

Charlotte Area Transit System
Fare Equity Analysis
For FY2015 Proposed Fare Increase

Updated April 30, 2014

(Note: The following document has been translated using online Microsoft Translation Services)

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SUMMARY

Since 2000, the policy board for CATS, the Metropolitan Transit Commission (MTC), has used a Fare Policy to provide guidance on when and by how much a fare should be increased along with requirements for public input ([APPENDIX B: PUBLIC PROCESS FOR FARE AND SERVICE CHANGE](#) and [APPENDIX A: MTC FARE POLICY](#)). The MTC Fare Policy provides for a fare increase every two years up to \$.25 cent on the base fare and corresponding increases on other media and services as outlined in the fare policy.

Since FY2013 (July 1, 2012) when the last fare increase of .25 cents occurred CATS has seen increases and decreases in operating revenue sources along with increases in operating expenses. The net effect of the operating revenue and expense projected for FY2015 without any fare increase is a \$2.8 million gap in revenue. To make up the gap CATS is proposing a .20 cent increase in the base fare as oppose to reducing service levels as that action would have an adverse effect on 47% of CATS customers who solely rely on transit for their transportation.

An analysis was conducted on two customer groups, Low-Income and Minority riders of the bus and rail systems, against their use of different media types (passes, tickets, cash fares, etc.). The analysis indicates that the proposed fare change has been applied equitably across all fare types and services. However, with 75% of CATS riders being minority and 27% classified as low-income, there is an inherit disparate impact on minority and disproportionate burden on low-income customers at a macro-level, even though the fare increase as a percent of increase for each media type is applied across all fare types, services and customers. Greater proportions of these two groups when surveyed ride on and show transit dependency for CATS services than reside (US Census) in the services area.

The proposed \$.20 cent base fare increase represents a 10% increase. This proposed increase is system wide with an average increase of 10%, with some fare media receiving an increase ranging from 6.7 % to 12.8% due to rounding to the nearest usable monetary unit and to bring some media types in line with fare policy guidelines. The actual monetary increase ranges from \$.10 to \$0.40 for a single fare and from \$.85 to \$16.00 for a multiple use pass. Table 3: Proposed Fare Increase contains the proposed fare increase by media type published to the community beginning January 23, 2014.

It is the recommendation of staff that education of available media type options and their benefits continue to customers in the low-income and minority segments if the fare increase is approved.

After the March 26, 2014 Public Hearing on the Proposed FY 2015 Fare Increase, staff adjusted the “Weekly Pass” fare increase from 12.8% to 10% to fall in line with the average (mode) fare increase percentage. The “Weekly Pass” is a discounted fare media type identified as a target for the mitigation efforts. And as staff is attempting to redirect minority and low income riders toward this more economical fare media type, it was thought to be more equitable to reduce the proposed fare increase to match the average (mode) fare increase.

On April 23, 2014, the MTC adopted this FY2015 Fare Equity Analysis including the input from several sources Including:

- CATS Marketing and Public Relations staff who co-produced the analysis.
- The recommendation of CATS Civil Rights staff who co-produced the analysis, to review and work closely with non-profits receiving volume discounts to identify gaps where there may be demand shortfalls.
- Transit Services Advisory Committee (TSAC) Rep. Mr. Scott Jernigan's suggestion to create the option at the Charlotte Transportation Center for patrons to present and get credit for the purchase amount of a single ride passes (at a set time limit) toward the purchase of a more economical fare media type such as daily pass, 10-ride pass, weekly pass or monthly pass. Mr. Jernigan also asked that staff consider (at some future point) creating a map of CATS services area in particular the uptown area pinpointing the locations of non-profits receiving volume discounts and their hours & contact information.

Before the vote and as part of their meeting packets, the MTC members were provided this updated document including summaries of public comments on the fare pricing, related transit issues and CATS responses. In an appendix, copies of the actual comments and responses were provided for their review. The MTC Chairperson called for additional comments from the public at the meeting and before the vote, but there were none provided.

DEFINITIONS

The following charts and analysis refer to low-income and minority populations as well as the system wide ridership population. For clarification, the data available for this analysis defines these groups as:

Poverty Level: Poverty rate by block group as defined by the U.S Census American Community Survey (ACS) 5-year estimates.

Low income: CATS used household income of \$10,000 and below to represent low income households. CATS used the demographics percentage for household of \$10,000 or less obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from this demographic percentage applied to CATS unlinked passengers.

Minority: CATS used all non-white categories as minorities. CATS used the demographics percentage for race obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the demographic percentage applied to CATS unlinked passengers.

System wide: CATS used the statistics obtained from the CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the statistics applied to CATS unlinked passenger trips.

Service Area: The areas along CATS bus and rail routes including a $\frac{3}{4}$ mile buffer

CATS Customer Satisfaction Survey: CATS periodically conducts an annual on-board survey of customers obtaining their perceptions and attitudes toward public transit and management of the system along with ratings on 40 customer service elements. Also obtained is demographic and usage information including fare media. The results from the most current survey were used in developing this analysis. The survey conducted in the fall 2011 was representative of CATS ridership across all service types and day and week parts with information accurate at the 95% confidence interval with a sampling error of plus or minus 3.9%.

SERVICE AREA AND RIDERSHIP DEMOGRAPHICS

The Charlotte Area Transit System operates in Mecklenburg County with feeder express routes servicing most of the surrounding counties. The service area is 435 square miles consisting of 74 bus routes, a 9.4 mile light rail line, para-transit services and customer operated vanpools generating over 26 million unlinked passenger trips in FY2013. Mecklenburg County has a more diverse population than the state of North Carolina with minorities representing more of the general population.

The Median and Per Capital income in Mecklenburg County is 21% and 28% higher respectively than the state of North Carolina. Table 1: U.S. Census illustrates the 2010 demographics representing Mecklenburg County with a minority population of 45% and person below the poverty level at 12.5%. Further analysis of 2010 census data within the three-quarter mile radius of CATS routes indicate that

11.85% of the surrounding population is at or below the poverty level and that 46.68% of the population is a minority. (Table 2: CATS Service Area Demographics)

Table 1: U.S. Census

2010 U.S. Census Quick Stats		
Table 1:	Mecklenburg County	North Carolina
Population, 2010	919,628	9,535,483
Population, percent change, 2000 to 2010	32.20%	18.50%
Population, 2000	695,454	8,049,313
Persons under 5 years, percent, 2010	7.40%	6.60%
Persons under 18 years, percent, 2010	25.40%	23.90%
Persons 65 years and over, percent, 2010	8.80%	12.90%
Female persons, percent, 2010	51.60%	51.30%
White persons, percent, 2010 (a)	55.30%	68.50%
Black persons, percent, 2010 (a)	30.80%	21.50%
American Indian and Alaska Native persons, percent, 2010 (a)	0.50%	1.30%
Asian persons, percent, 2010 (a)	4.60%	2.20%
Native Hawaiian and Other Pacific Islander, percent, 2010 (a)	0.10%	0.10%
Persons reporting two or more races, percent, 2010	2.60%	2.20%
Persons of Hispanic or Latino origin, percent, 2010 (b)	12.20%	8.40%
Language other than English spoken at home, pct age 5+, 2006-2010	17.40%	10.40%
High school graduates, percent of persons age 25+, 2006-2010	88.30%	83.60%
Persons per household, 2006-2010	2.48	2.49
Per capita money income in past 12 months (2010 dollars) 2006-2010	\$31,848	\$24,745
Median household income 2006-2010	\$55,294	\$45,570
Persons below poverty level, percent, 2006-2010	12.50%	15.50%
Source: U.S. Census Bureau		

Table 2: CATS Service Area Demographics

Service Area	Minority Proportion of Population	Low Income Proportion of Population
CATS	46.68%	11.85%
Source: U.S. Census Bureau		

Table 3: Proposed Fare Increase (before March 26, 2014 Public Hearing)

Figure 1				
Media Type	Cost		Change	
	Existing	Proposed	Absolute	Percent
Local	\$2.00	\$2.20	\$0.20	10.0%
LYNX	\$2.00	\$2.20	\$0.20	10.0%
Express (within Mecklenburg County)	\$2.75	\$3.00	\$0.25	9.1%
Express Plus (surrounding counties)	\$4.00	\$4.40	\$0.40	10.0%
STS(ADA)	\$3.20	\$3.50	\$0.30	9.4%
Reverse Commute Express	\$2.00	\$2.20	\$0.20	10.0%
Neighborhood Services	\$0.80	\$0.90	\$0.10	12.5%
People 62 years and up & people with disabilities				
Local	\$1.00	\$1.10	\$0.10	10.0%
LYNX	\$1.00	\$1.10	\$0.10	10.0%
Express	\$1.40	\$1.50	\$0.10	7.1%
Express Plus	\$2.00	\$2.20	\$0.20	10.0%
Youth/Student(grades K-12)				
Local	\$1.00	\$1.10	\$0.10	10.0%
LYNX	\$1.00	\$1.10	\$0.10	10.0%
Express	\$1.40	\$1.50	\$0.10	7.1%
Express Plus	\$2.00	\$2.20	\$0.20	10.0%
Passes				
Weekly Pass*	\$20.00	\$22.55	\$2.55	12.8%
Monthly Pass*	\$80.00	\$88.00	\$8.00	10.0%
Express Monthly Pass*	\$110.00	\$121.00	\$11.00	10.0%
Express Plus Monthly Pass*	\$160.00	\$176.00	\$16.00	10.0%
STS (ADA) Monthly Pass*	\$128.00	\$140.00	\$12.00	9.4%
Senior/ADA Local Monthly Pass*	\$40.00	\$44.00	\$4.00	10.0%
Senior/ADA Express Monthly Pass*	\$55.00	\$60.50	\$5.50	10.0%
Senior/ADA Express Plus Monthly Pass*	\$80.00	\$88.00	\$8.00	10.0%
10 Ride Local Pass**	\$17.00	\$18.70	\$1.70	10.0%
10 Ride Express Pass**	\$23.40	\$25.75	\$2.35	10.0%
10 Ride Express Plus Pass**	\$34.00	\$37.40	\$3.40	10.0%
STS Yellow Tickets(Book of 10)	\$32.00	\$35.00	\$3.00	9.4%
ADA 10 Ride: People 62 years and up & people with disabilities	\$8.50	\$9.35	\$0.85	10.0%
Transfers				
Local/LYNX to Express	\$0.75	\$0.80	\$0.05	6.7%
Local/LYNX to Express Plus	\$2.00	\$2.20	\$0.20	10.0%
Express to Express Plus	\$1.25	\$1.40	\$0.15	12.0%
Community Shuttle to Local/LYNX	\$1.20	\$1.30	\$0.10	8.3%
Community Shuttle to Express	\$1.95	\$2.15	\$0.20	10.3%
Community Shuttle to Express Plus	\$3.20	\$3.50	\$0.30	9.4%
* indicates Unlimited Rides / ** pass already discounted; not available for further discounts				

Proposed Fare Increase

PUBLIC INPUT

As prescribed by CATS fare policy, the public is notified of a proposed fare increase and given the opportunity to provide input in several forms including a public hearing before CATS policy board, the MTC. The public is required to receive notification at least 30 days prior to the public hearing of the proposed fare increase and at least 90 days before any proposed fare increases are to take effect. Excerpt from the policy:

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 MTC Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts will be provided to the Transit Services Advisory Committee and the Metropolitan Transit Commission. Notice of the final changes will be posted on CATS revenue operated vehicles, through other communication avenues, at the Charlotte Transportation Center, and at other CATS transit centers and stations.

On January 23, 2014 CATS initiated communications to riders and the public regarding the proposed fare increase scheduled to occur on July 1, 2014 along with the opportunity to speak at a public hearing before the Metropolitan Transit Commission (MTC) scheduled for March 26, 2014. In addition, customers may submit their comments in writing via mail or e-mail and the comments will be provided to the MTC at least two weeks prior to voting on the proposed fare increase. The advance notification for the public hearing and proposed enactment of the proposed fare increase as required by CATS policies were met.

CATS used several communications medium to inform the customers and public including:

1. Rider alerts:
 - a. Display printer material on revenue vehicles in English and Spanish with options for other translations upon request.
 - b. Electronic through e-subscriptions
2. Website with option for on-line translation of information via Google Translate to most any language.
3. Press Releases
4. Newspaper ads

Transit Service Advisory Committee (TSAC) Participation.

In addition to these communications, CATS presented the proposed fare increase to the Transit Service Advisory Committee (TSAC) at their regularly scheduled March 13, 2014 meeting. TSAC received reports on the public comments from the March 26th MTC Public Hearing on the FY2015 Fare Increase and an update on the fare increase. TSAC Representative Mr. Scott Jernigan attended the April 23, 2014 MTC meeting to relay the committee's recommendations and suggestions. MTC members voted to incorporate the primary recommendation into the Mitigation Plan.

MTC Public Comments Presentation and Notification.

The following is a summary of comments from citizens and residents including those from the March 26, 2014 Public Hearing for the FY15 Proposed Fare Increase. Note: Staff has included comments submitted to CATS Customer Services before and after the hearing. Before the April 23, 2014 analysis vote, MTC members received a presentation on and were provided summaries of public comments on the fare

pricing, related transit issues and CATS responses. They in addition received copies of the actual comments and responses for their review. During the April 23, 2014 meeting, the MTC Chairperson called for additional comments from the public before the vote, but there were none provided.

Public Comments in Summary- Updated April 14, 2014 Post-MTC Public Hearing.

Example Customer Services Comment 1:

Ms. Alba C. Manosalvas sent in a letter in Spanish to CATS customer services before the hearing. In summary she commented that she is an elderly woman with a permanently injured knee. Her living expenses are steadily increasing and are already expensive. She works 7 days a week but is limited to 30 hours a week. And she believes the majority of Charlotte residents are like her part time workers, who cannot afford the proposed increases.

Example Customer Services Comment 2:

On March 26, 2014 an anonymous comment was received by customer services worded as though he or she was speaking at the public hearing. The person stated he or she is a longtime client of CATS and the Charlotte Transportation Center. They asked that CATS reconsider the fare increase for STS (paratransit services) Yellow cards and Passes. The person commented that STS is offering less service than in the past. He or she believes there increase will amount to 20% of the living expenses for the average customer who is already on government assistance. The person relayed that the primary obstacle to disabled patrons employment is transportation. In the alternative to an increase, he or she would instead like to see CATS follow the examples of states where there are significantly discounted passes for disabled patrons.

Email Customer Services Comments Summary 3: (See Document in the Appendix C- page 38)

There were additionally several customer comments sent in via email. Their comments ranged from complaints about the condition of the on-vehicle fare box operation, in-equality of treatment, increase in fares beyond inflationary rates, cutting CATS employee compensation, the condition of buses and on-board systems, route design, buses by-passing passengers, drivers attitudes (negative and positive), that revenue shortfalls are consistently overstated during each fare increase period, low income and middle class riders incapability to withstand the additional cost and that children over 5 should not be charged fares.

MTC Public Hearing onsite Comments: Summary (See Document in the Appendix C- page 47)

Twelve members of the public made comments opposing the proposed fare increase during the March 26, 2014 Public Hearing. Many cited concerns about the impact of an increase on lower-income transit-dependent riders. Several stated that costs are rising in household budgets for fuel, heat, water, food and other necessities; if transit fares also increase, that will be too much for fixed budgets to absorb. Some speakers suggested ways to increase revenue without raising fares such as fixing inoperable fare boxes or urged CATS to come up with alternative revenue sources. Speakers also cited concerns about customer service issues, bus and rider cleanliness and route scheduling concerns.

Transit System Responses to Common Inquiries in Comments:

Alternative Revenue Sources: CATS began on-vehicle advertising programs on both light rail and route vehicles in FY2011 to offset revenue shortfalls. These revenue sources have been effective, but not so much as to offset lost contributions from state sources and reduced interest income. (See Financial Analysis Section). Staff has taken steps to review additional revenue options in an effort to assist in offsetting inflationary costs and reductions in contributions.

Fare Box Technology Update: CATS is moving in the direction to upgrade all the fare boxes on the buses and add equipment at each light rail stations. The solicitation for proposals for a new fare box system is scheduled for later this year. That system is planned to include bar code reading so mobile app generated tickets can be used on the bus and rail. Fare box systems for the size of CATS typically cost in the range of \$7-8 million to replace so the investment must last for 10-15 years. The current fare box system installed is a 1998 installation. Once the City makes a decision, it will take approximately a year to upgrade the entire system. CATS anticipates a decision and to begin to have the technology installed in late 2014 and 2015. But as there are over 325 buses and all the interconnection that occur with other system, it does take a while to replace an entire fleet.

STS Yellow Cards & Passes: The US Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.121 require paratransit fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. “Comparable” is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity’s fixed route system, exclusive of discounts. CATS STS fare and passes are priced less than this threshold. In comparison, the majority of comparable transit agencies and those located in proximity to Charlotte charge just under or actually twice their fare rate (see below and the Appendix C). The proposed increase on the STS fare and passes is slightly less than the 10% (mode) average proposed for the majority of fare starting in FY 2015.

Pass Rate Update: After the March 26, 2014 Public Hearing on the Proposed FY 2015 Fare Increase, staff adjusted the “Weekly Pass” fare increase from 12.8% to 10% to fall in line with the average (mode) fare increase percentage. The “Weekly Pass” is discounted fare media type identified as a target for the mitigation efforts. And as staff is attempting to redirect minority and low income riders toward this more economical fare media type, it was thought to be more equitable to reduce the proposed fare increase to match the average (mode) fare increase. The adjusted table appears below:

Table 4 : Adjusted Proposed Fare Increase (after March 26, 2014 Public Hearing)

Media Type	Current Fare / Passes	Proposed Fares July 1, 2014	Percentage Increase	Actual Increase
LYNX	\$2.00	\$2.20	10.00%	\$0.20
Express routes within Mecklenburg County	\$2.75	\$3.00	9.20%	\$0.25
Express Plus routes to neighboring Counties	\$4.00	\$4.40	10.00%	\$0.40
STS (ADA Service)	\$3.20	\$3.50	9.40%	\$0.30
Reverse Commute Express	\$2.00	\$2.20	10.00%	\$0.20

Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.80	\$0.90	12.50%	\$0.10
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.00/\$1.00/\$1.40/\$2.00	\$1.10/\$1.10/\$1.50/\$2.20	10%/10%/7.2%/10%	10¢/10¢/10¢/20¢
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.00/\$1.00/\$1.40/\$2.00	\$1.10/\$1.10/\$1.50/\$2.20	10%/10%/7.2%/ 10%	10¢/10¢/10¢/20¢
Passes				
Weekly Pass*	\$20.00	\$22.00	10.00%	\$2.00
Monthly Pass*	\$80.00	\$88.00	10.00%	\$8.00
Express Monthly Pass*	\$110.00	\$121.00	10.00%	\$11.00
Express Plus Monthly Pass*	\$160.00	\$176.00	10.00%	\$16.00
ADA Monthly Pass*	\$128.00	\$140.00	9.40%	\$12.00
Senior /ADA Local Monthly Pass*	\$40.00	\$44.00	10.00%	\$4.00
Senior/ADA Express Monthly Pass*	\$55.00	\$60.50	10.00%	\$5.50
Senior/ADA Express Plus Monthly Pass*	\$80.00	\$88.00	10.00%	\$8.00
10-Ride Local Pass**	\$17.00	\$18.70	10.00%	\$1.70
10-Ride Express Pass**	\$23.40	\$25.75	10.00%	\$2.35
10-Ride Express Plus pass**	\$34.00	\$37.40	10.00%	\$3.40
STS Yellow Tickets (Book of 10)	\$32.00	\$35.00	9.40%	\$3.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$8.50	\$9.35	10.00%	\$0.85
LYNX Daily	\$6.00	\$6.60	10.00%	\$0.60
Transfers				
Local/LYNX to Express	\$0.75	\$0.80	7.10%	\$0.05
Local/LYNX to Express Plus	\$2.00	\$2.20	10.00%	\$0.20
Express to Express Plus	\$1.25	\$1.40	11.80%	\$0.15
From Community Shuttle to Local/LYNX	\$1.20	\$1.30	8.30%	\$0.10
From Community Shuttle to Exp	\$1.95	\$2.15	10.40%	\$0.20
From Community Shuttle to Exp Plus	\$3.20	\$3.50	9.40%	\$0.30
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
**pass already discounted; not available for further discounts / *indicates Unlimited Rides				

TITLE VI REQUIREMENTS AND GUIDELINES FOR FTA RECIPIENTS

The Federal Transit Administration (FTA) provides requirements and guidelines for recipients of FTA grants. The link below outlines these items that are specific to Title VI and the fare equity analysis. http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf

ANALYSIS

Table 5: Low-Income/Minority Customer Percentages shows the percentage of CATS customers in the Low-Income / Minority category based on the 2011 CATS customer satisfaction survey along with the corresponding Mecklenburg County percentages based on the 2010 US Census.

Table 5: Low-Income/Minority Customer Percentages

CATS Customers	Low-Income	Minority
Bus	20%	68%
LYNX	12%	49%
System wide	27%	75%
County	13%	45%

The percentages do not add up to 100% because of the overlapping relationship they may have within the system wide customer base. For example, a customer may be a minority but not at the low-income level. Or a customer may be a minority and also categorized as low-income. Two scenarios that may affect these figures are: the sample sizes are small when broken out of the system wide population, however proportionate, and therefore increasing the margin of error. The other is that 20% of LYNX riders also ride the bus and during sampling bus customers could have been sampled on the LYNX system which could contribute to some differences in total percentages. From a global perspective, with 75% of CATS customer being minority and 27% being low-income, there is an inherent disparate impact with any fare increase.

ANALYSIS BY SERVICE BY FARE TYPE

BUS SERVICES

After the March 26, 2014 Public Hearing, staff adjusted “Weekly Pass” proposed fare rate increase from 12.8% (mentioned in Table 5 below) to 10%. See Table 4 in the “Public Input” section for the adjusted rate change.

Table 6: Bus Analysis by Fare Media the analysis uses the 2011 CATS Customer Satisfaction Survey data to illustrate the current and proposed price and percentage increase for the most commonly used fare types on the bus system. The last three columns show the percentage of fare type usage by low-income, minority and system wide categories. Customer surveys of pass usage indicate that 59% of low-income passengers pay with full fare cash which represents 12% of CATS total customers. Also, 52.9% of minorities pay with full fare cash representing 36% of CATS total customers.

After the March 26, 2014 Public Hearing, staff adjusted “Weekly Pass” proposed fare rate increase from 12.8% (mentioned in Table 5 below) to 10%. See Table 4 in the “Public Input” section for the adjusted rate change.

Table 6: Bus Analysis by Fare Media

% of Total for Bus	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
BUS Fare Type							
Full Fare Cash	\$2.00	\$2.20	\$0.20	10.0%	12%	36%	50%
Reduced Fare Cash	\$1.00	\$1.10	\$0.10	10.0%	1%	2%	3%
Roundtrip Pass	\$4.00	\$4.40	\$0.40	10.0%	0%	1%	2%
One Day Pass	\$6.00	\$6.60	\$0.60	10.0%	0%	1%	1%
Weekly Pass	\$20.00	\$22.55	\$2.55	12.8%	4%	14%	19%
10-Ride Local	\$17.00	\$18.70	\$1.70	10.0%	1%	6%	9%
10-Ride Express	\$23.40	\$25.75	\$2.35	10.0%	0%	0%	2%
10-Ride Express Plus	\$34.00	\$37.40	\$3.40	10.0%	0%	0%	1%
Monthly Local	\$80.00	\$88.00	\$8.00	10.0%	1%	5%	8%
Monthly Express	\$110.00	\$121.00	\$11.00	10.0%	0%	2%	3%
Monthly Express Plus	\$160.00	\$176.00	\$16.00	10.0%	0%	0%	1%
Other					0%	1%	1%

Other fare types: Sr. / ADA pass, transfer

When comparing the minority groups’ use of full-fare cash of 36% to CATS total bus customers of 68% there appears to be no disparate impact with the proposed fare increase since the percent of fare increase is similar to the other proposed increases. When comparing the low-Income groups’ use of full fare cash of 12% to CATS total bus customers of 50% there appears to be no disparate impact with the proposed fare increase since the fare percentage increase is similar to the other proposed increases.

LYNX (LIGHT RAIL) SERVICES

The LYNX system is a proof-of-payment system and as such does not have fare boxes or validators. Ticket vending machines (TVM) are located at each station and issue tickets in several different denominations. In addition, all passes, with the exception of 10-ride denominations, are accepted on the LYNX system.

After the March 26, 2014 Public Hearing, staff adjusted “Weekly Pass” proposed fare rate increase from 12.8% (as mentioned in Table 6) below to 10%. See Table 4 in the “Public Input” section for the adjusted rate change.

Table 7: LYNX Analysis by Fare Media

% of Total for LYNX	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
LYNX Fare Type							
Round Trip Ticket	\$4.00	\$4.40	\$0.40	10.0%	3%	12%	25%
Weekly Pass	\$20.00	\$22.55	\$2.55	12.8%	2%	13%	21%
Monthly Local	\$80.00	\$88.00	\$8.00	10.0%	1%	6%	19%
Monthly Express Plus	\$160.00	\$176.00	\$16.00	10.0%	0%	3%	12%
One Ride Ticket	\$2.00	\$2.20	\$0.20	10.0%	4%	7%	11%
One Day Ticket	\$6.00	\$6.60	\$0.60	10.0%	1%	3%	5%
Monthly Express	\$110.00	\$121.00	\$11.00	10.0%	0%	2%	5%

Other					1%	1%	3%
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Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers

After the March 26, 2014 Public Hearing, staff adjusted “Weekly Pass” proposed fare rate increase from 12.8% (as mentioned in Table 6) below to 10%. See Table 4 in the “Public Input” section for the adjusted rate change.

Table 7: LYNX Analysis by Fare Media reflects the usage of payment type by LYNX customers with the last three columns showing the percentage of fare type usage by low-income, minority and system wide categories. The low-income group uses the one-ride the most at four percent (4%) while the minority group uses the weekly pass the most at thirteen percent (13%). Both of these usage rates are significantly below the LYNX population of the riders for low-income and minority at 12% and 49% respectively and reflects no disparate impact.

TRANSIT DEPENDENT CUSTOMER INFO

Table 8: Transit Dependent Customers

	Usage by Group per Month		
	Low-Income	Minority	System wide
No Valid Driver's License	69%	53%	47%

Based on the latest customer surveys which included a question inquiring on the number of customers without a valid driver’s license, 47% of CATS customers do not have a valid driver’s license. When broken down by low-income and minorities the percentage without a valid driver’s license are 69% and 53% respectively indicating that a larger share of these customers are dependent on public transit.

FINANCIAL ANALYSIS

Since the last fare increase in FY2013, CATS has taken efforts to increase other revenue sources. An ancillary advertising revenue program was started in FY2011 which sells ads on the CATS revenue fleet. This source of revenue is projected to generate \$1,400,000 in FY14 but other revenue sources have experienced decreases. The NC State Maintenance Assistance Program experienced a 9% reduction over the past several years offsetting increases in advertising revenue. In addition, lower interest rates on investments have reduced interest income. Operating expenses related to multi-year unionized labor negotiated wage increases, fuel price increases, and normal vendor price escalation is projected to exceed total operating revenue by \$2.8 million. Outlined below is more detailed information on the revenue and expenses drivers for the FY2015 budget and proposed fare increase.

FY2015 Projected Revenue Gap	
FY2015 Projected Operating Expenses	\$114,200,000
FY2015 Projected Revenue (W/O Fare Increase)	\$111,400,000
Revenue GAP	(\$2,800,000)

Key Cost Drivers	Change from FY2014 to FY2015 (Millions)
Fuel	\$ 320,000
Utilities	\$ 120,000
Personal Services	\$2,100,000
Risk Insurance	\$ 320,000
Total	\$2,860,000

Revenue:

- 3% escalation on Maintenance of Effort from the City of Charlotte, Mecklenburg County and the Town of Huntersville amounting to \$574,720.
- Sales Tax revenues reflects 3.5% annual growth, but does not yet account for anticipated growth due to 2013 State Legislative changes in expansion of sales tax base amounting to \$2.5 million.
- State Maintenance Assistance Program funding will remain flat for FY2015 which represents a 9% drop from FY2012.

Expense:

- Personal services (labor) costs of \$81 million represents 71% of CATS operating budget. Factors impacting these costs include:
 - Recent labor negotiations resulted in changes to the bus operator contract for FY2015 including:
 - 2.5% for wage increases
 - Additional personal day (from 3 to 4)
 - 60% share of life insurance (up from 50%)
 - 3% health insurance increase (\$25 per month per employee)
 - Pay assumptions for City employees will be consistent with City recommendations;
- Anticipated 10% increase in the employer share of City health benefits costs. This represents an annual increase of \$636 per City employee.
- Fuel costs account for 11% (\$12 million) of the operating budget.
- 2% gallon/year increase is budgeted; from \$3.20 per gallon in FY2014 to \$3.27 in FY2015. Anticipate procuring 3.4 million gallons
- Total Risk Insurance cost in FY2015 of \$3.8 million. This represents an overall increase of 9% (\$318,996) versus FY2014.
- Inventory expense is projected at \$4.4 million which is 4% of the operating budget.

The net effect of these revenue and expense changes projected for FY2015 is a revenue gap of \$2.8 million. The proposed fare increase of .20 cents is projected to generate \$2.8 million in passenger fares after taking into effect any drop in ridership precipitated by the fare increase.

To eliminate a fare increase or enact a smaller fare increase a corresponding drop in service levels would be needed. Table 9: Fare Increase and Service Reduction illustrates the reduction in service levels

required at different fare increase amounts or if no fare increase is approved. This information was included in the Public Hearing presentation and available on CATS website prior to the public hearing.

SERVICE REDUCTION IMPACT

Table 9: Fare Increase and Service Reduction

FY2015 Base Fare Increase	Anticipated Revenue (Millions)	Required Reduction of Current Service Level
No increase	-0-	26,354 hours
10 cents	\$1.6	11,099 hours
15 cents	\$2.2	5,529 hours
20 cents	\$2.8	0 hours

A reduction of services would have a negative impact on all riders with minority and low-income customers experiencing a significant negative impact due to reduction in frequency, elimination of some service areas and/or routes and the that 47% of customers are transit dependent.

Other alternatives other than service reductions could include:

Workforce Adjustments – However, CATS has maintained a fairly constant level of employees since instituting layoffs in FY2009. Thus any further reduction would have a negative impact on service delivery.

Reduced Services – Reduction in service besides impacting customers could increase CATS costs and reduce an income source:

Fleet Reduction – Reduction in service results in a reduction of the fleet which could require CATS to repay the FTA and NCDOT for selling an asset prior to reaching its useful life which places more burdens on the budget.

Service Hours – Reduction in service would reduce the allocation of Federal Formula Funds and NCDOT State Maintenance Assistance Funds reducing the available revenue funds to maintain services.

ADA Service – Depending on the type of service reductions implemented it could trigger a reduction in the service available to ADA customers through STS.

PREVIOUS FARE INCREASE MITIGATION EFFORTS

Beginning in FY2013 CATS conducted communications on the benefits of weekly and other unlimited usage passes to the public including the minority and low-income customers. This was done as part of the mitigation effort outlined in the Fare Equity Analysis staff developed in FY2012. Illustrated below are some of the creative material distributed and the placement location for the media.

Hanging Riders Alert inside each vehicle



Bus and Light Rail Exterior Ad



Spanish Version of Hanging Riders Alert inside each vehicle

YOUR RIDE IS HERE

**Realice más viajes.
Pague menos.**



Todos quieren ahorrar dinero en la actualidad y CATS está para ayudarlo. Con un pase semanal, usted tendrá viajes ilimitados durante toda la semana. **Cuantos más viajes realice, pagará menos.**



\$2.00
por viaje



\$1.66
por viaje



\$1.42
por viaje



\$1.25
por viaje

Los pases semanales de CATS son válidos de domingos a sábados y ofrecen viajes ilimitados durante la semana. Pase válido en los servicios de CATS y LVNX. Compre uno hoy por solo \$20.



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

MITIGATION EFFORTS

The analysis indicates at the media type level (passes, cash fares, etc.) that proposed fare change has been applied equitably across all fare types and services. But from a global perspective, with 75% of CATS customer being minority and 27% being low-income, there is an inherent disparate impact and disproportionate burden with any fare increase. Greater proportions of these groups when surveyed ride on and show transit dependency for CATS services than reside (US Census) in the services area.

To mitigate the inherent disparate impact identified at a global level, CATS already provides several avenues to mitigate the effect with discounted fare media or through inherent features within the pass media to provide usage discounts. These include:

- All 10 ride passes are discounted 15%
- Weekly pass priced at 28% off (7 day pass priced at a 5 day price). Post the 3/26/14 Public Hearing, this fare type was reduced by staff from 12.8% to the average (mode) 10% fare increase.
- Weekly, monthly and one-day passes have the unlimited ride feature allowing for lower price per ride based on customer usage.
- Volume discounts
 - Up to 20% off for businesses participating in the Employee Transportation Coordinator program.
 - Up to 25% for non-profits where 80% of their clients at or below the poverty level.

To further mitigate the inherent disparate impact CATS will continue to track the usage of passes and continue to execute marketing campaigns over the next two years to continue to educate customers about the benefits of the weekly and other unlimited usage passes. The campaign will reach out to specific market segments of low-income and minority customers. Ads will be placed in the following areas:

1. Hanging riders alert on all buses and trains.
2. On interior ad cards inside all buses and trains (rider's report)
3. In shelters in the transit center and uptown shelters where 80% of the our customer transfer
4. Exterior ads on the front of buses
5. CATS Web page ad,
6. Transportation fairs
7. Poster ads adjacent to CATS main pass sales outlet at the transit center.

CIVIL RIGHTS STAFF MITIGATION RECOMMENDATIONS (ADOPTED)

The FTA Title VI Circular's guidance is designed to produce mitigation efforts with meaningful outcomes for the low income and minority population. Staff believes the mitigation efforts proposed above are a sufficient starting place to continue CATS efforts. But systems to measure positive results will need to be put in place and additional steps may be needed. CATS is proposing to continue its advertising campaign to highlight the most economical pass types for the consideration of minority and low income communities. But staff will as well need to actively measure the usage of these fare media during the next fare increase period, how ads are tailored for the target groups and how outreach occurs to inform those groups about the more economical options.

As well, CATS is already supplying volume discounted transit passes to over 150 non-profit organizations (See a list in Appendix D) whose clientele is at or below 80% the poverty line. Thousands of fare media units (passes of various types) are supplied to these organizations annually. A list of these organizations appears on CATS website and is available to citizen's who may have economic challenges. These organizations must supply a copy of the 501(c)(3) tax exempt letter to qualify for the discounts. As these organizations are already connected to these communities, staff believes another route to ensure meaningful outcomes is to focus on the nonprofit programs who participate in this discounted fare initiative. Staff should begin to research the efforts of the non-profits receiving discounted fares to attain the specifics of and standards for their programs. The purpose will be to refine the discount pass initiative by finding better methods through these organizations as they assist the communities they serve.

Staff has already begun to review the total number of agencies receiving passes, the name of the organizations and how many discounted passes are supplied annually. The next steps should be to contact:

- Currently participating organizations to become familiar with their standards, the type of populations served, the size of the populations they serve, and criteria for how passes are distributed.
- Non-participating non-profit organizations to inform them about the discount pass program, and its benefits to their clientele (low income and minority)
- Both, to poll them where shortfalls exist between availability of passes, the need, incomes, and to get gather their front-line assessments on how to address the gaps.
- Refine standards, review and to create best practices for participating agencies to follow as they attempt to get the passes to those most in need.

The results and extent of mitigation efforts during the proposed fare increase period should be reviewed periodically by staff. Including, recording the extent of advertising efforts, sale increases and decreases in the most economical fare media types, researching and refining the discounted pass process to best assist target communities, and finally taking additional steps mid-stream should the proposed mitigation efforts prove less than optimal. These recommendations were incorporated into MTC's adoption of this analysis.

TSAC MITIGATION RECOMMENDATIONS (ADOPTED)

At the April 23, 2014 MTC meeting, Transit Services Advisory Committee Rep. Mr. Scott Jernigan recommended creating a credit for a single ride pass option at the Charlotte Transportation Center (CTC). This recommendation was incorporated in MTC's adoption of the analysis. If patrons present a valid single ride pass at CTC ticket or customer services counters they would get credit for the purchase amount toward the purchase of a more economical fare media type such as daily pass, 10-ride pass, weekly pass or monthly pass. A valid single ride pass would include a certain time limit i.e. same day or CATS transfer's time restriction. Mr. Jernigan also asked that staff consider (at some future point) creating a map of CATS services area in particular the uptown area pinpointing the locations of non-profits receiving volume discounts and their hours & contact information.

MTC (Board) FARE EQUITY ANALYSIS ADOPTION

On April 23, 2014, the MTC adopted this FY2015 Fare Equity Analysis including the input from CATS Marketing and Public Relations staff who co-produced the analysis, the recommendations of CATS Civil rights staff, Transit Services Advisory Committee (TSAC) Rep. Mr. Scott Jernigan, and a reduction in the "Weekly Pass" proposed increase back to 10%.

MTC APPROVAL OF THE FY15 FARE INCREASE.

On April 23, 2014, the MTC adopted this FY2015 Fare Increase to go into effect July 1, 2014. See notification below.

<http://charmeck.org/city/charlotte/cats/fares/Pages/fair-increase-public-hearing.aspx>

APPENDIX A: MTC FARE POLICY

Subject/Title: **Fare Policy**

Policy Number: **MTC-02**

Approved by: Metropolitan Transit Commission
Responsible Division: CATS Operations

Date Approved: February 23, 2011
Page Number: 22 of 33

Purpose

This fare policy is intended to describe the CATS fare structure in relation to different types of transit services and fare media offered. Fare Policy issues affect all aspects of public transportation and fare-related decisions have enormous effects on ridership, revenue, the amount of service that can be offered, and community perceptions of public transportation.

A modest increase in fare levels is recommended every two years to ensure that fare revenues keep pace with inflation and reflect a fair-share contribution by riders to the costs of operating a transit system.

The fare policy elements presented herein provide guidance for fare-related decisions in the context of fulfilling the mission of the transit system, protecting the public interest, and supporting the Financial Policies adopted by the MTC.

Objectives

- ◆ Encourage ridership by pricing transit affordably for all segments of Mecklenburg County's population, particularly those whose mobility options are limited.
- ◆ Establish a fare structure that is simple and readily understandable by current and potential riders.
- ◆ Provide fare media that maximizes the convenience of paying fares.
- ◆ Price different types and levels of service equitably.
- ◆ Meet the Financial Policies' mandated minimum operating ratio of 20 percent, with the long-range objective of having operating revenue cover an increasing proportion of the operating program expense.

Elements

Base Fare

The base cash fare for local bus service shall be at a level that is reasonably affordable for riders and that represent a fair share of the costs of operating transit services. Limited-stop services that principally cover the same geographic territory shall also charge the base local fares.

Express Bus Fare

Express bus service shall be offered at a premium fare, in recognition of the greater travel speeds, longer average trip lengths, and additional passenger amenities offered by such service. The express bus fare for routes within Mecklenburg County shall be maintained at approximately 40 percent greater than the base cash fare rounded to the nearest logical dollars and cents. Express customers may transfer to local service at no additional charge.

Regional Express Bus Fare

Regional express bus service for routes that extend beyond Mecklenburg County shall be maintained at a level twice the base cash fare, in recognition of much longer average trip lengths and the fact that the dedicated sales tax is not levied outside of the County. Regional express bus customers may transfer to local or other express service at no additional charge.

The adopted CATS Financial Policies require reimbursements from governmental units outside Mecklenburg County for service delivery into those areas.

Reverse Commute Fares

CATS shall charge the base local fare for reverse-commute express service to utilize available capacity with no significant additional operating cost and to serve the wider societal goal of offering an opportunity to access suburban jobs at a reasonable cost. Until noon, customers traveling outbound on express and regional express buses will be charged the local base cash fare. After noon, customers traveling inbound on express and regional express buses will be charged the local base cash fare. Reverse commute customers may transfer to local service at no additional charge.

Community Shuttle Fares

A community shuttle service fare shall be lower than the base fare in recognition of the shorter trip lengths on these services and the different roles of these shuttles as feeders to local routes and as a means of mobility at the neighborhood level. When transferring to a local or express shuttle, customers shall be required to pay an additional charge equal to the difference between the shuttle fare and the service to which they are transferring.

Employment/Activity Center Fares

Where shuttle service operates at employment/activity centers with CATS sharing funding responsibility with business groups, local governments, or other entities, fares shall be set based on mutual agreement among the funding partners on a case-by-case basis. Additionally, CATS shall have the discretion to temporarily suspend the charging of fares for all or any portion of the public transportation system in response to operational needs, emergencies, or safety concerns.

Fares for Special Event Services

Where special event service is implemented for sporting events or similar activities, fares shall be set by CATS on a case-by-case basis.

VanPool Fares

Vanpool fares shall be based in part on the roundtrip miles, with higher fares associated with longer trip lengths. In addition, a flat monthly rate shall be applied based on van size. Vanpool fares shall be priced in recognition of the greater travel speeds, longer average trip lengths and the additional passenger amenities offered by such service.

Light Rail Transit

Light Rail fare shall match the local bus fare, in recognition of the similarity in trip lengths, the desirability of attracting as many riders as possible to the system, and the availability of a bus-rail transfer in many cases where the local fixed-route bus network provides feeder service to light rail.

- ◆ Historic Trolley Service shares many operating characteristics with light rail. To provide seamless operations with light rail, the Historic Trolley service fare shall match light rail fare.

- ◆ Commuter Rail/Bus Rapid Transit fares will be established prior to initiation of new service.
- ◆ Transfers shall be available free of charge except from less expensive to more expensive services (e.g., local bus to express bus). The cost of transfers to higher priced services shall be the difference in fares. Transfers are valid for up to 90 minutes from issuance.

Free transfers in the same direction of travel will be offered to/from bus service and Light Rail Transit and Historic Trolley service.

Discounted Fares

Discounted fares shall be available for senior citizens, passengers with disabilities, students through high school, and children 12 years and younger. Appropriate identification shall be required for discounted fares. The fare for senior riders (age 62 and over) and passengers with disabilities shall be 50 percent of the cash fare for the service riding rounded to the nearest logical dollars and cents. The fare for students through high school and children 12 years and younger shall be 50 percent of the cash fare for the service riding. Children 5 years and younger or under 46 inches tall shall not be required to pay a fare.

Passes

Monthly passes shall be priced at the equivalent of 40 single trips, for both local and express passes. Seven-day/weekly passes shall be priced at the equivalent of 10 single trips.

The 10-Ride passes for all Non-STS Service types shall be priced at a 15% discount from the cost of 10 individual rides.

Special Transportation Services Fares

Special Transportation Services (STS) provides services mandated by the Americans with Disabilities Act (ADA). Federal regulations permit a fare of no more than twice the local bus fare, but CATS has historically charged less than the maximum allowed. STS fares are all prepaid through ten-ride ticket books or an unlimited-use monthly pass. STS monthly passes can be used on non-STS services in which the fare is equal to or less than the STS fare.

Sales Discounts

Sales discounts may be offered 1) for organizations that sell passes in volume and 2) to provide non-profit organizations with reduced prices on passes for their clients who are at or below the federal poverty level.

Fare Adjustment Policy

An increase of either \$0.25 or the average of 2-year inflation (whichever is higher) is recommended for the base cash fare every two years. The purposes of the planned fare increases are to ensure that fare revenues keep pace with inflation, to reflect a fair-share contribution by riders to the costs of operating a transit system, and to practice wise stewardship of public funds generated by the dedicated sales tax. This does not preclude the MTC from approving fare adjustments at other times to compensate for unusual, uncontrollable increases in operating costs, e.g. very significant fuel cost increases.

Fares for all other services shall be adjusted to maintain their relationship to the base cash fare as outlined in this policy.

Due to the greater cost per passenger of operating ADA service and the extension of this service countywide, fares for services operated by STS shall increase by twice the amount of local bus fare increases. For example, if local bus fares increase by \$0.10, the STS increase will be \$0.20.

Proposed Fare increases will be included in the Transit Operating Program, which must be approved by the MTC. After approval of the Transit Operating Program, current fares will be updated as an attachment to this policy. In unusual circumstances, fare increases may be approved by the MTC outside of the annual Transit Operating Program schedule.

Fare Adjustment Schedule

Current Fares as of July 1, 2010 and Fare Policies by Fare Type

Information provided in this attachment will be updated to reflect any current fare changes.

Type of Service	Current Fare	Proposed Adjustments
Local bus, light rail, historic trolley, express services reverse commute	\$ 1.75	\$ 0.25 or the average of 2-year inflation, whichever is greater, every two years
Express routes within Mecklenburg County	\$ 2.40	40 percent greater than local bus fare
Regional Express* routes to neighboring counties	\$ 3.50	Twice the local bus fare
Activity Center Services: Gold Rush	Free	Fare determined by mutual agreement with partnering organization(s)
Community shuttle service	\$ 0.70	40 to 50 percent of the local bus fare
Local bus, light rail and historic trolley All-Day Pass	\$ 5.25	Priced at equivalent of 3 one-way rides
Vanpool Service		
7 passenger minivan	\$278.51 per month plus \$ 0.12 per mile	Increase by a percentage based on percentage increase in local service
15 passenger van	\$367.75 per month plus \$ 0.20 per mile	
Commuter rail/bus rapid transit	N/A	If implemented, pricing to be determined
People 62 years and up and passengers with disabilities, with valid Transit ID or Medicare card	\$ 0.85 Local bus & light rail \$ 1.20 Express Bus \$ 1.75 Express Plus*	50 percent of service fare excluding STS & vanpool
K-12 students with valid current year school or Transit ID 6am to 4:30 pm	\$ 0.85 Local bus & light rail \$ 1.20 Express Bus \$ 1.75 Express Plus*	50 percent of service fare excluding STS & vanpool
Children 5 years and younger or Children 46" tall or less (accompanied by an adult)	Free	

STS (ADA service)	\$ 2.80	Valued at up to twice that of the local bus fare
STS yellow tickets	\$28.00 (book of 10)	
Non-STS ADA Pink Tickets	\$ 8.50 (book of 10)	
Monthly passes	\$ 70.00 Local \$ 93.00 Express \$112.00 STS (ADA Service) \$140.00 Express Plus*	Priced at the equivalent cost of 40 single trips
Senior/ADA Monthly passes	\$35.00 Local \$46.50 Express \$70.00 Express Plus*	One half of monthly price for service
10-Ride Pass	\$15.00 Local \$20.00 Express \$30.00 Express Plus*	Pass is valid on bus only
Weekly local passes (unlimited rides)	\$17.50 Local	Priced at the equivalent cost of 10 single trips
Fares for Special Event Services		Set by CATS on a case by case basis

* Regional Express is identified as "Express Plus" on CATS fare media.

APPENDIX B: PUBLIC PROCESS FOR FARE AND SERVICE CHANGE



Subject/Title:
Public Process for Fare and Service Change

Procedure No:
CATS MC01 Service Changes

Previous Revision:
October 20, 2009

Revised Date:
January 20, 2010



Carolyn Flowers
Chief Executive Officer and Director of Public Transit

PURPOSE

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

PROCEDURES

Route Reductions or Route Eliminations

Plans for the 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 will be considered in regards to the impacts on energy conservation, economy, environmental and social 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 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 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 MTC Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts will be provided to the Transit Services Advisory Committee and the Metropolitan Transit Commission. Notice of the final changes will be posted on CATS revenue operated vehicles, through other communication avenues, at the Charlotte Transportation Center, and at other CATS transit centers and stations.

Summary of Changes

2.1 First paragraph:

Changed title from "Significant Route Reductions or Route Eliminations" to "Route Reductions or Route Eliminations"

Added "or 25% of route miles"

Changed "will be published in local newspapers and posted on buses" to "will be published through Riders Alerts and posted on revenue vehicles and through other transit venues"

Second paragraph:

Added "in regards to the impacts on energy conservation, economy, environmental and social"

Changed "will be posted on buses" to "will be communicated through Riders Alerts and posted on revenue vehicles"

2.2 First Paragraph:

Changed title from "System-Wide Service and/or Fare Changes" to "Major System-Wide Service and/or Fare Changes"

Changed "Proposed fare and service changes that will affect passengers system-wide" to "Proposed service reductions that will affect 25% of passengers system-wide or 25% of route miles"

Changed "and a public hearing/meeting will be held to hear and consider comments within 2 weeks of the published notice" to "A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice."

Second paragraph: new

Third paragraph: added "of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts"

APPENDIX C: PUBLIC INPUT- CUSTOMER SERVICES AND HEARING COMMENTARY.

Comment 1:

Charlotte, March 10/2014

Sirs
CATS
City

Dear Sirs,

I come to make you aware that I am not in agreement with the fare increase on July 2014.

My reasons:

I am an older woman with my left knee being permanently injured.

I work 7 days a week and don't make 30 hours a week.

I'm obligated to get health insurance-\$60 a month

I live alone and have to pay:

Rent

Water/Maintenance

Telephone

Power

The rent increases every year to whatever they want without making the apartment better.

The water/maintenance, sometimes increases at times during the year.

Telephone, the most stable

The power, in the winter it increases dramatically due to the heat being on.

I'm going to assume that more than likely 85% of the public work for little hours (part-time), where there is no vacation and other benefits.

Thank you for the attention that will serve the President, that I left with you.

Sincerely,
Alba C. Manosalvas

Comment 2:

Good evening and thank you for allowing me to speak.

I am a long time client of Charlotte's Special Transportation Service, and I've come here tonight to urge you to reconsider raising the prices of STS yellow tickets and passes. My reasons for this are simple I understand that we must keep up with salaries, gas prices, etc. However, you are asking an already struggling segment of the community to pay nearly twenty percent of their income, which consists mostly of Social Security just to move around for the basic necessities of life; food shopping for example. Why must I and others be forced to pay \$140 dollars for passes and \$32 dollars for yellow tickets each month, when the service is already outrageously limited?

There was a time, when I could go out until at least midnight. Now, because of the rezoning laws, in order to receive a ride I can only stay out until 11:30 pm. Why can states like California and Colorado offer persons with disabilities significant fare discounts when only regular city bus riders get discounts here? Is that fair? NO! If we are going to tout Charlotte as such a “world class city”, then why are we so behind the times in the arena of transportation when it is considered a needed public service? Over 80 % of the disabled community does not work due to transportation barriers or other concerns regarding income, how can we be expected to live as good taxpaying citizens when our city constantly raises prices but limits services that are part of our God given right, if you’re not familiar with that term please refer to the second paragraph of the United States Declaration of Independence , to be happy, free and productive?

Council members I urge you to make the right choice and reduce STS fees, offer discounts, and expand service to the disabled community. Then and only then will Charlotte be a FAIR AND WORLD CLASS CITY.

Thank you and goodnight.

Fare Increase Spring 2014
Public Comments and Communications
April 9, 2014

Prepared for the
Metropolitan Transit Commission

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Enclosed are the comments provided by citizens and customers along with the official transcript from the March 26, 2014 public hearing on the proposed 20 cent fare increase effective July 1, 2014. This document is provided to all Metropolitan Transit Commission members several weeks prior to the next scheduled vote on the FY2015 budget which includes the fare increase. Please take the time to read the citizen's comments as you prepare for the April meeting.

Public E-Mail Comments

From: Tutas, Lawrence <ltutas@laborlawyers.com>
Sent: Friday, January 24, 2014 12:00 PM
To: MTC interest

Subject: ADA/Senior monthly pass plus increase.

Several months past I started driving to work, I work downtown Mon-Fri, I pay less than \$60.00 a month for parking. I walk 2 blocks to work. I think that the proposed \$88 for a monthly senior pass is ridiculous. Including gas for my economy car and parking I make out better??

Larry Tutas
Office Manager
ltutas@laborlawyers.com | O: (704) 778-4171
227 West Trade Street | Suite 2020 | Charlotte, NC 28202

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From: Kinard, Olaf
Sent: Wednesday, February 26, 2014 3:31 PM
To: pqkims@gmail.com
Cc: TellTransit
Subject: 55504 - Mobile Tickets
Attachments: Olaf Kinard.vcf

Thank you for your suggestion. We are moving in that direction however we have to upgrade all the fareboxes on the buses and add equipment at each light rail stations. We scheduled to go out for proposals this spring for a new farebox system that will include bar code reading so mobile app generated tickets can be used on the bus and rail. Once we have that decision made it will take approx. about a year to upgrade the entire system.

So bear with us.

Olaf Kinard
Director of Marketing & Communications
Assistant Director of Public Transit

www.ridetransit.org

From: TellTransit
Sent: Wednesday, March 26, 2014 2:29 PM
To: TellTransit

Subject: CATS Customer Service (BRM)

Customer Service

Additional Comments:

* url:
<http://www.charmeck.org/city/charlotte/cats/about/CustService/Pages/contactform.aspx>
* First Name: Nancy
* Last Name: Scaggs
* Address: 11227 Sundown Lane
* Address:
* City: Charlotte
* State: NC
* Zip Code: 28226
* Work Phone:
* Home Phone: 704-763-5777
* E-mail: scaggs2198@bellsouth.net

* : Selected Items
o (Complaint) Complaint
* :
* :
* : 57

* :
* : Selected Items
o (Transit) Transit
* : While you are looking into raising bus fares, you could look into increasing service to your riders. Route 51 buses should pull into the park and ride at Arboretum to accommodate us senior citizens and parents with small children. Crossing 51 is not safe. I am a long-time bus rider here in Charlotte -- since 1988. Rode the bus to work for 20 years and still need it as I do not have a car. To get to the Arboretum would mean the world for me and others.

From: Stachura, Pat <Pat.Stachura@klgates.com>
Sent: Tuesday, April 01, 2014 8:05 AM
To: MTC interest

Subject: CATS fare increases

Follow Up Flag: Follow up
Flag Status: Flagged

I am opposed to the outrageous fare increase of 10% that is being proposed beginning July, 2014. How can the city of Charlotte and the bus driver's union propose such a large increase at a time when people are taking pay cuts and/or losing their jobs. I can understand a 2% - 3% increase consistent with inflation but this is completely unreasonable. 10% in two year's time when inflation increased 3.6% seems extraordinary.

When I started riding the train in 2008, I think the fare was \$1.25. Per the US government inflation has been:

2008 – 3.8%
2009 – (.4%)
2010 – 1.6%
2011 – 3.2%
2012 – 2.1%
2013 – 1.5%
Total 11.8%

Inflation has increased 11.8% but CATS has raised fares during that same period 76%. How is that possible or reasonable? Call it what you want but it is sticking it to the working class at a time when the middle class is getting squeezed by all this ridiculous health care tax. Please consider alternative revenue means and/or reducing bus routes as opposed to increasing fares. We have too many buses during nonpeak hours riding around empty. The bus I ride (Route 14) runs every 45 minutes (29 times a day). Wouldn't it be possible to cut the number of routes to say 17 – once an hour 6:00 am to 10:00 pm. I guess this alternative would result in the need for less bus drivers and the union not being happy. When are we going to start making good decisions for the public and not for the unions and city workers? Our government needs to get in touch with the real world! Thank you for reading my concerns and I urge you to consider alternatives.

Pat M. Stachura
Personal Email

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From: Email@ip-10-251-162-63.localdomain
Sent: Tuesday, February 18, 2014 6:52 PM
To: TellTransit

Subject: Cats FeedBack Email (KO)

Type : Complaint
Vehicle Number : Vehicle Number
Issue : EAL - Early/Late
Name : Charles Masiak
Phone : (203)824-1970
Date / Time : Feb 18, 2014 18:39

Comment : The 6:04 bus was over a 1/2 hour late When I called, I was told the bus was coming from another route. you really need to schedule your buses better, or send another bus of one is running so late. During the wait I saw plenty of buses jeading to the garage. one of those buses shpuld have been sent. .It does not seem that you think too highly of your passengers, which is not the sort of image you should want to project. Especially simce you are planning on raising the fares in March. i am now considering on driving into uptown instead of taking the bus.

From: jamesalfredwoodruff@gmail.com
Sent: Thursday, February 06, 2014 2:11 PM
To: TellTransit

Subject: Cats FeedBack Email (RF)

Type : Complaint
Vehicle Number : 942
Route : Select Route
Issue : RUD - Rude Discourteous
Name : James Woodruff
Phone : 8434964393

Date / Time : Feb 06, 2014 13:58

Comment : I've ridden this route several times and noticed that I was short a dollar for fare. Well, since I've seen this driver and many others give free fares before to those in need, I thought, at least I have a dollar to pay for some of it. But no. Apparently since I'm not an Afro-American, as the other free riders were, I don't get a pass. This is called discrimination and racism. This man did even say hey to me our look me in the eye. I will share this with my media friends and will also provide proof of this blatant racism.

From: Kenji Kellen <kkellen@carolina.rr.com>
Sent: Tuesday, March 25, 2014 4:51 PM
To: MTC interest

Subject: CATS Hearing

I am interested in attending and speaking. My name is Kenji Kellen.

Thank You,

Kenji Kellen

From: Laura Newell <lnewell@inreachnc.org>
Sent: Thursday, March 06, 2014 9:24 AM
To: MTC interest

Subject: CATS Meeting March 26

I would like to speak at the meeting about the bus fare increase.

Thanks,

Laura Newell

From: Laura Newell <lnewell@inreachnc.org>
Sent: Wednesday, March 26, 2014 10:58 AM
To: MTC interest

Subject: Charlotte Transit meeting tonight

I am Laura Newell and I would like to speak tonight at the meeting.

Thanks for giving me this opportunity.

From: Wes Connell <wconnell@tricolorbraun.com>
Sent: Friday, January 24, 2014 8:21 AM
To: MTC interest

Subject: comment

Good Morning,

I've seen nothing but problems with CATS fare boxes. Honestly if CATS would fix their fare boxes, then they'd bring in enough income to offset any current budget needs.

Wes Connell |

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From: Wes Connell <wconnell@tricorbrown.com>
Sent: Monday, April 07, 2014 1:26 PM
To: MTC interest

Subject: Comments

Follow Up Flag: Follow up
Flag Status: Flagged

Good Afternoon,

My only real comment in regard to the proposed fare increase, is the fare boxes.

Many of the fare boxes are not working properly on the buses, so as a result people aren't paying at all or sometimes even a full bus of riders doesn't have to pay because of the fare boxes.

I've had many problems as well with the 10 ride express passes not scanning, so that means the fare box doesn't register another ride and I basically end up with a free ride so to speak.

I think CATS could close the gap with some attention to the fare boxes.

While I understand that budgets are tight, I think this increase is going to be very tough on poor people that are barely making ends meet. To jump .20 a ride may not sound like much, but it comes to around \$10 more a month for an average local rider. \$10 that many people just don't have these days.

I would ask that you consider canceling the increase or at least reducing it.

Thanks and best regards,

Wes Connell

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From: Daniel Bennett <cycletrip@yahoo.com>
Sent: Tuesday, March 25, 2014 12:17 AM
To: MTC interest

Subject: Fair increase Public hearing March 26, 2014

My Name is Daniel Bennett, and I am signing up to speak at the MTC public hearing on the fare increase. This coming Wednesday March 26.

Thankyou

Dan Bennett

From: Charles Strickland <cstrickland41@yahoo.com>
Sent: Thursday, March 20, 2014 4:37 PM
To: MTC interest

Subject: fare Increase public meeting

Please put my name of the list to speak Wednesday March 26, 2014 at the CATS/MTC Fare Increase Public Meeting. If possible I would like to be one of the first to speak as I will need to be catching a bus and may need to leave early.

Sincerely

Charles Strickland

From: Linda <lindadellph@aol.com>
Sent: Friday, January 24, 2014 9:08 AM
To: MTC interest

Subject: Fare increases

Considering we had to wait an extra 15 minutes for our bus last night (due to the bus breaking down) Plus my 10 minute walk to the bus stop I don't agree with the Fare Increase. Most of the buses we ride sound like they are falling apart and some of the bus drivers need some customer service training. If we could see some improvements being made it might be a different story. I am nearing retirement and I don't need my bus fare increased along with the rest of the increases in this world. Linda

From: Davis-Barnes, Stephanie R. <stephanier.davis-barnes@cms.k12.nc.us>
Sent: Wednesday, March 26, 2014 9:05 AM
To: TellTransit

Subject: Fares for students with disabilities (RF)

To whom it may concern,

I am a special education teacher at Hopewell High School. My students have moderate to severe disabilities and I would like to take them on the light rail. I saw that students can get a reduced fare. Where do I purchase those tickets? I have a valid school ID, though my students do not all have school IDs. The students range from 9th to 12th grade. I was hoping to take this trip by the end of April. Please let me know the next steps to take.

Thank you!!

Thank you,
Stephanie Davis-Barnes
Hopewell High School
SAC Teacher
Phone: 980-343-5988
Fax: 980-343-5990
Email: stephanier.davis-barnes@cms.k12.nc.org

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From: Anne Roberts <annkae@gmail.com>
Sent: Saturday, February 08, 2014 10:23 PM
To: MTC interest

Subject: March 26 2014 public hearing

I would like to sign up to voice my opinion during the meeting.

--

Love is the answer
Love covers a multitude of sins.

From: Ezekiel Mack <mackezekiel@gmail.com>
Sent: Saturday, February 08, 2014 4:06 PM
To: MTC interest

Subject: MTC Hearing

My name is Ezekiel Mack and I am signing up to attend the hearing on March 26, 2014 at 5:30pm for the CATS proposed fare increase. I can be reached at mackezekiel@gmail.com.

From: Benjamin June <bjune@centerforcommunitytransitions.org>
Sent: Monday, March 10, 2014 3:53 PM

To: MTC interest; Erik Ortega

Subject: Non Profit Bus Prices

To Whom It May Concern,

My name is Benjamin June and I am a Client Adviser at The Center for Community Transitions. I am requesting information about what are the proposed price increases for Non-Profit Bus Passes. Do you have information about the increases or can you please direct me to person I can obtain this information from?

Specifically I would need the prices of the following

Singles
Local Weeklies
Local 10 Rides
Local Monthlies

Respectfully,

Benjamin June
Client Advise - The Center for Community Transitions
704-374-0762 ext. 12

From: Scott Donohue <sdonohue@goodmortgage.com>
Sent: Thursday, March 20, 2014 2:54 PM
To: TellTransit
Cc: 'Rita Fair'

Subject: Please help -12 year old child riding a bus unsupervised (DA)

I have copied my ex wife on this so that she can hear the truth of this. My daughter is 12 years old, your own website clearly states that children 12 and under are not allowed to ride a city bus unsupervised without an adult.

This link will take you to where your rules are <http://www.charmeck.org/city/charlotte/cats/Bus/schedulechg/Documents/March2014/01%20Mt%20Holly.pdf>

I have also copied them and highlighted this portion of your rules.

Transit Fares
Effective July 1, 2012
Correct change only, please
Local \$2.00
Transfers (Local to Local/Community Shuttle) FREE
Transfers (Local to Express) 75¢

Transfers (Local to Express Plus) \$2.00
People 62 years and up, people with disabilities \$1.00
with Transit ID or Medicare card
Youth/Student (grades K-12), with a valid school or Transit ID \$1.00
(Children 12 and under are to be accompanied by an adult)
Children (5 years and younger, accompanied by an adult) FREE
Local Ten Ride Pass \$17.00
Local Weekly Pass (Unlimited rides) \$20.00
Local Monthly Pass (Unlimited rides) \$80.00
Senior/ADA Local Monthly Pass (Unlimited rides) \$40.00

Why is it that CATS would allow a child to ride unsupervised if your rules clearly prohibit it?

Scott Donohue
NMLS ID: 50493
Tel 704.523.3886 x207
Fax 704.523.9186
Toll 877.523.3886 x207
Cell 704-763-2589

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From: Melody Gross <melody.gross@gmail.com>
Sent: Monday, March 24, 2014 10:24 AM
To: MTC interest

Subject: Proposed Fare Hike Public Meeting

Hello,

I would like to sign up for the public meeting. I would also like the opportunity to speak if this is possible. Please let me know if speaking is possible.

Thank you,

Melody Gross

--

"Every man has his own destiny: the only imperative is to follow it, to accept it, no matter where it leads him." ~Henry Miller

Melody Gross
Public Relations, Marketing, Social Media and Brand Management
www.twitter.com/melodygross
www.SeeMelMarket.Tumblr.com
www.linkedin.com/in/melodygross
Cell: 704.266.0683

From: deangelo wiggins <deangelowiggins@gmail.com>
Sent: Thursday, March 20, 2014 4:16 PM
To: MTC interest

Subject: Public hearing

Would like to sign-up for the hearing on march 26

From: christine.dale@us.pwc.com
Sent: Friday, January 24, 2014 8:10 AM
To: MTC interest

Subject: raise prices again

You will lose more rider ship if you raise the prices again. Cut the salaries of the high levels, who don't do anything anyway, and put the money back into the system.

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From: Jennifer Lesniak <jlesniak@commercialcreditgroup.com>
Sent: Wednesday, February 05, 2014 12:31 PM
To: TellTransit

Subject: Route 77X (KO)

I was on the bus this morning and there was no heat. I am stilling trying to warm up from this. I pay a fare to ride the bus so I think that the bus should have heat in it. If there is something wrong with the bus then please get it fixed.

Jennifer

Jennifer Lesniak
Commercial Credit Group Inc.
227 West Trade Street, Suite 1450
Charlotte, North Carolina 28202
Tel (704)731-0031 Main
Direct Tel (980) 233-3744
Fax (704) 731-0030
www.commercialcreditgroup.com

jlesniak@commercialcreditgroup.com

From: PAMELA OWENS <POWENS@FAMILYDOLLAR.com>
Sent: Wednesday, January 29, 2014 3:02 PM
To: TellTransit

Subject: Rt. 27 mainly but have trouble on other routes as well. (BM)

CATS lies, and now they want another fare increase. The drivers are rude, sassy, don't pay attention, miss stops, don't want to help anyone. Without customers they wouldn't have jobs. My bus driver passed me this morning when I was about 50 ft from the stop because I was pushing my wheelchair because I didn't have traction to get up the small hill. She even paused briefly like she was going to stop but kept going. The next two buses were no-shows, I finally was able to get on the fourth scheduled bus, after being out in the cold for over an hour and a half.

It took over 20 minutes on hold with Customer Service each time before I was able to talk with someone. Of course, they couldn't track any on the buses. It happens all the time, they don't show up, ramps don't work, fare boxes don't work, drivers having attitudes. Unfortunately I have to depend on CATS for 100% of my transportation needs. It's very frustrating.

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From: Kinard, Olaf
Sent: Friday, January 24, 2014 10:27 AM
To: mkormanek@outlook.com
Cc: TellTransit

Subject: SmartCard (SGN)
Attachments: Olaf Kinard.vcf

Matt,

Thanks for your comments. We are working on it. Farebox systems for the size of system we have typically cost in the range of \$7-8 million to replace so the investment must last for 10-15 years. The current farebox system installed is a 1998 installation. We are currently finalizing a bid to go out to later this summer which includes fareboxes that should have:

1. Magnetic
2. Contactless cards (smartcards)
3. Barcode reading (i.e. to read mobile app purchases of passes similar to use with airline tickets; your phone becomes your ticket)

We hope to have a decision and the technology beginning to be installed in late 2014 and 2015. With over 325 buses and all the interconnection that occur with other system, it does take a while to replace an entire fleet.

Thanks

Olaf Kinard
Director of Marketing & Communications
Assistant Director of Public Transit

www.ridetransit.org

From: quarantine@messaging.microsoft.com
Sent: Friday, March 28, 2014 10:58 PM
To: MTC interest

Subject: Spam Quarantine Notification: 1 New

Dear mtcinterest@charlottenc.gov: You have 1 NEW spam messages since March 29, 2014 1:36 AM (UTC)

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Sender
Subject
Date (UTC)

Size
Move to
Inbox
Not
Junk
1
"Canadian-Drugs"
<noreply@formenteravacanze.com>
Hurry up to order today and
get free delivery to y
Mar 22, 2014

3:42 PM
4624

2
Move To

Inbox
Not
Junk

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From: Taylor, Kim
Sent: Thursday, January 02, 2014 10:07 AM
To: MTC interest

Subject: test e-mail

Test...

Kim Taylor, Marketing Manager
Charlotte Area Transit System
600 E. Fourth Street
Charlotte, NC 28202
704-336-7309 (phone); 704-336-4944(fax)

From: Howarth, Thomas <thowarth@uncc.edu>
Sent: Monday, February 17, 2014 1:29 PM
To: MTC interest

Subject: Wish to speak at the public hearing

Good afternoon,

My name is Joe Howarth and I would like to sign up to speak at the public hearing regarding the CATS fee increase.

Thank you,

Joe

Public Hearing Transcript

Metropolitan Transit Commission Fare Increase Public Hearing Transcript March 26, 2014

BEFORE THE METROPOLITAN TRANSIT COMMISSION
CHARLOTTE, NORTH CAROLINA

)
In Re:) PUBLIC HEARING
) ON
CHARLOTTE AREA TRANSIT SYSTEM) FARE INCREASE
_____)

Held at the Charlotte-Mecklenburg
Government Center
600 East Fourth Street, Room 267
Charlotte, North Carolina 28202
On Wednesday, March 26, 2014
Beginning at 5:37 p.m.
Metropolitan Transit Mr. Trevor Fuller, Chairman
Commission Members Ms. Carolyn Flowers
Present: Mr. Jack Edwards
Mr. Tim Taylor
Mr. Ralph Messera
Mr. Brian Welch
Mr. Rick Sanderson
Ms. Deana Diorio
Mr. John Woods
Mr. Bill Coxe
Mr. Bill Thunberg
Mr. Rick Watson
Mr. John Collett
Mr. Anthony Roberts
Also Present: Mr. Olaf Kinard
Ms. Jean Leier
Reported by: Christine A. Taylor, RPR
Notary Public
MTC - Public Hearing 3/26/14
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1 P R O C E E D I N G S

2 (at 5:37 p.m.)

3 MR. FULLER: So at this time we will open our public

4 hearing which we will hold before we get to the

5 other business that we have for the commission this
6 evening. We do have interpreters. We have a
7 Spanish interpreter and a sign language interpreter
8 with us for anyone who will need those services.
9 All right. So why don't we jump right in. We
10 have a number of people who have signed up to
11 participate in our public hearing on the fare
12 increase proposal. And I'll just go right down the
13 list of folks who are here. Charles Strickland.

14 MR. STRICKLAND: Here.

15 MR. KINARD: We are going to give a small presentation.

16 MR. FULLER: Oh, do you want to do the presentation
17 first? All right. Let's do the presentation, then
18 we'll do this.

19 MS. PEREIRA: Good evening, I'm Dee Pereira. I'm just
20 going to -- we've teed up a presentation and some of
21 it is the material that we presented to the MTC last
22 month, but there are just a couple of points that I
23 want to remind the MTC of.

24 And the first point that I really do want to
25 remind you of is the fact that the review of the
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1 fare every other year is in MTC policy, and so we
2 are in compliance with the policy. And,
3 essentially, what you look for is to review a small
4 or modest change every other year to maintain a
5 fair-share contribution from the riders to the
6 growth of the transit system and to avoid any large
7 increases or significant increases in the fare that
8 might be required as a result of changes in the
9 operating costs.

10 The other information that I want to remind you
11 of is when we presented you with the financial
12 analyses last month, we told you that basically what
13 CATS receives is an average fare. And as an
14 example, on the current \$2 base fare, CATS receives
15 about \$0.96. So it's not -- we want to make sure
16 that people fully understand that. We did do a
17 comparison. We did two comparisons. We did a
18 financial analyses.

19 (Showing slide.) In the financial analyses,
20 what we came up with is that the transit -- without
21 a fare increase, the transit revenue for next year
22 would be \$111.4 million; however, the transit

23 expenses with just a 3.6 percent increase are at
24 \$114.2 million, which leaves a \$2.8 million
25 difference between the revenues of the projected
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1 revenue and expense.
2 Some of the key cost drivers on the cost side
3 are elements that we do not totally control. For
4 instance, the fuel, the utilities, the risks and the
5 personal services are not totally under our control.
6 So in order to cover that gap, the fare increase --
7 we look for what should the fare increase be.
8 (New slide.) The second analyses that we did
9 was what we refer to the fare elasticity analyses,
10 and that is essentially we recognize within the
11 industry that when you have a fare increase,
12 generally the ridership goes down. And based on
13 that, we had to determine what should be the fare --
14 the level of fare increase in order to close the
15 gap.
16 (New slide.) So with that in mind, I just want
17 to put up this chart which we showed you last month.
18 What would be the service level impact based on no
19 increase, if MTC approved a 10 percent increase, a
20 15 cent or 20 cent increase, and what would be the
21 organizational impacts of not implementing the
22 20 cent on the base fare.
23 (New slide.) As you can see, we would have to
24 reduce our service which would result in workforce
25 adjustments depending on where the bus services were
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1 reduced. Once again, it could result in a reduction
2 of our bus fleet which meant that depending on the
3 fleet that would have to be eliminated, we might
4 have to repay the Federal Transit Administration and
5 NCDOT.
6 The reduction in our hours of service would
7 result in reduction of our federal formula funds and
8 the state -- the assistance funds that we receive
9 from the state, it could have Title VI implications.
10 And, once again, depending on which services were
11 reduced, it could impact the service that would be

12 available to our ADA customers.
13 So just wanted to present that to you. I'm
14 going to turn it back to Olaf right now. But this
15 is just reminding you of some of the information
16 that we provided to you last month. Let me know if
17 you have any questions.

18 MR. FULLER: Thank you very much.

19 MR. KINARD: (New slide.) This represents the current
20 fare increase along with the proposed fare increase.
21 We'd done this presentation to you all last month.
22 The Transit Service Advisory Committee, the Citizen
23 Transit Advisory Group had had several discussions.
24 The only thing on here that we are staff --
25 based upon this presentation and discussions of
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1 changing is the weekly pass that was going to go up
2 by 12.8 percent, we're going to recommend that it
3 only go up by the average 10 percent. That's the
4 only thing that you'll see is a change in relation
5 to this chart here.

6 (New slide.) The next series of chart compare
7 the proposed fare increase to both the North
8 Carolina cities basically and other cities that
9 we've compared ourselves to over the past eight, ten
10 years, and what their fare is, the same type of
11 service.

12 So with the new fare increase, we would be
13 around \$2.20. And compare us to the other cities
14 that have bus, light rail that is fare free, you can
15 see we're basically even par or below. We are
16 higher than most North Carolina cities, but we also
17 have sometimes two to three times the service on the
18 road than they do and a larger service area. So
19 there's a reason why there is a difference in our
20 fare structure than theirs usually are.

21 The express fares, which are express services
22 within Mecklenburg County, again, we typically are
23 at par or mainly above. There are one or two
24 locations that aren't, the Triangle transit in
25 Raleigh area and the San Diego system.

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1 The regional expresses that go out to
2 surrounding counties, we typically -- again when
3 compared to peer cities are typically below. There
4 are a couple that aren't, part of the Greensboro
5 express service and then, again, the Minneapolis.
6 (New slide.) And then the paratransit fares,
7 there are actually two bars here for reference. The
8 gold bar is the proposed paratransit fare. The
9 first bar is the local fare. And the reason for
10 showing that is by FDA rules, you can charge up to
11 two times the local fare. We don't do that, but it
12 gives you a comparison of the same cities and what
13 they charge in that respect. Some cities are
14 actually two times, some are close to the same, some
15 are a little bit less. Most of them are close to
16 two times the local fare. We don't do that in that
17 respect.

18 (New slide.) We also compared ourselves to
19 other transit systems that have the same service of
20 bus, light rail, vanpool on three costs of measures.
21 The cost per vehicle mile, we're typically running
22 below the industry average in the United States.
23 The cost per passenger mile, we typically are always
24 running below the United States. And the cost per
25 passenger trip, we've typically been up, but over

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1 the past three, four years, we've actually dropped
2 below the national average of transit systems. This
3 is during the period that we were expanding the bus
4 service tremendously in the '80s -- I mean in the
5 early 2000s. So we were making a lot of investments
6 and the passengers come after you make that
7 investment. So that's typically what we've seen
8 causing that particular scenario. But, basically,
9 the point of these three slides is that compared to
10 other transit systems who have the same service, we
11 typically run the service efficiently.

12 (New slide.) The public hearing is tonight.

13 We started advertising back in January. The riders
14 alerts, both electronic and paper, on the different
15 services, hangers, shelter posters, newspaper ads in
16 Mecklenburg County and surrounding counties.

17 Presently, this is done from the social medium and
18 websites and Twitter. And the public commentary,

19 even though we have a public hearing tonight,
20 doesn't end until April 9th, which is basically a
21 little more than two weeks before your vote. So we
22 have time to prepare the documents like we normally
23 do, provide you with all public hearing information.
24 MR. FULLER: Thank you. Are there any questions before
25 we get started hearing from our speakers?

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1 (No response.)

2 All right. Thank you. Then let me call then --

3 are we going to have everybody speak from --

4 MR. KINARD: If they can speak up here, come up here. If
5 they're unable, we can bring a microphone to the
6 customer.

7 MR. FULLER: And just a reminder to all of our speakers,
8 you will have three minutes to speak. And when your
9 three minutes are up, I'm going to ask you to stop
10 speaking. So keep that in mind.

11 All right. Charles Strickland, are you here?

12 MR. STRICKLAND: Yes, sir. This was my speech two years
13 ago. One thing I'm tired of seeing is CATS holding
14 this Commission basically hostage, you have to raise
15 the fares or we're going to cut back service. It's
16 like the Panthers saying build us a new stadium,
17 give us renovations.

18 We're talking people that have limited incomes
19 that are having to use the bus and this is a
20 definite hardship for all of us. CATS seems to care
21 that a contract worker loses -- or steals \$50,000
22 from them, but they have so many fare boxes that
23 aren't working, they aren't collecting fare from
24 people that are wanting to pay the current \$2.

25 By making inquiries, I've got all my numbers

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1 here from last year, \$2.4 million was my estimate as
2 to how much is being missed in fare box revenue. If
3 you add the \$2, we're up to \$2.75 million with the
4 \$2 increase. They're saying they're missing about
5 2.8 if they don't have this increase. I say collect
6 the money they're supposed to be collecting. When I
7 asked Mr. Kopf two years ago how many fare boxes

8 were not working, his answer was "I don't know." As
9 operations manager, I feel he should know.
10 I have asked two of my elected representatives
11 to contact Ron Carlee in the city manager's office
12 and have CATS accounting practices investigated and
13 we find out exactly how many fare boxes are not
14 working and the exact revenue impact that is being
15 missed before we have a vote on whether we are to
16 increase this fare or not. Let's find out how much
17 fare is being missed.
18 There are also some things I feel CATS can do
19 to generate revenue just by tweaking some routes
20 here and there get to get more people to ride the
21 bus at current rates. This upcoming Saturday night,
22 there's going to be an Eagles tribute band playing
23 at the North Carolina Music Factory. At midnight,
24 1,000 people are going to come out of that venue and
25 I think if they ran a bus in front of the North
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1 Carolina Music Factory, they'd build up 36 people
2 easily, I think, would hop on that bus and head to
3 the EpiCentre uptown. Currently the bus turns on
4 Johnson Road just before the North Carolina Music
5 Factory. There are only two or three on that bus at
6 night sometimes. I think by bringing it in front an
7 extra one-quarter, half a mile, maybe three-quarters
8 of a mile swings around into the same neighborhood.
9 They can do that.
10 I called Noah Lazarus two years ago, the owner
11 of the Music Factory, and asked him to call CATS to
12 bring that bus in front. He said he did. They
13 didn't want to do it. I think CATS needs to do
14 these type of things to generate more revenue at the
15 current level before they come to us and ask us for
16 more money.
17 Another thing they can do is the Ballantyne
18 bus, take it over to Stonecrest, two miles, generate
19 revenue there. It currently just goes to Ballantyne
20 Commons Parkway, an office park. Most of the day
21 it's not carrying anybody over the bridge. You take
22 it over there, more people will ride the bus. You
23 have a movie theater, you have Target, you have
24 restaurants, you have workers, shoppers that will
25 all use the bus, I'm sure, to use -- get to the

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1 transit to get to the train to get to uptown.
2 We also need later times so we can stay out
3 later in much of these areas. There are the workers
4 in my area at the fast food restaurants. They have
5 to give up 45 minutes of their shift a night to
6 catch that last bus at 11:00. They're off at 11:30
7 or midnight. They have to leave at 10:45 in order
8 to get the bus at 11:00. Five nights a week giving
9 up 45 minutes of their shift, that's money they are
10 having to take out of their pocket plus pay CATS,
11 plus now possibly pay an increase. That is not
12 fair. CATS needs to do more to attract more riders.
13 We demand more from CATS before they demand more
14 change from us.
15 MR. FULLER: Thank you, Mr. Strickland. Rodney Perry,
16 are you here?

17 (No response.)

18 James Anthony? James Anthony, are you here?

19 (No response.)

20 Okay. Laura Lassiter?

21 MS. LASSITER: Here.

22 MR. FULLER: Come on up, unless you want to take a
23 microphone.

24 MS. LASSITER: Good evening, and thank you for allowing
25 me to speak. I'm a long-time rider of Charlotte

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1 Transportation System. And I've come here tonight
2 to urge you to reconsider raising the prices of STS
3 for passengers. My reasons for this are simple.
4 I understand that we must keep up with
5 increases of gas prices, et cetera. However, you
6 are asking an already struggling segment of the
7 community to pay nearly 20 percent of their income,
8 which consists mostly of social security, just to
9 get around for the basic necessities of life, food
10 shopping, for example. Why must I and others be
11 forced to pay the proposed increase of \$140 for
12 passes and \$32 for yellow tickets each month when
13 the service is already outrageously limited. There
14 was a time when I could go out until at least

15 midnight, but now because of rezoning, in order to
16 receive a ride, I can only stay out until 11:30 p.m.
17 But I ask you why do states like California and
18 Colorado offer persons with disabilities significant
19 fare discounts when only regular city bus riders get
20 discounts here. Is that fair? I think not.

21 If we are going to tout Charlotte as a, quote,
22 world class city, then why are we so behind the
23 times in the arena of transportation when it is
24 considered to be a public service? Did you know
25 that over 80 percent of the disabled community does

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1 not work due to transportation concerns or other
2 concerns regarding income? How can we be expected
3 to land good tax paying citizens when our city
4 constantly raises prices but limits service that are
5 part of our God given rights. And I urge you to
6 refer to the Declaration of Independence if you're
7 not familiar with that term, specifically in the
8 Bill of Rights, these rights are to be happy, free,
9 and productive.

10 I urge you to make the right choice and reduce
11 STS fees, offer discounts, and expand services to
12 the community. Then and only then will Charlotte be
13 a fair and world class city. Thank you and
14 good-bye.

15 MR. FULLER: Thank you very much, Ms. Lassiter. Robert
16 Lowery, are you here?

17 (No response.)

18 Joann Williams, are you here?

19 (No response.)

20 Lamarr Blocker-Chrockmorcon. Did I say that
21 right?

22 MR. BLOCKER-CHROCKMORCON: Close enough.

23 MR. FULLER: You can either speak at the microphone up
24 here or you can speak with this mic.

25 MR. BLOCKER-CHROCKMORCON: I'll speak with that mic.

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1 Good evening to all those with the Metropolitan
2 Transit System. My name is Lamarr
3 Blocker-Chrockmorcon and I am a broadcast journalism

4 student at Central Piedmont Community College. I've
5 been riding on CATS for the latter part of ten years
6 and I've seen CATS get progressively worse in
7 regards to bus availability and frequency,
8 employees' behavior, and the financial stability.
9 Because CATS relaxed timekeeping on certain routes,
10 I've lost two jobs in the span of nine months being
11 subjected to pervasive surveillance as it may due to
12 CATS' ineffectiveness of keeping to the itinerary in
13 which they put out for the public.

14 If you all do decide to go up on the fare to
15 \$2.20, the buses should be on time, there should be
16 more places where we can go on local routes with one
17 to two transfers at the most. And the buses need to
18 be clean and safe. There should be no buses
19 breaking down. There should be no buses more than
20 five minutes late. And, plus, the drivers' behavior
21 is just -- it's just outright ridiculous.

22 I was on my way to work back in March of 2013
23 and I was on the 4:00 airport sprinter going
24 outbound. And a CATS bus operator who was on the
25 last leg right before USAirways terminal, the bus

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1 driver said to me "I hope your faggot expletive lose
2 your expletive job." This is something I do not
3 need to be subjected to especially if I'm putting
4 money into a public transportation where I can trust
5 not to be stuck at, not to be waiting 45 minutes for
6 buses that might not even come and, really, when
7 \$2.20, what -- really when I put into the
8 disposition of the question someone asked me, would
9 you rather put \$35 in the tank to fill up a Honda or
10 would you pay \$2.20 to catch a CATS bus. Right now
11 the way I'm feeling knowing that if my entire day
12 I've been late consistently on CATS, I can say that
13 I would rather fill up our Honda for \$35, just put
14 that out there, because I'm not going to get to work
15 on time.

16 MR. FULLER: Thank you, Mr. Blocker-Chrockmorcon. I hope
17 I said that close to right. Thank you, sir, for
18 your comments.

19 Next I have Rashadin, are you here?

20 (No response.)

21 Joe Howarth, are you here?

22 (No response.)

23 Anne Roberts, are you here? Yes, Ms. Roberts.

24 You can go up -- if you want to go right up there,
25 that would be great.

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1 MS. ROBERTS: Good evening. This is my first time
2 speaking at any type of Charlotte public, so I don't
3 know the protocol. I am a regular CATS bus rider.

4 I ride it a lot. Whenever times like this where my
5 car is down, I'll hop on CATS. I don't have a whole
6 lot of complaints or a whole lot to say, but I wrote
7 a couple of notes I just wanted to share.

8 With the bus service that we have here in
9 Charlotte, I think it is really important to take it
10 to the next level. It's not enough just to provide
11 the bus service. The type of service that we're
12 providing is important. Just because you can get
13 that bus coming down the street doesn't always
14 alleviate the problem. It needs to be on time. It
15 needs to be clean. It needs to be safe. I've been
16 on some of the stinkiest buses. And I've been in
17 situations where I could not breathe and you cannot
18 open a window in the middle of winter to vent body
19 odor on a bus. It's prohibitive. So it's not just
20 the fact that the bus is coming down there. It's
21 got to be clean. It's got to be on time. It's got
22 to be safe. You can't be threatened on the bus.
23 You can't have people grabbing clothes and chase you
24 and cuss at you. These are the types of things I
25 too have had.

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1 And I can relate to the other gentleman who was
2 talking about being late. CATS buses is the best
3 way to lose your job. I have never -- you can get a
4 great job, but if you have to -- if you really have
5 to depend on the CATS bus to get there, you really
6 will at some point have to buy a car or have to find
7 some other reliable type of transportation. It's
8 just not coming up to par.

9 And Charlotte as a city -- I got here into
10 Charlotte when it was just a smaller city. I

11 started coming here in '88 when I was in college.
12 I've been here almost 30 years now and before Bank
13 of America when North Carolina National Bank became
14 NationsBank, then it became Bank of America after
15 that, and Charlotte has progressed.
16 I think it's important particularly with CATS
17 to take the service level up to the next point at
18 this point because it's not just that we have a bus
19 service. We've got to take it to the level so that
20 it matches where the city is going because the bus
21 level -- the level of service provided for the bus
22 is not at all -- it doesn't match where Charlotte
23 has come from. And Charlotte as a city has really
24 done a lot, but the bus service needs to come up.
25 And that's all I have to say.

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1 MR. FULLER: Thank you very much. Ms. Roberts, thank
2 you. Ezekiel Mack, are you here?

3 (No response.)

4 Gwendolyn Mitchell, are you here? Gwendolyn
5 Mitchell.

6 (No response.)

7 Nicholas Rowe, are you here?

8 (No response.)

9 No. Okay. Marcus Crump, are you here? Marcus
10 Crump?

11 (No response.)

12 All right. George Johnson, are you here?

13 George Johnson.

14 (No response.)

15 Myra Clark, are you here? Myra Clark.

16 (No response.)

17 Sean Collins, are you here?

18 MR. COLLINS: Yes, sir.

19 MR. FULLER: Come right up to the podium here. Welcome.

20 MR. COLLINS: Thank you. Not many people -- can you guys
21 hear me?

22 MR. FULLER: Yes.

23 MR. COLLINS: Not many people can afford a higher 20 or
24 25 cent tax hike. Of course, people are on a budget
25 from their jobs that they have and are holding that

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1 job for as long as they can. The elderly can barely
2 pay a rate hike because many are on a budget,
3 especially those who are the widowed and live by
4 themselves and leave a little extra money for the
5 food they are able to buy. I am a student at the
6 community culinary school of Charlotte and when I
7 work in the kitchen, especially the food -- where
8 the packaged food will be shipped to the elderly,
9 they receive the meals to their homes or places for
10 the unfortunate -- for the unfortunate and
11 retirement homes.

12 Please, City Council, let us not to see -- let
13 us not see the elderly squander everything to ride
14 the city bus. That's what I have to say.

15 MR. FULLER: All right. Thank you very much. All right.
16 Christopher Jackson, are you here? Christopher
17 Jackson?

18 (No response.)

19 James Gavin, are you here? James Gavin?

20 (No response.)

21 Gimoghy Rice? Gimoghy Rice?

22 (No response.)

23 Laura Newell, are you here? Laura Newell?

24 (No response.)

25 Deangelo Wiggins, are you here? Deangelo

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1 Wiggins?

2 (No response.)

3 All right. Michelle Manning, are you here?

4 Michelle Manning?

5 (No response.)

6 Coren Childs, are you here? Mr. Childs, come
7 right up to the podium. All right, sir, welcome.

8 MR. CHILDS: Thank you. Good evening, everyone. First
9 of all, I'd like to thank the city officials and
10 CATS leadership for at least allowing the public the
11 opportunity to voice their opinion before inflicting
12 an increase in our budgets, in our personal budgets.
13 So we thank you for that.

14 It's obvious that the key to the growth of any
15 municipality would be its public transportation
16 system. When you're inviting your workforce from
17 other states and other municipalities who have an

18 in-place system, you are inclined to compete with
19 that, and to provide them the opportunity to, as
20 some of the other riders have explained, to maintain
21 their livelihood utilizing the service.

22 Some things need to be specifically addressed
23 and I'm going to bring that up here. The kiosk
24 service in the transit system, poorly manned at the
25 transit center. There will be one person handling
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1 customers, two people in the back counting, no one
2 takes the initiative to come up and help out that
3 individual when there seems to be a long line. That
4 causes people to miss buses. It is extremely --
5 extremely puts you off of your schedule. As well as
6 the process when you have a defective weekly pass,
7 defective weekly pass with six days left on it, I
8 went to get it taken care of and I was handed an
9 application and a pen there at the window. We need
10 to do much better than that.

11 Getting down to the meat of it, there should
12 not be a year's long scheduling issue outstanding
13 anywhere in the CATS system. Bringing just one
14 example, the 11 bus, for years it has been
15 undermanned. People have been crowded on that bus
16 like sardines every morning. Not only is it an
17 inconvenience, but you're also increasing the
18 possibilities of people spreading things like the
19 flu, people cough without covering their mouths. So
20 cramming people into a space like that especially,
21 in the winter, you're increasing sick days, you're
22 increasing people calling out. It's doing nothing
23 but hurting the overall industry that relies on this
24 workforce.

25 I'm not going to take up too much time. I

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1 could be here all day speaking in regards to terms
2 of people that I know have lost their jobs riding
3 CATS. I found it myself getting eight occurrences
4 within a two-month period due to specific CATS
5 routes not being scheduled properly. I've made
6 several calls to 336 ride and it's been brought to

7 my attention that bus operations is not necessarily
8 in charge of the scheduling. So there's some
9 bureaucracy that we need to get out of the way. The
10 people who are in charge of scheduling need to be
11 directly in touch with the issues that affect the
12 riders that utilize your service.

13 MR. FULLER: All right. Thank you, Mr. Childs. All
14 right. Melody Gross, are you here? Come on up,
15 Ms. Gross. And welcome.

16 MS. GROSS: Thank you. Good evening. I just have a
17 couple of points, mainly from the report that was
18 given. And it talks about the \$10,000 a year which
19 is considered low income. And then it talks about
20 the minorities.

21 My first thing is I'm not really sure of the
22 correlation between the number of minorities that
23 ride the bus versus a fare increase. So that
24 confuses me.

25 7.6 percent, that is the unemployment rate for
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1 Charlotte. 5 percent, that is the amount of Snap
2 benefits down for the year. That equals \$20 for a
3 household of two. That is a weekly fare. It nearly
4 doubles when you do a household of four.

5 One of the things it said was appears to be no
6 disparate impact. Now, I wasn't sure what that term
7 meant. Were you referring to the unemployment term
8 or the actual definition of it? Because there is an
9 impact. A gallon of milk has gone up in the first
10 quarter 30 to 60 cents. 30 to 60 cents, that is a
11 lot when you're talking about someone making \$10,000
12 a year. That is a lot when you're talking about
13 someone who's making \$10,000 a year and they have a
14 child that's over five, so they have to pay for that
15 child on the bus. So it's deeper than just how much
16 they make. There is a disparity. There is an
17 impact, an adverse impact to these families and
18 these homes.

19 I particularly make a little bit more than
20 that. However, I initially was not going to come
21 because I have to travel almost two hours on the bus
22 from the southeast side to the northeast side to
23 take my son to school every day, every day. So it's
24 impactful.

25 \$2 is generally good. But when you start to go
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1 to the weekly and it's going to go up to \$22.55.
2 And the monthly, I've never bought a monthly pass
3 ever because it's just not in my budget to do it.
4 That impacts my electric, which has gone up as we
5 know, Duke has gone up, gas has gone up, water has
6 gone up. So while we are talking about the increase
7 in our transportation, you guys are not looking at
8 the big picture. The big picture affects the entire
9 income of everyone. Thank you.

10 MR. FULLER: Thank you, Ms. Gross. Daniel Bennett, are
11 you here?

12 MR. BENNETT: Yes.

13 MR. FULLER: Mr. Bennett, come on up to the podium.

14 MR. BENNETT: First off, I would like to say good evening
15 everyone, MTC, all the mayors represented, and
16 definitely the people from CATS. I would definitely
17 give you guys a round of applause for what you're
18 doing. Let's keep it up. Keep up the good work.

19 I'm also going to state in my community I
20 totally understand about all the raising and all the
21 increases, things do have to be done, but how could
22 we do it. I've been around -- been in Charlotte for
23 almost ten years and I have seen all the fare
24 increases. And, honestly, I would ask all of you to
25 get on it for right now and stay it for one more

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1 year. I'm kind of comfortable at the \$2 mark. It's
2 something that I've already gotten used to. It's
3 hard enough to get used to it when it turns to \$2,
4 but then after watching and working the \$2 system,
5 \$2 pattern has been good for me. I've not really
6 had any problems with it.
7 CATS is at times, it's almost like an extension
8 of what I can do. I've actually been able to take
9 advantage of the system to be able to get to places
10 that other people cannot get to work. I'm not
11 tooting my horn, that's just me. I get my raise.
12 Some people cannot do that because of their
13 situation.

14 But for that, I'm against the fare increase
15 overall, but then just slightly asking to put in
16 your mind to stay it to give us a chance to adjust
17 to all the changes, to what Duke is doing, to what
18 water is doing, and all that good stuff so we can be
19 prepared. Because I want CATS to function, I want
20 the -- so it can do what it's supposed to do. But
21 sometimes when progression happens, everybody else
22 gets left back here. Those of us that are behind
23 need to get caught up so we can all work together.
24 But other than that, I love what you guys do
25 and keep up the good work and you all have fun.

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1 Have a good evening.

2 MR. FULLER: Thank you, Mr. Bennett. Kenji Kellen, are
3 you here? Come on up to the podium.

4 MR. KELLEN: Well, here we are again, ladies and
5 gentlemen, and we have come no further than we were
6 before. Buses are still late, bus stops remain
7 inconsistent, and there are some nasty bus drivers
8 out there. I thought CATS would have learned by
9 now. Let's turn the clocks back. When Charlotte
10 first started a bus system, its main purpose was to
11 bus maids in the rich neighborhoods so that they can
12 clean the houses. That's your basic 9:00 to 5:00
13 job. Well, CATS apparently hasn't learned anything
14 because they are still running things on 9:00 to
15 5:00 basis.

16 Charlotte is supposed to be a world class city.
17 Our public transportation system is anything but.
18 We are stuck with a system that provides inadequate
19 transportation to mainly low income and disabled,
20 which I am both. You keep saying voice our opinion,
21 but it usually falls on deaf ears. Time has come to
22 improve, so CATS improve. Thank you.

23 MR. FULLER: Thank you, Mr. Kellen. Jessi McClain, are
24 you here? Yes, ma'am. Come right up to the podium.
25 Welcome, Ms. McClain.

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1 MS. McCLAIN: Thank you. Good afternoon to everyone. I
2 agree with the people that has spoke before me, but

3 I'm speaking for myself and some of my co-workers.
4 I want to say to CATS that I say within the last
5 four years you have changed your route that I need
6 to get to work. And two weeks ago one of the
7 drivers informed me that the route would no longer,
8 as of Monday, exist and that was true.
9 I've been in Charlotte over 30 years and most
10 of that 30 years I was driving until about seven
11 years ago. And because of health reasons, I became
12 somewhat not disabled, but my working ability
13 ceased. And so I'm living sort of on a fixed
14 income. I'm able to work, I'm willing to work, but
15 the transit system, you don't consider people that's
16 really willing to work.
17 I worked for a company for 22 years and within
18 the last four years you have rerouted the bus and
19 now you have completely cut it out going by my job.
20 I have to walk four blocks in the morning to get to
21 work. And that's hard on me and not only myself,
22 but people that work in that area. Some walk from
23 the stadium to wherever they have to go because of
24 the rerouting of the bus. And now you want an extra
25 20 cents. I'm telling you in a month's time, I can

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1 do a lot with 20 cents. Thank you.
2 MR. FULLER: Thank you, Ms. McClain. Scott Jernigan.
3 Come on up to the podium. Welcome.
4 MR. JERNIGAN: Thank you. I'd like to thank you all to
5 allow me to speak to you today. This has been going
6 on for quite sometime, as you know, and let's call
7 it what it is, regressive tax on the working poor.
8 If you make \$20,000 a year, it's a bigger impact
9 than if you make \$60,000 or \$70,000 a year. I mean,
10 unfortunately, you know, in the past, you know, this
11 has been a sore subject.
12 Ever since Katrina hit us and the price of gas
13 spiked up to almost \$4 a gallon, we didn't have much
14 of a choice in transportation services because our
15 operating costs went up. Fuel costs have not gone
16 down since Katrina. We're not seeing any break as
17 far as fuel going down, you know, for our
18 pocketbooks and stuff like that. Everything is
19 included in the increasing price. Public employees,
20 such as myself who work for the state, have only

21 seen a 2 percent increase in the last five years.
22 I understand, you know, bus drivers have a
23 tough job. It's not easy for them to be out there
24 at 11:00, 12:00 at night, stuff like that. It's a
25 tough job. When someone confronts them, it's a
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1 dangerous job, it could be. And I sympathize with
2 them.

3 The thing is we need to look at what else can
4 we do. There have been changes in the past. We did
5 implement advertising on the light rail. That was a
6 huge step as far as looking at alternative revenue
7 sources. We need to do more to look at alternative
8 revenue services as a whole in order to keep the
9 costs down. That's all I have to say. Thank you
10 very much.

11 MR. FULLER: Thank you, Mr. Jernigan. We do have one
12 addition tonight that I will allow, Shirley Cosey,
13 are you here? Come on up to the podium here.

14 Welcome.

15 MS. COSEY: Good evening. Thank you for your time. I'm
16 here tonight on behalf of everyone that is disabled.
17 I ride the CATS bus and I've been riding the CATS
18 bus since 2003. Last year they had a hike on fare
19 and I could barely afford that and I work part-time.
20 And it's very stressful for me to be here tonight.
21 But I had to come to speak on behalf of us that are
22 disabled.

23 We are on a fixed income and 20 cents is a lot
24 of money when you're trying to live and trying to
25 provide for yourself and still have an independent
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1 life. But my overall CATS riding since 2003 have
2 been a pleasant experience. The bus drivers are
3 always nice and, you know, I get on the bus every
4 morning and I speak to the bus driver and they speak
5 back. But I haven't had any bad experience riding
6 CATS bus since 2003 and I'm thankful that the CATS
7 buses are there, but I'm asking you please do not
8 raise the fare because we don't get a salary every
9 year. Thank you.

10 MR. FULLER: Thank you, Ms. Cosey. That concludes all of
11 the people who have signed up or allowed to speak
12 for this public hearing. So I would entertain a
13 motion to close the public hearing.

14 MR. MESSERA: So moved.

15 MR. WOODS: Second.

16 MR. FULLER: Motion and second to close the public
17 hearing. All in favor.

18 (Motion to close the hearing passed unanimously.)

19 MR. FULLER: Thank you very much.

20 (Whereupon, the record was closed at 6:23 p.m.)

21 * * * * *

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STATE OF NORTH CAROLINA

COUNTY OF UNION

CERTIFICATE OF REPORTER

I, CHRISTINE A. TAYLOR, RPR, Notary Public do

hereby certify that the foregoing proceeding was taken
and transcribed under my supervision and direction; that
the parties were present as stated, and that I am not of
counsel for or in the employment of any of the parties to
this action, nor am I interested in the outcome of this
action.

I do further certify that the foregoing 31
pages constitute a true and accurate transcript of the
testimony.

This the 7th day of April, 2014.

CHRISTINE A. TAYLOR, RPR
Notary Public #19960530077

Communications & Advertisements

First communications to the public occurred on January 23, 2014 the morning after the FY2015/FY2016 budget was presented to the Metropolitan Transit Commission which included a proposal for the fare increase. Communications to the public took several forms and included:

- Website posting of the proposed fare increase (website provides Google Translate in multiple languages)
- E-Mail subscription notifications to all subscribers
- Printer rider alerts placed on all revenue vehicles in English and Spanish
- Hanging rider alert placed on all revenue vehicles in English and Spanish
- In-Shelter posters placed at all shelters with the capability to display information
- Multiple Newspaper ads:
 - Charlotte Observer
 - Charlotte Post
 - Newspapers in each of the surrounding counties with CATS services
 - Spanish written newspapers
- Press releases to all media with in the region
- Posting on Facebook and Twitter accounts

APPENDIX D: LIST OF DISCOUNTED FARE NONPROFIT ORGANIZATIONS JULY 1, 2012- JUNE 30, 2013.

The following list includes 155 organizations.

A Child's Place	CMC- Main Clinical Care	Crossroads Charter H.S.
Adult Care & Share Center	CMC Mercy	CTR For Comm. Transition
Alexpress International	CMC Mercy Emergency Dept.	CW Williams Comm. Health
ANUVIA Prevention & Recov	CMC MP Internal Medicine	Dress for Success
AREA Mental Health Auth.	CMC- Myers Park OB/GYN	DSS CSW
Asheville Buncombe	CMC Myers Park Orthopedic	DSS Elderly General Pur.
Behautilu Academy	CMC Observation Unit	DSS I
Blessed Assurance	CMC Pediatric Neurology Care	DSS II
Bradely-REID Case Management	CMC Pineville Clinical CA.	DSS Medicaid
Care Ring	CMC-COMM. Care Partners	DSS-Supplemental Trans.
Carolina Refugee	CMC-Guest Relations Department	Easter Seals, UCP N.C.
Catholic Charities Diocese of Charlotte	CMC-Mercy Nursing Administration	Exodus Foundation Org.
Chandra Ashford	CMC-MP Pediatrics	Family Forum
Changed Choices, Inc.	CMC-Pediatric ED	Fed. Halfway Mcleon CTR.
Charlotte Area Fund , Inc.	CMC-Randolph	First Baptist Church
Charlotte Family Housing	CMC-UNIV Clinical Care	Florence Crittention Ser.
Charlotte Housing Auth.	CMC-UNIV. EMERGENCY Dept.	Freedom School Partners
Charlotte Res. Doves-Nest	Comm. Culinary School	Friendship Comm. Dev. Corp.
Charlotte Rescue Mission	Communities in SCHL-Main	Goodwill Industries
Childrens Home Society of NC	Community Choices, Inc.	Harbor Baptist Church
Christ Episcopal Church	Community Support Service	Harvest CTR of CLT, Inc.
CMC- HEART Failure Clinic	Crisis Assistance Ministries	Hawthorne United Methodist
CMC- Main 6B MEDICAL		Healthy Families Mecklenburg

Heavenly Hands Fam. Ser.	Meck Link	Quality Home Care Service
Hope-Haven	Meck STD HIV	Quality Family Services
Hyaets	Meckcares	Rescare Workforce Service
Inner Vision Inc.	Mecklenburg Ministries	RHA Behavioral Health Park RD & N. Tryon
Innovative Comm. Res.	Medical Resource 3719	RHA Howell Care Center
INREACH	Monarch	RISE Project of the CAR.
Jacob's LAD	Mount Olive Adult Care	RYAN White Program
KIPP Charlotte	MT. Olive Baptist Church	Salisbury V.A.
Levine Cancer Institute	Myers Park Baptist Church	Salvation Army -ARC MEN
LION Services	Myers Park Presbyterian	Shelter Health Services
Lois' Lodge	Nevins Inc.	SocialServ.COM
Loving Care Adult Care	New Charlotte Church	ST. John's Baptist Church
Loving Touch Adult D/C	New Friends Adult Care	ST. Thomas Aquinas Church
Lutheran Family Services	PALS Adult Day Care Center	St. Vincent De Paul
Matthews Help Center	Park Road Baptist Church	Steele Creek Church
Matthews Presbyterian Church	PATS Place Child Advocacy Center Inc.	Supportive Housing Comm.
Matthews United Methodist	Performing Arts for Youth and Adults	Teen Health Connection
McLeod Addictive Disease	Person-Centered Partners	The Good Fellows Club
Meck Pregnancy Care Management	Presby Behavior Health 7E	The Kings Kitchen
Meck Administration Office	Presby Buddy Kemp Cancer	The Relatives, Inc.
Meck Care Coordination for Children	Presby Community Care	Third Presbyterian Church
MECK CO Sheriff's Office	Presbyterian Hospital Guest Services	Time Out Youth
Meck Co Women's Commission	Pritchard Memorial Baptist Church	Trinity Episcopal School
MECK County Health DEPT	Q-Foundation, Inc.	Truth Healing & Uniting
Meck County Veterans Services		UMAR

United Family Services

Urban Ministry

Youth Dev. Initiatives

University Adult Care Inc.

Vocational Rehabilitation

YWCA Central Carolinas

Uptown Men's Shelter

YMCA of Greater Charlotte

Urban League of Central

Youth & Family Service