

# Metropolitan Transit Commission



**September 23, 2020**





# METROPOLITAN TRANSIT COMMISSION

Wednesday, September 23, 2020

5:30pm

South Boulevard Light Rail Facility

WebEx

## AGENDA

- I. Call to Order .....Commissioner Susan Harden
  - Invocation
  - Pledge of Alliance
  - Attendance (Roll Call)
- II. Approval of the June 24, 2020 Summary (**p.5-11**) .....Commissioner Susan Harden
- III. Report from the Chair of the Transit Service Advisory Committee (TSAC) ....Krissy Oechslin
- IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG)..... No Meeting
- V. Public Comments
- VI. Action Items
  - 2020 Title VI Program (**p.13-114**) .....Arlanda Rouse
- VII. Informational Items
  - LYNX Silver Line Program Update (**p.116-122**) ..... Andy Mock
  - Envision My Ride (Central Avenue - Bus Lane Only) (**p.124-132**) .....Jason Lawrence
- VIII. MTC Commissioners' Business .....Commissioner Susan Harden
  - Charlotte Moves Update (**p.134-145**) ..... Taiwo Jaiyeoba
- IX. Chief Executive Officer's Report (**p.147-150**) ..... John Lewis, Jr
  - COVID 19 Operational Update
- X. Adjourn



**METROPOLITAN TRANSIT COMMISSION**  
**MEETING SUMMARY**  
**June 24, 2020**  
**(Approved on September 23, 2020)**

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**Presiding:** Commissioner Susan Harden, BOCC Mecklenburg County

**Present:**

Mayor Vi Lyles (City of Charlotte)	Mayor Pro Tem Renee Garner (Matthews)
Taiwo Jaiyeoba (Assistant Manager, Charlotte)	Brian Welch (Town Manager, Mint Hill)
Mayor Woody Washam (Town of Cornelius)	Mayor Jack Edwards (Town of Pineville)
Andrew Grant (Town Manager, Cornelius)	Bill Thunberg, (Town of Mooresville)
Mayor Rusty Knox (Town of Davidson)	Mayor Walker Reid III (City of Gastonia)
Mayor John Aneralla (Town of Huntersville)	Randi Gates, (GCCMPO, City of Gastonia)
Mayor John Higdon (Town of Matthews)	

**CATS Chief Executive Officer:** John Lewis, Jr

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**I. Call to Order**

The regular meeting of the Metropolitan Transit Commission was called to order via WebEx conferencing at 5.30p.m. by MTC Chairwoman Commissioner Susan Harden.

- Invocation was delivered by MTC Chairwoman Commissioner Susan Harden
- All gave attention and recited the Pledge of Alliance

**II. Review of Meeting Summary**

The meeting summary of May 27, 2020 was approved.

**III. Transit Services Advisory Committee (TSAC) Chairman's Report**

**Krissy Oechslin (Chairwoman)** reported the following: TSAC's June 11 meeting featured a presentation from CATS' CEO John Lewis on the status of the real-time app; as well as fare capping and other payment priorities. Regarding the real-time app which hasn't provided true real-time information, the app vendor plans to implement several enhancements that should greatly improve the rider experience, including actual real-time information for buses and Light Rail trains, and being able to access global transit from within the CATS app. A contract amendment for this work was due to be signed shortly after TSAC last met, and the work is expected to take six months. As a side note, it is estimated that 80% of CATS riders have smartphones.

Regarding enhancements to fare payments, Mr. Lewis shared CATS priorities. In order: mobile payment is the first priority, then fare capping, then contactless payments. CATS has been testing the possibility of loading cash into the CATS fare payment app which would ensure that riders who do not have a bank account can access the convenience of mobile payments. As we understand it, this is still very much in research and testing, but TSAC is encouraged by this work.

Mr. Lewis also discussed fare capping, which if you're not familiar with is like a payment plan for a monthly pass and helps to chip away at the fact that it can be expensive to be poor. Many transit riders who would most benefit from the cost savings of a monthly pass simply cannot afford the upfront cost and end up paying far more than the cost of the pass over the course of

a month. Fare capping is like an installment plan. Each time you pay a fare it accrues to your account, and once you reach the cost of a monthly pass you pay no more for the rest of the month. In a region where economic mobility is a challenge for many, fare capping is something we should aggressively pursue. Mr. Lewis discussed some of the logistical and management challenges of fare capping and a need for a third-party to manage the funds and systems required to run it. While these are understandable and real challenges, the good news is they're easily solved and many major cities in the U.S. and worldwide offer fare capping. We look forward to this being implemented in Charlotte sooner rather than later.

We also received an update from Allen Smith III, on how CATS has ensured operator and rider safety as well as service continuity during not just the ongoing pandemic but also the recent demonstrations in and around Charlotte.

Finally, TSAC approved an action item to not hold meeting during the month of July and will resume our monthly meeting schedule in August.

**IV. Citizens Transit Advisory Group (CTAG) Chairman's Report – No report**

**V. Public Comments – None**

**VI. Action Items**

**a. 2020 Summer Meeting Schedule**

**John Lewis, Jr**

**John Lewis, Jr – CATS CEO** made a presentation for 2020 Summer Meeting Schedule, based on page 14 in the MTC Agenda packet for June 24<sup>th</sup>, 2020.

**Resolution:** A motion to adopt option 3: Cancel July & August MTC meetings was made by **Mayor John Aneralla (Town of Huntersville)**; seconded by **Mayor Woody Washam (Town of Cornelius)**. Motion carried unanimously.

**b. Proposed New LYNX Blue Line Station**

**Jason Lawrence**

**Jason Lawrence – CATS Senior Transit Planner** made a presentation on proposed LYNX Blue Line Station, based on pages 16-17 in the MTC Agenda packet for June 24<sup>th</sup>, 2020.

**Discussion:**

**MAYOR ANERALLA (Town of Huntersville):** In terms of the private side what ratio, what amount of money are we looking to receive?

**CATS CEO LEWIS:** We are hoping to achieve a 50-50 split on that, but that will depend upon the total cost of the station. We have not finished in design and engineering, and so we are believing that should be somewhere in that 10M to 14M range but that's very preliminary, and we have a commitment from the private sector in that 5M to 7M range.

**Resolution:** A motion to adopt the Proposed new LYNX Blue Line Station into the 2030 Transit System Plan as identified in Attachments A and B was made by **Mayor John Aneralla (Town of Huntersville)**; seconded by **Mayor Rusty Knox (Town of Davidson)**. Motion carried unanimously.

**VII. Informational Items**

**a. CONNECT Beyond Status Update**

**Jason Lawrence**

**Jason Lawrence – CATS Senior Transit Planner** – made a presentation on CONNECT Beyond Status Update, based on pages 19-32 in the MTC Agenda packet for June 24<sup>th</sup>, 2020 meeting.

**Discussion:**

**MAYOR ANERALLA (Town of Huntersville):** Obviously, and I spoke about this last month, none of us have a crystal ball on what things are going to look like or what people are going to want, going forward in terms of mass transit and urban development and so forth. But how are you kind of thinking through that right now? Do you have stakeholders that are futurists? Because everything has just kind of been turned upside down over the last couple months about what people are really going to be looking for.

**MR. LAWRENCE:** That's a very good point, and certainly we have had to pivot our services, essential services, essential routes. All transit agencies across this region are dealing with the same thing. We understand that we need to work better to know what does the future look like. One thing that's great about this plan, we do have a TDM element, a Transportation Demand Management component, and really, put simply what TDM is, it's understanding what's in your toolbox to address your transit needs and other types of alternative modes of transportation and also telecommuting. That became huge during this time and how do we adapt. This happened early enough in our plan. If the pandemic had happened and we were a year and few months into this, it would be difficult for us to change force. It's early enough that we are having conversations about how we talk about this in this new era. What we talked to and take up to the committee today is the understanding of essential work, what are essential locations and making sure that that is permanently a part of our local and regional mobility network. There's more to come on that, but certainly that is front and center with us right now.

**b. LYNX Silver Line Program Update**

**Andy Mock**

**Andy Mock – CATS Senior Transit Project Development Manager** made a presentation on LYNX Silver Line Program Update, based on pages 34-45 in the MTC Agenda packet for June 24<sup>th</sup>, 2020.

**Discussion:**

**MAYOR KNOX (Town of Davidson):** I would like to commend you and your team for the work that you've done. This has been extremely informative, very professional. The time lines that you've laid out, the interactions you've had even during COVID-19 have been more than exemplary, so kudos to you and your team for where you are.

When I look at page 36 and I see the Silver Line that comes from Gaston County, crosses the Catawba River, bisects the entirety of Mecklenburg County, and ends up in Union County, and yes, that's a big project, yet we're still sitting here in North Mecklenburg, 22 years later, with a bus. That's my statement. I will tell you that 22 years ago, you probably were in college. I wish that you had been the project manager for the Red Line, 22 years ago because we might have a train at this point. Thanks for your work on this. It's extremely informative and a very good presentation with probabilities of what can happen with the Silver Line. I don't say any of my comments to minimize the importance of what you've done because it's extremely important and you did a great job. Thank you.

**MAYOR WASHAM (Town of Cornelius):** Very well-stated, Mayor Knox, but Cornelius is right in line with you. We continue to wait so please don't forget us up here.

**MAYOR HIGDON (Town of Matthews):** I want to make the MTC aware that, as it was stated, a locally preferred alternative was voted on by our town board a couple of years ago. We have convened a Citizens Silver Line Advisory Task Force looking at a couple different alternatives to help us finalize the final round, and Andy is working with that group as well as our internal folks in the transportation planning department. It's good to get that input from 15 plus citizens that are stakeholders.

**MAYOR REID (City of Gastonia):** I heard Belmont mentioned, I heard Matthews and Stallings mentioned. You were initially talking about coming into Gastonia. Has everything changed?

**CATS CEO LEWIS:** We have not eliminated the City of Gastonia from the discussions. What we want to make sure is that we are applying the correct mobility option to your interest in providing those connections. It could be that Light Rail could be extended to Gastonia, but the challenge that we have as this corridor begins to get closer to 30 miles, with the operating characteristics of that make it equitable to operate efficiently. Typically, a Light Rail station will be somewhere between a half mile to a mile apart, and if you think about that having 20, 25, and 30 stations it really begins to impact the efficiency in terms of trip length. As it was mentioned, with the CONNECT Beyond study, Andy is also including that in terms of what Jason mentioned earlier for a commuter rail option. We'll be looking at the opportunity to connect Gastonia via commuter rail but also the potential to have a connection via Light Rail.

**MAYOR REID (City of Gastonia):** I think all those things were considered, but I see now some backing up on this if I'm hearing this properly, but we can address it later.

**MAYOR LYLES (City of Charlotte):** Andy, could you tell me just a little bit after all this, have you seen anything that significantly moves the ball in a different direction or any surprises? Have you seen any surprises to date on your process and what people are saying about the Silver Line?

**MR. MOCK:** I think everything has been very, very positive so far. In our state corridor engagement in public involvement process it's been a very positive process, and most people are most interested in understanding how fast we can get done and get it built. I don't know if that's surprising, but it's been overwhelmingly positive so far, but we continue to outreach the folks so that everyone can have their voice heard. We might have some dissenting opinions as we go, but as to this point, it's been all positive.

**MAYOR LYLES (City of Charlotte):** There's been a great debate about the connection of the Silver Line and the Blue Line. Are we hearing anything in the conversation about that now?

**MR. MOCK:** We are the process of evaluating the mechanism, the actual way the connection for the Blue Line from the Silver Line will occur. That's part of an ongoing conversation with the community and our operations, NCDOT and CDOT partners. We are working through those technical details now. From the community's perspective, we haven't

received a lot of feedback about the actual way that it occurs other than it should be seamless and effective.

**MAYOR LYLES (City of Charlotte):** Do we have seamless and effective options?

**MR. MOCK:** We're working on it.

**BILL THUNBERG (Mooresville Representative):** Have you given any consideration to the type of vehicles that you might employ along that line?

**MR. MOCK:** That conversation is something that we will be pursuing as we go into engineering. That conversation will occur. The opening or the fall position will match the operating characteristics of the Blue Line vehicles, but we have not gone into it in detail of the selection beyond that working assumption.

**MAYOR LYLES (City of Charlotte):** Are you talking about looking at the Hydro lines again?

**BILL THUNBERG (Mooresville Representative):** Yes, ma'am, as an option, and we can have this conversation off-line, but they have (video interference) operation too, which could alleviate some issues with the bridges and things and lower the cost of the deployment, but they haven't gotten there yet.

**COMMISSIONER HARDEN (Mecklenburg County):** Note that there's dotted lines also that go into Stallings, is that correct? Will they be included in this? Do we need to have any conversation with them?

**CATS CEO LEWIS:** We will continue. We think the best means of obtaining that is through the CONNECT Beyond because as we have gotten past the early of the local alternative that has been a Mecklenburg County study. Now that we're getting into design, we really need to design the areas that are within the funding parameters of the MTC but make sure that none of those design parameters prevent us from expanding into the other interesting corridors. Now, we'll hear a little bit later about how the region is addressing some of the funding questions, but that is the issue that we will have to overcome as we want to continue the design efforts into areas that are not a part of the funding.

#### **VIII. MTC Commissioners' Business**

##### **Charlotte Moves Update**

**Taiwo Jaiyeoba**

**Taiwo Jaiyeoba – City of Charlotte Assistant City Manager/Director – Planning, Design & Development** made a presentation on Charlotte Moves Task Force Update, based on pages 47-51 in the MTC Agenda packet for June 24th, 2020 meeting.

##### **Discussion:**

**MAYOR LYLES (City of Charlotte):** We have had great success. We're now the 15th largest city in the country, and I know what that means for the towns as well. Everybody is growing and you're seeing this growth. At the same time, I have to say that some of our real successes can quickly become failures if we do not deal with the infrastructure need, and that's every part of mobility, which is basically building the infrastructure to move people around. And it's not just moving it the way we did in the '60s and '70s, said okay, let's build more highways and

superhighways for cars. Cars have their purpose and they are a part of this as well, but I think that you can see that where we're building the density, that if we continue we can have a rail trail, we can have a bike lane, but we have to have something that connects people from their homes to their work or to other places.

Today we open Camp North End. It will open officially on Friday, and the idea they have, which is no cars within a complex that size. It's the old Sealtest site, in the industrial park. It was developed by Pat Hall and John Bell, but all of that between Graham and Statesville Road will not have cars and how are we going to deal with people getting in and out of those areas without cars? They're planning on using I think our kind of the Uber model with small carts between the Blue Line and the University to get people to the rail line because we are building places that people want to be, and they have to get there without having a lot of parking. And it's just too expensive right now to look at parking that would support the size of city and county that we are.

Overall, I've always said that if you work in our city, you ought to be able to live in our city, but you can't live if you don't have a decent commute, and that's what we're trying to aim for.

#### **IX. Chief Executive Officer's Report**

John Lewis, Jr. shared the following:

\* **COVID 19 Operational Update** - You may remember that at the outset of the health crisis we significantly reduced service and went to fare free in order to promote social distancing for our operators. On June 8th, in coinciding with the Governor's relaxing some of the stay-at-home orders we began to ramp up service once again, particularly on our 10 most high ridership routes. We also reinstated our fares. And normally after two weeks of operations we continue to see ridership creep up. After losing almost 60% of our riders we're getting closer to about that 50% range, as businesses open up, as people are getting more comfortable coming out, they continue to utilize public transit.

We continue to work through maximizing and prioritizing safety and the well-being of our riders. We began by offering personal protective equipment to all of our operators and operating employees. We removed some seats in our vehicles to promote social distancing. With the advent of additional service, we are also making some other changes, adding the Plexiglas CATS to enclose our operators in the driver area. We're also putting those plexiglas dividers between seats to enhance protection for our riders. We will also be bringing on a third-party cleaner who will help us with enhanced cleaning while vehicles are in service, so we will have that third party at the transit center cleaning all buses as they come in and also all trains at the end of the line at I-485 and at University.

\* **CATS/NOVANT Partnership** – CATS has entered into a really productive partnership with Novant Hospital. At the beginning of health crisis Novant stepped forward to provide masks and protective equipment to our most vulnerable population who utilize our special transportation services, the elderly and disabled. Those were masks and coverings and gloves that were donated by Novant. As we continued to work through that partnership, we were able to plug in directly. CATS is now buying masks directly from Novant's supplier. We are utilizing our federal cares funds to do that, and last week we kicked off our first event where we are now providing masks to all of our customers. And so that began with an event with the leadership team.

Last Monday we were at the transit center, and for about a three-hour period we handed out close to 3000 masks to our patrons and anyone who wanted it. I think one item that bears mentioning, I can't tell you how many times people got that first mask, walked away, and then came back and asked if they could get another mask for a household member, and loved one, a

child, et cetera. This is not just about providing protection to our riders. We're also adding added value to the community as even those nonriders are being protected through this program. And we will continue handing out masks. Each week we will have a focus area. Next week we will go to the Rosa Parks Transit Center, and that will be an area where we will be handing out masks, but even beyond the events, all of our safety, security, and customer service employees will be carrying masks with them to be handed out to the public for free, anyone who is interested in getting one.

\* **FTA Grant Award** – CATS had applied for a low and no admission grant from the federal government. We were awarded \$6.5M in funds for us to purchase electric vehicles. That grant award will allow us to purchase six vehicles. It's our intent to acquire two vehicles from each of the electric bus manufacturers, and we will begin our test period testing which manufacturer, which vehicle, which can provide us the most efficient and effective service. We're excited about that and looking forward to implementing that as soon as possible.

\* **House Bill 77** - We are also monitoring House Bill 77 as the General Assembly continues to work through the financial impacts of the pandemic. It is likely that we will see some reduction once again in the state assistance for transit. You will remember two years ago there was the General Assembly cut of that program in one year. That was about an \$11B impact. We continue to monitor the progress of this discussion in Raleigh, but it looks like there will be at least some cutback on transit operating assistance, if not all once again, but as we understand it this is just a one-year cut and not an elimination to the program so we will continue to monitor and keep the MTC apprised of how that goes. It may be that, Madam Chair, we may ask you to speak on behalf of the MTC to a delegation or the Governor in that regard.

We are also keeping a very close eye on the Blue Line extension funding. The State was a 25% partner in that, and their grants were set up with a \$25M reimbursement to CATS over an eight-year period. We have two years left in that agreement. We want to make sure that we're also recouping the contracted agreed-upon figure as we close out the Blue Line extension.

**X. Adjourn**

The meeting was adjourned at 6:59 p.m. by Commissioner Susan Harden – MTC Chairwoman (Board of County Commissioners - Mecklenburg County).

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NEXT MTC MEETING: WEDNESDAY, SEPTEMBER 23TH, 2020, STARTS AT 5:30 P.M.



**METROPOLITAN TRANSIT COMMISSION  
ACTION ITEM  
STAFF SUMMARY**

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**SUBJECT: 2020 Title VI Program Update**

**DATE: September 23, 2020**

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**1.0 PURPOSE/SCOPE:** Presentation on the overview of the update process of the CATS Title VI program update.

**BACKGROUND:** As a recipient of federal funding CATS/City of Charlotte must conduct a have a Title VI program to find and address any negative impacts that disproportionately affect minority and low-income residents and riders, as a result of the change of services or fares. This is a requirement of recipients of FTA funding and in support of Title VI of the Civil Rights Act of 1964.

Public Outreach: The program was sent to customers for evaluation August – September 2020

**2.0 RECOMMENDATIONS:** Approve the 2020 Title VI Program Update

**3.0 ATTACHMENT:** 2020 Title VI Program Update

**SUBMITTED AND RECOMMENDED BY:**



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



# 2020 Title VI Program Update

September 23, 2020

Presented by:  
Arlanda Rouse  
CATS Civil Rights Officer

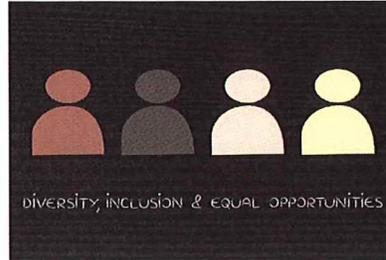


## Title VI

The CATS Civil Rights Division is committed to diversity, fairness and the equitable delivery of CATS programs and services to its internal and external stakeholders



- Purpose
- Objectives
- Policies
- Complaints
- Limited English Proficiency (LEP)



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



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



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



## Title VI Monitoring of Service

Census Tracts	Stops	Bench	Shelter	Trash Can
Service Area Census Tracts	3,046	346	282	845
Minority	65.20%	67.92%	71.99%	71.12%
LEP	31.75%	32.66%	34.04%	36.09%
Low Income	56.96%	69.94%	66.67%	69.94%



## Title VI Policy

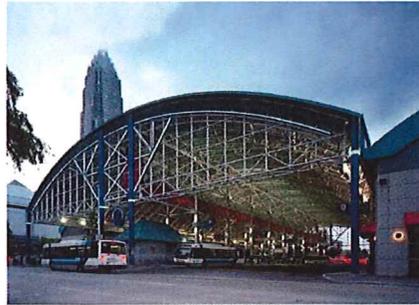
### CATS CivR01: Service and Fare Change Policy





## Major Service Change

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



CITY OF CHARLOTTE

[www.RIDETRANSIT.org](http://www.RIDETRANSIT.org)



## Fare Change

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



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## Disparate Impact / Disproportionate Burden

- When minorities or low income individuals are disproportionately represented within an area proposed for a major service or fare change

## Low income

- Median income is at or below ACS poverty levels

## Minority

- Non-White population by race census tract defined by US Census

	2014	2017	2020	Change%
Service Area Population	1,049,051	1,131,045	1,183,254	4.62%
Minority Population	508,113	469,769	597,103	27.11%
Limited English Proficiency	79,100	85,549	93,244	8.99%
Low Income	157,760	177,360	154,731	-12.76%



### Service Evaluation Threshold Changes

	Previous	New
Minority	41.5%	50.5%
Low Income	15.9%	13.3%



### CivR03: CATS Title VI Complaint Resolution Program



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

- No Title VI Complaints for the period of June 2017 through June 2020





## Limited English Proficiency

### Executive Order 13166

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



## Title VI LEP Services

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

- Compare low income and minority population in the entire service area to the populations within the affected area
  - US Census data
  - American Community Survey estimates
  - Ridership surveys
  - Origin Destination studies

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

- Walk further
- Wait longer
- Increased cost



## Mitigation Efforts

### Examples

- Increase educational efforts
  - Ex. (weekly pass & 10 ride pass)
- Realigning proposed routes
- Proposing new fare types
- Modify route schedule



## Public Input

- Public meetings
- Draft of analysis available on website
- Workable comments are incorporated into the final version of program

- Presented for awareness and consideration
- Analysis contains summary of public commentary
- Approval of final version of analysis

## Questions



# Title VI Program



UPDATE 2020



CATS 2020 Title VI Program Update

Prepared by: Arlanda Rouse  
Civil Rights Officer  
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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 Oechslin	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



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**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 Língua? [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.

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## REFERENCES

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

## DEFINITIONS

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

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

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

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

## RESPONSIBILITY

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

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

The Civil Rights Office has the responsibility to:

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

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## PROCESSING INFORMAL COMPLAINTS

### Intake

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

### Processing of Complaint and Resolution

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

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

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

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

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

### Appeal

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

## PROCESSING FORMAL COMPLAINTS

### Intake

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

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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.



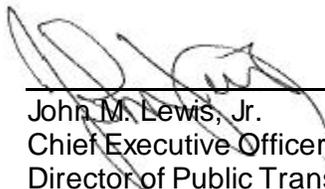
## Statement on Title VI Protection Against Discrimination.

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. ʌ᳚᳚  
 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.  
 Asusun ozo? [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 selédemiran tabi pe 704-336-  
 7433. Luqad kale? [www.ridetransit.org](http://www.ridetransit.org) aya Google Translate ama wac 704-336-  
 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 Yoruba.

[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)			

[西班牙语西班牙语](#)

[越盟越南](#)

[中国 \(中文-中国\)](#)

[中国\(中国台湾\)](#)

[法国法语](#)

[Русский 俄罗斯](#)

[ગુજરાતી 古吉拉特语](#)

[한국의朝鲜语](#)

[葡萄牙语葡萄牙语](#)

[豪萨人](#)

[伊博语](#)

[Yorube](#)

[索马里](#)

(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  2. 电话  3. 家庭地址 (街道、城市、州、邮政编码)	4. 人歧视 (如果申诉人是别人的)  名称  地址  市, 州, 邮编  电话号码	
5. 描述据称歧视你的人。(如果已知包括) 人员、徽章编号、员工人数、车辆数和/或联系信息名称:	6. 日期/时间的指称的事件 (月、一天、一天时间、年) :	7. 地点指称事件 (包括巴士路线和数量, 如果涉及)。
9. 相信我经历过的歧视基于 (请选中所有适用项) :  <input type="checkbox"/> 种族 <input type="checkbox"/> 颜色 <input type="checkbox"/> 民族血统 <input type="checkbox"/> 限制能讲英语和/或我所说的语言。  解释发生了什么事, 为什么你认为你被歧视的尽可能明确。如果需要更多空间, 请使用此窗体后面。		
10. 完全标识的任何人或证人我们可能会联系支持或澄清你指控的其他信息 (姓名、地址、电话)		
11. 什么其他信息你有相关的调查这类投诉呢?		
12. 如何能你的问题被解析为您满意吗?	13. 如果你提起这与之前的 C.A.T.S. 习惯, 请指定何时、在哪里, 以及如何?	
签名:	日期:	
由 (行政工作人员代表) 的摄入量		

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

"C.A.T.S.", 公民權利主任 600 東第四街, 夏洛特, 數控 28202

## 第六編歧視投訴表格

<p>1. 投訴人的名稱</p> <p>2. 電話</p> <p>3. 家庭位址 (街道、城市、州、郵遞區號)</p>	<p>4. 人歧視 (如果申訴人是別人的)</p> <p>名稱</p> <p>位址</p> <p>市, 州, 郵編</p> <p>電話號碼</p>	
<p>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:</p>	<p>6. 日期/時間的指稱的事件 (月、一天、一天時間、年):</p>	<p>7. 地點指稱事件 (包括巴士路線和數量, 如果涉及)。</p>
<p>9. 相信我經歷過的歧視基於 (請選中所有適用項):</p> <p><input type="checkbox"/> 種族</p> <p><input type="checkbox"/> 顏色</p> <p><input type="checkbox"/> 民族血統</p> <p><input type="checkbox"/> 限制能講英語和/或我所說的語言。</p> <p>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。</p>		
<p>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)</p>		
<p>11. 什麼其他資訊你有相關的調查這類投訴呢?</p>		
<p>12. 如何能你的問題被解析為您滿意嗎?</p>	<p>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?</p>	
<p>簽名:</p>	<p>日期:</p>	
<p>由 (行政工作人員代表) 的攝入量</p>		

[Español español](#)

[Vietnamien Viêt](#)

[中國\(Chinois - PRC\)](#)

[中國\(Chinois - Taiwan\)](#)

[English Français](#)

[Русский russe](#)

[ગુજરાતી Gujarati](#)

[한국의 Coréen](#)

[Português Portugais](#)

[Haoussa](#)

[Igbo](#)

[Yorube](#)

[Somali](#)

**(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):		
<input type="checkbox"/> Course		
<input type="checkbox"/> Couleur		
<input type="checkbox"/> Origine nationale		
<input type="checkbox"/> Limité la capacité de parler l'anglais et/ou la langue que je parle.		
Expliquer aussi clairement que possible ce qui s'est passé et pourquoi vous croyez vous ont été victimes de discrimination. Si plus d'espace est nécessaire, veuillez utiliser le verso de ce formulaire.		
10. Entièrement identifier des personnes ou des témoins nous pouvons contacter pour plus d'informations à soutenir ou à clarifier vos allégations (nom, adresse, niveau		
11. Quelles autres informations avez-vous qui se rapporte à une enquête de cette plainte?		
12. Comment votre question (s) peut-on résolu à votre satisfaction ?	13. Si vous avez déposé cette plainte avec C.A.T.S. avant, veuillez préciser quand, où et comment?	
Signature :	DATE DE :	
APPORT par (Administration représentant du personnel)		

[Español स्पेनिश](#)

[વેઇત વિએતનામીઝ](#)

[中國 \(Chinese- પીઆરસીમાં\)](#)

[中國 \(ચિની -Taiwan\)](#)

[Français ફ્રેન્ચ](#)

[Русский રશિયન](#)

[ગુજરાતી Gujarati](#)

[કોરિયામાં કોરિયન](#)

[Português પોર્ટુગીઝ](#)

[હૈસા](#)

[ઇઝબો](#)

[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 માગ 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)		

[Español Spanish](#)

[viêt K'abilan Biyetnam](#)

[中國 \(Chinese- PRC\)](#)

[中國 \(Chinese -Taiwan\)](#)

[Français Faransa](#)

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**(704) 336 RIDE ko Telltransit@charlottenc.gov**

**Civil Rights Officer, C.A.T.S., 600 East huxu Street, Charlotte, NC 28202**

## TITLE VI NUNA BAMBANCI KUKA FORM

<p>1. Sunan Complainant</p> <p>4. Telephone</p> <p>3. Home address (titi, city, jihar, zip)</p>	<p>8. Mutum nuna musu wariya da (idan wani ya wanin complainant)</p> <p>Name</p> <p>Address</p> <p>City, State, Zip</p> <p>Telephone Lissafi</p>	
<p>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:</p>	<p>6. Date / lokacin da ake zargin ya faru (Watan, Day, Time of Day, Year):</p>	<p>7. Location of zargin ya faru (Include bas hanya da kuma lambarta, idan hannu.)</p>
<p>9. Na yi imani da nuna bambanci da na samu da aka bisa (duba abin da nema):</p> <p><input type="checkbox"/> Race</p> <p><input type="checkbox"/> Color</p> <p><input type="checkbox"/> National Origin</p> <p><input type="checkbox"/> Limited Ability ya yi magana Turanci da / ko Harshe Na yi magana.</p> <p>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.</p>		
<p>15. Yi cikakken gano wani mutum ko shaidu mu tuntube domin karin bayani, don tallafa wa ko bayyana your zargin (sunan, address, tarho (s))</p>		
<p>16. Abin da sauran bayanai kuke da shi wanda shine dace da wani bincike na wannan kuka?</p>		
<p>12. Ta yaya za ka fito (s) a karfin zuciyar to your gamsuwa?</p>	<p>13. Idan ka yi wannan kuka da C.A.T.S. kafin, don Allah saka a lokacin da, inda, kuma ta yaya?</p>	
<p>Sa hannu:</p>	<p>DATE:</p>	
<p>Ci BY (Administration Staff Wakilin)</p>		

[Español Spanish](#)

[Việt Vietnamese](#)

[中國 \(Chinese- PRC\)](#)

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(704) 336-7433 ma o bu [Telltransit@charlottenc.gov](mailto:Telltransit@charlottenc.gov)  
Obodo Rights officer, C.A.T.S., 600 East anọ Street, Charlotte, NC 28202

### MBỤ NA VI OKE MKPESA ỤDỊ

<p>1. Aha nke Complainant</p> <p>5. Trafik</p> <p>3. Home adresi (Street, City, State, ZIP)</p>	<p>10. onye na-akpa okè Against (ihunanya onye ozo Karia complainant)</p> <p>aha</p> <p>adresị</p> <p>City, State, zip</p> <p>Trafik nomba</p>	
<p>11. Kọwaa WHO kwuru na-akpa okè Against I. (Ihunanya mara gunyere) aha onye (s), baaji nomba, na-arụ ọtutu, ugbo nomba, na / ma o bu ozi ikpoturu:</p>	<p>6. Ụbọchị / Oge nke ebubo mere (onwa, Day, Oge nke Ụbọchị, nke agaghinihu):</p>	<p>7. Onodu nke ebubo mere (Ganye ugbo ala na Nsoro na Number, n'anya idem.)</p>
<p>9. M Kwere na Ikpa Okè m ahumahu klas dabeere (Lelee niile tinye):</p> <p><input type="checkbox"/> N'Osọ</p> <p><input type="checkbox"/> Nillkin</p> <p><input type="checkbox"/> National Si Malite</p> <p><input type="checkbox"/> Oge Ikike na-ekwu na Bekee ma na / ma o bu ndi asusu m ekwu.</p> <p>Kowaa ihe doro anya na-akowa 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.</p>		
<p>17. Ofuri Esit mata o bua mmadu ma o bu Ndiama Ka kpoturu gi maka ozi ndi ozo na-akwado ma o bu doo anya, gosikwa gi akwado (aha, adresi, ekwentị (s))</p>		
<p>18. Nso ozi ndi ozo i nwere nke di mkpa ka ihe nchoputa nke a mkpesa?</p>		
<p>19. Olee otu gi nke (s) kpebisie ike gi afo ojuju?</p>	<p>20. O buru na i gbara akwukwo a mkpesa na C.A.T.S. n'ihu, biko eziputa mgbe, ebe, ndien didie?</p>	
<p>Akara Mbinye aka:</p>	<p>UBOCHI:</p>	
<p>Oriri BY (elekota oru nnochite anya)</p>		

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### 제목 VI 차별 불만 양식

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

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## FORMULÁRIO DE DENÚNCIA DE DISCRIMINAÇÃO DE TÍTULO VI

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

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

## РАЗДЕЛ VI ФОРМЫ ДИСКРИМИНАЦИИ ЖАЛОБЫ

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

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

## VI SOOCA FOOMKA CABASHADA

<p>1. Name of cabanaya</p> <p>6. Telephone</p> <p>3. cinwaanka Home (wadada, magaalada, gobolka, zip)</p>	<p>12. Qofka takooray (haddii uu qof kale oo aan ahayn cabanaya)</p> <p>Name</p> <p>Cinwaanka</p> <p>City, State, Zip</p> <p>Lambarada Teleefonka</p>	
<p>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:</p>	<p>6. Taariikhda / Waqtiga dhacdada lagu eedeeyey (Bisha, Maalinta, Time ee maalinta, sanadka):</p>	<p>7. Location dhacdada lagu eedeeyey (Ku dar basaska iyo tirada, haddii ay ku lug.)</p>
<p>9. Waxaan aaminsanahay takoorka ee aan soo maray ayaa waxaa ku salaysan (calaamadee dhamaan inta ku khuseysa):</p> <p><input type="checkbox"/> Race</p> <p><input type="checkbox"/> Color</p> <p><input type="checkbox"/> Qaranka Origin</p> <p><input type="checkbox"/> Limited Kartida aad u hadal English iyo / ama Language aan hadal.</p> <p>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.</p>		
<p>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))</p>		
<p>11. maxay macluumaadka kale ee aad leedahay taas oo ku haboon in baaritaan lagu sameeyo cabasho this?</p>		
<p>12. Sidee aad arrin (s) waxaa lagu xallin karaa in aad ku qanacsan tahay?</p>	<p>13. Haddii aad dacwad la C.A.T.S. ka hor, Fadlan Sheeg goorma, meelma, sidee iyo?</p>	
<p>Saxiixa:</p>	<p>TAARIIKHDA:</p>	
<p>Intake BY (Maamulka Shaqaalaha Wakiilka)</p>		

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**FORMULARIO DE QUEJAS DE DISCRIMINACIÓN TÍTULO VI**

1. nombre del demandante  2. Teléfono  3. dirección (calle, ciudad, estado, código postal)	4. Persona discriminada (si alguien que no sea querellante)  Nombre  Dirección  City, State, Zip  Números de teléfono
--	---

5. Describe que presuntamente discriminado. (si se conoce incluyen) nombre de la persona (s), número de placa, número de empleado, número de vehículo o información de contacto:	6. fecha/hora del supuesto incidente (mes, día, hora del día, año):	7. Ubicación del presunto incidente (incluye autobús y número, si procede)
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9. creo que experimenté la discriminación se basaba en (marque todas las que apliquen):

Carrera  
 Color  
 Origen nacional  
 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

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

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

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**Ilu Rights Officer, C.A.T.S., 600 East kerin Street, Charlotte, NC 28202**

## AKOLE VI IYASOTO KỌ IWE FIFI ẸDUN

<p>1. Oruko ti Complainant</p> <p>7. telifoonu</p> <p>3. Home adiresi (ita, ilu, ipinle, Siipu)</p>	<p>14. Ẹnìyàn discriminated lodi si (ti o ba ti enikan miiran ju complainant)</p> <p>Name</p> <p>adiresi</p> <p>City, State, Siipu</p> <p>telifoonunQMB</p>	
<p>15. Sọ ti o titenunṣo discriminated si o. (ti o ba mo ni) oruko ti eniyan (s), baaji nomba, abáni nomba, oko nomba, ati / tabi alaye olubasoro:</p>	<p>6. Ojo / akoko ti esun iseṣe (osù, ojo, Akoko ti ojo, Odun):</p>	<p>7. Ipo ti esun iseṣe (Fi akero ipa ati awon nomba, ti o ba lowo.)</p>
<p>9. Ni mo gbagbo awon iyasoto mo ti kari ti a da lori (sayewo gbagbo awon ti o waye):</p> <p><input type="checkbox"/> Eya</p> <p><input type="checkbox"/> Awo</p> <p><input type="checkbox"/> National Oti</p> <p><input type="checkbox"/> Ni opin Agbara lati Sọ English ati / tabi awon Ede ti mo Sọ.</p> <p>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.</p>		
<p>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))</p>		
<p>22. wo alaye miiran ni o ni eyi ti o je ti o ye si ohun ti iwadi yi edun?</p>		
<p>12. Bawo ni le re oro (s) wa ni resolved si re iteloron?</p>	<p>23. Ti o ba ti esun yi edun pelu C.A.T.S. saaju ki o to, jowo pato nigbati, nibi ti, ati bi?</p>	
<p>Ibuwolu:</p>	<p>ojo:</p>	
<p>Gbigbemi NIPASE (ipinfunni Osişe Asoju)</p>		

## **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



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**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>
9/9/2015	URP/UCP @ Fox Sports	BLE	Fox Sports	General Public	30
10/13/2015	Oasis Shriners	BLE	Oasis Shriners	General Public	53
10/14/2015	BLE @ Main Library	BLE	Main Library Uptown	General Public	15
10/15/2015	BLE @ Sugaw Creek Church	BLE	Sugaw Creek Presbyterian Church	General Public	31
10/20/2015	Todd Park	Service Change	Mt. Zion Baptist	General Public	0
11/10/2015	Gold Line Phase 2	Gold Line	Johnson C. Smith University	General Public	26
11/12/2015	Hawthorne Church gold Line	Gold Line	Hawthorne Lane United Methodist Church	General Public	39
12/2/2015	UNCC Outreach	BLE	UNCC	General Public	18
2/20/2016	CMPD Wilkinson	Service Change	CMPD Wilkinson	General Public	
3/16/2016	Main Library	Service Change	Main Library Uptown	General Public	44
3/22/2016	Charlotte Moves	Service Change	Grady Cole	General Public	8
3/22/2016	Morrison Library	Service Change	Morrison Library	General Public	3
4/5/2016	Matthews	Silver Line	Matthews	General Public	
4/6/2016	Main Library	Silver Line	Main Library Uptown	General Public	
4/7/2016	Midwood	Silver Line	Plaza-Midwood	General Public	
4/11/2016	CPC Cato	Service Change	CPC Cato	General Public	
4/13/2016	North County Regional	Service Change	North County Regional Library	General Public	4
4/14/2016	Beatties Ford	Service Change	Beatties Ford	General Public	
4/20/2016	Betty Rae Rec Center	Service Change	Betty Rae Rec Center	General Public	1
4/20/2016	Main Library	Service Change	Main Library Uptown	General Public	14
5/3/2016	Sugaw Creek Presby	BLE	Sugaw Creek Presbyterian Church	General Public	
5/4/2016	URP/UCP @ UCP Office	BLE	UCP Office	General Public	15

5/4/2016	URP/UCP @ Fox Sports	BLE	URP	General Public	15
5/5/2016	Oasis Shriners	BLE	Oasis Shriners	General Public	
10/4/2016	Hidden Valley HOA Meeting	BLE	500 Bilmack Ave Charlotte, NC	General Public	17
10/11/2016	BLE Public Meeting University City Library	BLE	University City Library	General Public	4
10/11/2016	BLE Public Meeting Sugaw Church	BLE	101 Sugar Creek Rd	General Public	28
10/12/2016	Sugar Creek Library	BLE	Sugar Creek Library	General Public	0
10/13/2016	BLE Public Meeting Hampton Church Presbyterian	BLE	Hampton Church Presbyterian	General Public	40
10/19/2016	McCreesh Pl	BLE	McCreesh Pl	General Public	40
10/20/2016	Charlotte Area Hotel Association	Envision My Ride		General Public	24
10/23/2016	Crown Town Hall - Romare Bearden Park	Envision My Ride	Romare Bearden	General Public	10
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 House)	Service Change	501 Hawthorne Ln	General Public	35
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

**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:

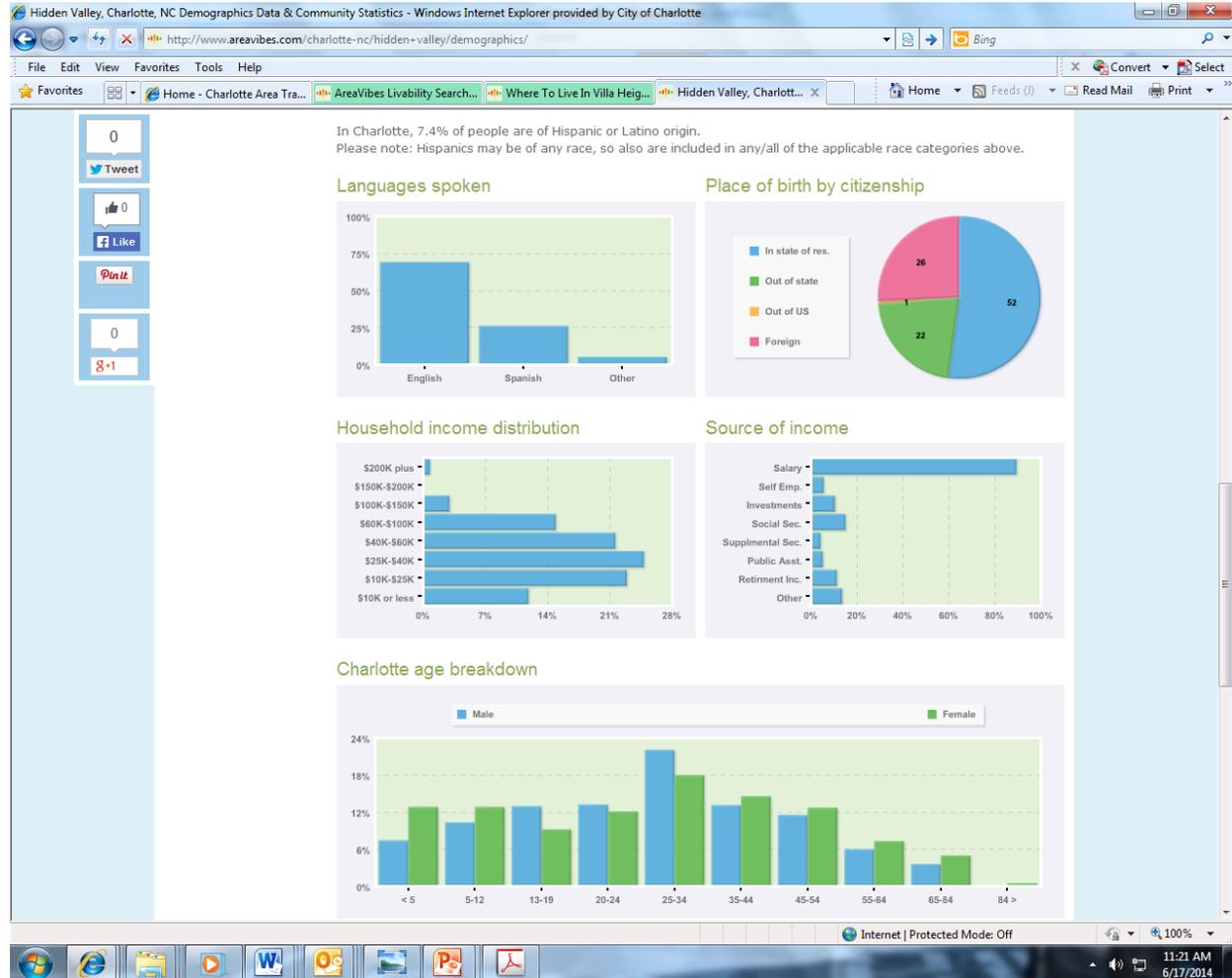
The Hidden Valley, Villa Heights, Optimist Park, and North Tryon from Uptown to Tom Hunter Road neighborhoods are considered disproportionately minority areas with a majority of African American and then Asian, Hispanic, and other ethnicity American residents. The University Area includes representation 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%

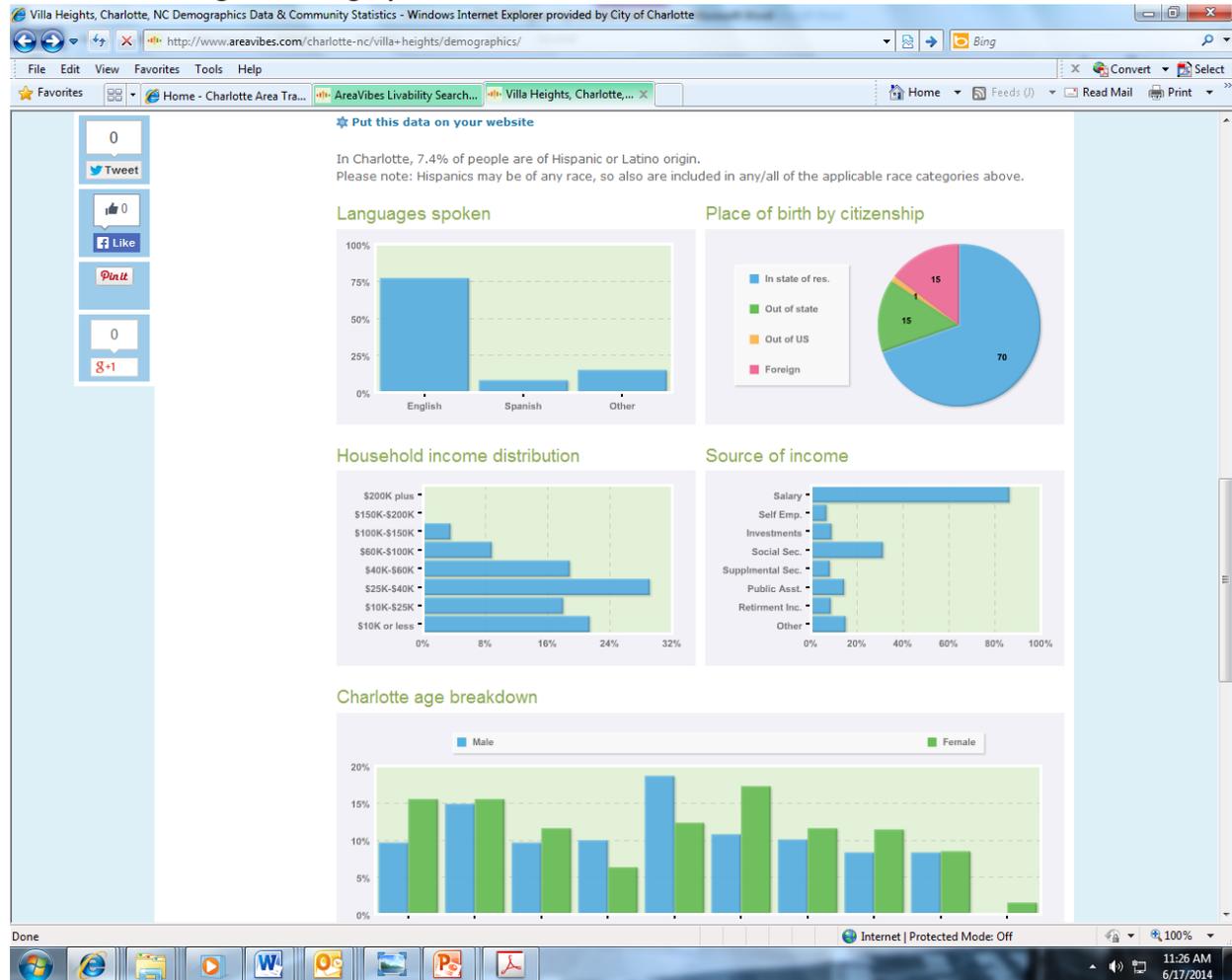
**Chart 1: Hidden Valley Neighborhood Demographics**



**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**

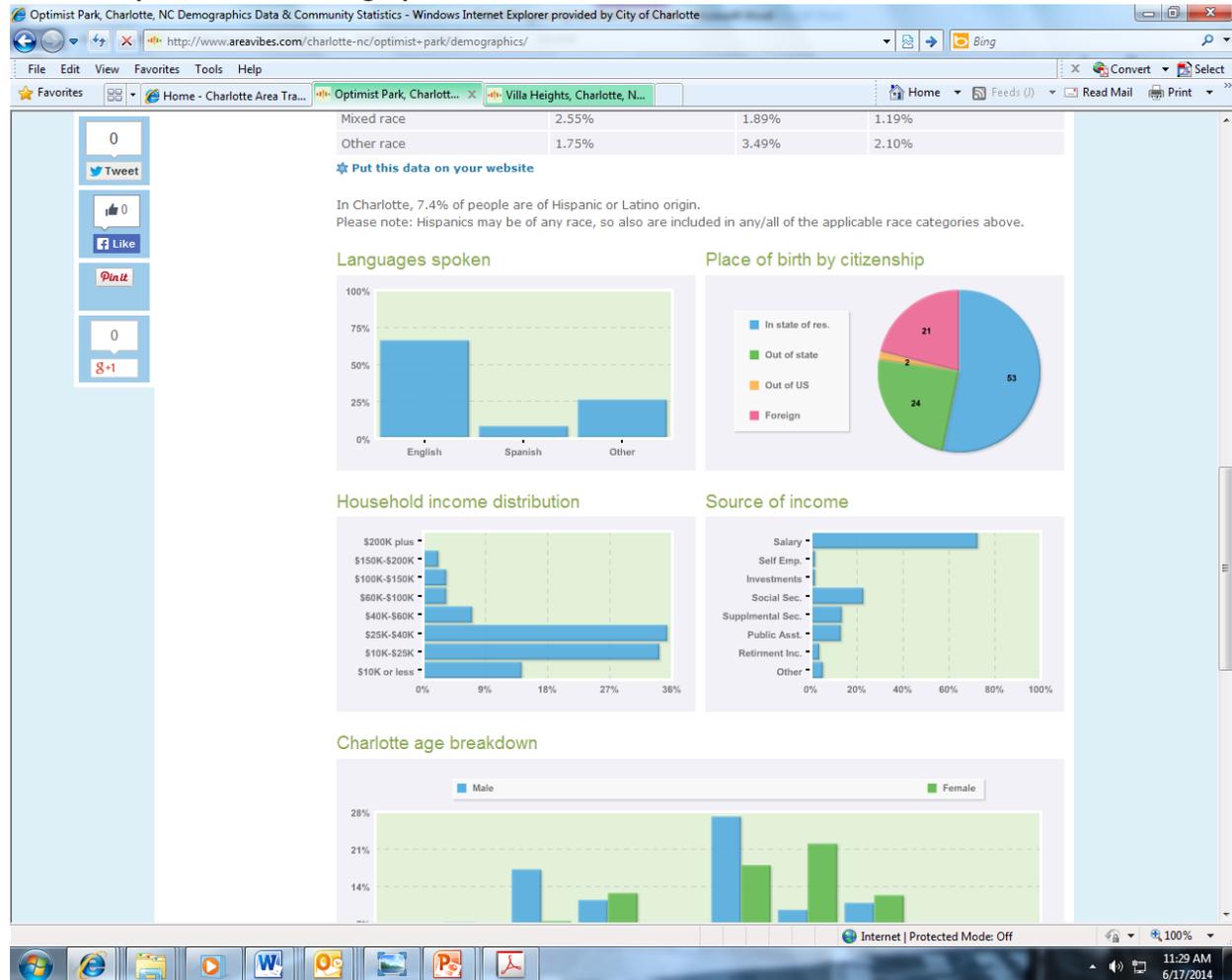


**Table 4: Optimist Park Demographics**

<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**

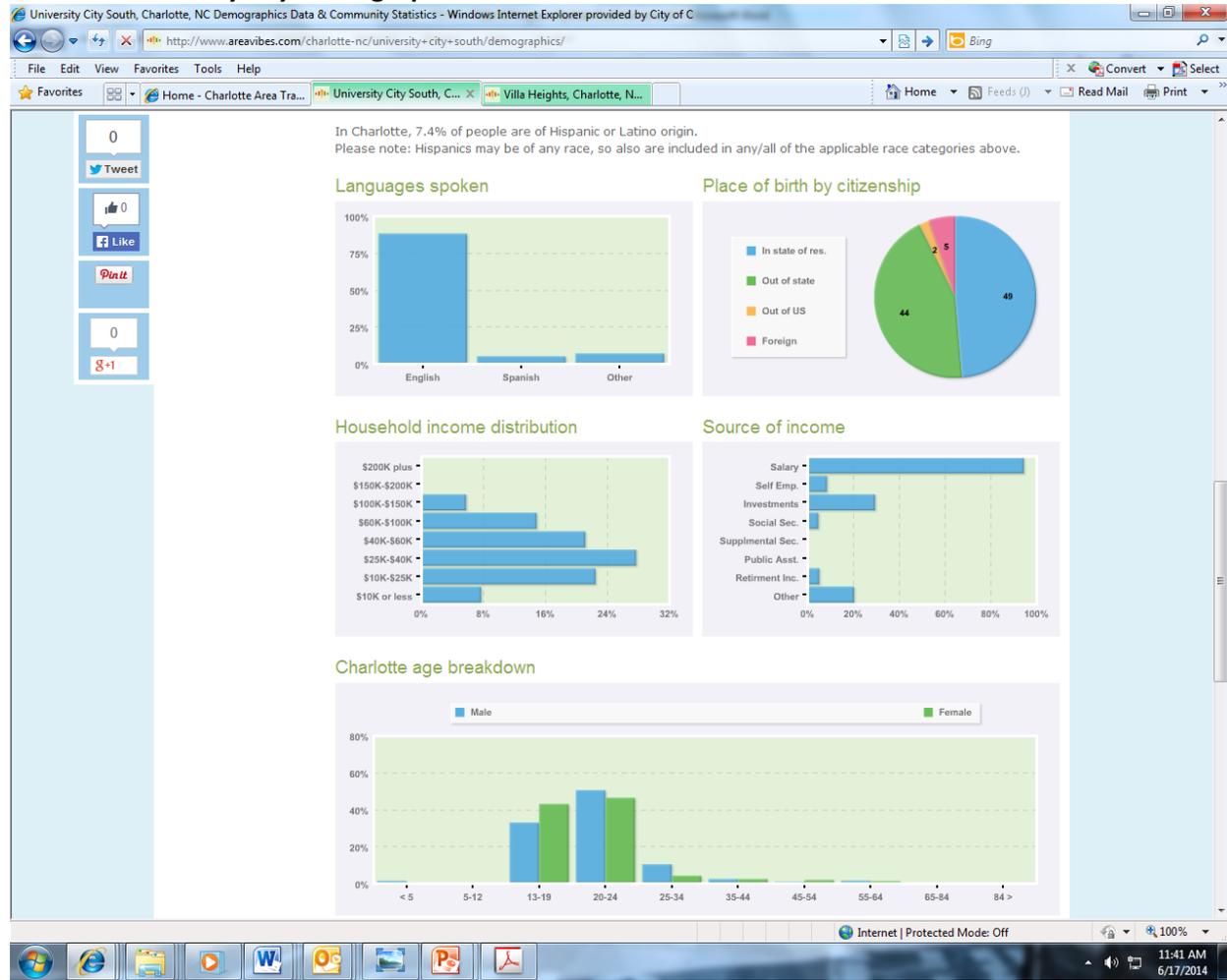


**Table 5: University City Demographics-**

<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**

## **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
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- 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**

Route		Peak	Non-Peak	Night	Facility
1	MT HOLLY ROAD	20	30	60	DAVIDSON
2	ASHLEY PARK	30	30	60	DAVIDSON
3	THE PLAZA	20	30	45	DAVIDSON
5	AIRPORT	20	20	30	DAVIDSON
7	BEATTIES FORD	10	15	30	DAVIDSON
9	CENTRAL AVE	10	15	30	DAVIDSON
11	NORTH TRYON	10	10	20	DAVIDSON
21	DOUBLE OAKS	30	40	40	DAVIDSON
22	GRAHAM STREET	30	30	45	DAVIDSON
23	SHAMROCK DRIVE	20	30	45	DAVIDSON
26	OAKLAWN	30	30	60	DAVIDSON
29	UNCC/SOUTHPARK	45	45	0	DAVIDSON
45x	CARMEL ROAD	20	0	0	DAVIDSON
48x	HUNTERSVILLE 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	COMMONWEATH	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	CROSTOWN	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	ARROWOODS. 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**

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

50	UNCC C.R.I.	0	0	DAVIDSON
4	COUNTRY CLUB	30	45	TRYON
8	TUCKASEEGEE	30	60	TRYON
10	WEST BLVD	30	30	TRYON
12	SOUTH BLVD	40	60	TRYON
13	NEVIN RD	30	60	TRYON
15	RANDOLPH RD	30	60	TRYON
16	SOUTH TRYON	30	30	TRYON
17	COMMONWEALTH	30	60	TRYON
24	NATIONS FORD	40	40	TRYON
25	CLANTON RD	60	0	TRYON
27	MONROE RD	30	45	TRYON
30	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**

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

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

Route		DAY	NIGHT	Facility
1	MT HOLLY ROAD	60	60	DAVIDSON
2	ASHLEY PARK	60	60	DAVIDSON
3	THE PLAZA	60	60	DAVIDSON
5	AIRPORT	30	60	DAVIDSON
7	BEATTIESFORD	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	COMMONWEATHLH	45	45	TRYON
24	NATIONS FORD	45	45	TRYON
25	CLANTON RD	0	0	TRYON
27	MONROE RD	45	45	TRYON
30	CROSTOWN	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%.

<b>Circulator Services</b>	
<b>Route</b>	<b>On Time</b>
<b>Minority Route</b>	<b>%</b>

<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>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	%
<b>Overall</b>	<b>83.80%</b>
<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	%
<b>Overall</b>	<b>76.38%</b>
<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	%
<b>Overall</b>	<b>81.70%</b>
<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

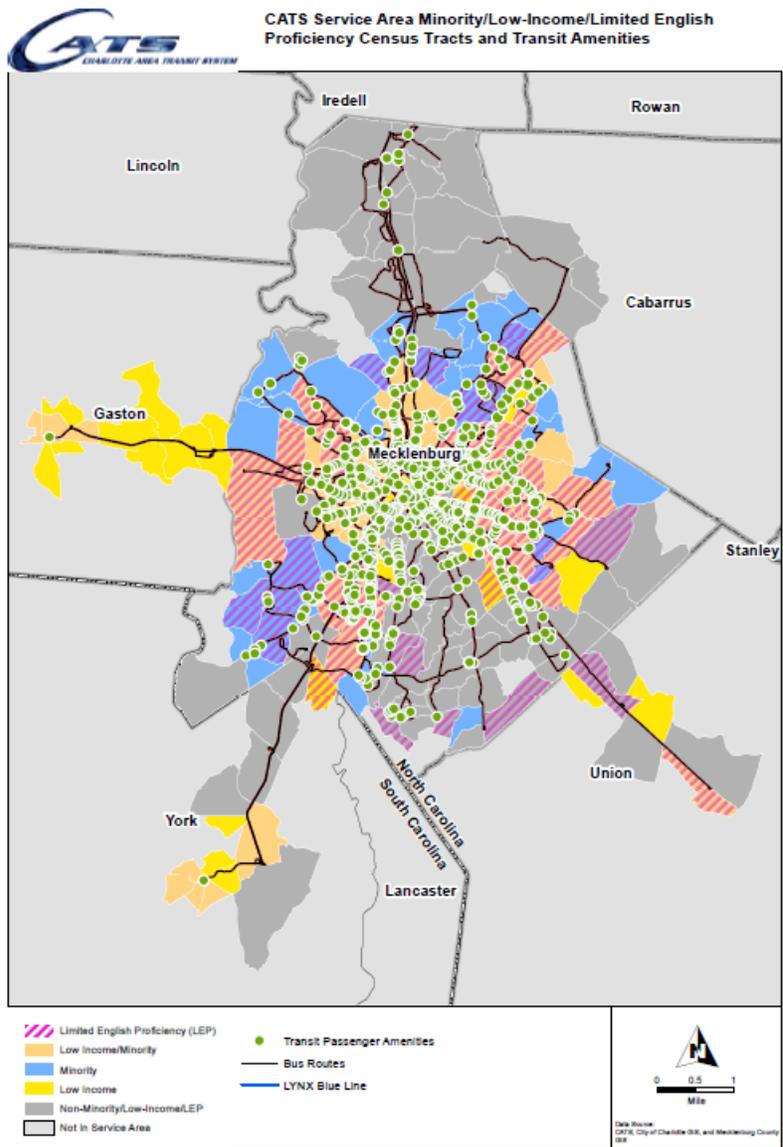
Non-Minority Routes = 1,164 bus stops, 118 (3.7%) with benches, 63 (2.0%) with shelters

**Table 12: Amenities Figures**

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

Service Area Census Tract	Shelter	Bench	Trash Can	Total Amenities	Total Stops
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

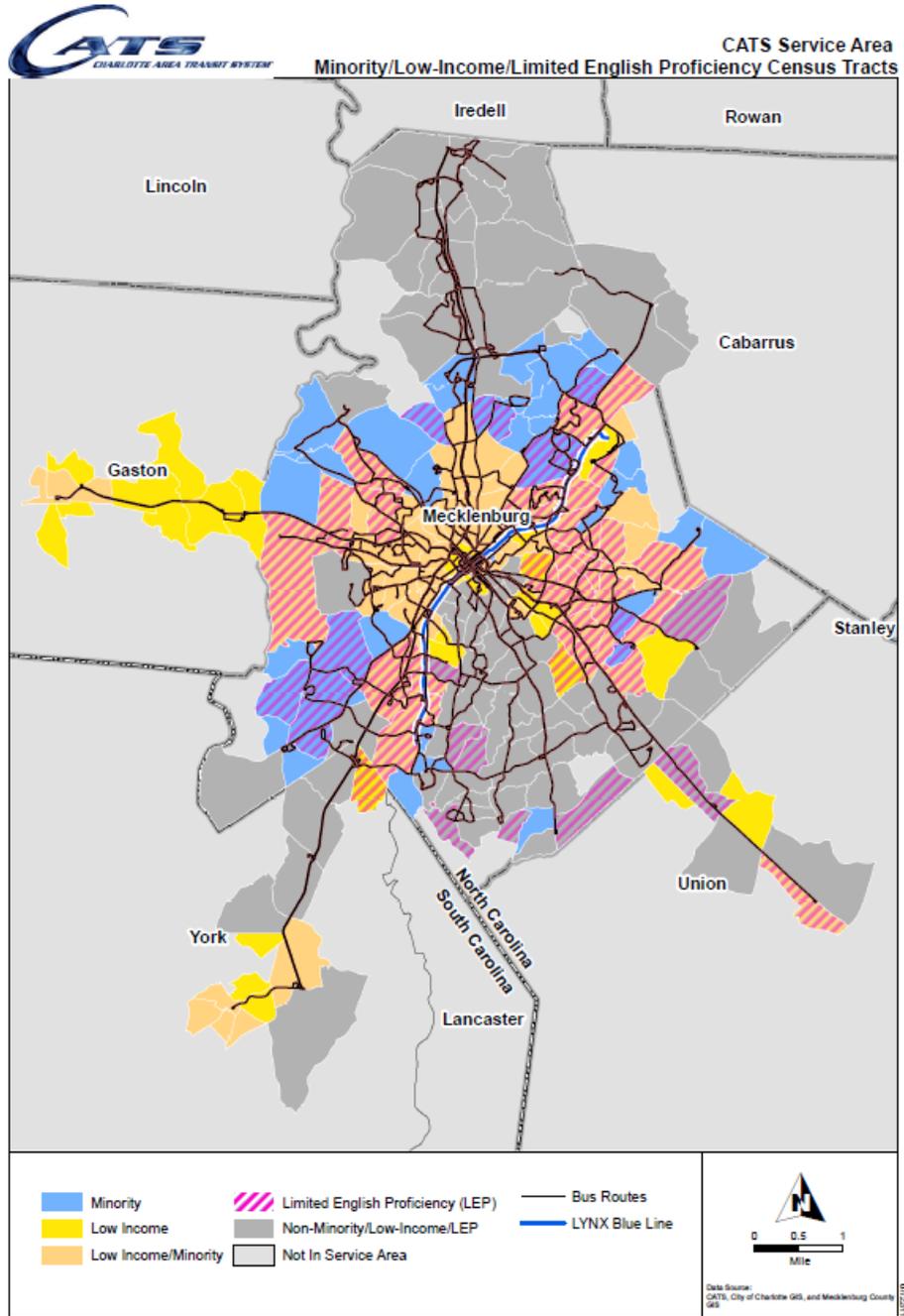
Demand Response - CATS' utilizes a fleet of smaller buses (less than 30 feet) to provide demand response and neighborhood shuttle service throughout the region. The smaller vehicles are better suited to provide service to neighborhoods and business activity centers.

**Demographic and Service profile maps and charts.**

**Table 13: System-wide demographics**

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

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



**Table 14: Low Income Population**

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

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

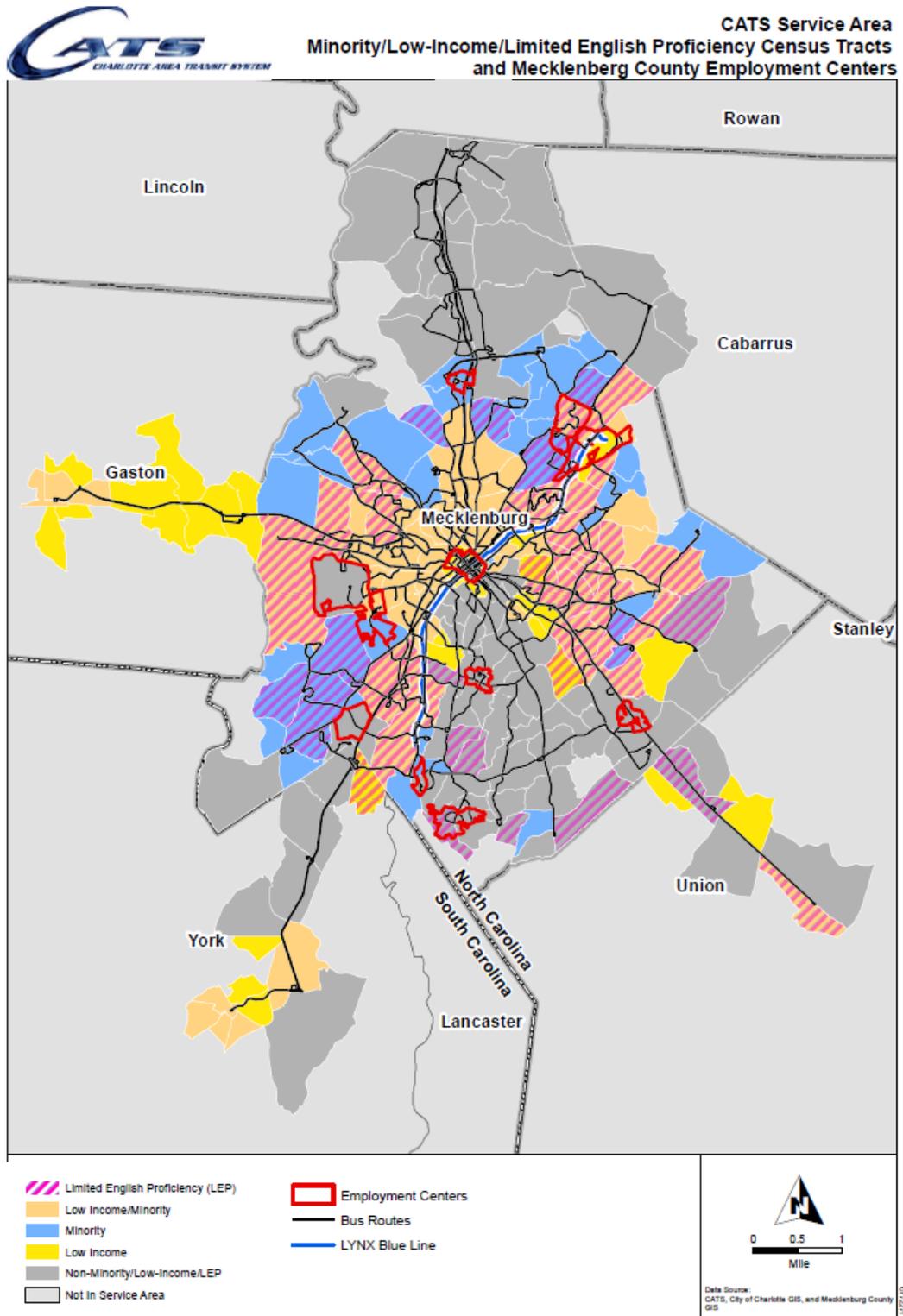
**Table 15: Hispanic Population Group**

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

Service Area English Speaking Proficiency Population		Total Population	Percent within Population that speaks a language other than English	Percent Population within Service Area
		Speak Only English	863,448	
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**

To be added after vote



**METROPOLITAN TRANSIT COMMISSION  
INFORMATION ITEM  
INFORMATION SUMMARY**

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**SUBJECT: LYNX Silver Line Public Engagement Update**

**DATE: September 23, 2020**

---

**1.0 PURPOSE/SCOPE:** To update the MTC on the status of the LYNX Silver Line second round of public engagement for the LYNX Silver Line

**BACKGROUND/JUSTIFICATION:** Since the adoption of the LYNX Silver Line Locally Preferred Alternative (LPA) at the February 2019 MTC meeting, CATS has initiated an alignment refinement process to study the locally preferred alternative (LPA).

The purpose of this study is to understand the risks or uncertainties of the LPA and develop strategies to mitigate against them, as well as progress the definition of the project before entering the engineering and environmental phase. The nature of the refinement is inclusive of land use planning, engineering evaluation, environmental screening, and stakeholder engagement to further define the project. This alignment process also includes an evaluation of a new alignment to Stallings and/or Indian Trail, which is anticipated to be included in the refined LPA.

Public engagement is a critical part of this process, which has been challenged by the COVID-19 crisis, however the LYNX Silver Line team was able to conduct two in-person public meetings in March focused, as well as several virtual community presentations, recorded presentations, and conducted on line surveys. These efforts were focused on educating the public about the Silver Line.

The second round of public engagement began on 8/31/2020 and is focused on receiving public input on alignment options currently under review. This effort includes six individual geographical distinct online public meetings, a virtual online map to collect public comment, project videos available on the CATS website and online surveys .The public comment period will continue until October 14, 2020.

Upon completion of the alignment refinement process, CATS will present a refined LPA to the MTC for adoption, which will include any adjustments to the alignment and stations. The current schedule for the MTC to act on a refined LPA is March 2021.

- 2.0 PROCUREMENT BACKGROUND:** The LYNX Silver Line program, currently, consists of three separate contracts. The following is the background of each
- LYNX Silver Line Design and Environmental Services
    - Contract executed on March 3, 2020
  - LYNX Silver Line Transit Oriented Development (TOD) Planning
    - Contract executed on March 20, 2020
  - LYNX Silver Line Rail Trail Study
    - Contract under procurement review
- 3.0 POLICY IMPACT:** Not Applicable
- 4.0 ECONOMIC IMPACT:** Not Applicable
- 5.0 ALTERNATIVES:** Not Applicable
- 6.0 RECOMMENDATION:** Not Applicable
- 7.0 ATTACHMENT(S):** Not Applicable

**SUBMITTED AND RECOMMENDED BY:**

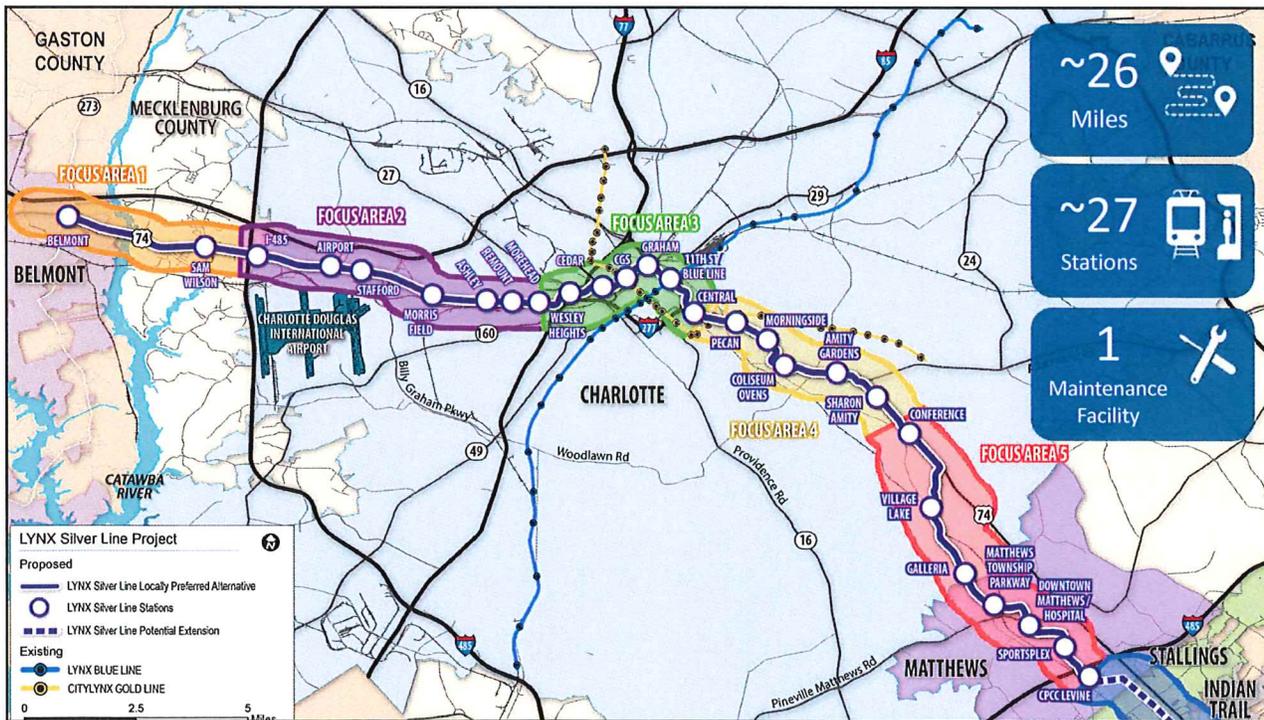


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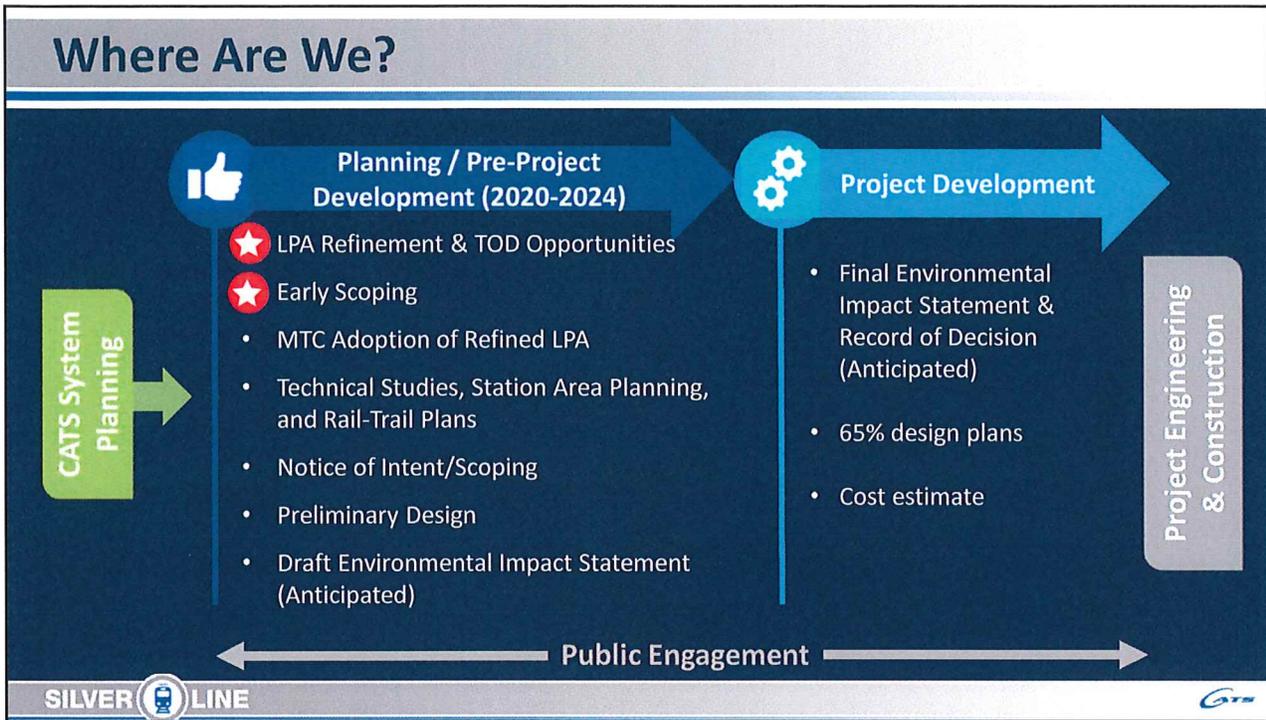
**John M. Lewis, Jr.**  
**Chief Executive Officer, Charlotte Area Transit**  
**Director of Public Transit, City of Charlotte**

# LYNX Silver Line Public Engagement Update

Metropolitan Transit  
Commission (MTC)  
September 23, 2020



## Where Are We?



## LYNX Silver Line Early Scoping Engagement

- Presentation videos played on GovChannel throughout September
- 20,000 printed hanging rider alerts throughout CATS system vehicles
- 40,000 direct mailers sent
- Rider Alert/e-blast sent to stakeholders, businesses, neighborhoods, chambers, other parties along corridor
- **Media Coverage**
  - 26 “reports/mentions” in TV news
- **Next Door** post to 265,454 CLT residents.
- **Social Media**
  - 24,380 Impressions
  - 485 Engagements
  - 281 Link Clicks
- #AskCATS Sept 10 webinar:
  - 270 Views

*\*Statistics through 9/18/20*

## LYNX Silver Line Early Scoping Engagement

<http://ridetransit.org/LYNXSilverLine>



**107 Survey Participants**



**39 Emails**



**492 Video Views**



**Live Virtual Public Meeting Attendees**

- Focus Area 1: 166
- Focus Area 2: 83
- Focus Area 3: 79



**136 Interactive Map Participants**

*\*Statistics through 9/18/20*

SILVER  LINE



## LYNX Silver Line Early Scoping Engagement

Survey	107 Participants
Story Map Survey	136 Participants
Emails to Public Input	39
Virtual Public Meeting 1	166 Attendees
Virtual Public Meeting 2	83 Attendees
Virtual Public Meeting 3	79 Attendees
Virtual Public Meeting 4	9/22/20
Virtual Public Meeting 5	9/24/20
Virtual Public Meeting 6	9/29/20

Video Views	492 Total
Welcome Video	168
Overview Video	137
Focus Area 1 Video	50
Focus Area 2 Video	39
Focus Area 3 Video	31
Focus Area 4 Video	30
Focus Area 5 Video	20
Focus Area 6 Video	17

*\*Statistics through 9/18/20*

SILVER  LINE



## Public Engagement

### Go Online

- Online Open House
  - Focus Area Videos
- Public Survey
- Comment Map
- Download materials



### Get Involved

- Live Virtual Public Meetings
  - (September 15, 16, 17, 22, 24, 29)
- Stakeholder Meetings
- Community/ Organization Meetings



### Contact Us

- Contact Team Directly
  - Email
  - Phone
  - Mail



SILVER  LINE



## Participate!

### Early Scoping Comment Period Ends October 14:



**Survey & Comment Map:**

<http://ridetransit.org/LYNXSilverLine>



**Email:** [LYNXSilverLine@publicinput.com](mailto:LYNXSilverLine@publicinput.com)



**Phone:** 704-336-7433 (RIDE)



**Mail:** CATS, C/O Ms. Ajonelle Poole, 600 E. Fourth Street  
Charlotte, NC 28202

SILVER  LINE

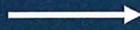


## Next Steps

**NOW:**  
Virtual Public Engagement  
Round 2 (Early Scoping)



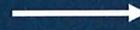
Present LPA and  
potential options for  
public and regulatory  
agency input



**LATE 2020/EARLY 2021:**  
Public Engagement  
Round 3



Present proposed  
refined LPA



**EARLY 2021:**  
MTC Adoption of  
Recommendations



Adopt refined LPA for  
environmental review  
under NEPA



**METROPOLITAN TRANSIT COMMISSION  
INFORMATION ITEM  
INFORMATION SUMMARY**

---

**SUBJECT: Central Ave Bus Only Lane Pilot**

**DATE: September 23, 2020**

---

**1.0 PURPOSE/SCOPE:** To inform the Metropolitan Transit Commission (MTC) of the upcoming Central Ave Bus Only Lane Pilot.

**BACKGROUND/JUSTIFICATION:** As the Charlotte region continues to grow, congestion along major corridors continues to impact the current operational performance of the bus network. With the recent successes of Charlotte's 4<sup>th</sup> St bus/bike lane pilot, the Charlotte Area Transit System (CATS) and Charlotte Department of Transportation (CDOT) partnered together to develop plans to pilot an additional bus lane along a segment of Central Ave.

This pilot will also feed into the upcoming Envision My Ride – Bus Priority Study, which will help CATS develop speed and reliability recommendations for the proposed high frequency bus network and determine where additional bus priority treatments can be applied throughout the network.

**2.0 PROCUREMENT BACKGROUND:** Not Applicable

**3.0 POLICY IMPACT:** Not Applicable

**4.0 ECONOMIC IMPACT:** Not Applicable

**5.0 ALTERNATIVES:** Not Applicable

**6.0 RECOMMENDATION:** Not Applicable

**7.0 ATTACHMENT(S):** Not Applicable

**SUBMITTED AND RECOMMENDED BY:**



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



## Central Ave Bus-Only Lane Pilot

### Metropolitan Transit Commission

September 23, 2020

CITY OF CHARLOTTE 

www.RIDETRANSIT.org



## In the News!



### Mayor Bowser Bolsters Bus Transit with New Car Free Lanes

Thursday, July 9, 2020

(Washington, DC) - Today, Mayor Muriel Bowser and the District Department of Transportation (DDOT) announced plans to install Car Free Lanes in high-traffic corridors that will support improved efficiency in bus travel and create space for bicyclists

 Planetizen

Q MENU

### 20 Miles of Bus Lanes and Car-Free Busways Coming to New York City

While it falls short of a more ambitious proposal pitched by the MTA recently, a new plan to expand bus priority on the streets of New York City would mark a significant expansion of a trend that started on 14th Street in Manhattan.

TRAFFIC

### Charlotte's shared bike-bus lane pilot program rolls out Monday

The city's first shared bus and bike only lane will be on 4th Street in uptown.



CITY OF CHARLOTTE 

www.RIDETRANSIT.org



## Envision My Ride

Envision My Ride (EMR) launched in 2016 to redesign CATS existing bus system.

### Goals:

- Transition from a hub-spoke network
- Developing a more frequent & direct bus network

Implementing improvements through 3-phase approach:

- 1. Structure**
- 2. Frequency**
- 3. Reliability**



## 3 Phases

### 1. Structural

#### March 2018 (Opening of LYNX BLE)

- 22 existing routes adjusted
- 9 new routes established
- 4 new cross-town routes

#### October 2018

- 24 additional routes adjusted



### 2. Frequency

#### February 2020

- Increase frequency on 4 routes to 15 minutes
- MetroRapid (I-77 Express Lanes)

### 3. Reliability

#### Fall 2020

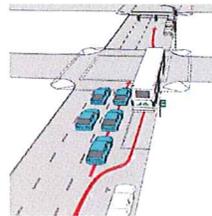
- CATS to conduct Bus Priority Study as EMR's 3<sup>rd</sup> phase
- Central Avenue Bus-Only Lane Pilot Program (1st component of the study)



## Phase 3: Bus Priority Study

### Goals:

- Identify bus enhancements on major corridors to improve speed and reliability
- Bus treatments recommended may include:
  - Bus only lanes
  - Queue jumper
  - Transit signal priority
  - Adjustments to bus stop amenities and spacing
- 1<sup>st</sup> Step = Implementing Bus-Only Lane Pilot Projects



### Queue Jump

A queue jump is a tool known to improve transit operations on a busy street.

It typically consists of an additional travel lane at an intersection. To allow transit vehicles (like buses) to merge smoothly back into the regular through-lanes, a transit-only signal is used, giving buses a brief head start ahead of traffic.

Excerpt from South Lamar Blvd. Corridor Improvement Program. Picture from [www.actransit.org](http://www.actransit.org)



## Other Pilots: Bus-Only Lanes



### Boston Area

City of Everett. (Upper right) City of Arlington, MA cone pilot. Photo MBTA. to: (Left) City of Boston cone pilot.

### Denver, CO



### Arlington, MA



### Cambridge, MA





# Corridor Finalists

## 4th St Pilot

- Shared bus/bike lane between McDowell St & Charlotte Transportation Center
- December 2019

## Central Ave. Pilot

- Bus only lane between Eastland Transit Center & Eastway Dr.
- October 2020
- Future phases will look at implementing a bus only lane on entire Central Ave. corridor



4th St near the Charlotte Transportation Center



A 35" x 36"



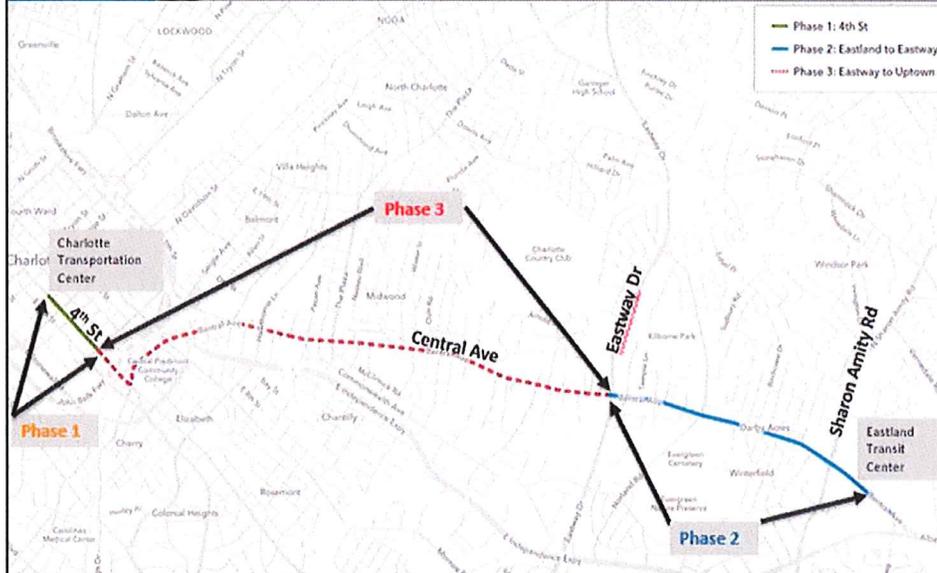
B 36" x 36"



C 35-5a 30" x 36"



# Building the Connection





## Phase 1: 4th Street

### Operational Results:

- Buses traveled over **30% faster** between McDowell and the Transit Center
- On time performance at the transit center improved, making service more reliable for customers

### Survey results:

- **15%** of bus riders would **increase** their transit usage if more bus lanes were implemented
- **83%** of cyclists felt an improved sense of comfort



## Phase 2: Central Ave

### October 2020

- Phase 2: Central Ave from Eastland Transit Center to Eastway Drive
- Includes lane restriping, signal work, and signage installation
- Evaluating increased bus frequency along Route 9





## Phase 3: Central Ave

### Spring 2021

- Phase 3: Central Avenue from Eastway to Uptown (**Constrained**)
- CATS & CDOT will begin work to develop design plans in Fall 2020
- **Bus Priority Study** will continue to identify additional design treatments



## Next Steps

### Phase 2: Eastland to Eastway

- Public Engagement
- Perform impact analysis



### Phase 3: Eastway to Uptown

- Design & engagement to begin Fall 2020
- Approval of Bus Priority Study consultant contract at Sept. 14 Council Business Meeting
- Kittelson & Associates will lead effort





# Questions?







Metropolitan Transit Commission  
September 23, 2020



## Background

CHARLOTTE MOVES | TASK FORCE



**December 2019** - Mayor announced formation of a committee to address issues around mobility and transportation in Charlotte.



**January 2020** - Annual Strategic Meeting: Mayor and Council discussed importance of reliable and efficient public transportation, pedestrian and bicycle paths, and traffic signalization. Formalized the establishment of a Task Force.



**February 2020** - Task Force appointed: 25 key community representatives; chaired by Mayor Harvey Gantt; represents all Council/Commission Districts.

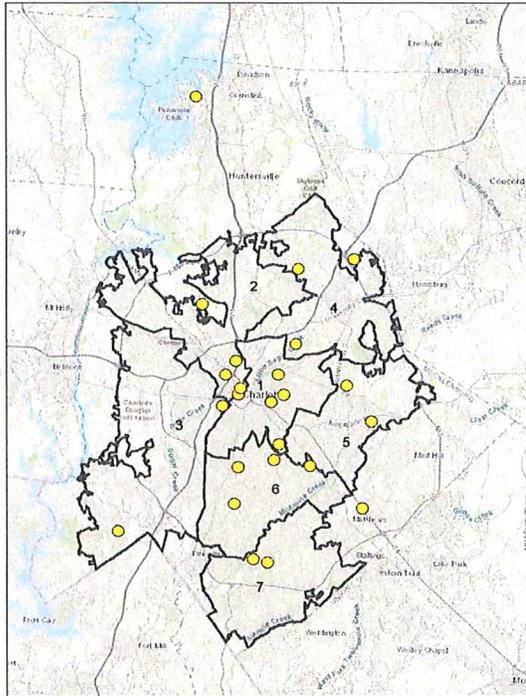


**May 2020 through December 2020** - Task Force meets monthly to shape the Strategic Mobility Plan's vision, and recommend a transformational network of projects and a funding strategy to Mayor & Council, and the Community.

 CITY OF CHARLOTTE



# Task Force Membership



CHARLOTTE MOVES | TASK FORCE



CITY OF CHARLOTTE



# Roles & Responsibilities

CHARLOTTE MOVES | TASK FORCE



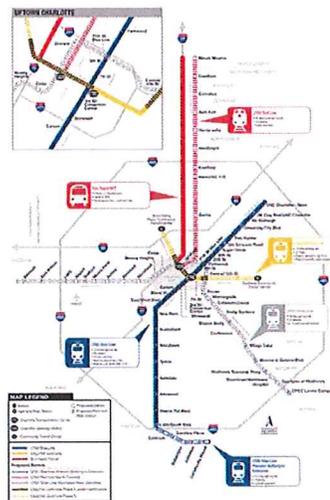


# Mobility: Existing & Ongoing Plans



## 2030 Transit Plan

- LYNX Blue Line Light Rail
- LYNX Silver Line Light Rail
- LYNX Blue Line Pineville/Ballantyne Expansion
- LYNX Red Line Commuter Rail and I-77 BRT
- CityLYNX Gold Line Streetcar



### ENVISION MY RIDE



**Launched in 2016** to redesign the current bus system through a three phase approach:

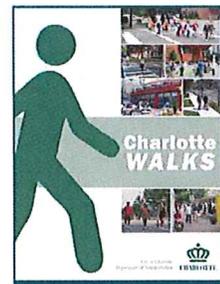
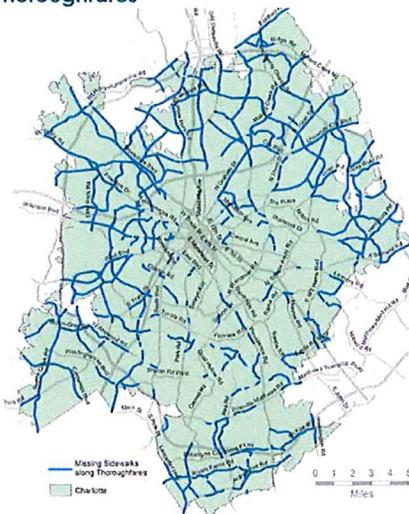
- Structural - Crosstown routes and Hubs
- Frequency - Improve Headways Systemwide
- Reliability - Improve Speed and Efficiency



# Charlotte Walks

## Missing Sidewalks on Thoroughfares (2015 snapshot)

- Improve pedestrian safety – **Vision Zero**
- Connect people to places
- Comfortable & inviting walking environments
- **Data-driven investment** in new sidewalks & pedestrian crossings:
  - Focus on “High Injury Network”
  - Proximity to schools
  - Proximity to bus & rail transit stops
  - Proximity to parks & greenways
  - Proximity to neighborhood serving land uses (WalkScore)
  - Percent of households without access to a vehicle



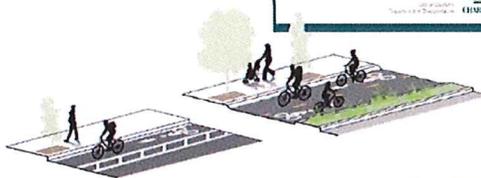
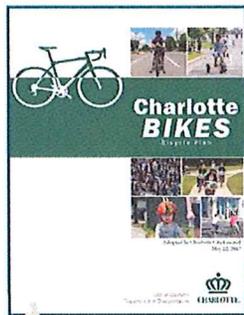
the number of  
Charlotteans  
who don't drive

# 250,000



# Charlotte Bikes

- Changing expectations for bicycle infrastructure – **Focus on “AAA” facilities**
- Leverage existing infrastructure & fill key gaps to create continuous corridors
- Start in and build the network out
- **6 “E’s” of Bicycling**
  - Equity
  - Engineering
  - Education
  - Encouragement
  - Enforcement
  - Evaluation



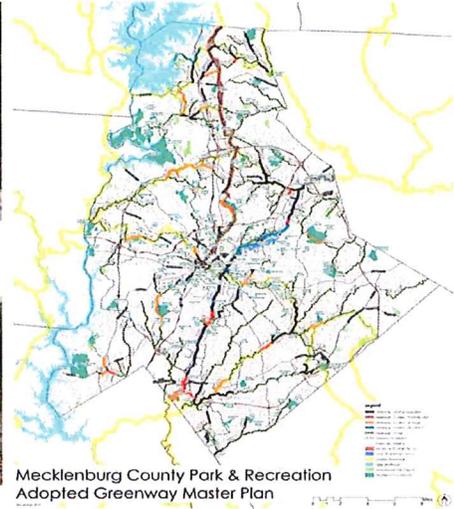
AAA Facilities =  
Suitable for cyclists of All Ages and Abilities





# County Greenway Master Plan

- Update underway through the **Meck Playbook** effort
- Greenways are the **#1 amenity requested by Mecklenburg County residents.** (*Citizen Survey, 2015 Greenway Master Plan update*)
- Greenway Master Plan includes 308 miles
- Currently, **55 miles of greenway are completed**
- Accelerated plan is to complete **30 new miles of greenway from 2019 to 2023**
- Integrated with City of Charlotte active transportation (ped/bike) planning



# Strategic Energy Action Plan (SEAP)



## SEAP

STRATEGIC ENERGY ACTION PLAN

CITY of CHARLOTTE

### GOALS

- Strive to source 100% of municipal energy use in buildings and fleet from zero carbon sources by **2030**.
- Strive to become a low carbon city by **2050**, emitting less than 2 tons of carbon dioxide equivalent per person.

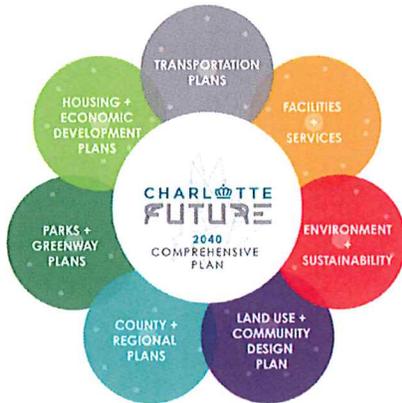
### FOCUS AREAS

1. Buildings
2. Transportation
3. Energy Generation
4. Workforce Development & Equity



# 2040 Comprehensive Plan

## VISION ELEMENTS



- 1. TRANSPORTATION CHOICE & CONVENIENCE
- 2. SAFE, INVITING, & DISTINCTIVE PLACES
- 3. THRIVING ECONOMIC INNOVATION & OPPORTUNITY
- 4. VIBRANT ARTS, CULTURE, & EDUCATION
- 5. HEALTHY & SUSTAINABLE
- 6. EQUITABLE ACCESS TO SERVICES & RESOURCES
- 7. AFFORDABLE & DIVERSE HOUSING
- 8. COORDINATED GROWTH & DEVELOPMENT

We are here!



# Regional Transportation Plans





# Transformational Mobility Network



## The Vision: Transformational Mobility Network

-  LIVABLE & CONNECTED
-  HEALTHY & SUSTAINABLE
-  PROSPEROUS & INNOVATIVE
-  INCLUSIVE & DIVERSE
-  REGIONAL

“Charlotte will provide **safe** and **equitable** mobility options for all travelers regardless of age, income, ability, race, where they live, or how they choose to travel.

An integrated system of transit, bikeways, sidewalks, trails, and streets will support a **sustainable, connected, prosperous, and innovative** network that connects all Charlotteans to each other, jobs, housing amenities, goods, services, and the region.”

**- From Charlotte Future 2040 Comprehensive Plan**



# Developing a Transformational Mobility Network

Example of Projects & Emerging Ideas

Rapid Transit Corridors	Bus Priority System	Greenway System	Pedestrian Walkability	Bicycle Priority Network	Roadway Network
Our complete rapid transit vision	Our expanded & prioritized bus network	Our parks & streets for recreation & mobility	Our investment in first & last mile mobility	Our bicycle vision for all ages & abilities	Our investment to manage congestion
Silver Line	Bus Priority Corridors	Silver Line Trail	Mobility Hubs	Uptown Cycle Link	HOV/Managed Lanes
Gold Line (Phase 3)	Microtransit	Mooresville to Charlotte Trail	Micromobility	Protected Cycle Track Network	ITS Smart Corridors
Red Line (BRT/Commuter Rail)		Shared Streets			Autonomous Vehicle Infrastructure
Blue Line to Ballantyne		"Green Links" Network			Electric Vehicle Charging
Regional Bus (high capacity corridors)					Transportation Demand Management (TDM)



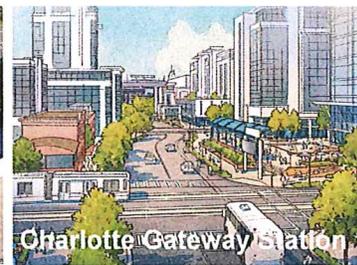
# Transformational Mobility Network

What does it look like?

## Characteristics

## Examples

- SCALE**  
larger in scale or mobility impact
- CONNECTED**  
integrates networks, systems, and services
- MODE SHIFT**  
measurably shifts mode and travel choices
- BARRIERS**  
overcomes barriers to key network completion
- FUNDING**  
requires a higher level or accelerated funding





# Public Mobility Possible Funding/Financing Sources

**Rapid Transit**  
Corridors



Our complete rapid transit vision

- Funding Sources
- Transit sales tax
  - TIF/TIG
  - State grants
  - Federal grants, formula funds
- Financing Tools
- COPS
  - Revenue Bonds
  - Federal loan
  - Private capital through a P3

**Bus Priority**  
System



Our expanded & prioritized bus network

- Funding Sources
- Property Tax
  - Transit sales tax
  - FTA Formula Funds
  - FTA discretionary grants
  - State funds
- Financing Tools
- GO Bonds

**Greenway**  
System



Our parks & streets for recreation & mobility

- Funding Sources
- Property Tax
  - Grants
  - Private funds
- Financing Tools
- GO Bonds

**Pedestrian**  
Walkability



Our investment in first & last mile mobility

- Funding Sources
- Property Tax
  - Grants
  - Private funds
- Financing Tools
- GO Bonds

**Bicycle**  
Priority Network



Our bicycle vision for all ages & abilities

- Funding Sources
- Property Tax
  - Grants
  - Private funds
- Financing Tools
- GO Bonds

**Roadway**  
Network



Our investment to manage congestion

- Funding Sources
- Property Tax
  - State funds
  - Grants
- Financing Tools
- GO Bonds
  - Private capital through a P3



# Lessons from Peer Communities



## Lessons from Peer Communities

### Broward County, FL (2018)

**Purpose:** Penny increase to sales tax to fund multimodal projects: strengthen connectivity, traffic system management, improve transit service, enhance multimodal options.

**Funding Mechanism:** 1% sales tax to yield \$15B over 30 years with more than 1,100 projects.

**Results:** Passed Referendum 60% to 40%.

### Nashville, TN (2018)

**Purpose:** fund light rail and bus rapid transit and increase bus frequency.

**Funding Mechanism:** Let's Move Nashville Transit referendum was an \$8.9B plan funded by sales tax, hotel tax, rental car tax, excise tax, and bond proceeds.

**Results:** Referendum did not pass - 36% to 64%.

### Austin, TX (Nov. 2020)

**2014:** 720M Mobility Bond Referendum passed; Largest Mobility Referendum in Austin's History.

**2018:** City of Austin City Council unanimously passes the Austin Strategic Mobility Plan, our Mobility "North Star."

**2020:** Austin looking to November 2020 referendum (Project Connect) for High Capacity Transit. \$3-\$9B plan.



## Lessons from Other Communities



**BOLD VISION:** "You have to be very **forward thinking** in terms of developing your transportation plan...Don't look at Charlotte as it is today, imagine Charlotte as it will be in 15, 20 years from now, and build to that!"



**COMPREHENSIVE:** "Make sure your plan has **broad-based benefits** that can be fairly easily communicated and account for whatever the other hot-button issues are in Charlotte at that particular, given point in time, even if the plan can't directly address them."



**CIVIC ENGAGEMENT:** "Get out and talk to people. Talking to people is the best medicine with regards to gaining trust in your plan and gaining followers. And be data-driven. Have some data behind it, but then talk about it in ways that are understandable."



# Remaining Schedule



# Remaining Schedule



August	September	October	November	December
<ul style="list-style-type: none"> <li>Round Table</li> <li>Past Engagement Summary</li> <li>Mobility Network Opportunities</li> <li>Homework Assignment</li> </ul>	<ul style="list-style-type: none"> <li>Homework: Reporting Back</li> <li>Traditional Funding Options</li> <li>Foundational Assessment</li> <li>Polling: defining success</li> </ul>	<p><u>10/13</u></p> <ul style="list-style-type: none"> <li>Mode Shift Target</li> <li>Network Map</li> <li>Likely Outcomes</li> <li>Discussion</li> </ul> <p><u>10/22</u></p> <ul style="list-style-type: none"> <li>Network Cost</li> <li>Revisit funding options</li> <li>Discussion</li> </ul>	<ul style="list-style-type: none"> <li>Scenario Options (3-5 packages)</li> <li>Defined Expectations</li> <li>Campaign Themes &amp; Networks</li> <li>Council Briefing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Vision Document               <ul style="list-style-type: none"> <li>Motivation</li> <li>Vision</li> <li>Mode Share</li> <li>Value Proposition</li> </ul> </li> <li>Transformational Network</li> <li>Scale of Referendum</li> <li>Action Plan</li> </ul>
Create Dynamic Fact Sheet to support communications				
<p><b>Supporting Activities:</b></p> <ul style="list-style-type: none"> <li>City Council Update</li> <li>BOCC Update</li> <li>TAP/E Update</li> <li>MTC Update</li> <li>Planning Commission</li> </ul>		<ul style="list-style-type: none"> <li>City Council Update</li> <li>CRTPO</li> <li>Town Councils</li> </ul>	<ul style="list-style-type: none"> <li>Meck Co. Delegation</li> <li>Council/TAP/E Update</li> <li>Town Councils</li> </ul>	<ul style="list-style-type: none"> <li>BOCC Update</li> <li>City Council</li> </ul>

**Council/  
Community  
Discussions**



## Ongoing Public Survey

### INTRODUCTION & OVERVIEW

In coordination with the Charlotte Future 2040 Comprehensive Plan, the City of Charlotte is preparing the **Charlotte MOVES Strategic Mobility Plan** to guide the future of transportation and mobility in Charlotte.

Your answers to the following survey questions will help the City in its work to provide safe and equitable mobility options for all travelers regardless of age, income, ability, race, where they live, or how they choose to travel.

Thank you for your time and your input on the **Charlotte MOVES Strategic Mobility Plan**.



Next

<https://www.surveymonkey.com/r/CharlotteMOVES>



**CHARLOTTE**  
**MOVES**  
TASK FORCE

**Next scheduled meeting is Thursday, October 13**



Metropolitan Transit Commission  
Charlotte Area Transit System Ridership Report  
Aug-20

Mode / Service	Percent			YTD		Percent Increase/Decrease	Avg Daily Ridership per Month		
	Aug-20	Aug-19	Increase/Decrease	FY 2021	FY 2020		WeekDay	Saturday	Sunday
<b>Local</b>									
BOD Local	488,012	996,540	-51.0 %	971,801	1,950,268	-50.2 %	17,627	13,551	10,018
<b>Subtotal</b>	<b>488,012</b>	<b>996,540</b>	<b>-51.0 %</b>	<b>971,801</b>	<b>1,950,268</b>	<b>-50.2 %</b>	<b>17,627</b>	<b>13,551</b>	<b>10,018</b>
<b>Local Express</b>									
Arboretum Express	-	4,669	n/a	-	9,351	n/a	-	-	-
Harrisburg Road Express	347	2,894	-88.0 %	614	5,694	-89.2 %	17	-	-
Northcross Express	257	8,477	-97.0 %	491	17,576	-97.2 %	12	-	-
Idlewild Road Express	380	2,176	-82.5 %	714	4,502	-84.1 %	18	-	-
Independence Blvd Express	127	4,404	-97.1 %	269	8,856	-97.0 %	6	-	-
Lawyers Road Express	357	2,555	-86.0 %	744	5,198	-85.7 %	17	-	-
Matthews Express	-	3,955	n/a	-	8,087	n/a	-	-	-
Mountain Island Express	-	1,284	n/a	-	2,608	n/a	-	-	-
Northlake Express	224	5,576	-96.0 %	500	11,587	-95.7 %	11	-	-
North Mecklenburg Express	213	11,820	-98.2 %	406	25,220	-98.4 %	10	-	-
Huntersville Express	316	-	n/a	642	-	n/a	15	-	-
Rea Road Express	307	3,796	-91.9 %	588	7,383	-92.0 %	15	-	-
Steele Creek Express	-	1,420	n/a	-	2,855	n/a	-	-	-
Huntersville Greenhouse Express	136	373	-63.5 %	296	810	-63.5 %	6	-	-
<b>Subtotal</b>	<b>2,664</b>	<b>53,399</b>	<b>-95.0 %</b>	<b>5,264</b>	<b>109,727</b>	<b>-95.2 %</b>	<b>127</b>	<b>-</b>	<b>-</b>
<b>Regional Express</b>									
Gastonia Express	576	4,093	-85.9 %	1,204	7,872	-84.7 %	27	-	-
Rock Hill Express	220	3,140	-93.0 %	473	6,177	-92.3 %	10	-	-
Union County Express	245	2,520	-90.3 %	533	4,814	-88.9 %	12	-	-
<b>Subtotal</b>	<b>1,041</b>	<b>9,753</b>	<b>-89.3 %</b>	<b>2,210</b>	<b>18,863</b>	<b>-88.3 %</b>	<b>49</b>	<b>-</b>	<b>-</b>
<b>Community Circulator</b>									
Neighborhood Shuttles	14,697	34,638	-57.6 %	30,154	67,522	-55.3 %	528	443	276
Eastland Neighborhood Shuttle	8,952	16,779	-46.6 %	18,003	32,703	-45.0 %	302	278	243
Pineville-Matthews Road	1,255	3,415	-63.3 %	2,827	6,555	-56.9 %	52	33	-
Village Rider	4,178	7,276	-42.6 %	7,789	14,102	-44.8 %	154	108	81
<b>Subtotal</b>	<b>29,082</b>	<b>62,108</b>	<b>-53.2 %</b>	<b>58,773</b>	<b>120,882</b>	<b>-51.4 %</b>	<b>1,036</b>	<b>862</b>	<b>600</b>
<b>Human Services Transportation</b>									
Special Transportation Services	11,079	21,331	-48.1 %	22,025	42,312	-47.9 %	467	160	95
DSS	77	305	-74.8 %	154	607	-74.6 %	4	-	-
<b>Subtotal</b>	<b>11,156</b>	<b>21,636</b>	<b>-48.4 %</b>	<b>22,179</b>	<b>42,919</b>	<b>-48.3 %</b>	<b>471</b>	<b>160</b>	<b>95</b>
<b>Rideshare Services</b>									
Vanpool	3,599	11,776	-69.4 %	7,344	23,920	-69.3 %	171	-	-
<b>Subtotal</b>	<b>3,599</b>	<b>11,776</b>	<b>-69.4 %</b>	<b>7,344</b>	<b>23,920</b>	<b>-69.3 %</b>	<b>171</b>	<b>-</b>	<b>-</b>



Metropolitan Transit Commission  
Charlotte Area Transit System Ridership Report

Aug-20

Mode / Service	Percent			YTD		Percent Increase/Decrease	Avg Daily Ridership per Month		
	Aug-20	Aug-19	Increase/Decrease	FY 2021	FY 2020		WeekDay	Saturday	Sunday
<b>Rail</b>									
LYNX Blue Line	205,176	844,425	-75.7 %	435,092	1,600,270	-72.8 %	7,435	5,797	4,013
<b>Subtotal</b>	<b>205,176</b>	<b>844,425</b>	<b>-75.7 %</b>	<b>435,092</b>	<b>1,600,270</b>	<b>-72.8 %</b>	<b>7,435</b>	<b>5,797</b>	<b>4,013</b>
<b>Total</b>	<b>740,730</b>	<b>1,999,637</b>	<b>-63.0 %</b>	<b>1,502,663</b>	<b>3,866,849</b>	<b>-61.1 %</b>	<b>26,916</b>	<b>20,370</b>	<b>14,726</b>





# August | CATS Sales Tax Report FY2020

## June Receipts

### Sales Tax Collections and Distribution – June 2020

- June 2020 receipts of \$9,833,896 were -\$372,952 (-3.65%) below budget target for the month;
- June 2020 receipts were \$716,845 (7.9%) above June of 2019
- June 2020 receipts were -\$1,283,165 below forecast for the month.

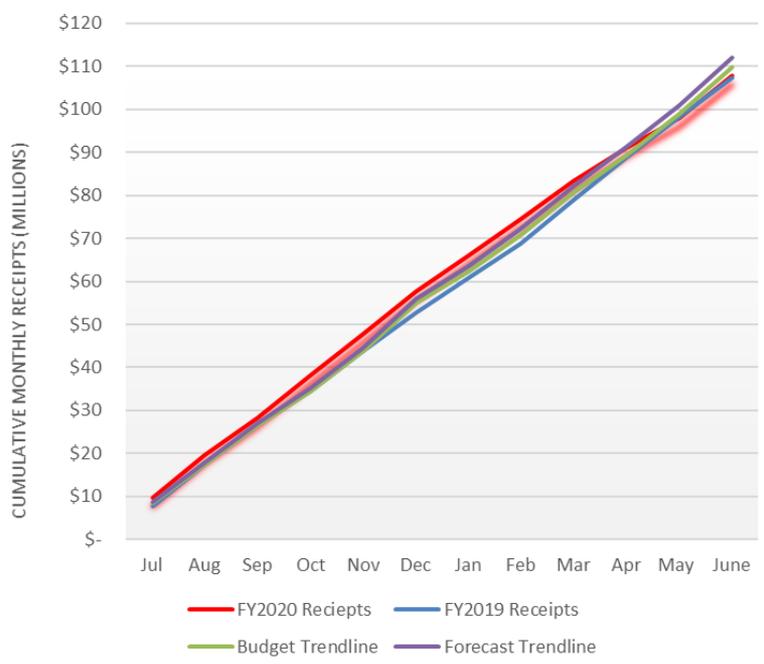
### Year End Summary

- YTD Actuals receipts of \$107,778,981 are
  - -2,154,403 (1.96) below budget target amount of \$109,933,384
  - \$243,784 (0.2%) above the FY2019 Trendline and
  - -\$4,363,029 (-3.9%) below the original model forecast target for the year.
  - -\$384,394 below the revised after COVID-19 Model Forecast
- The original model forecasts year-end receipts of \$112,142,010 which is \$2,208,626 (2%) above the budget target of \$109,933,384.
- The revised after COVID-19 model forecast is \$107,394,587
- FY2019 actual sales tax was \$107,535,197

### Local Government Sales and Use Tax Distribution

- Source: North Carolina Department of Revenue Sales & Use Distribution Report for the month ending June 30, 2020
- Published by NC Secretary of Revenue on 9/10/2020 with actual receipts through June 2020
- CATS sales tax report only includes Mecklenburg County Article 43 sales tax

### FY2020 Sales Tax Receipts Forecast



## FY2020 Sales Tax Receipts

Jurisdiction	Population	% of Total	Jul 19 actuals	Aug 19 actuals	Sep 19 actuals	Oct 19 actuals	Nov 19 actuals	Dec 19 actuals	Jan 20 actuals	Feb 20 actuals	Mar 20 actuals	April 20 actuals	May 20 actuals	June 20 estimate	Total	
Charlotte	40.59%	830,258	40.5%	\$ 3,930,152	\$ 3,972,525	\$ 3,519,419	\$ 4,013,989	\$ 3,992,489	\$ 3,968,816	\$ 3,352,410	\$ 3,485,449	\$ 3,537,661	\$ 3,092,149	\$ 2,833,915	\$ 3,982,496	\$ 43,681,469
Cornelius	1.46%	30,207	1.5%	141,321	142,845	126,552	144,335	145,257	144,396	121,970	126,810	128,710	112,501	103,105	144,894	1,582,695
Davidson	0.61%	12,572	0.6%	59,316	59,956	53,117	60,582	60,455	60,097	50,763	52,778	53,568	46,822	42,912	60,304	660,670
Huntersville	2.76%	57,145	2.8%	266,988	269,867	239,086	272,683	274,795	273,166	230,740	239,896	243,490	212,826	195,053	274,107	2,992,697
Matthew s	1.51%	30,849	1.5%	145,777	147,349	130,542	148,887	148,345	147,465	124,562	129,505	131,445	114,892	105,297	147,973	1,622,037
Mint Hill	1.29%	26,690	1.3%	125,384	126,736	112,280	128,058	128,345	127,584	107,769	112,045	113,724	99,402	91,101	128,024	1,400,452
Pineville	0.43%	8,873	0.4%	41,895	42,347	37,517	42,789	42,668	42,415	35,827	37,249	37,807	33,046	30,286	42,561	466,408
Meck. County	51.35%	1,053,545	51.4%	4,972,736	5,026,350	4,453,045	5,078,813	5,066,216	5,036,177	4,253,996	4,422,815	4,489,068	3,923,742	3,596,059	5,053,536	55,372,553
<b>Total</b>	<b>100.00%</b>	<b>2,050,139</b>	<b>100.0%</b>	<b>\$ 9,683,570</b>	<b>\$ 9,787,973</b>	<b>\$ 8,671,558</b>	<b>\$ 9,890,136</b>	<b>\$ 9,858,570</b>	<b>\$ 9,800,116</b>	<b>\$ 8,278,036</b>	<b>\$ 8,606,547</b>	<b>\$ 8,735,473</b>	<b>\$ 7,635,380</b>	<b>\$ 6,997,727</b>	<b>\$ 9,833,896</b>	<b>\$ 107,778,982</b>
Year-over-Year Comparison (FY20-FY19)				25.6%	1.7%	-4.7%	22.6%	4.6%	10.0%	1.0%	9.0%	-14.0%	-22.7%	-25.8%	7.9%	0.2%
FY20 Budget Target				\$ 8,818,165	\$ 9,132,038	\$ 8,444,238	\$ 8,460,092	\$ 8,734,473	\$11,111,792	\$ 8,401,451	\$ 8,375,431	\$ 9,860,806	\$ 9,167,984	\$ 9,220,066	\$ 10,206,848	107,778,982
% of FY20 Budget Achieved				8.8%	8.9%	7.9%	9.0%	9.0%	8.9%	7.5%	7.8%	7.9%	7.0%	6.4%	9.0%	98.0%

## Sales Tax Receipts: FY2016 – FY2019

Fiscal Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
FY2019	\$ 7,708,503	\$ 9,621,386	\$ 9,103,726	\$ 8,067,019	\$ 9,425,129	\$ 8,906,774	\$ 8,195,787	\$ 7,918,012	\$ 10,155,891	\$ 9,880,419	\$ 9,435,500	\$ 9,117,052	\$ 107,535,197
FY2018	\$ 8,147,197	\$ 8,436,960	\$ 8,784,051	\$ 7,883,713	\$ 8,884,437	\$ 9,324,267	\$ 6,897,695	\$ 7,842,800	\$ 9,303,951	\$ 8,539,748	\$ 9,277,676	\$ 9,699,263	103,021,757
FY2017	6,706,169	8,123,310	8,099,598	6,984,259	8,275,157	9,927,120	5,142,666	7,510,515	9,105,261	7,459,176	6,747,425	8,520,759	92,601,412
FY2016	7,470,371	6,971,746	7,551,677	6,188,499	6,607,520	9,383,261	6,142,552	6,944,204	7,858,189	7,952,022	7,781,259	8,765,518	89,616,819
FY2015	6,087,774	6,938,945	5,932,063	7,114,003	6,853,209	8,378,347	5,947,801	5,641,898	6,914,523	6,057,389	7,522,357	7,762,101	81,150,409

