

# Title VI Program



UPDATE 2020



CATS 2020 Title VI Program Update

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## **Introduction**

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

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

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

## Notice to the Public: Title VI Policy Statement

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

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

It is the policy of CATS to fully comply with Title VI of the Civil Rights Act of 1964 as amended, which requires that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program or activity which is federally funded.

Prohibited practices include, but are not limited to:

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

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

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

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

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

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



John Lewis  
Transit Director and  
Chief Executive Officer Charlotte Area Transit System (CATS)

03/14/2018

Date



## **Locations of Notice to Public**

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

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



## **Title VI Complaint Procedures**

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

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

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

- 1. Active service related lawsuits**
  - a. CATS presently has no active lawsuits pending
- 2. Active service related complaints**
  - a. There are currently no active service related complaints.
- 3. Active lawsuits alleging discrimination on the basis of race, color, or national origin**
  - a. There are no active lawsuits as of June 2017
- 4. Active complaints alleging discrimination on the basis of race, color, or national origin**
  - a. There are no active complaints as of June 2017
- 5. Summary of investigations, complaints, or lawsuits**
  - a. There were no Title VI complaints from June 2017 through June 2020.

## **Public Outreach**

Public involvement is a crucial part of the decision making process at CATS. The public involvement efforts conducted in support of the 2030 Transit System Plan are intended to reflect and continue the City of Charlotte's well established history of performing proactive outreach programs in the community focused on achieving public awareness and receiving input. A complete list of the public outreach efforts for CATS from FY 2015-2017 can be found in **Appendix B** of this document.

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

#### **Meetings**

As of June 2017, representatives from CATS Civil Rights, Executive, and Development Divisions have participated in 100 public meetings that were attended by 3000 members of the public. These meeting consisted of numerous large scale public meetings, workshops, public hearings, neighborhood association meetings, conferences, civic groups.

#### **Website**

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

#### **Project Mailing Lists**

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

#### **Methods of Advertisement**

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

## **Language Assistance Plan**

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

## CATS Formal Committees and membership demographics

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

**Table 1: Demographics of CATS Committees**

| Body       | Total | Caucasian | African Am | Latino | Asian Pac | Native American | Multi Racial |
|------------|-------|-----------|------------|--------|-----------|-----------------|--------------|
| Population | 21    | 16        | 4          | 1      | 0         | 0               | 0            |
| CTAG       | 9     | 6         | 2          | 1      | 0         | 0               | 0            |
| TSAC       | 12    | 10        | 2          | 0      | 0         | 0               | 0            |

| Body       | Total | Caucasian | African Am | Latino | Asian Pac | Native American | Multi Racial |
|------------|-------|-----------|------------|--------|-----------|-----------------|--------------|
| Population |       | 76%       | 19%        | 5%     | 0%        | 0%              | 0%           |
| CTAG       |       | 67%       | 22%        | 11%    | 0%        | 0%              | 0%           |
| TSAC       |       | 83%       | 17%        | 0%     | 0%        | 0%              | 0%           |

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

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

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

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

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

| Name                   | Ethniity         | Gender | Appointed By           | Term Expires     |
|------------------------|------------------|--------|------------------------|------------------|
| Adam Pasiak            | Cau              | Male   | County Commission      | April 30, 2021   |
| John Milline           | African American | Male   | Board of Education     | June 30, 2021    |
| Edward Tillman         | African American | Male   | Mayor                  | November 1, 2021 |
| Jefferey Parker        | Cau              | Male   | County Commission      | April 30, 2022   |
| Todd Steiss            | Cau              | Male   | Town of Davidson       | June 30, 2022    |
| Jessi Healey           | Cau              | Female | Town of Mint Hill      | June 30, 2022    |
| Tommy Fellers          | Cau              | Male   | Town of Pineville      | June 30, 2022    |
| Noah Gabriel Cartagena | Hispanic         | Male   | Charlotte City Council | July 31, 2022    |
| Michael Cataldo        | Cau              | Male   | Charlotte City Council | June 30, 2023    |

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

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

| Name                   | Ethniity   | Gender | Appointed By           | Term Expires     |
|------------------------|------------|--------|------------------------|------------------|
| David Snyder           | Cau        | Male   | Town of Cornelius      | January 31, 2021 |
| Samuel Grundman        | Cau        | Male   | Charlotte City Council | January 31, 2021 |
| Leroy Fields           | African Am | Male   | Charlotte City Council | January 31, 2021 |
| Patrick Paige          | Cau        | Male   | Mecklenburg County     | January 31, 2022 |
| Terry Lansdell         | Cau        | Male   | Charlotte City Council | January 31, 2022 |
| Krissy Oechslein       | Cau        | Female | Mayor                  | January 31, 2022 |
| Heather Maloney Seagle | Cau        | Female | Town of Davidson       | January 31, 2022 |
| Walter Horstman        | Cau        | Male   | Town of Matthews       | January 12, 2023 |
| Antonette Love         | African Am | Female | Charlotte City Council | January 31, 2023 |
| Lawrence Hillebrand    | Cau        | Male   | Charlotte City Council | January 31, 2023 |
| Sherri L. Thompson     | Cau        | Female | Mayor                  | January 31, 2023 |
| Jack Zovitoski         | Cau        | Male   | Town of Huntersville   | January 31, 2023 |

## **CATS Service Standards**

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



## **Results of Monitoring Program**

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

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



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

**Procedure No:**  
CATS CivR03

**Previous Revision:**  
August 6, 2015

**Revised Date:**  
March 14, 2018

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

## TITLE VI POLICY STATEMENT

It is the policy of CATS to operate its programs and services in full compliance with Title VI of the Civil Rights Act of 1964, as amended, which requires that no person shall, on the grounds of race, color, national origin, or language of origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to Discrimination in any program or activity which is federally funded. Additionally, Executive Order 12898 establishes a mission of Environmental Justice for minority and low-income populations in all federal programs, policies and activities.

Toward this end, it is CATS' objective to:

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

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

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

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

- **CATS**, via:
  - telephone at (704) 336-RIDE(7433) TDD: 704-336-5051
  - internet at [www.ridetransit.org](http://www.ridetransit.org)

- e-mail at [telltransit@charlottenc.gov](mailto:telltransit@charlottenc.gov)
- U.S. mail at ATTN: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- **City of Charlotte Human Resources Department**, 600 East Fourth Street, Charlotte, NC 28202
- **Federal Transit Administration (FTA)** by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

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

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

## SCOPE

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

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

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

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

---

## REFERENCES

49 CFR Part 21  
FTA Circular 4702.1B  
FTA Circular 4703.1  
Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.  
CATS CSVS04 *Customer Insights Tracking Process*

## DEFINITIONS

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

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

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

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

## RESPONSIBILITY

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

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

The Civil Rights Office has the responsibility to:

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

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## PROCESSING INFORMAL COMPLAINTS

### Intake

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

### Processing of Complaint and Resolution

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

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

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

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

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

### Appeal

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

## PROCESSING FORMAL COMPLAINTS

### Intake

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

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

### Processing

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

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

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

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

### Investigation, Determination, and Recommendation

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

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

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

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

### Communication of Findings and Complaint Resolution

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



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

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

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

### **Appeal**

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

### **RECORDS REQUIRED**

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

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### Summary of Changes

Entire Document: Made minor wording changes to improve clarity. Changed “Unequal Treatment” to “Discrimination” throughout.

- 1.0 Added reference to Executive Order 12898.
  - Revised CATS’ objectives.
  - Updated contact information for FTA Office of Civil Rights.
- 3.0 Added 49 CFR Part 21 and Executive Order 12898 to list of References.
- 4.0 Revised definitions of “informal Title VI complaint” and “formal Title VI complaint.”
  - Added definition of “Discrimination.”
  - Deleted definitions of “Unequal Treatment” and “Safe Harbor Provision.”
- 5.0 Revised to specify the Civil Rights Office has the responsibility to track complaints to ensure that the affected divisions have taken any recommended corrective action(s).
- 6.1 Changed “within three days of receipt” to “within three (3) business days of receipt.”
- 6.2 Revised to specify the Civil Rights Officer will offer suggestions or modifications to the proposed resolution, if any.
  - Revised to specify the Civil Rights Office will communicate its written findings including the steps taken to resolve the matter to the complainant, in the language the complaint was received, within a reasonable time after resolving the complaint with the division (previously within 30 business days of resolving the complaint with the division).
  - Revised to specify if the Civil Rights Office determines that the complaint does not identify a potential Title VI violation, the matter will be handled through the *Customer Insights Tracking Process* (CATS CSVS04).
- 7.3 Added “If the complainant does not respond to requests for additional information and information provided is not sufficient to pursue the investigation, the Civil Rights Officer may close the complaint.”
- 7.4 Changed “proposed resolution” to “corrective action plan.”
- 8.0 Revised to specify CATS’ Civil Rights Office will maintain all documents related to the investigation.
  - Revised to specify complaints and follow-up information will be entered and kept in Cityworks (previously CALLTRAK).



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

It is the policy of CATS to operate its programs and services in full compliance with Title VI of the Civil Rights Act of 1964, as amended, which requires that no person shall, on the grounds of race, color, national origin, or language of origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to Discrimination in any program or activity which is federally funded. Additionally, Executive Order 12898 establishes a mission of Environmental Justice for minority and low-income populations in all federal programs, policies, and activities. Toward this end, it is CATS objective to:

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

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

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





## Statement on Title VI Protection Against Discrimination.

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

- **CATS**, via:
  - telephone at (704) 336-RIDE(7433) TDD: 704-336-5051
  - internet at [www.ridetransit.org](http://www.ridetransit.org)
  - e-mail at [telltransit@charlottenc.gov](mailto:telltransit@charlottenc.gov)
  - U.S. mail at ATTN: CATS Civil Rights Officer, 600 East Fourth Street, Charlotte, NC 28202
- **City of Charlotte Human Resources Department**, 600 East Fourth Street, Charlotte, NC 28202
- **Federal Transit Administration (FTA)** by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

CATS provides written translation of vital documents in compliance with the Safe Harbor Provision found in FTA Circular 4702.1B, Chapter III, Section 9.

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

  
 John M. Lewis, Jr.  
 Chief Executive Officer, Charlotte Area Transit System  
 Director of Public Transit, City of Charlotte

03/14/2018

Date



## **Title VI Complaint Forms**

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

[Español Spanish](#)[Việt Vietnamese](#)[中國 \(Chinese- PRC\)](#)[中國 \(Chinese -Taiwan\)](#)[Français French](#)[Русский Russian](#)[ગુજરાતી Gujarati](#)[한국의 Korean](#)[Português Portuguese](#)[Hausa](#)[Igbo](#)[Yorube](#)[Somali](#)

(704) 336 7433 or [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)  
Civil Rights Officer, CATS, 600 East Fourth Street, Charlotte, NC 28202

## TITLE VI DISCRIMINATION COMPLAINT FORM

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

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

## 第六编歧视投诉表格

|   |  |                            |
|---|--|----------------------------|
| 1. 投诉人的名称   | 4. 人歧视（如果申诉人是别人的）                          |                            |
| 2. 电话   | 名称   |                            |
| 3. 家庭地址（街道、城市、州、邮政编码）   | 地址   |                            |
|   | 市，州，邮编                                     |                            |
|   | 电话号码                                       |                            |
| 5. 描述据称歧视你的人。（如果已知包括）人员、徽章编号、员工人数、车辆数和/或联系信息名称：   | 6. 日期/时间的指称的事件（月、一天、一天时间、年）：               | 7. 地点指称事件（包括巴士路线和数量，如果涉及）。 |
| 9. 相信我经历过的歧视基于（请选中所有适用项）：<br><input type="checkbox"/> 种族<br><input type="checkbox"/> 颜色<br><input type="checkbox"/> 民族血统<br><input type="checkbox"/> 限制能讲英语和/或我所说的语言。<br>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   |  |                            |



[西班牙文西班牙文](#)[越盟越南](#)[中國（中文-中國）](#)[中國\(中國臺灣\)](#)[法國法語](#)[Русский 俄羅斯](#)[ગુજરાતી 古吉拉特文](#)[한국의朝鮮語](#)[葡萄牙文葡萄牙文](#)[豪薩人](#)[伊布文](#)[Yorube](#)[索馬里](#)**(704) 336-7433 或 Telltransit@charlottenc.gov****"C.A.T.S.", 公民權利主任 600 東第四街, 夏洛特, 數控 28202****第六編歧視投訴表格**

|   |   |                            |
|---|---|----------------------------|
| <b>第六編歧視投訴表格</b>  |   |                            |
| 1. 投訴人的名稱<br><br>2. 電話<br><br>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）<br><br>名稱<br><br>位址<br><br>市，州，郵編<br><br>電話號碼 |                            |
| 5. 描述據稱歧視你的人。（如果已知包括）人員、徽章編號、員工人數、車輛數和/或聯繫資訊名稱：   | 6. 日期/時間的指稱的事件（月、一天、一天時間、年）：                                    | 7. 地點指稱事件（包括巴士路線和數量，如果涉及）。 |
| 9. 相信我經歷過的歧視基於（請選中所有適用項）：<br><br><input type="checkbox"/> 種族<br><input type="checkbox"/> 顏色<br><input type="checkbox"/> 民族血統<br><input type="checkbox"/> 限制能講英語和/或我所說的語言。<br><br>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   |   |                            |

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

## FORMULAIRE DE PLAINTE DE DISCRIMINATION TITRE VI

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

[Español સ્પેનિશ](#)[વેઇત વિએતનામીઝ](#)[中國 \(Chinese- પીઆરસીમાં\)](#)[中國 \(ચિની -Taiwan\)](#)[Français ફ્રેન્ચ](#)[Русский રશિયન](#)[ગુજરાતી Gujarati](#)[કોરિયામાં કોરિયન](#)[Português પોર્ટુગીઝ](#)[હૈસા](#)[ઇઝ્બો](#)[Yorube](#)[સોમાલી](#)(704) 336-7433 અથવા [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

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

**TITLE છઠ્ઠી ભેદભાવ ફરિયાદ ફોર્મ**

|  |   |  |
|--|---|--|
| 1. ફરિયાદી નામ   | 6. સામે ભેદભાવ 4 વ્યક્તિ (જો ફરિયાદી કરતાં અન્ય કોઈને)  |  |
| 3. ટેલિફોન   | નામ   |  |
| 3. હોમ સરનામું (શેરી, શહેર, રાજ્ય, પિન)  | સરનામું   |  |
|  | સિટી, ઝિપ રાજ્ય,  |  |
|  | ટેલિફોન નંબર્સ  |  |
| 7. કથિત તમે સામે ભેદભાવ જે વર્ણન કરો. વ્યક્તિ (ઓ), બેજ નંબર, કર્મચારી નંબર, વાહન નંબર, અને / અથવા સંપર્ક માહિતી નામ (જો હોય સમાવેશ થાય છે):        | 6. તારીખ / કથિત ઘટના ભાવ (મહિનો, દિવસ, દિવસ સમય, વર્ષ):                                       |  |
|  | 7. કથિત ઘટના છે US ટપાલ સેવા (બસ માર્ગ અને નંબર છે, સામેલ તો સમાવેશ થાય છે.)                  |  |
| 9. હું પર આધારિત હતી અનુભવ ભેદભાવ (બધા લાગુ તપાસો) માને છે:  |   |  |
| <input type="checkbox"/> રેસ   |   |  |
| <input type="checkbox"/> રંગ   |   |  |
| <input type="checkbox"/> નેશનલ મૂળ   |   |  |
| <input type="checkbox"/> ઇંગલિશ અને / અથવા હું ચર્ચા કરો આ ભાષા ચર્ચા કરો કરવા માટે ક્ષમતા મર્યાદિત છે.  |   |  |
| તરીકે સ્પષ્ટ રીતે શક્ય થયું તે સમજાવો અને તમે તમારી સામે ભેદભાવ કરવામાં આવી હતી માને છે શા માટે. વધુ જગ્યા જરૂરી છે, આ ફોર્મ પાછળ ઉપયોગ કરો.       |   |  |
| 13. સંપૂર્ણપણે અમે આધાર અથવા તમારા આરોપો (નામ, સરનામું, ટેલિફોન સ્પષ્ટ વધારાની જાણકારી માટે સંપર્ક કરી શકો છો કોઈપણ વ્યક્તિઓ અથવા સાક્ષી (ઓ) ઓળખવા |   |  |
| 14. 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 પહેલાં, જ્યારે, જ્યાં, અને કેવી રીતે સ્પષ્ટ કરો? |  |
| હસ્તાક્ષર:   | તારીખ:  |  |
| દ્વારા ઇન્ટેક (વહીવટ સ્ટાફ પ્રતિનિધિ)  |   |  |

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

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Obodo Rights officer, C.A.T.S., 600 East anọ Street, Charlotte, NC 28202

## MBU NA VI OKE MKPESA UDI

|  |  |   |
|--|--|---|
| 1. Aha nke Complainant   | 10. onye na-akpa okè Against (ihunanya onye ozo Karịa complainant)                             |   |
|  | aha  |   |
| 5. Trafik  | adreesị  |   |
| 3. Home adreesị (Street, City, State, ZIP)   | City, State, zip   |   |
|  | Trafik nomba   |   |
| 11. Kowaa WHO kwuru na-akpa okè Against I. (Ihunanya mara gunyere) aha onye (s), baaji nomba, na-arụ ọtụtụ, ugbo nomba, na / ma o bu ozi ikpọturụ:   | 6. Ubochi / Oge nke ebubo mere (onwa, Day, Oge nke Ubochi, nke agaghinihu):                    | 7. Onodu nke ebubo mere (Ganye ugbo ala na Nsoro na Number, n'anya idem.) |
| 9. M Kwere na Ikpa Okè m ahumahu klas dabeere (Lelee niile tinye):<br><br><input type="checkbox"/> N'Oso<br><input type="checkbox"/> Nillkin<br><input type="checkbox"/> National Si Malite<br><input type="checkbox"/> Oge Ikike na-ekwu na Bekee ma na / ma o bu ndi asusu m ekwu.<br><br>Kowaa ihe doro anya na-akwa omume ihe Mere na Ntak Anyi na-agba Kwere I uta-akpa okè megide. O buru na More Ohere ngo mkpa, biko jiri azu nke ikike udi. |  |   |
| 17. Ofuri Esit mata o bua mmadu ma o bu Ndiama Ka kpoturughi maka ozi ndi ozo na-akwado ma o bu doo anya, gosikwa ghi akwado (aha, adreesi, ekwentị (s))   |  |   |
| 18. Nso ozi ndi ozo i nwere nke di mkpa ka ihe nchoputa nke a mkpesa?  |  |   |
| 19. Olee otughi nke (s) kpebisie ike ghi afọ ojuju?  | 20. O buru na i gbara akwukwo a mkpesa na C.A.T.S. n'ihu, biko eziputa mgbe, ebe, ndien didie? |   |
| Akara Mbinye aka:  | UBOCHI:  |   |
| Oriri BY (elekota oru nnochite anya)   |  |   |

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포르투갈어](#)[하우사어](#)[이그보어](#)[Yorube](#)[소말리아](#)(704) 336-7433 또는 [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)

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

## 제목 VI 차별 불만 양식

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

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

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



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гражданских прав офицер, «С.А.Т.С.», 600 Востоке четвертой улице, Шарлотта, NC 28202

## РАЗДЕЛ VI ФОРМЫ ДИСКРИМИНАЦИИ ЖАЛОБЫ

|   |  |  |
|---|--|--|
| 1. Наименование заявителя   | 4. Лицо дискриминации (если кто-то помимо заявителя)                     |  |
| 2. Телефон  | Имя  |  |
| 3. домашний адрес (улица, город, штат, zip)   | Адрес  |  |
|   | Город, штат, почтовый индекс   |  |
|   | Телефонные номера  |  |
| 5. Опишите, кто якобы дискриминации против вас. (если известно, включают) имя человек(а), номер жетона, табельный номер, номер транспортного средства или Контактная информация:  | 6. Дата /time предполагаемого инцидента (месяц, день, время суток, год): | 7. местоположение предполагаемого инцидента (включая автобусный маршрут и номер, если речь.) |
| 9. я считаю, я испытал дискриминации основывается на (выберите все что подходит):<br><br><input type="checkbox"/> Гонка<br><input type="checkbox"/> Цвет<br><input type="checkbox"/> Национальное происхождение<br><input type="checkbox"/> Ограничивает способность говорить на английском и/или владею языком.<br><br>Объясните, как ясно, как можно скорее, что случилось и почему вы считаете, вы подвергались дискриминации. Если требуется больше места, пожалуйста, используйте в задней части этой формы. |  |  |
| 10. Полной идентификации лиц или свидетелей мы можете связаться для получения дополнительной информации для поддержки или уточнить ваши утверждения (имя, адрес, Телефон  |  |  |
| 11. Какая информация у вас которых имеет отношение к расследование этой жалобы?   |  |  |
| 12. каким образом можно разрешить для вашего удовлетворения ваших выпусков?   |  | 13. Если вы подали эту жалобу с С.А.Т.С. раньше, просьба указать, когда, где и как?          |
| Подпись:  |  | ДАТА:  |
| ПОТРЕБЛЕНИЕ (администрирование персонала представителем)  |  |  |

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Sarkaalka Civil Rights, C.A.T.S., 600 East Fourth Street, Charlotte, NC 28202

**VI SOOCA FOOMKA CABASHADA**

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

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Oficial de los Derechos Civiles, "C.A.T.S.", 600 este cuarto Street, Charlotte, NC 28202

### FORMULARIO DE QUEJAS DE DISCRIMINACIÓN TÍTULO VI

|   |  |  |  |
|---|--|--|--|
| 1. nombre del demandante  |  | 4. Persona discriminada (si alguien que no sea querellante)                                    |  |
| 2. Teléfono   |  | Nombre   |  |
| 3. dirección (calle, ciudad, estado, código postal)   |  | Dirección  |  |
|   |  | City, State, Zip   |  |
|   |  | Números de teléfono  |  |
| 5. Describe que presuntamente discriminado. (si se conoce incluyen) nombre de la persona (s), número de placa, número de empleado, número de vehículo o información de contacto:      |  | 6. fecha/hora del supuesto incidente (mes, día, hora del día, año):                            | 7. Ubicación del presunto incidente (incluye autobús y número, si procede) |
| 9. creo que experimenté la discriminación se basaba en (marque todas las que apliquen):   |  |  |  |
| <input type="checkbox"/> Carrera  |  |  |  |
| <input type="checkbox"/> Color  |  |  |  |
| <input type="checkbox"/> Origen nacional  |  |  |  |
| <input type="checkbox"/> Limitada habilidad de hablar inglés o el idioma que hablo.   |  |  |  |
| Explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados. Si se necesita más espacio, utilice el dorso de este formulario.                        |  |  |  |
| 10. Identifican plenamente cualquier persona o a los testigos podemos contactar para que obtener información adicional apoyar o aclarar sus alegaciones (nombre, dirección, teléfono) |  |  |  |
| 11. Qué otra información que sea pertinente para una investigación de esta queja tienes?  |  |  |  |
| 12. ¿Cómo pueden resolver satisfactoriamente sus problemas?   |  | 12. Si ha presentado esta queja con C.A.T.S antes, por favor especifique Cuándo, dónde y cómo? |  |
| Firma:  |  | FECHA:   |  |
| INGESTA por (representante personal de administración)  |  |  |  |

Tiếng Tây Ban Nha tại  
Tây Ban Nha  
Français Pháp

Việt Việt Nam  
Русский Nga

中國(Tiếng Trung  
Quốc - Trung Quốc)  
ગુજરાતી Gujarati

中國 (Trung Quốc - Đài Loan)  
한국의 Hàn Quốc

Tiếng Bồ Đào Nha  
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cán bộ quyền dân sự, "C.A.T.S.", 600 East Fourth Street, Charlotte, NC 28202

## MẪU ĐƠN KHIẾU NẠI TIÊU ĐỀ VI PHÂN BIỆT ĐỐI XỬ

|  |  |  |
|--|--|--|
| 1. tên của người khiếu nại   | 4. Người phân biệt đối xử (nếu ai đó khác hơn so với người khiếu nại)<br><br>Tên<br><br>Địa chỉ<br><br>Thành phố, tiểu bang, Số Zip<br><br>Số điện thoại |  |
| 2. Điện thoại  |  |  |
| 3. Trang chủ địa chỉ (street, thành phố, tiểu bang, số zip)  |  |  |
| 5. Describe người bị cáo buộc phân biệt đối xử bạn. (nếu được biết đến bao gồm) tên của người, huy hiệu số, số lượng nhân viên, số xe, và/hoặc thông tin liên lạc:   | 6. ngày /time của bị cáo buộc vụ việc (tháng, ngày, thời gian của ngày, năm):  | 7. vị trí của bị cáo buộc vụ việc (bao gồm xe buýt tuyến đường và số, nếu tham gia.) |
| 9. tôi tin rằng phân biệt đối xử tôi có kinh nghiệm được dựa trên (kiểm tra tất cả mà áp dụng):<br><br><input type="checkbox"/> Chúng tộc<br><input type="checkbox"/> Màu<br><input type="checkbox"/> Nguồn gốc quốc gia<br><input type="checkbox"/> Giới hạn khả năng nói tiếng Anh và/hoặc ngôn ngữ tôi nói.<br><br>Giải thích rõ ràng càng tốt những gì đã xảy ra và lý do tại sao bạn tin rằng bạn đã được phân biệt đối xử. Nếu không gian hơn cần thiết, xin vui lòng sử dụng sau này. |  |  |
| 10. Hoàn toàn xác định bất kỳ cá nhân hoặc nhân chứng chúng tôi có thể liên hệ với các thông tin bổ sung để hỗ trợ hoặc làm rõ những cáo buộc của bạn (tên, địa chỉ, telephone(s))   |  |  |
| 11. Thông tin gì khác bạn có mà là có liên quan đến một cuộc điều tra khiếu nại này?   |  |  |
| 12. làm thế nào có thể issue(s) của bạn được giải quyết để sự hài lòng của bạn?  | 12. Nếu quý vị đã nộp khiếu nại này với C.A.T.S. trước khi, xin vui lòng xác định khi nào, ở đâu, và làm thế nào?  |  |
| Chữ ký:  | NGÀY:  |  |
| Tiêu thụ bởi (quản trị nhân viên đại diện)   |  |  |

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

|  |  |  |
|--|--|--|
| 1. Oruko ti Complainant<br><br>7. telifoonu<br><br>3. Home adiresi (ita, ilu, ipinle, Siipu)   | 14. Eniyan discriminated lodi si (ti o ba ti enikan miiran ju complainant)<br><br>Name<br><br>adiresi<br><br>City, State, Siipu<br><br>telifoonunQ MBA |  |
| 15. So ti o titenunmo discriminated si o. (ti o ba mo ni) oruko ti eniyan (s), baaji nombra, abani nombra, oko nombra, ati / tabi alaye olubasoro:   | 6. Ojo / akoko ti esun isele (osù, ojo, Akoko ti ojo, Odun):   | 7. Ipo ti esun isele (Fi akero ipa ati awon nombra, ti o ba lowo.) |
| 9. Ni mo gbagbo awon iyasoto mo ti kari ti a da lori (sayewo gbogbo awon ti o waye):<br><br><input type="checkbox"/> Eya<br><input type="checkbox"/> Awo<br><input type="checkbox"/> National Oti<br><input type="checkbox"/> Ni opin Agbara lati So English ati / tabi awon Ede ti mo So.<br><br>Se alaye bi kedere bi o ti see ohun ti sele ati idi ti o ba gbagbo ti o si a discriminated. Ti o ba ti wa ni aaye die ti nilo, jowo lo awon pada ti yi fomu. |  |  |
| 21. kikun da eyikeyi eniyan tabi awon eleri ti a le kan si fun afikun alaye lati se atileyin tabi salaye re esun (oruko, adiresi, telifoonu(s))  |  |  |
| 22. wo alaye miiran ni o ni eyi ti o je ti o ye si ohun ti iwadi yi edun?  |  |  |
| 12. Bawo ni le re oro (s) wa ni resolved si re iteloron?   | 23. Ti o ba ti esun yi edun pelu C.A.T.S. saaju ki o to, jowo pato nigbati, nibi ti, ati bi?   |  |
| Ibuwo lu:  | ojo:   |  |
| Gbigbemi NIPASE (ipinfunni Osişe Asoju)  |  |  |

## **Appendix B: Public Participation**



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

**Procedure No:**  
CATS MC01

**Previous Revision:**  
January 7, 2013

**Revised Date:**  
July 7, 2016



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

## **PURPOSE**

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

## **PROCEDURES**

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

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

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

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

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

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

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

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

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



**Table 1: Bus Service Level Changes**

| <b>Date</b> | <b>Title of Program</b>            | <b>Purpose of Outreach Effort</b> | <b>Location</b>          | <b>Target Demographic Audience</b> | <b>Number of participants</b> |
|-------------|------------------------------------|-----------------------------------|--------------------------|------------------------------------|-------------------------------|
| 11/2/2016   | Councilman Phipps                  | BLE                               | CMGC                     | General Public                     | 1                             |
| 11/3/2016   | District 3 Town Hall               | BLE                               | 5301 Wilkinson Blvd      | General Public                     | 15                            |
| 11/7/2016   | Councilperson Mayfield             | BLE                               | CMGC                     | General Public                     | 1                             |
| 11/7/2016   | URP/UCP @ UCP Office               | BLE                               | UCP Office               | General Public                     | 3                             |
| 11/7/2016   | Grier Heights                      | BLE                               | 3110 Leroy St            | General Public                     | 20                            |
| 11/9/2016   | Sustain Charlotte                  | Envision My Ride                  |                          | General Public                     | 61                            |
| 11/17/2016  | Hidden Valley Optimist Club        | BLE                               | 3815 N Tryon St          | General Public                     | 15                            |
| 12/6/2016   | Grier heights                      | BLE                               | 3100 Leroy St            | General Public                     | 15                            |
| 12/8/2016   | East Workshop (Planning)           | Envision My Ride                  | 3500 Shamrock Dr         | General Public                     | 5                             |
| 12/9/2016   | CMGC First Friday                  | Envision My Ride                  | CMGC                     | General Public                     | 25                            |
| 12/9/2016   | CTC outreach                       | Envision My Ride                  | Charlotte Transit Center | General Public                     | 64                            |
| 12/12/2016  | Beatties Ford Road Initiative Team | Envision My Ride                  |                          | General Public                     | 12                            |
| 12/12/2016  | Hampshire Hills                    | BLE                               | 2000 Milton Rd           | General Public                     | 23                            |
| 12/12/2016  | CTC outreach                       | Envision My Ride                  | Charlotte Transit Center | General Public                     | 66                            |
| 12/13/2016  | CTC outreach                       | Envision My Ride                  | Charlotte Transit Center | General Public                     | 69                            |
| 12/13/2016  | West Workshop (Planning)           | Envision My Ride                  | 5301 Wilkinson Blvd      | General Public                     | 8                             |
| 12/14/2016  | Plaza Midwood                      | BLE                               | 2101 Belvedere Ave       | General Public                     | 10                            |
| 12/14/2016  | CTC outreach                       | Envision My Ride                  | Charlotte Transit Center | General Public                     | 90                            |
| 12/15/2016  | Planning mtg. Shriners             | Envision My Ride                  | 604 Doug Mayes Pl        | General Public                     | 5                             |
| 2/8/2017    | CTC Outreach                       | Envision My Ride                  | Charlotte Transit Center | General Public                     | 50                            |
| 2/13/2017   | Windsor Park                       | BLE                               | Windsor Park Elementary  | General Public                     | 25                            |
| 2/13/2017   | Lockwood/Graham Heights            | BLE                               | 210 Plymouth Ave         | General Public                     | 8                             |

|           |   |                  |                       |                |     |
|-----------|---|------------------|-----------------------|----------------|-----|
| 2/16/2017 | Barringer Bridge Meeting @ Waddy Pavilion                 | Service Change   | 3132 Manchester Dr    | General Public |     |
| 2/20/2017 | Double Oaks/Genesis Park/Park at Oaklawn                  | BLE              | 2301 Statesville Ave  | General Public | 8   |
| 3/2/2017  | Plaza=Shamrock Meeting                                    | BLE              | 2541 Elkwood Circle   | General Public | 30  |
| 3/2/2017  | Garden Park   | BLE              | 1729 Griers Grove Rd  | General Public | 15  |
| 3/3/2017  | Main Library Service Change Meeting                       | Service Change   | Main Library Uptown   | General Public | 44  |
| 3/14/2017 | Beatties Ford Road Initiative Team                        | BLE              |                       | General Public | 10  |
| 3/23/2017 | Main Library Service Change Meeting #2                    | Service Change   | Main Library Uptown   | General Public | 22  |
| 3/30/2017 | Duke Energy Kick Off Event                                | Envision My Ride |                       | General Public | 196 |
| 4/3/2017  | Barringer Bridge Meeting @ West Blvd Library              | Service Change   | 2157 West Blvd        | General Public | 0   |
| 4/7/2017  | CMGC First Friday   | Envision My Ride | CMGC                  | General Public | 50  |
| 4/18/2017 | CMGC Air Day  | Envision My Ride | CMGC                  | General Public | 15  |
| 4/25/2017 | UNCC Outreach   | BLE              | UNCC                  | General Public | 6   |
| 5/2/2017  | Sugaw Creek Presbyterian (in conjunction with BLE)        | BLE              | 101 W Sugar Creek Rd  | General Public | 52  |
| 5/3/2017  | Main Library (in conjunction with BLE)                    | BLE              | Main Library Uptown   | General Public | 21  |
| 5/4/2017  | New Hampton Presbyterian Church (in conjunction with BLE) | BLE              | 211 Hampton Church Rd | General Public | 8   |
| 5/9/2017  | Charlotte Bar Association (Gold Line Open House)          | Service Change   | 2850 Zebulon Ave      | General Public | 20  |
| 5/10/2017 | Uptown Main Library (Gold Line Open House)                | Service Change   | Main Library Uptown   | General Public | 28  |
| 5/11/2017 | Hawthorne United Methodist (Gold Line Open                | Service Change   | 501 Hawthorne Ln      | General Public | 35  |

|            |  |                  |                                    |                |    |
|------------|--|------------------|------------------------------------|----------------|----|
|            | House)   |                  |                                    |                |    |
| 5/17/2017  | 25/30 Service Change Meeting @ Clanton Park              | Service Change   | 3132 Manchester Dr                 | General Public | 5  |
| 5/18/2017  | Eastland Pop-up  | Envision My Ride | Eastland Mall                      | General Public | 10 |
| 5/23/2017  | CMGC Public Hearing                                      | Service Change   | CMGC                               | General Public | 9  |
| 5/31/2017  | North Meck BLE Connector @ north County Regional Library | BLE              | 16500 Holly Crest Ln, Huntersville | General Public | 3  |
| 6/1/2017   | North Meck BLE Connector @ Davidson Library              | BLE              | 119 S Main St, Davidson            | General Public | 0  |
| 6/14/2017  | Gold Rush Meeting  | Service Change   | 440 Tuckaseegee Rd                 | General Public | 2  |
| 12/13/2016 | West Workshop (Planning)                                 | Envision My Ride | 5301 Wilkinson Blvd                | General Public | 8  |
| 12/14/2016 | Plaza Midwood  | BLE              | 2101 Belvedere Ave                 | General Public | 10 |
| 12/14/2016 | CTC outreach   | Envision My Ride | Charlotte Transit Center           | General Public | 90 |
| 12/15/2016 | Planning mtg. Shriners                                   | Envision My Ride | 604 Doug Mayes Pl                  | General Public | 5  |
| 2/8/2017   | CTC Outreach   | Envision My Ride | Charlotte Transit Center           | General Public | 50 |
| 2/13/2017  | Windsor Park   | BLE              | Windsor Park Elementary            | General Public | 25 |
| 2/13/2017  | Lockwood/Graham Heights                                  | BLE              | 210 Plymouth Ave                   | General Public | 8  |
| 2/16/2017  | Barringer Bridge Meeting @ Waddy Pavilion                | Service Change   | 3132 Manchester Dr                 | General Public |    |
| 2/20/2017  | Double Oaks/Genesis Park/Park at Oaklawn                 | BLE              | 2301 Statesville Ave               | General Public | 8  |
| 3/2/2017   | Plaza=Shamrock Meeting                                   | BLE              | 2541 Elkwood Circle                | General Public | 30 |
| 3/2/2017   | Garden Park  | BLE              | 1729 Griers Grove Rd               | General Public | 15 |
| 3/3/2017   | Main Library Service Change Meeting                      | Service Change   | Main Library Uptown                | General Public | 44 |
| 3/14/2017  | Beatties Ford Road Initiative Team                       | BLE              |                                    | General Public | 10 |
| 3/23/2017  | Main Library Service Change Meeting #2                   | Service Change   | Main Library Uptown                | General Public | 22 |

|           |   |                  |                                       |                |     |
|-----------|---|------------------|---------------------------------------|----------------|-----|
| 3/30/2017 | Duke Energy Kick Off Event                                      | Envision My Ride |                                       | General Public | 196 |
| 4/3/2017  | Barringer Bridge Meeting @<br>West Blvd Library                 | Service Change   | 2157 West Blvd                        | General Public | 0   |
| 4/7/2017  | CMGC First Friday   | Envision My Ride | CMGC                                  | General Public | 50  |
| 4/18/2017 | CMGC Air Day  | Envision My Ride | CMGC                                  | General Public | 15  |
| 4/25/2017 | UNCC Outreach   | BLE              | UNCC                                  | General Public | 6   |
| 5/2/2017  | Sugaw Creek Presbyterian<br>(in conjunction with BLE)           | BLE              | 101 W Sugar Creek Rd                  | General Public | 52  |
| 5/3/2017  | Main Library (in conjunction<br>with BLE)                       | BLE              | Main Library Uptown                   | General Public | 21  |
| 5/4/2017  | New Hampton Presbyterian<br>Church (in conjunction with<br>BLE) | BLE              | 211 Hampton Church Rd                 | General Public | 8   |
| 5/9/2017  | Charlotte Bar Association<br>(Gold Line Open House)             | Service Change   | 2850 Zebulon Ave                      | General Public | 20  |
| 5/10/2017 | Uptown Main Library (Gold<br>Line Open House)                   | Service Change   | Main Library Uptown                   | General Public | 28  |
| 5/11/2017 | Hawthorne United<br>Methodist (Gold Line Open<br>House)         | Service Change   | 501 Hawthorne Ln                      | General Public | 35  |
| 5/17/2017 | 25/30 Service Change<br>Meeting @ Clanton Park                  | Service Change   | 3132 Manchester Dr                    | General Public | 5   |
| 5/18/2017 | Eastland Pop-up   | Envision My Ride | Eastland Mall                         | General Public | 10  |
| 5/23/2017 | CMGC Public Hearing   | Service Change   | CMGC                                  | General Public | 9   |
| 5/31/2017 | North Meck BLE Connector<br>@ north County Regional<br>Library  | BLE              | 16500 Holly Crest Ln,<br>Huntersville | General Public | 3   |
| 6/1/2017  | North Meck BLE Connector<br>@ Davidson Library                  | BLE              | 119 S Main St, Davidson               | General Public | 0   |

|           |                   |                  |                                   |                |   |
|-----------|-------------------|------------------|-----------------------------------|----------------|---|
| 6/14/2017 | Gold Rush Meeting | Service Change   | 440 Tuckaseegee Rd                | General Public | 2 |
| 7/17/2018 | Summer Engagement | Envision My Ride | CMPD West Service Area            | General Public |   |
| 7/19/2018 | Summer Engagement | Envision My Ride | Davidson Town Hall                | General Public |   |
| 8/1/2018  | Summer Engagement | Envision My Ride | CharMeck Library Uptown           | General Public |   |
| 8/2/2018  | Summer Engagement | Envision My Ride | Charlotte Fire Headquarters       | General Public |   |
| 8/7/2018  | Summer Engagement | Envision My Ride | Huntersville Night Out            | General Public |   |
| 8/9/2018  | Summer Engagement | Envision My Ride | Charles Mack Citizen Ctr          | General Public |   |
| 8/16/2018 | Summer Engagement | Envision My Ride | Huntersville Rec Ctr              | General Public |   |
| 8/21/2018 | Summer Engagement | Envision My Ride | Gaston College Kimbrell<br>Campus | General Public |   |
|           |                   |                  |                                   |                |   |

**Multi Media Outreach Latino News**

| <b>Date</b>       | <b>Organization</b> | <b>Format</b> | <b>Topic</b>                                    |
|-------------------|---------------------|---------------|---|
| April 19, 2018    | Hola Notica         | News Article  | Discounts on Lyft for Light Rail Users          |
| February 15, 2018 | Hola Noticia        | News article  | Everything you need to know about New Blue Line |
| May 2017          | Hola Notica         | News article  | Dreamer becomes a CATS Employee                 |

## **Neighborhood Demographics**

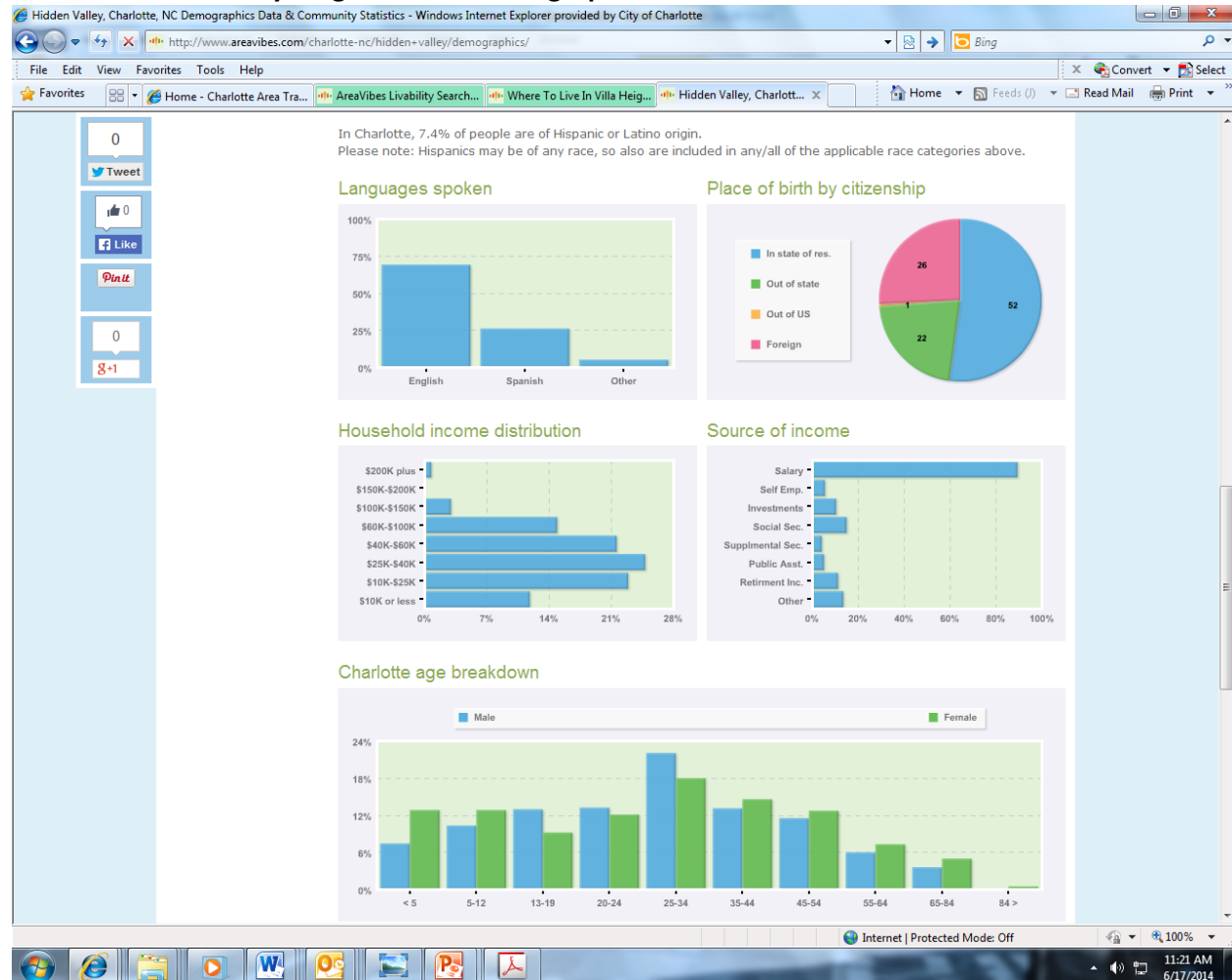
BLE Effected Neighborhood Demographics:

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

**Table 1: Hidden Valley Demographics**

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

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

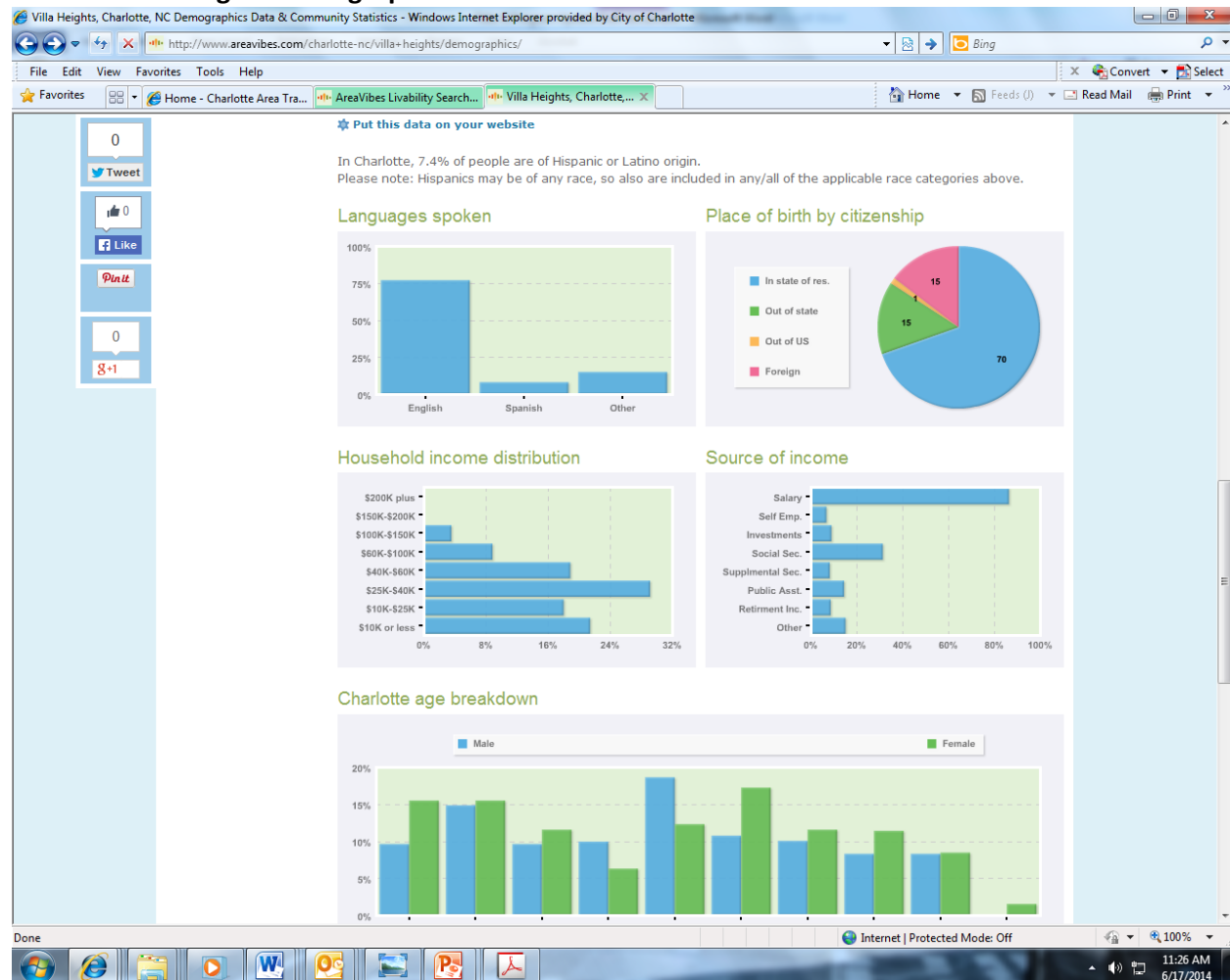
**Chart 1: Hidden Valley Neighborhood Demographics**



**Table 3: Villa Heights Demographics-**

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

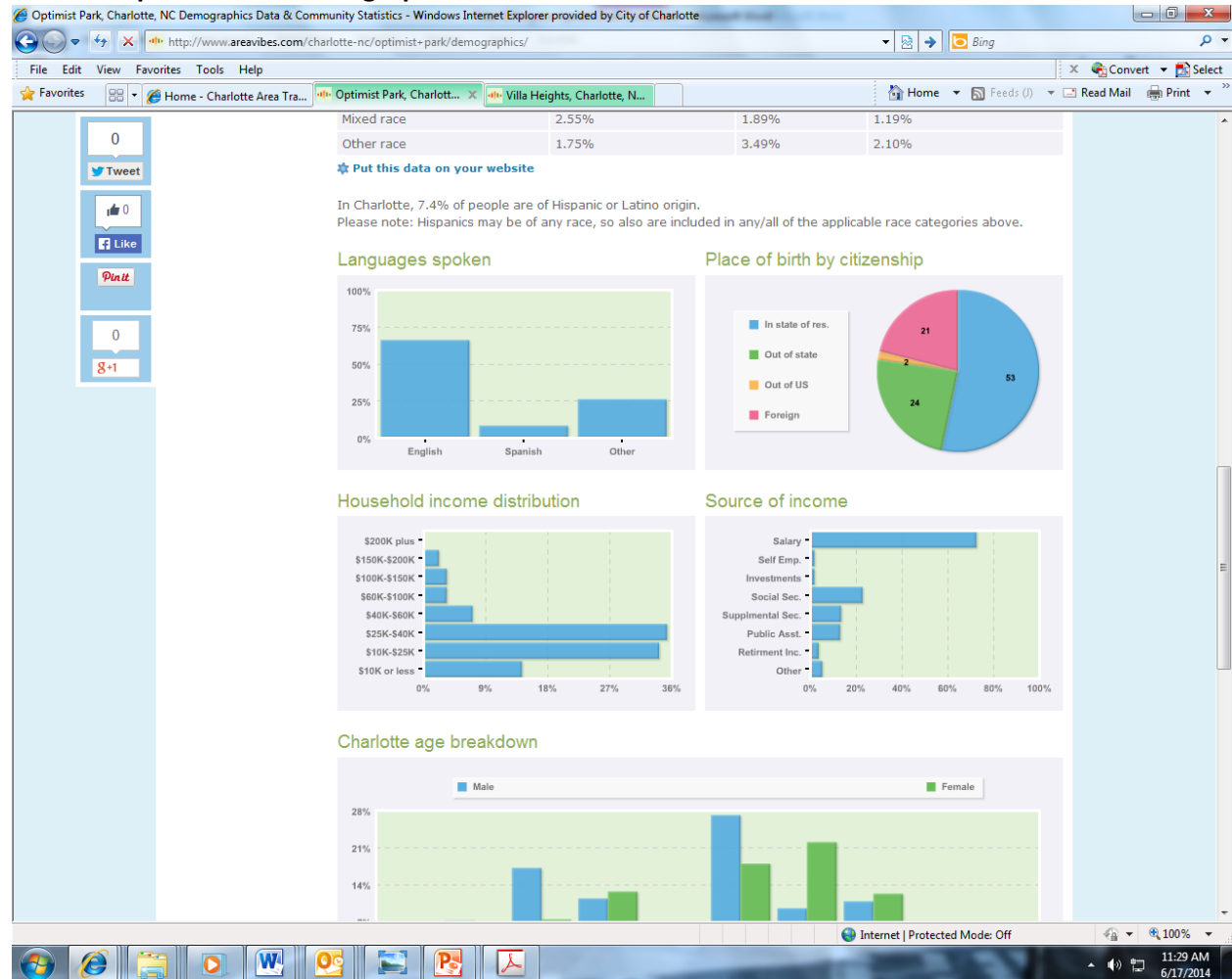
| Race             | Villa Heights | Charlotte | North Carolina |
|------------------|---------------|-----------|----------------|
| Caucasian        | 5.71%         | 58.26%    | 74.78%         |
| African American | 75.69%        | 32.62%    | 20.23%         |
| Asian            | 11.05%        |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

**Chart 2: Villa Heights Demographics**

**Table 4: Optimist Park Demographics**

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

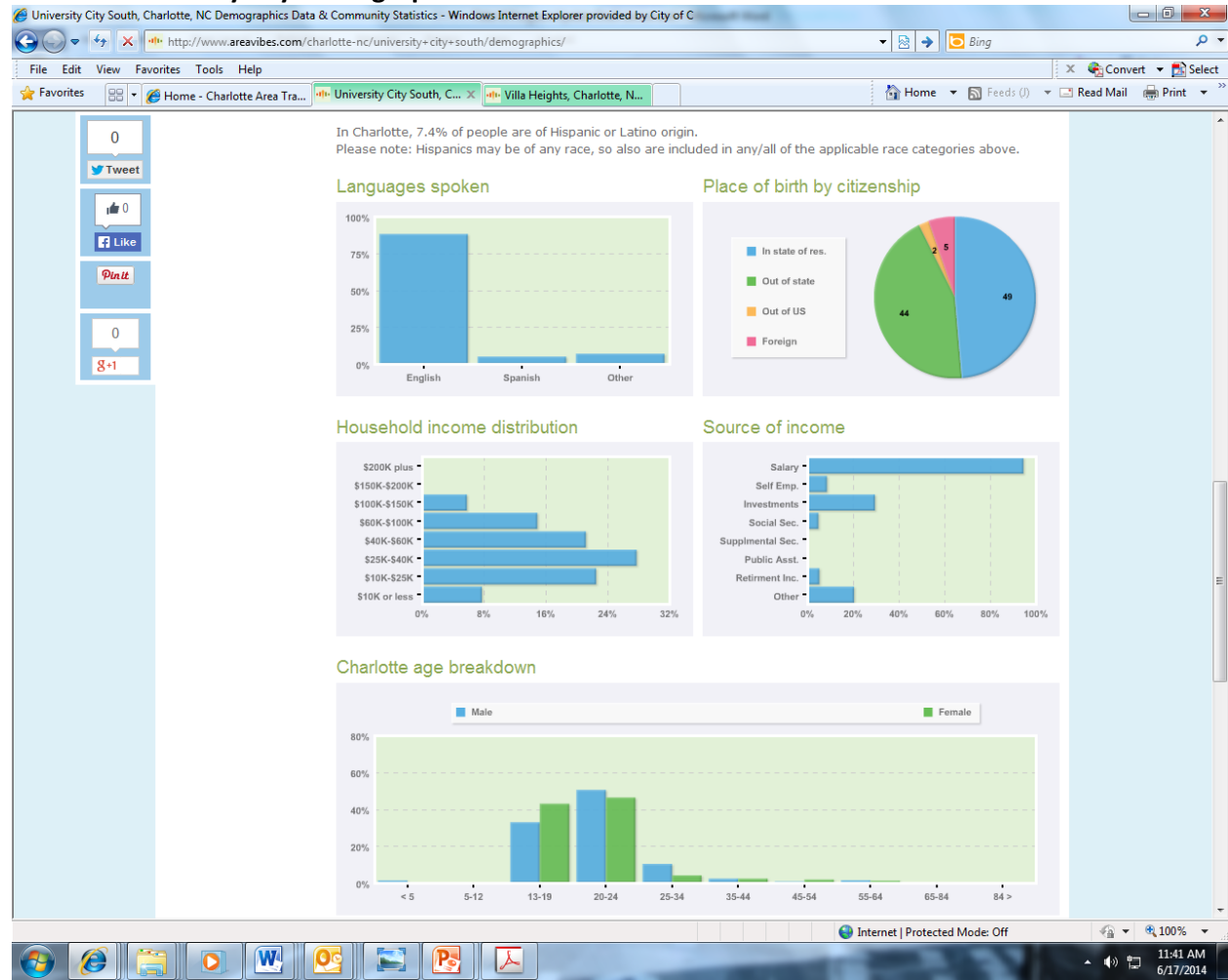
| Race             | Optimist Park | Charlotte | North Carolina |
|------------------|---------------|-----------|----------------|
| Caucasian        | 9.25%         | 58.26%    | 74.78%         |
| African American | 62.04%        | 32.62%    | 20.23%         |
| Asian            | 24.40%        |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

**Chart 3: Optimist Park Demographics**

**Table 5: University City Demographics-**

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

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

**Chart 4: University City Demographics**

## **Appendix C: Service Standards**

|  |                                  |
|--|----------------------------------|
| Subject/Title: <b>Transit Service Guidelines</b> | Policy Number: <b>MTC-06</b>     |
| Approved by: Metropolitan Transit Commission     | Date Approved: November 28, 2018 |
| Responsible Division: CATS Operations            | Page Number: 1 of 9              |

## PURPOSE

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

## CATS Service Guidelines

The adopted service guidelines are in the following areas:

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

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

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

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

## Travel Markets

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

To guide decisions on resource allocation and to provide a basis for measuring performance over time, CATS has identified those markets where it will seek to be competitive. The selected local travel markets are consistent with the CATS Mission and will support attainment of the CATS Vision and the goals of the 2025 Transit/Land Use Plan as amended and updated by the 2030 Transit Corridor System Plan.

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

## Transit Coverage

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

- **Residential and Employment Density:** In order for an area within Mecklenburg County to be considered for CATS fixed route services, the area must meet a residential density of at least three persons per acre and/or an employment density of three employees per acre.
- **Suburban Areas:** In outlying suburban areas served primarily by express bus routes, park and ride lots will be sited in areas likely to attract good ridership and in locations where they can effectively intercept potential riders.

## Transit Access

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

- **Road Condition:** Transit service will only be provided on paved roadways that have sufficient strength to accommodate repetitive bus axle loads. The roadways must be in good condition and buses must safely be able to maneuver.

- 

## Bus Stop Spacing and Amenities

It is recognized that bus stops and amenities help customers access CATS services and make their riding experience more comfortable, safe and friendly. Amenities include bus shelters, benches, trash cans, and static/electronic travel information signs.

- **Bus Stop Spacing:** Factors that should be considered in determining bus stop locations/spacing are as follows:

1. Provide stops at major generators (For example: employment centers, residential areas with 500+ units, retail centers, public education centers, major medical facilities).
  2. Provide bus stops at transfer locations.
  3. To the extent possible, provide bus stops at signalized intersections where there are designated crossings.
  4. Provide intermediate stops based on the density of the area:
    - Central Business Districts or Major Commercial District: Minimum 500 feet
    - High to medium density areas: 750 to 900 feet
    - Medium to low density areas: 900 to 1,300 feet
    - Low density to rural areas and areas served by micro transit: as needed
- **Amenities:** Placement of amenities should be based upon factors that consider equity in distribution throughout the service area, and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops on key bus routes due to a generally higher level of demand. Stop locations that have boardings greater than 25 people per day will be given priority.

Other factors that should be considered in determining the priority for amenities at stops are:

- Lengthy wait times between buses (beyond 30 minutes),
- High percentage of transfer passengers (more than 25 percent), and
- High percentage of seniors or individuals with disabilities using the stop (more than 25 percent).

The necessary infrastructure (such as sidewalks) must be in place in order to consider an installation. The integration of the necessary infrastructure and amenities in newly developed or redeveloped areas should be coordinated with the development. CATS should work with private land owners and developers, to the extent practicable, to leverage the construction or the monies to offset the construction costs of necessary infrastructure and bus stop amenities.

- **Accessibility:** When establishing new bus stops, CATS strives to select locations that are accessible to all customers, including customers who use mobility devices. CATS will work with the jurisdiction that is responsible for the street and/or sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's Americans with Disabilities Act (ADA) transition plan. When installing amenities at existing bus stops, the amenities will be accessible to individuals with disabilities in accordance with the ADA of 1990 as amended.

## **Bus Route Monitoring System**

CATS will utilize a Route Monitoring System that uses a performance index based upon Passengers per Revenue Hour and Subsidy per Passenger. An index score is calculated by taking the ratio of a given route's performance on a specific measure to the average of all routes in the service category. A score of 1.0 represents average performance within the given service category. A score above 1.0 is better than average, and for scores above 1.0, the score itself indicates how much better the route is performing above the average (1.5 is 50 percent above average, 2.0 is 100 percent, and so forth). A score below 1.0 represents below-average performance. A route with a score of 0.5 is at only 50 percent of the category.

- **Bus Monitoring System:** CATS will monitor routes with an overall index score between 0.75 and 0.99, and make changes to the service as needed. Routes falling between 0.50 and 0.74 should be subject to a more detailed analysis that examines performance by route segment and time of day and makes appropriate recommendations. Routes falling below 0.50 need immediate analysis and action.

### ***New Transit Services***

Proposals for new service come from a variety of sources including: the 5-Year Transit Service Plan, customers, employees, and reviews of system performance. New service proposals are reviewed during the service change process and are implemented based upon customer need and resource availability.

- **Performance Evaluation:** All new services will be subject to performance evaluations and will be expected to meet the performance standards for their service type within two years of implementation.

New services will be expected to meet a performance monitoring score of 0.5 or better after one year. If this does not occur, CATS will review the service and look for ways to improve its performance. If the service performance slips to below 0.5 after two years, the route will be a candidate for discontinuation.

- **New Employment Shuttles:** New shuttle services in employment areas may require a financial contribution from business community stakeholders of up to 104 percent of the marginal operating cost.
- **Bus Services Outside of Mecklenburg County:** CATS will follow the Metropolitan Transit Commission Financial Policies (MTC-01) regarding financial contribution for bus services outside of Mecklenburg County.



## Load Standards

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

**Load Standards:** CATS standard load factors for its bus services in regular service are:

115% of seated capacity for express services

130% of seated capacity for local and shuttle services

CATS will not exceed its standard load factors for more than 20 minutes per trip on a given route. If a service is consistently above the seated capacity, then CATS will make adjustments, not limited to adding additional service at the next scheduled service change, if funding is available. If the standing load compromises safety in any way, CATS will implement additional service to meet the demand.

### Rail Vehicle Loading Standards

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

\* Load factor as percent of seated capacity

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

## On-Time Performance

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

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

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

## Duplication of Service

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

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

## **Route Directness**

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

### **Directness:**

To the extent possible, bi-directional service shall be provided on the same street.

Express service shall be routed in the most direct manner possible.

Deviations from the basic route alignment to serve activity centers will be made only when they have the potential to attract new riders equal to or exceeding the route performance evaluation standard for the corresponding route category.

Additional time to operate route deviations should not exceed five minutes (one-way) or 10 percent of the one-way run time, whichever is less.

No mid-route loops shall be operated.

Terminal loops shall not exceed 25 percent of a route's total length for routes that exceed 30 minutes in one-way travel time.

## **Route Patterns**

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

**Route Patterns:**

No route shall have more than two distinct branches.

No route shall have more than one turn around on a given branch.

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

**Service Frequency and Span**

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

**Headways/ Frequency:** The policy headway for CATS local and neighborhood shuttle bus routes will be 60 minutes or better. In peak periods, 30-minute headways will be the norm on local routes unless low demand warrants less frequent service. Express and Regional Express services will have a minimum of three trips in each peak direction.

CATS light rail services will operate at a frequency of 10 minutes or better in the peak and at least 30 minutes in the off-peak.

**Service Span:** CATS Fixed Route Bus, Special Transportation Service and Light Rail services will operate between 5:00 a.m. and 1:30 a.m.

Exceptions will be based on ridership and productivity.

**Vehicle Assignment**

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

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

Express Service = 40-foot suburban

Local Service = 40-foot low floor

Neighborhood Shuttle Service = 30-foot low floor

Gold Rush Service = Rubber tired trolley The objective of load standards is to balance passenger comfort and safety with operating cost.

- **Load Standards:** CATS standard load factors for its bus services in regular service are:
  - 115% of seated capacity for express services
  - 130% of seated capacity for local and shuttle services

CATS will not exceed its standard load factors for more than 20 minutes on a regular basis per trip on a given route. If a service is consistently above the seated capacity, CATS will make adjustments that may include adding additional service at the next

scheduled service change, if funding is available. If the standing load compromises safety in any way, CATS will implement additional service to meet the demand.

### **Rail Vehicle Loading Standards**

| <b>Vehicle Load Standard</b> | <b>Load Factor*</b> | <b>Passengers Per Vehicle</b> | <b>Acceptable Application</b> |
|------------------------------|---------------------|-------------------------------|-------------------------------|
| Service Standard             | 221%                | 150                           | Peak Hour Service             |
| Maximum                      | 285%                | 194                           | Special Events                |

\* Load factor as percent of seated capacity

### **CityLYNX Gold Line Vehicle Loading Standards**

| <b>Vehicle Load Standard</b> | <b>Load Factor*</b> | <b>Passengers Per Vehicle</b> | <b>Acceptable Application</b> |
|------------------------------|---------------------|-------------------------------|-------------------------------|
| Service Standard             | 242%                | 131                           | Peak Hour Service             |
| Maximum                      | 317%                | 171                           | Special Events                |

\* Load factor as percent of seated capacity

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

### ***On-Time Performance***

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

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

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

### ***Duplication of Service***

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

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

### ***Route Directness***

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

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

### ***Route Patterns***

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

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

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

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

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

- **Headways/ Frequency:** The policy headway for CATS local and neighborhood shuttle bus routes will be 60 minutes or better. In peak periods, CATS will strive to provide at least 15-minute service on core routes and at least 30-minute service on common local routes. Express and Regional Express services will have a minimum of three trips in each peak direction.

CATS light rail services will operate at a frequency of 10 minutes or better during the peak periods and at least 30 minutes during the off-peak periods.

- **Service Span:** CATS Fixed Route Bus, Special Transportation Service and Light Rail services will operate between 5:00 a.m. and 1:30 a.m.

Exceptions will be based on ridership and productivity.

### ***Vehicle Assignment***

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

- **Vehicle Assignment:** Fleet types should be assigned based on the service type it is intended to serve when feasible.
  - Express Service = 40-foot suburban and MCI coach buses
  - Local Service = 40-foot low floor
  - Neighborhood Shuttle Service = 30-foot low floor

### **Definition of Density**

- **Low Density** – Three to 10 residents or employees per acre
- **Medium Density** – 10 to 20 residents or employees per acre

High Density – More than 20 residents or employees per acre

## Definition of Density

- Low Density – Three to 10 residents or employees per acre
- Medium Density – 10 to 20 residents or employees per acre
- High Density – More than 20 residents or employees per acre

### Summary of Changes

- 2.1 Revised to specify that the selected local travel markets are consistent with the CATS Mission and will support attainment of the CATS Vision and the goals of the 2025 Transit/Land Use Plan as amended and updated by the 2030 Transit Corridor System Plan.
- 2.2 Revised to specify the coverage area will be one-half mile (about a 10 minute walk) around the bus route (previously one-quarter mile around the desired pick-up area).
- 2.4 Item 4: Revised to specify intermediate stops should be provided based on the density of the area.” Revised to specify low density to rural areas and areas served by micro transit will have stops as needed.  
  
Amenities: Changed “disabled persons” to “individuals with disabilities.”  
  
Accessibility: Revised to specify that when establishing new bus stops, CATS strives to select locations that are accessible to all customers, including customers who use mobility devices. Added content about accessibility improvements. Revised to specify that when installing amenities at existing bus stops, the amenities will be accessible to individuals with disabilities in accordance with the ADA of 1990 as amended.
- 2.6 Changed the Countywide Transit Service Plan to the 5-Year Transit Service Plan.
- 2.7 Made minor wording changes for clarity. Added CityLYNX Gold Line Vehicle Loading Standards.
- 2.12 Headways/Frequency: For peak periods, increased frequency to 15 minutes from 30 minutes for core routes.
- 2.13 Vehicle Assignment: Added reference to MCI coach buses. Deleted “Gold Rush Service=Rubber tired trolley.”

Previous Revision: May 27, 2015

## Service Standards

### Vehicle Load by Mode

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

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

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



**Table 2: Local Service Minority Routes**

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

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

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

Local Services

Non-Minority Routes

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

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

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

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

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

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

The existing LYNX light rail system travels through several tracts.

**Table 6: :LYNX Load Factor**

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

**Vehicle Headway for each mode**

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

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

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

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

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

| <u>Route</u> |               | <u>Peak</u> | <u>Non-Peak</u> | <u>Night</u> | <u>Facility</u> |
|--------------|---------------|-------------|-----------------|--------------|-----------------|
| 86           | GOLD RUSH RED | 12          | 12              | 0            | DAVIDSON        |
| 49           | UNCC NINER    | 15          | 15              | 0            | DAVIDSON        |

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

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

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

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

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

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

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

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

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



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

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

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

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

### On time performance for each mode

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

| Circulator Services |         |
|---------------------|---------|
| Route               | On Time |
| Minority Route      | %       |

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

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

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

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

### Service Availability

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

### Transit Amenities

Minority Routes = 2049 bus stops, 247(7.7%) with benches, 245 (7.6%) with shelters

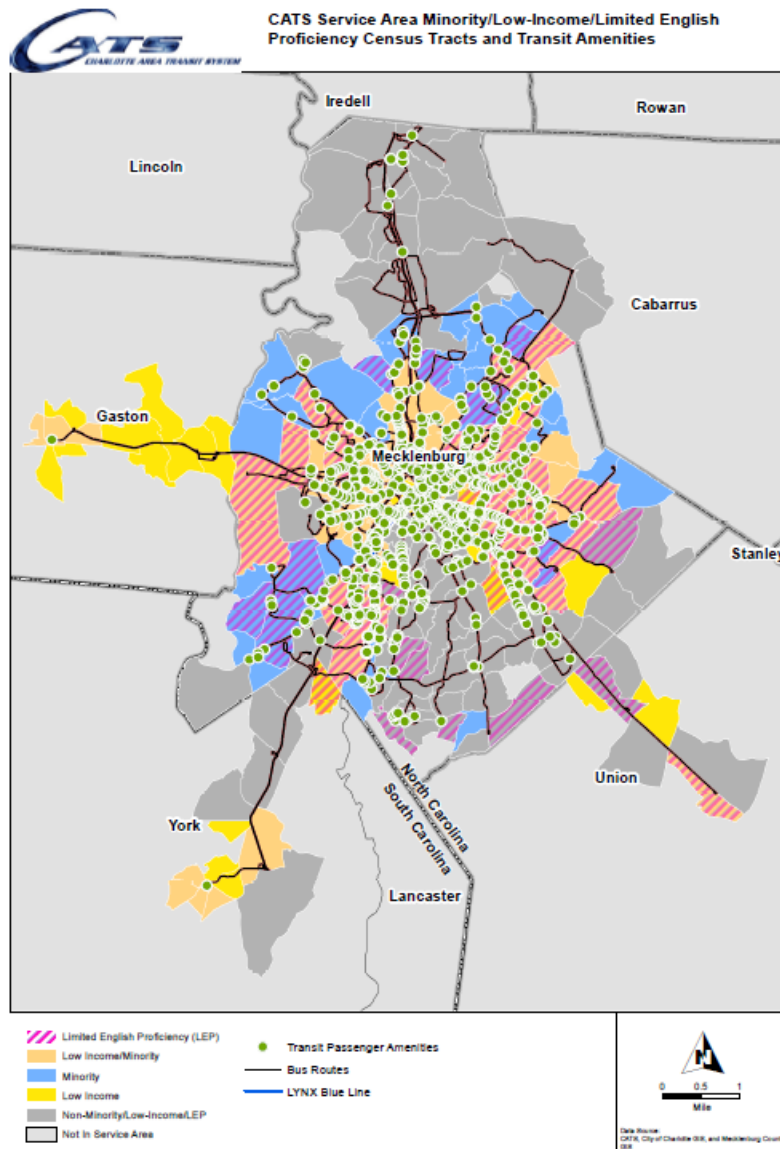
Non-Minority Routes = 1,164 bus stops, 118 (3.7%) with benches, 63 (2.0%) with shelters

**Table 12: Amenities Figures**

| <b>Service Area Census Tract</b> | <b>Shelter</b> | <b>Bench</b> | <b>Trash Can</b> | <b>Total Amenities</b> | <b>Total Stops</b> |
|----------------------------------|----------------|--------------|------------------|------------------------|--------------------|
| Minority/Low Income              | 245            | 247          | 641              | 1133                   | 2049               |
| Non-Minority/Low Income          | 79             | 76           | 245              | 400                    | 1.164              |
| Total                            | 308            | 365          | 886              | 1533                   | 3213               |

| <b>Service Area Census Tract</b> | <b>Shelter</b> | <b>Bench</b> | <b>Trash Can</b> | <b>Total Amenities</b> | <b>Total Stops</b> |
|----------------------------------|----------------|--------------|------------------|------------------------|--------------------|
| Minority/Low Income              | 79.5%          | 67.7%        | 72.3%            | 73.9%                  | 70.4%              |
| Non-Minority/Low Income          | 7.7%           | 7.4%         | 27.7%            | 26.1%                  | 29.6%              |

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



### **Vehicle Assignment**

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

CATS utilizes the CATS Vehicle Assignment Program (CATS-VAP) to rotate vehicles throughout the service area. Each vehicle is assigned a bus number that is entered into the CATS-VAP. On a daily basis, the software program randomly selects bus numbers and assigns them to bus routes. The pools of vehicles in which some routes are assigned are based on load factors (i.e. larger buses on more heavily used routes, smaller vehicles on less frequently used routes).

Buses are randomly assigned with the following specific exceptions:

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

- Express Service = 40-foot suburban
- Local Service = 40-foot low floor
- Neighborhood Shuttle Service = 30-foot low floor
- Gold Rush Service = Rubber tired trolley

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

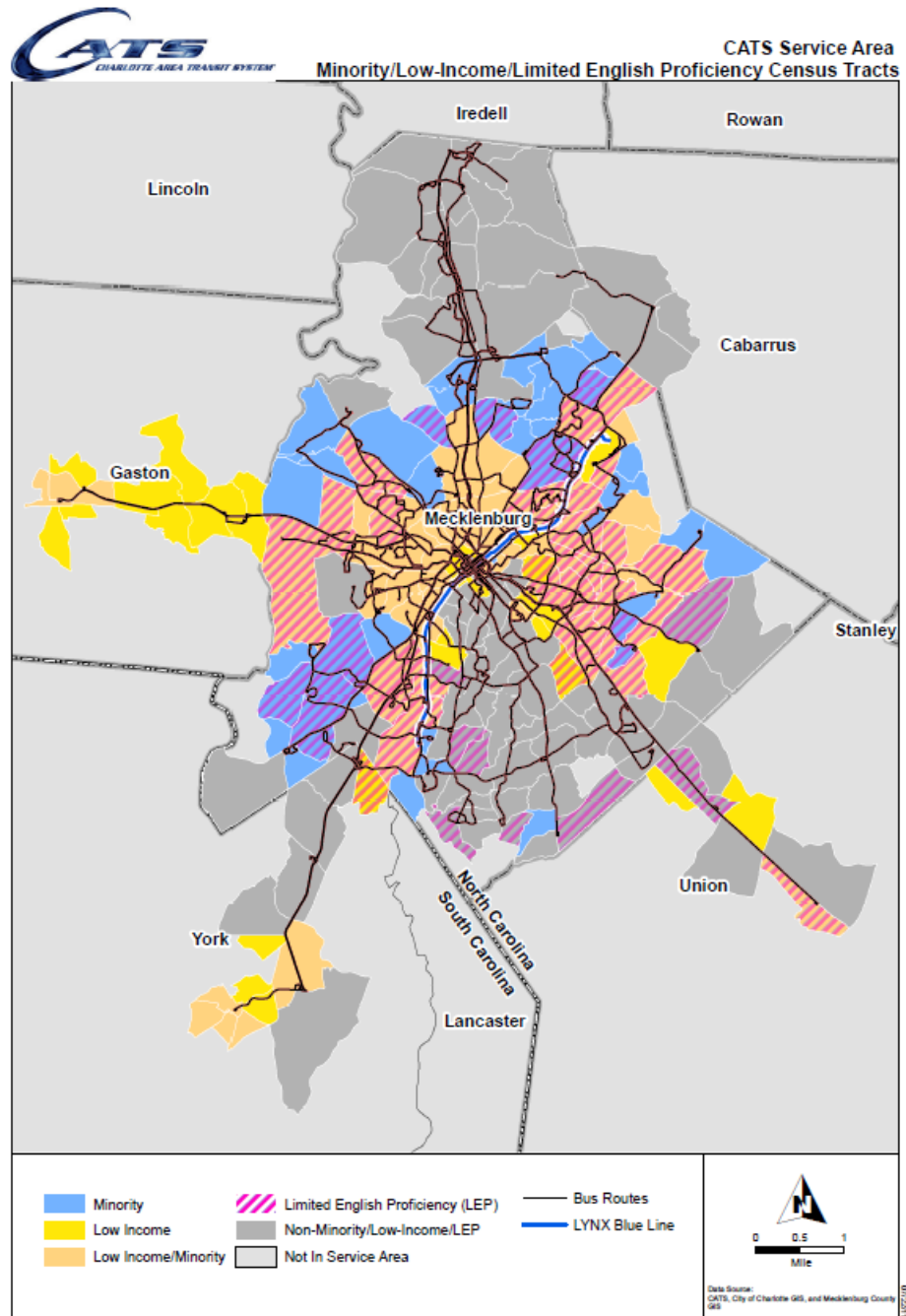
## Demographic and Service profile maps and charts.

**Table 13: System-wide demographics**

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



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



**Table 14: Low Income Population**

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

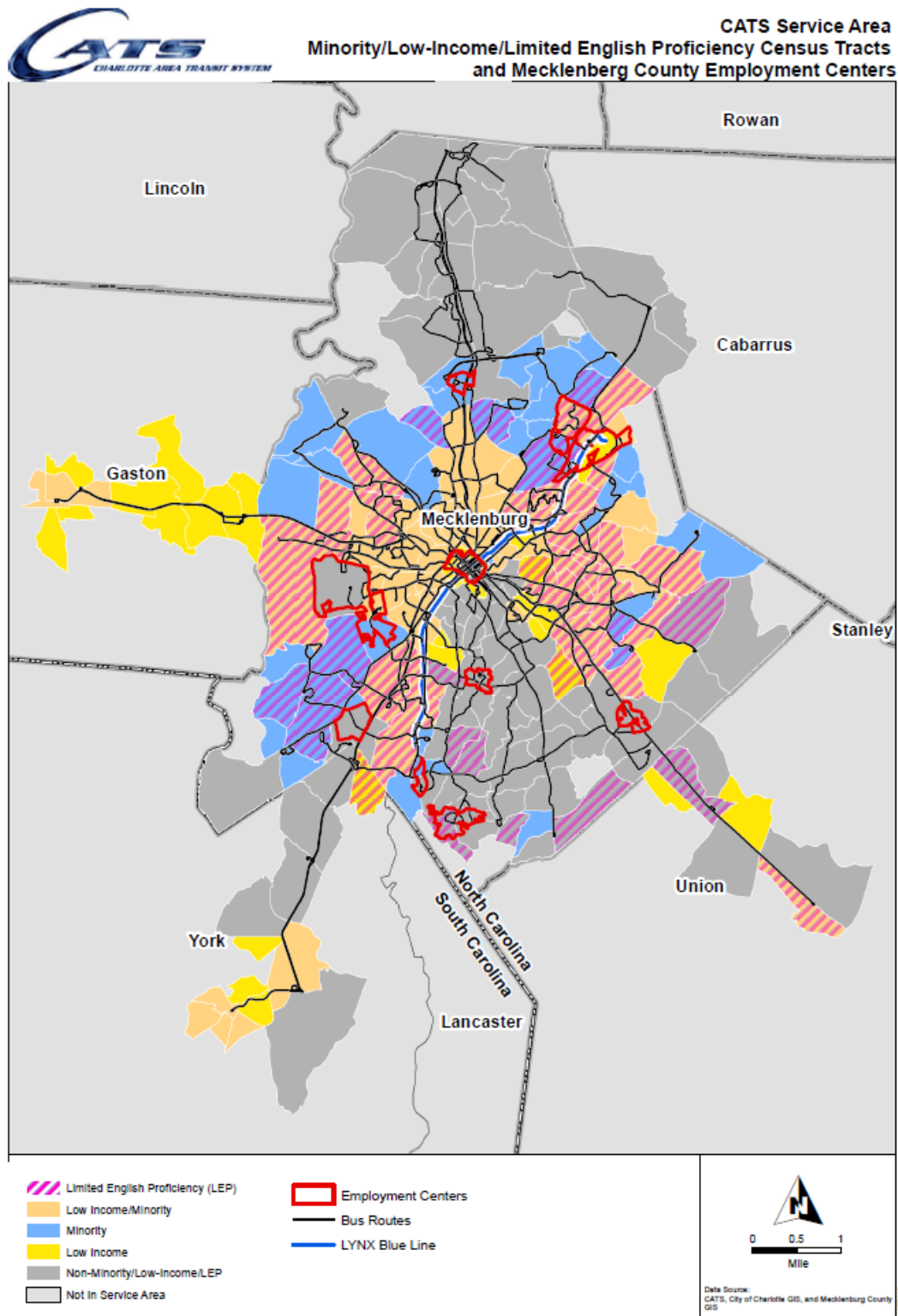
Source: U.S. Census Bureau, 2011-2015 American Community Survey Table B1701- Poverty Status in the Past 12 Months -- (Estimate)

**Table 15: Hispanic Population Group**

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

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

Chart 3: Service Area Map Employment Centers



## **Demographic Ridership and Travel Pattern, collected by Surveys**

## **Appendix D: Results of Monitoring Program**

**Image 1: MTC Resolution Adopting 2020 Title VI Program**