otra ayuda: _____

3. Si utiliza un scooter o una silla de ruedas, ¿los utilizará también en el transporte adaptado?
☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué: _____

4. ¿Está en condiciones de esperar 15 minutos en una parada de autobús del transporte público con su dispositivo de movilidad? ☐ Sí ☐ No ☐ A veces
Si respondió "No" o "A veces", explique por qué: _____



5. ¿Necesita un asistente (asistencia personal, guía vidente) para que viaje con usted? Puede ocurrir que un asistente lo ayude con alguna necesidad personal o de traslado, como cruzar la calle, subir y bajar escaleras, etc. ☐ Sí ☐ No ☐ A veces
Si respondió "Sí" o "A veces", explique el tipo de asistencia que brinda esta persona: _____
6. ¿Viaja con niños menores de 10 años? ☐ Sí ☐ No



Divulgación de información

Yo, el solicitante, comprendo que el propósito de esta solicitud es determinar mi elegibilidad para utilizar el Servicio de Transporte Especial. Acepto proporcionar la información solicitada a Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte y de cualquier comité de evaluación de elegibilidad, y comprendo que la información contenida en el presente documento se tratará de manera confidencial, a menos que la ley exija lo contrario. Comprendo, además, que Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte, se reserva el derecho de requerir información adicional de manera discrecional. Acepto notificar a STS sobre posibles cambios en mi condición de discapacitado, que afecten mi capacidad de utilizar el servicio de transporte adaptado complementario. Comprendo, asimismo, que esta situación puede afectar mi elegibilidad como pasajero.

Por la presente certifico que soy la persona que está solicitando certificación para acceder al servicio de transporte adaptado ADA complementario y que la información precedente es verdadera y precisa:

Firmado _____ Fecha _____

Nombre del solicitante en letras de imprenta _____

Nombre del asesor en letras de imprenta _____

Si el asesor representa a una agencia, imprima aquí el nombre de la agencia: _____

Número de teléfono _____

Firma del padre o del tutor legal _____

Fecha _____

Gracias por completar esta solicitud.

Se le notificará por escrito dentro de los 21 días de recibida esta solicitud, sobre la decisión que se ha tomado y los motivos de dicha determinación.

Toda persona a quien se le haya denegado la elegibilidad o a quien se le haya concedido una elegibilidad condicional puede presentar una solicitud de apelación por escrito, dentro de los 60 días. El servicio de STS no se brindará durante el proceso de apelación, a menos que el proceso de apelación no se pueda concluir dentro de los 30 días previstos. La elegibilidad para STS está garantizada por un período de hasta tres (3) años, independientemente de la permanencia o del carácter temporal de las limitaciones funcionales.



Verificación profesional

A fin de evaluar correctamente esta solicitud, Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte, se pondrá en contacto con su profesional médico o de rehabilitación, para confirmar la información brindada. **Por favor, solicítele a su proveedor de servicios de salud o de rehabilitación que complete y firme la siguiente autorización.**

Nota: Si es posible, haga completar este formulario por un profesional que esté familiarizado con su discapacidad específica y que también esté al tanto de su capacidad o incapacidad para trasladarse mediante el sistema de transporte público. El profesional puede ser:

- un especialista en rehabilitación
- un consejero de la vida independiente
- un asistente social
- un psicólogo
- un asesor de rehabilitación vocacional
- un asesor de salud mental
- un terapeuta ocupacional o fisioterapeuta
- un médico o enfermero diplomado

El profesional médico o de rehabilitación que se menciona a continuación está familiarizado con mi discapacidad y está autorizado a brindar a Carolinas Rehabilitation, en nombre del Sistema de Tránsito del área de Charlotte, cualquier información que se requiera para confirmar alguna información contenida en esta solicitud. Asimismo, está autorizado a aclarar las limitaciones propias de mi discapacidad.

Para ser completado por un profesional médico o de rehabilitación

Nombre _____	
Domicilio _____ _____	
Teléfono / Número de TDD (durante el día) _____ fax _____	
Dirección de correo electrónico _____ _____	
Firma _____	Fecha _____

- Photo ID Log Sheet at the Charlotte Transportation Center



PHOTO ID LOG SHEET

[illegible]25V8F03
(CAT8 C3V5108)

Rev. 04/2018

- Civil Rights Discrimination Complaint Form

[Español](#)[Viêt](#)[中國](#)[中國](#)[Français](#)[Русский](#)[ગુજરાતી](#)[한국의](#)[Português](#)[Hausa](#)[Igbo](#)[Yoruba](#)

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

第六编歧视投诉表格

1. 投诉人的名称 2. 电话 3. 家庭地址 (街道、城市、州、邮政编码)		4. 人歧视 (如果申诉人是别人的) 名称 地址 市, 州, 邮编 电话号码	
5. 描述据称歧视你的人。(如果已知包括) 人员、徽章编号、员工人数、车辆数和/或联系信息名称:		6. 日期/时间的指称的事件 (月、一天、一天时间、年):	7. 地点指称事件 (包括巴士路线和数量, 如果涉及)。
9. 相信我经历过的歧视基于 (请选中所有适用项): <input type="checkbox"/> 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 民族血统 <input type="checkbox"/> 限制能讲英语和/或我所说的语言。 解释发生了什么事, 为什么你认为你被歧视的尽可能明确。如果需要更多空间, 请使用此窗体后面。			
10. 完全标识的任何人或证人我们可能会联系支持或澄清你指控的其他信息 (姓名、地址、电话)			
11. 什么其他信息你有相关的调查这类投诉呢?			
12. 如何能你的问题被解析为您满意吗?		13. 如果你提起这与之前的 C.A.T.S. 习惯, 请指定何时、在哪里, 以及如何?	
签名:		日期:	
由 (行政工作人员代表) 的摄入量			

[Español](#)[Viêt](#)[中國](#)[中國](#)[Français](#)[Русский](#)[ગુજરાતી](#)[한국어](#)[Português](#)[Hausa](#)[Igbo](#)[Yoruba](#)

(704) 336-7433 或 Teltransit@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 (精選中所有適用項): <input type="checkbox"/> 種族 <input type="checkbox"/> 顏色 <input type="checkbox"/> 民族血統 <input type="checkbox"/> 限制能講英語和/或我所說的語言。 解釋發生了什麼事, 為什麼你認為你被歧視的盡可能明確。如果需要更多空間, 請使用此表單後面。					
10. 完全標識的任何人或證人我們可能會聯繫支援或澄清你指控的其他資訊 (姓名、位址、電話)					
11. 什麼其他資訊你有相關的調查這類投訴呢?					
12. 如何能你的問題被解析為您滿意嗎?			13. 如果你提起這與之前的 C.A.T.S. 習慣, 請指定何時、在哪裡, 以及如何?		
簽名:			日期:		
由 (行政工作人員代表) 的攝入量					

제목 VI 차별 불만 양식		
1입니다. 신청인 이름	4. (만약 신청인 이외의 다른 사람이) 사람에게 대 한 차별 이름 주소 도시, 상태, 우편 전화 번호	
2 전화		
3. 집 주소 (거리, 도시, 상태, 우편 번호)		
5. 누가 당신이 알고 있는 경우 차별 혐의 사람 이름	6. 혐의 사건의 날짜 / 시간	7. 혐의 사건 (포함 버스 노선 및 번호, 참여 하는 경우)의 위치
8입니다. 추정 된 차별의 유형	9. 무슨 일이 있었는지 그리고 어떻게 (기분이 다른 사람 당신이 다르게 취급 했다) 차별 했다 생각을 설명. 누가 참여 했다 나타내고 그들의 역할을 설명 합니다.	
10. 완벽 하 게 모든 사람을 식별 우리들 지원 하거나 당신의 주장을 명확히 추가 정보에 대 한 문의하실 수 있습니다 (이름, 주소, telephone(s)).		
11. 기타 정보 있다면 불평의 수사에 관련 된?		
12. 어떻게 당신의 문제가 (들)을 만족 스럽게 해결할 수 있습니까?	12. 전에 고양이와이 불만 제기 하는 경우 지정 하십시오 언제, 어디서, 그리고 어떻게?	
서명:	날짜:	
섭취에 의해 (관리 직원 대표)		

[Español](#)
[Việt](#)
[中國](#)
[中國](#)
[Français](#)
[Русский](#)
[ગુજરાતી](#)
[한국어](#)
[Português](#)
[Hausa](#)
[Igbo](#)
[Yoruba](#)
[Somali](#)

(704) 336-7433 અથવા Telltransit@charlottenc.gov
 નાગરિક અધિકાર અધિકારી, "બિલાડી", 600 ઇસ્ટ યોથી સ્ટીટ, ચાર્લોટ, NC 28202

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

[Español](#)[Viêt](#)[中國](#)[中國](#)[Français](#)[Русский](#)[ગુજરાતી](#)[한국의](#)[हिन्दी भाषा](#)[Hausa](#)[Igbo](#)[Yoruba](#)[Somali](#)

(704) 336 7433 या टेलिट्रिस्ट @ चेरलेटेशन .gov

नागरिक अधिकार अधिकारी, "सीए टी एस", 600 ईस्ट चौथे स्ट्रीट, शेर्लोड, नेका 28202

TITLE VI भेदभाव शिकायत फार्म

1. शिकायतकर्ता का नाम		4. व्यक्ति के साथ भेदभाव (यदि शिकायतकर्ता के अलावा कोई अन्य)	
2. टेलीफोन		नाम	
3. घर का पता (सड़क, शहर, राज्य, ज़िप)		पता	
		शहर राज्य का पिन नंबर	
		टेलीफोन नंबर	
5. बताएं कि किसके साथ कथित रूप से भेदभाव किया गया है (यदि ज्ञात होता है) व्यक्ति का नाम, बैज नंबर, कर्मचारी संख्या, वाहन संख्या, और / या संपर्क जानकारी:		6. कथित घटना की तारीख / समय (महीना, दिन, दिन का समय, वर्ष):	7. कथित घटना का स्थान (बस मार्ग और संख्या शामिल करें, यदि शामिल हों।)
<p>9. मेरा मानना है कि मैंने जो भेदभाव अनुभव किया था, उस पर आधारित था (सभी को लागू करें):</p> <p><input type="checkbox"/> दीर्घ</p> <p><input type="checkbox"/> रंग</p> <p><input type="checkbox"/> राष्ट्रीय मूल</p> <p><input type="checkbox"/> अंग्रेजी और / या भाषा बोलने की क्षमता सीमित बोलो।</p> <p>स्पष्ट रूप से स्पष्ट रूप से बताएं कि क्या हुआ और आप क्यों मानते हैं कि आप के साथ भेदभाव किया गया था यदि अधिक स्थान की आवश्यकता है, तो कृपया इस फॉर्म के पीछे का उपयोग करें।</p>			
10. किसी भी व्यक्ति या गवाह को पूरी तरह से पहचानने, जो अतिरिक्त जानकारी के लिए हम आपके आरोपों (नाम, पता, टेलीफोन) का समर्थन या स्पष्ट करने के लिए संपर्क कर सकते हैं।			
11. इस शिकायत की जांच के लिए कौन सी अन्य जानकारी आपके पास है?			
12. आपकी समस्या (समाधान) को आपकी संतुष्टि के लिए कैसे हल किया जा सकता है?		12. अगर आपने CATS से पहले इस शिकायत दर्ज की है, तो कृपया नोटिफ़ कर दें कि कब, कहाँ और कैसे?	
हस्ताक्षर:		तारीख	
INTAKE द्वारा (प्रशासन कर्मचारी प्रतिनिधि)			

इसका अनुवाद "Google अनुवाद"

[Español](#)[Việt](#)[中國](#)[中國](#)[Français](#)[Русский](#)[ગુજરાતી](#)[한국어](#)[Português](#)[Hausa](#)[Igbo](#)[Yoruba](#)[Somali](#)(704) 336-7433 или Telltransit@charlottenc.gov

гражданских прав офицер, «C.A.T.S.», 600 Востоке четвертой улице, Шарлотта, NC 28202

РАЗДЕЛ VI ФОРМЫ ДИСКРИМИНАЦИИ ЖАЛОБЫ

1. Наименование заявителя 2. Телефон 3. домашний адрес (улица, город, штат, zip)	4. Лицо дискриминации (если кто-то помимо заявителя) Имя 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 C.A.T.S. раньше, просьба указать, когда, где и как?	
Подпись:	ДАТА:	
ПОТРЕБЛЕНИЕ (администрирование персонала представителем)		

MẪU ĐƠN KHIẾU NẠI TIỂU ĐỂ VI PHẢN BIỆT ĐỐI XỬ		
1. Tên của người khiếu nại	4. Người phân biệt đối xử (nếu ai đó khác hơn so với người khiếu nại)	
2. Điện thoại	Tên	
3. Trang chủ địa chỉ (street, thành phố, tiểu bang, số zip)	Địa chỉ	
	Thành phố, tiểu bang, Số Zip	
	Số điện thoại	
5. Tên của người đã bị cáo buộc phân biệt đối xử bạn, nếu được biết	6. ngày /time của bị cáo buộc vụ việc	7. vị trí của bị cáo buộc vụ việc (bao gồm xe buýt tuyến đường và số, nếu tham gia.)
8. loại phân biệt đối xử bị cáo buộc	9. giải thích những gì đã xảy ra và làm thế nào bạn tin rằng bạn đã được phân biệt đối (làm thế nào bạn cảm thấy những người khác đã được điều trị một cách khác nhau hơn bạn) xử, chỉ ra những người đã được tham gia và giải thích vai trò của họ.	
10. Hoàn toàn xác định bất cứ người chúng tôi có thể liên hệ với các thông tin bổ sung để hỗ trợ hoặc làm rõ những cáo buộc của bạn (tên, địa chỉ, telephone(s))		
11. Thông tin gì khác bạn có mà là có liên quan đến một cuộc điều tra khiếu nại này?		
12. làm thế nào có thể issue(s) của bạn được giải quyết để sự hài lòng của bạn?	12. Nếu quý vị đã nộp khiếu nại này với meo trước, xin vui lòng xác định khi nào, ở đâu, và làm thế nào?	
Chữ ký:	NGÀY:	
Tiêu thụ bởi (quản trị nhân viên đại diện)		

[Español](#)[Viêt](#)[中國](#)[中國](#)[Français](#)[Русский](#)[ગુજરાતી](#)[한국어](#)[Português](#)[Hausa](#)[Igbo](#)[Yoruba](#)[Somali](#)(704) 336-7433 o Teltransit@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 2. Teléfono 3. dirección (calle, ciudad, estado, código postal)	4. Persona discriminada (si alguien que no sea querellante) Nombre Dirección City, State, Zip Números de teléfono	
5. Describe que presuntamente discriminado. (si se conoce incluyen) nombre de la persona (s), número de placa, número de empleado, número de vehículo o información de contacto:	6. fecha/hora del supuesto incidente (mes, día, hora del día, año):	7. Ubicación del presunto incidente (incluye autobús y número, si procede)
9. creo que experimenté la discriminación se basaba en (marque todas las que apliquen): <input type="checkbox"/> Carrera <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Limitada habilidad de hablar inglés o el idioma que hablo. Explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados. Si se necesita más espacio, utilice el dorso de este formulario.		
10. Identifican plenamente cualquier persona o a los testigos podemos contactar para que obtener información adicional apoyar o aclarar sus alegaciones (nombre, dirección, teléfono)		
11. Qué otra información que sea pertinente para una investigación de esta queja tienes?		
12. ¿Cómo pueden resolver satisfactoriamente sus problemas?	12. Si ha presentado esta queja con C.A.T.S antes, por favor especifique Cuándo, dónde y cómo?	
Firma:	FECHA:	
INGESTA por (representante personal de administración)		

FORMULAIRE DE PLAINTE DE DISCRIMINATION TITRE VI		
1. nom du plaignant	4. Personne victime de discrimination (si quelqu'un d'autre que de la plaignante)	
2. Téléphone	Nom	
3. adresse (rue, ville, État, zip)	Adresse	
	Ville, État, Zip	
	Numéros de téléphone	
5. Nom de l'un des personnes qui auraient fait preuve de discrimination contre vous, si elle est connue	6. date /time du présumé incident	7. lieu de l'incident présumé (ligne de bus Include et nombre, si elle est concernée.)
8. type de discrimination alléguée	9. expliquer ce qui s'est passé et comment vous croyez vous ont été victimes de discrimination (comment vous vous sentez autres personnes ont été traitées différemment de vous). indiquer qui était impliqué et expliquer leur rôle	
10. Identifier pleinement les voyageurs 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 ?		12. Si vous avez déposé cette plainte auprès de chats avant, veuillez préciser quand, où et comment?
Signature :		DATE DE :
APPORT par (Administration représentant du personnel)		