

Charlotte Area Transit System Fast Facts

The Charlotte Area Transit System (CATS) is a department within the City of Charlotte and was created in 2000 after a successful public referendum in 1998 to fund future transit initiatives. CATS operates the largest transit system between Washington, D.C. and Atlanta, GA.

CATS maintains a dual focus: managing and continually improving day-to-day operations of the region's transit services within a four-county area while advancing planning for a regional rapid transit system integrated with land-use plans, which include light rail, commuter rail, rapid transit and expanded bus services.

The CATS service area covers 11 municipalities and 425 square miles. Service includes not only Mecklenburg County but also the counties of Cabarrus, Gaston, Union and York, S.C.

BUDGET

\$114,634,612

CATS receives funding for the operating and capital program from passenger fares and local, state and federal funds. Citizens in Mecklenburg County pay a half-cent sales tax dedicated to public transit initiatives.

NUMBER OF EMPLOYEES

345

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS

24.3 million passengers

PROGRAMS FOR CUSTOMERS

CATS Web Trip Planner at ridetransit.org is an online tool to help transit riders determine the fastest trip, the trip with the fewest transfers, and the shortest walking distance to a bus stop or light rail station. Users can plan a trip or view a timetable by specifying their trip origin, destination and date and time of travel.

CATS invites cyclists to Rack and Ride throughout the area. Easy to use bike racks are located on all buses and light rail vehicles for rider convenience. Riders can bike to the nearest bus stop, park and ride location or rail station.

Transit Savings Calculator enables transit users or those considering transit to calculate how much money they will save on gas, parking and automobile maintenance by using public transportation.

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

The Ride CATS Smartphone App for iPhone, Blackberry and Android allows customers to get displays of bus and LYNX train schedules, entire route and stops on map, allows trip planning through Google Transit.

Customers can order passes anytime via CATS E-commerce site. All pass types are available and orders can be picked up at the Charlotte Transportation Center or mailed to customers.

SERVICES DELIVERED

CATS Bus service operates 324 buses with 74 bus routes. The fleet traveled more than 15.5 million miles in FY2011. CATS operates 13 hybrid electric buses and is 100% ADA accessible.



CHARLOTTE.

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CATS LYNX Blue Line operates on a 9.6 mile track from I-485 South to Center City with 15 stations. The line offers 3,200 free parking spaces at seven park and ride locations along the line. LYNX averages 15,000 weekday riders. The LYNX Blue Line is the only light rail service in the state. It traveled 850,087 miles in FY2011. The Blue Line commenced service in November 2007. Trains run seven days a week with service every ten minutes during weekday rush hour. Future expansion includes plans to extend the Blue Line 9.4 miles northeast to the campus of the University of North Carolina at Charlotte.

CATS Special Transportation Service (STS) provides door-to-door transit services within three quarters of a mile of all local fixed route bus routes during each individual route's hours and days of operation. Service is provided to individuals with disabilities certified as eligible according to the Americans with Disabilities Act (ADA). As capacity allows, STS will provide service throughout the Charlotte city limits, including the towns of Matthews and Pineville.

Sprinter is CATS first enhanced bus service providing a direct connection between Charlotte Douglas International Airport and Center City. Sprinter runs every 20 minutes on weekdays and every 30 minutes on nights and weekends.

Gold Rush is a free circulator that connects Center City to LYNX, CPCC, Johnson C. Smith University, Charlotte School of Law and Presbyterian Hospital.

North Meck Village Rider is bus service running three routes around Huntersville, Cornelius and Davidson.

CATS Vanpools operates 77 active vanpools for commuters. The vanpool program consists of both 15-passenger and 7-passenger vans.

CATS offers 57 shared and owned and operated park and ride locations that connect motorists to bus, light rail, carpool and vanpool rides.

AWARDS AND RECOGNITION

CATS Named Safest Transit System in State - May 27, 2011: The North Carolina Public Transportation Association (NCPTA) awarded CATS Bus Operations Division and Special Transportation Services top honors as the safest transit system in the state.

CATS Receives 2010 National Safe Place Corporate Involvement Award - August 16, 2010: CATS is the recipient of the 2010 National Safe Place Corporate Involvement Award.

CATS Special Transportation Service named Safest Para-transit System in the State - June 10, 2010: North Carolina Public Transportation Association (NCPTA) names awards top honors to CATS for its Urban Dial-A-Ride system.



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