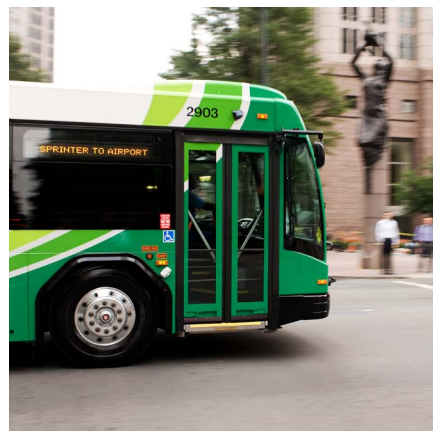


Countywide Transit Services Plan

FY2012 – FY2017



COUNTYWIDE TRANSIT SERVICES PLAN

DOCUMENT REVISION POLICY

The Countywide Transit Services Plan FY 2012 – FY 2017 was adopted by the Metropolitan Transit Commission on February 22, 2012. The next review and update of the plan will be in Spring 2017. Distributed copies of this document are not controlled. Anyone referring to a copy of the plan should verify that they have the latest version.

The Countywide Transit Services Plan FY 2012 – FY 2017 is available electronically through the city's intranet (CNet> Departments> Charlotte Area Transit System> MTC Policy).

For additional copies, please contact CATS Quality Assurance Section (704) 336-2961.

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1 INTRODUCTION

The Charlotte Area Transit System (CATS) is the Public Transit Department of the City of Charlotte. CATS, the largest transit system in the Carolinas, served nearly 25 million riders in FY2011 with a weekday average of over 84,000 trips. CATS provides service via bus, vanpool, and rail transportation. CATS' primary service area covers 527 square miles in Mecklenburg County, serving a population of approximately 919,600 people. Regional express bus service covers Concord, Gastonia, Union County, and York County in South Carolina.

Every five years, CATS updates the Countywide Transit Services Plan (CTSP). The CTSP is developed to provide strategic analysis and recommendations for public transit service enhancements over a five year period. The plan focuses on three services: local bus service, neighborhood/community bus services, and express bus service. This focus allows CATS to make recommendations concerning the type and quantity of future bus services in the region.

This plan includes:

- *Public Engagement Process* – A review of the public outreach efforts to educate and learn from the passengers and the general public during the CTSP process
- *Review of CATS' Existing Transit Services and Performance* – A review of system performance of existing transit services focusing on productivity, cost-effectiveness, and service reliability
- *Capital Development Recommendations* – Recommendations regarding future Park and Ride facilities
- *Five Year Service Plan* – Development of an updated Five Year Plan for enhancing CATS transit services through 2017

Transit Service Developments since the 2007 CTSP

As part of the previous CTSP 2007-2012, CATS implemented numerous local, neighborhood/community shuttle, and express bus route enhancements and capital improvements. In addition, CATS implemented proposals recommended in the 2007 Bus/Rail Integration Plan. The Bus/Rail Integration Plan incorporated existing and new bus services into the LYNX Blue Line Light Rail stations. A listing of the status of the 2007-2012 CTSP bus route recommendations is provided in Appendix E. Each recommendation was assigned one of the following status designations: Completed, Completed with Modifications, Deferred, or Route Discontinued. Bus service recommendations were modified based on several changes, including: infrastructure/ street network changes, changes in ridership patterns, or changes in land use.

2 REVIEW OF EXISTING STUDIES

CATS reviewed previously completed studies and current programs to assist in establishing a background of transit passenger travel patterns and in identifying internal and external projects and programs that could assist CATS in addressing key neighborhood transit-related concerns. The Review of Existing Studies was a collaborative process between Neighborhood and Business Services, Charlotte Housing Authority, Charlotte-Mecklenburg Planning Department, Charlotte Department of Transportation, local towns, and CATS.

The following documents were included in the Review of Existing Studies for the CTSP FY2012 – FY2017:

- Charlotte Housing Authority Chief Executive Officer's Strategic Plan and Real Estate and Development
- Centers, Corridors and Wedges Growth Framework
- Charlotte-Mecklenburg Planning Department's Area Plans
- Housing Locational Policy
- CATS Travel Market Policy
- Countywide Transit Services Plan 2007-2012

2.1 **Charlotte Housing Authority Chief Executive Officer's Strategic Plan and Real Estate and Development**

The Charlotte Housing Authority (CHA) has development, redevelopment, and rehabilitation projects slated for periods of up to five years.

- Rehabilitation projects in the CHA portfolio include the following: Strawn Towers, Charlottetown Terrace, McCreesh Place II, and Parktowne Terrace senior or senior/disabled properties. Residents were relocated to Hall House in fiscal year 2011. Once the rehabilitation is completed, residents will move into the Strawn Towers; Woodlawn House (a senior development located at 1315 Woodlawn Rd.) will undergo an abatement process in Fall 2011.
- Construction projects include demolition, development, or redevelopment of the following properties:
 - Hampton Creste at 920 North Wendover - construction has begun and will place 213 units on site
 - Moore Place at 929 Moretz Avenue - anticipated to begin construction in the 2012-2013 fiscal years
 - Steele Creek Senior Center - will be developed at 10000 Steele Creek Road
- Development projects include the Strawn Master Plan. Strawn Towers consists of 16.67 acres off of South Blvd. in the Dilworth community. It contains three separate structures: a 190-unit multifamily tower that houses seniors, 121 cottage units that contain housing for both able-bodied seniors and seniors with

disabilities, and the offices for the Charlotte Housing Authority. This corridor is experiencing huge growth and revitalization because of its proximity to downtown Charlotte and the recently opened light rail line. The Strawn site will be developed in the next five to ten years into an economically, socially, and environmentally sustainable mixed-income community. In each case of rehabilitation and relocation, the seniors and disabled will be relocated to an existing CHA property.

- Redevelopment projects include Boulevard Homes. CHA is redeveloping Boulevard Homes. Boulevard Homes with CHA is committed to replacing the 300 public housing units by providing new units both onsite and at several offsite developments. CHA is has received a commitment of housing funds and infrastructure funds from the City of Charlotte. The onsite redevelopment will consist of: 200-300 mixed-income family units (very low income, workforce and market units) and 80-120 independent living units for seniors. During this redevelopment, residents either receive a Section 8 voucher to relocate into a rental property or move to another CHA owned property. As individuals relocate, the existing bus routes in these areas may see an initial decrease and then an increase once the project is completed. In the interim, some areas that consist heavily of affordable rental properties should see an incremental increase due to the issuance of Section 8 vouchers and moving residents to existing CHA owned properties such as Southside.

2.2 Centers, Corridors and Wedges Growth Framework

The Centers, Corridors and Wedges Growth Framework updates the original Centers and Corridors concept by refining the vision for future growth and development for Charlotte. The Plan identifies several geographic types used to categorize land in Charlotte's "sphere of influence"; Activity Centers, Growth Corridors and Wedges. The plan also outlines the desired characteristics of each of these geographic areas. The Activity Center area has a significant impact on traffic patterns.

Activity Centers are concentrations of economic and/or mixed use development located throughout the community. There are three types of Activity Centers, defined primarily by land use and intensity of development: Center City, Mixed Use, and Industrial. Most Activity Centers will be appropriate locations for significant new growth and/or redevelopment.

Among other things, Activity Centers are expected to have a multi-modal transportation system and an interconnected network of streets (especially in Center City and Mixed Use Activity Centers) and are priority areas for enhancements to the supporting infrastructure, particularly the transportation network.

2.3 Charlotte-Mecklenburg Planning Department's Area Plans

The Charlotte-Mecklenburg Planning Department develops area plans to guide growth and development so that it occurs in a manner that is consistent with the vision for the area and the City.

Area plans vary in scope, depending on the geographic area and purpose of the plan. The plans typically address:

- Land use and zoning
- Transportation
- Environment
- Infrastructure
- Economic development/ revitalization
- Community appearance and urban design
- Community safety

Often, these plans include transit recommendations, typically listed in the Transportation section and/or Implementation Plan. The following is a list of plans that include local transit recommendations and implementation items and a summary of those items:

University City Area Plan (2007)

- UNC Charlotte Transit Shuttle – incorporate into the campus master plan.
- Feeder Bus System – evaluate existing bus routes serving University City and the surrounding area to identify possible new connections to station areas.

University Research Park Area Plan (2010)

- Ensure a strong linkage to transit options in the area. In the short term, maintain the Park and Ride (Mallard Creek Road). Incorporate the design and development of a future LYNX Blue Line Extension (BLE) circulator that will circulate between University Research Park and transit stations.

Catawba Area Plan (2010)

- Expand transit service. As more residential development occurs and new commercial nodes are created within the plan area, CATS should consider expanding service and partner with the development community to create Park and Ride opportunities as possible termini or major stops for expanded transit service.
- Support transportation alternatives.
 - Encourage high quality, mixed-use developments, consistent with Land Use and Community Design Policies in the plan, that promote pedestrian circulation to and through the site and support bicycling and short vehicular trips.
 - Provide transit service options where practical.
 - Support development, consistent with the Land Use and Community Design Policies in the plan, that minimizes the use of single-occupancy vehicles and helps reduce vehicular trips.

Thomasboro/Hoskins Neighborhood Plan (2002)

- Review existing transportation services and bus routes.

Providence/I-485 Area Plan (2000)

- Extend bus service and provide a Park and Ride lot at the Northwest corner of Providence Rd. and I-485.

Eastland Area Plan (2003)

- Upgrade bus stops along Central Avenue and Albemarle Road.
- The plan included the following recommendations (partially met with the Eastland Transit Center and creation of some neighborhood shuttles):
 - Community Transit Center – a multimodal transportation center should be developed in the town center. Transit service from the planned Southeast Transit Corridor, as well as from local routes, should connect to this transit center. Feeder bus service connecting adjacent neighborhoods should also connect to the transit center, which is recommended to be located in the town center. This transit center is intended to serve the needs of the neighborhood, and is not a “transit station area” as defined in the plans for the City’s five major transit corridors.
 - Bus Stop Upgrades – existing bus stops along Central Avenue and Albemarle Road, as the most heavily used in the system, should be upgraded through sign replacement, improved shelters and additional benches.

North Tryon Area Plan (2010)

- The North Tryon Area Plan states that the importance of public transit to the North Tryon plan area is evident by the ridership of the existing bus service along the corridor. With the neighborhoods and businesses within the corridor, public transit plays a key role in connecting the residents, business owners and visitors from the North Tryon area to Center City. Currently, there are several bus stops along the corridor and information gathered from transit users at the public meetings indicated the desire to have bus shelters.
- Bus shelters are recommended at locations that emerge through redevelopment with high ridership, including the proposed future catalyst sites along North Tryon Street. For Catalyst Site 3, which includes retail nodes, bus shelters internal to the development should be considered.
- Pedestrian amenities are recommended at 16th Street, 30th Street and 36th Street, with wider sidewalks, pedestrian scale lighting and connections to the future Sugar Creek greenway extension. These improvements are needed, in particular, with the potential BLE service located parallel to North Tryon. The 30th Street improvements should be high priority.

South Park Small Area Plan (2000)

- The South Park Small Area Plan calls for linkages, a mass transit study, express feeder bus service, and consideration of the feasibility of dedicated bus lanes.

Dixie Berryhill Strategic Plan (2003)

- The Dixie Berryhill Strategic Plan makes a general reference to transit studies underway at the time it was released (West Corridor).
- The plan states that bus stops should be located in or near major activity centers where more intense development is recommended and within walking distance for many residents. Bus stops should be attractive, sheltered, comfortable places to wait.

Belmont Area Revitalization Plan (2003)

- Explore additional connections for buses and other transit modes, particularly for the interior of the Belmont neighborhood.
- Increase mobility for all (transit, walking, cycling, etc.)

Albemarle / I-485 Interchange Study (2003)

- Consider extending transit service to the study area as development occurs, to link the area to the Eastland transit center as well as to the nearby rapid transit corridors.
- Locate a transit shelter within the mixed-use core of the study area (near Albemarle and Rocky River Roads) and identify opportunities to develop a Park and Ride facility in the same vicinity.

Rocky River Road Area Plan (2006)

- Maintain bus coverage in the area.
- Create future transit service opportunities by incorporating transit stop infrastructure along the proposed Eastern Circumferential, University City Boulevard, Rocky River Road and other major and minor thoroughfares as development occurs.
- Improve access to future rapid transit stations for area residents.
- As development occurs, involve appropriate CATS staff in the rezoning and subdivision processes to incorporate transit stop infrastructure along major and minor thoroughfares.
- Evaluate the suitability for investments in community transit center facilities, Park and Ride facilities and access to future rapid transit stations within the Rocky River Road Area community as development occurs.

Northwest District Plan

- The Neighborhood Quality of Life Study (NQLS) divides the City and its future annexation areas into 173 Neighborhood Statistical Areas (NSA). Each NSA contains one or more neighborhoods or subdivisions.
- The study examines twenty neighborhood variables in each NSA, mostly collected from local databases maintained by the City of Charlotte, Mecklenburg County and Charlotte-Mecklenburg Schools. The research converts the individual statistical values into NSA neighborhood-ranking categories – stable, transitioning, and challenged.

- The NQLS contains various projects that are projected to improve and enhance neighborhoods in Mecklenburg County. Several projects have an element that improves pedestrian or transit amenities.

Urban Land Institute (ULI) Study/West Trade/Beatties Ford Road Study

- Revitalize and build Johnson C. Smith University Coffee Shop, Book Store and Print Shop
- Improve I-77/West Trade Street Bridge Underpass
- Development of Mosaic Village/Student Housing/Senior Housing Project (Beatties Ford Rd and Montgomery St.)

2.4 Housing Locational Policy

The Housing Locational Policy provides a guide for the location and development of new, rehabilitated, or converted subsidized multi-family housing projects. The policy typically serves households earning 60% (\$40,320) or less of the Area Median Income. The policy assists the City in efforts to geographically disperse subsidized multi-family housing developments, support the City's neighborhood revitalization efforts, school development, transit corridors development, and other public development initiatives. The Neighborhood and Business Services Division revisited the Housing Locational Policy utilizing the Housing & Neighborhood Development Committee in January 2011.

2.5 CATS Travel Markets Policy

CATS' Travel Markets Policy defines and prioritizes local public transit travel markets into two categories to help delineate their priority and to define "transit competitive trips," trips in which transit can effectively provide a competitive service. The two categories are defined as follows:

- Primary Markets

These markets must be well served to achieve the goals of the adopted Centers and Corridors Land Use Vision and the 2025 Plan and for CATS to achieve its Mission and Vision. *The primary markets for CATS listed in priority order are:*

1. All trips/all purposes by those individuals who do not have access to or cannot utilize private transportation and require public transit for mobility.
2. Existing customers from existing service areas.
3. All trips/all purposes to, from and within one of the five original corridors and major employment and activity centers and the connections between them.
4. All trips/all purposes to/from Transit Oriented Developments (TOD) in the "wedges" between the original five corridors.
5. Commuter trips in congested travel corridors outside the original five corridors within the "wedges."
6. Commuter trips to/from surrounding counties in one of the original five corridors.

- **Secondary Markets**

Lesser (or secondary) priority markets are those that will only be served when it is cost-effective to do so and when it will not detract from CATS' ability to serve its Primary Markets. Examples of Secondary Markets are:

- Trips to/from non-TOD developments and areas regardless of location.
- Local trips totally outside Mecklenburg County.
- Inter-county trips outside of the original five corridors.

2.6 Countywide Transit Services Plan 2007-2012

Since the completion of the Countywide Transit Services Plan 2007-2012, CATS has implemented significant changes within its service area. CATS evolved from a bus and trolley transit system to a transit system with buses, trolleys, and a light rail line. In completing the new LYNX Blue Line Light Rail project, CATS implemented significant changes outlined in the CTSP 2007-2012. Bus routes were added and adjusted to best complement the LYNX Blue Line. In addition, bus route changes in other areas of Mecklenburg County were adjusted to better meet the needs of the riding public. The CTSP 2007-2012 provided the guide for the implementation of bus route changes during that time. However, the proposed changes were tempered with environmental, economic, and physical changes. The status of the previous plan's recommendations were analyzed and listed in Appendix E: Status of 2007-2012 CTSP Recommendations.

Each recommendation from the CTSP 2007-2012 was reviewed to determine its status. The recommendations were assigned one of the following statuses:

- **Completed:** Recommendation implemented as suggested
- **Completed with Modifications:** Recommendation implemented with modifications or adjustments to the suggested proposal
- **Deferred:** Recommendation was not implemented. It will be reviewed to determine the merit of including it in the CTSP FY2012 – FY2017.
- **Route Discontinued:** Route was discontinued and the proposal is nullified.

3 PUBLIC INVOLVEMENT PROCESS AND FINDINGS

3.1 Public Outreach Involvement Objectives

The Charlotte Area Transit System (CATS) has a strong history of proactive outreach programs in the community, with the goal of achieving public awareness and interaction throughout the entire project development process. CATS' public involvement efforts focus on collecting public input from members of the community: consulting with the public to identify public values and needs, to gather information, and to build consensus on transportation programs. Finally, and most importantly, public participation makes for better transit and land use decisions.

CATS launched a three phase public involvement process to obtain feedback from residents throughout Mecklenburg County for developing the Countywide Transit Service Plan (CTSP) FY2012 – FY2017. The purpose of the public involvement program was to facilitate the successful completion of CATS' CTSP by actively seeking input from the public throughout the planning and design phases.

The guiding principles of the CTSP are to match service levels with demand, align bus routes with future rail corridors, streamline service on corridors, and improve travel times and cross-town connections. Public input will help maximize the success of the plan.

CATS used the following methods for outreach:

- Letters sent to neighborhood associations
- Email notification sent to electronic subscribers
- Meetings posted on CATS website
- Meetings posted on City of Charlotte's events calendar
- Rider's Alerts on buses and trains
- Press Releases sent to the media
- Advertisements placed in the Charlotte Observer, Charlotte Post, and Que Pasa
- CTSP Survey (paper copies were distributed at meetings and available online)

3.2 Public Outreach Involvement Phases

3.2.1 First Phase

During the First Phase of the public outreach involvement process, CATS utilized all of the outreach methods listed above. Those methods assisted CATS in gathering public feedback about the existing bus route service. CATS introduced the CTSP process and provided a forum for passengers and the general public to provide input on their transit needs and challenges as well as areas of satisfaction. The First Phase outreach efforts were held between October 2010 and December 2010. As part of the First Phase of the process, passengers shared specific service-related improvements they viewed as necessary to address their transit needs. Participants specifically outlined transit improvements such as trip times, route names, service times and service locations as elements needed to improve the effectiveness of transit service. The desired enhancements recorded on the surveys specifically addressed fixed-route, neighborhood/community, and express route services.

Fixed-Route Services

- Participants indicated the desire for CATS to address capacity issues on routes such as 7 Beatties Ford Road, 9 Central Avenue and 11 North Tryon. The participants indicated that CATS could address the capacity constraints by expanding service hours and adding more trips.
- Participants indicated that the CTSP should address the gaps in the provision of public transportation services. A transit gap is an area, time or market that is not being satisfactorily served by existing transportation services. The common transit gaps highlighted by participants related to service time and/or location were: WT Harris Boulevard between Northlake Mall to Independence Boulevard; Highway 51 between Mint Hill, NC and Pineville, NC; and Mt. Holly-Huntersville Road, between Huntersville and Brookshire Freeway (Hwy 16). Participants indicated an interest in expanding the service hours and service days to various routes including routes serving employment centers, shopping malls and high density areas.
- Participants identified new route requests to Eastfield Road, Highland Creek, Fairview Road, Mineral Springs Road, Sugar Creek Road west of I-85, Cindy Lane/Nevin Road between Beatties Ford Road, and Sugar Creek Road.

Neighborhood/Community Shuttle Services

- Participants indicated the need to expand the span of service hours for neighborhood shuttles to the same hours as connecting routes. Participants indicated that each trip on a fixed route service should have a corresponding trip for any connecting neighborhood shuttle service.
- Participants indicated an interest in increasing the number of trips on 60 Tyvola/SouthPark, 235 Revolution Park, 221 Idlewild Road and 222 Pence Road.
- Participants indicated a need to expand Saturday and Sunday service hours on 221 Idlewild Road and 222 Pence Road.
- Participants expressed a need to operate evening service on the Gold Rush Shuttle as well as all day service on Saturdays. Participants indicated that more frequent service on the Gold Rush is necessary during peak and non-peak times for uptown travelers. In addition, participants indicated that Gold Rush service during uptown events is necessary for event attendees.
- Participants identified new shuttle service areas such as North Davidson (NoDa), Plaza Midwood, Highland Creek, Prosperity Church Road/Mallard Creek Church Road, Highway 51, and an additional Beatties Ford Road shuttle north of I-485.

Express Bus Services

- Participants indicated the need to expand express service to include Saturdays on Routes 48X Huntersville, 54X University Research Park, 64X Independence Boulevard, 65X Matthews, 74X Union County, 77X North Mecklenburg, and 85X Gastonia.
- Participants indicated a need to expand service to include Sundays on Routes 48X Huntersville, 54X University Research Park, 64X

Independence Boulevard, 77X North Mecklenburg, and 80X Concord express services.

- Participants who utilize Route 77X expressed an interest to split the route and allow one route to serve the Northcross Park and Ride and a second route would serve the Park and Ride locations in Davidson and Cornelius.
- Participants indicated the desire to have express bus services on Panthers home game days.
- Participants expressed the need to improve existing express service with additional trips morning and evening, schedule adjustments, and more frequency.
- Participants identified new routes to areas such as Highland Creek, Catawba County, Harrisburg, Lake Wiley, Kannapolis, Midland, Stanly County, Albemarle, Weddington and Lancaster, and Chester County in South Carolina.
- Participants indicated interest in increasing the number and the use of Motorcoach Industries (MCI) vehicles used for express bus services.

The First Phase also included the CTSP Public Outreach Survey, which provided feedback from passengers and residents. The survey provided participants with the opportunity to rate their desired elements in four areas: bus stops, park and ride facilities, existing transit services, and new services. The surveys were distributed at the public and neighborhood meetings and were available on CATS' website. Public Outreach participants completed 820 surveys; 547 surveys were completed on CATS' website and 273 surveys were completed and collected at the public and neighborhood meetings. The complete survey is included as Appendix D of this plan.

CTSP Survey Results

The survey allowed participants to score various elements of the transit service, with a score of 5 indicating the greatest interest and a score of 1 indicating the least amount of interest. Survey participants indicated the greatest interest in improving information and waiting qualities at transit bus stops and Park and Ride facilities, 3.75 and 3.55 respectively. Improvements to service quality of existing transit services and the implementation of new transit service were ranked slightly lower, 3.25 and 2.97. (See Figure 3.1 Countywide Transit Services Plan Survey Results)

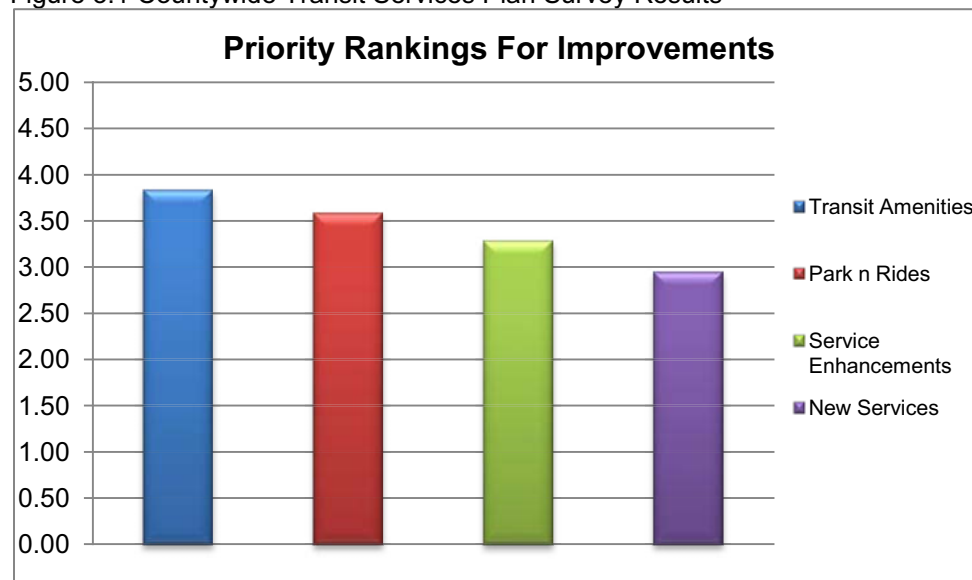
Information quality at bus stops was a top concern of passengers. Customers across all services rated the real time schedule information at bus stops as the most desirable element for their transit needs. CATS bus services operate at frequencies between eight to 60 minutes. Determining the arrival of the next bus could add to the convenience for passengers connecting to other bus routes or when traveling to their final destination.

The wait quality was a concern of passengers in terms of the customer comfort and safety. Transit amenities such as bus shelters, trash receptacles, bicycle facilities and bus benches were rated as elements that would improve passengers' comfort and convenience. Passengers also indicated a desire to have increased bus stop amenities that provided seating and shelter as well as a level of safety. Participants noted that security cameras and lighting at Park and

Ride locations are features needed to improve the perception of safety at various bus stop locations.

Participants specified service availability as another element necessary to improve the service quality for existing and potential CATS passengers. Customers indicated that additional bus trips; expanded weekday, Saturday and Sunday service hours; the extension of service to new locations; as well as new express and neighborhood shuttles services were necessary improvements needed to increase ridership and meet the growing travel demand of current passengers.

Figure 3.1 Countywide Transit Services Plan Survey Results



Another element of the First Phase of the program was the use of two stakeholder groups: the CTSP Technical Committee and the CTSP Steering Committee. These committees are described in Section 3.3.

3.2.2 Public Involvement - Second Phase

CATS employed outreach methods to notify participants of public meetings in which CATS introduced the CTSP recommendations. The Second Phase outreach efforts were held during August 2011 and September 2011. During the Second Phase, CATS presented maps for each of the bus route recommendations.

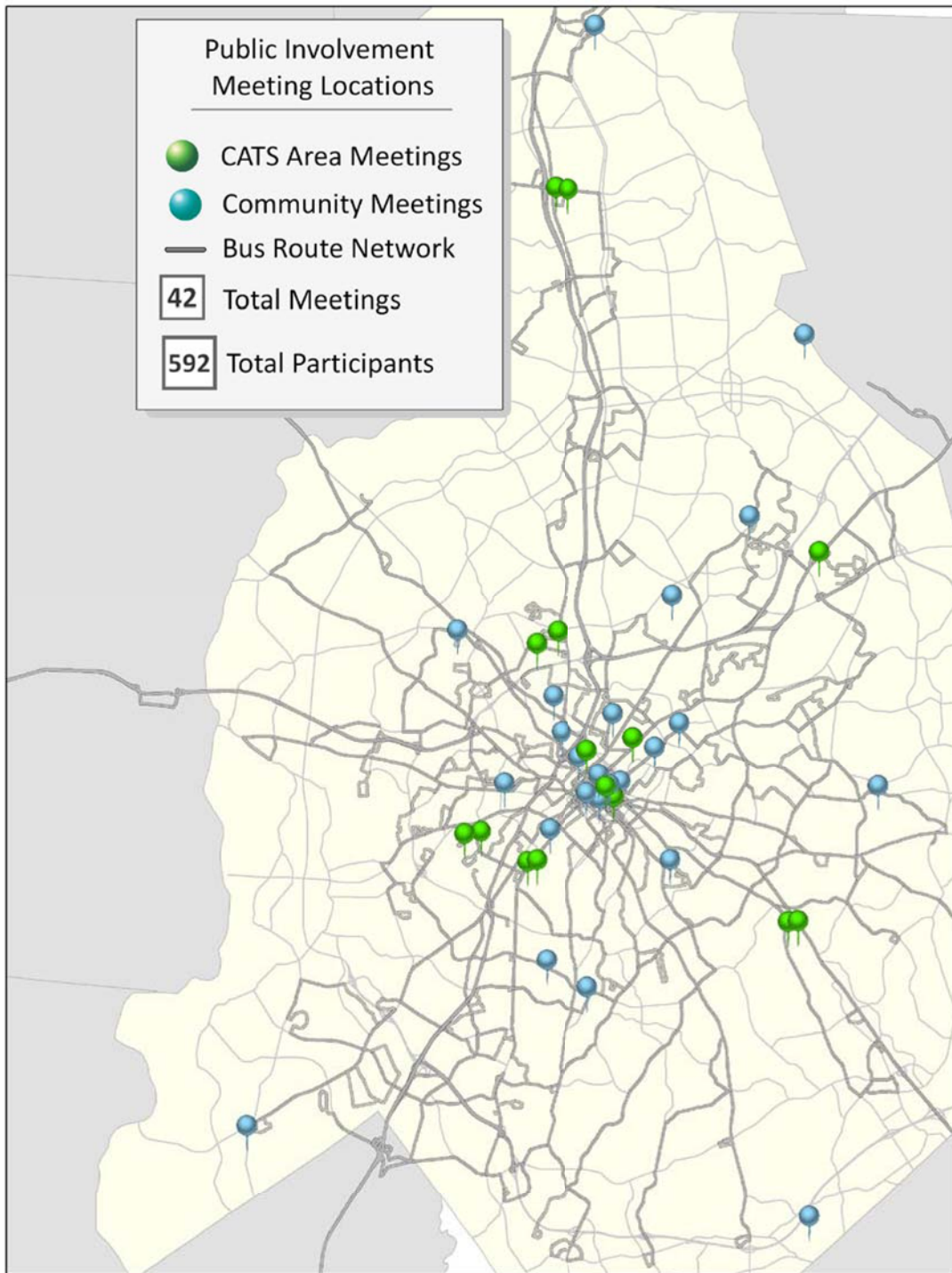
CATS staff presented information at 42 meetings; 13 public meetings were hosted by CATS and 29 meetings were hosted by various neighborhoods or communities. Table 3.1 provides a list of the meeting locations and the number of attendees. Passengers and members of the public were encouraged to attend the public or neighborhood meetings. Through these meetings, CATS shared information about CATS' bus services to 592 attendees. Attendees could provide verbal and written feedback. Figure 3.2 depicts the locations of the CTSP Public Involvement Meetings.

Table 3.1 CTSP Public Involvement and Outreach

DATE	ORGANIZATION	ATTENDANCE
October 4, 2010	Grier Heights NA	27
October 5, 2010	Druid Hills NA	20
October 7, 2010	Express Riders (Main Library)	12
October 11, 2010	Villa Heights Community Association	15
October 11, 2010	Madison Park NA	32
October 12, 2010	*South Boulevard Light Rail Facility (South)	1
October 13, 2010	*North Regional Library (North)	0
October 13, 2010	*Independence Regional Library (East)	3
October 14, 2010	*Arbor Glen Outreach Center (West)	0
October 14, 2010	TSAC	8
October 18, 2010	Third Ward NA	13
October 19, 2010	Toddville	4
October 21, 2010	*CMGC (Center City)	19
October 21, 2010	Charlotte East Community Partners	11
October 25, 2010	Center City Transportation Council	11
November 1, 2010	South End District	48
November 2, 2010	NoDa NA	23
November 3, 2010	Joint Use Task Force	19
November 3, 2010	CIGNA HealthCare	1
November 4, 2010	Washington Heights/West Blvd	8
November 4, 2010	83X Public Meeting	2
November 8, 2010	Johnson C. Smith	8
November 12, 2010	Davidson College	6
November 16, 2010	Highland Creek HOA	40
November 16, 2010	Camp Green NA	24
November 16, 2010	Steel Creek	3
November 18, 2010	University City Partners	18
November 22, 2010	Langston NA	14
November 23, 2010	Parktowne Terrace-CHA	33
December 7, 2010	Allan Hills NA	19
December 13, 2010	CTC Fair	25
December 16, 2010	Greenville Community	0
August 9, 2011	*South Boulevard Light Rail Facility (South)	13
August 11, 2011	*Charlotte Mecklenburg Government Center (Center City)	14
August 13, 2011	Historic West End Neighborhood Association	12
August 16, 2011	*Arbor Glen Outreach Center (West)	0
August 17, 2011	*North Regional Library (North)	10
August 18, 2011	*Independence Regional Library (East)	7
August 24, 2011	*University City Regional Library (Northeast)	6
August 30, 2011	*West Charlotte Recreation Center	17
September 8, 2011	*Gateway Village YMCA, Community Room	16
September 21, 2011	Villa Height Community Organization and McCreesh Place	30
TOTALS	42	592

* Indicates CATS Public Meeting

Figure 3.2 CTSP Public Involvement Meetings



3.2.3 Public Involvement – Third Phase

The Third Phase will be initiated as a part of the implementation process of the CTSP bus route service recommendations. CATS will employ CATS policies and procedures concerning public meetings and public meeting advertisement. The adopted CATS policy ensures that the public participation process offers residents and passengers the opportunity to engage in the planning process. CATS will utilize the public participation process used in the First Phase.

Each fiscal year, CATS' Marketing develops a series of marketing initiatives to increase ridership, maintain awareness of products and services, and enhance its image. Continued growth in transit usage is the desired result of CATS' marketing program. Once the Bus/Rail Integration Plan is finalized and a timeline for implementation has been provided, CATS Marketing will communicate to the public and to riders the additions or changes to the bus service connecting to the LYNX Blue Line Extension. The tactics to communicate and market these services may include:

- Newspaper advertising
- Direct Mail
- Transportation Fairs/Events
- Public Relations
- Web
- Printed materials, such as schedules, maps, etc.

3.3 Countywide Transit Services Plan Committees

3.3.1 CTSP Technical Committee

In order to strengthen collaborative efforts with various entities, CATS developed the CTSP Technical Committee. The Technical Committee consisted of representatives from Neighborhood and Business Services, Charlotte Department of Transportation, Charlotte Housing Authority, Charlotte Planning Department, a town representative and various divisions within CATS. This committee provided CATS with guidance and information on various capital plans and projects that could affect the delivery of transit service.

3.3.2 CTSP Steering Committee

In an effort to maximize public involvement, CATS also assembled a group of stakeholders, the CTSP Steering Committee. The development of the CTSP Steering Committee provided CATS with the opportunity to meet with a group who could consistently participate in the CTSP public involvement process and provide feedback representing CATS' diverse population. The CTSP Steering Committee consists of nine members: community advocates, disabled community representatives, community/neighborhood leaders, and transit users. CATS presented customer comments, survey results and route proposals to the Steering Committee. CATS held two Steering Committee meetings to receive feedback and finalize route proposals developed as part of the CTSP process.

Recommendations suggested by the CTSP Steering Committee included:

- Additional cross-town bus routes
- Expanding late night service hours
- Improving transfer connections
 - Bus route to train connections at LYNX Blue Line Stations
 - Bus route to bus route connections at transit centers
 - Bus route to bus route connections at non-CATS facilities

The members of the CTSP Steering Committee expressed the need for CATS to continue making service improvements in the midst of budget constraints. Committee members stated that slowing the growth of the transit system could thwart the improvements CATS made prior to the downturn of the local economy. The committee members stressed that investment is an important factor in the City's attempt to grow, attract new businesses, reduce air pollution and meet the needs of transit customers.

CATS compiled all of the feedback received as part of the First Phase in Public Involvement to propose bus service, capital, and technology recommendations. The recommendations were provided to the public during the Second Phase of the Public Outreach Involvement Process.

4 CATS BUS SERVICE PERFORMANCE SUMMARY

CATS completed an extensive assessment of the performance level of its bus routes as part of the FY2012 – FY2017 CTSP process. Automatic Passenger Counter (APC) and Automatic Vehicle Location (AVL) data from Fiscal Year 2011 was analyzed using Tableau data analysis software. The resulting route profiles are included as Appendix F. A series of output reports was generated, including performance indicators at the route segment level, ridership charts, and alighting and boarding maps. These reports provided the basis of the bus route recommendations. In addition, CATS released its Route Performance Measuring Report in 2011, which provided performance information related to CATS' local, neighborhood/community shuttles, and express route services. The objective of the report is to help planners and decision makers identify individual services that may require modification, expansion, or discontinuation. The principal findings were:

- Route Passenger Boardings – The local routes represented approximately 81%, the neighborhood/community shuttles represented 13%, and the express services represented 6% of the system-wide boarding. Figure 4.1 depicts Total Annual Passenger Boardings for Fiscal Year 2011.
- Boardings Per Revenue Hour – Boarding per Revenue Hour is an indicator that CATS regularly tracks in its service performance index. CATS provides various levels of bus service. Just as there is considerable variability in ridership levels, productivity in bus routes varies as well. The weekday system-wide average is 26 boardings per revenue hour. Figure 4.2 (Passenger Boardings per Revenue Hour) shows the distribution of productivity among CATS routes. As expected, the higher volume routes have higher productivity, since many of these routes operate demand-based service frequencies based on capacity needs.
- Subsidy Per Boarding – Subsidy per boarding measures the level of public investment necessary to compensate for the part of the customer trip cost that is not covered by the passenger fare. CATS system-wide subsidy per boarding was \$2.59 per boarding and the farebox recovery rate is 24.90%.

Figure 4.1 Total Annual Passenger Boardings for FY 2011

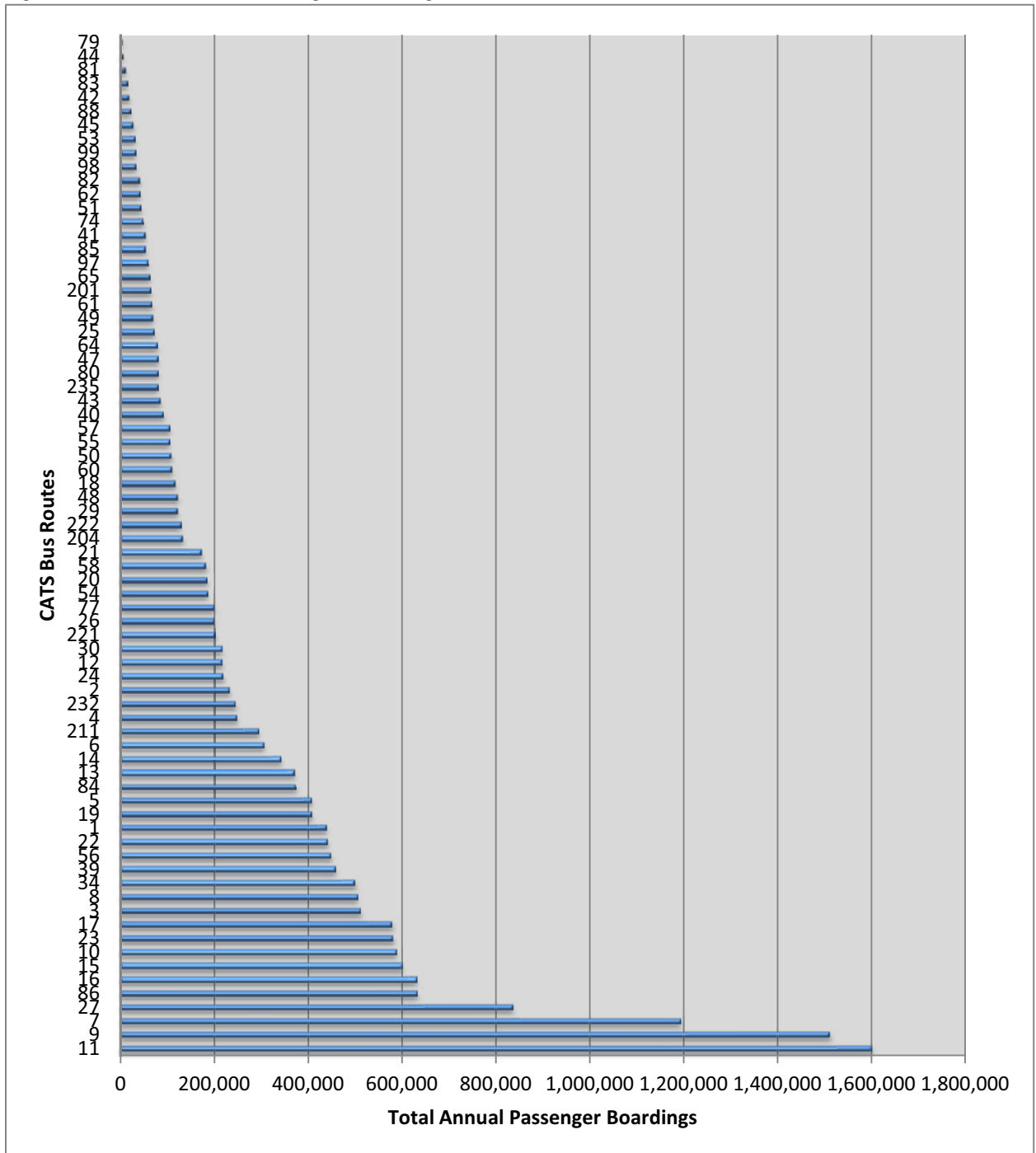
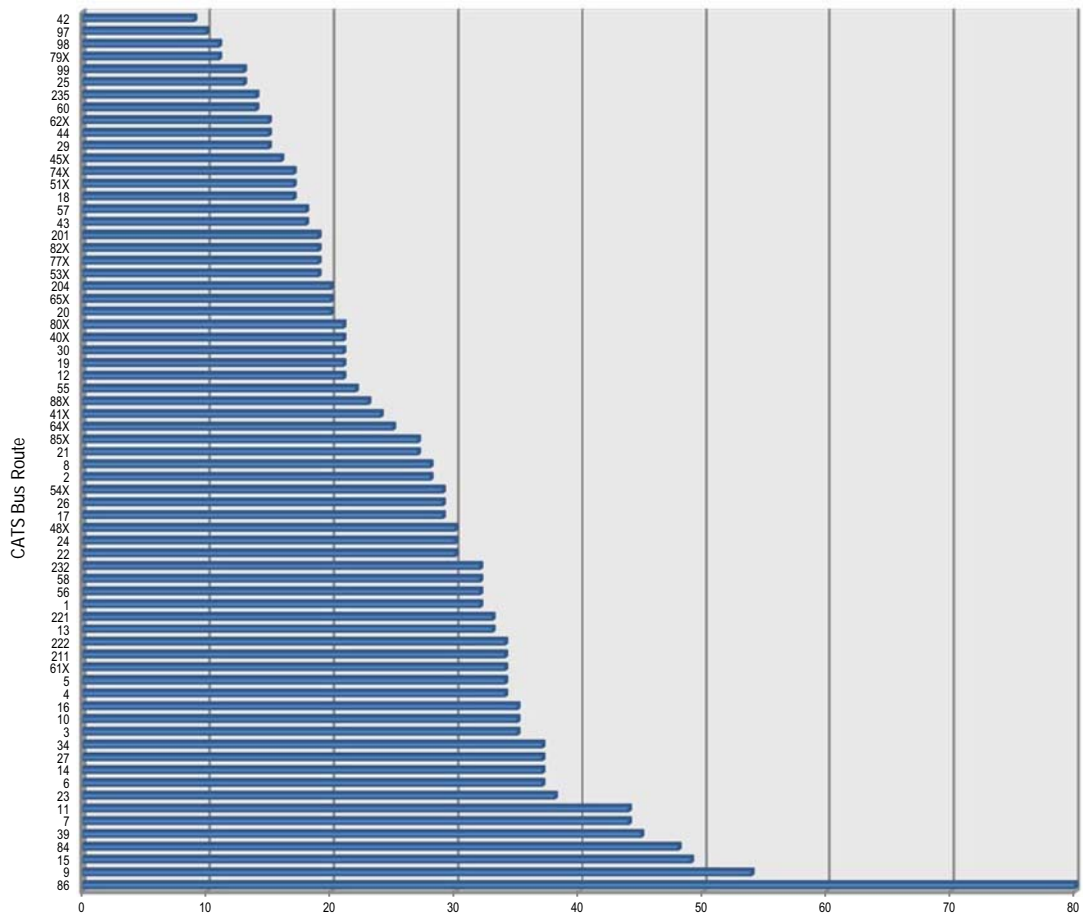


Figure 4.2 Passenger Boardings per Revenue Hour



5 CTSP FIVE YEAR SERVICE AND IMPLEMENTATION PLAN

The FY2012 – FY2017 CTSP process resulted in a number of bus service recommendations. The recommendations included a substantial restructuring of bus service in the Northeast Corridor in anticipation of the proposed implementation of the LYNX Blue Line Extension Light Rail Service as well as recommendations throughout the rest of the service area. The recommendations are subject to the availability of budget and capital resources. Detailed Route Proposals are listed in Appendix A and corresponding Route Maps are included in Appendix B.

5.1 Service Guiding Principles

The following guiding principles were developed based upon both the results of the service evaluation as well as meetings with CATS Service Planning and Operations staff.

- Match service levels with service demands
- Align bus routes with the future rail corridors
- Streamline service on corridors
- Improve and strengthen cross-town connections
- Increase travel speeds
- Reduce one-way terminal loops
- Reduce circulation of express buses within the Uptown area
- Use natural radial street corridors for high quality direct service
- Pursue new Park and Ride opportunities

5.2 Restructuring Recommendations

- Matching service levels with service demands: The plan recommends that low-productivity mid-route deviations into residential neighborhoods be discontinued. Thus, the service would stay on the main travel arteries. An example of this is the proposed consolidation of Route 18 Selwyn Avenue and Route 20 Sharon Road.
- Increasing travel speed: The plan recommends that CATS implement an additional Sprinter Service. An example of this is the proposed Sprinter Central Avenue, which would provide limited stop bus service along Central Avenue.
- Improving and strengthening cross-town connections: The plan recommends enhancing cross-town connections. An example of this is the proposed consolidation of Route 60 Tyvola/SouthPark and 235 Jackson Park.
- Reducing one-way loops: The plan recommends streamlining route trunks to improve route service for customers. The terminal loop on Route 8 and Route 34 Freedom Dr. are proposed to be reduced in size so that most of the alignment would have bi-directional service
- Use natural radial street corridors for high quality direct service: The plan recommends that bus route be streamlined to follow the natural radial street corridors for high-quality direct service. An example of this is Route 29 UNCC. The route is proposed to continue the along natural radial street corridors between the South Park Mall area to UNCC. Thus, the bus route would discontinue stops on the disjointed streets such as Shamrock Drive, Tipperary Place, Milton Road, Barrington Drive, The Plaza, and Grier Road.

- Reducing circulation of express buses within the Uptown area: The lengthy Uptown circulation patterns of many express routes have been simplified while maintaining service to key employment centers along Church, College, Fourth, Stonewall, and Trade Streets. The focus has been to get riders to the center of Uptown in the most direct route possible.

Express routes entering Uptown from the Independence busway loop through John Belk Expressway, 4th, College, 11th, and Brookshire Expressway are streamlined to allow CATS to achieve better utilization of express buses and to increase the likelihood of operating a second peak trip. These routes are modified to serve the Gateway Station in uptown Charlotte. The routes will start at the Gateway Center and continue to Church St. to Stonewall St. to College.

- Pursue new Park and Ride opportunities: The opportunity to improve express service created by the Northcross Park and Ride should serve as a model for future Park and Ride development. When possible, Park and Ride facilities should also increase connection between express bus routes and local bus routes. The Albemarle and Lawyers Park and Ride will serve the 40X, the new Harrisburg Express, as well as Route 9 Central Avenue and Route 23 Shamrock Drive.

5.3 LYNX Blue Line Extension Bus-Rail Coordination

Drawing upon the success of the LYNX Blue Line, the Metropolitan Transit Commission (MTC) directed CATS to progress the Northeast Corridor/LYNX Blue Line Extension (BLE) through the Federal Transit Administration (FTA) project development process. The BLE is an extension of the successful LYNX Blue Line light rail service. The 9.4-mile BLE alignment extends from Ninth Street in Center City through the North Davidson (NoDa) and University areas, terminating on the UNC Charlotte campus. The line is scheduled to begin operations in late 2016 or early 2017.

In order to provide a seamless transition for Northeast Corridor customers, CATS has developed bus route proposals that coincide with the LYNX BLE proposed implementation.

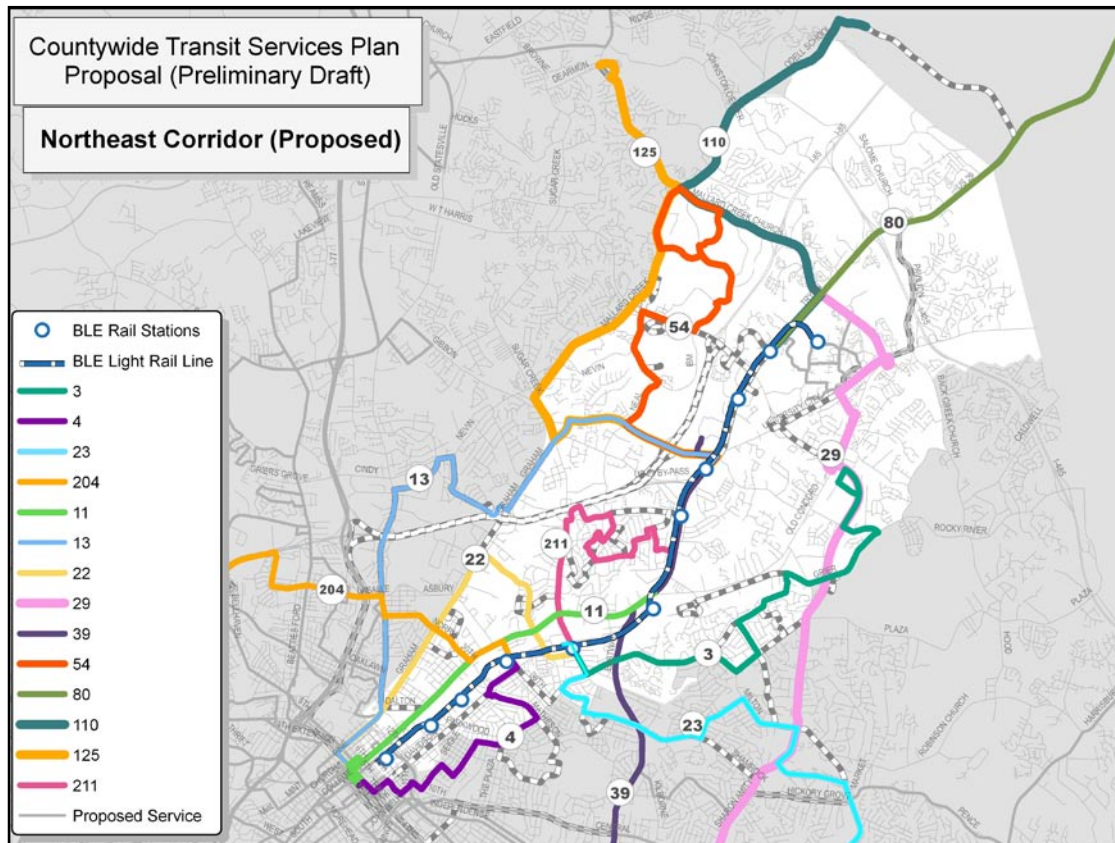
Align Bus Routes with Future Rail Corridor: Route 11 N. Tryon serves North Tryon (Highway 49) from uptown Charlotte to Pavilion Boulevard. To maintain local coverage along N. Tryon between the light rail stations without competing with the light rail for longer-distance Uptown trips, the recommendation is to truncate Route 11 N. Tryon at the Old Concord Road Station. Additionally, bus routes in the Northeast Corridor will be adjusted to provide service to complement the LYNX BLE. (See Table 5.1)

Operation of Intersecting Routes: Outer segments of longer Northeast Corridor routes such as 13 Nevin Rd., 22 Graham St., Route 23 Shamrock, Route 54X University Research Park Express, and Route 80X Concord Express are recommended for realignment to feed the light rail. Figure 5.1 (BLE Bus Service) shows the BLE Light Rail line and the new/modified bus services that are proposed to connect with the light rail.

Table 5.1 LYNX BLE Light Rail Station Bus Service

Route Number	Light Rail Station
3 The Plaza	Sugar Creek
4 Country Club	36 th Street
11 North Tryon	Old Concord Road
13 Nevin Rd	University City Blvd
22 Graham St.	Sugar Creek
23 Shamrock Rd	Sugar Creek
29 UNCC/SouthPark	JW Clay Blvd
39 Eastway Dr.	Old Concord Rd, Tom Hunter, and University City Blvd
47 UNCC/Nugget	UNC Charlotte
49 UNCC/Niner	UNC Charlotte
50 Charlotte Research Institute	UNC Charlotte
54X University Research Park	University City Blvd
80X Concord Express	JW Clay Blvd
110 Concord Mills Mall	JW Clay Blvd
125 Mallard Creek	University City Blvd
204 Lasalle	36 th Street
211 Hidden Valley	Sugar Creek and Tom Hunter

Figure 5.1 BLE Bus Service



5.4 Proposed Implementation Plan

Sections 5.2 (Restructuring Recommendations) and 5.3 (LYNX Blue Line Extension Bus-Rail Coordination) outline a number of proposals for implementation. These proposals are depicted in Figure 5.2 (North Charlotte CTSP Service Plan) and Figure 5.3 (South Charlotte CTSP Service Plan). However, the actual implementation of the proposed bus route enhancements will depend on several factors:

- *Financial resources of CATS to operate the services proposed* – For each phase of the CTSP Implementation Plan (see Attachment C), the cumulative financial requirements added and deleted must not exceed the expected financial resources to be received by CATS.
- *Coordination with opening the LYNX Blue Line Extension Light Rail Line* – The line is expected to be opened in Fiscal Year 2017. The service changes which impact routes intersecting this corridor should be implemented concurrently with the new rail line.
- *Service needs characteristics* – Proper route alignment is the key to successful bus route service. The proposals in each phase should be carefully analyzed to ensure that shifts in population and employment generators to do not require greater adjustment in the proposed route services.

The CTSP Implementation Plan, included as Appendix C, organizes recommendations into manageable groups, which will be implemented as CATS completes its regular service changes.

The major events that will drive the implementation schedule are: the opening of construction of the Albemarle and Lawyers Rd. Park and Ride, the Gateway Station Center, and the Streetcar; the construction and completion of the Independence Bus Guide-way; and the opening of the LYNX Blue Line Extension.

As with any transit services plan, not all service requests or suggestions are able to be fulfilled. The list below includes several suggestions derived from the Public Involvement Process but not included in the CTSP Five Year Implementation Plan:

- W.T. Harris Blvd Corridor between Mallard Creek Rd and Northlake Mall area
- Northeast Mecklenburg County between The Plaza Road Extension and Highway 49
- Bus connections between LYNX Blue Line and the Charlotte-Douglas International Airport
- Northwest Mecklenburg County between Brookshire Boulevard and Beatties Ford Rd

The areas are either outside of CATS' current financial capacity or contain challenges that impede CATS' ability to offer high quality transit service. CATS will continue to seek out alternative funding sources and monitor the areas suggested.

Figure 5.2 North Charlotte CTSP Service Plan

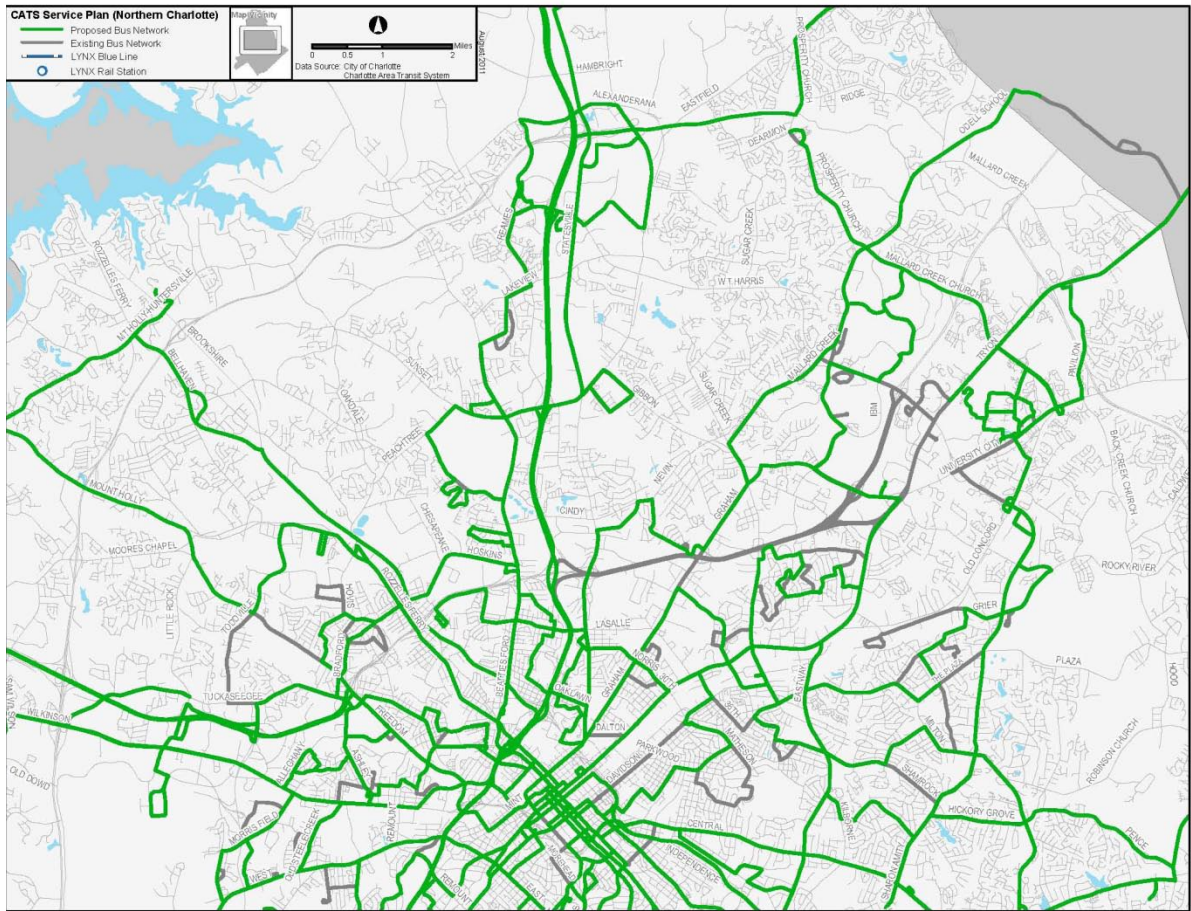
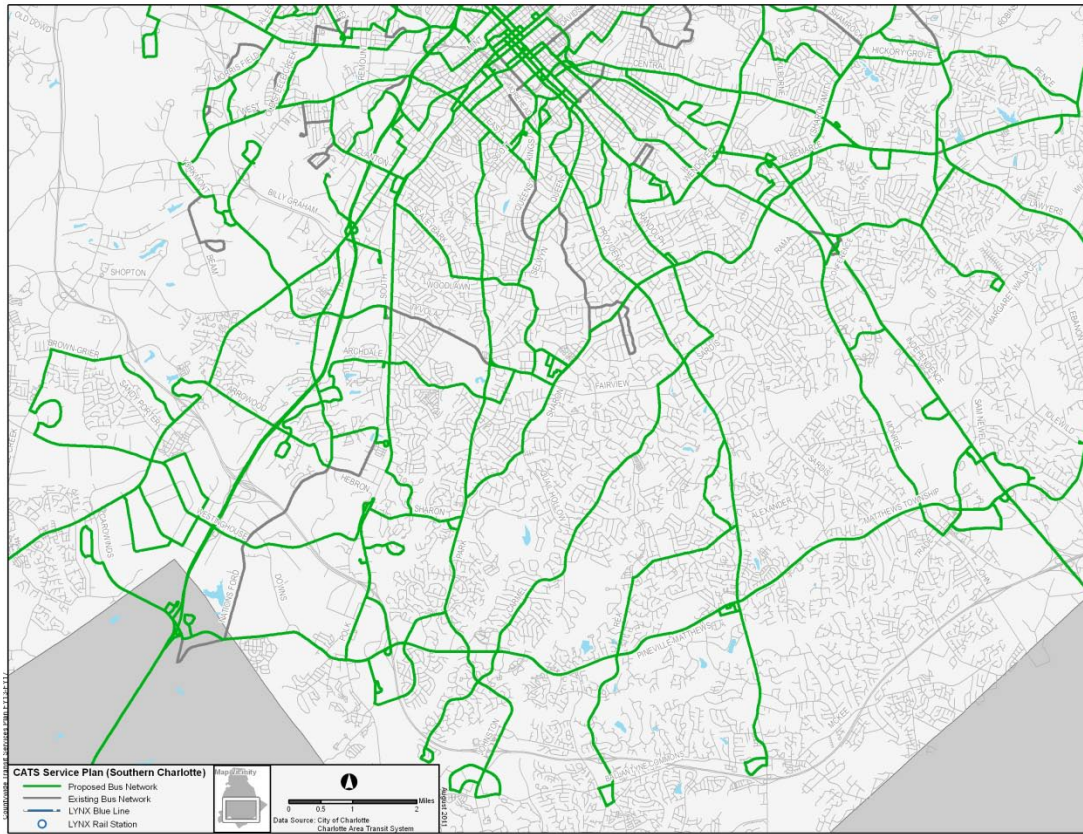


Figure 5.3 South Charlotte CTSP Service Plan



The estimated number of additional or reduced revenue service hours needed to implement each route enhancement proposal is included in Table 5.2 below. These estimates are provided for the purposes of budgeting, based on the number of vehicles required by time period and the proposed span of service. The estimates will be updated as actual vehicle requirements and schedules are developed. The final span of service and the duration of peak frequency will be revised budget on budget constraints.

Table 5.2 Proposed Revenue Service Hours

Revenue Hours				
Route	Route Type	Existing Annual Hrs	Proposed Annual Hrs	Annual Hrs Change
2 Ashley Park	Local	11,214	12,968	1,754
3 The Plaza	Local	20,026	14,053	(5,973)
4 Country Club	Local	9,898	13,568	3,670
8 Tuckaseegee Road	Local	21,524	21,021	(503)
9 Central Ave (Sprinter)	Local	35,487	40,598	5,111
9 Central Ave (Park and Ride)	Local	35,487	37,869	2,382
10 West Boulevard	Local	20,726	26,160	5,433
11 North Tryon	Local	44,060	20,013	(24,046)
13 Nevin Road	Local	13,864	18,920	5,057
17 Commonwealth Avenue	Local	24,557	25,392	835
18 Selwyn Avenue	Local	7,704	-	(7,704)
20 Sharon Road	Local	11,542	13,818	2,275
21 Double Oaks	Local	7,221	5,651	(1,570)
22 Graham Street	Local	20,410	12,900	(7,510)
23 Shamrock Drive	Local	20,607	19,833	(774)
25 Clanton-Midtown	Local	7,636	10,948	3,312
26 Oaklawn Avenue	Local	10,590	10,863	274
27 Monroe Road	Local	27,640	31,193	3,553
29 UNCC	Local	11,901	12,856	954
34 Freedom Drive	Local	17,351	15,641	(1,711)
39 Eastway Drive	Local	13,259	18,747	5,488
60 Tyvola/SouthPark	Shuttle	10,787	10,612	(175)
86 Gold Rush - Red Line	Shuttle	11,398	8,291	(3,107)
97 Village Rider-Cornelius	Shuttle	8,524	8,524	-
98 Village Rider-McCoy Road	Shuttle	4,258	4,359	101
99 Village Rider-Huntersville	Shuttle	4,377	4,937	559
110 Mallard Creek/Concord Mills	Shuttle	-	5,431	5,431
125 Prosperity Church Road	Shuttle	-	14,095	14,095
211 Hidden Valley	Shuttle	11,708	12,807	1,099
221 E. Harris Blvd/Idlewild Rd	Shuttle	7,521	11,825	4,304
222 Pence Road	Shuttle	5,243	7,130	1,887
232 Grier Heights	Shuttle	9,686	11,020	1,334
235 Jackson Park	Shuttle	7,964	-	(7,964)
40X Albemarle Road Exp	Express	4,544	2,459	(2,085)
51X Idlewild Road Exp	Express	1,880	1,880	-
53X Northlake Mall Exp	Express	1,576	1,703	127
54X University Research Park	Express	7,610	5,693	(1,918)
64X Independence Exp	Express	3,739	3,752	13
65X Matthews Exp	Express	3,362	3,790	428
74X Union County Exp	Reg. Exp	2,801	2,803	3
79X Concord Mills Exp	Reg. Exp	631	0	(631)
80X Concord Exp	Reg. Exp	3,704	3,289	(415)
Harrisburg Road Express	Express	-	3,246	3,246
Highway 51	Local	-	6,066	6,066
Totals		504,018	516,724	12,705

6 CAPITAL AND TECHNOLOGY PLAN

CATS, similar to other public transit agencies throughout the country, is challenged with the task of increasing and maintaining its essential role of providing transit services within a financially constrained national and local environment. In addition to revenues, CATS receives financial support from Federal, State, and Local sources to meet operating and capital needs. As a reflection of the national and local economies, those funding resources have provided limited increases or declined in recent years. However, the need and desire for capital and technology growth has remained. Thus, it is important for CATS to identify additional revenue sources that will help provide adequate capital facilities for the bus service and its customers.

The pursuit of grant opportunities and public and private partnerships can assist CATS in bridging the gap between current funding limitations and the need to provide additional Park and Ride facilities. As part of the CTSP, new Park and Ride locations and Technology Enhancements were identified. The proposed Park and Ride facilities are located where there is either substantial inherent transit demand or at a transfer point between intersecting routes.

6.1 Park and Ride Facility Plan

6.1.1 Park and Ride Facility Guiding Principles

The following basic guiding principles were applied to the park and ride services.

- Where possible, locate park and ride facilities that can be served by both express and local routes.
- Develop park and ride facilities in cooperation with adjacent land owners, and advocate for complementary parking requirements associated with development. Such arrangements can be made as part of an exchange for zoning variances or part of mitigation measures for new developments. This could assist CATS in bridging the gap between funding limitation and need to provide additional park and ride facilities.
- Where possible, locate Park and Rides near expressways and specified major arterials. The preferred strategy is to develop a network of larger park and ride facilities with direct express services to the uptown Charlotte and major business districts.
- If locating a park and ride facility will require additional stops along an existing express or regional express service, CATS should give consideration to the existing capacity of the route and the increase of in-vehicle time for riders already on-board the vehicle.

6.1.2 Recommended Future Park and Ride Locations

Based on the analysis of existing and proposed express bus services, the following locations are recommended for CATS to pursue further park and ride facilities (see Figure 6.1, Park and Ride Recommendations):

Albemarle Road

CATS has secured funding to construct a Park and Ride facility with access to Lawyers Road. The Albemarle Road Park and Ride facility will be served

by the Albemarle Road Express, the Harrisburg Road Express, and several local bus routes.

Brookshire and Mount Holly Huntersville Road

The Mount Island Lakes area of Mecklenburg County is one of the fastest growing areas in Mecklenburg County, particularly with the opening of I-485. The Route 1 Mt. Holly and the Route 88X Mt. Island Express serves this area. It is recommended that CATS consider acquiring land for a Park and Ride lot. If the residential and commercial development continues to increase in this area, additional express bus service may be warranted.

Conference Drive

A Park and Ride in this area will provide CATS customers with a more permanent Park and Ride facility. This location would replace the current BJs Park and Ride lot. It would also require a partnership with the State of North Carolina.

Cornelius

There is no Park and Ride facility in Cornelius, forcing passengers to use on-street parking to access the 77X. The Town of Cornelius is pursuing construction of a dedicated Park and Ride facility for commuters.

Davidson

There is no Park and Ride facility in Davidson, forcing passengers to use on-street parking to access the 77X. The Town of Davidson is pursuing construction of a dedicated Park and Ride facility for commuters.

East / West Station

A Park and Ride at this location would provide bus routes passengers and LYNX Blue Line passengers with the opportunity to have access to transit services that continue to uptown Charlotte as well as to the UNCC via the BLE.

Eastfield Road/I-485

This area has a lot of potential for CATS to capture new ridership markets and start to build demand for the Red Line commuter rail line. CATS secured funding for the Highland Creek Express bus route that will serve this area.

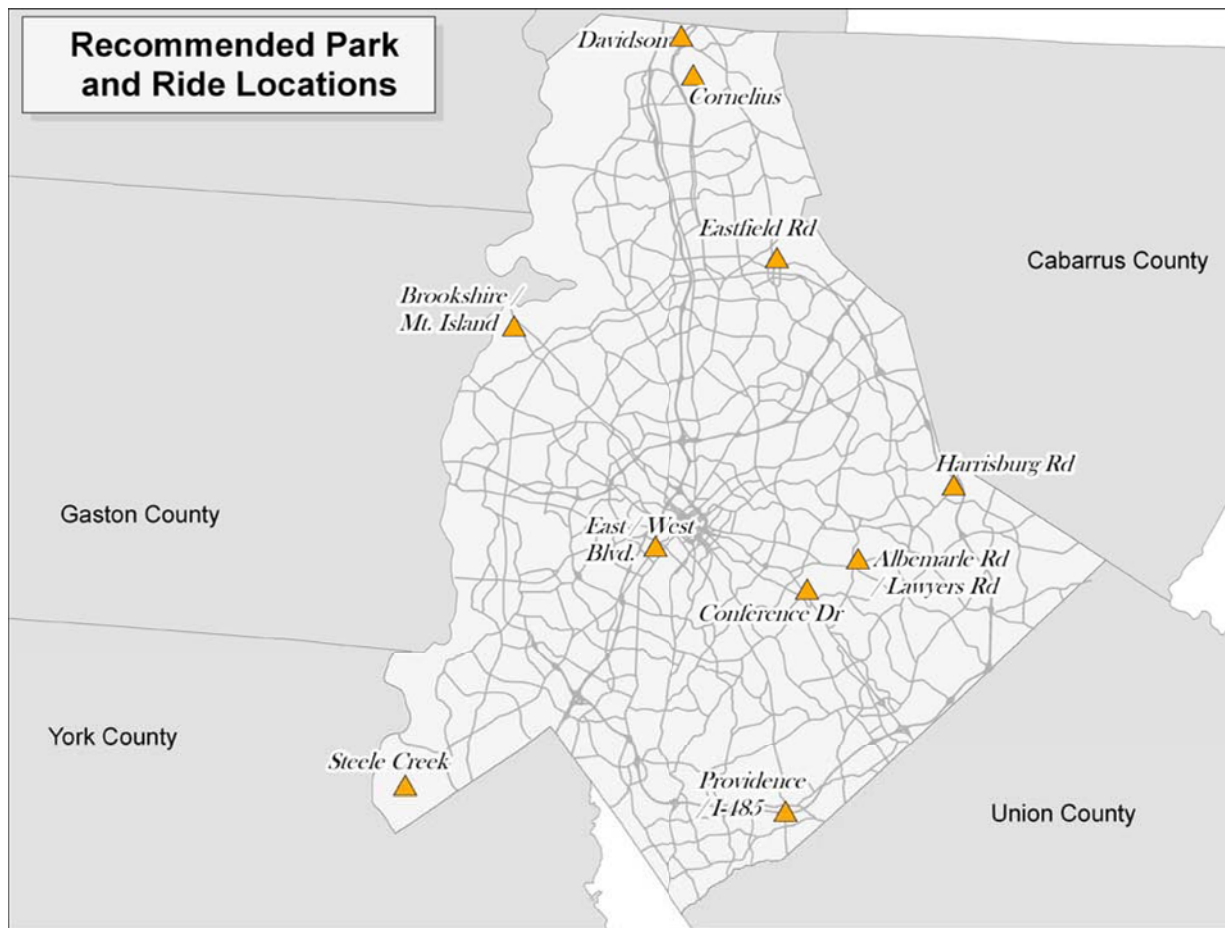
Providence Road/I-485

CATS is in need of a permanent Park and Ride location in this area of South Charlotte for access to express bus service.

Steele Creek Area

This area has a lot of potential for CATS to serve existing and capture new ridership markets for the Route 41X Steele Creek Express. It also contains the operation of Route 56 Arrowood.

Figure 6.1 Park and Ride Recommendations



6.2 Technology Enhancements Plan

In addition to recommendations for capital and service developments, the CTSP recommends that CATS continue to invest in technology enhancements that would directly benefit the customer. Technology investments in transit often provide an enhanced customer experience, which can attract new riders and benefit existing riders. The Fare Collection System, Real-time Bus Arrival Information, and Transit Signal Priority technology projects address some of the technology needs noted by the CTSP survey participants.

Fare Collection System

CATS' existing fare collection system relies on basic technologies developed in the 1990s. Many of the farebox units on the vehicles are over 13 years old and require heavy maintenance. CATS' options for fare media are limited due to the archaic fare collection system. The CTSP recommends that CATS continue to move toward newer technologies in fare collection systems, such as Smart cards. Smart cards are gradually becoming an industry standard for transit agencies across the country.

They allow customers unprecedented flexibility and ease of use for riding transit. Smart cards also provide the ability to significantly improve boarding times and dramatically reduce maintenance efforts.

Real-time Bus Arrival Information

Another recommended technological enhancement is the ability to provide customers with real-time bus arrival information. The CTSP Survey responses indicated that participants have a great interest in gaining the ability retrieve information concerning their desired bus trip. With the widespread availability and use of cell phones and smart phones, this information can be more accessible to the customer than ever before. Currently, CATS has a mobile application that provides scheduled bus arrival information to customers via smart phones. Also, CATS provides real-time bus arrival information to customers via electronic signage at the Charlotte Transportation Center and at select locations along the Sprinter – Airport corridor. Expanding this functionality to provide real-time arrival information to all customers with cell phones or smart phones would increase the customers' confidence in the reliability of the transit system.

Transit Signal Priority

Transit Signal Priority (TSP) is a technology advancement that provides priority treatment of transit vehicles at intersections. It is designed to reduce wait times of transit vehicles while minimizing the impacts to surrounding traffic. CATS has partnered with Charlotte Department of Transportation to deploy signal priority along the Central Ave. / Albemarle Rd. corridor in east Charlotte, which is slated for operation in early 2012. As part of the advancement of technologies, the CTSP recommends that CATS continue to pursue Transit Signal Priority implementations along additional corridors within the service area. By targeting high-traffic corridors, CATS can ensure maximum benefit from its investment.

APPENDIX A: DETAILED ROUTE PROPOSALS

During the service planning analysis of the CTSP, each route was carefully scrutinized for service quality, efficiency, and need.

Route 1 Mt Holly Rd

- At the time of CTSP analysis it was determined that Route 1 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 2 Ashley Park

- Adjust Route 2 to serve Freedom Dr and Camp Greene St, providing additional connections to routes on the west side. Service that is redundant with Sprinter Airport would be discontinued along Morehead St.

Route 3 Plaza Road

- As part of the LYNX Blue Line Extension (BLE) Bus/Rail Integration Plan, Route 3 would be rerouted off of 36th St and North Davidson St and would instead utilize Sugar Creek Rd from The Plaza to a terminus at the Sugar Creek LYNX BLE Station. This route would continue to provide service along The Plaza from the Sugar Creek Station to Central Piedmont Community College (CPCC) – CATO Campus, as well as the NoDa and Hampshire Hills neighborhoods. Additionally, the route would serve the Veterans Medical Center off of WT Harris Blvd, replacing the service currently provided by Route 29.

Route 4 Country Club

- As part of the LYNX BLE Bus/Rail Integration Plan, Routes 3 and 23 would no longer serve areas south of 36th Street. In order to provide service to that area, the low ridership Belvedere/Matheson open loop of Route 4 would be rerouted from The Plaza to operate along Matheson Dr to Jordan Pl to N Davidson St with a terminus at the 36th Street LYNX BLE Station. The route would continue to provide service to the Villa Heights, Plaza Hills, Plaza Midwood, and NoDa neighborhoods.

Sprinter Airport (Formerly Route 5 Airport)

- At the time of CTSP analysis it was determined that Sprinter Airport should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 6 Kings Drive

- At the time of CTSP analysis it was determined that Route 6 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 7 Beatties Ford Rd

- At the time of CTSP analysis it was determined that Route 7 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 8 Tuckaseegee

- Consolidate duplicate existing service (current Route 8 and Route 34) between uptown, and State Avenue, and Berryhill Road, as well as all Tuckaseegee Road segments, onto Route 8
- Realign uptown routing to use Trade Street and Wesley Heights Way.
- Operate bi-directional service between Uptown and Bradford Drive. Discontinue weekend variant and maintain the same operation weekdays and weekends maintaining a

streamlined version of the current service. The loop would operate Bradford/Interurban/Thriftwood, which would operate each trip.

Route 9S Central Avenue (Sprinter)

- During weekday peak periods, operate a bi-directional limited stop service between the City Albemarle Park and Ride and the CTC.
- In addition to the terminal stops, proposed stops are at: Elizabeth/Kings, Central/The Plaza, Central/Eastcrest, Central/Eastway, Central/Progress, Central/Sharon Amity, Eastland Mall, Albemarle/Executive Drive, Albemarle/Farm Pond, and Albemarle/W.T. Harris.
- This service is proposed for 20 minute peak and midday service frequency and 30 minute night service. Combined with Route 9, this would result in 10-minute peak service on Central Avenue.

Route 10 West Boulevard

- Extend the service to Central Piedmont Community College (CPCC) Harris Campus via Airport Drive and Morris Field Drive.
- The realignment would utilize a (new) local street to connect CPCC – Harris Campus to West Boulevard.

Route 11 North Tryon

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 11 would be truncated at the Old Concord Road LYNX BLE Station. Areas North of Old Concord Rd would be served by the LYNX BLE while areas south of Old Concord Rd would continue to be served by Route 11. Transit customers would be able to transfer to the LYNX BLE or to a new cross-town service, Route 39 at the Old Concord Rd LYNX BLE Station. Neighborhoods such as Tryon Hills and Hidden Valley, as well as North Tryon Rd commercial and business complexes, would continue to be served by Route 11.

Route 12 South Blvd

- At the time of CTSP analysis it was determined that Route 12 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 13 Nevin Road

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 13 would be extended from the current terminus at Dalecrest Dr to the LYNX BLE University City Blvd Station. The route extension would serve areas originally served by Routes 22 and 54x such as Graham Street and City Blvd. Neighborhoods including Druid Hills and Derita as well as The Nevins Center would continue to be served by Route 13.

Route 14 Providence Road

- At the time of CTSP analysis it was determined that Route 14 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 15 Randolph Road

- At the time of CTSP analysis it was determined that Route 15 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 16 South Tryon

- At the time of CTSP analysis it was determined that Route 16 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 17 Commonwealth

- Extend the service on Independence Blvd. from Crown Pointe Executive Center to the Target store on Independence Pointe Pkwy in Matthews and along Matthews Mint Hill Rd. This would provide a stronger route anchor and allows riders destined for Matthews additional trip options.
- As a result of the Independence Blvd. Expressway conversion project, Buick Drive and Electra Lane will no longer provide CATS with access to Independence Blvd. Thus, service along Buick and Electra will be discontinued. In addition, the proposed Route 17 would also operate as a non-stop service from Sharon Amity to E. W.T. Harris.

Route 18 Selwyn Ave

- Route 18 would be discontinued. Passengers along heavily used segments of Route 18 would maintain service with Routes 20 and 6.

Route 19 Park Road

- At the time of CTSP analysis it was determined that Route 19 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 20 Sharon Rd

- Adjust Route 20 to serve Barclay Downs Rd and Selwyn Ave, covering a portion of the former Route 18.
- Discontinue unproductive route segments along Sharon Rd between Sharon Amity and Queens Rd.

Route 21 Double Oaks

- Adjust Route 21 to terminate at the Gateway Station. Thus, the route would not travel to the Charlotte Transportation Center.

Route 22 Graham Street

- As part of the LYNX BLE Bus/Rail Integration Plan, Routes 13, 54, and 125 would be providing service North of I-85, so there is an opportunity to terminate Route 22 at the Sugar Creek Station. The new routing would continue to serve Graham St south of I-85, but operate along Craighead Rd and Raleigh St with a terminus at the LYNX BLE Sugar Creek Station. The route would continue serve various neighborhoods along North Graham Street, as well as apartment complexes along Craighead Road.

Route 23 Shamrock Drive

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 23 would no longer provide service along N Davidson St south of 36th St; rather, it would continue to operate along 36th St and provide new service along N Davidson St north of 36th St. The route would terminate at the Sugar Creek LYNX BLE Station. Additionally, service would be removed along the current open loop of Hickory Grove Rd and Sharon Amity Rd in order for the route to provide bi-directional service along WT Harris Blvd to the Albemarle Rd Park and Ride. Route 222 and 232 would be altered to provide service to the Sharon Amity Rd and Hickory Grove Rd areas.

Route 24 Nations Ford Road

- At the time of CTSP analysis it was determined that Route 24 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 25 Clanton Rd

- Service would be extended along West Blvd / Old Steele Creek Rd to serve the Wal-Mart on Wilkinson Blvd. This extension would provide additional connections to other services along Wilkinson Blvd.
- Adjust service to operate along South Tryon St / Remount Rd to Barringer Dr, providing additional connections for the Southside Homes neighborhood. Discontinued portions of the route along West Blvd would continue to be serviced by Route 10.
- Streamline Route 25 along Clanton Rd, no longer traveling within the Clanton Park or Arbor Glen neighborhoods.

Route 26 Oaklawn Avenue

- Adjust Route 26 inbound and outbound trips to service the Gateway Station.

Route 27 Monroe Rd

- Adjust Route 27 to provide 15 minute weekday service to address capacity issues.

Route 29 UNC Charlotte/South Park

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 29 would no longer enter the campus of UNCC; rather, it would provide service along Hwy 49, Mallard Creek Church Rd, Hwy 29, and terminate at the JW Clay Blvd LYNX BLE Station. Additionally, the route would be streamlined along WT Harris Blvd and Sharon Amity Rd to provide a more efficient cross-town service.

Route 30 Woodlawn/Scaleybark Cross-town

- At the time of CTSP analysis it was determined that Route 30 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 34 Freedom Drive

- To eliminate the existing competition with Route 8 Tuckaseegee and provide bidirectional service on Freedom Drive, Route 34 should be realigned as follows:
 - a) Use Trade Street and Wesley Heights to enter and exit the Charlotte Transportation Center; discontinue the use of 4th Street Extension and Cedar Street.
 - b) Discontinue unproductive service on Freedom Drive between Ashley and Toddville Road, thus moving the route service to Tuckaseegee Road.
 - c) Establish bidirectional routing on Tuckaseegee between Ashley and Mulberry Church.

Route 39 Eastway

- Route 39 would be altered to create a new cross-town service with a northern terminus at the Wal-Mart/IKEA on North Tryon Street/US-29N and a southern terminus at the medical and social services along Billingsley Road. The route would primarily operate along Eastway Drive and Wendover Road and would provide service to neighborhoods such as Hidden Valley, Hampshire Hills, Country Club Heights and Grier Heights.
- Additionally, as part of the LYNX BLE Bus/Rail Integration Plan, Route 39 would provide service to LYNX BLE Stations Old Concord Rd and University City Blvd.

Route 40X Albemarle Road Express

- Extend Route 40X via Albemarle Road to serve the new Albemarle and Lawyers Road Park and Ride. The 40X would no longer serve the Eastland Community Transit Center nor the Sav-A-Lot Park and Ride. Thus, the route would utilize the Independence Parkway Guide-way to Albemarle Rd.
- Maintain 40X bus service to Matthews Mill Hill Rd utilizing the Lawyers Road branch and the 40X would no longer provide service on Pence Rd between W.T. Harris and Harrisburg Rd. Service along Pence Rd would be maintained with the Route 222.
- Operate a new Harrisburg Road Express. The proposed 40X Harrisburg Road Express would operate seven inbound and seven outbound trips to Harrisburg Rd via Independence to Albemarle Rd, to Harrisburg Rd. The Harrisburg Rd Express would service the Albemarle and Lawyers Rd Park and Ride, the Cornerstone Baptist Church Park and Ride, and a park and ride along Harrisburg Rd. near I-485.
- Modify Route 40X inbound and outbound trips to serve the Gateway Station in uptown Charlotte. The evening trips would operate from the Gateway Station and continue to Church St. to Stonewall St. and to College St. in order to access Independence Blvd. Thus, the evening trips would not operate to the Charlotte Transportation Center.

Route 41X Steele Creek Express

- At the time of CTSP analysis it was determined that Route 41X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 42 Carowinds

- At the time of CTSP analysis it was determined that Route 42 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 43 Ballantyne

- At the time of CTSP analysis it was determined that Route 43 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 45X Carmel Road Express

- At the time of CTSP analysis it was determined that Route 45X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 48X Huntersville Express

- At the time of CTSP analysis it was determined that Route 48X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 47 UNC Charlotte Nugget Shuttle

Route 49 UNC Charlotte Niner Shuttle

Route 50 UNC Charlotte - Charlotte Research Institute (CRI) Shuttle

- As part of the LYNX BLE Bus/Rail Integration Plan, UNCC shuttle routes would connect to the UNC Charlotte LYNX BLE Station. The routing would be finalized through ongoing coordination with UNCC.

Route 51X Idlewild Rd Express

- Modify Route 51X inbound and outbound trips to serve the Gateway Station in uptown Charlotte. The evening trips would operate from the Gateway Station and continue to

Church St. to Stonewall St. and to College St. in order to access Independence Blvd. Thus, the evening trips would not operate to the Charlotte Transportation Center.

- In the event CATS is able to secure the Conference Drive Park and Ride, the Route 51X may be modified to serve the established park and ride.

Route 52 Pineville - Matthews

- Implement a new service connecting the towns of Pineville and Matthews. The service would originate at the Matthews Park and Ride and terminate at the Carolina Place Mall. Connections would be created between several major corridors and routes in the southern part of the county.

Route 53X Northlake Mall Express

- Extend 53X to the Highland Creek area via Highway 115 and Eastfield Road. In addition to Northlake Mall, the Highland Creek Express would serve a park and ride location along Eastfield Rd. CATS would seek a partnership for the new park and ride facility.

Route 54X University Research Park

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 54X would be modified to connect employment locations in the University Research Park to the University City Blvd LYNX BLE Station. The new Route 54 would primarily operate along City Blvd., IBM Drive, W.T. Harris Blvd, David Taylor and Mallard Creek Church Road. With this modification, Route 54X routing and service would be eliminated between I-85 and Uptown Charlotte. This would change the classification of the route from an express to a local route.

Route 55 Westinghouse

- At the time of CTSP analysis it was determined that Route 55 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 56 Arrowood

- At the time of CTSP analysis it was determined that Route 56 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 58 Pineville

- At the time of CTSP analysis it was determined that Route 58 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 60 Tyvola Cross-town

- Consolidate Route 235 and Route 60, providing a cross-town service to operate during weekday peak periods.
- The proposed new cross-town would service Freedom Drive to Tyvola Station via Morris Field/Ashley/Wilkinson.

Route 61X Arboretum Express

- At the time of CTSP analysis it was determined that Route 61X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 62X Rea Road Express

- At the time of CTSP analysis it was determined that Route 62X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 64X Independence Blvd Express

- As a result of the Independence Blvd Expressway conversion project, the Route 64X would operate non-stop between Sharon Amity and E. W.T. Harris.
- Modify Route 64X inbound and outbound trips to serve the Gateway Station in uptown Charlotte. The evening trips would operate from the Gateway Station and continue to Church St. to Stonewall St. and to College St. in order to access Independence Blvd. Thus, the evening trips would not operate to the Charlotte Transportation Center.
- In the event CATS is able to secure the Conference Drive Park and Ride, the Route 64X may be modified to serve the established park and ride.

Route 65X Matthews Express

- As a result of the Independence Blvd Expressway conversion project, the Route 65X would operate non-stop between Sharon Amity and E. W.T. Harris. CATS will no longer have access to Independence Blvd via Conference Drive. Thus, the BJs Park and Ride would be discontinued. The Route 65X would no longer travel on Monroe Rd between Conference Dr and Village Lake Dr. The route would utilize Village Lake Dr to access Independence Blvd. In the event CATS is able to secure the Conference Drive Park and Ride, the Route 65X may be modified to serve the established park and ride.
- Modify Route 65X inbound and outbound trips to serve the Gateway Station in uptown Charlotte. The evening trips would operate from the Gateway Station and continue to Church St. to Stonewall St. and to College St. in order to access Independence Blvd. Thus, the evening trips would not operate to the Charlotte Transportation Center.

Route 74X Union County Express

- As a result of the Independence Blvd Expressway conversion project, the Route 74X would operate non-stop between Sharon Amity and E. W.T. Harris.
- Modify Route 74X inbound and outbound trips to serve the Gateway Station in uptown Charlotte. The evening trips would operate from the Gateway Station and continue to Church St. to Stonewall St. and to College St. in order to access Independence Blvd. Thus, the evening trips would not operate to the Charlotte Transportation Center.

Route 77X North Mecklenburg Express

- At the time of CTSP analysis it was determined that Route 77X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 79X Concord Mills Express

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 79X would be replaced with a new service, Route 110 Concord Mills Mall. See Route 110 for a complete description.

Route 80X – Concord Express

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 80X would provide limited stop service from the City of Concord to a terminus at the JW Clay Blvd LYNX BLE Station. Along with the park and ride at JW Clay Blvd., the three existing bus Park and Ride lots would continue to be served along this route: Lowe's Motor Speedway, Big Lots Shopping Center, and the Target/Home Depot Shopping Center. With this modification, Route 80X routing and service would be eliminated from I-85 and Uptown Charlotte.

Route 82X Rock Hill Express

- At the time of CTSP analysis it was determined that Route 82X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 85X Gastonia Express

- Gaston County and the City of Belmont are investigating park and ride lot opportunities near I-85. In the event a park and ride facility is secured, the Route 85X would be adjusted to service the facility.

Route 86 Gold Rush Red Line

- Streetcar service would be introduced along Elizabeth Ave / Trade St between the Charlotte Transportation Center and Presbyterian Hospital. Gold Rush service would be discontinued in this area, but would continue to operate along Trade St between the Charlotte Transportation Center and Johnson C. Smith University.

Route 87 Gold Rush Orange Line

- At the time of CTSP analysis it was determined that Route 87 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 88X Mountain Island Lake Express

- At the time of CTSP analysis it was determined that Route 88X should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 94 Matthews-Mint Hill

- At the time of CTSP analysis it was determined that Route 94 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 97 Cornelius

- Streamline Route 97 to remain on Old Statesville Rd. Routing would no longer travel through the Glendale Dr / Ramah Church Rd neighborhood, but would still be available to deviate to that area as needed.

Route 98 McCoy Rd

- Extend routing to provide service to Birkdale Village. Service would no longer travel through the Rose Commons Shopping Center, but would still deviate to that area as necessary.
- Adjust routing to serve businesses along Reese Blvd / Boren St.

Route 99 Huntersville

- Streamline Route 99 along Old Statesville Rd. Routing would no longer travel through the Central Ave neighborhood, but would still be available to deviate to that area as needed.
- Adjust routing to Northlake Mall via Statesville Rd / Harris Blvd, providing service to Harris Corners and other businesses in the area.

Route 110 Concord Mills Mall

- As part of the LYNX BLE Bus/Rail Integration Plan a new service, Route 110 Concord Mills Mall, would be implemented. This route replaces Route 79X and would provide access to Concord Mills Mall by travelling along Odell School Rd, Mallard Creek Church Rd, and Hwy 29. The route would terminate at the JW Clay LYNX BLE Station. The route would also provide service to apartments along Mallard Creek Church Rd as well as a planned Bank of America development near the intersection of Mallard Creek Church Rd and North Tryon St.

Route 125 Derita/Prosperity Church

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 125 would replace the current Route 22 service to communities along Prosperity Church Road and Mallard Creek Road with a terminus at the University City Blvd LYNX BLE Station

Route 201 Garden City

- At the time of CTSP analysis it was determined that Route 201 should not be altered or changed. However, as with all CATS services, the route will continue to be monitored.

Route 204 Lasalle

- As part of the LYNX BLE Bus/Rail Integration Plan, Route 204 would be rerouted from N Tryon St to serve the 36th St LYNX BLE Station. The transfer location located at the Sugar Creek Service Center would no longer be served.

Route 211 Hidden Valley

- Streamline to improve directness between Bilmark/Pondella and Hidden Valley/Yuma as follows: Bilmark, Echo Glen, Valen, Mt. Kisco, Squirrel Hill, Thornwood, Cinderella, and Hidden Valley.
- Additionally, as part of the LYNX BLE Bus/Rail Integration Plan, service would be rerouted to provide bi-directional service through the Hidden Valley neighborhood. Also, due to the LYNX BLE Bus/Rail changes to Route 22, Route 211 would no longer serve areas along Craighead Road. The route would serve the Hidden Valley neighborhood providing transfer opportunities at the LYNX BLE Tom Hunter and Sugar Creek Stations.

Route 221 E. Harris Blvd-Idlewild Rd

- As a result of the Independence Blvd Expressway conversion project, Route 221 would no longer service Buick Dr and Electra Ln. The route would be extended to the new Wal-Mart on Independence Blvd and would also be adjusted to operate bi-directionally along Conference Dr.

Route 222 Pence Rd

- Route 222 would operate on the existing Route 232 between Sharon Amity and Sudbury. Route 222 would extend services on Sharon Amity from Central Ave to Hickory Grove Rd and continue to WT Harris Blvd and Harrisburg Road and Pence/Harrisburg, and then operate the existing route to Harrisburg and Albemarle to the Target store.

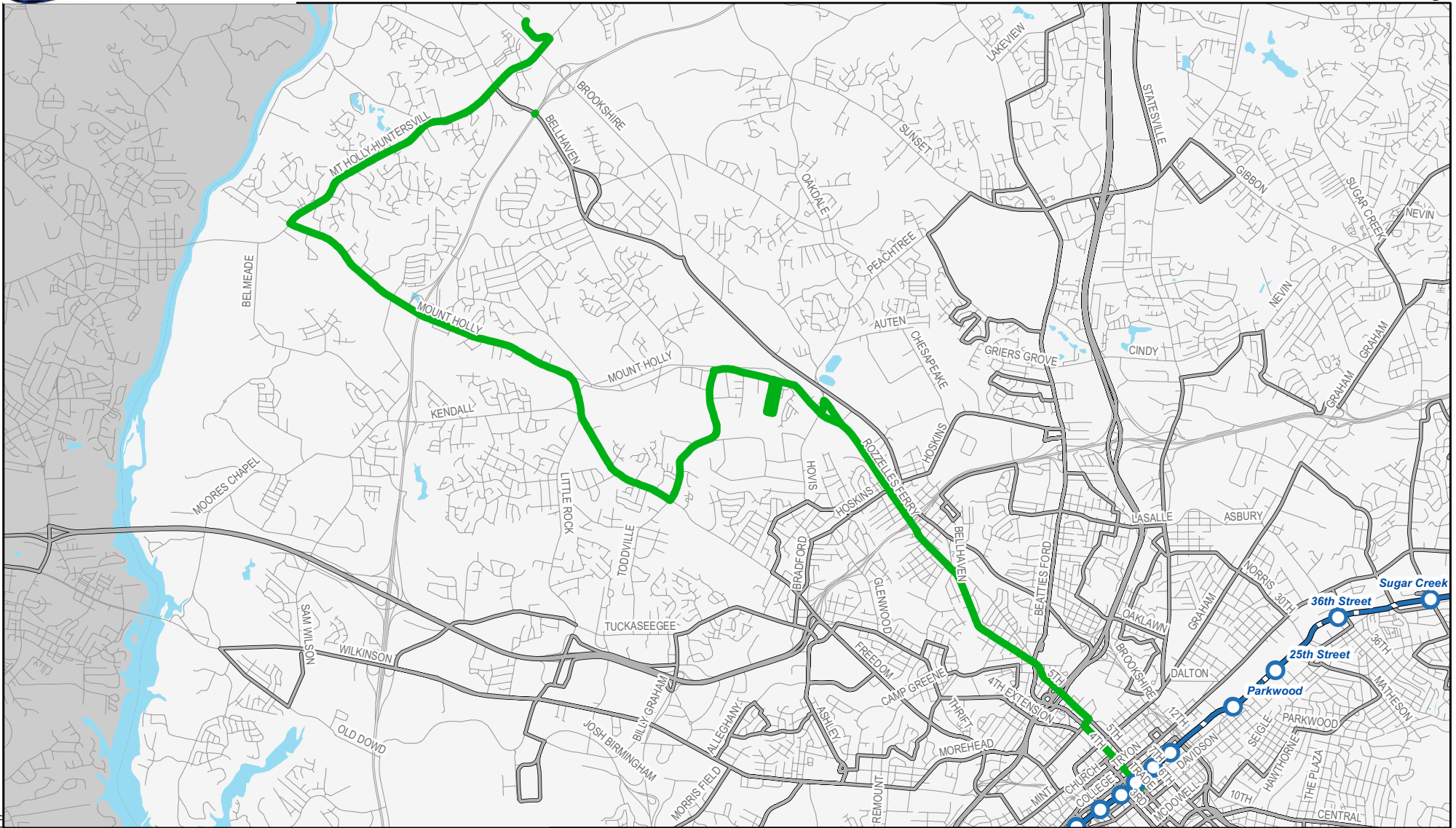
Route 232 Grier Heights

- Route 232 would operate on the existing alignment between Independence and Kilborne, and then operate to Eastland Mall via Sharon Amity and Central Ave.
- The proposed Route 232 would eliminate service on Wendover between Randolph Road and Independence Blvd, which would be covered by the proposed Route 39 Eastway cross-town.
- The proposed Route 232 would service the new Wal-mart on Independence Blvd via Pierson Drive.





Route 235 Jackson Park

- See the new proposal for Route 60.

APPENDIX B: ROUTE MAPS



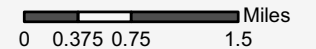
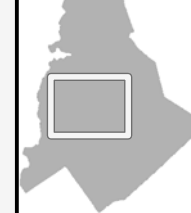
Legend

-  Route 1
-  LYNX Blue Line
-  LYNX Rail Station
-  Proposed Bus Network

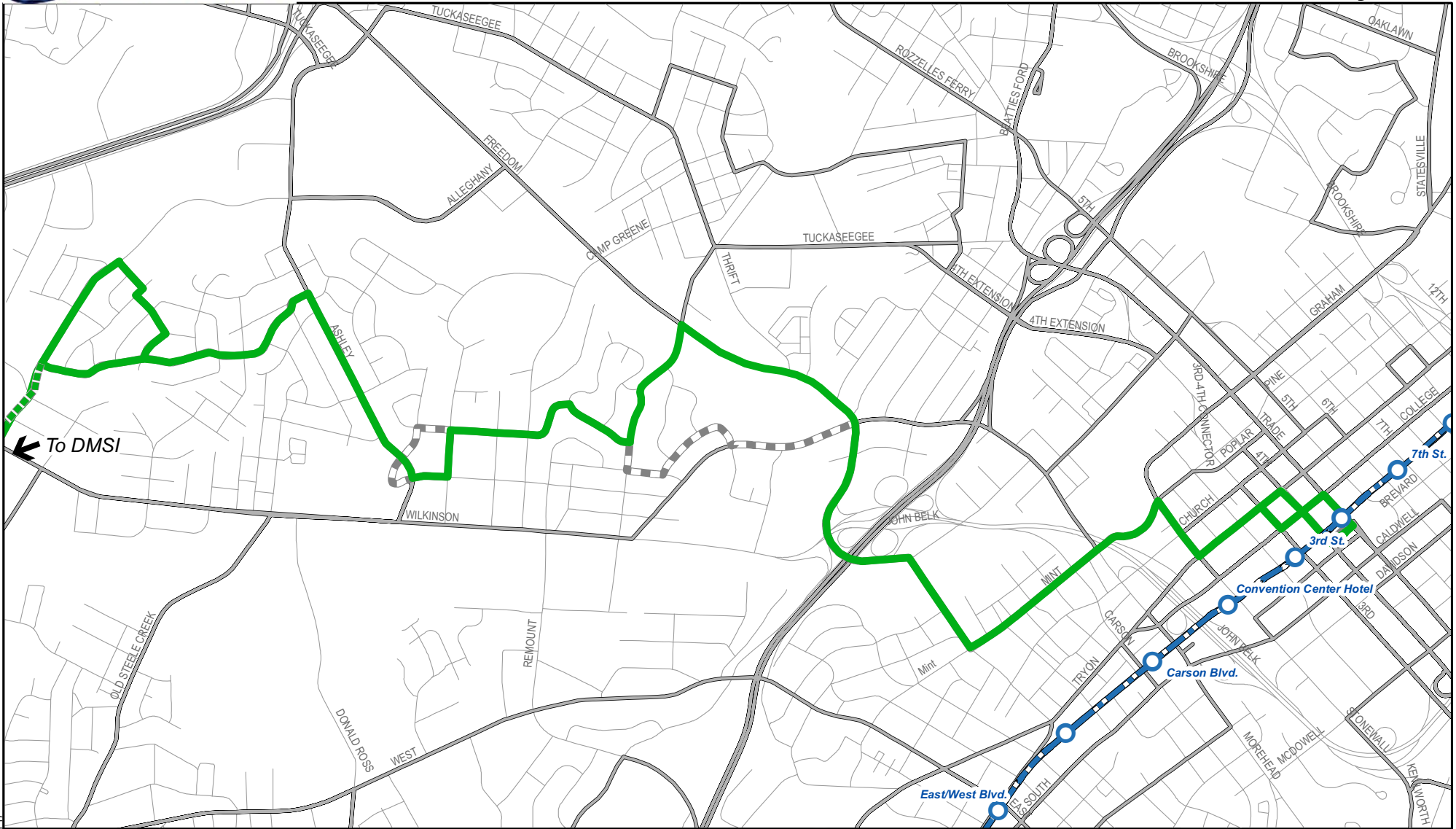
Service Frequency (min)

	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	60	60

Map Vicinity



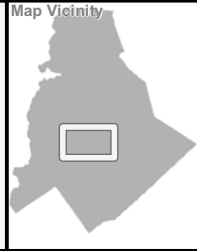
Data Source: City of Charlotte
Charlotte Area Transit System



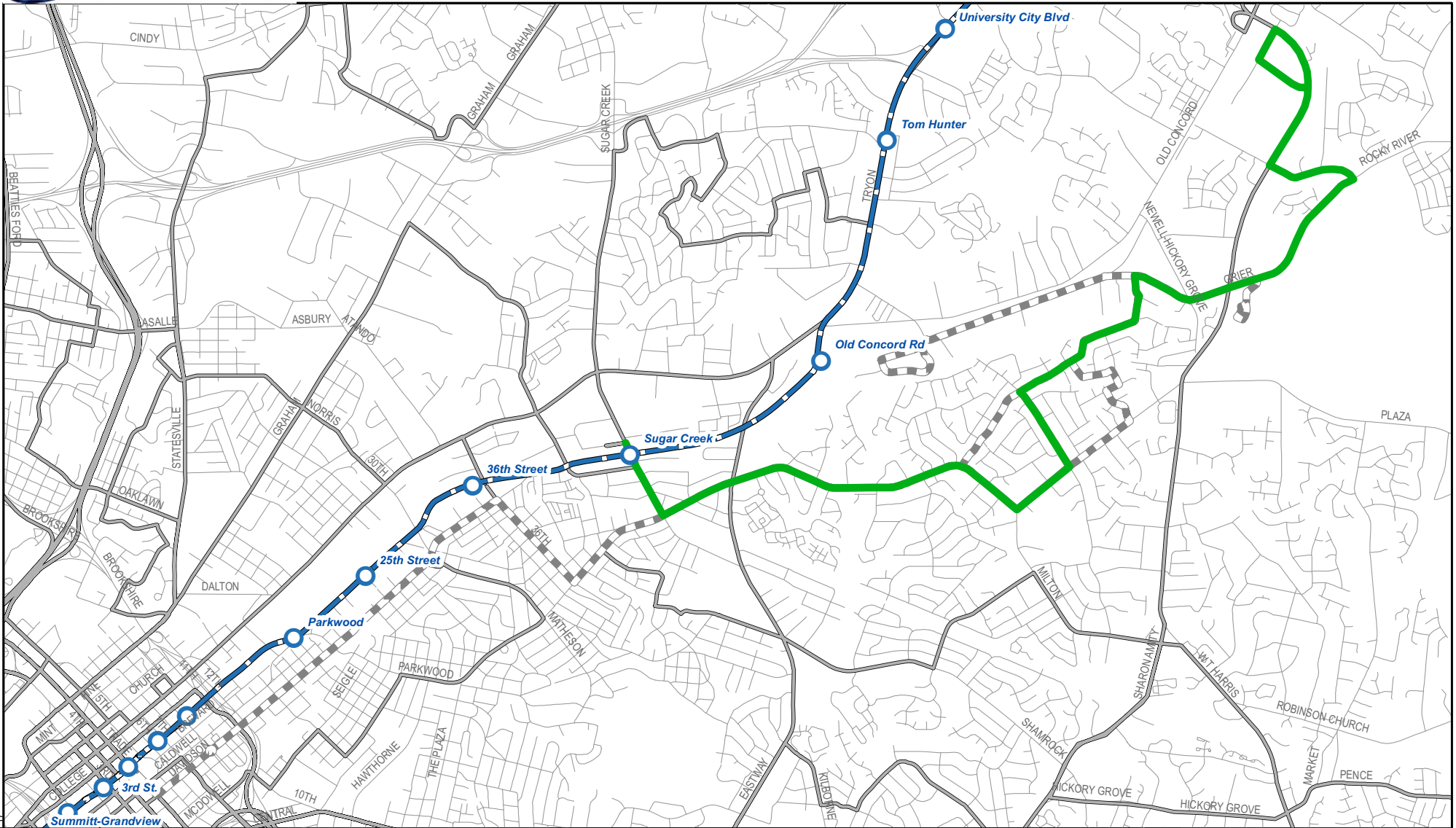
← To DMSI

- Legend**
- Route 2 (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	60	60



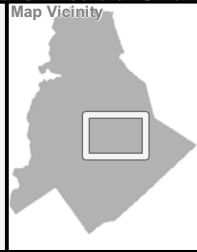
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Charlotte Area Transit System



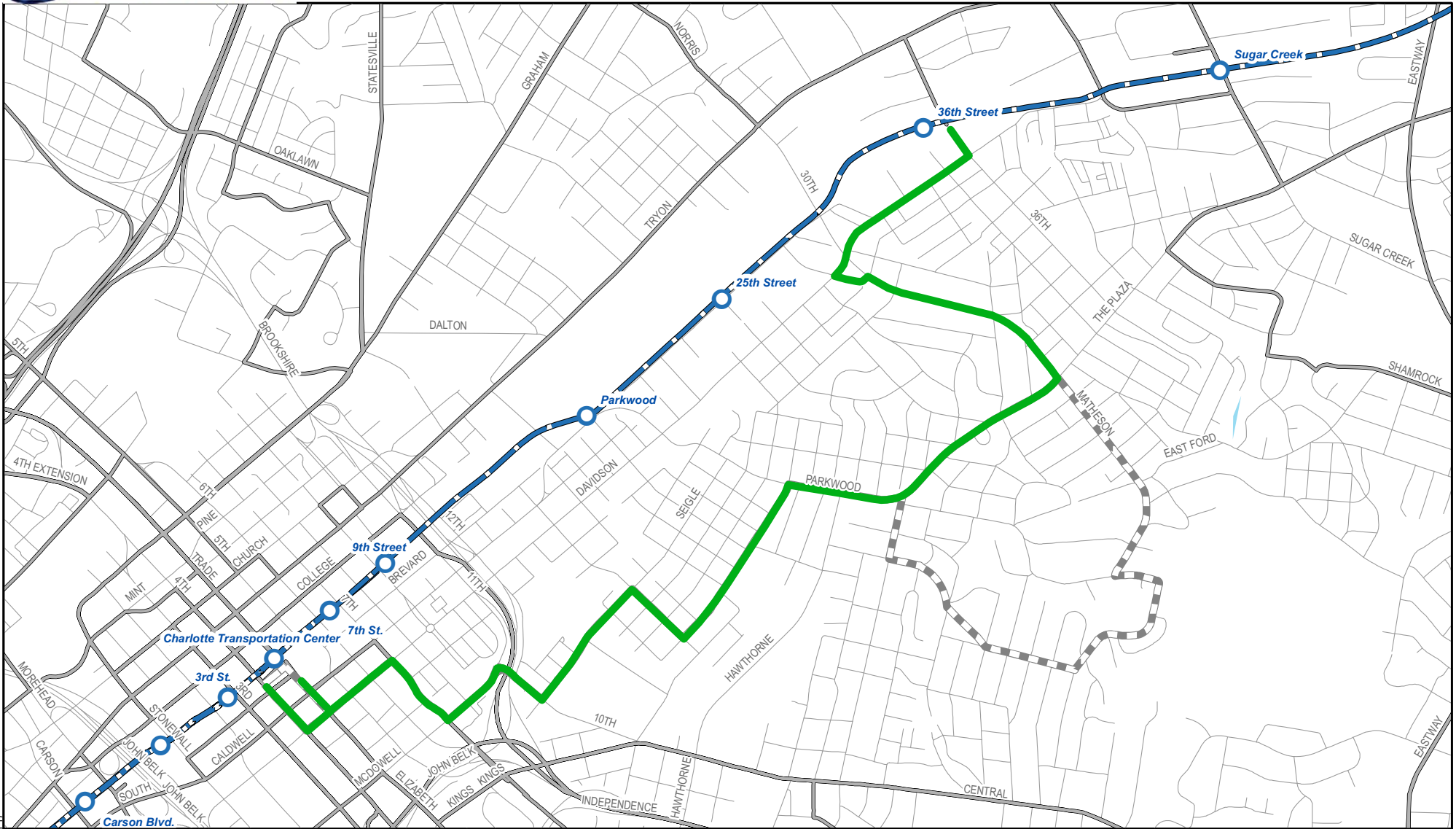
Legend

- Route 3 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	40	45



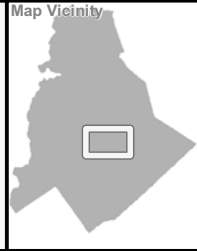
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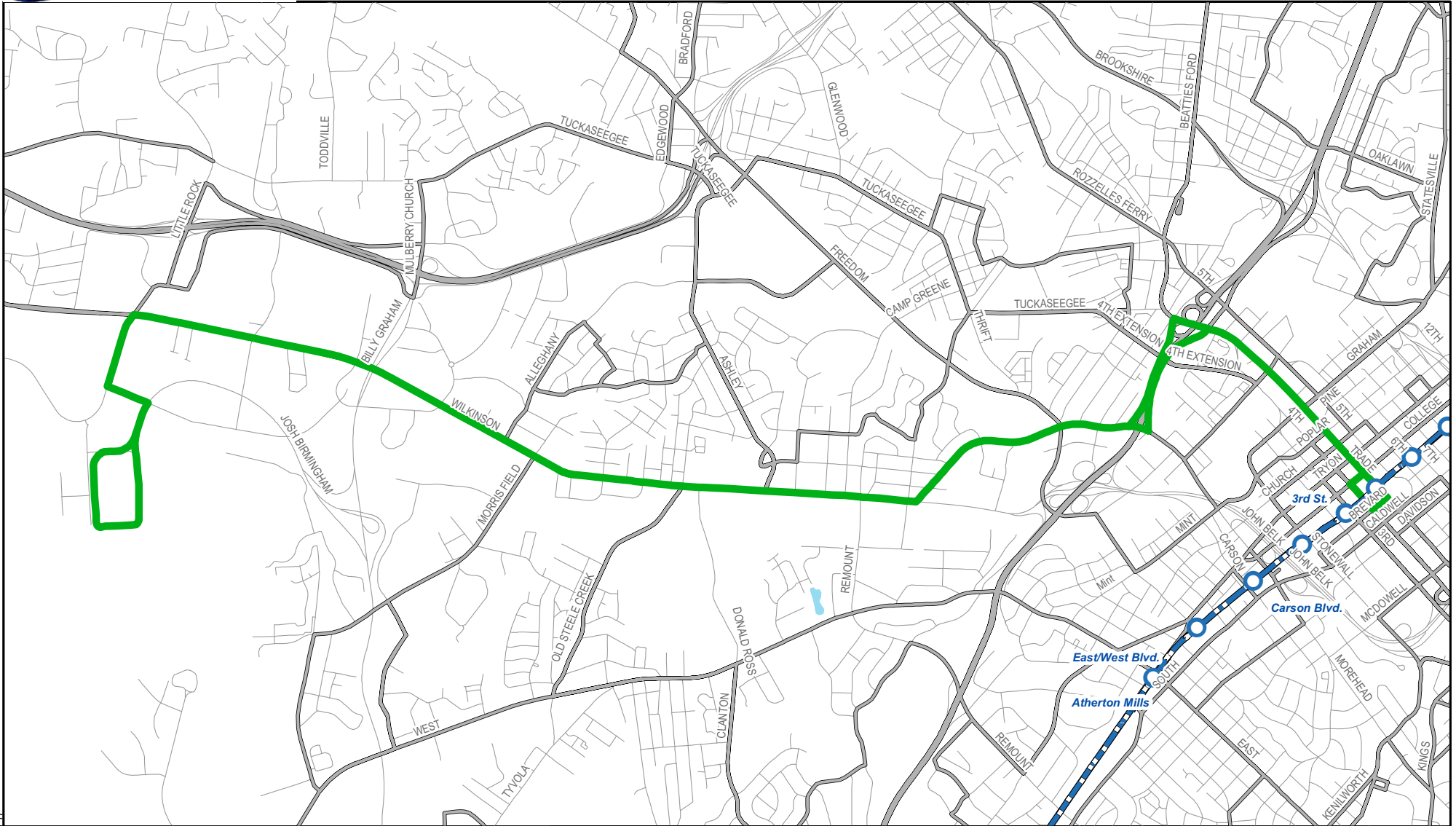
Legend

- Route 4 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	40	45

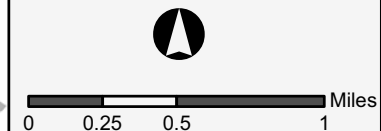
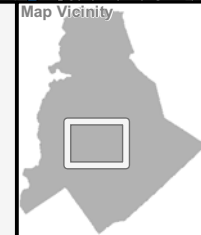


Data Source: City of Charlotte
Charlotte Area Transit System

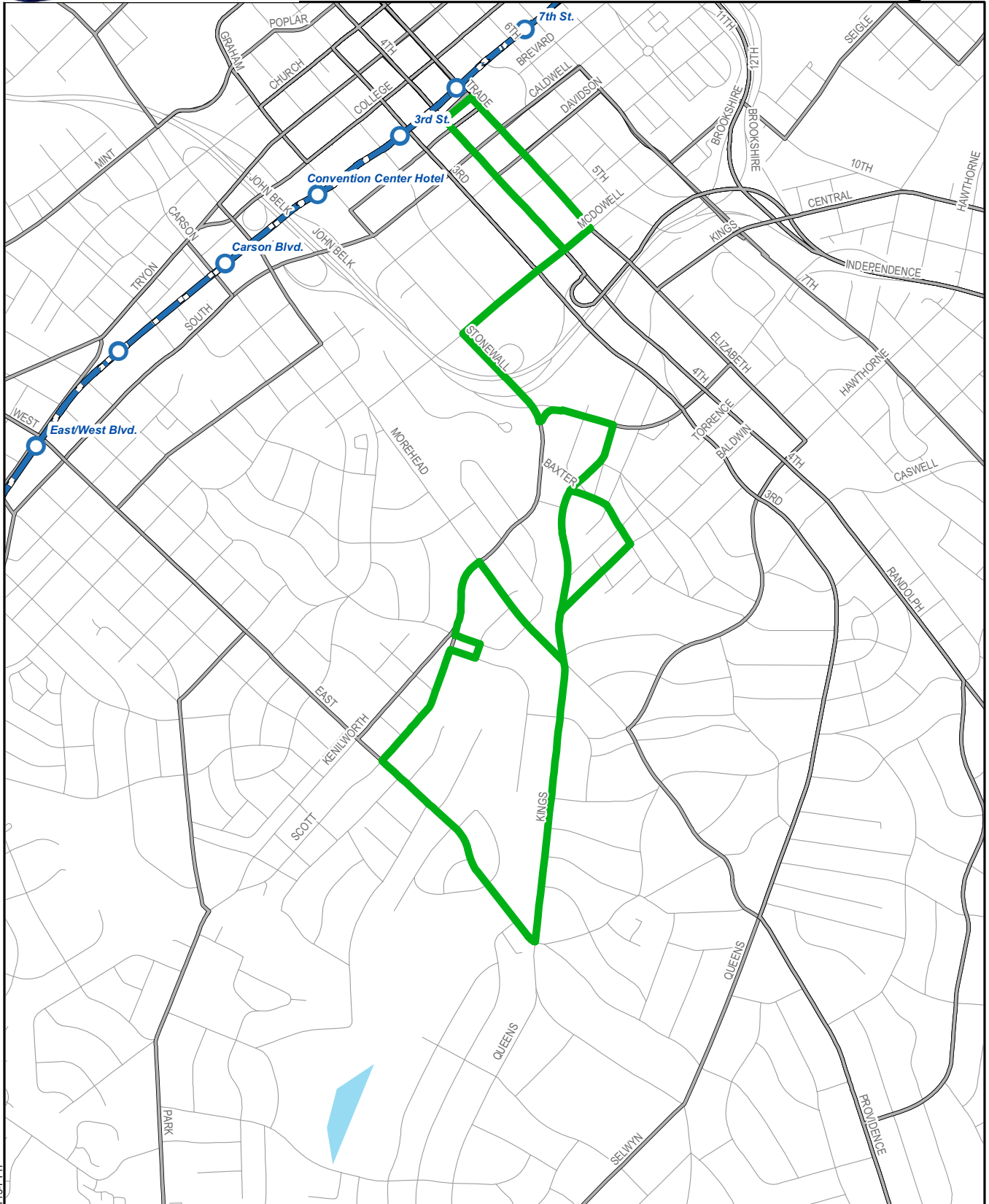


- Legend**
- Route 5 Sprinter Airport
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	20	20
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System

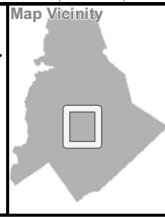


Countywide Transit Services Plan FY13-FY17

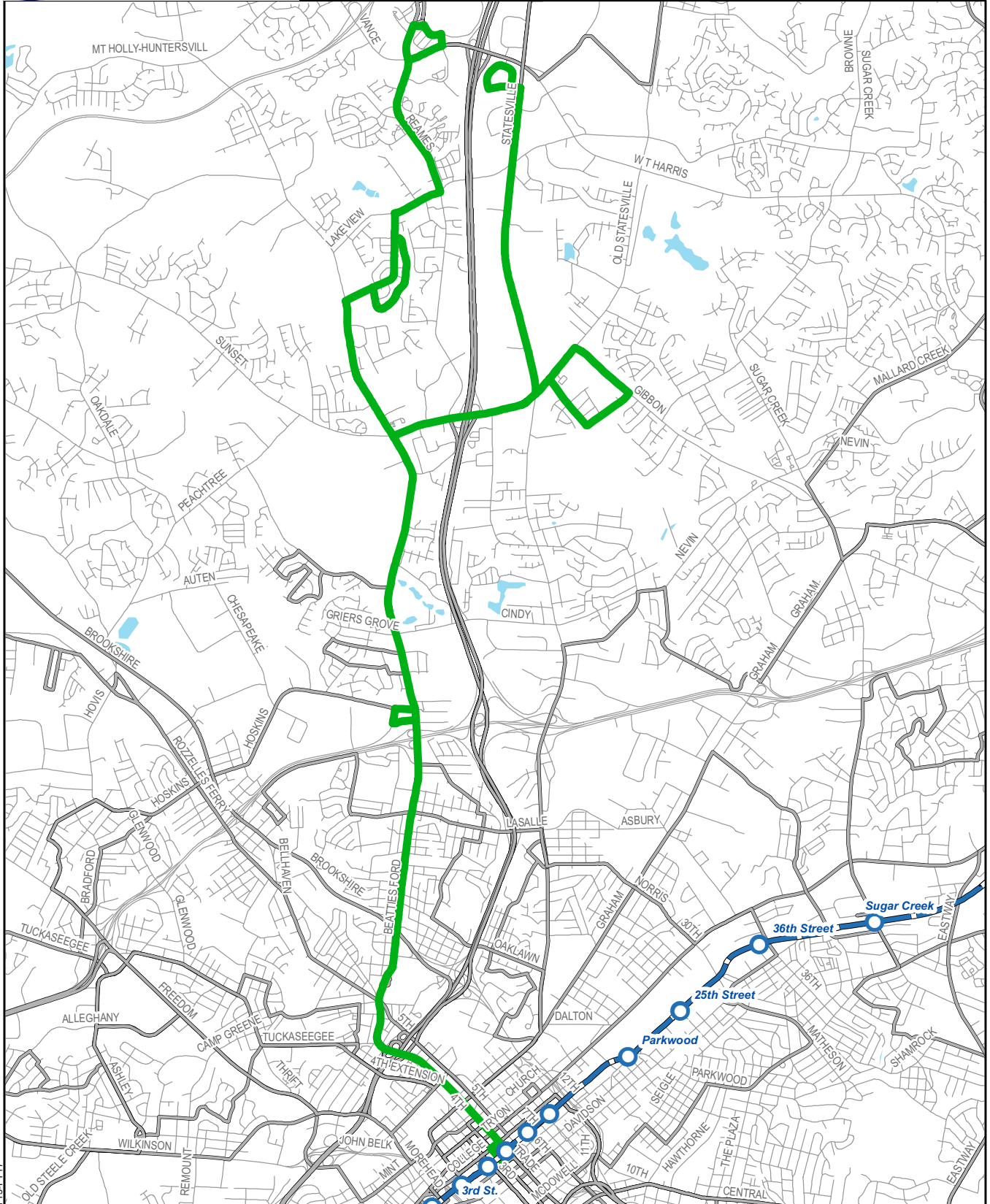
Legend

- █ Route 6
- █ LYNX Blue Line
- LYNX Rail Station
- █ Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	45	45



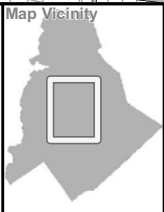
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 7 (Proposed)
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

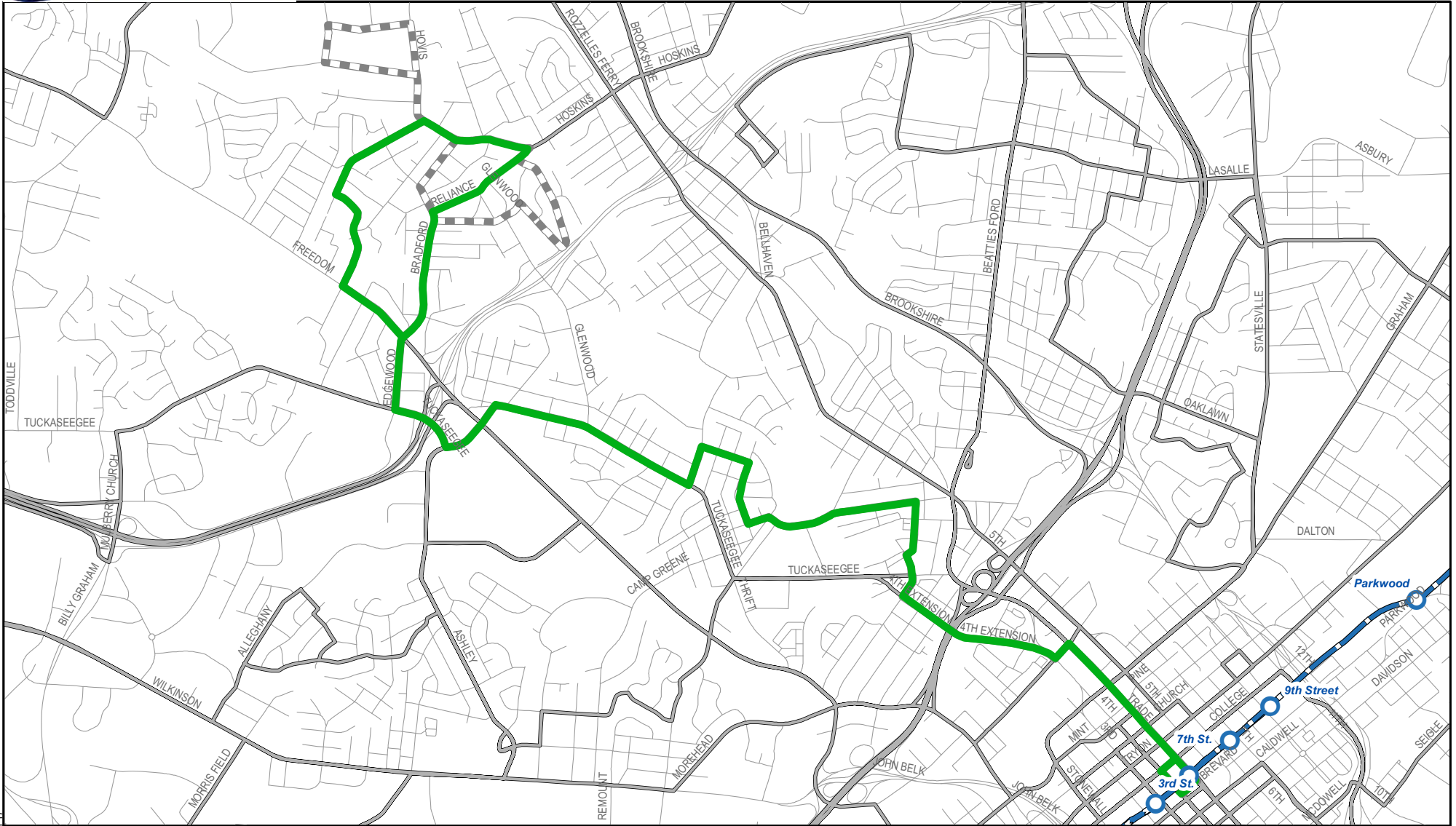
Service Frequency (min)	Proposed	Existing
Weekday Peak	10	10
Weekday Midday	15	15
Weekday Night	30	30



Map Vicinity

0 0.25 0.5 1 Miles

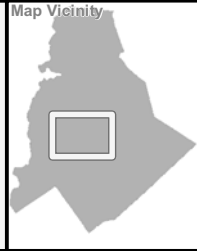
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Charlotte Area Transit System



Legend

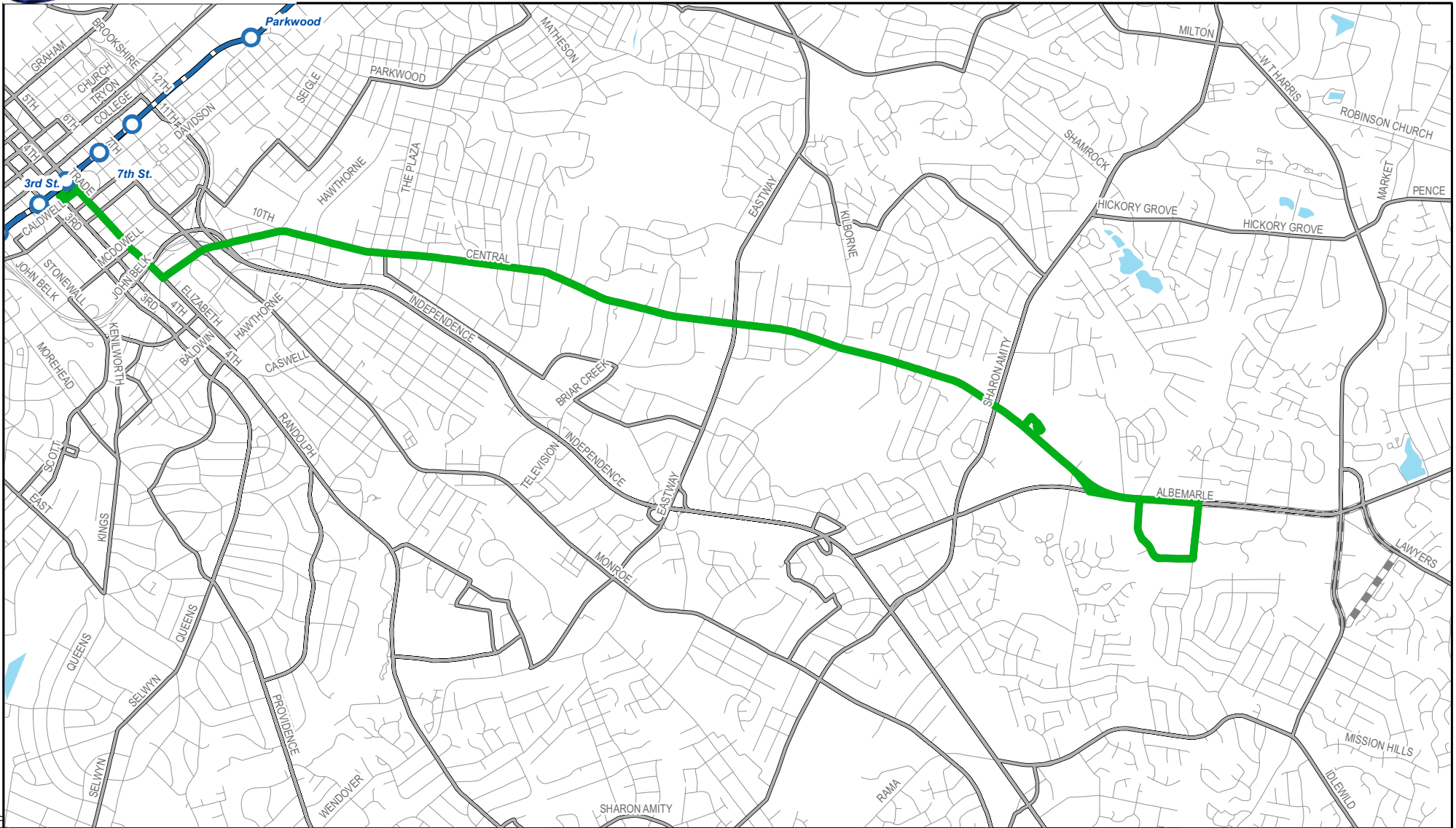
- Route 8 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

	Service Frequency (min)	Proposed	Existing
Weekday Peak		15	15
Weekday Midday		20	20
Weekday Night		60	60



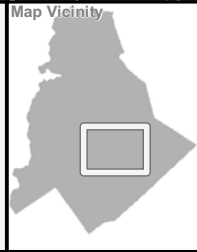
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Data Source: City of Charlotte
Charlotte Area Transit System

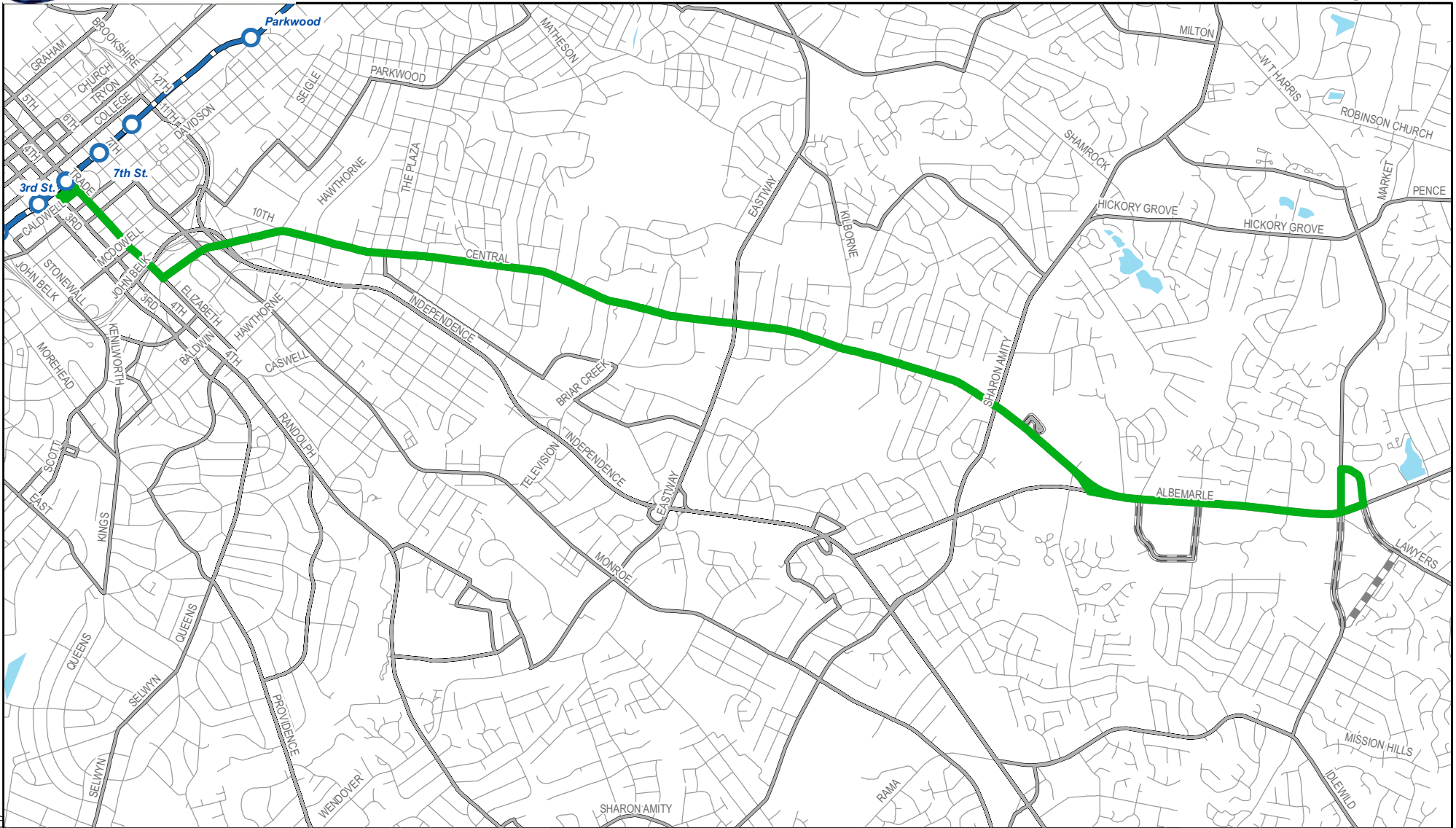


- Legend**
- Route 9 (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak	20	8
Weekday Midday	20	15
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



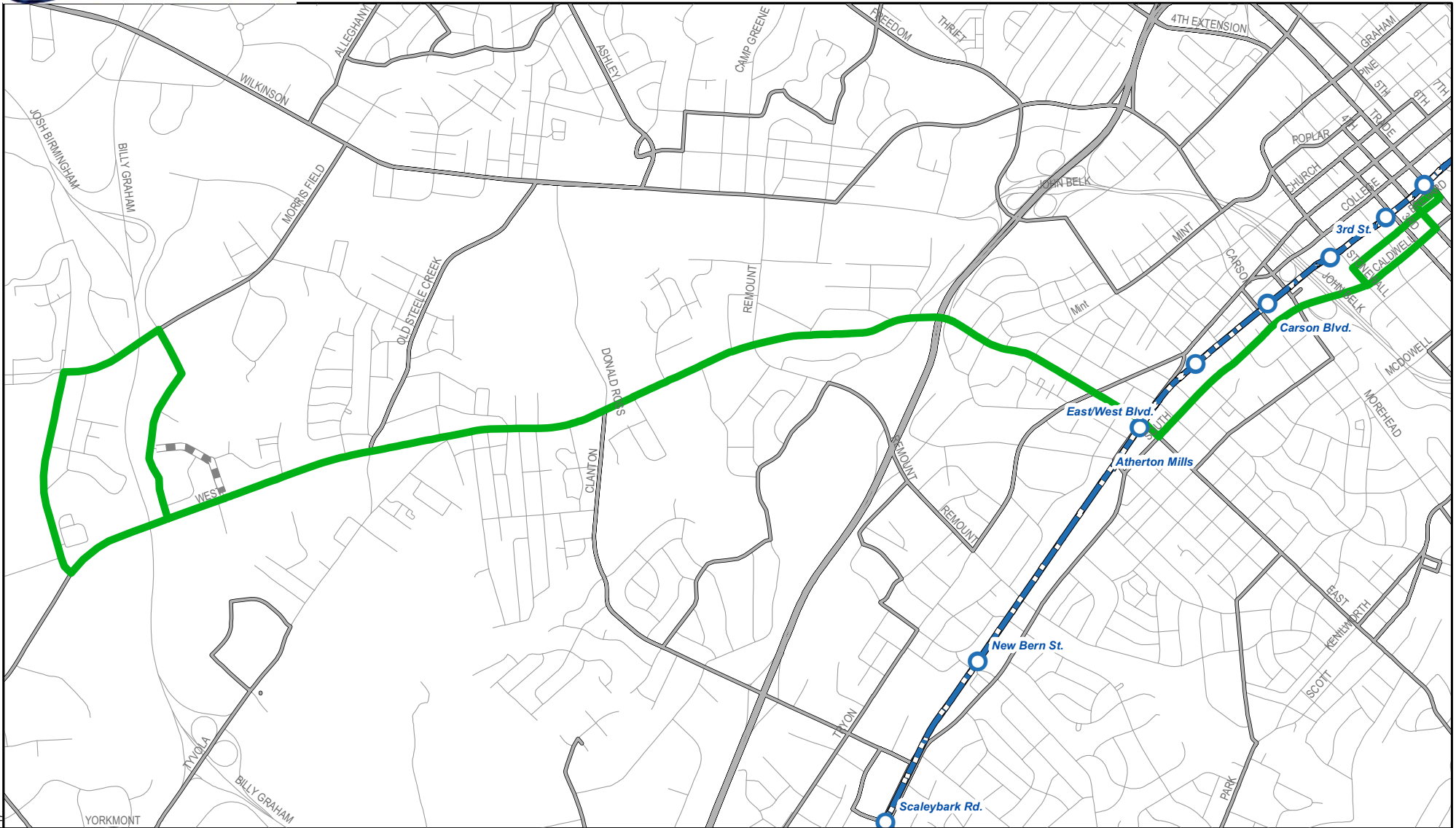
- Legend**
- Route 9S (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	N/A
Weekday Midday	20	N/A
Weekday Night	30	N/A

Map Vicinity

Miles

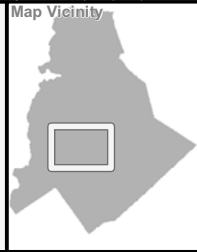
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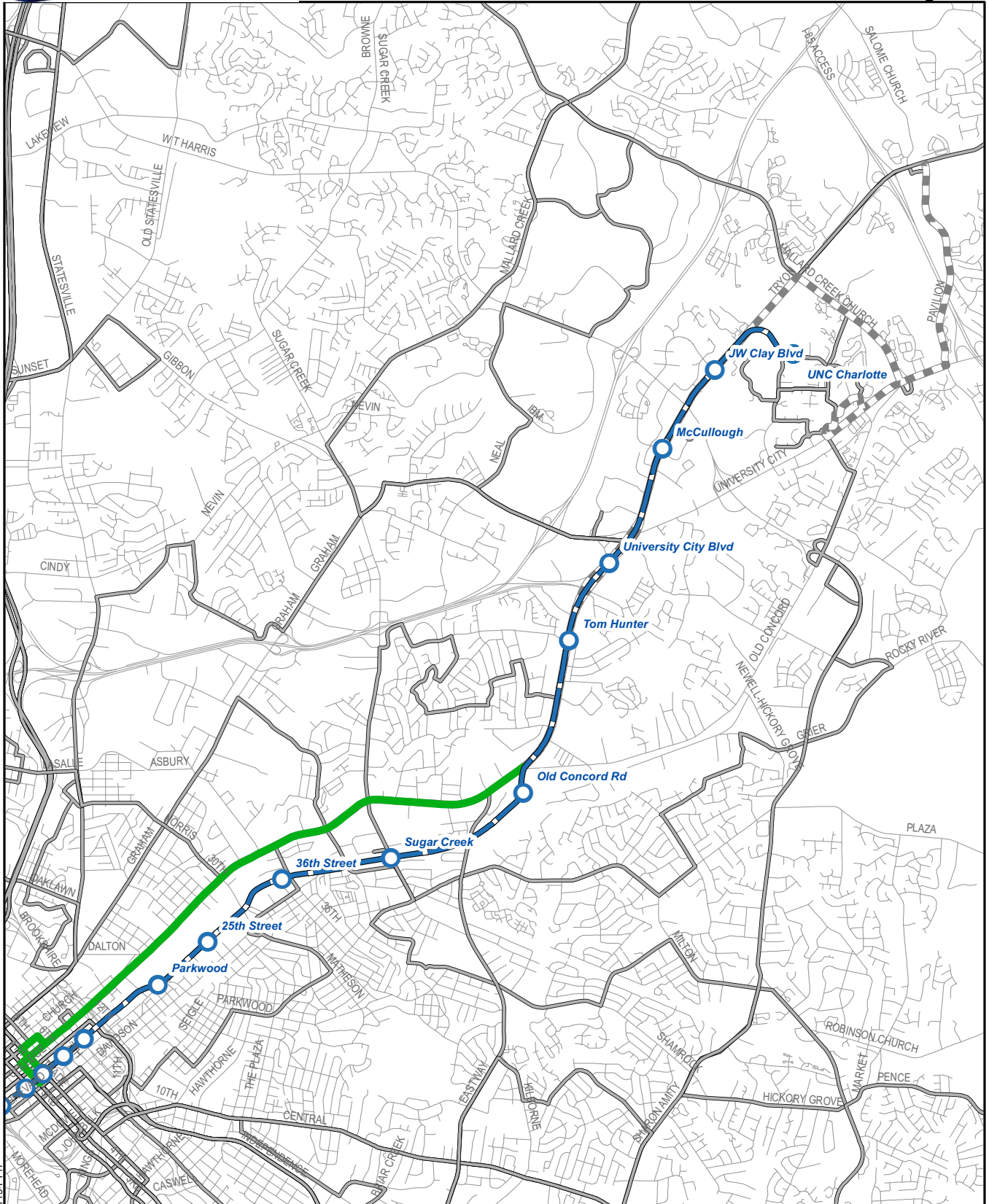
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- Route 10 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	15	15
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



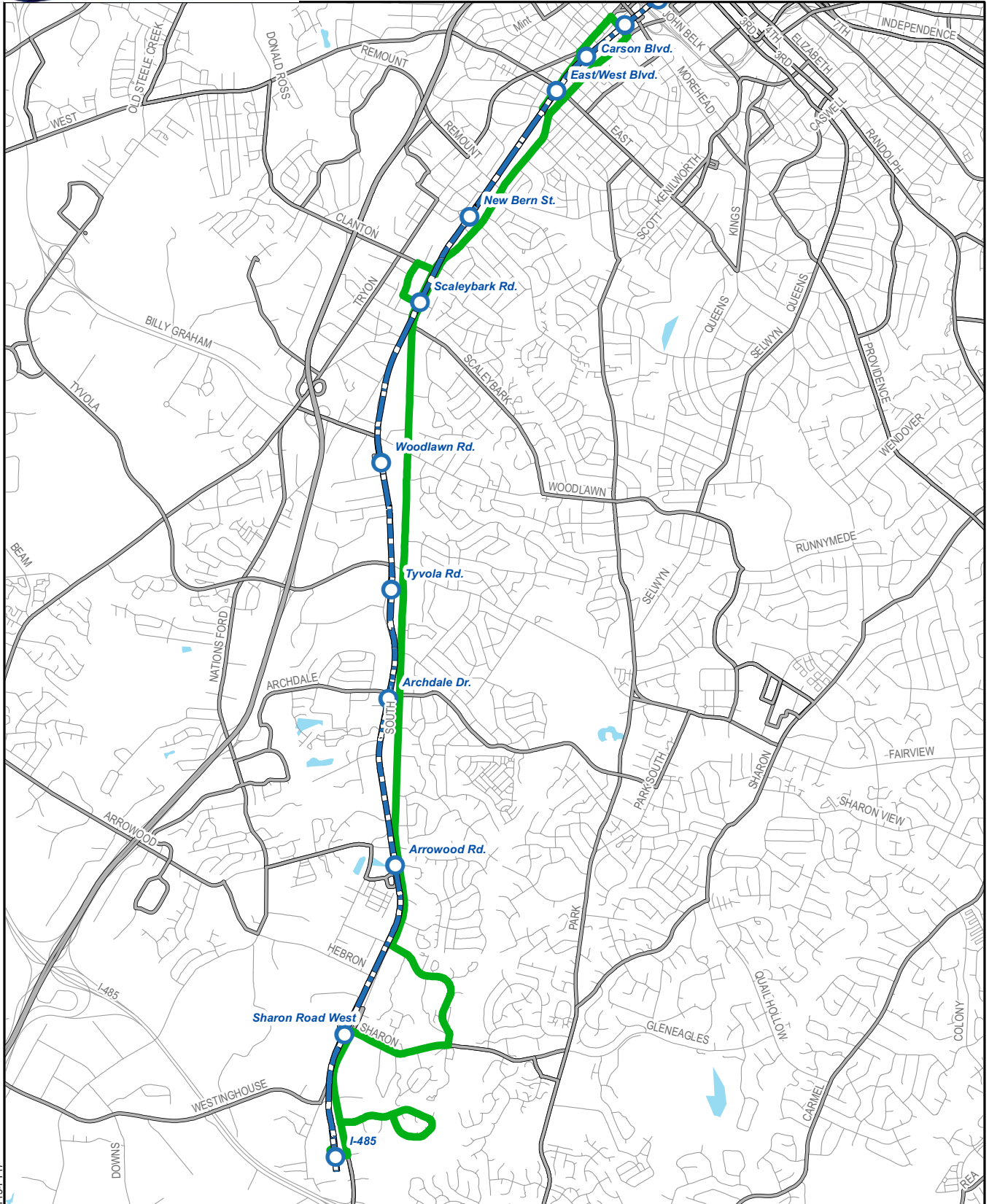
Countywide Transit Services Plan FY13-FY17

Legend	
	Route 11 (Proposed)
	Discontinued Routing
	LYNX Blue Line
	LYNX Rail Station
	Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	10
Weekday Midday	20	10
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 12
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

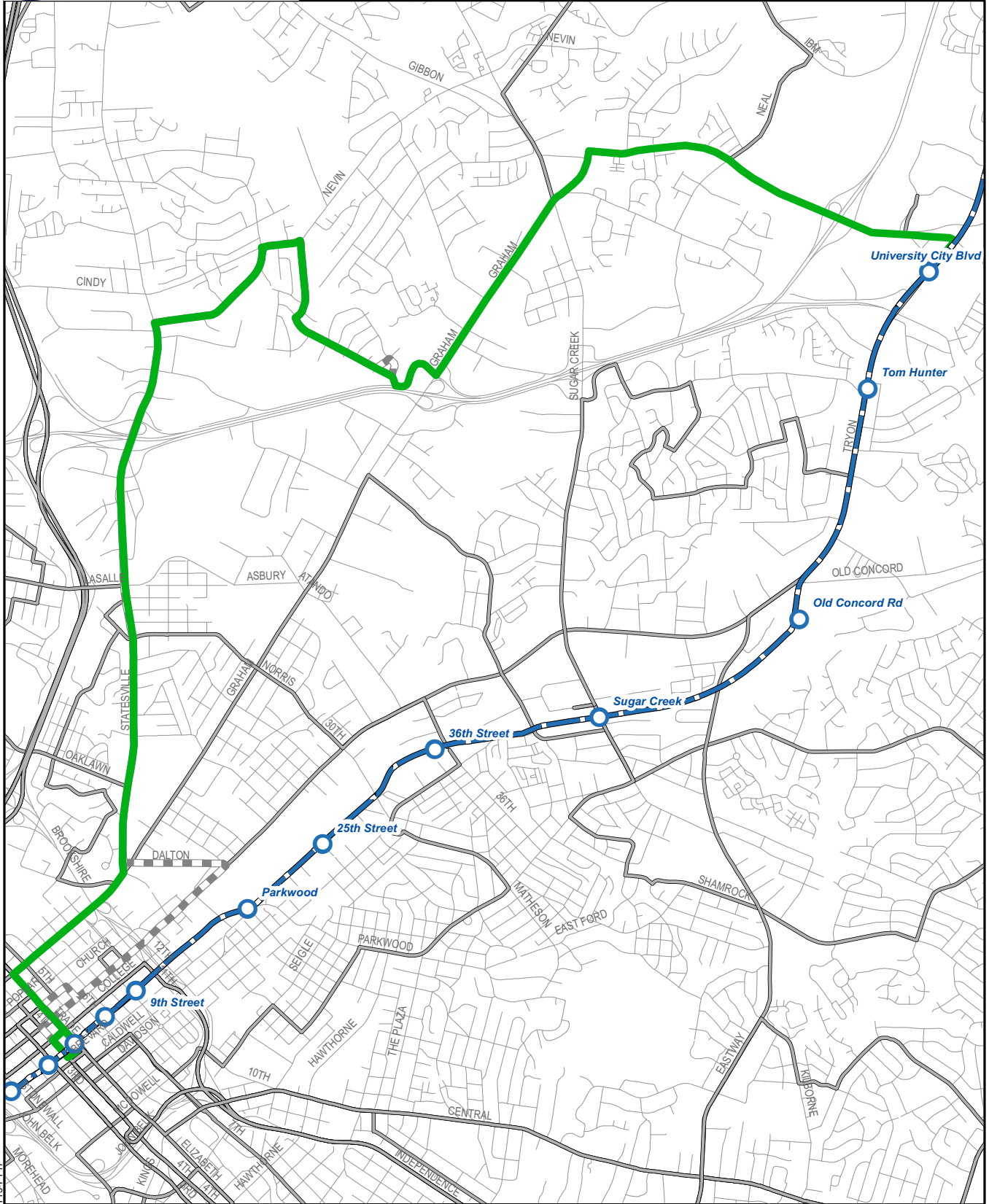
Service Frequency (min)	Proposed		Existing	
	Weekday Peak	Weekday Midday	Weekday Peak	Weekday Midday
Weekday Peak	30	30	30	30
Weekday Midday	30	30	30	30
Weekday Night	60	60	60	60



Map Vicinity

0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 13 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

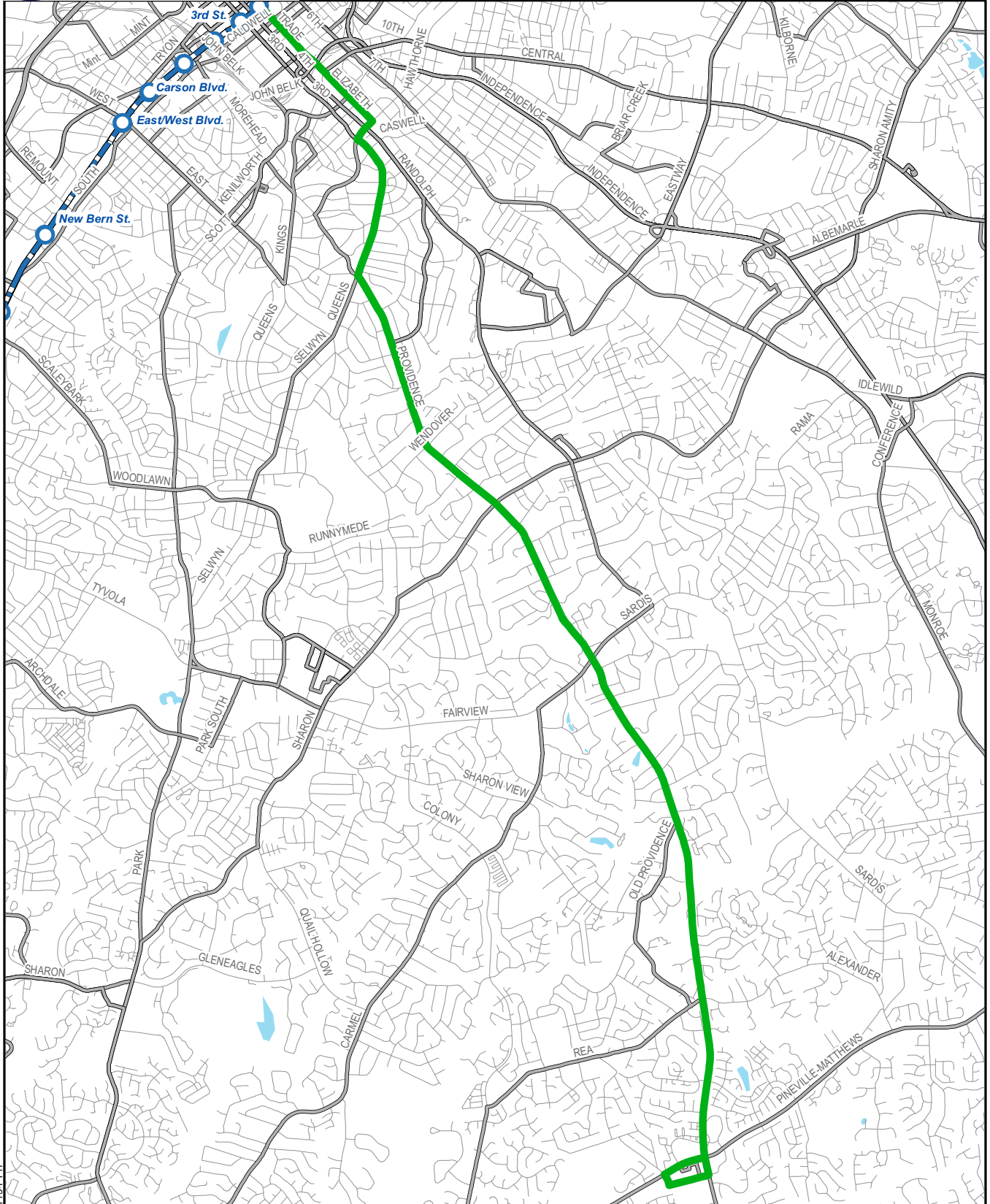
Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System

Countywide Transit Services Plan FY13-FY17

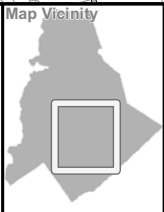
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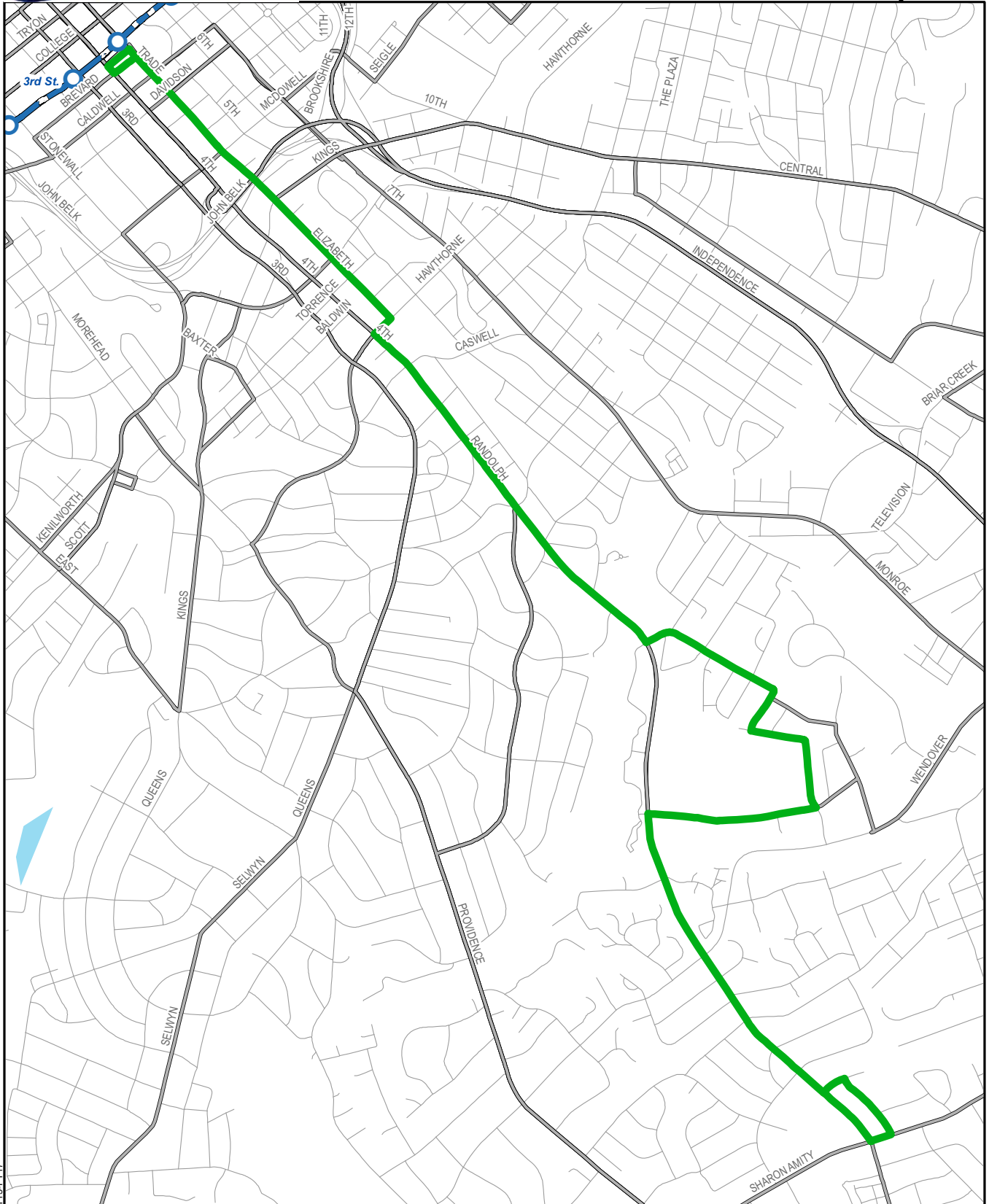
- Route 14
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	35	35
Weekday Midday	45	45
Weekday Night	35	35



0 0.25 0.5 1 Miles

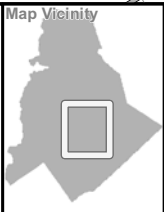
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Charlotte Area Transit System



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- Route 15
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

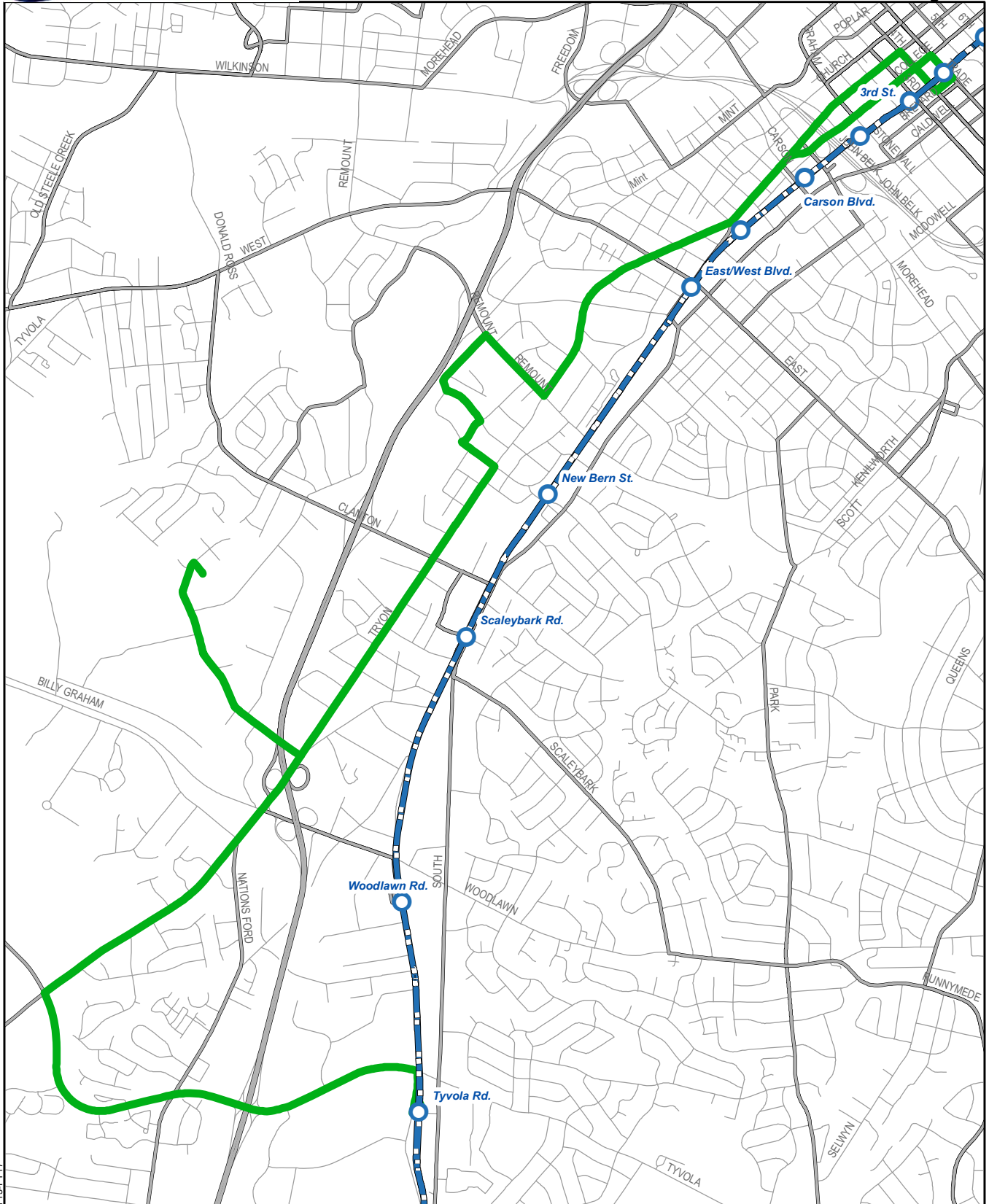
Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	20	20
Weekday Night	45	45



Map Vicinity

0 0.125 0.25 0.5 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



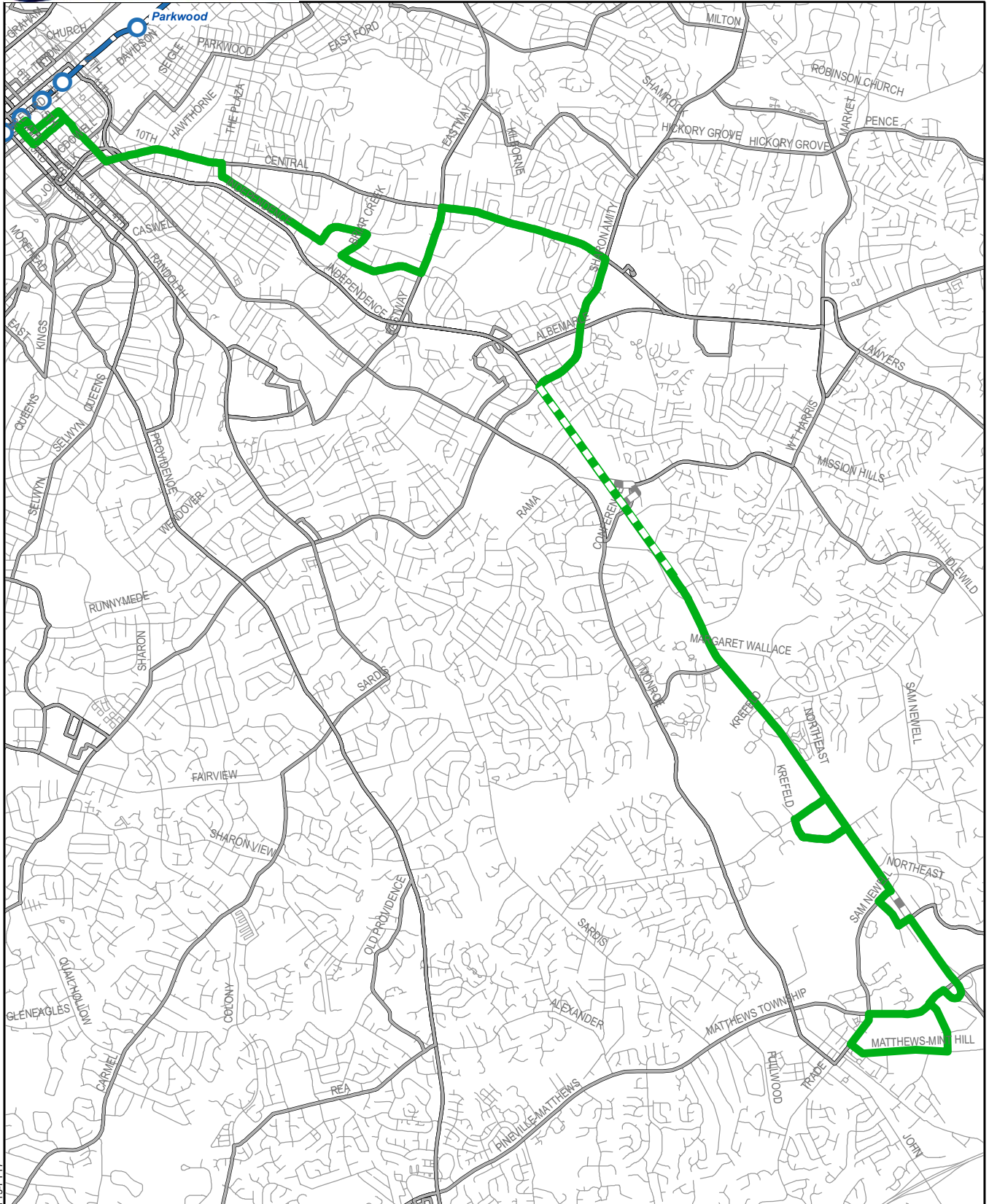
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- Route 16 (Proposed)
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	15	15
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



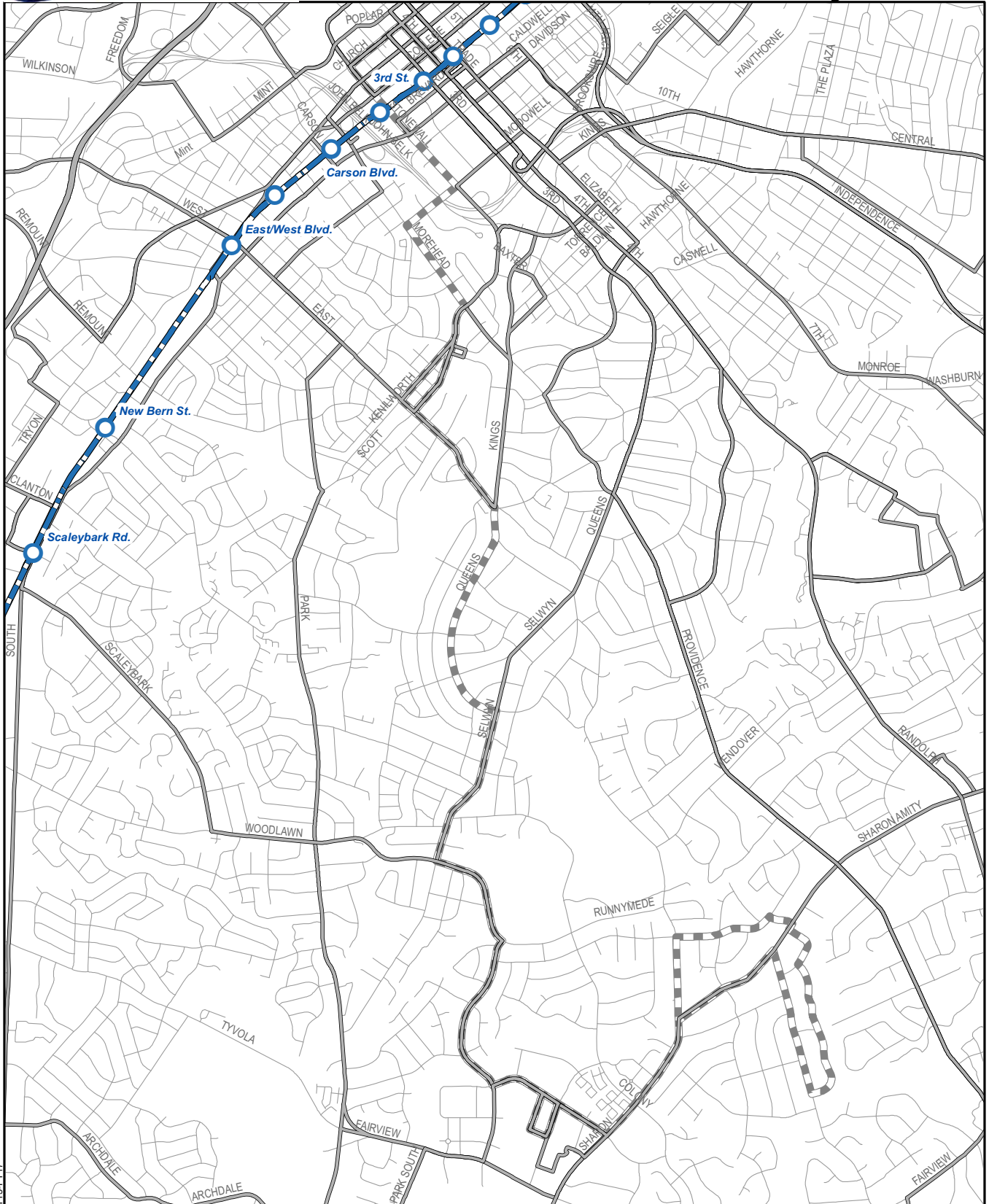
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- Route 17 (Proposed)
- Route 17 Non-Stop Service
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	60	60



Data Source: City of Charlotte
Charlotte Area Transit System



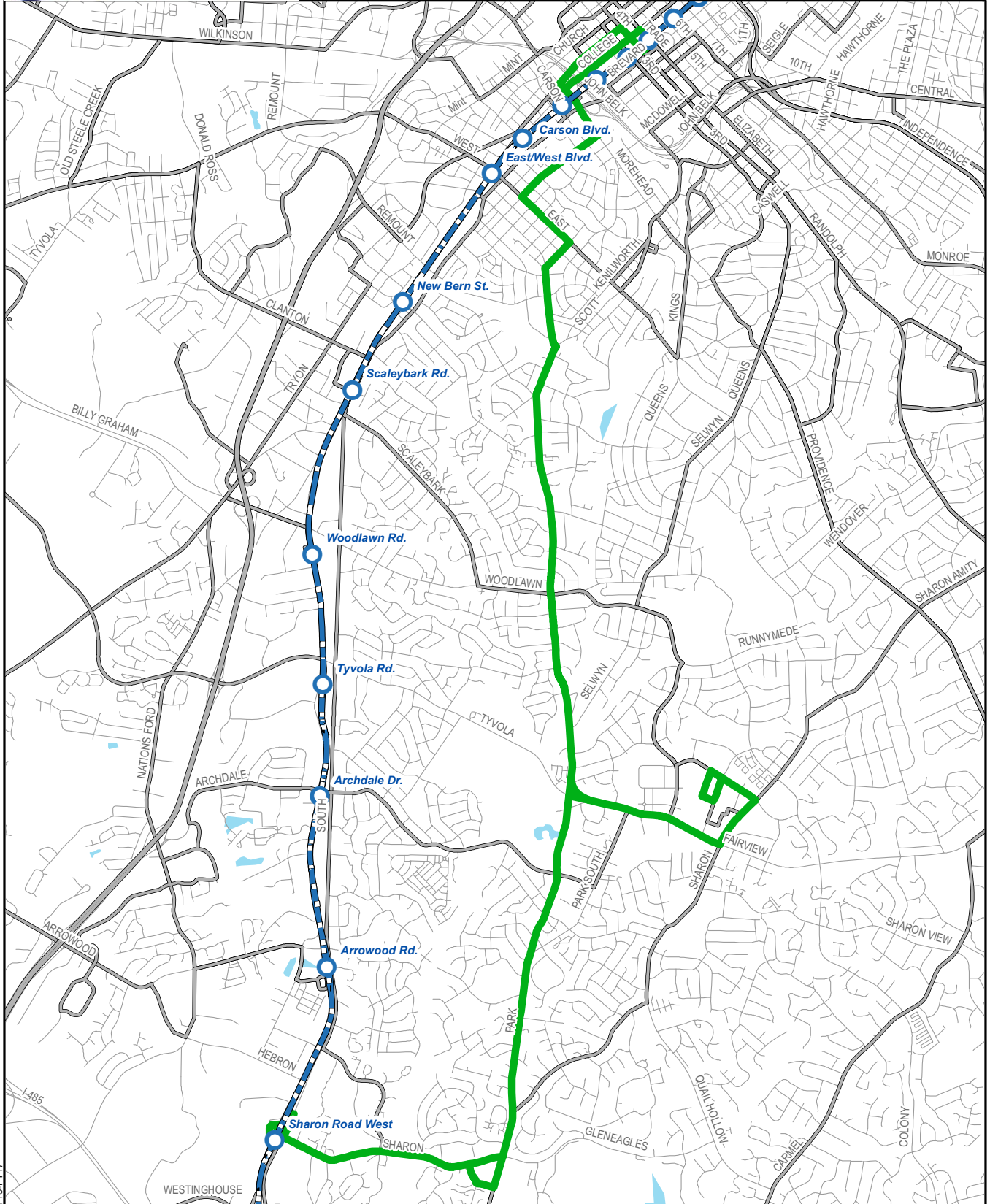
Countywide Transit Services Plan FY13-FY17

Legend	
	Route 18 (Proposed)
	Discontinued Routing
	LYNX Blue Line
	LYNX Rail Station
	Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	N/A	40
Weekday Midday	N/A	45
Weekday Night	N/A	45



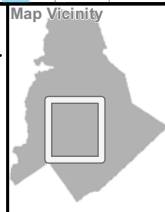
Data Source: City of Charlotte
Charlotte Area Transit System



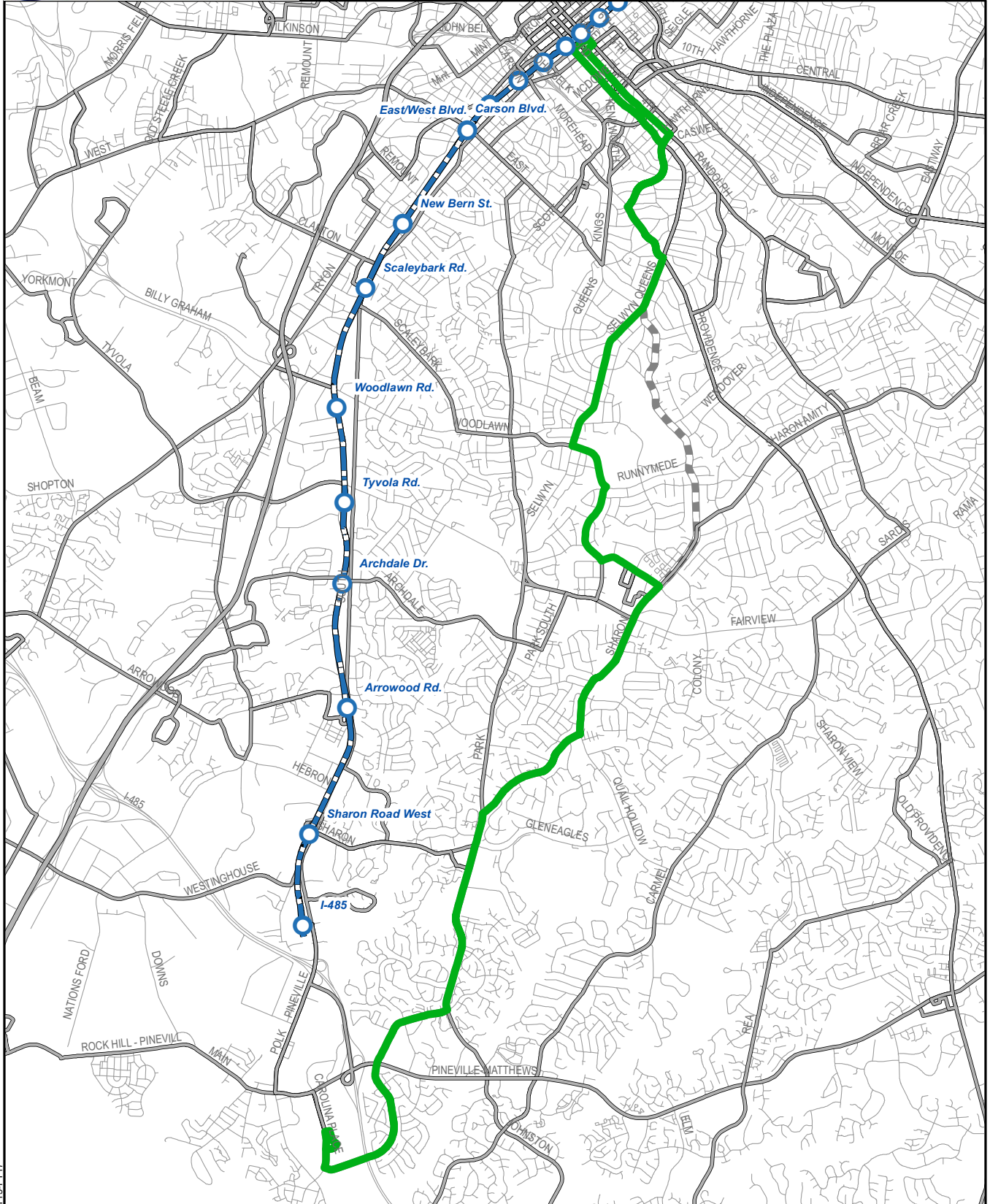
Legend

- Route 19
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



Legend

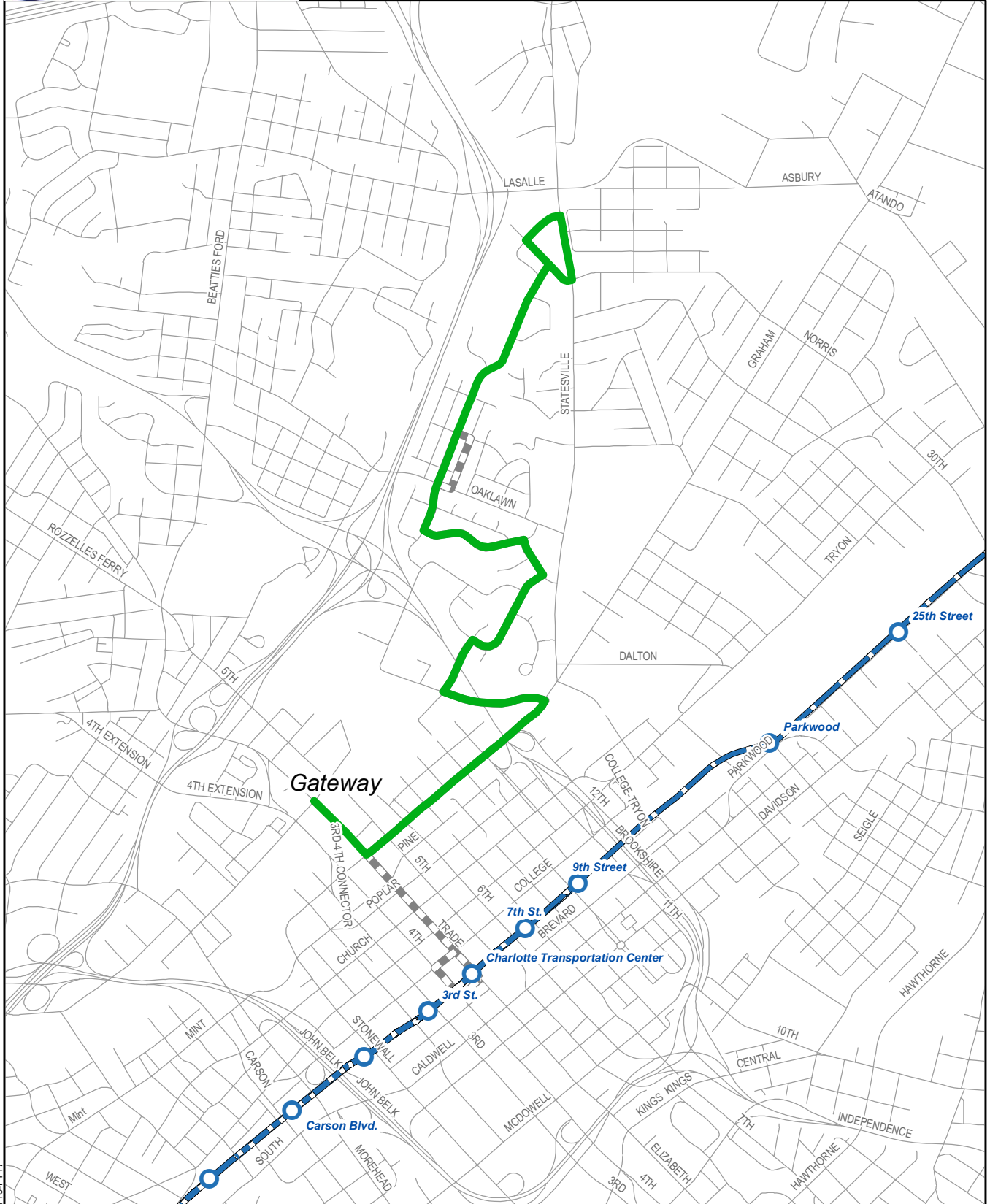
- Route 20 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	45	45
Weekday Night	45	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 21 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

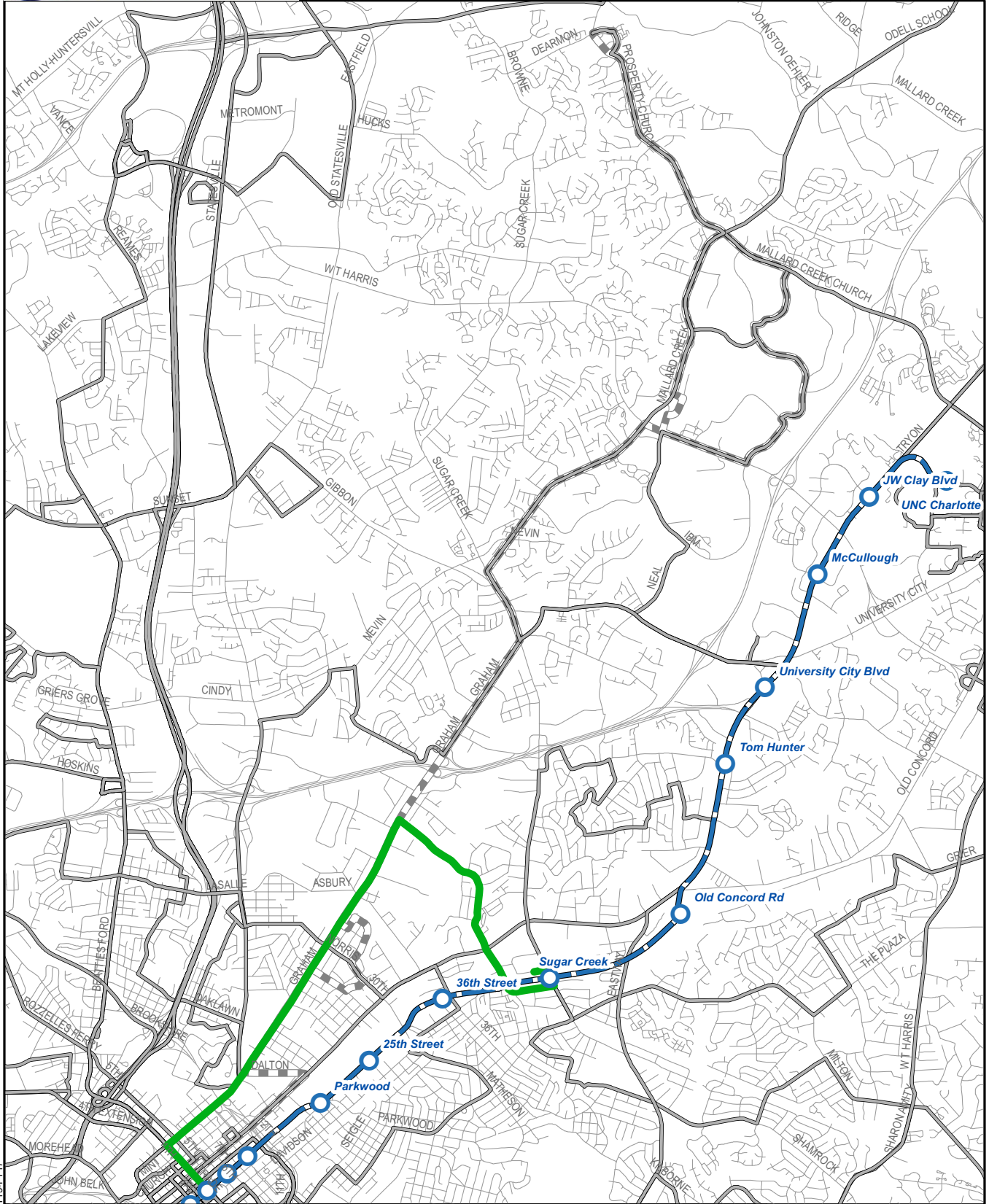
Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	40	40



Data Source: City of Charlotte
Charlotte Area Transit System

Countywide Transit Services Plan FY13-FY17

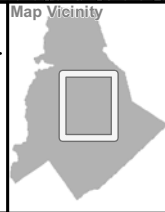
AUGUST 2011



Legend

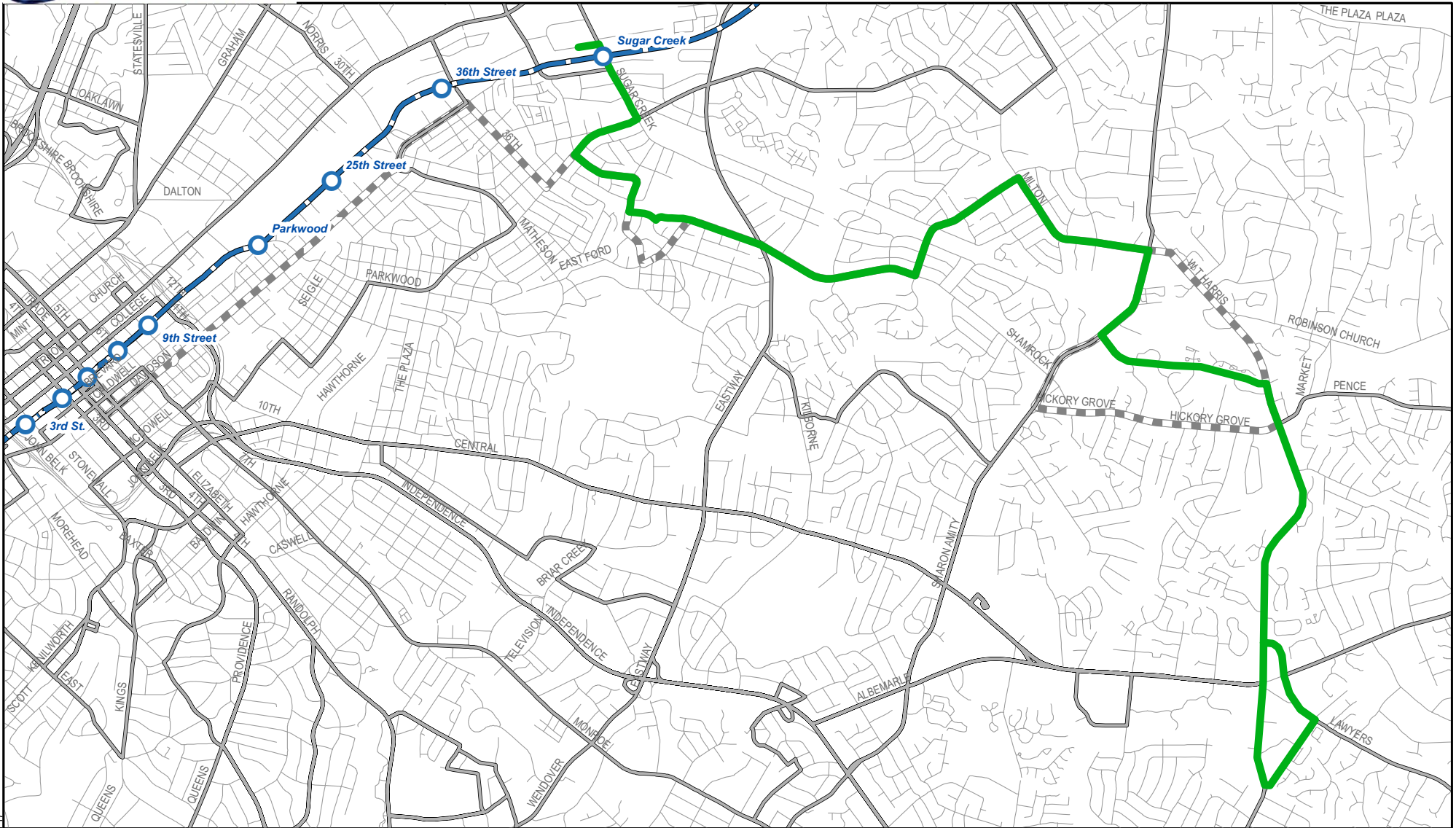
- Route 22 (Proposed)
- - - Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	40	40



0 0.5 1 Miles

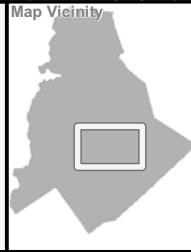
Data Source: City of Charlotte
Charlotte Area Transit System



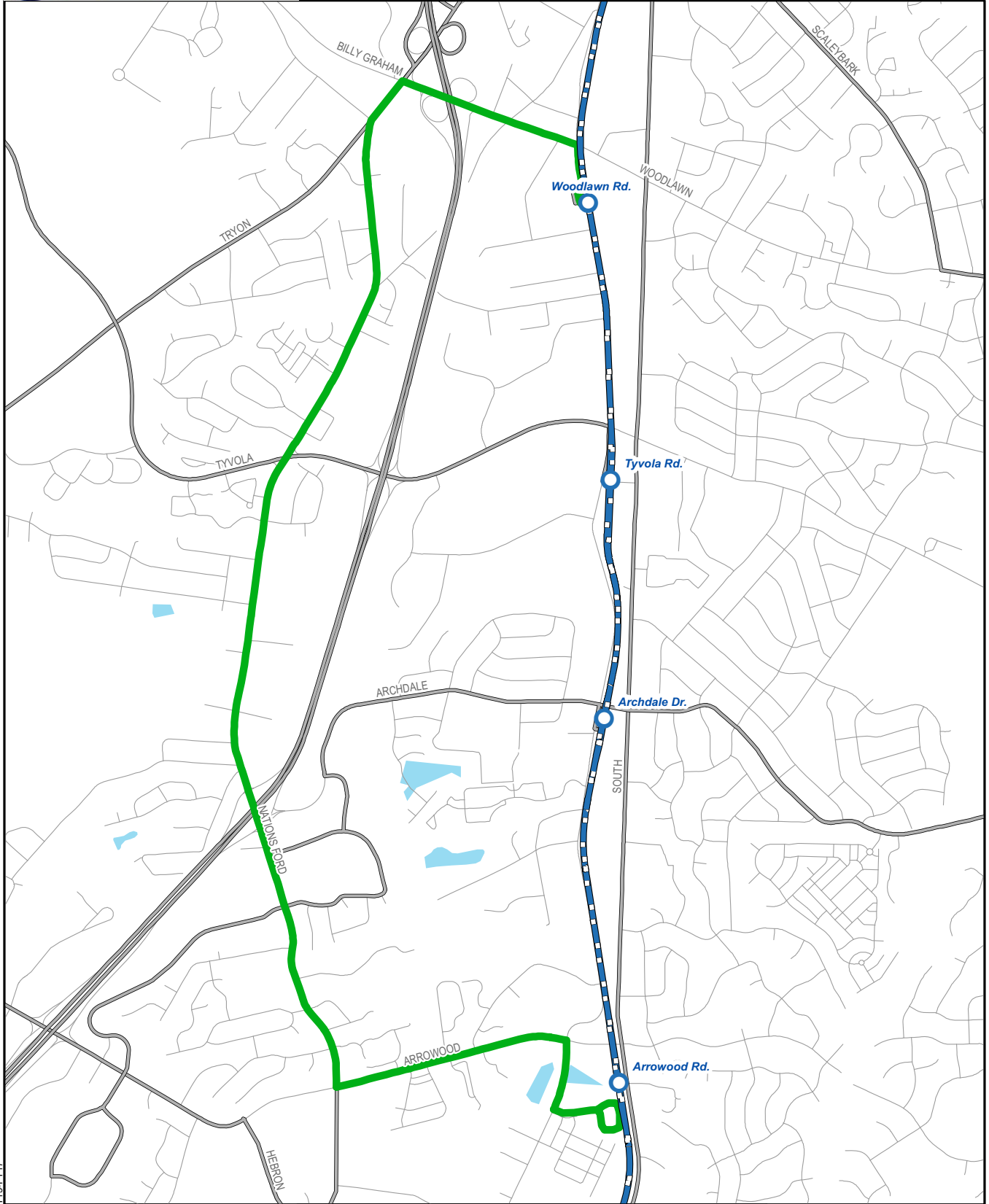
Legend

- Route 23 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	40	45



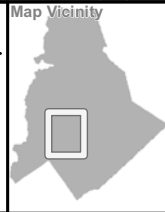
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

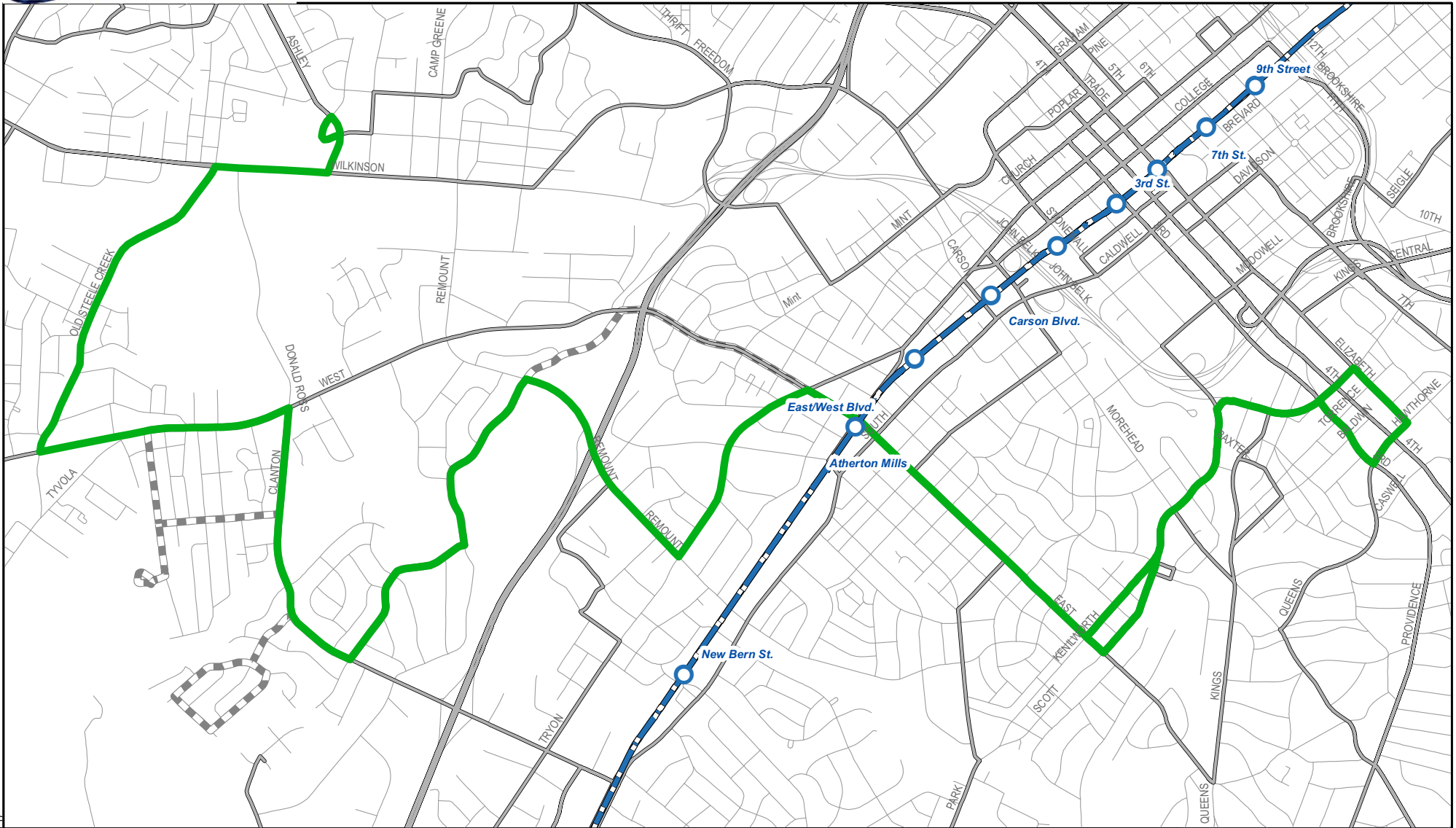
- Route 24
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	30	30



0 0.125 0.25 0.5 Miles

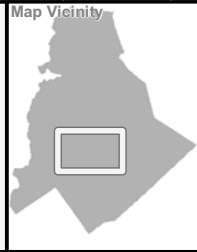
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

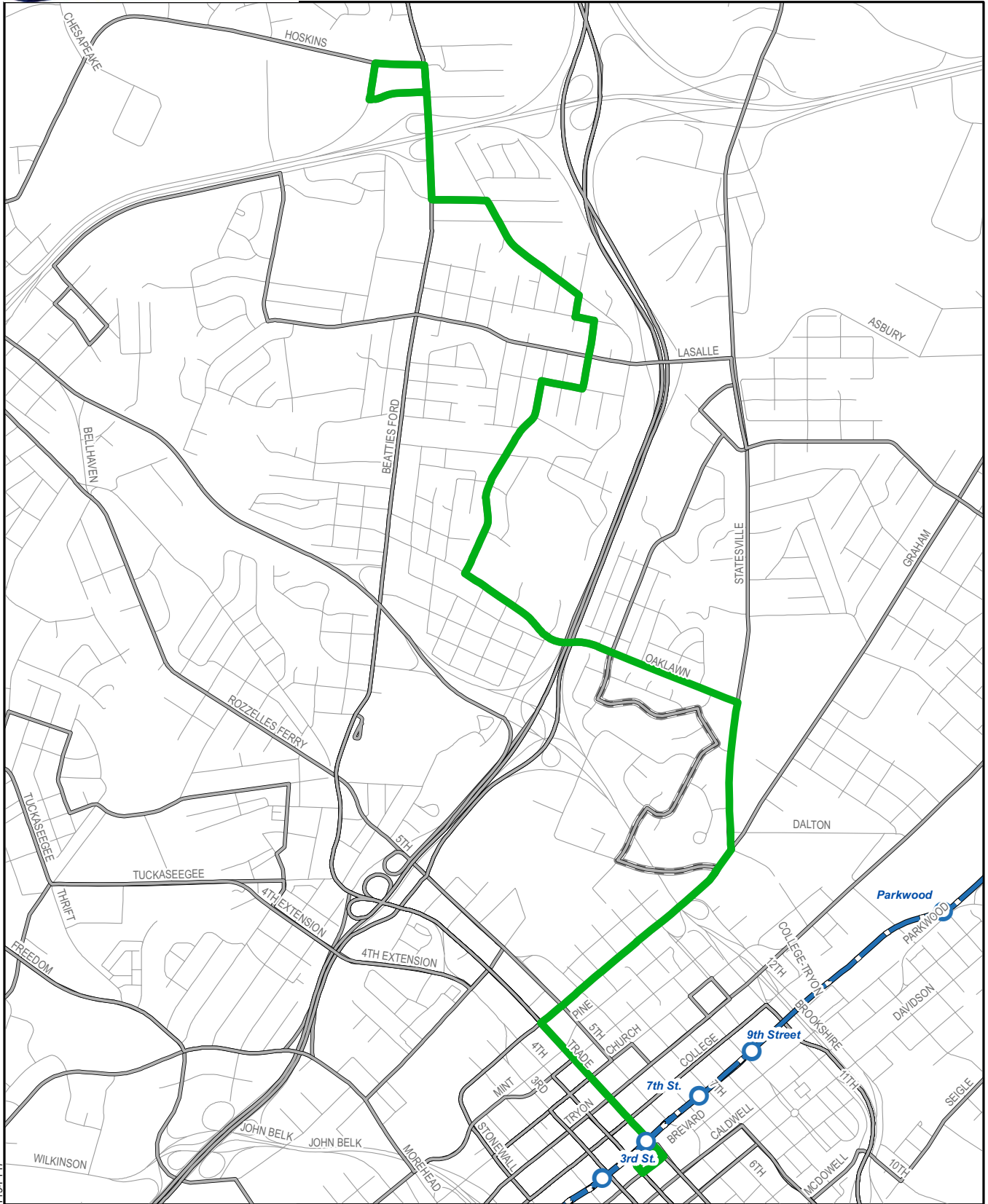
- Route 25 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	35
Weekday Midday	30	35
Weekday Night	45	N/A



0 0.125 0.25 0.5 Miles

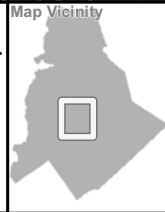
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

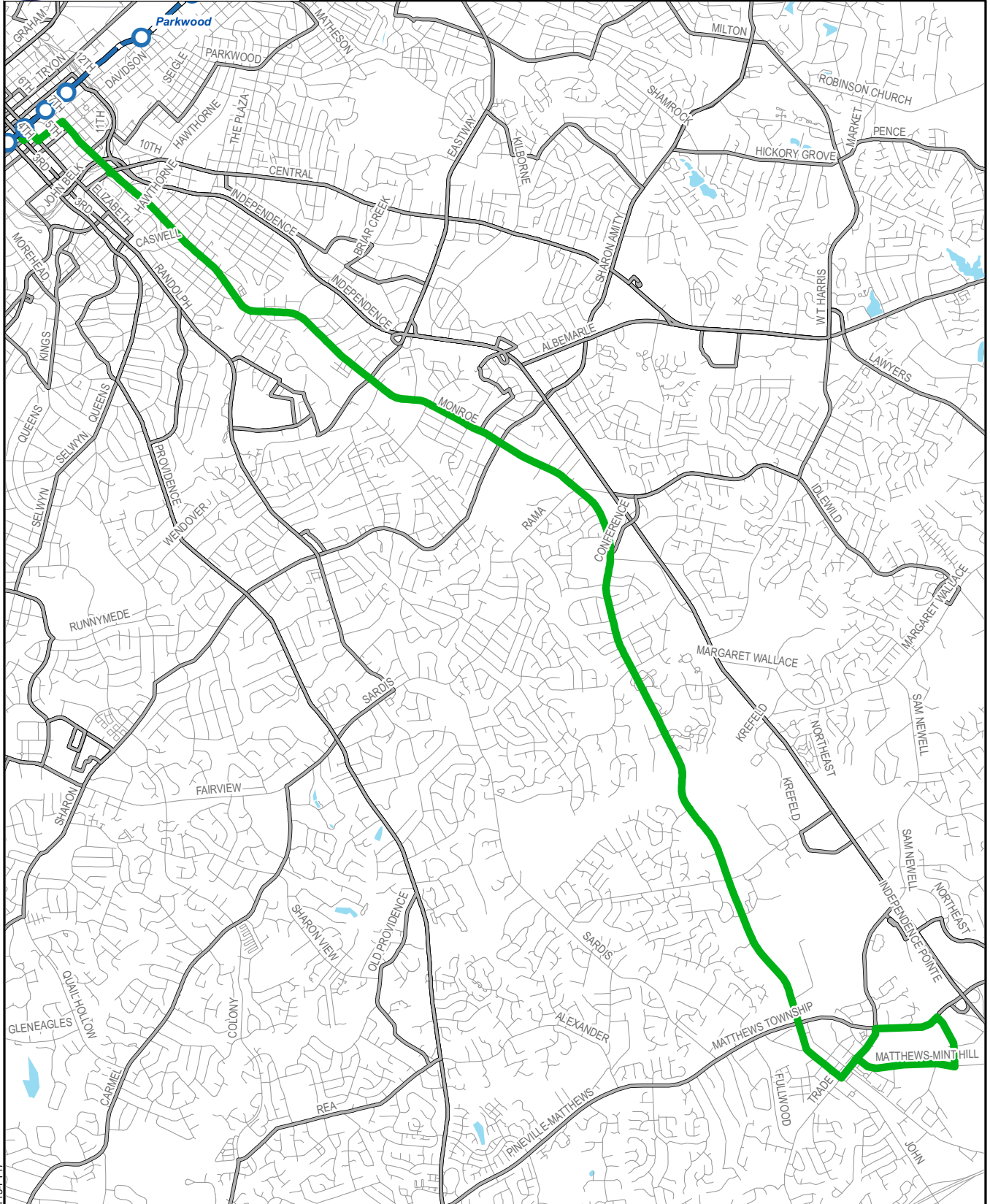
- Route 26 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	60	60



Map Vicinity

Data Source: City of Charlotte
Charlotte Area Transit System



Countywide Transit Services Plan FY13-FY17

Legend

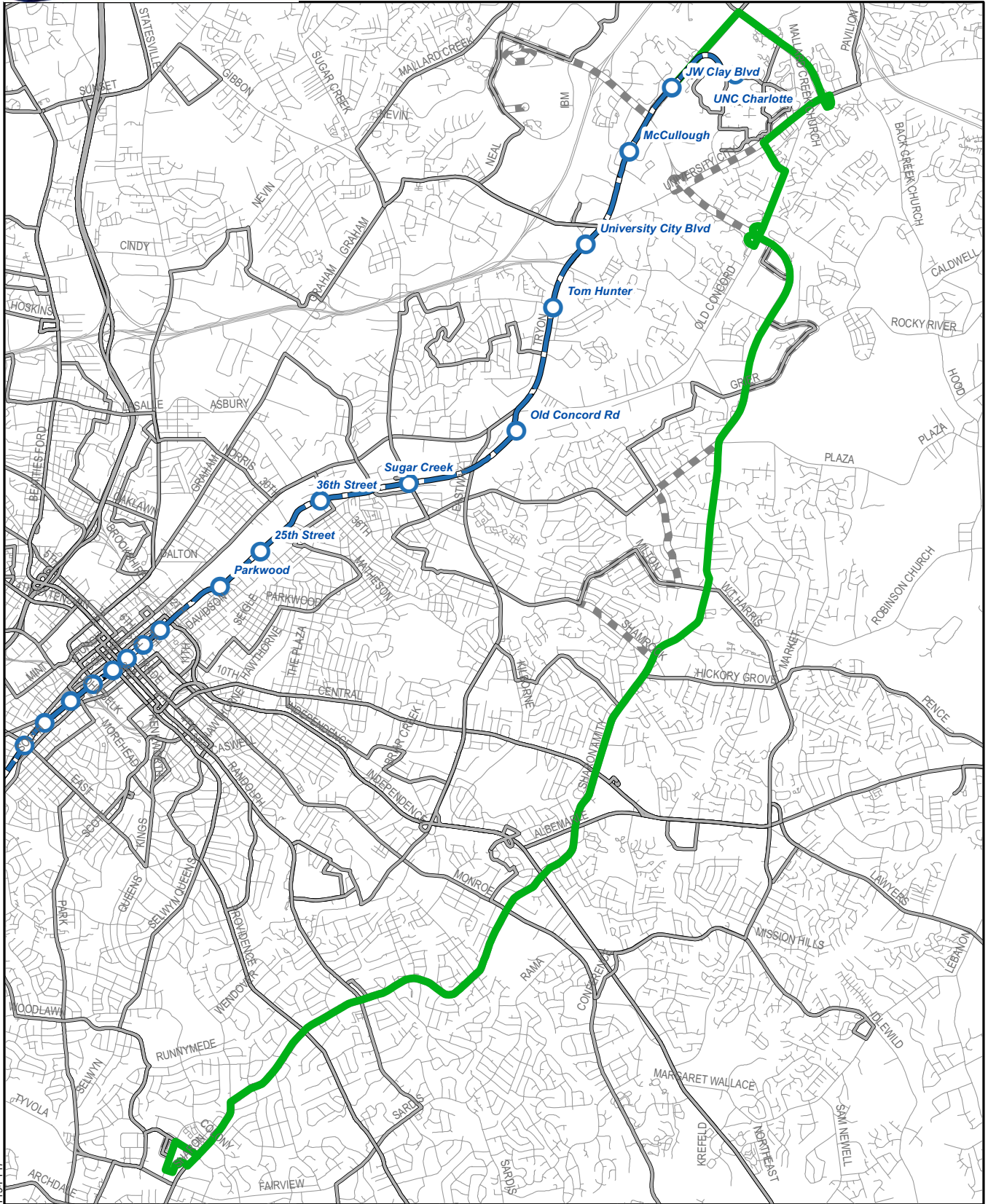
- █ Route 27
- █ LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed		Existing	
	Proposed	Existing	Proposed	Existing
Weekday Peak	15	15	15	15
Weekday Midday	20	20	20	20
Weekday Night	45	45	45	45



0 0.25 0.5 1 Miles

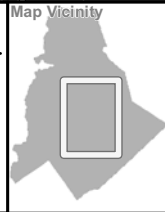
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

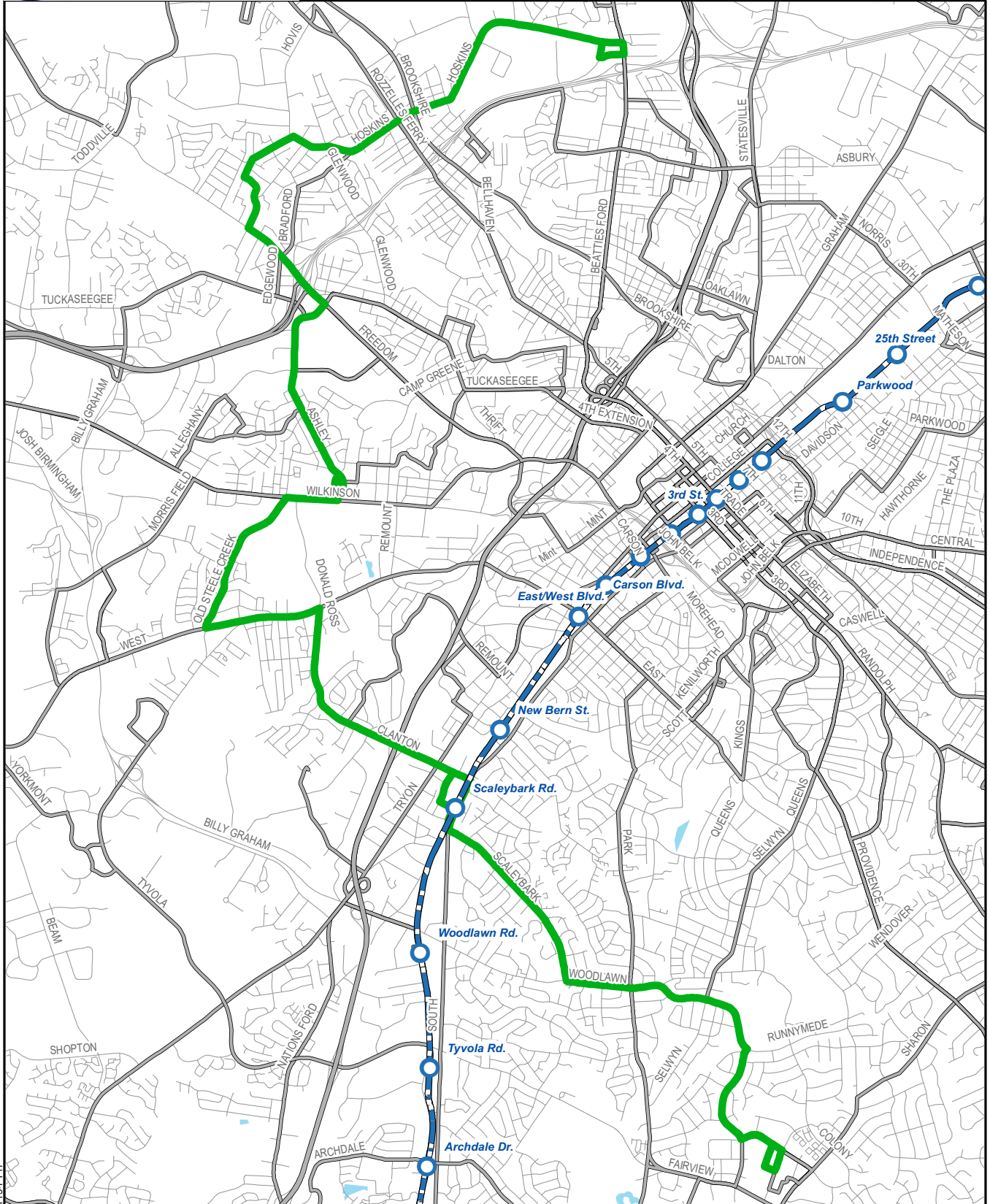
- Route 29 (Proposed)
- - - Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	45	45
Weekday Midday	45	45
Weekday Night	N/A	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



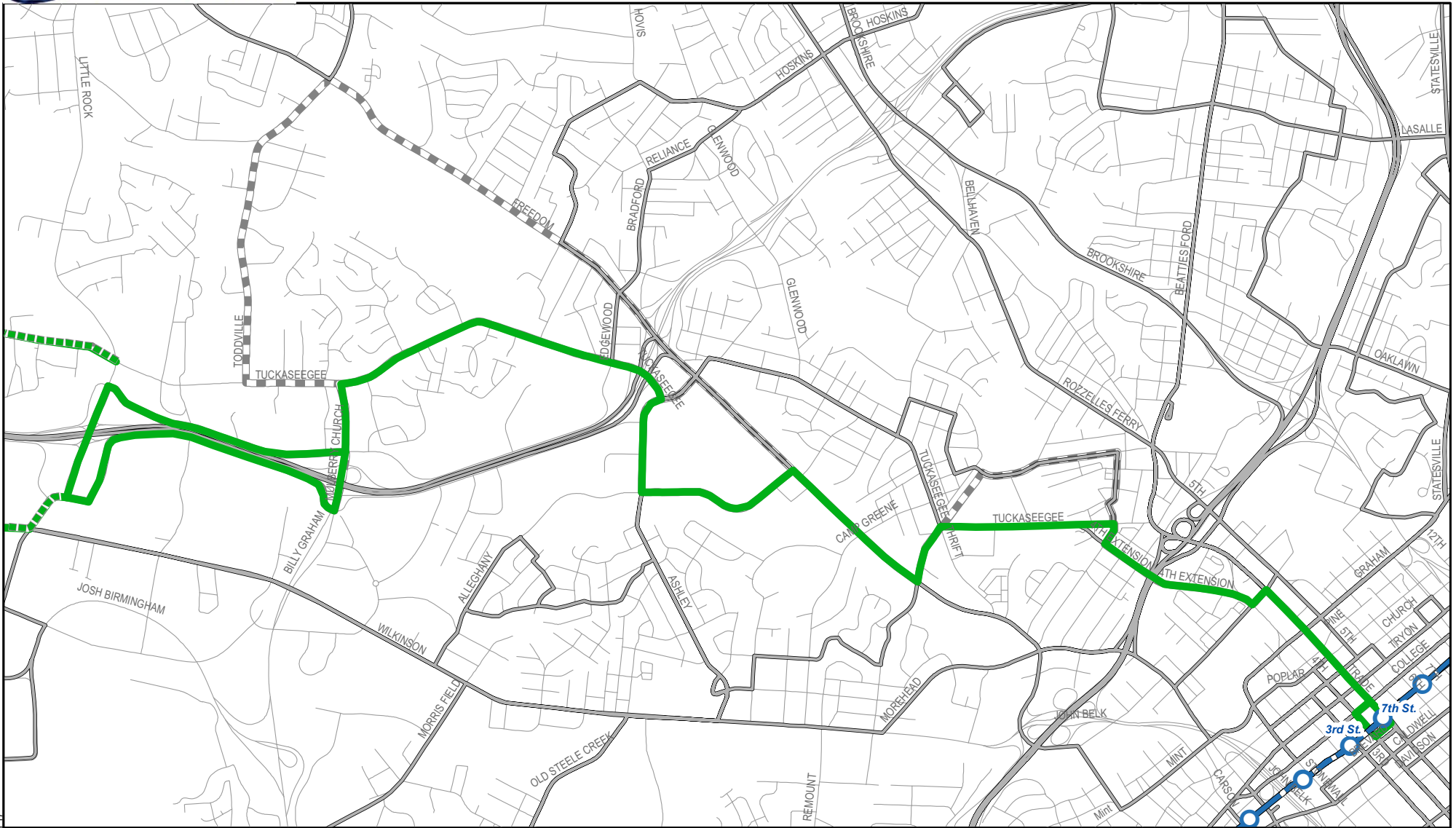
Legend

- Route 30
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed Existing	
	Weekday Peak	45
Weekday Midday	45	45
Weekday Night	45	45

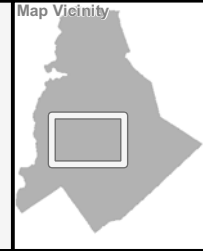


Data Source: City of Charlotte
Charlotte Area Transit System



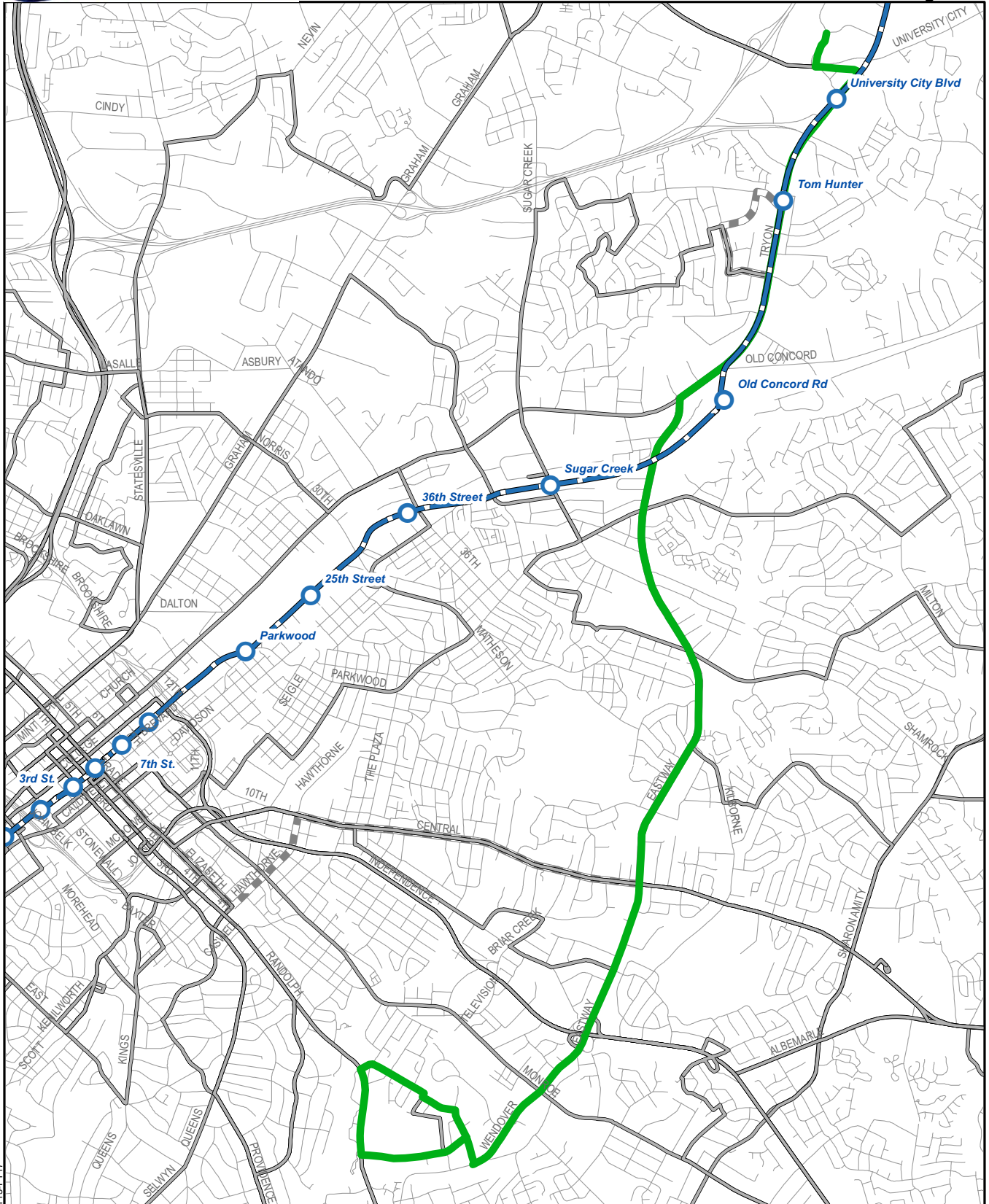
- Legend**
- Route 34 (Proposed)
 - - - Route 34 Variant
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	40	40



0 0.25 0.5 Miles

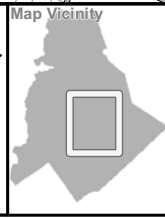
Data Source: City of Charlotte
Charlotte Area Transit System



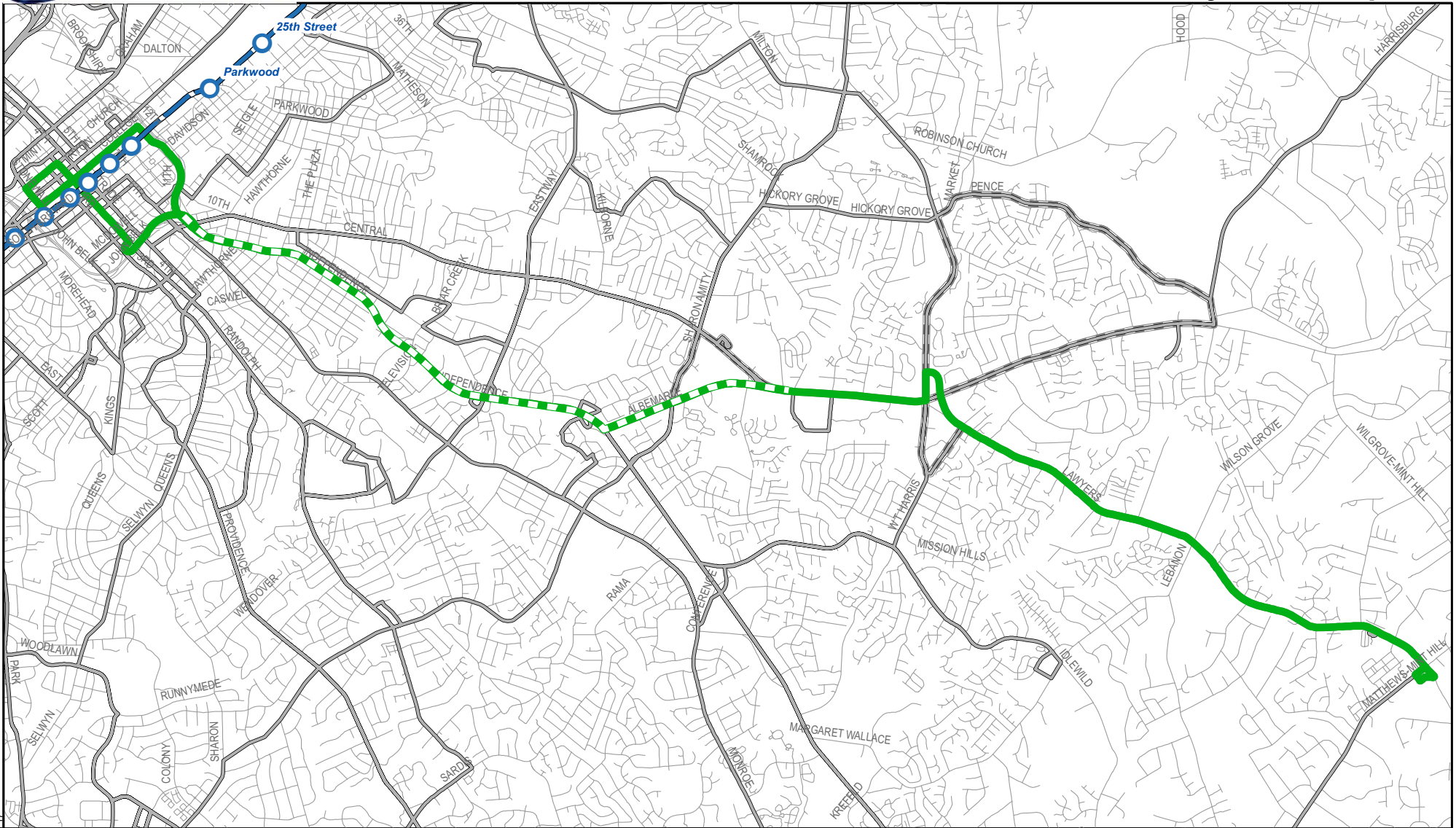
Countywide Transit Services Plan FY13-FY17

Legend	
	Route 39 (Proposed)
	Discontinued Routing
	LYNX Blue Line
	LYNX Rail Station
	Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	35
Weekday Midday	30	45
Weekday Night	30	45



Data Source: City of Charlotte
Charlotte Area Transit System

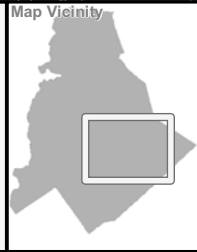


Countwide Transit Services Plan FY13-17

Legend

- Route 40X (Proposed)
- Route 40X Non-Stop
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

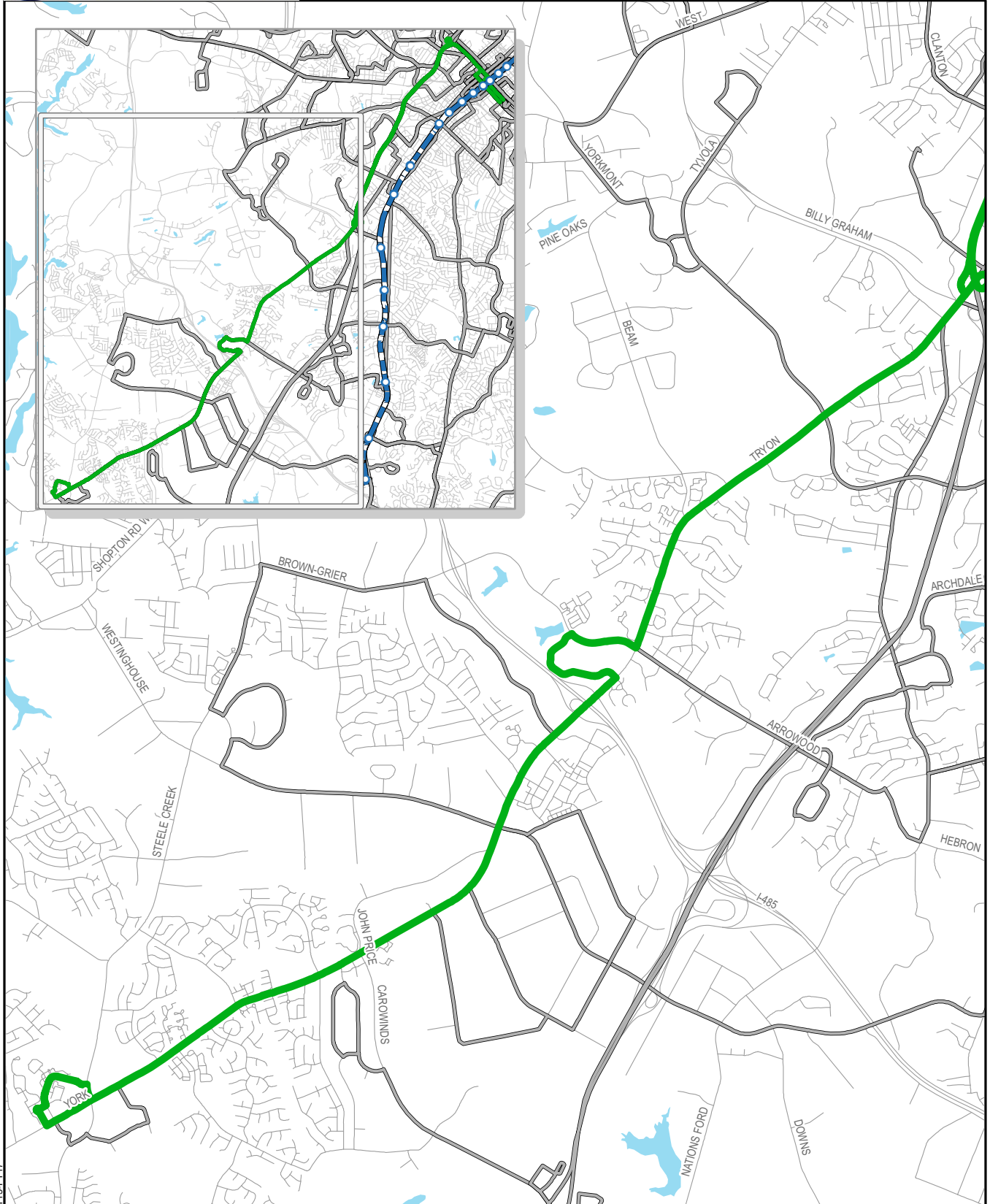
Service Frequency (min)	Proposed	Existing
Weekday Peak	20	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

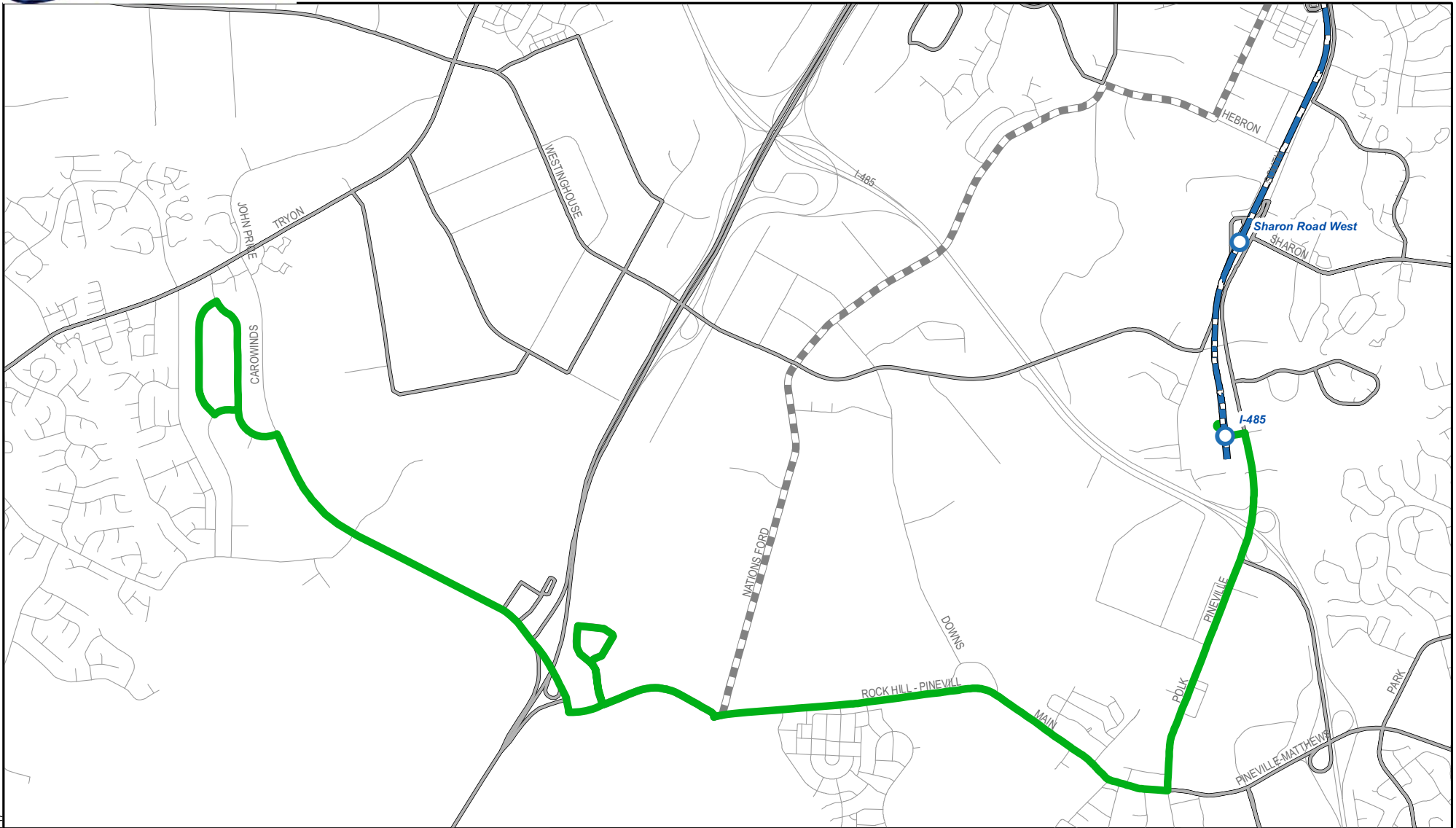
- Route 41X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



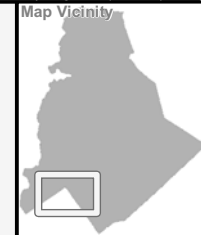
0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

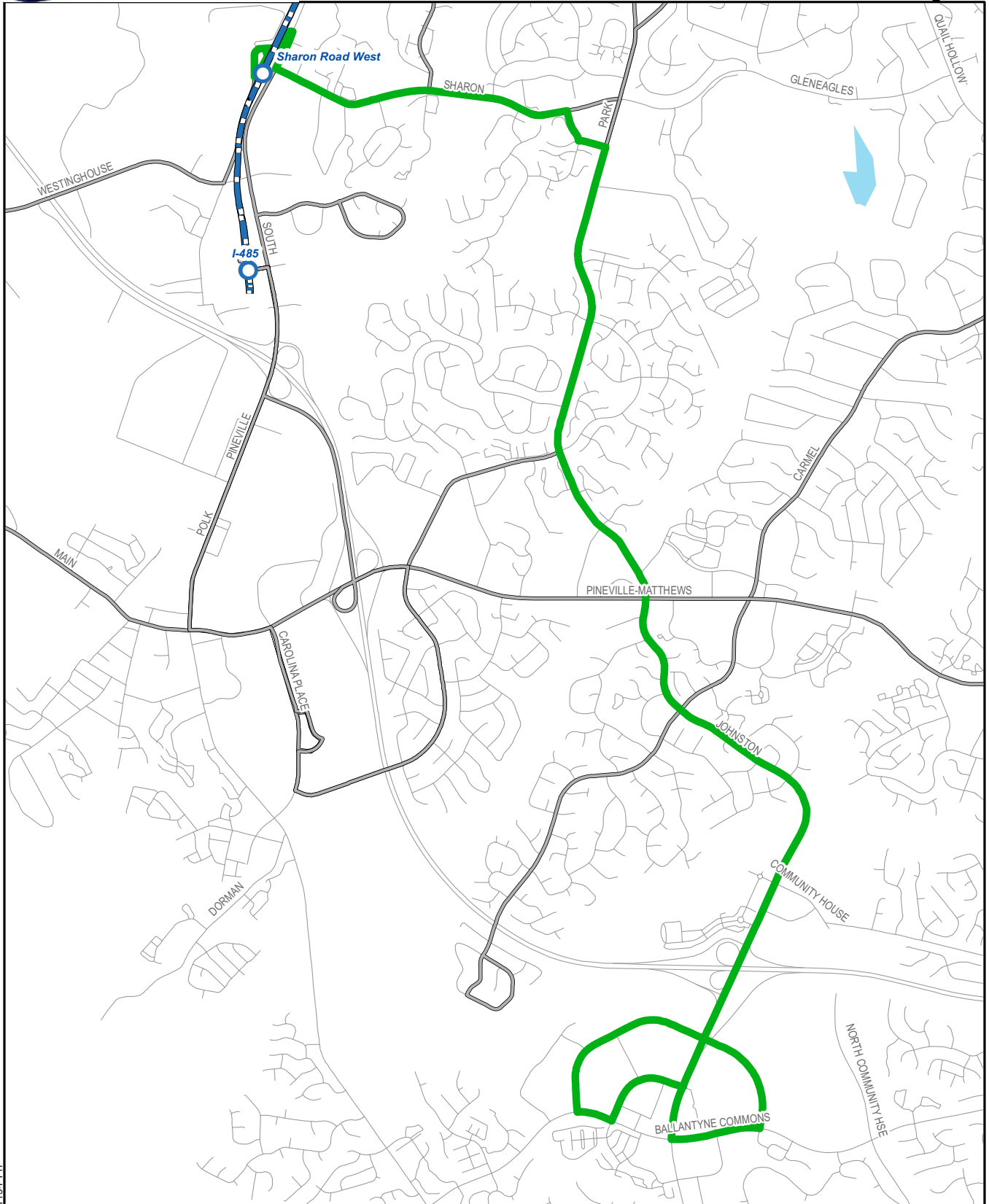


- Legend**
- Route 42 (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Data Source: City of Charlotte
Charlotte Area Transit System



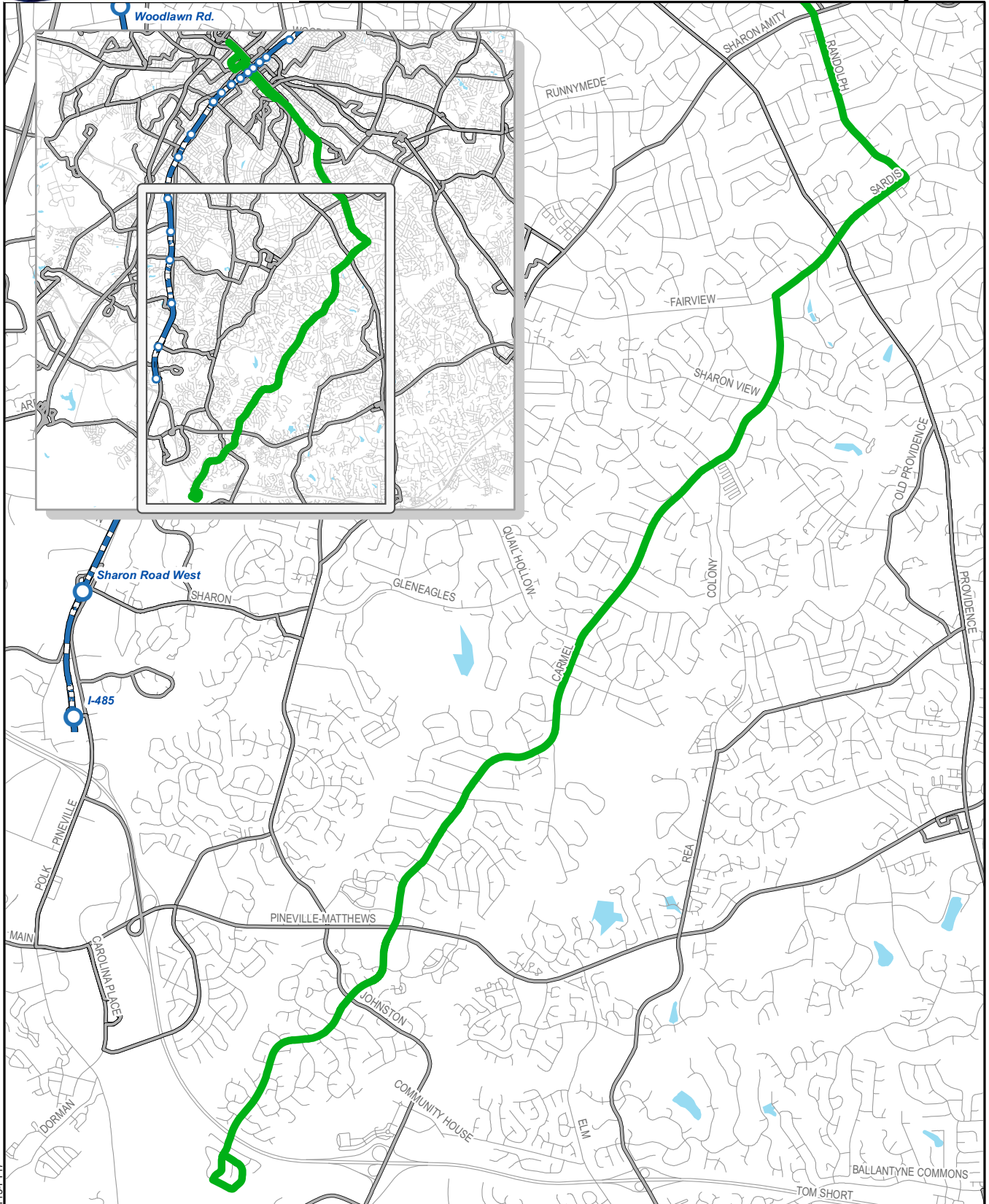
Legend

- Route 43
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	60	60
Weekday Night	N/A	N/A



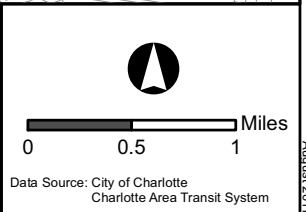
Data Source: City of Charlotte
Charlotte Area Transit System

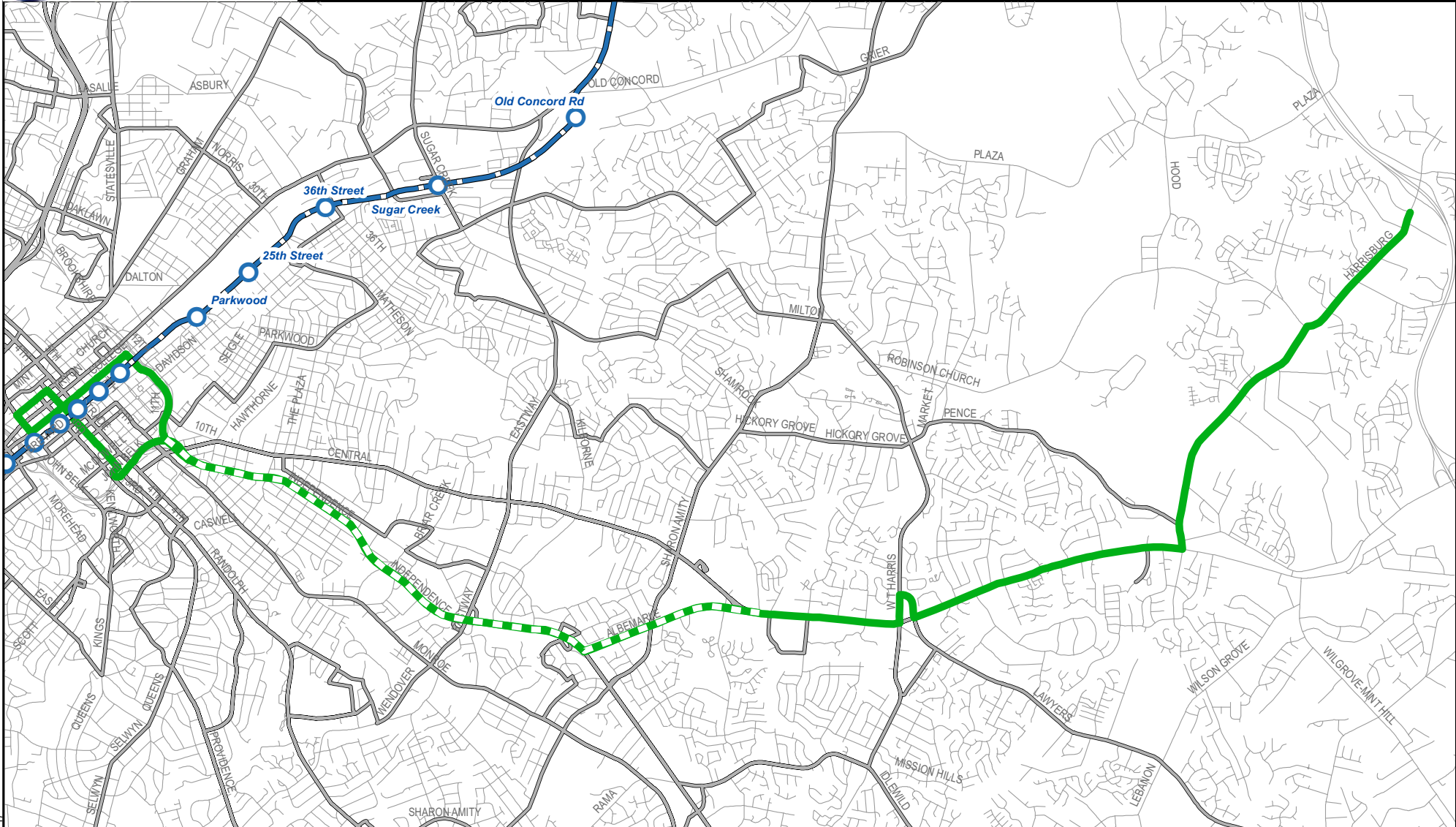


Legend

- Route 45X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

	Proposed	Existing
Service Frequency (min)		
Weekday Peak	30	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



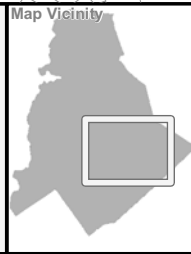


Countwide Transit Services Plan FY13-P17

Legend

- Route 46X (Proposed)
- Route 46X Non-Stop
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

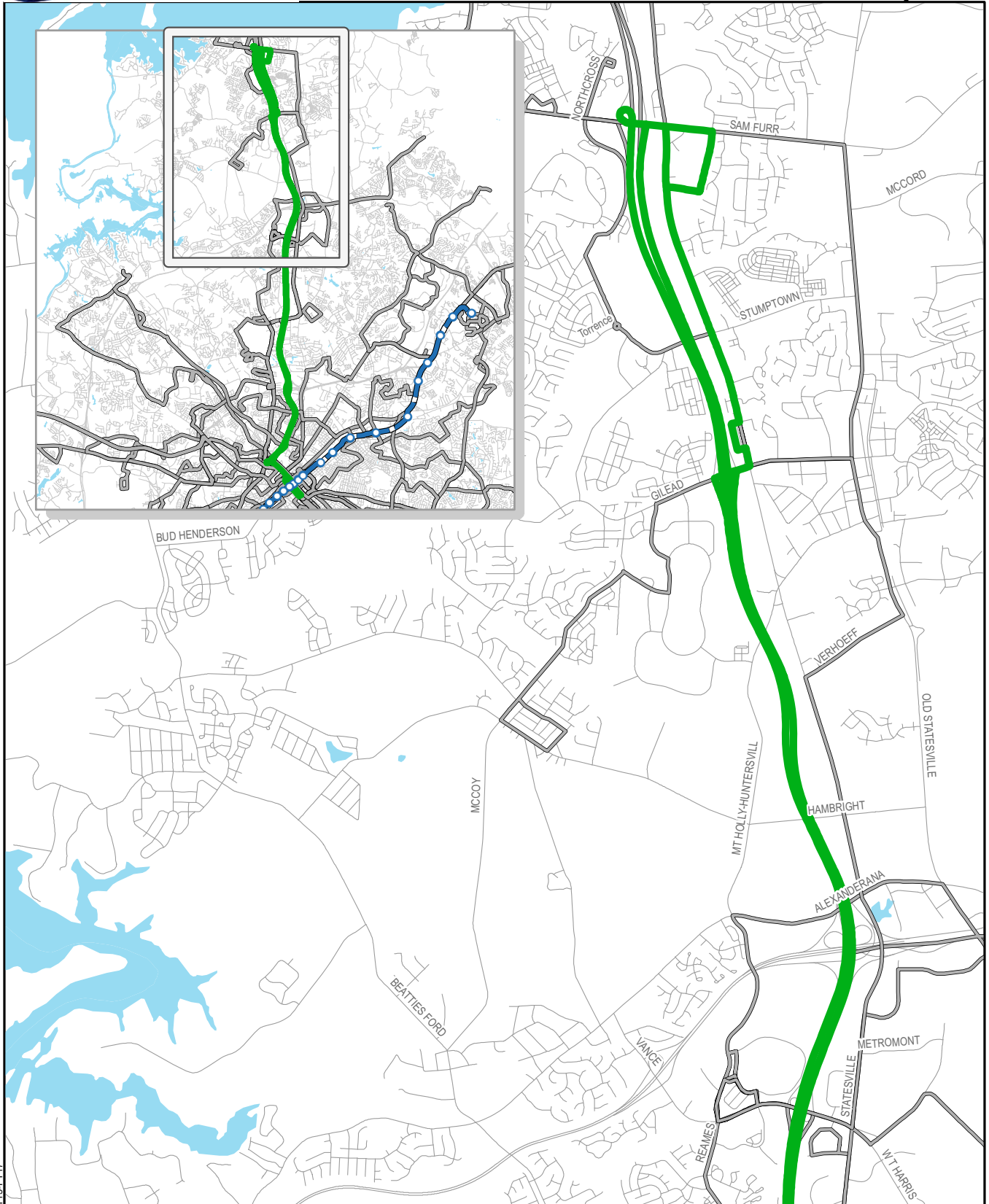
Service Frequency (min)	Proposed	Existing
Weekday Peak	20	N/A
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.5 1 Miles

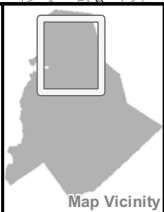
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

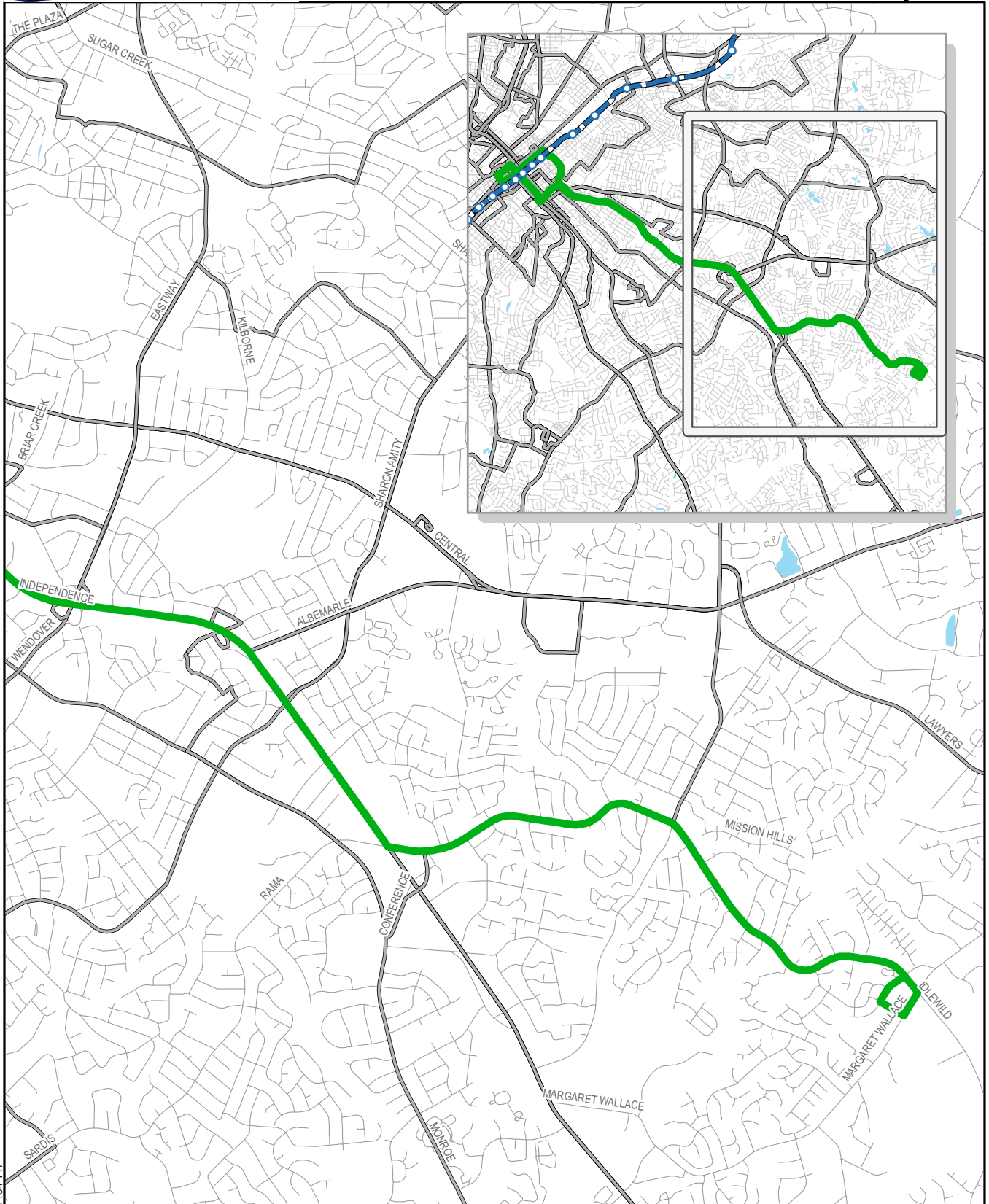
- Route 48X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.5 1 Miles

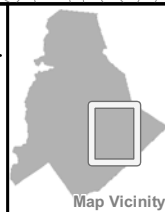
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

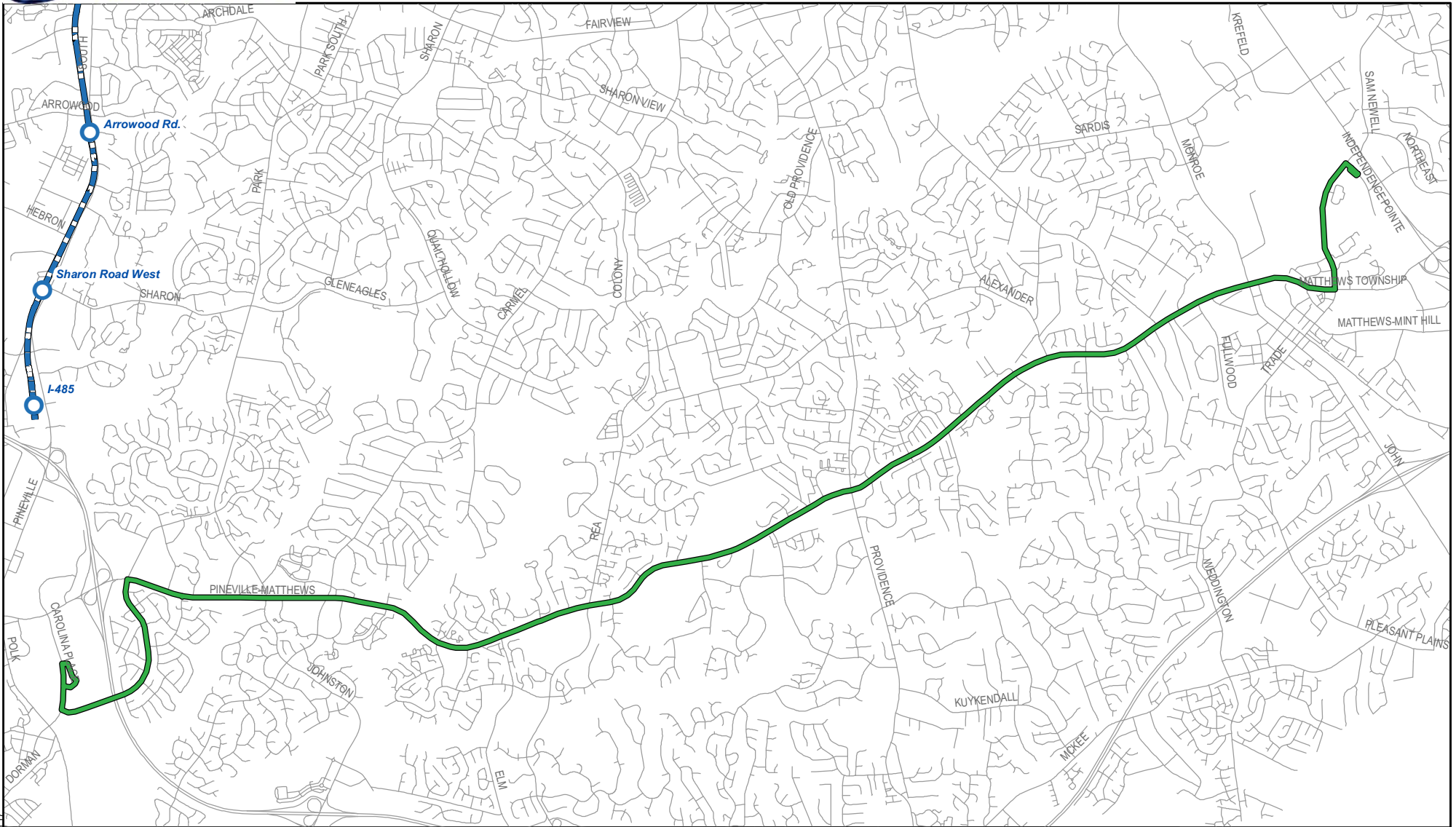
- Route 51X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	25	25
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.25 0.5 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

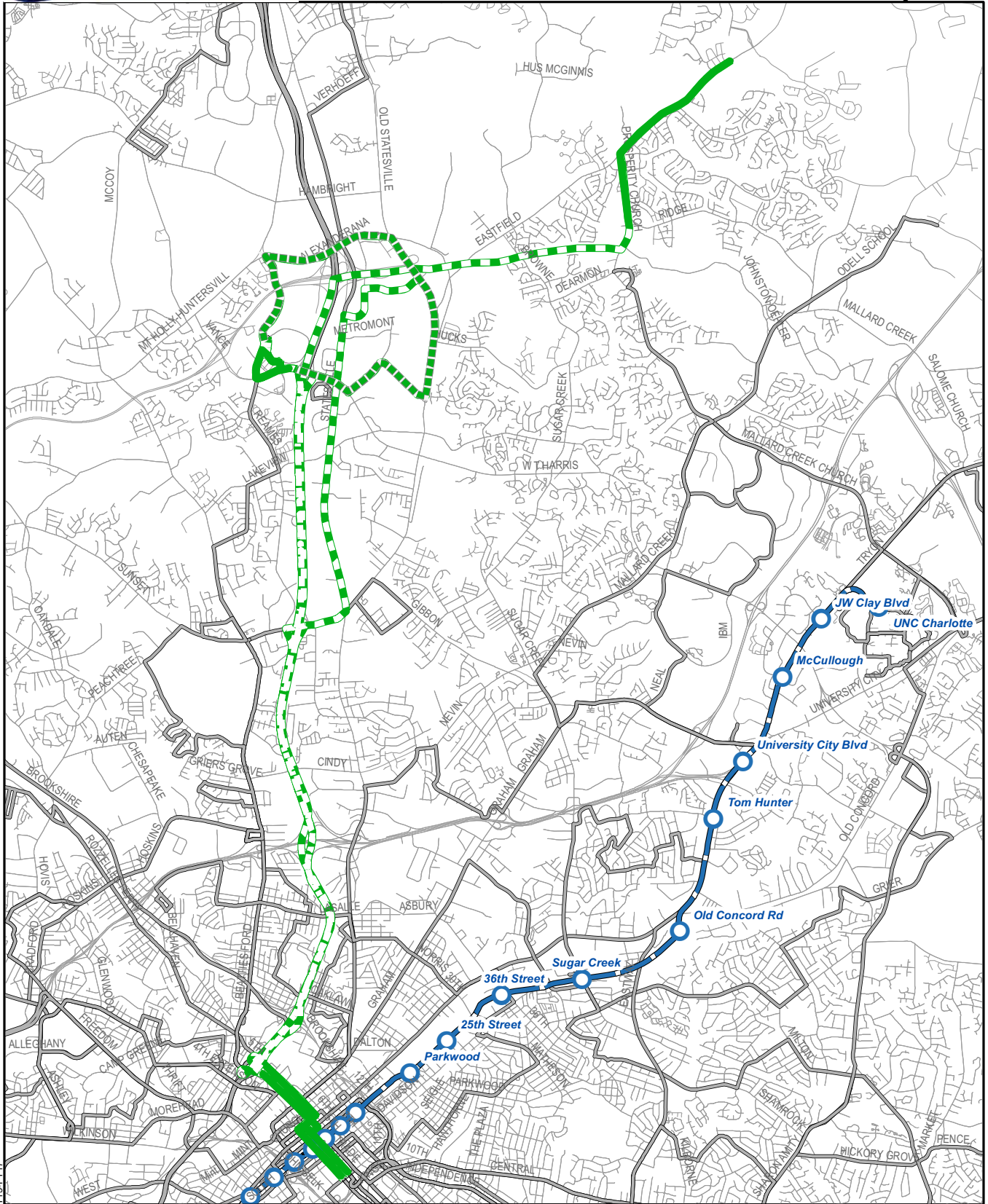
- Route 52 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

	<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak		30	N/A
Weekday Midday		60	N/A
Weekday Night		N/A	N/A



Miles
0 0.2 0.4 0.8

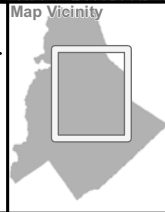
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 53X (Proposed)
- - - Route 53X Reverse Commute
- Route 53x Non-Stop
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A

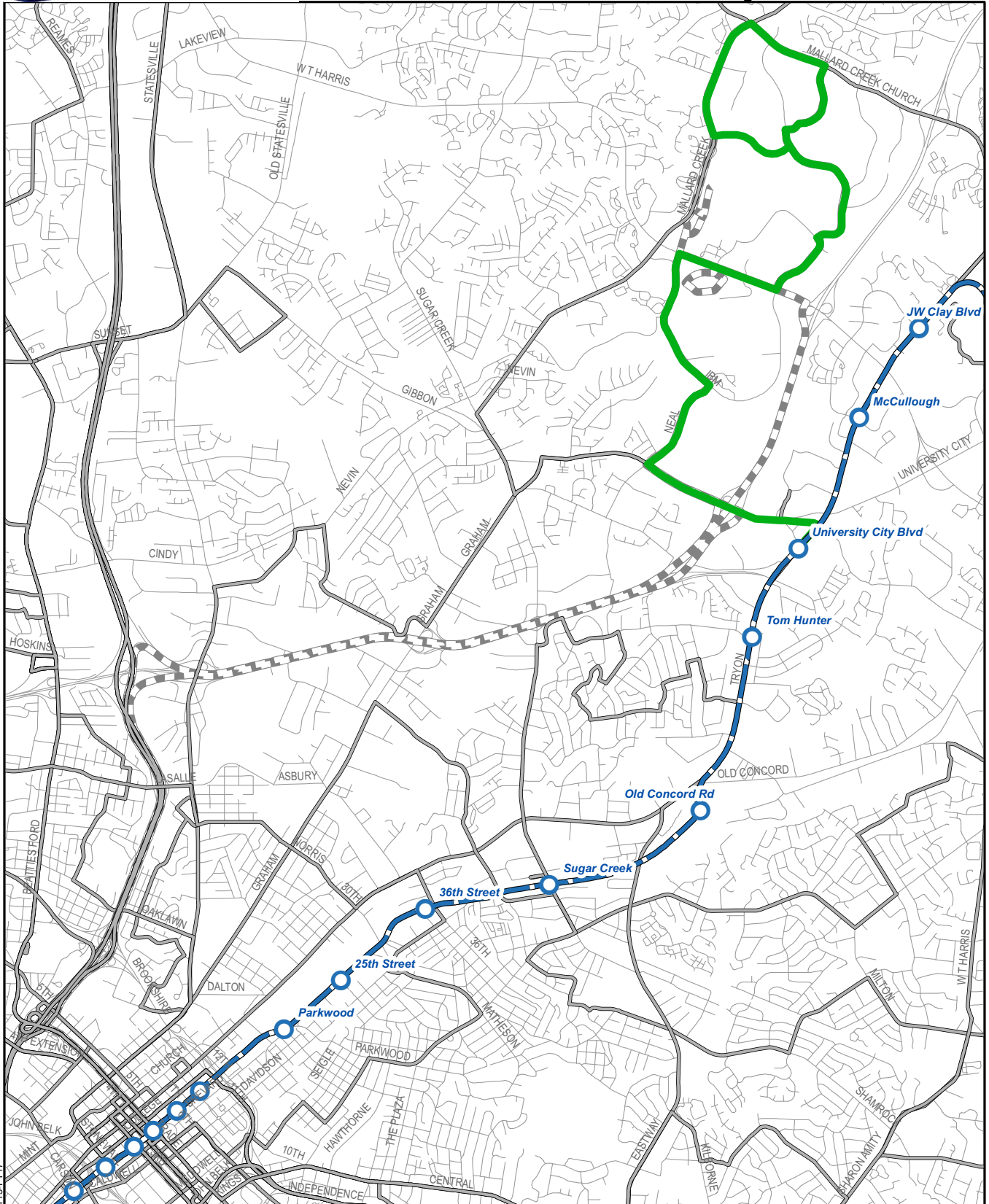


0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

Countywide Transit Services Plan FY13-FY17

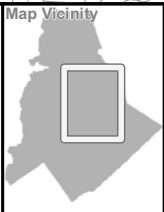
August 2011



Legend

- Route 54 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

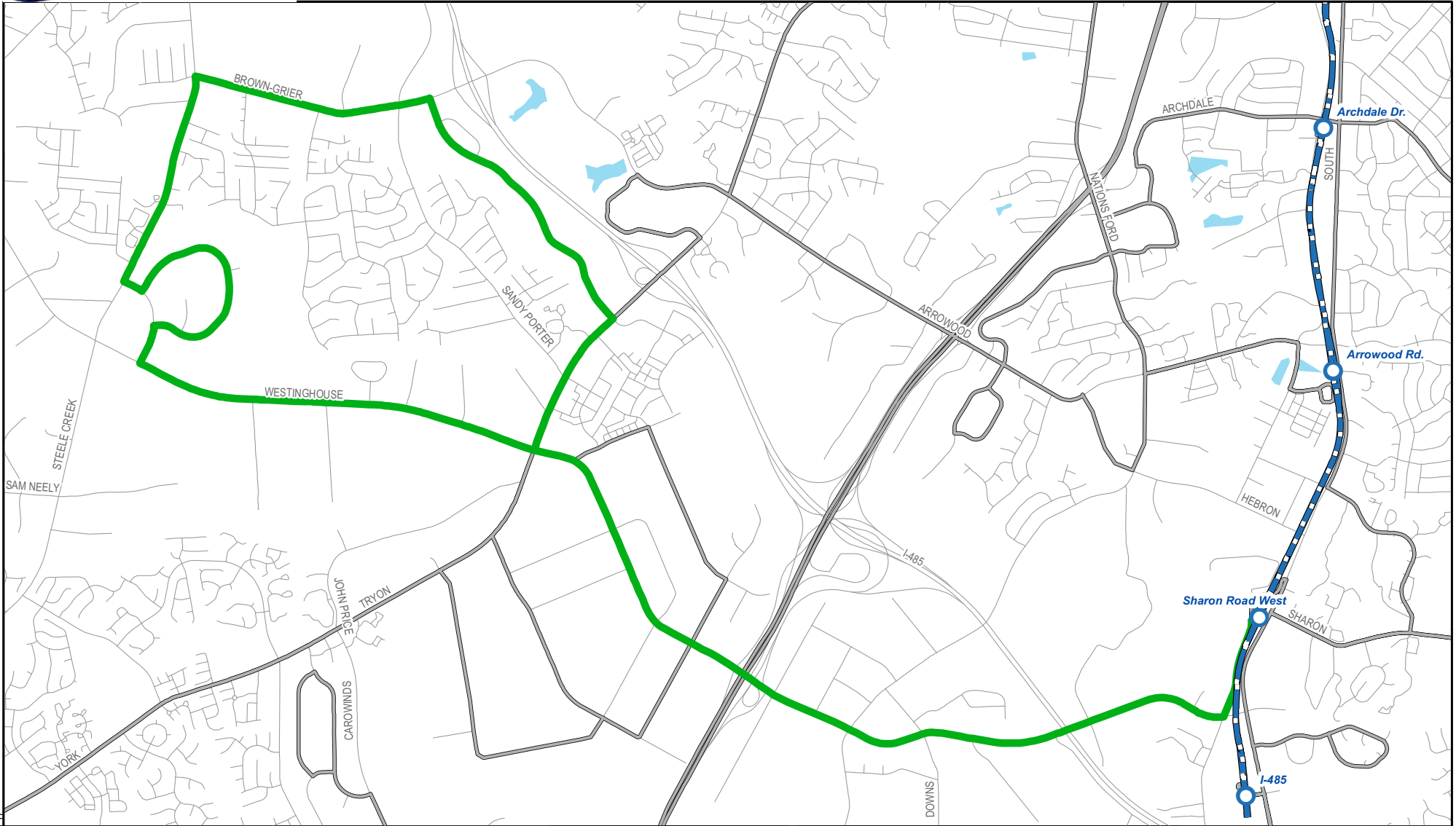
Service Frequency (min)	Proposed	Existing
Weekday Peak	30	13
Weekday Midday	60	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



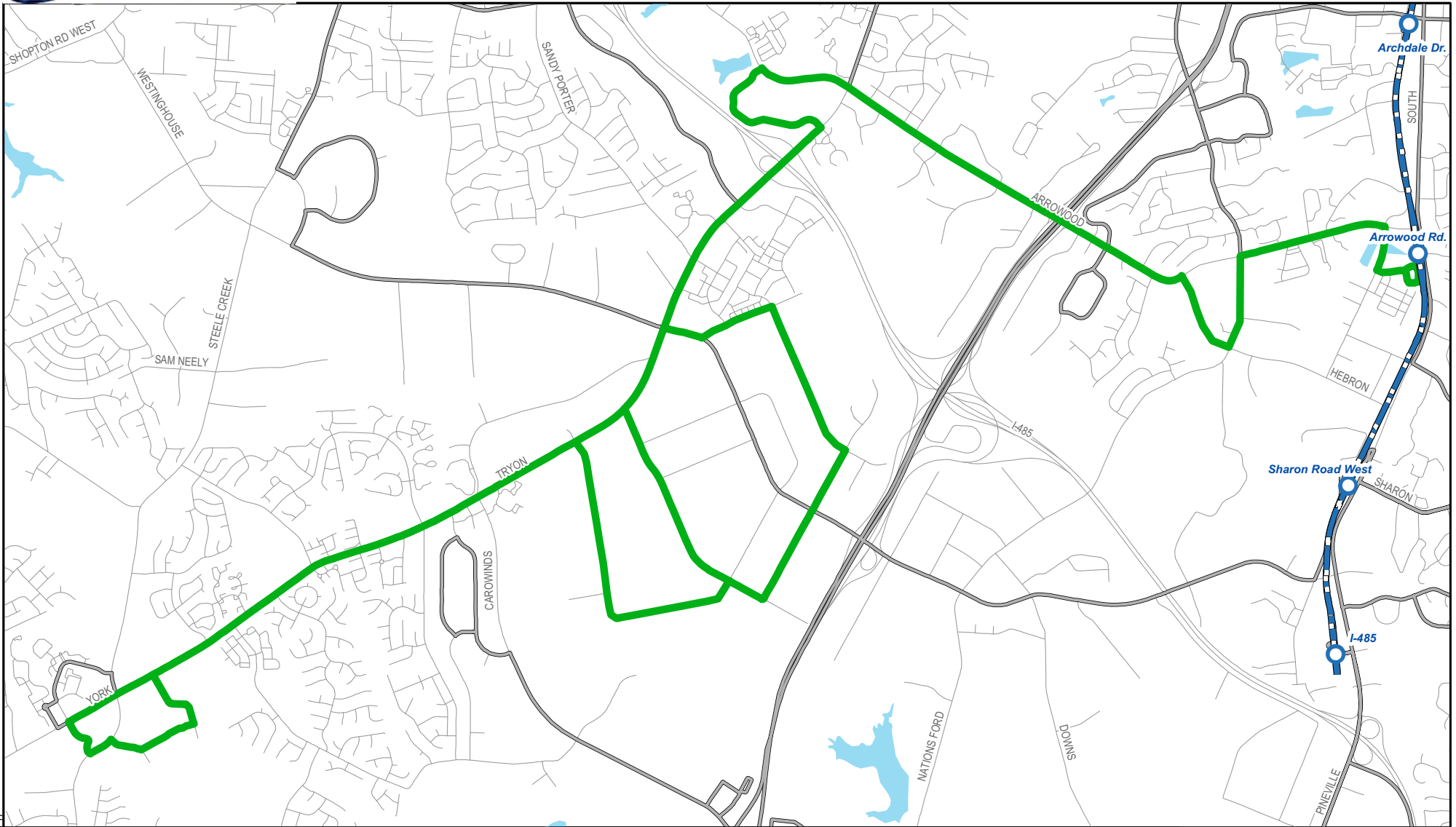
Legend

- Route 55
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	60	60
Weekday Night	60	60



Data Source: City of Charlotte
Charlotte Area Transit System

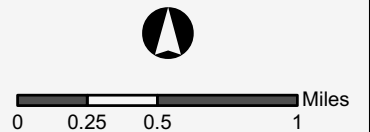
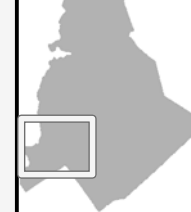


Legend

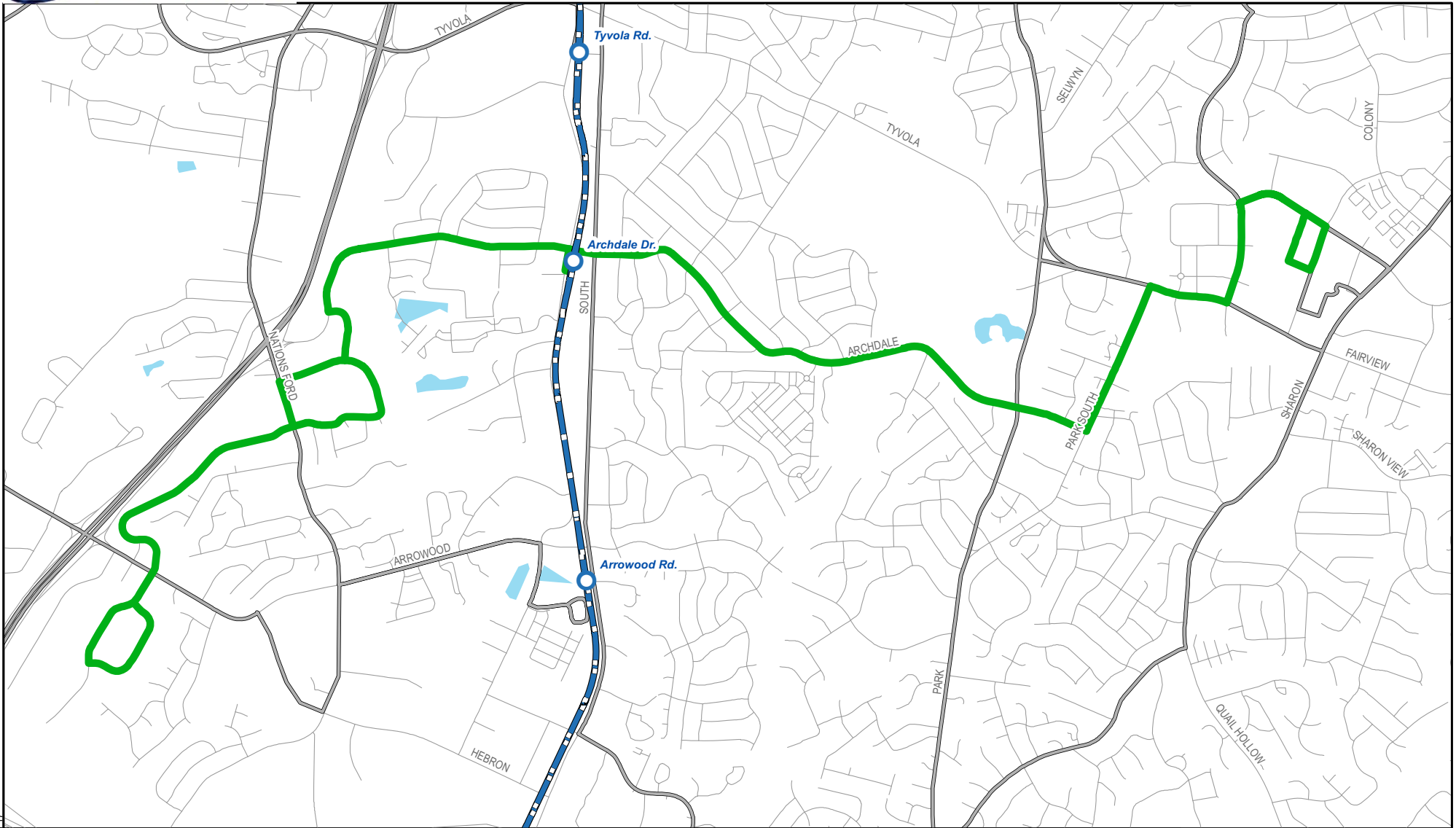
- Route 56
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	20	20
Weekday Night	40	40

Map Vicinity

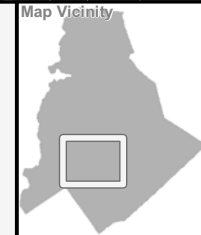


Data Source: City of Charlotte
Charlotte Area Transit System



- Legend**
- Route 57
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

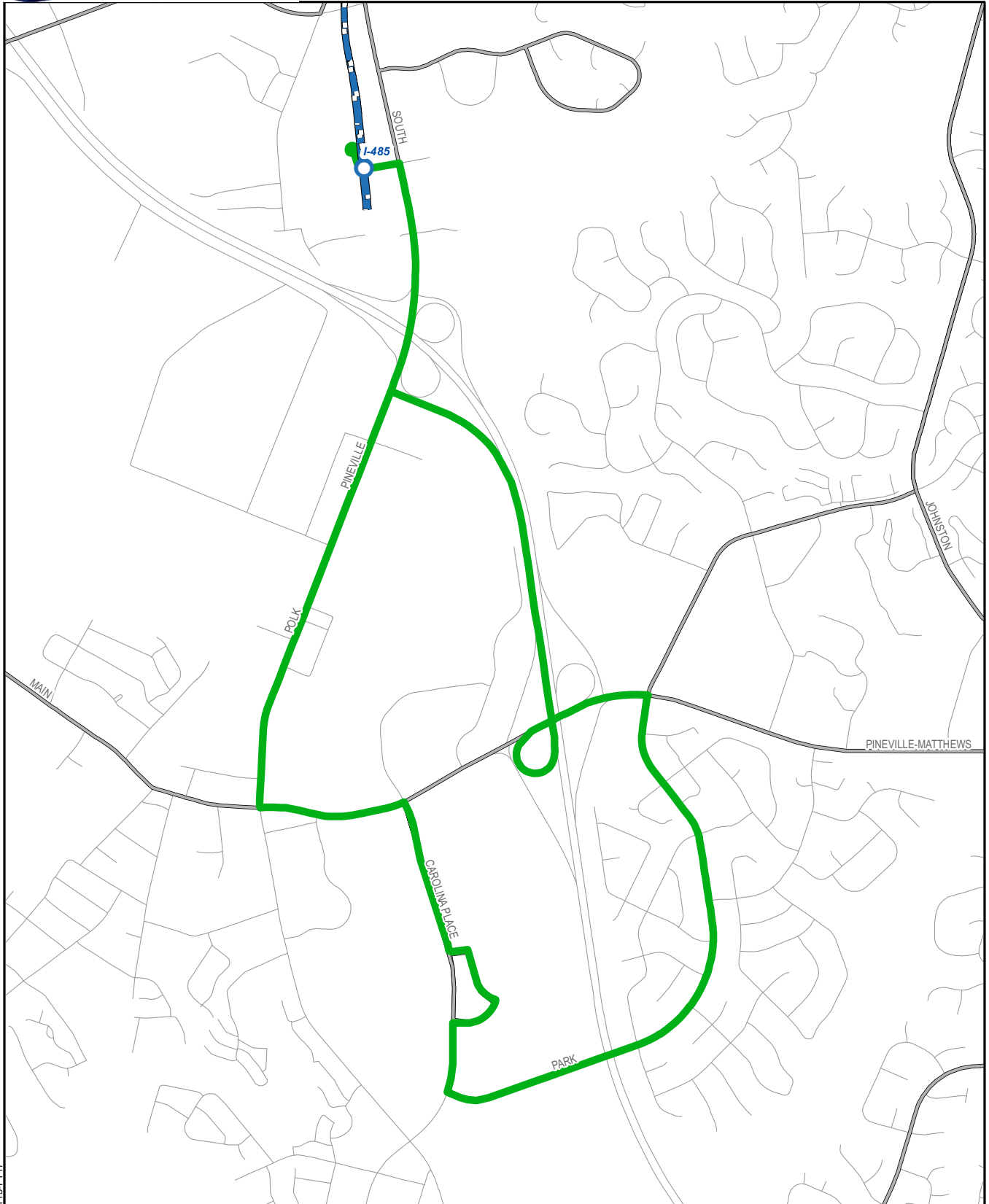
<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak	30	30
Weekday Midday	60	60
Weekday Night	N/A	N/A



Map Vicinity

0 0.25 0.5 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



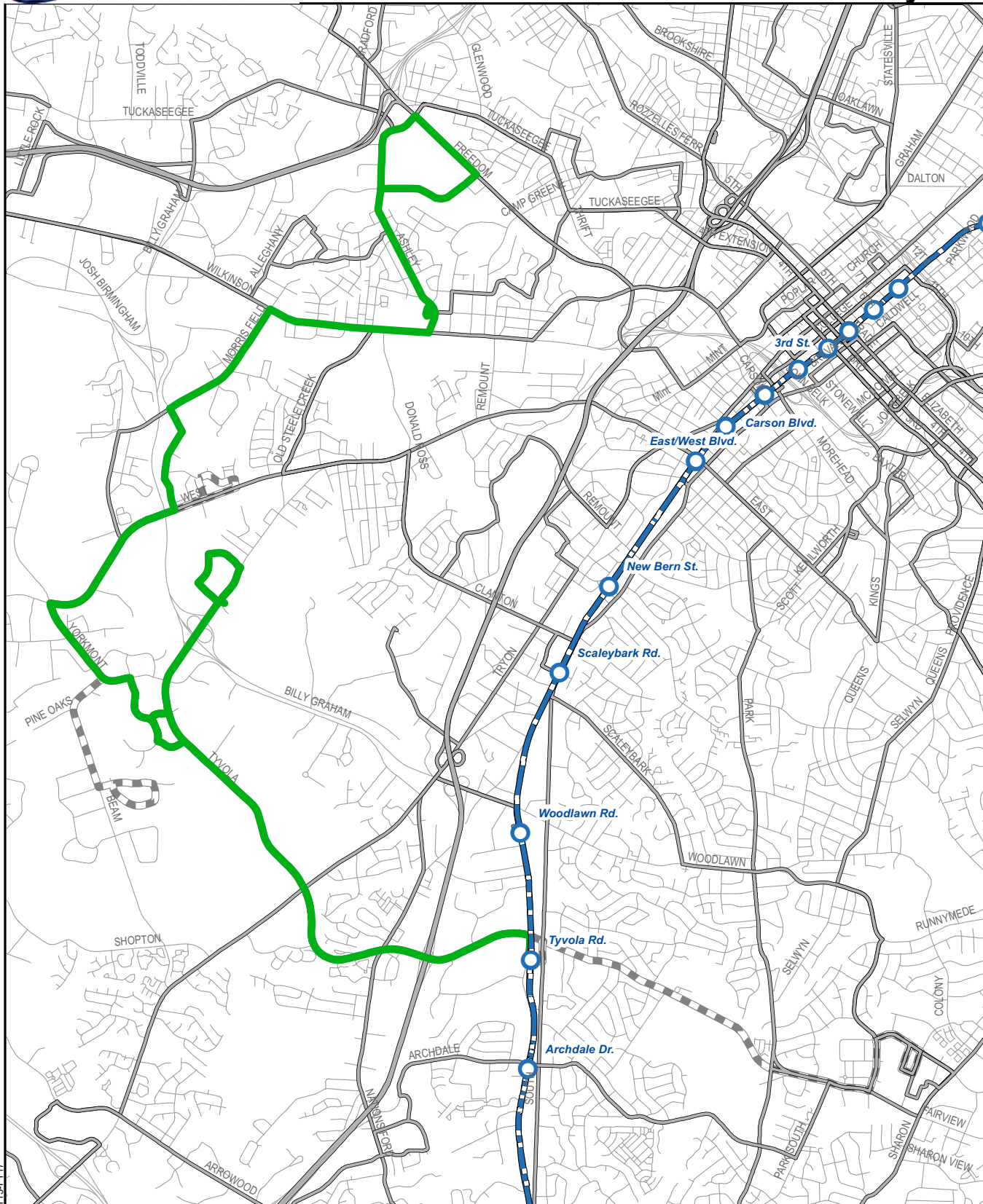
Legend

- Route 58
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

	Proposed	Existing
Service Frequency (min)		
Weekday Peak	20	20
Weekday Midday	30	30
Weekday Night	30	30



Data Source: City of Charlotte
Charlotte Area Transit System



Legend

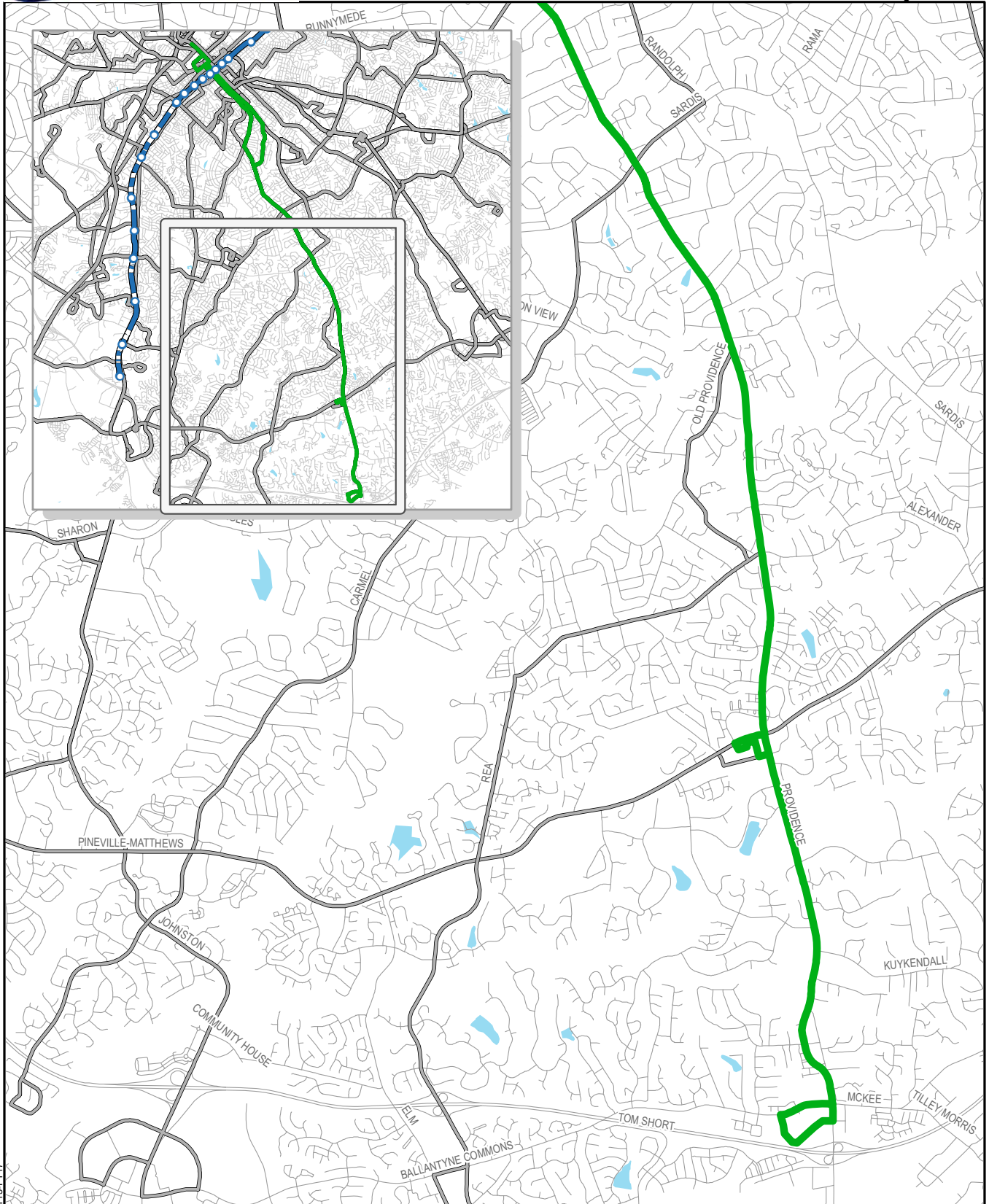
- Route 60 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	45	45
Weekday Night	45	40

Map Vicinity

0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

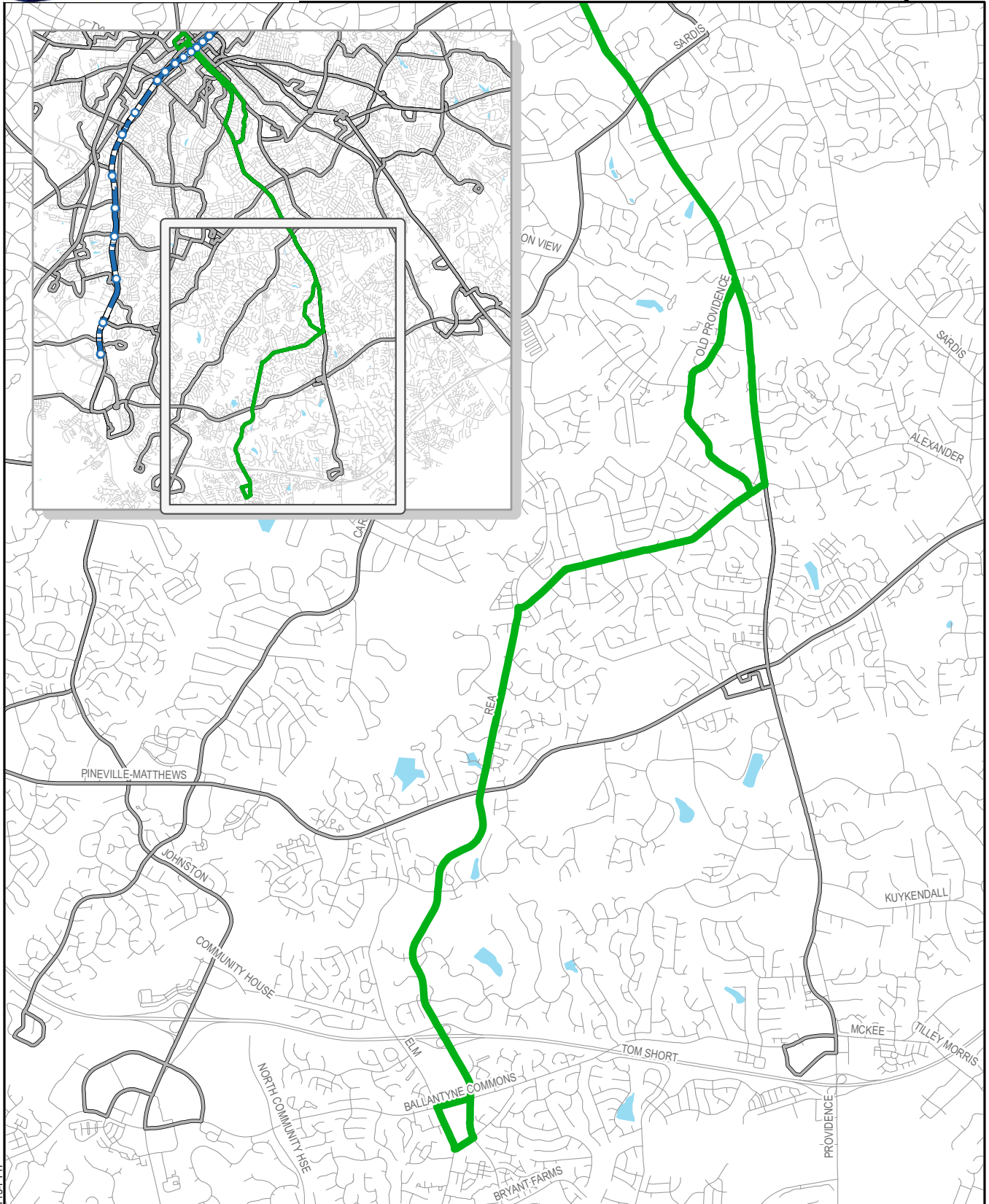
- Route 61X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	25	25
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

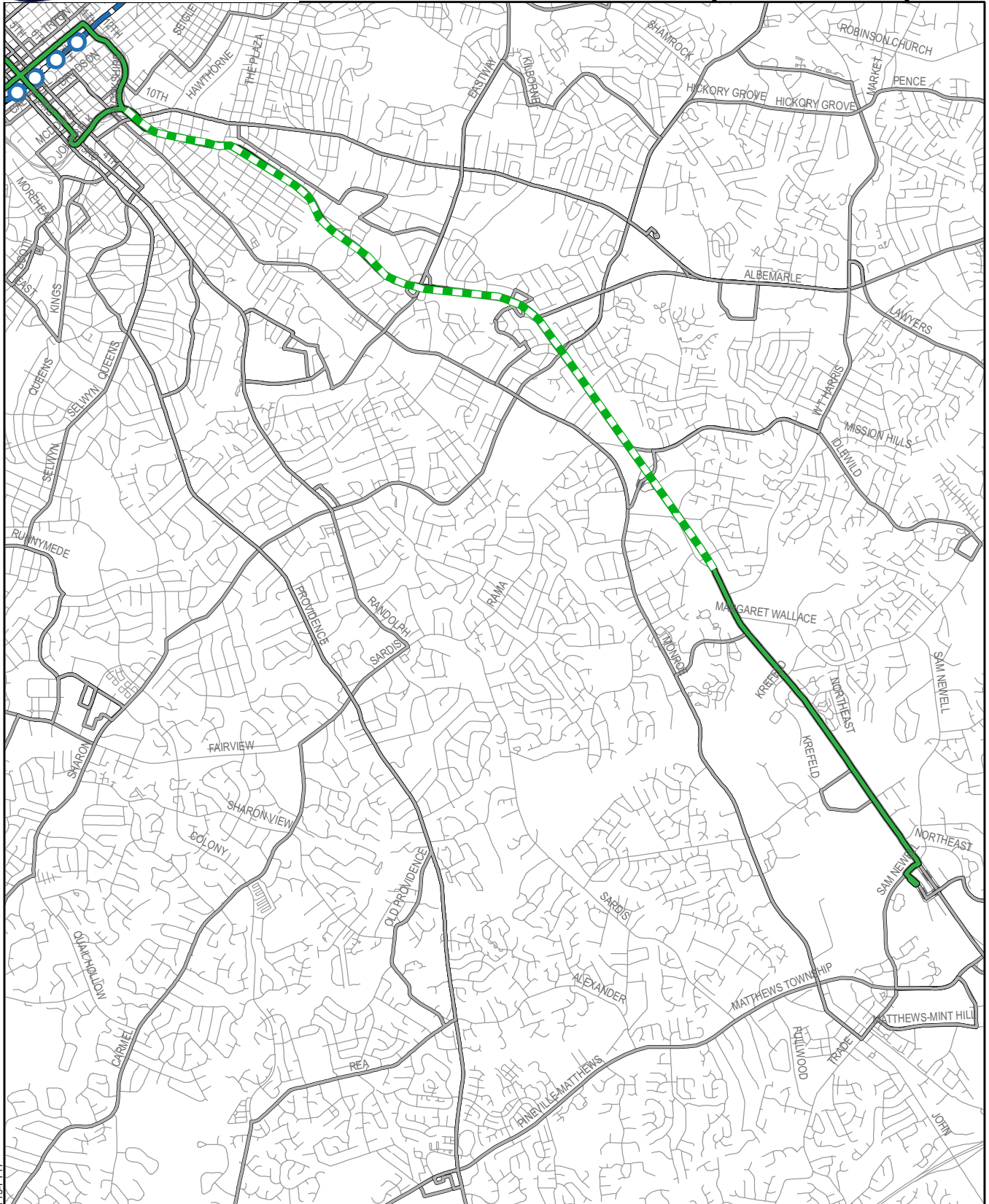
- Route 62X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 64X
- Route 64X Non-Stop
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

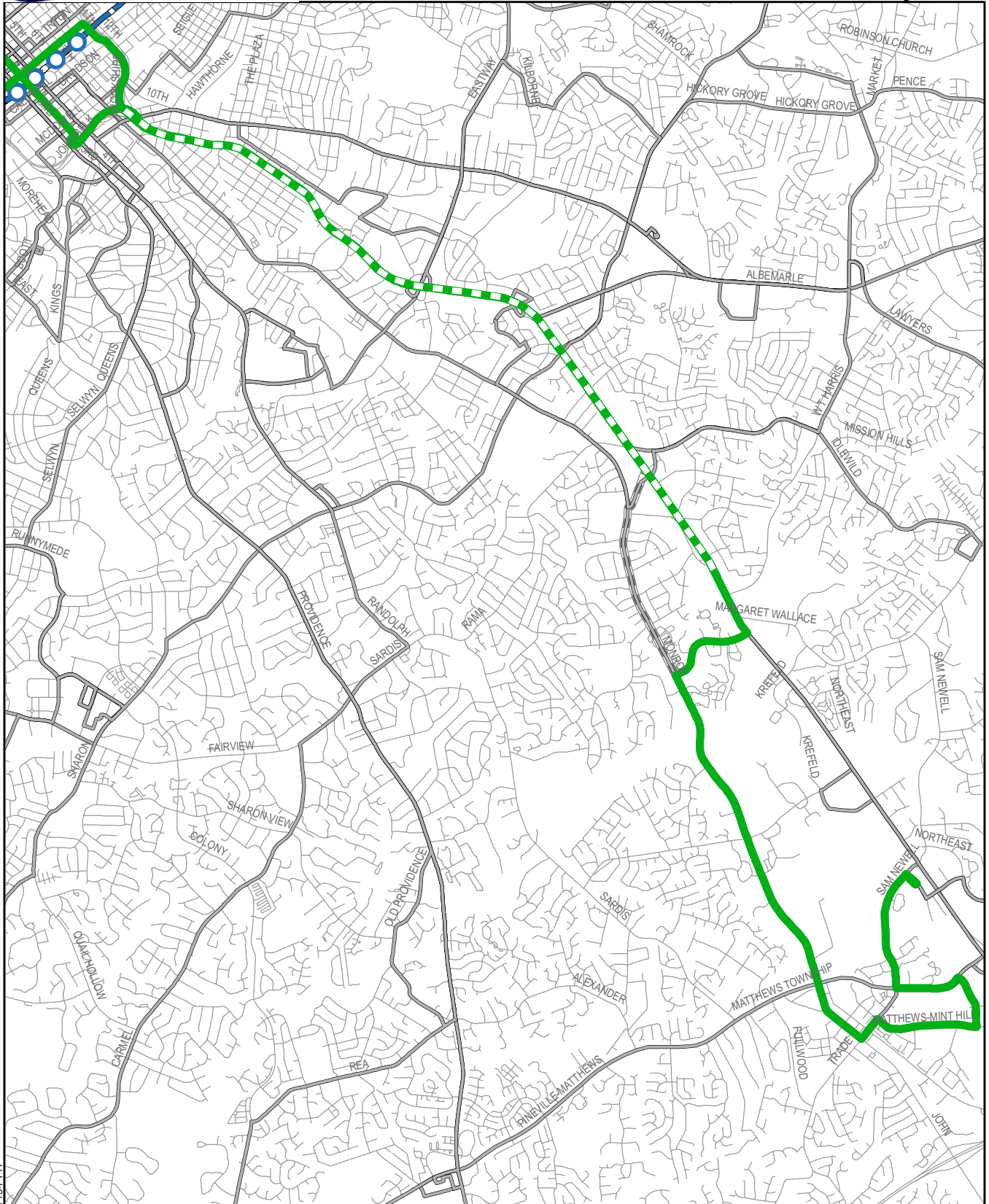
Service Frequency (min)	Proposed	Existing
Weekday Peak	15	15
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 65X
- Route 65X Non-Stop
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

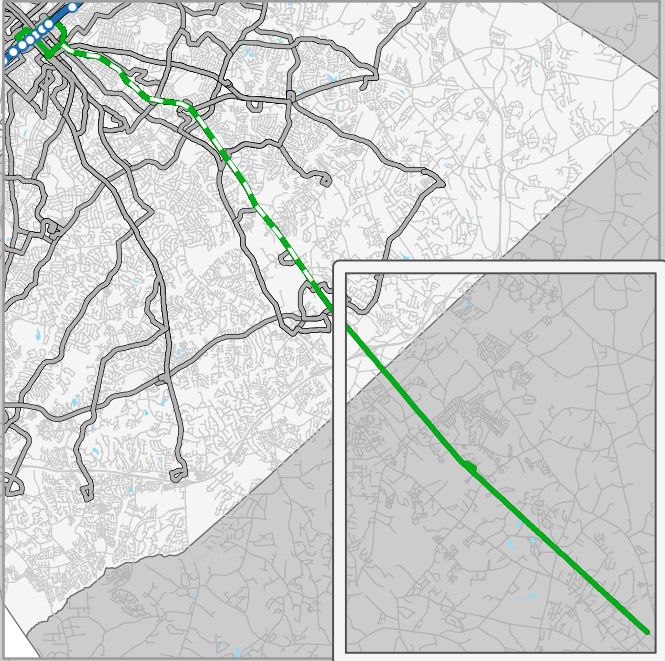
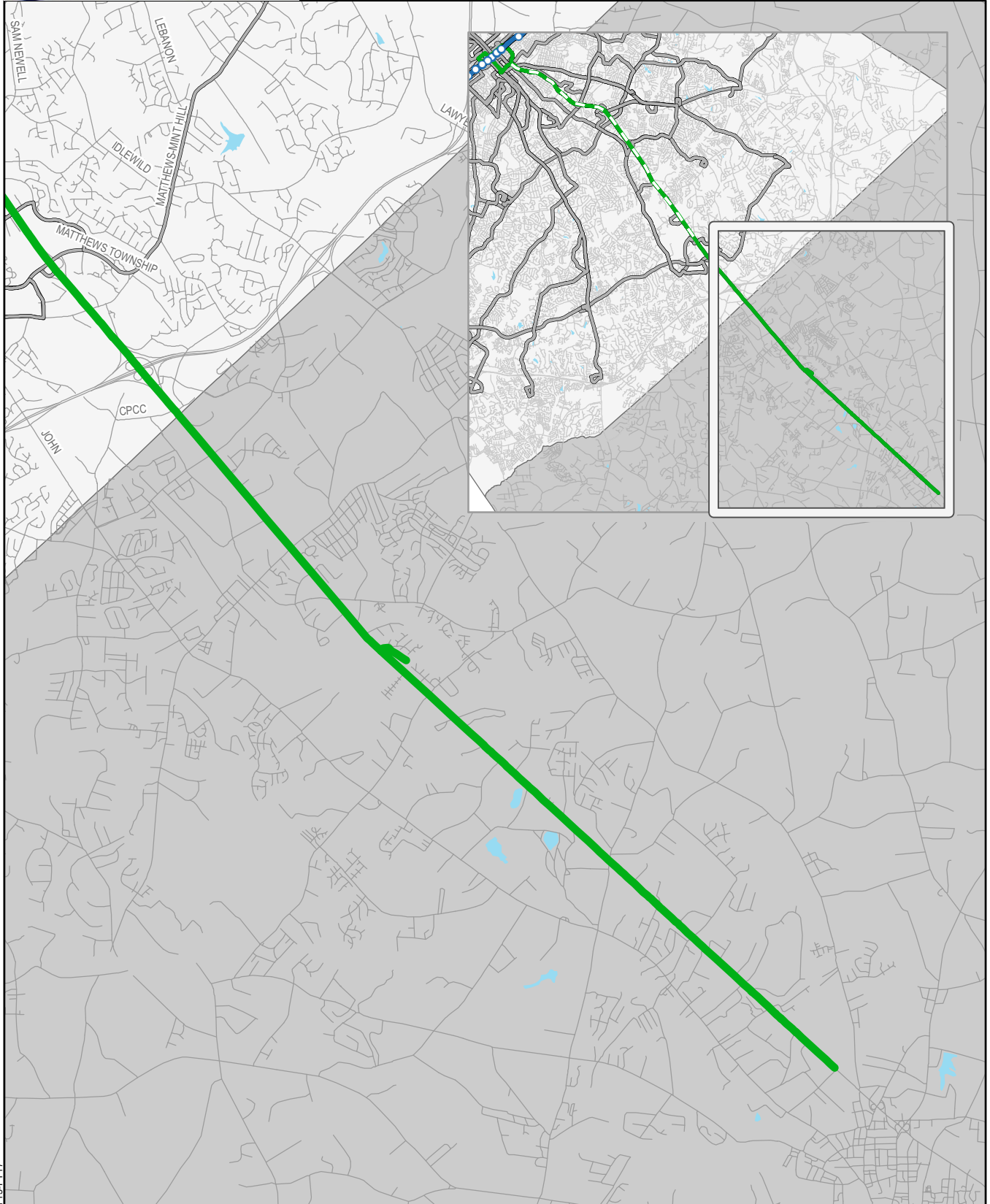
Service Frequency (min)	Proposed	Existing
Weekday Peak	N/A	20
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.25 0.5 1 Miles

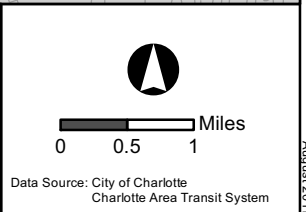
Data Source: City of Charlotte
Charlotte Area Transit System

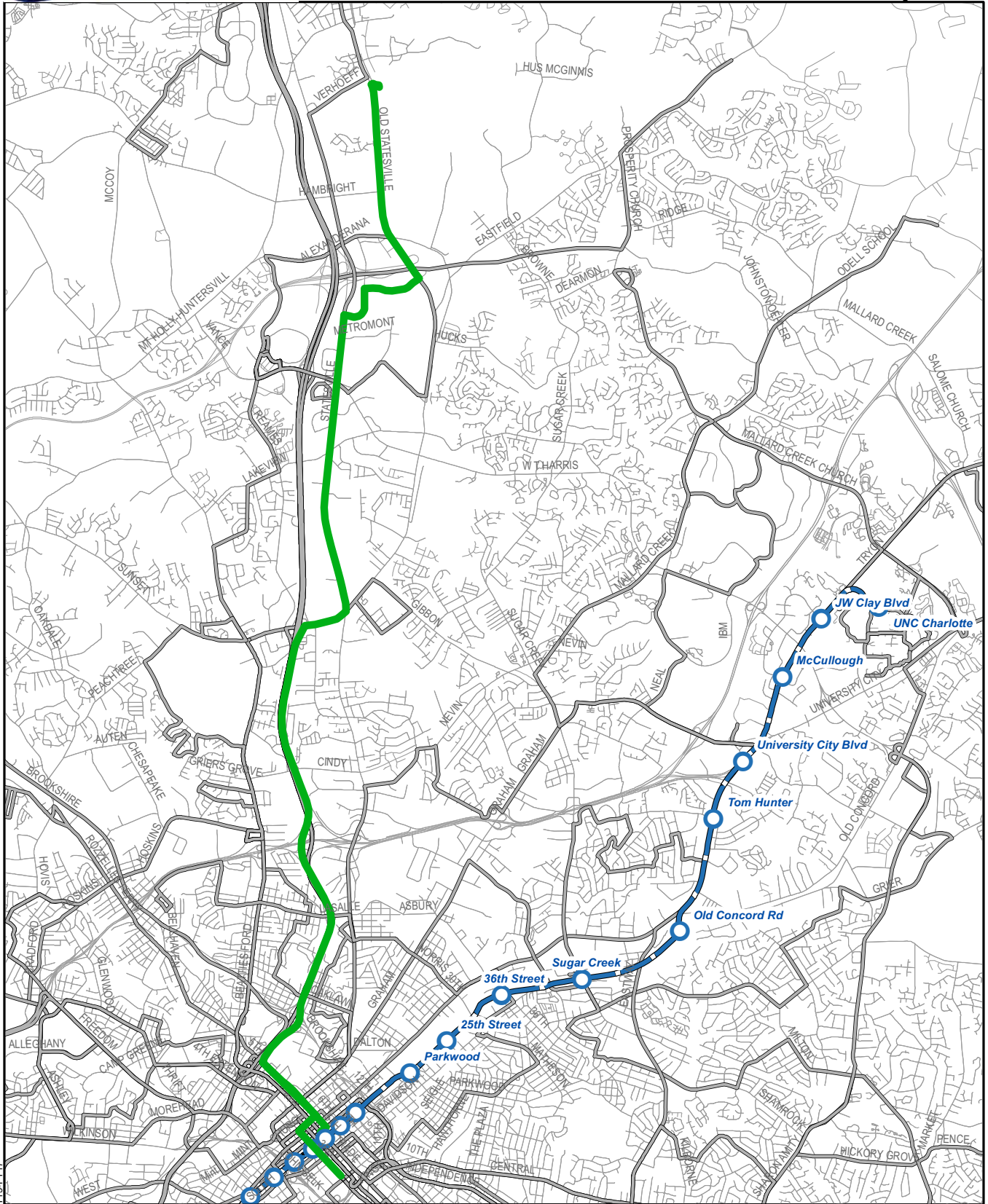


Legend

- Route 74X
- Route 74X Non-Stop
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A

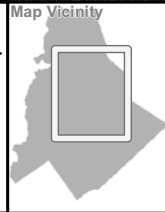




Legend

- Route 76X (Proposed)
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

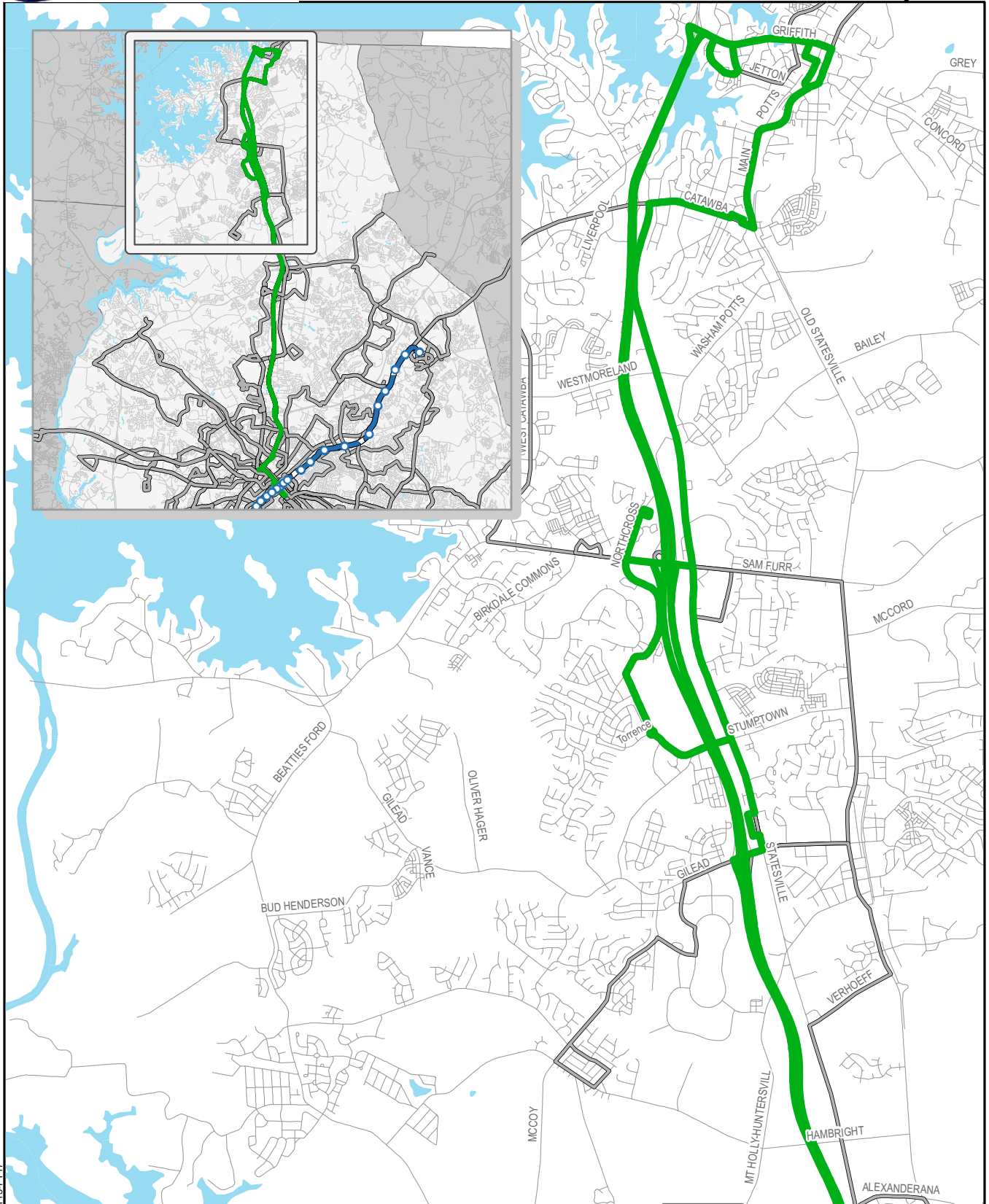
Service Frequency (min)	Proposed	Existing
Weekday Peak	30	N/A
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

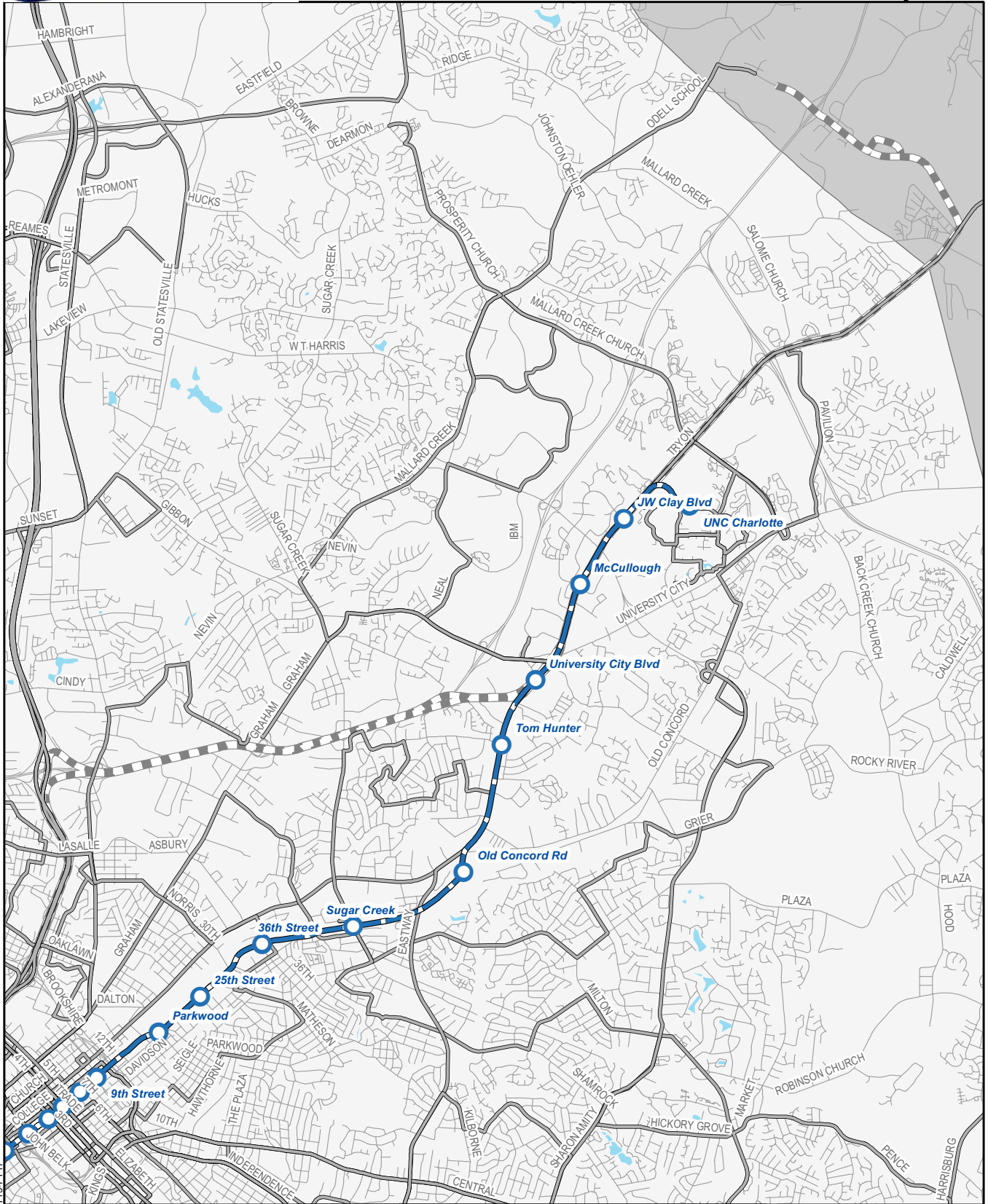
- Route 77X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	12	12
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



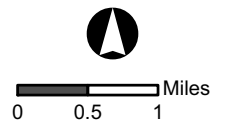
Legend

- Route 79X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

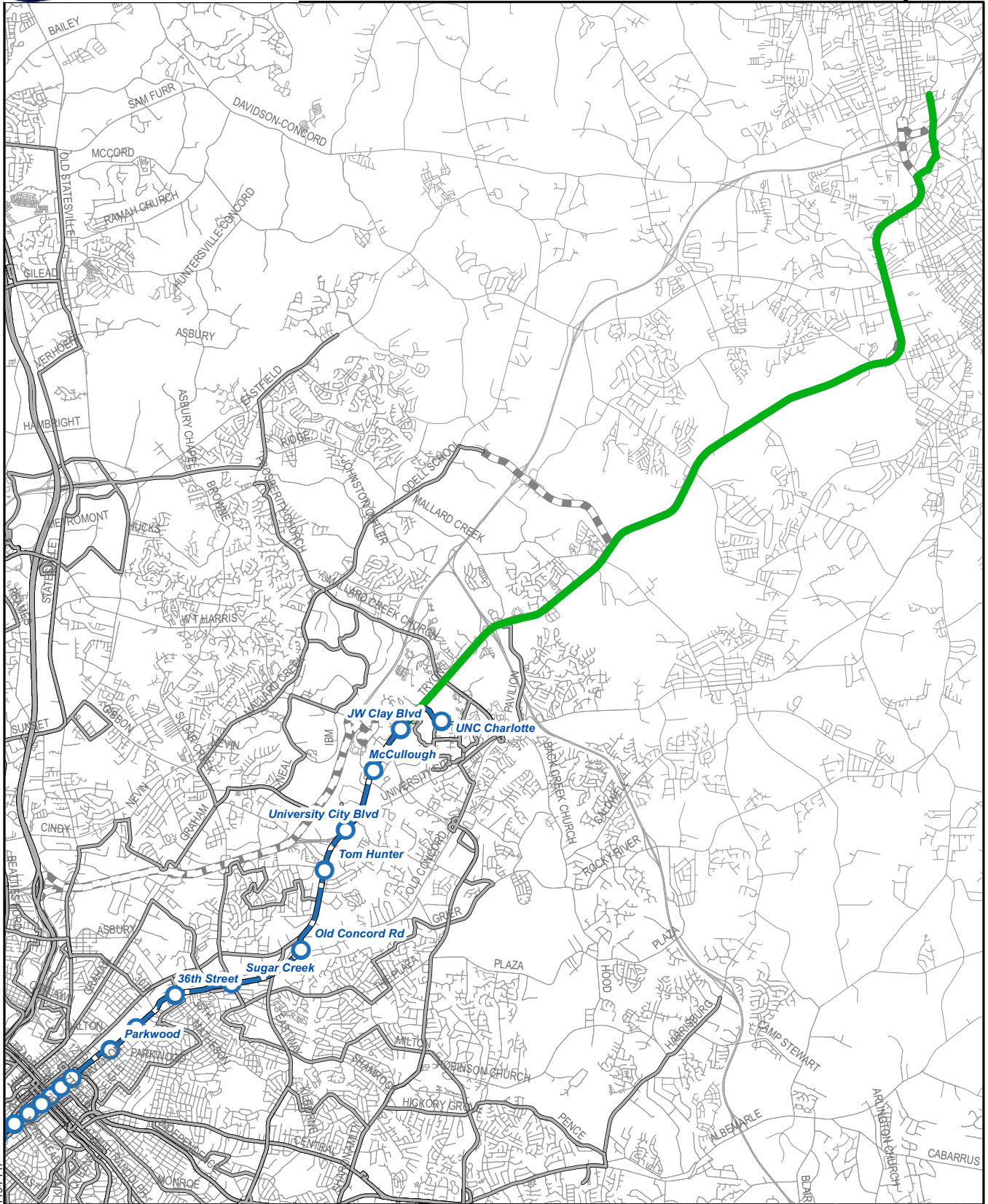
Service Frequency (min) Proposed Existing

Service Frequency (min)	Proposed	Existing
Weekday Peak	N/A	N/A
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A

Map Vicinity



Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 80X (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A

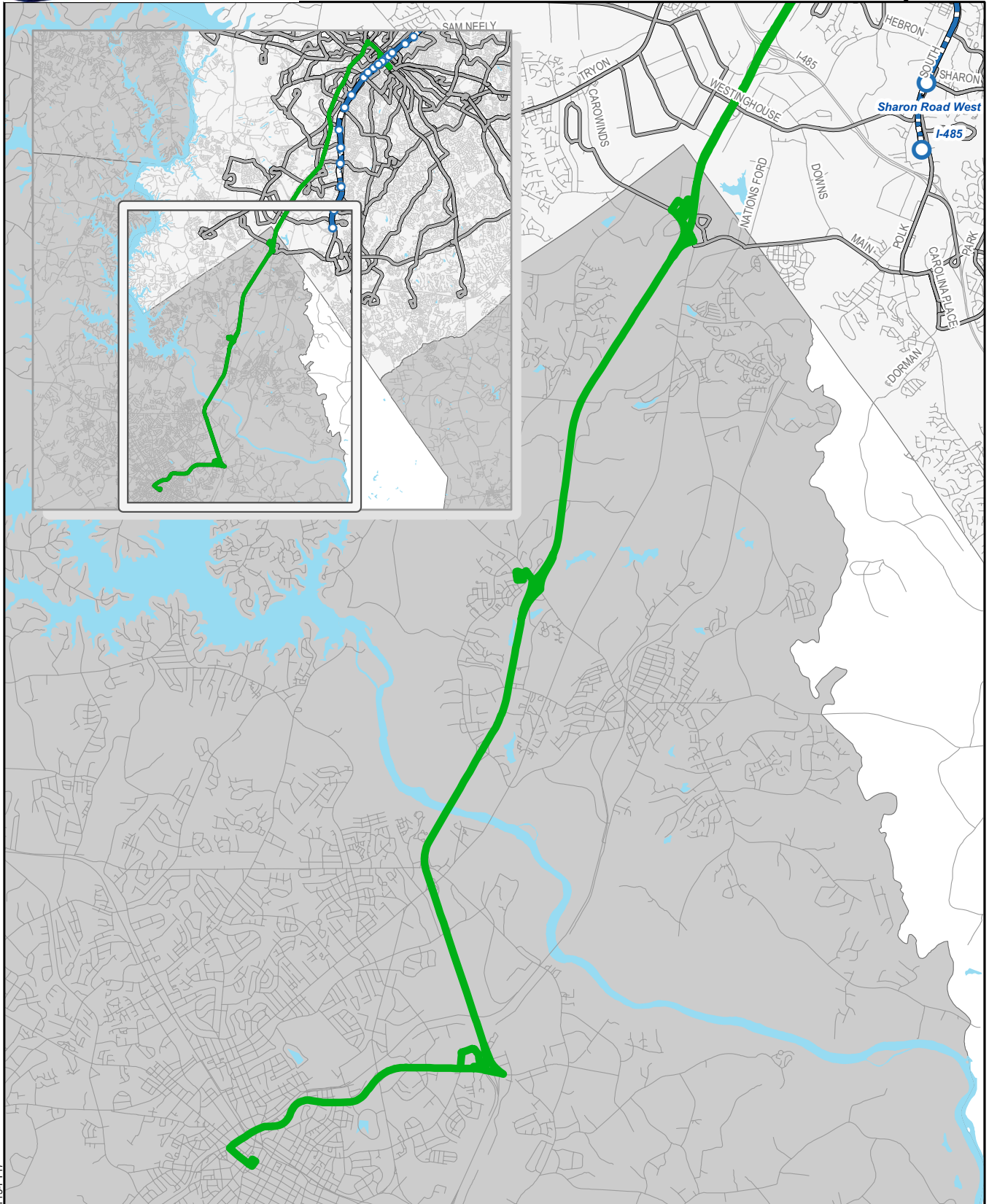


Map Vignette

0 0.5 1 2 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

Route 82X - Rock Hill Express



Legend

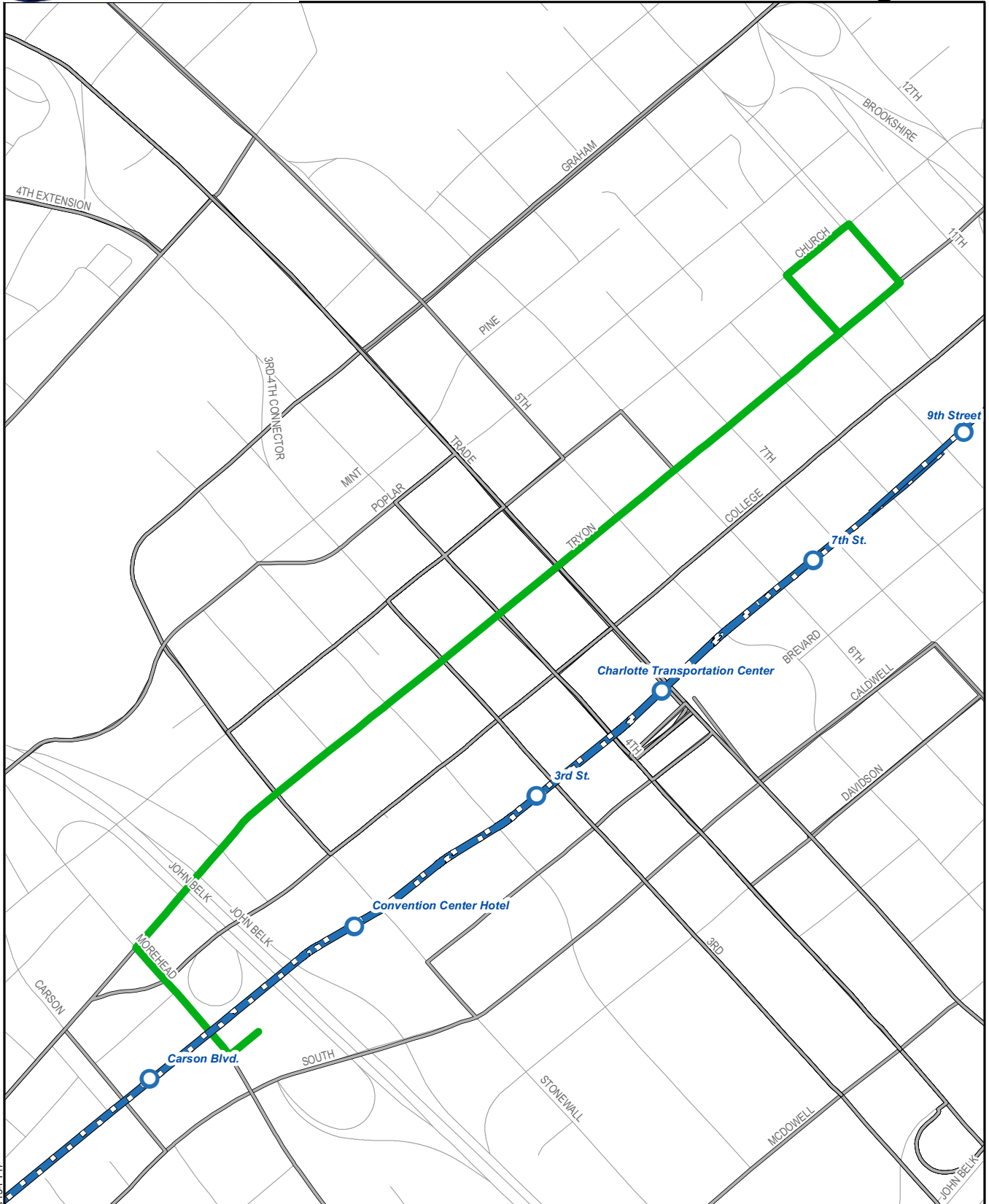
- Route 82X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



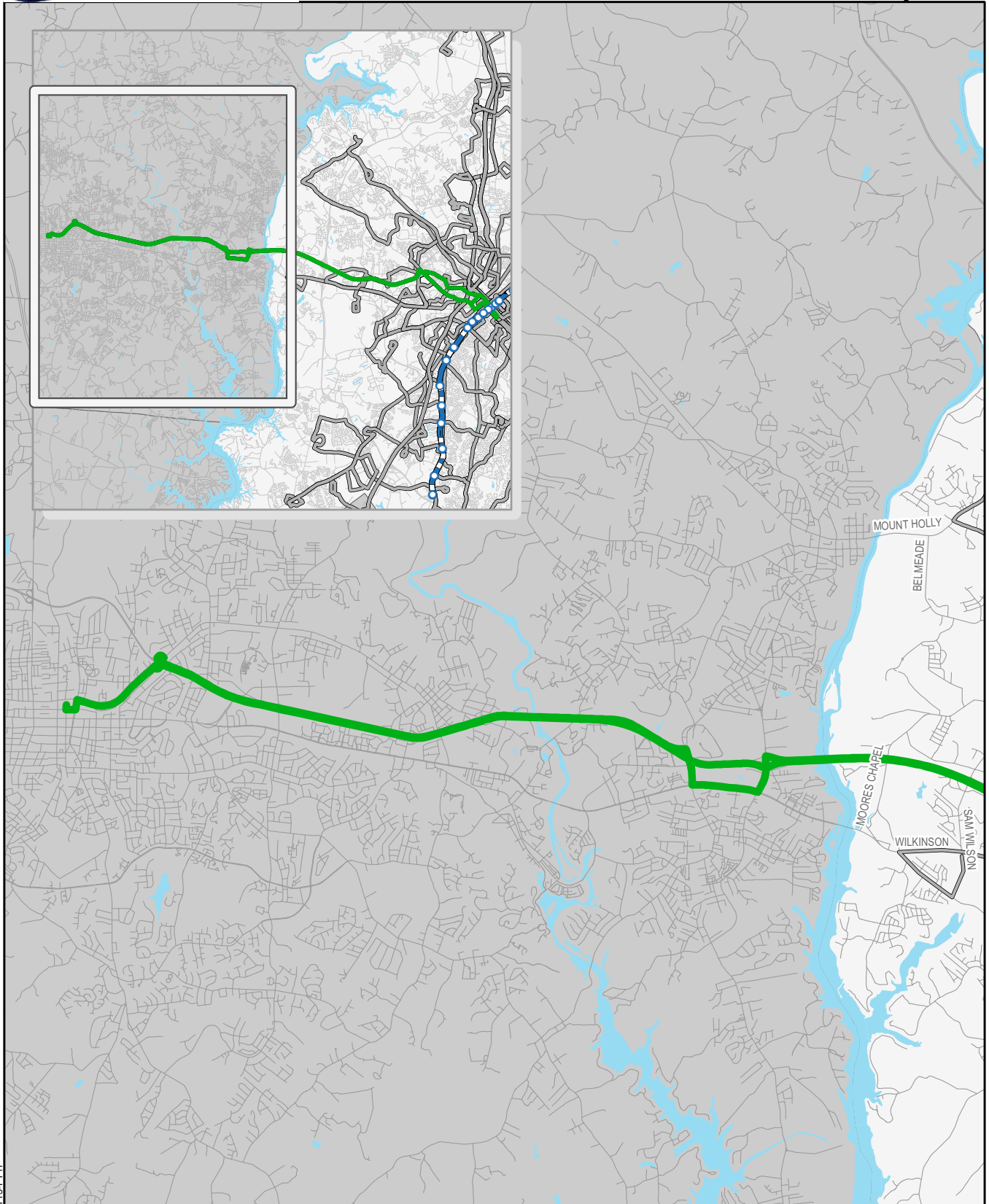
Legend

- Route 84
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	12	12
Weekday Midday	12	12
Weekday Night	N/A	N/A



Data Source: City of Charlotte
Charlotte Area Transit System



Legend

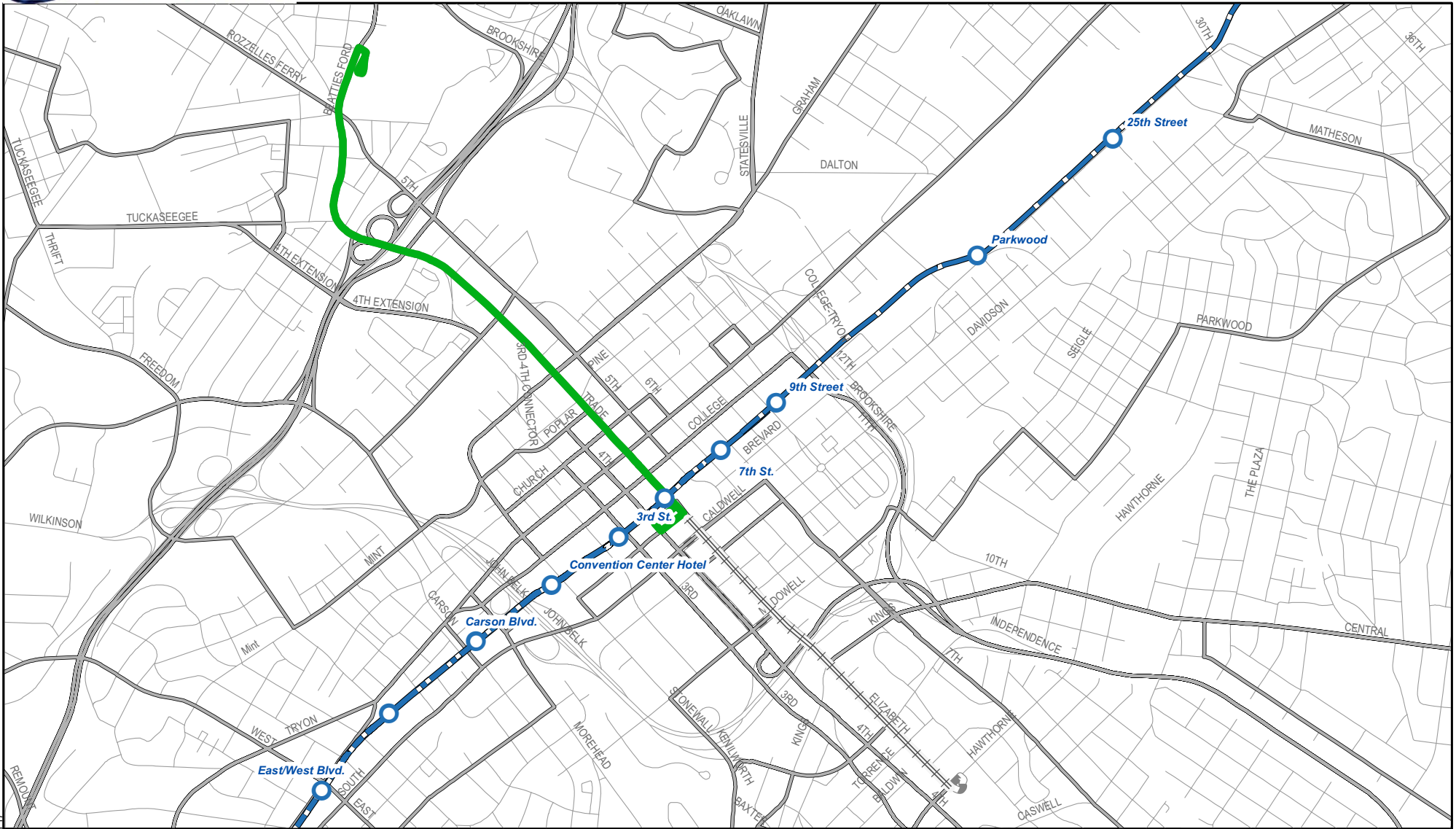
- Route 85X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

	Service Frequency (min)	Proposed	Existing
Weekday Peak		30	30
Weekday Midday		N/A	N/A
Weekday Night		N/A	N/A



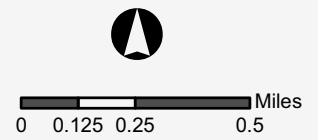
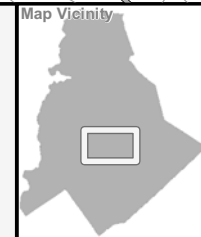
0 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

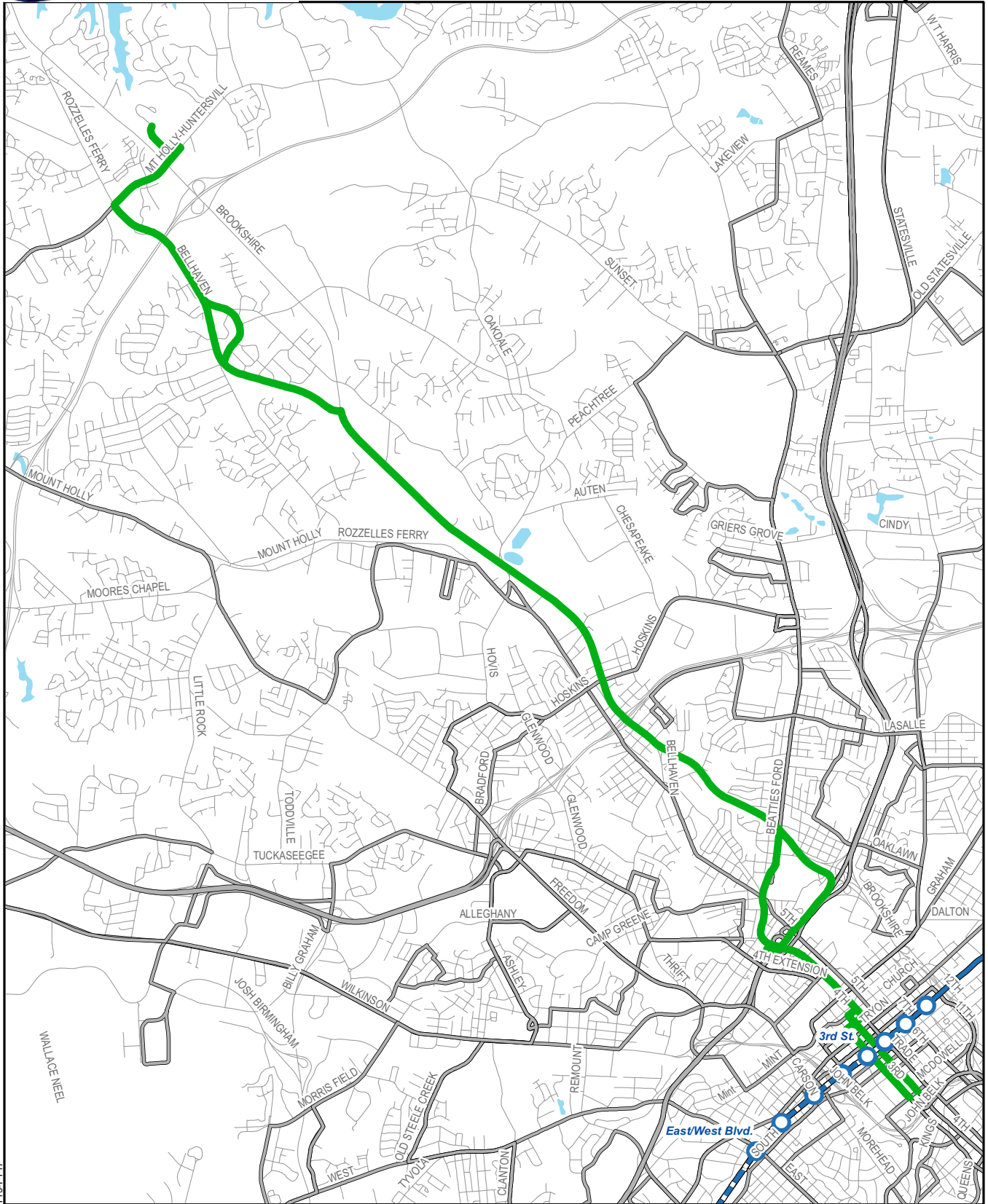


- Legend**
- Route 86 (Proposed)
 - Streetcar Starter Line
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak	15	15
Weekday Midday	15	15
Weekday Night	15	15



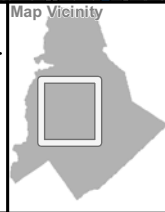
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

- Route 88X
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

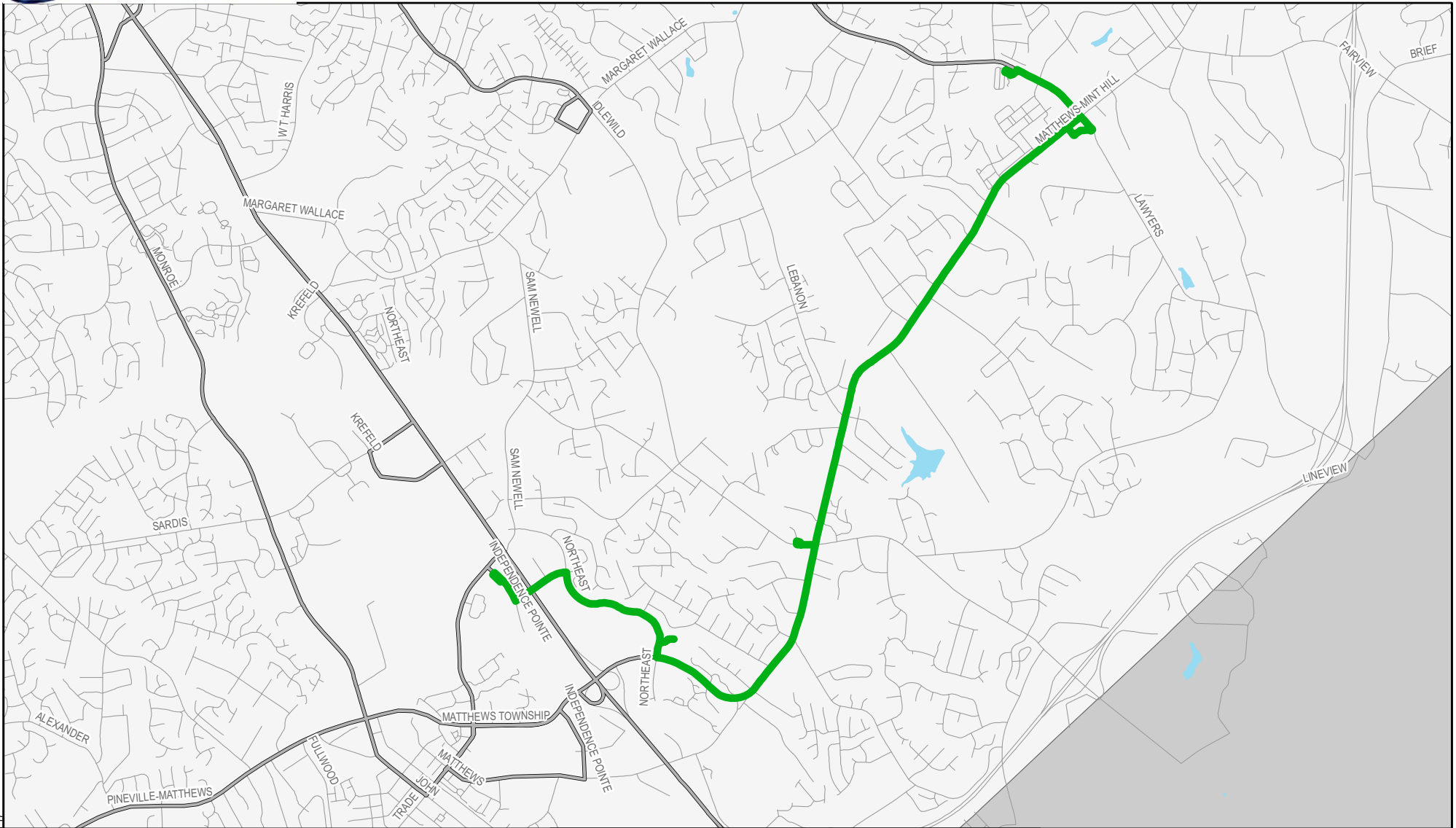
Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	N/A	N/A
Weekday Night	N/A	N/A



Map Vicinity

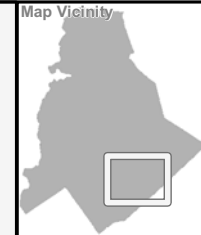
0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

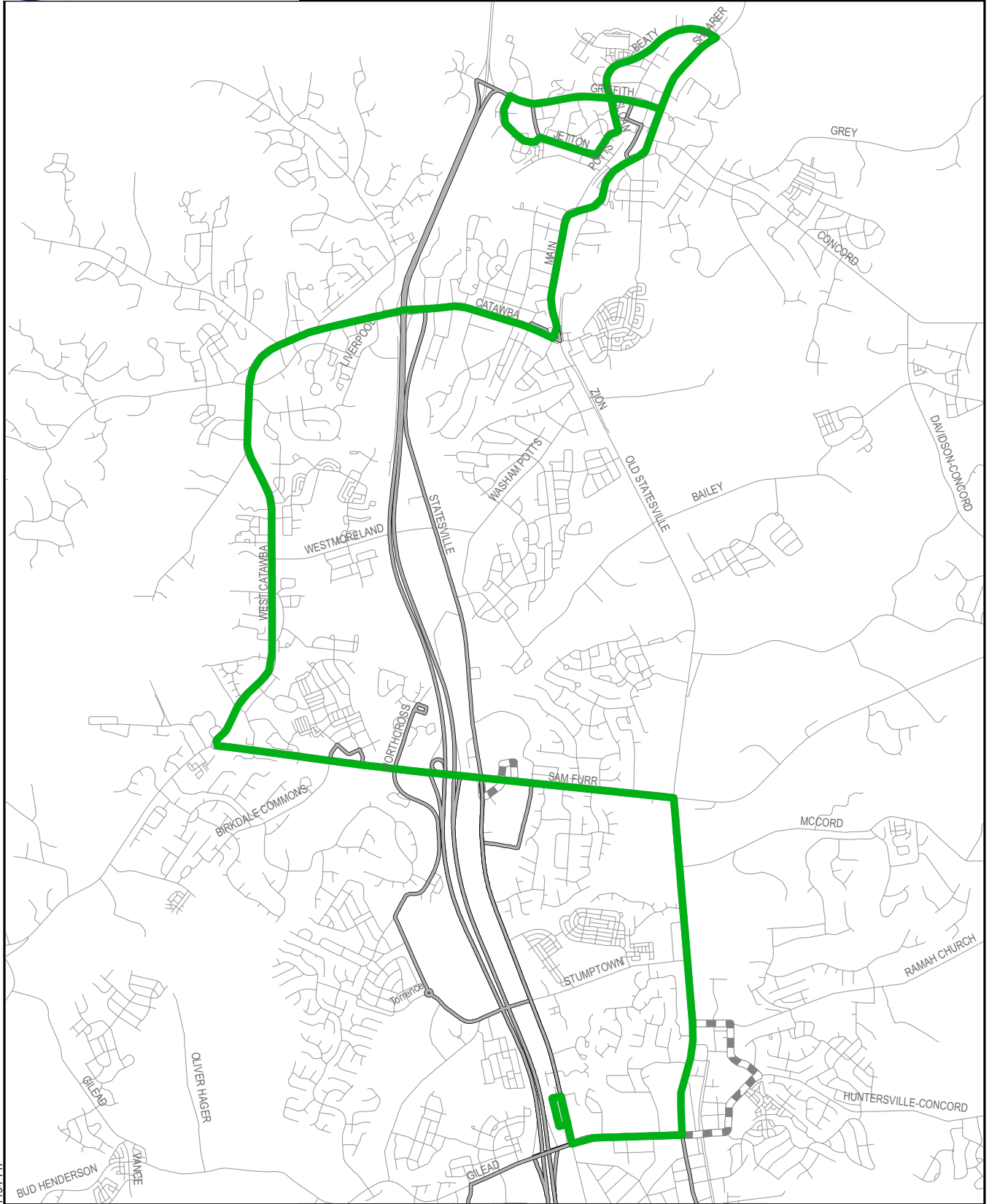


- Legend**
- Route 94
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	N/A	N/A
Weekday Midday	60	60
Weekday Night	N/A	N/A



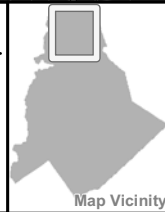
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

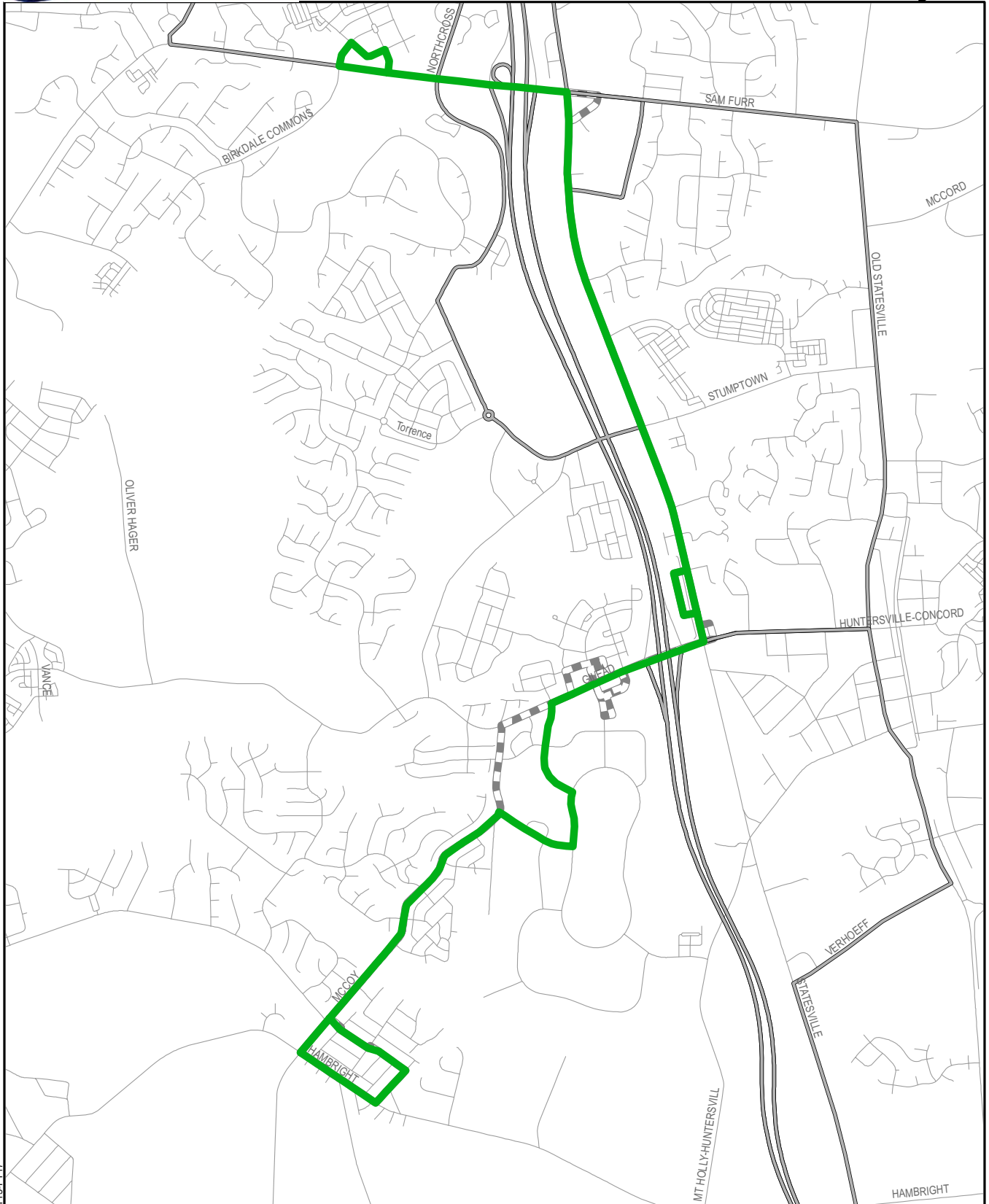
- Route 97 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	60	60
Weekday Midday	60	60
Weekday Night	N/A	N/A



0 0.25 0.5 1 Miles

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

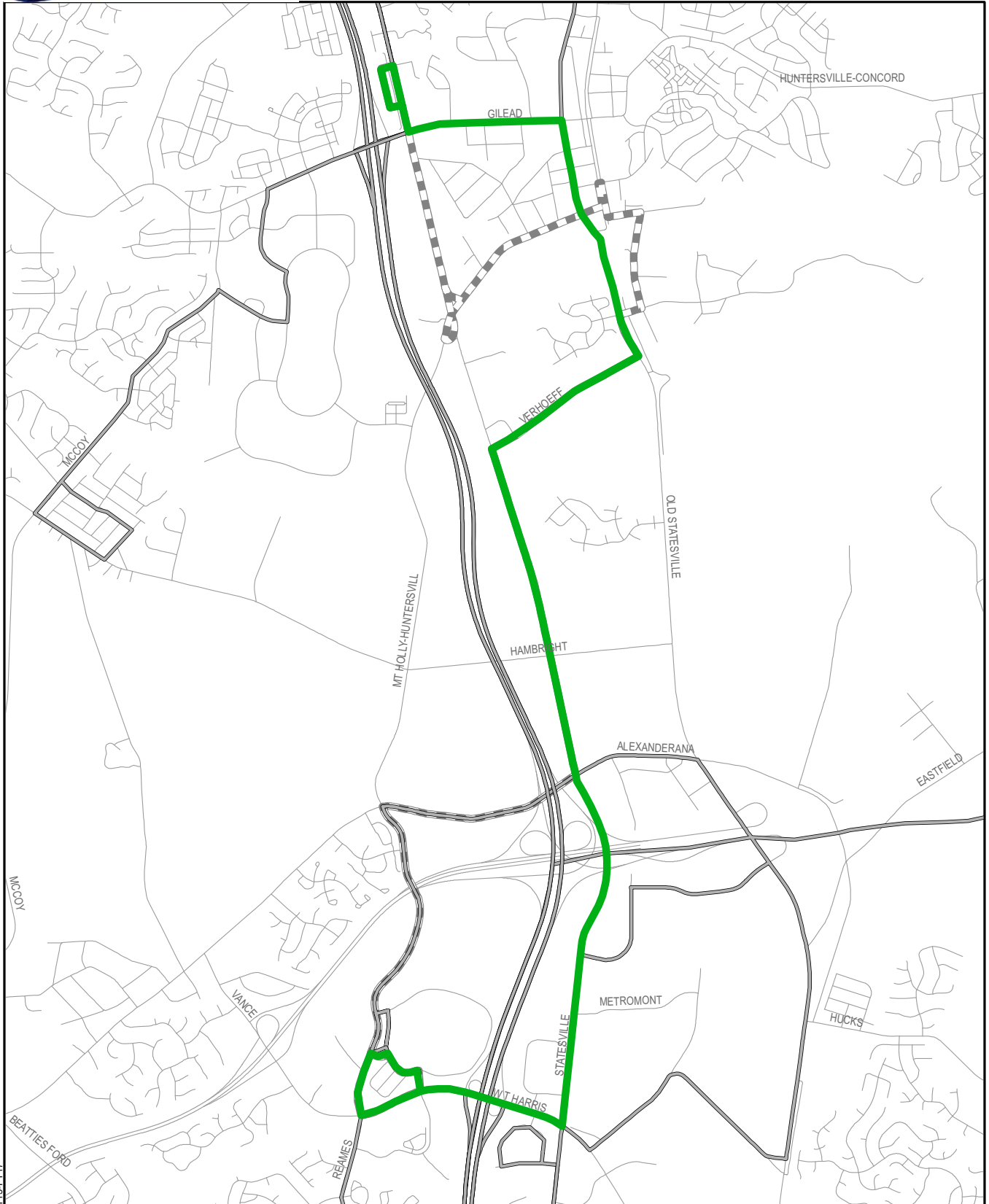
- Route 98 (Proposed)
- - - Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	60	60
Weekday Midday	60	60
Weekday Night	N/A	N/A



Miles
0 0.25 0.5

Data Source: City of Charlotte
Charlotte Area Transit System



Legend

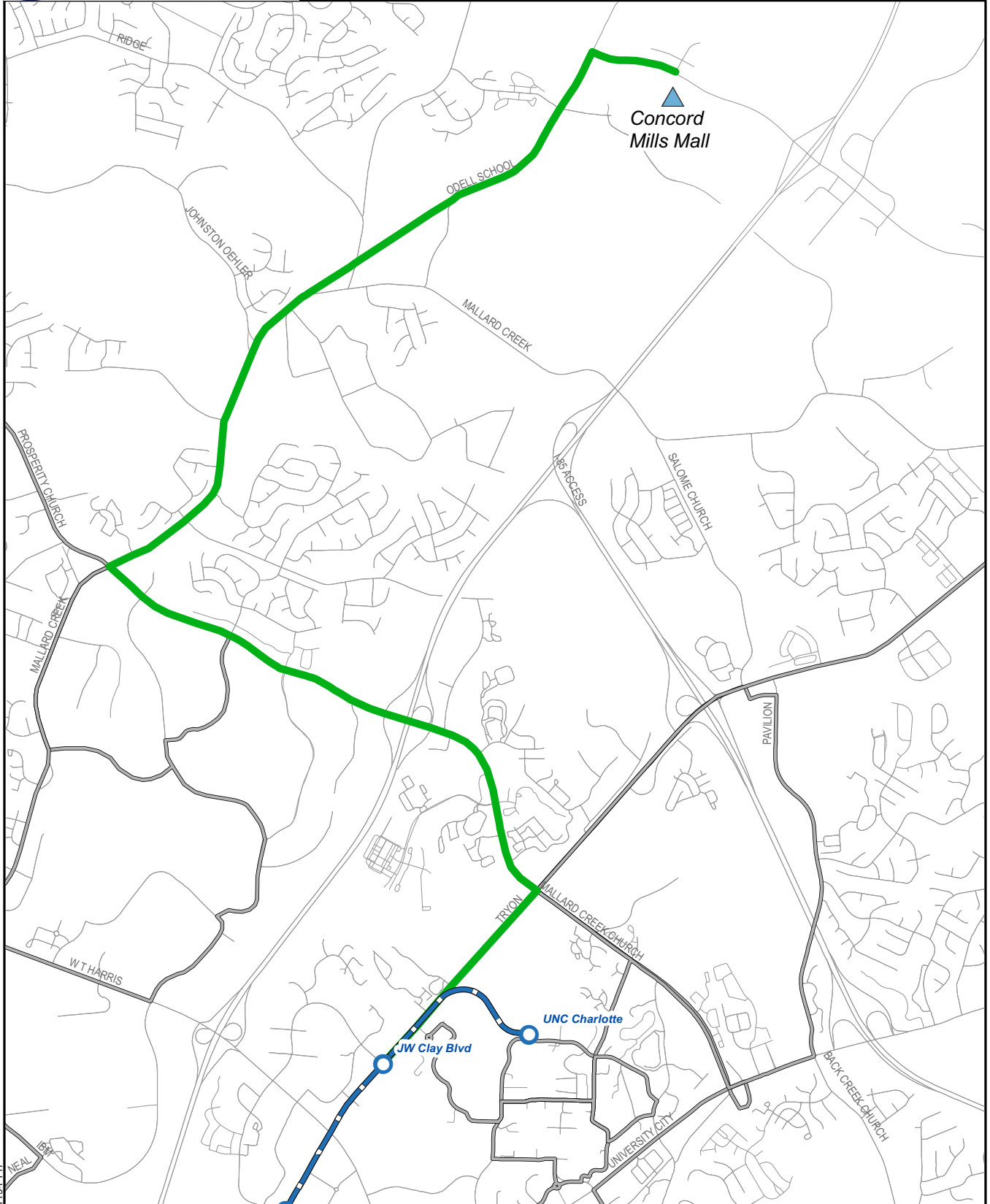
- Route 98 (Proposed)
- - - Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	60	60
Weekday Midday	60	60
Weekday Night	N/A	N/A



Miles
0 0.25 0.5

Data Source: City of Charlotte
Charlotte Area Transit System



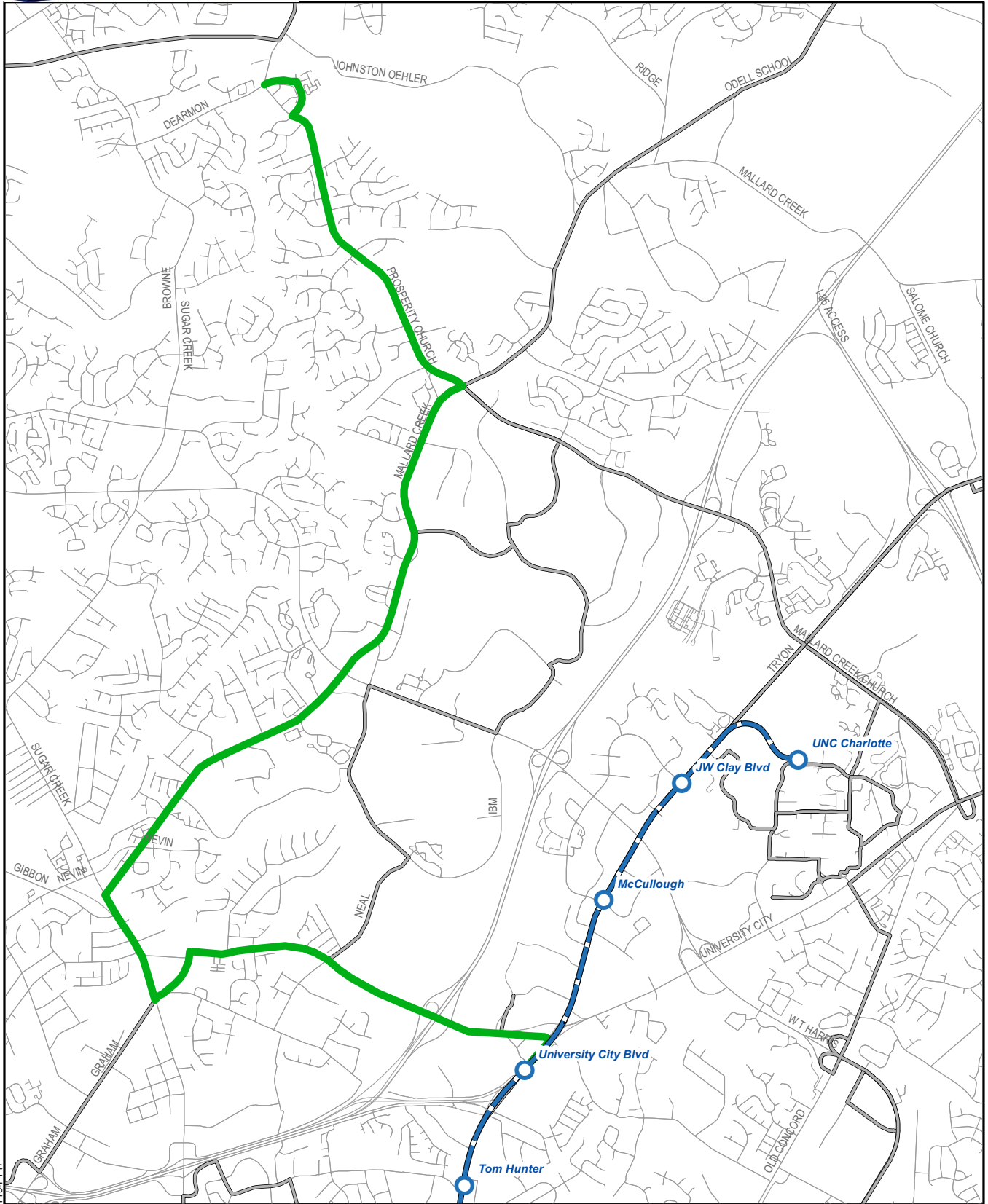
Legend

- Route 110 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	N/A
Weekday Midday	30	N/A
Weekday Night	60	N/A



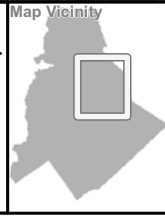
Data Source: City of Charlotte
Charlotte Area Transit System



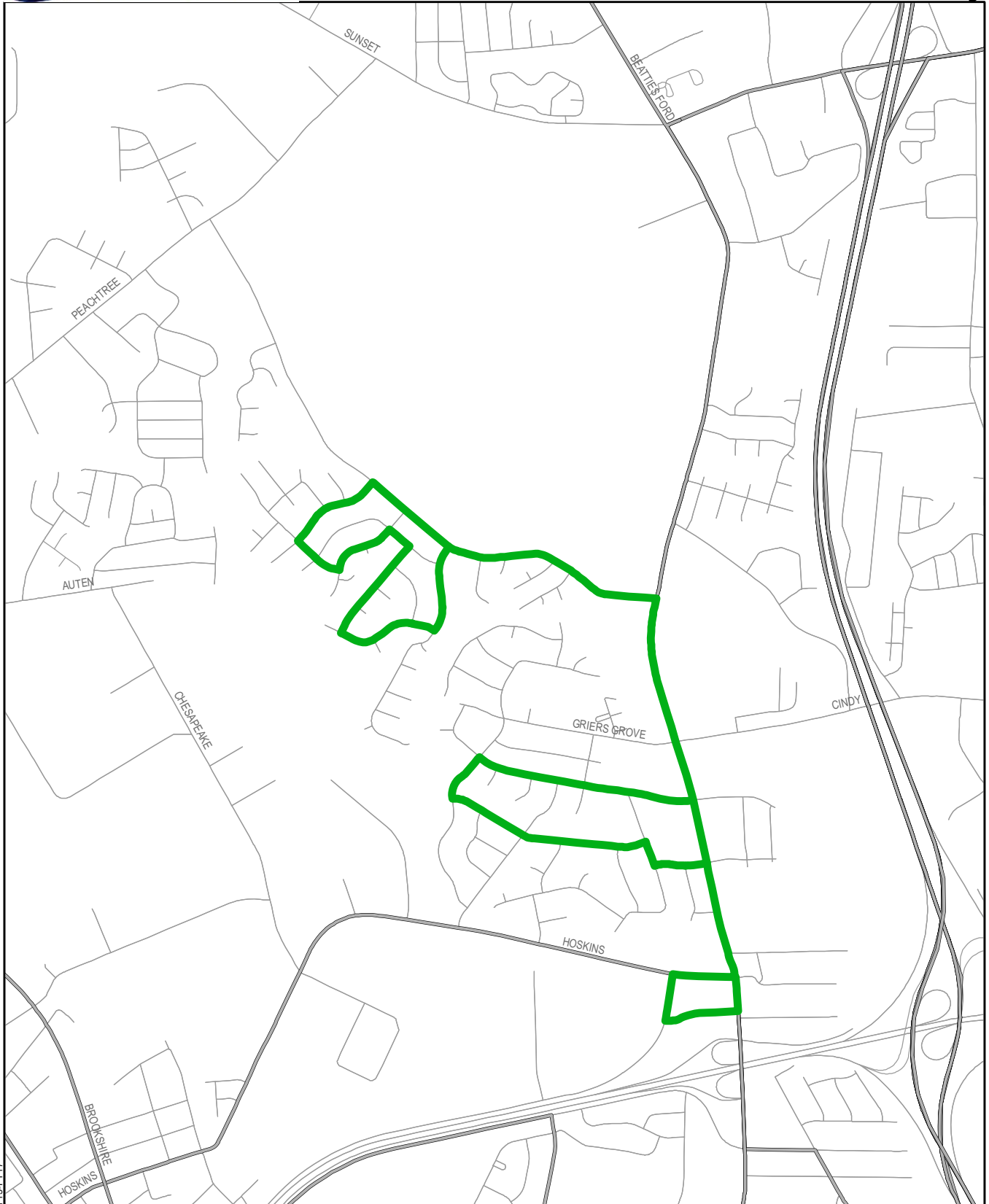
Countywide Transit Services Plan FY13-FY17

Legend	
	Route 125 (Proposed)
	Discontinued Routing
	LYNX Blue Line
	LYNX Rail Station
	Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	N/A
Weekday Midday	30	N/A
Weekday Night	40	N/A



Data Source: City of Charlotte
Charlotte Area Transit System



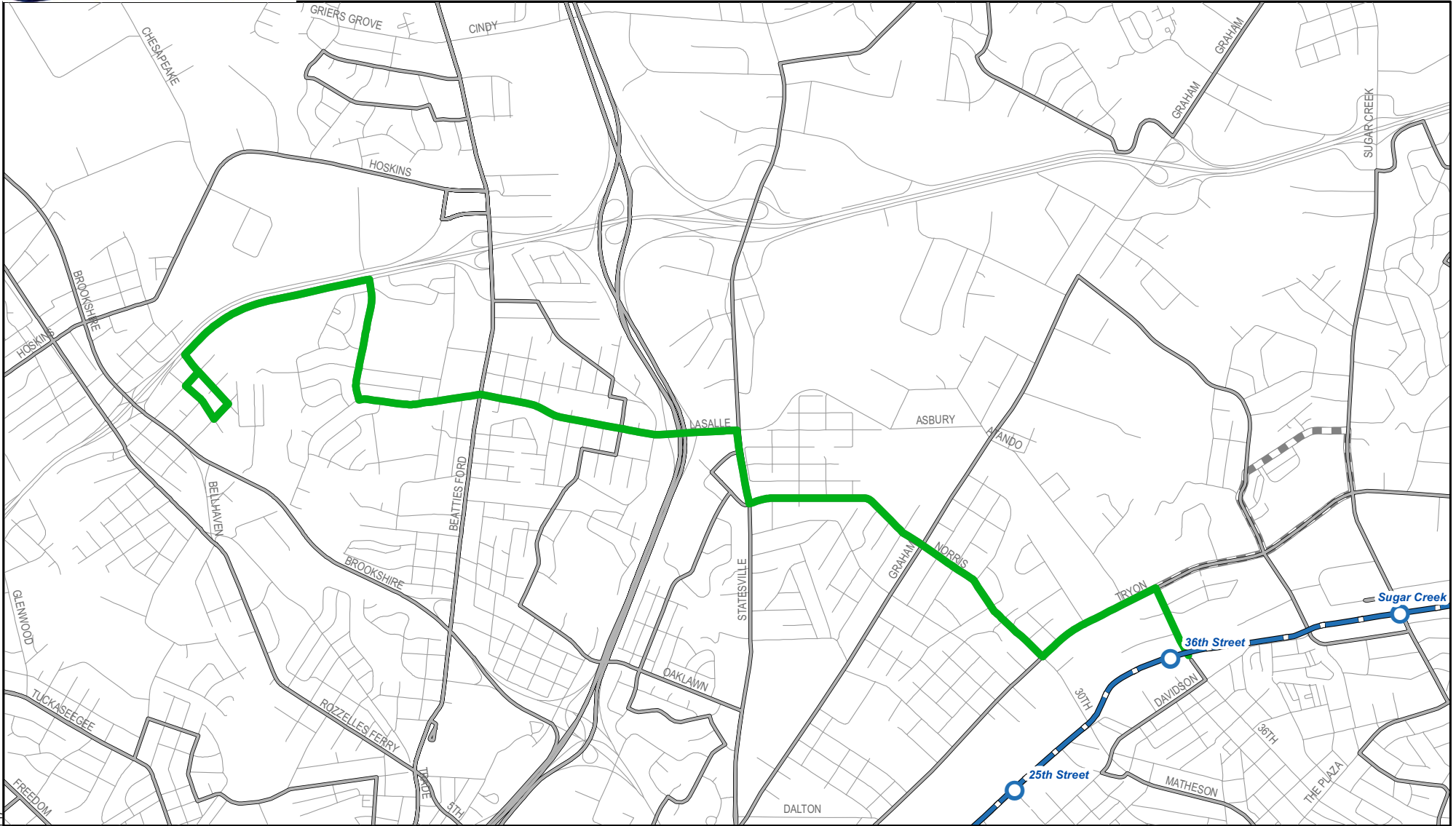
Legend

- Route 201 (Proposed)
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	30	35



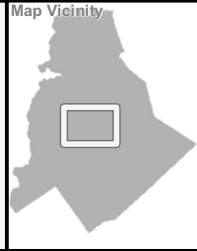
Data Source: City of Charlotte
Charlotte Area Transit System



Legend

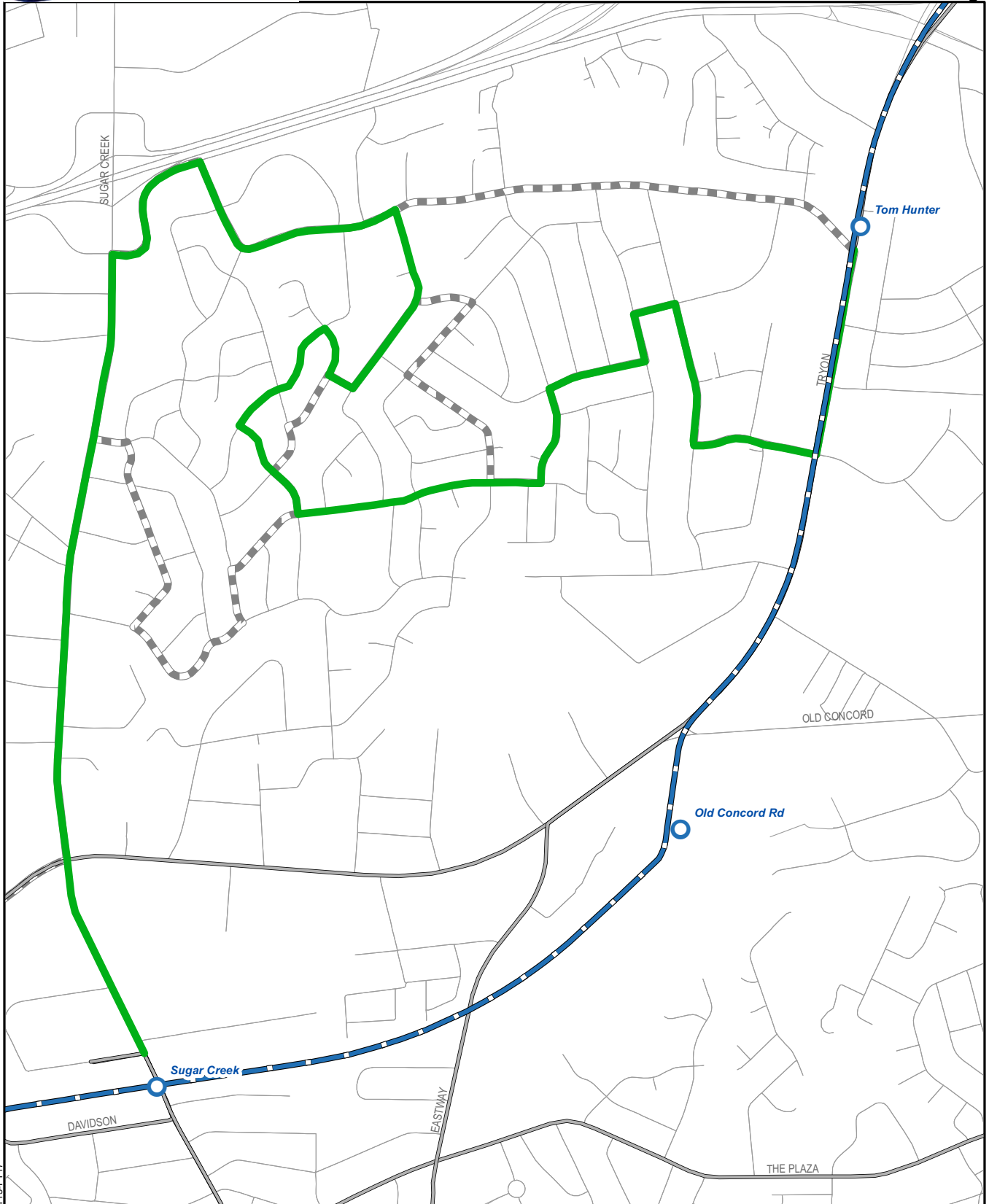
- Route 204 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	30
Weekday Midday	30	30
Weekday Night	60	60



0 0.25 0.5 Miles

Data Source: City of Charlotte
Charlotte Area Transit System

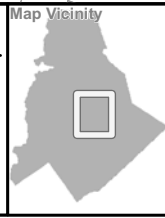


Countywide Transit Services Plan FY13-FY17

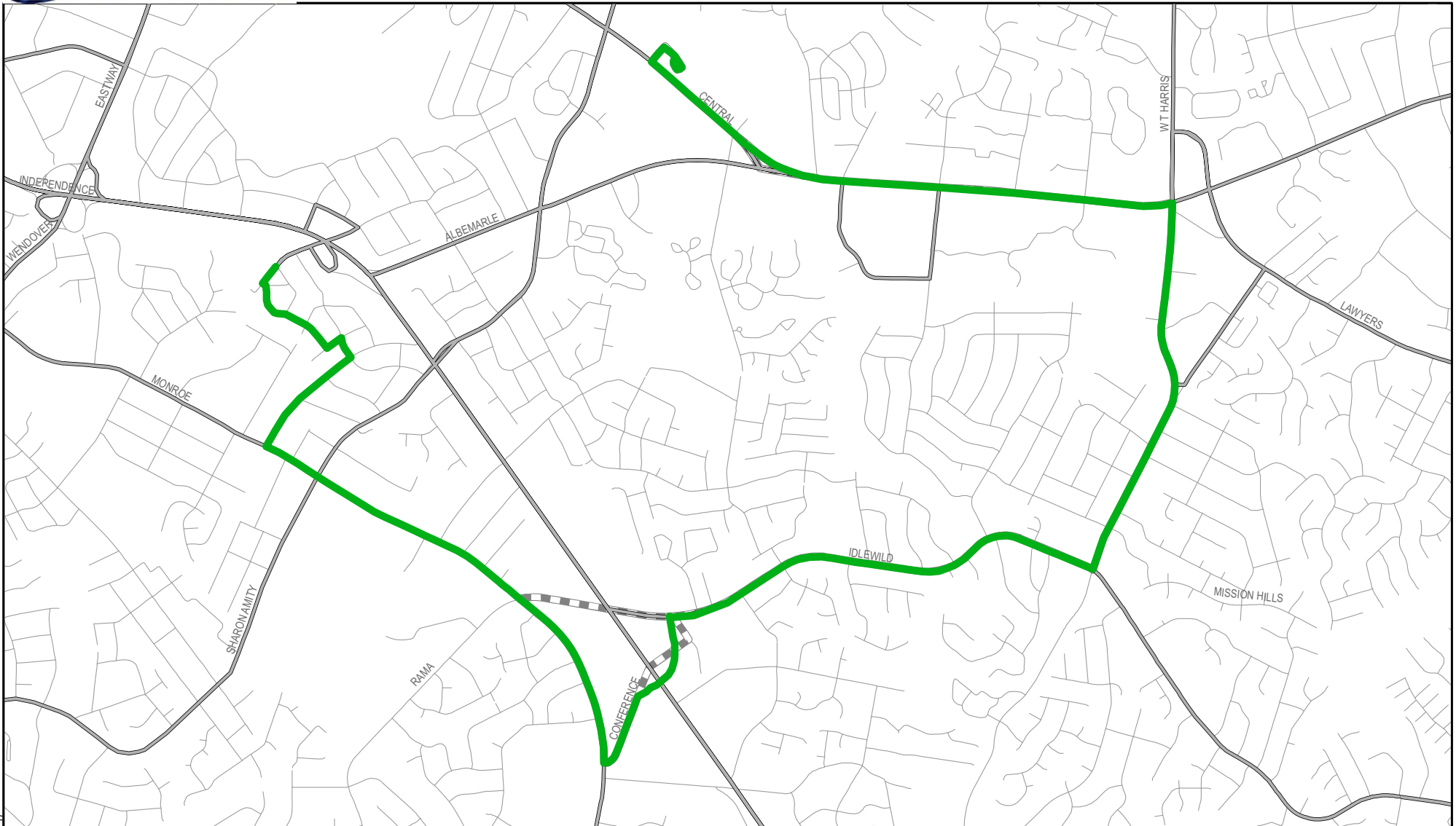
Legend

- Route 211 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	20	20
Weekday Midday	20	20
Weekday Night	30	35

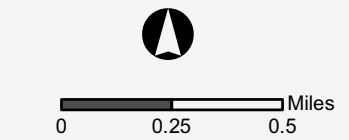
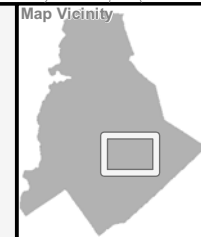


Data Source: City of Charlotte
Charlotte Area Transit System

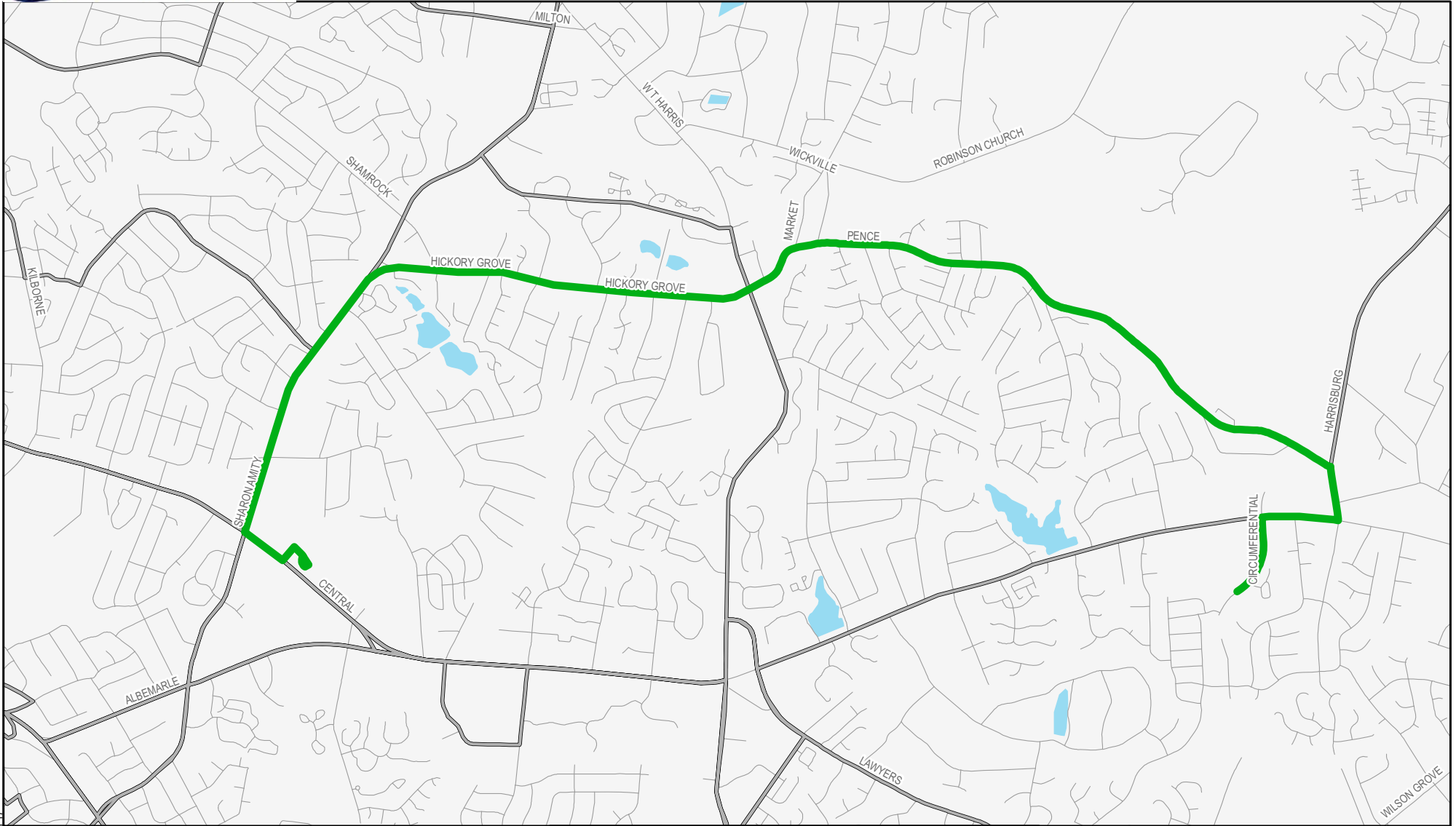






- Legend**
- Route 221 (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak	30	35
Weekday Midday	30	35
Weekday Night	30	35

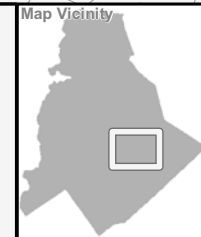


Data Source: City of Charlotte
Charlotte Area Transit System

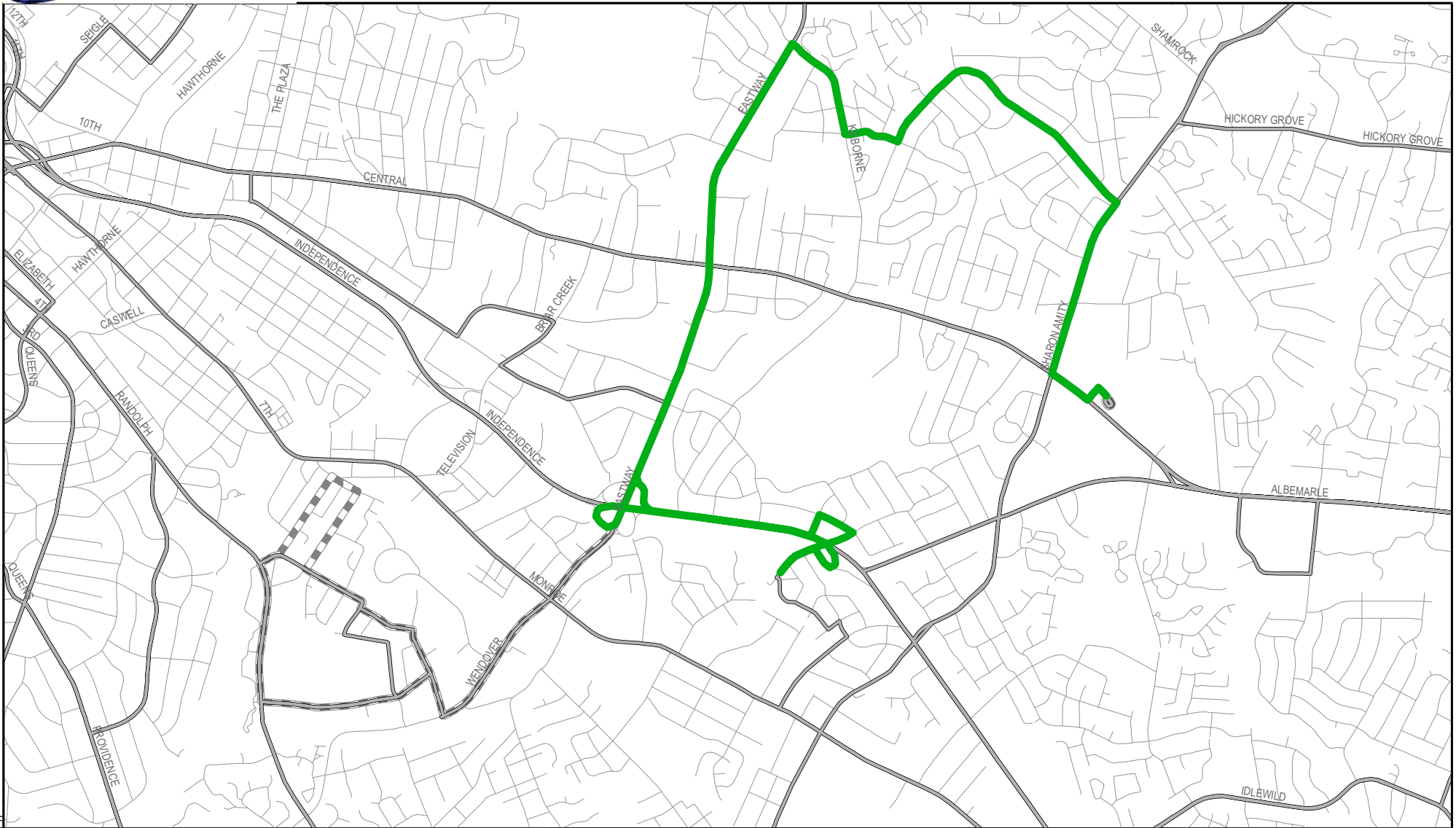


- Legend**
-  Route 222
 -  LYNX Blue Line
 -  LYNX Rail Station
 -  Proposed Bus Network

<u>Service Frequency (min)</u>	<u>Proposed</u>	<u>Existing</u>
Weekday Peak	60	60
Weekday Midday	60	60
Weekday Night	N/A	N/A



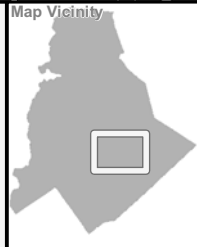
Data Source: City of Charlotte
Charlotte Area Transit System



Countywide Transit Services Plan FY13-FY17

- Legend**
- Route 232 (Proposed)
 - Discontinued Routing
 - LYNX Blue Line
 - LYNX Rail Station
 - Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	30	35
Weekday Midday	30	35
Weekday Night	30	60



Data Source: City of Charlotte
Charlotte Area Transit System

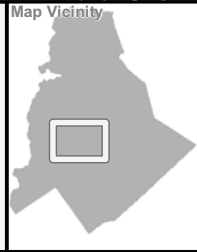
August 2011



Legend

- Route 235 (Proposed)
- Discontinued Routing
- LYNX Blue Line
- LYNX Rail Station
- Proposed Bus Network

Service Frequency (min)	Proposed	Existing
Weekday Peak	N/A	40
Weekday Midday	N/A	40
Weekday Night	N/A	N/A



Data Source: City of Charlotte
Charlotte Area Transit System

APPENDIX C: CTSP IMPLEMENTATION PLAN

Appendix C: CTSP Implementation Plan

Revenue Hours									
	Routes	Route Type	Existing Weekday	Proposed Weekday	Existing Saturday	Proposed Saturday	Existing Sunday	Proposed Sunday	Annual Hrs Change
Group A	9 Central Avenue	Local	114	122	82	88	37	39	2,299
	40X Albemarle Road Exp	Express	18	10	-	-	-	-	(2,094)
	Harrisburg Road Express	Express	-	13	-	-	-	-	3,246
	60 Tyvola/SouthPark	Shuttle	40	39	13	14	-	-	(214)
	235 Jackson Park	Shuttle	29	-	12	-	-	-	(7,964)
	Group A Total		201	183	106	103	37	39	(4,727)
Group B	Highway 51	Local	0	18	0	28	0	0	4,550
		Group B Total	0	18	0	28	0	0	4,550
Group C	39 Eastway Drive	Local	43	61	27	38	16	22	2,204
	232 Greir Heights	Shuttle	29	33	26	32	16	16	(47)
	97 Village Rider-Cornelius	Shuttle	25	25	20	20	17	17	-
	98 Village Rider-McCoy Road	Shuttle	13	13	10	10	9	9	38
	99 Village Rider-Huntersville	Shuttle	13	14	12	14	10	11	222
	Group C Total		123	146	95	114	67	75	2,417
Group D	2 Ashley Park	Local	34	40	30	33	17	18	1,754
		Group D Total	34	40	30	33	17	18	1,754
Group E	18 Selwyn Avenue	Local	30	0	0	0	0	0	(3,197)
	20 Sharon Road	Local	41	50	20	24	0	0	939
	21 Double Oaks	Local	24	18	12	10	10	9	(645)
	51X Idlewild Road Exp	Express	7	7	0	0	0	0	-
	74X Union County Exp	Reg. Exp	11	11	0	0	0	0	1
	Group E Total		114	86	32	34	10	9	(2,903)
Group F	8 Tuckaseegee Road	Local	71	70	40	40	22	20	(503)
	34 Freedom Drive	Local	57	52	27	23	27	23	(1,711)
	53X Northlake Mall Exp	Express	6	7	-	-	-	-	127
	25 Clanton-Midtown	Local	27	39	14	20	-	-	3,312
	10 West Boulevard	Local	67	85	39	48	29	38	2,225
	Group F Total		228	252	120	131	78	81	3,450
Group G	17 Commonwealth Avenue	Local	76	78	63	65	34	37	343
	86 Gold Rush - Red Line	Shuttle	45	33	-	-	-	-	(1,302)
	64X Independence Exp	Express	15	15	-	-	-	-	5
	65X Matthews Exp	Express	13	15	-	-	-	-	179
	Group G Total		149	141	63	65	34	37	(774)
Total Groups A-G Revenue Hours			849	866	447	508	244	260	3,766

APPENDIX D: COUNTYWIDE TRANSIT SERVICES PLAN SURVEY

CATS is developing the 2013-2018 Countywide Transit Services Plan (CTSP). The recommendations in the CTSP pertain to improvements in bus service and bus infrastructure. Please complete and return the survey to a CATS staff person. Thank you for taking the time to fill out the survey. Surveys must be completed at the meeting.



Please circle each item to show how desirable that element is to your needs, using "1" as the "least desirable" and "5" as the "most desirable". Circle "6" for "no opinion/not applicable" if another rating does not apply.	Least Desirable				Most Desirable	No opinion/ Not applicable
Existing Services						
Add trips to existing routes	1	2	3	4	5	6
Route: _____ Time: _____						
Extend current routes to new locations	1	2	3	4	5	6
Route: _____ Time: _____						
Expand WEEKDAY service hours	1	2	3	4	5	6
Route: _____ Time: _____						
Expand SATURDAY service hours	1	2	3	4	5	6
Route: _____ Time: _____						
Expand SUNDAY service hours	1	2	3	4	5	6
Route: _____ Time: _____						
New Services						
Add new Neighborhood Shuttles	1	2	3	4	5	6
Location: _____						
Add new Express routes	1	2	3	4	5	6
Location: _____						
Add new Local routes	1	2	3	4	5	6
Location: _____						
Bus Stops						
Add benches at bus stops	1	2	3	4	5	6
Add shelters at bus stops	1	2	3	4	5	6
Add bike racks at bus stops	1	2	3	4	5	6
Add real time schedule information at bus stops	1	2	3	4	5	6
Add trash cans at bus stops	1	2	3	4	5	6
Park n Rides						
Add benches at park n ride locations	1	2	3	4	5	6
Add bike lockers at park n ride locations	1	2	3	4	5	6
Add bike racks at park n ride locations	1	2	3	4	5	6
Add lighting at park n ride locations	1	2	3	4	5	6
Add security cameras at park n ride locations	1	2	3	4	5	6
Build new park n ride locations	1	2	3	4	5	6

Additional comments:

If you want to be notified about the public meeting providing the final CTSP recommendations, please complete the information below:

 (Name) (Email)

 (Street Address) (City) (State) (Zip Code)

APPENDIX E: STATUS OF 2007-2012 CTSP RECOMMENDATIONS

APPENDIX E: STATUS OF 2007-2012 CTSP RECOMMENDATIONS

Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
1-Mount Holly Rd	Extend to Coulwood Shopping Center. Maintain West Todd pattern as a shortline. Operate every 15 minutes to West Todd and every 30 minutes to Coulwood Shopping Center in the peaks and every 20 minutes to West Todd and every 40 minutes to Coulwood Shopping Center during the weekday midday. Operate ever 30 minutes and every 60 minutes to Coulwood Shopping Center during Saturday midday and Sunday midday, respectively. On weekday evenings operate to Coulwood Shopping Center. On weekend evenings operate to West Todd.	Deferred
2-Ashley Park	Realign to operate via Morehead, Millerton, Morton, Berryhill, Marlowe, Lumina, Ashley, Joy, Heywood, Carlyle, Allegany, Carrowmore, Thornton, Aberdeen, Paisley back to Carlyle. Operate weekday/weekend 30 minutes all peak/midday and 60 minutes at night	Completed with Modifications
3-The Plaza	Modify the uptown routing to use Trade/4th Street and Davidson Operate longline weekday and Saturday evening to CPCC Cato Campus and a shortline Grier/Equitable when CPCC Cato is not open, operate to . Operate between The Plaza and Grier in both directions using Equitable, Cove Creek, Eastbrook, Pentlow, Ludwig, and Quiet Cove on weekends . Operate limited A.M. and limited P.M. trips to Grier/General Commercial Drive on weekdays to meet work shift times. Operate a 10-minute shortline/20-minute long line during weekday peaks. Operate a 15-minute shortline/30-minute long line during weekday midday. At all other times operate the available longline pattern, either to CPCC CATO (if open) or to Grier/Equitable. Operate every 30 minutes during the midday on weekends and every 60 minutes during all evening periods. To eliminate competition with Route 3 The Plaza and to create a longer, more continuous corridor, consolidate Route 23 with route 4 Country Club.	Completed with Modifications and/or Deferred
4-Country Club	Modify the existing Route 4 alignment to use Seigle1h, McDowell, 7th, Davidson, and 4th (inbound)/Trade (outbound). Discontinue service on Matheson, Mecklenburg, and Belvedere because of low ridership and connect Route 4 alignment to the current 23 alignment at The Plaza/Shamrock. When operating more frequently than 30 minutes, operate a shortline at Eastway together with the longline to East Town Market. During the weekday peak, operate every 10 minutes, alternating shortline and longline trips. During the weekday midday, operate every 15minutes, alternating shortline and longline trips. During weekday evenings as well as weekend midday periods, operate only the longline every 30 minutes. During weekend evenings, operate the longline pattern every 60 minutes.	Completed with Modifications and/or Deferred
5 - Airport	Consolidate Wilkinson Blvd. service (currently split between Routes 2 and 5) onto Route 5 and operate bidirectional service between CTC and the airport passenger terminal, using Trade, Mint, Morehead, Wilkinson, Old Dowd, and Josh Birmingham Pkwy. Improve service to at least every 30 minutes during all time periods. If resources are available, consider 15-minute service during weekday peak periods. Consider extending to Multimodal Center when it opens. Consolidate Route 6 Kings Drive with Route 18 Selwyn Avenue. Operate between CTC and Queens University using Trade/4th, McDowell, Kenilworth, Baxter, Kings, Morehead, Romany, Kenilworth/Scott, East to W. Queens, then follow existing Route 18 Alignment to South Park Mall.	Completed with Modifications and/or Deferred
6 - Kings Drive	Operate a short line pattern between CTC and Queens University, looping using Radcliffe, Selwyn, and Wellesley. Operate a 15-minute shortline/30-minute longline during weekday peaks. Operate every 30 minutes on the longline during weekday midday, Saturday and Sunday. In the evenings, operate the longline every 30 minutes on weekdays and every 60 minutes on Saturdays and Sundays until approximately 9 p.m. During weekday peak periods operate 7.5-minute headway between the CTC and Rosa Parks Transit Center, with every other trips continuing north of Rosa Parks. Of the 15-minute peak service north of Rosa Parks TC, operate every 30 minutes to Sunset/ Statesville and every 30 minutes to Northlake Mall.	Completed with Modifications and/or Deferred
7 - Beatties Ford	During the midday periods operate 15-minute trunk headway between CTC and Sunset, with branches to Sunset/Statesville and Northlake Mall. Maintain existing limited weekday midday service to Gibbon/Old Statesville. During the evenings, operate every 30 minutes to Northlake Mall during mall hours, then afterwards to either Sunset/Statesville or Rosa Parks, depending on demonstrated demand. On the weekends, operate every 15 minutes during the midday and every 30 minutes in the evening, alternating trips between Sunset/Statesville and Northlake Mall. Consolidate existing service between Uptown and State/Berryhill, as well as all Tuckaseegee Rd. segments, onto Route 8 (currently both Routes 8 and 34 Freedom Dr. operate in these areas).	Completed with Modifications and/or Deferred

APPENDIX E: STATUS OF 2007-2012 CTSP RECOMMENDATIONS

Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
8 - Tuckaseegee Rd	<p>Realign uptown routing to use Trade St. and Wesley Heights Way.</p> <p>Operate two branches during the weekday and Saturday business day, maintaining a streamlined version of the current Thriftwood/Interurban/Bradford loop and adding a Tuckaseegee Rd. branch as far west as Burkholder Rd.</p> <p>Operate every 15 minutes during weekday peak and midday periods, alternating the branches. Operate every 30 minutes during the midday on the weekends. During weekday and Saturday evenings (after 9 p.m.) and all day on Sundays, operate only the Thriftwood branch.</p> <p>At all times operate Route 9 along the existing alignment between the CTC and Farm Pond Drive, with Routes 221 and 222 replacing the existing weekday off-peak and Saturday service between Farm Pond and W. T. Harris.</p>	Deferred
9 - Central Ave	<p>Operate every 10 minutes during weekday peak and midday periods. Operate every 15 minutes during the midday on weekends. Operate every 30 minute during the evening on all days.</p> <p>During weekday peak periods, operate a bidirectional limited stop service between the City Sav-A-Lot #1 Park and Ride and the CTC.</p>	Completed with Modifications and/or Deferred
9L - Central Limited (NEW)	<p>In addition to the terminal stops, proposed stops are at: Elizabeth/Kings, Central/The Plaza, Central/Eastcrest, Central/Eastway, Central/Progress, Central/Sharon Amity, Eastland Mall, Albemarle/Executive Dr., Albemarle/Farm Pond, and Albemarle/W.T. Harris.</p> <p>This service is proposed for 10-minute peak service frequency. Combined with Route 9, this will result in 5-minute peak service on Central Avenue.</p>	Deferred
10 - West Blvd	<p>Streamline service on West Boulevard and re-align the service into Uptown on South Boulevard (rather than Mint) to service the East/West Station. Service on Mint Street will be provided by the Route 25.</p> <p>Discontinue the current Beam Road, Capital Drive and Airport Cargo Terminal deviations on Route 10 due to low productivity.</p> <p>Re-design current routes to service the following routes:</p> <p>Kenhill/Seymour/Old Steele Creek – will be served by the proposed Route 30, which will be streamlined on Old Steele Creek.</p> <p>Amay James – will be served by the proposed Route 25.</p> <p>South Stream – Provide a new shuttle service from the Tyvola station.</p> <p>Shorten the Boulevard Homes circulation pattern by using Brooksvale, Burnette, and Leake.</p> <p>Frequency is every 10 minutes during peaks, every 15 minutes during midday, and every 30 minutes during evening on weekdays. Operate 15 minutes during midday and every 30 minutes during evening on Saturday. Operate every 30 minutes during midday, and every 60 minutes during evening on Sunday.</p> <p>Pending resource availability, consider improving Sunday midday service to every 15 minutes.</p> <p>Maintain existing route alignment between the CTC and UNCC, including the Canterwood shortline pattern and limited peak-period pull-in/pull-off service to Pavilion/N. Tryon.</p>	Completed with Modifications and/or Deferred
11 - N Tryon	<p>During weekday peaks and midday, operate every 10 minutes, alternating between the Canterwood shortline and the UNCC longline. On Saturday during the midday, operate every 15 minutes, alternating between the Canterwood shortline and the UNCC longline. On Sundays during the midday and during all evenings operate only to UNCC, every 30 minutes during Sunday midday, weekday evening, and Saturday evening and every 60 minutes Sunday evening.</p> <p>If resources are available, operate the Saturday midday service pattern on Sundays as well, although for a shorter duration.</p> <p>In conjunction with the light rail start-up, segment the existing South Boulevard bus service as follows:</p>	Completed with Modifications and/or Deferred
12 - South Blvd	<p>Route 10 West Boulevard and Route 19 Park Road will serve South Boulevard between the CTC and the East/West Station.</p> <p>Route 12A will serve South Boulevard between the East/West Station and Woodlawn Station. On the north end, this route will utilize a terminal loop consisting of South Boulevard, East Boulevard, Hawkins, and Tremont. On the south end, Route 12 A will enter the Woodlawn Station. Between the terminal stations, the route stays on South Boulevard</p> <p>Route 12B will operate between the Woodlawn Station and Arrowood Station, operating into the station at the terminals.</p> <p>Route 12C will operate between the Arrowood Station and Carolina Place Mall using the existing Route 12 alignment, except for the Longleaf deviation in the northbound direction, which will be reassigned to the new Archdale/Park/Sharon route.</p> <p>Routes 12A, 12B, and 12C will operate every 15 minutes during weekday peak periods and every 30 minutes at all other times of operation. Primary emphasis will be on coordinating bus/rail connections, with secondary emphasis placed on coordination between adjacent South Corridor bus routes</p> <p>Consolidate all bus service on lower Statesville Rd. (currently split between Routes 13 and 21) onto Route 13 to provide continuous bidirectional service between Graham and Nevin.</p>	Completed with Modifications and/or Deferred
13 - Nevin	<p>Streamline the route alignment between Statesville/Graham and the CTC to utilize Graham St. and Trade St.</p> <p>Operate every 30 minutes during weekday peak and all midday periods and every 60 minutes during all evening periods.</p>	Completed with Modifications and/or Nullified

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Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
14 - Providence Rd	<p>Consolidate this route onto a single alignment using Elizabeth, Hawthorne, and Providence, and discontinue the low performing route deviations on Lansdowne and Coleville.</p> <p>Operate every 30 minutes during weekday peak and midday periods and every 60 minutes at all other times.</p> <p>Consider 30-minute Saturday and Sunday midday service frequencies, if funding is available.</p>	Completed with Modifications
15 - Randolph Rd	<p>Consolidate this route with Route 28 McAlway, as both routes currently serve portions of Randolph.</p> <p>Operate existing Route 15 between CTC and Randolph/Sam Drenan, then deviate to serve Mecklenburg County Human Services and the Grier Heights neighborhood, then resume on Randolph at Billingsley at least as far south as Randolph/Gaynor.</p> <p>Consider discontinuing the existing Route 15 service southeast of Randolph/Gaynor due to low productivity.</p> <p>Operate every 15 minutes during weekday peak and midday periods, every 30 minutes during weekend midday periods, and every 60 minutes during all evening periods.</p>	Completed with Modifications
16 - S Tryon	<p>Operate a common trunk between Uptown and South Tryon-Pressley, with one branch going via Pressley to the Roseland Apartments and the other branch continuing South Tryon to Tyvola to the new LR station.</p> <p>Frequency is every 15 minutes during weekday peaks and midday, alternating between Pressley and Tyvola branches. During weekday evening and weekend midday periods, operate every 30 minutes, alternating between the branches. During weekend evenings, operate every 30 minutes, alternating between the branches if resources permit.</p>	Completed with Modifications
17 - Commonwealth	<p>Strengthen this service, which is in proposed Independence Blvd. rapid transit corridor, by extending from Crown Pointe Executive Center to the Target store on Independence Pointe Pkwy. in Matthews. This will provide a stronger route anchor and allows riders destined for Matthews additional trip options if Routes 17 and 27 Monroe can be interlined at the outer end. Passengers would have the option of taking the next bus and riding around between the outer ends of the two routes.</p> <p>Operate every 15 minutes during weekday peak periods, every 20 minute during weekday midday periods, and every 30 minutes during weekday evenings. On Saturday and Sunday, operate every 30 minutes during the midday and every 60 minutes during the evening.</p>	Deferred
18 - Selwyn	<p>Consolidate Route 6 Kings Drive with Route 18 Selwyn Avenue. Operate between CTC and Queens University using Trade/4th, McDowell, Kenilworth, Baxter, Kings, Morehead, Romany, Kenilworth/Scott, East to W. Queens, then follow existing Route 18 Alignment to South Park Mall.</p> <p>Operate a short line pattern between CTC and Queens University, looping using Radcliffe, Selwyn, and Wellesley.</p> <p>Operate a 15-minute shortline/30-minute longline during weekday peaks. Operate every 30 minutes on the longline during weekday midday, Saturday and Sunday. In the evenings, operate the longline every 30 minutes on weekdays and every 60 minutes on Saturdays and Sundays until approximately 9 p.m.</p>	Deferred
19 - Park Rd	<p>Due to low utilization south of Fairview, simplify Route 19 to operate a standard pattern using the existing alignment between CTC and South Park Mall Transit Center.</p> <p>Modify the alignment approaching Uptown to utilize East Blvd., South Blvd., and Caldwell/Brevard.</p> <p>Discontinue then limited service to Marion Diehl Senior Center. Service on Park between Archdale and Sharon will be replaced by the new Archdale/Park/Sharon light rail feeder service, and the current limited service on Johnson Rd. and Park between Johnson and NC51 will be replaced by the proposed Route 43 Ballantyne.</p> <p>Operate every 15 minutes during weekday peaks and every 30 minutes during weekday midday and evening periods. On the weekends, operate every 30 minutes during the midday and every 60 minutes during the evenings.</p>	Completed with Modifications and/or Deferred
20 - Queens	<p>Because of low utilization resulting from serving an area with a low propensity for transit usage and from competition from other routes, it is proposed to operate Route 20 only during weekday peak periods.</p> <p>Route 20 will operate the existing alignment as far south as Park Rd. /Sharon Road West, then continue Sharon Road West to the Sharon Road West Station</p> <p>Route 20 will operate every 30 minutes during weekday peak periods only.</p>	Deferred
21 - Double Oaks	<p>Simplify and improve user-friendliness of this route by providing bidirectional service on Double Oaks between Samuel and Oaklawn.</p> <p>Keep this route on its current alignment using Dalton and Tryon.</p> <p>Operate every 15 minutes during weekday peak periods, every 30 minute during weekday midday periods, and every 60 minutes during weekday evenings. On Saturday, operate every 30 minutes during the midday and every 60 minutes during the evening. Operate every 60 minutes all day Sunday.</p> <p>If resources are available, consider improving Sunday midday service to every 30 minutes.</p>	Completed with Modification and/or Deferred

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Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
22 - Graham	<p>To provide off-peak access to the County's 311 Call Center, realign service in University Research park to serve Mallard Creek, Mallard Creek Church, Claude Freeman, David Taylor, and Research/Technology Drives.</p> <p>Streamline the alignment approaching Uptown by utilizing Graham to Trade St.</p> <p>Discontinue the short line service to Ennis.</p> <p>Operate a 30-minute service frequency at all times.</p>	Completed with Modification and/or Deferred
23 - Shamrock	<p>To eliminate competition with Route 3 The Plaza and to create a longer, more continuous corridor, consolidate Route 23 with route 4 Country Club.</p> <p>Modify the existing Route 4 alignment to use Seigle 1h, McDowell, 7th, Davidson, and 4th (inbound)/Trade (outbound).</p> <p>Discontinue service on Matheson, Mecklenburg, and Belvedere because of low ridership and connect Route 4 alignment to the current 23 alignment at The Plaza/Shamrock.</p> <p>When operating more frequently than 30 minutes, operate a shortline at Eastway together with the longline to East Town Market.</p> <p>During the weekday peak, operate every 10 minutes, alternating shortline and longline trips. During the weekday midday, operate every 15minutes, alternating shortline and longline trips. During weekday evenings as well as weekend midday periods, operate only the longline every 30 minutes. During weekend evenings, operate the longline pattern every 60 minutes.</p>	Completed with Modifications and/or Deferred
24 - Windsong Trails	<p>To serve the Windsong Trails residential area, a light rail feeder service is proposed operating from the Archdale Station via Archdale, High Meadow, Farmhurst, Nations Ford, Arrowood, Windsong Dr., and looping via Softwind, Shadowood, Gentle Breeze, Peaceful Glen, and Echo Cove back to Windsong Dr. to Hebron to CPCC and loop back to Arrowood, returning to the Archdale Station.</p> <p>This feeder service will operate every 30 minutes in peak and midday periods and every 60 minutes at other times. Consideration should be given to interlining this route with the Sharon West/Park/Archdale LR feeder.</p> <p>The South Boulevard service will be replaced by the new light rail service and Routes 12A and 12B.</p> <p>Service on Tyvola between South Blvd and Nations Ford will be replaced by the proposed Route 16 S. Tryon service.</p> <p>Nations Ford between Tyvola and Arrowood will be served by the new Nations Ford light rail feeder route (see Nations Ford proposal below).</p> <p>Arrowood Rd., South Tryon, and Westinghouse Boulevard will be served by proposed Route 41A and 41W light rail feeders (see 41X Arrowood below).</p> <p>The Griffith Road and Edgegreen/Echodale loop will be discontinued due to low productivity.</p>	Completed with Modifications and or Deferred
25 - Clanton Park	<p>To maintain service on Mint Street outside of Uptown as well as maintain access to the neighborhood areas between West Blvd. and I-77, operate Route 25 between CTC and Amay James Center using Trade, Mint/Poplar, West, Barringer, Manchester, Clanton, West Blvd., Romare Bearden, Caronia, and Amay James.</p> <p>This service should operate every 30 minutes during weekday peak and midday periods and during the day on weekends (no evening service).</p>	Completed with Modifications
26 - Oaklawn	<p>To improve network connectivity and to provide a stronger route terminal, Route 26 should be extended from Newland/Gilbert by way of Gilbert, Beatties Ford, and Rosa Parks to Rosa Parks Place Community Transit Center. This extension will provide transfer opportunities with Route 7, Route 30, as well as the Route 201, 202 and 238 neighborhood circulators.</p> <p>Streamline the alignment approaching Uptown by utilizing Graham to Trade St.</p> <p>Operate every 30 minutes during weekday peak, weekday midday, and Saturday midday periods. Operate every 60 minutes at all other times.</p>	Completed with Modifications
27 - Monroe	<p>The proposal for Route 27 is to eliminate the current peak-period service to Crown Pointe Executive Dr., because of low utilization, and operate all service to Matthews Township Parkway in Matthews.</p> <p>With the proposed extension of Route 17 Commonwealth to Matthews Township Parkway there will be the opportunity to interline both routes, thereby providing passengers destined for this area the opportunity to use either of the services.</p> <p>Operate every 15 minutes during weekday peak periods, every 20 minute during weekday midday periods, and every 30 minutes during weekday evenings. On Saturday and Sunday, operate every 30 minutes during the midday and every 60 minutes during the evening.</p>	Completed with Modifications
28 - McAlway	<p>See Route 15 Randolph proposal.</p> <p>Consolidate this route with Route 15 Randolph, as both routes currently serve portions of Randolph Rd.</p>	Completed

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Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
29 - UNCC	<p>To strengthen the CATS network and improve route connectivity, Route 29 should be streamlined and split into two routes: Route 29, which would operate between University Place Shopping Center and Eastland Mall, and Route 33, which would operate between Eastland Mall and South Park Mall Transit Center. Schedules would be synchronized at Eastland Mall to facilitate through trips.</p> <p>Route 29's alignment should be W.T. Harris between The Plaza and Milton.</p> <p>During peak periods at shift times, Route 29 should be extended to serve University Research Park.</p> <p>Service frequency on both Route s 29 and 33 should be as follows: every 30 minutes during weekday peak and midday periods; Saturday and Sunday - 30-minute midday and 60-minute evening service. Evening service (operating to 9 or 10 p.m.) should operate every 60 minutes on all days.</p>	<p>Deferred to CTSP 2013-2017</p> <p>Deferred to CTSP 2013-2017</p> <p>Completed</p> <p>Deferred to CTSP 2013-2017</p>
30 - Crosstown and 31 - Southside	<p>To strengthen the route network, these two routes are combined into a single route with some streamlining of the alignment for a more directly connection to the radial corridors.</p> <p>Maintain the current alignment between Rosa Parks Place Transit Center and Ashley-Wilkinson, then realign via Wilkinson Boulevard, Old Steele Creek Boulevard, and West Boulevard to Clanton. From West/Clanton, operate existing Route 31 alignment to Woodlawn/ Selwyn, then realign to use Woodlawn, Runnymede, Barclay Downs, and Morrison to South Park Mall Transit Center. This route will have a transfer opportunity with the Lynx Blue Line at the Woodlawn Station.</p> <p>Improve weekday peak and midday service to every 30 minutes, and add Saturday and Sunday midday service (every 30 minutes) and daily evening service (every 60 minutes).</p>	<p>Completed with Modification and/or Deferred</p>
32 - Eastway/ Wendover (NEW)	<p>To further strengthen network connectivity, create a new eastside inner-ring crosstown route between North Tryon Rd. and South Park Mall Transit Center. This new route will begin from North Tryon/Sugar Creek (terminal loop consisting of N. Tryon, Craighead, Glory and Sugar Creek) and operate via Sugar Creek, Eastway, Wendover, Marvin, Billingsley, Randolph, Wendover, Sharon, and Morrison to South Park Mall.</p> <p>A shortline pattern will operate only as far south as Mecklenburg County Human Services complex.</p> <p>This new crosstown will operate every 15 minutes in the weekday peak periods (alternating shortline and longline trips), ever 30 minutes during midday periods (alternating shortline and longline trips), and every 60 minutes during the evenings (all longline trips).</p>	<p>Deferred</p>
34 - Freedom Dr	<p>To eliminate the existing competition with Route 8 Tuckaseegee and provide bidirectional service on Freedom Drive, Route 34 should be realigned as follows:</p> <p>Use Trade St. and Wesley Hts. rather than Cedar and 4th St. extension;</p> <p>Streamline to use straight Freedom Dr. between Walnut and Berryhill;</p> <p>Operate bidirectional service on Freedom between Ashley and Moores Chapel Rd.</p> <p>The proposed Route 208 will replace existing Route 34 service on Toddville Rd. and the I-85 service roads.</p> <p>Operate every 15 minutes during weekday peak, every 30 minutes during weekday midday, and every 60 minutes during weekday evenings. On Saturday, operate every 30 minutes during the midday; on Sunday, operate every 60 minutes during midday (no weekend evening service).</p>	<p>Completed with Modification and/or Deferred</p>
39 - Eastway	<p>See Route 32 proposal for new service on Eastway. The Central Avenue service will be supplemented with the new Route 9 Limited</p>	<p>Deferred</p>
40x Albemarle Rd	<p>Simplify Route 40X by operating the Pence/Albemarle pattern for all trips. Do not make the Lawyers/Idlewild/Harris loop.</p> <p>Streamline Uptown alignment to improve travel times. Inbound, the current Uptown circulation on inbound trips after leaving CTC should be eliminated. Operate current level of peak-direction trips, but all via the Pence/Albemarle branch.</p> <p>Avoid operating reverse commute trips unless there is demonstrated ridership.</p>	<p>Deferred</p>

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Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
41x - Arrowood	<p>See also Arrowood Peak Light Rail Feeder</p> <p>The area currently served by Route 41X (Arrowood Rd., South Tryon Rd., and Westinghouse Boulevard) should be served by two new light rail feeder routes: Route 41A Arrowood will operate between Arrowood Station and the Target store at York/Steele Creek (by way of Whitehall Commons Shopping Center), using Arrowood Rd., South Tryon/York to Steele Creek. This is proposed to be a seven-day a week service.</p> <p>Route 41A should operate a longline pattern between Arrowood Station and the Target store, via Whitehall Commons. On weekday evenings, after Route 41W service has ceased, this pattern should be deviated to serve the Arrowood hub. During weekday peaks, the longline pattern should alternate with a shortline pattern between Arrowood Station and Whitehall Commons Shopping Center.</p> <p>Route 41A will operate every 15 minutes during weekday peaks (alternating shortline and longline trips), every 30 minutes during weekday midday (all longline trips) and every 60 minutes in the evening (on an extended longline pattern serving the Arrowood hub). On weekends, Route 41A will operate every 30 minutes during the midday (longline pattern) and every 45 minutes in the evenings (longline pattern).</p> <p>Route 41W Westinghouse, a weekday-only service, will operate between the I-485/South Blvd. light rail station and York Rd. /Nevada Boulevard using South Boulevard, Westinghouse Blvd, and a terminal loop consisting of York Rd., Nevada Boulevard and Granite St.</p> <p>Route 41W is proposed to operate every 30 minutes to York/Nevada during the weekday peak and midday periods. No evening or weekend service is planned at this time.</p> <p>Route 41W service should be synchronized with the Arrowood Peak LRT feeder route during weekday peak period to create 15-minute service frequency along Westinghouse Blvd. There is an opportunity to achieve peak vehicle savings by interlining these routes in the peak period.</p>	Completed with Modifications and/or Deferred
42x - Paramount	<p>The current 42X seasonal express service between Uptown and Paramount Carowinds theme park should be replaced by a feeder bus (Route 42) from the I-485/South Blvd Station.</p> <p>The alignment for this bus will be South Boulevard, I-485, I-77, Carowinds Boulevard, and Catawba Trace, however, this could be modified if a faster alternative is found.</p> <p>This route will operate non-stop between the I-485/South Blvd Station and the theme park.</p> <p>Service will operate every 45 minutes during the day and every 60 minutes at night with first arrivals/last departures coordinated with the park's hours of operation.</p>	Completed with Modifications
45x - Carmel Rd	<p>Operate only the current peak-direction commute alignment from Carmel/Vista Grande.</p> <p>Operate at current service levels.</p>	Completed
48x - Huntersville Gateway	<p>As part of the strategy to provide faster express rides for current riders using Route 77X as well as increase the attractiveness of the Huntersville Gateway Park and Ride, it is proposed to split off peak service to Huntersville Gateway from Route 77X and create a new route 48X dedicated to this park and ride lot. This new express route will terminate at Statesville/Rich Hatchet and will operate using Statesville Rd. (entering the park and ride) and Gilead Rd. between I-77 and the Statesville/Rich Hatchet.</p> <p>Simplify Uptown alignments to improve travel times--the extensive current circulation pattern will be discontinued. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77. Simplifying the Uptown routing offers the possibility of interlining with other express routes, particularly those using the Independence Blvd. busway.</p> <p>Peak-period, peak-direction service should be operated every 15 minutes.</p> <p>Route 77X will provide off-peak access to Huntersville Gateway Park and Ride.</p>	Completed with Modifications
51x - Idewild Rd	<p>Strengthen this route by appending the Mint Hill branch of Route 40X. From the current terminus at St. John Neumann Park and Ride, extend via Idlewild, Margaret Wallace Rd., Lebanon Rd., and Lawyers Rd. to NC51.</p> <p>Operate every at existing service levels.</p>	Completed with Modifications
53x - Northlake Mall	<p>Shorten current reverse-commute service to Wachovia at Twin Lakes, which is currently operates to Huntersville Gateway Lot, and connect to the commute service at Northlake Mall.</p> <p>Simplify Uptown alignments to improve travel times. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77.</p> <p>Continue to operate current 30-minute peak period headways. If resources are available, consider operating the commute service every 15 minutes in peak periods.</p> <p>Midday return service to Northlake Mall will be operated on Route 77X.</p>	Completed with Modifications and/or Deferred
54x - University Research Express	<p>No change to current routing or service pattern at outer end.</p> <p>Simplify Uptown alignments to improve travel times. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77.</p> <p>Continue to operate existing service levels.</p>	Completed with Modifications

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Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
61x - Arboretum Express	Maintain existing outer route alignment serving Providence Promenade and Arboretum Shopping Center Park and Rides. Simplify Uptown alignments to improve travel times. Inbound service will use via 4th St., Poplar St, and Trade St to Gateway. Outbound service will begin at Gateway and travel via Trade St., Church and 3rd St. Continue to operate existing service levels.	Completed
62x - Rea Rd	Operate on Rea Rod to Providence Rd., discontinue Old Providence Road segment. Discontinue the turnaround loop on Hwy. 51, Elm, and Ballantyne Commons Pkwy. segment. Consider using Ballantyne Commons Pkwy., Elm, Williams Pond as the terminal loop. Simplify Uptown alignments to improve travel times. Inbound service will use via 4th St., Poplar St, and Trade St to Gateway. Outbound service will begin at Gateway and travel via Trade St., Church and 3rd St. Operate current peak-period, peak direction service level.	Completed with Modifications
64x - Independence Blvd	Operate on Independence Blvd. past BJ's Park and Ride, with the Matthews Independence Pointe Park and Ride as the outer terminal. Inbound, operate Independence Blvd., John Belk Fwy., 4th St. inbound. Outbound, operate 4th St., College, 11th St., I-277, and Independence Blvd. Operate current level of peak-period, peak direction service.	Completed
65x - Matthews Express	Continue to operate from Matthews Independence Pointe Park and Ride, but serve only limited stops on Monroe to the busway. Serve BJ's park and ride from the street. Inbound, operate Independence Blvd., John Belk Fwy., 4th St. inbound. Outbound, operate 4th St., College, 11th St., I-277, and Independence Blvd. Operate every 15 minutes peak-period/peak direction.	Completed with Modifications and/or Deferred
66x - Sharon Rd Express	Weekday peak-period service on Queens and Sharon Rd. as far south as Sharon Rd. West to be provided on Route 20. The current peak-period service on Park between Johnson and NC51 will be replaced by the proposed Route 43 Ballantyne, which will be a seven-day a week service.	Route Discontinued
74x - Union County Express	No changes planned in the outer alignment of this route. Streamline Uptown alignment to improve travel times. Inbound, the current Uptown circulation on inbound trips after leaving CTC should be eliminated.	Completed with Modification and/or Deferred
77x - North Mecklenburg	In peak periods, Route 77X should serve only the Davidson, Cornelius, and Huntersville Northcross Park and Rides. Between Cornelius and Huntersville Northcross, I-77 should be utilized between Catawba and Sam Furr Roads. Route 48X will serve Huntersville Gateway Park and Ride during peak periods. Operate 15-minute peak-direction service frequency. In off-peak periods, serve Davidson, Cornelius, Huntersville Northcross and Huntersville Gateway Park and Rides as well as the Northlake Mall Park and Ride. Provide hourly service during off-peak periods.	Completed with Modifications
80x - Concord Express	To provide a faster, more attractive commute trip on this regional express route, streamline the route to minimize the arterial alignment and maximize the freeway alignment. Maintain existing alignment between Concord and Speedway Blvd., and then operate Speedway, I-85, and I-77 to Uptown. Simplify Uptown alignments to improve travel times. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77. Discontinue current reverse commute service to Concord Mills due to low utilization. Operate existing, peak direction service levels. If resources are available, consider 15-minute peak frequency.	Completed with Modifications and/or Deferred
81x - Wachovia CIC Shuttle	Operate existing route alignment and service levels.	Route Discontinued
82x - Rock Hill	To use the new light rail connection at I-485/South Boulevard and to reduce resource requirements, operate this as an express feeder to the new light rail. Serve existing alignment and park and ride lots to I-77/I-485, then use I-485 and South Boulevard to new I-485 Light Rail Station. Thirty-minute weekday peak only service.	Deferred
83x - Mooresville	No changes proposed for outer alignment or for service level. Simplify Uptown alignments to improve travel times. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77.	Route Discontinued
85x - Gastonia	No changes proposed for outer alignment or for service level. Simplify Uptown alignments to improve travel times. The route will use I-77, Trade St., Church and 3rd St. inbound. Outbound service will start at 4th/McDowell and operate via 4th St., Poplar St, and Trade St to I-77.	Completed

APPENDIX E: STATUS OF 2007-2012 CTSP RECOMMENDATIONS

Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
88x - Lincoln County	No changes proposed for outer alignment or for service level. Simplify routing to/from Uptown. Inbound use Brookshire Freeway, I-77, and Trade, Church, and 3rd. Outbound, use 4th, Poplar, Trade, and Beatties Ford to Brookshire (Hwy 16).	Completed with Modifications
96 - Davidson and 97 Cornelius	To save resources while continuing service to key activity generators currently served, consolidate these two routes into a new Route 95. Operate the Route 96 alignment from Sadler Square P&R via Main St. to Cornelius Town Hall, then continue straight Catawba Rd. (no deviation), Sam Furr Rd, Statesville, looping through Northcross Shopping Center and across Sam Furr into North County Library, then continuing Statesville Rd. to Huntersville Gateway P&R. Operate seven days a week, every 60 minutes, during existing spans. Coordinate schedules with new Route 94 South Huntersville at Huntersville Gateway P&R.	Completed with Modifications and/or Deferred
98 - McCoy Rd and 99 - Huntersville	To improve service frequency while maintaining connectivity to North Huntersville, consolidate these two routes into a new Route 94. Operate the existing southern portion of Route 98 from Hambricht Rd. to Huntersville Gateway P&R Lot via McCoy/Gilead (no deviations), then operate Statesville, Gilead, Old Statesville, Ramah Church, Glendale, Huntersville-Concord Rd., Gilead, Old Statesville, Dellwood, Central, Holbrooks, Old Statesville, Verhoeff to Huntersville Athletic Park. Operate seven days a week, every 30 minutes, during existing spans. Coordinate schedules with new Route 95 Davidson/Cornelius at Huntersville Gateway P&R.	Deferred
201 - Garden City	Streamline this route by discontinuing the McCallister Loop. Operate every 30 minutes, except for weekend evenings (60 minutes).	Completed with Modifications and/or Deferred
202 - Washington Heights	To maintain community service coverage currently provided while improving network connectivity in the area between Beatties Ford and North Tryon Roads, the Routes 202, 203, and 231 are being consolidated into a simplified crosstown route operating between Centre/Kentucky and N. Tryon/30th, using Kentucky, Honeywood, Tennessee, Carrier Dr., English, Lasalle, Statesville, Norris, Poplar, 31st, and Tryon. Due to low productivity, service will be discontinued on Booker, Redbud, Celia, Newcastle, Kay, Southwest, Burbank, Syracuse, Botany, Senior, Carmine, Moretz, Montreat, Norris, Isenhour, Justice, McArthur, Peaceful Way, Rising Oak, Spring, Polk and Spratt. Operate 7 days a week, every 30 minutes except for evenings (60 minutes). If funding is available, consider 15-minute peak service and extension to Sugar Creek.	Route Discontinued
206	Operate a shortened, modified version of Route 236 between Presbyterian Hospital and the East/West Station. Alignment will utilize Elizabeth, Hawthorne, 4th, Independence, Kings, Morehead, Euclid, East, West, Hawkins, Tremont, and Camden. Operate seven days a week. Operate 15 minute peak headways and 30-minute headways during midday and evening periods. If resources become an issue, consider not operating this route during weekday and Saturday evenings and all day Sundays.	Route Discontinued
208 - Paw Creek	Operate between Rosa Parks Transit Center and Billy Graham/Boyer via Rosa Parks, N. I-85 Service Rd., Tennessee, Hoskins, Hovis, Bealer, Exchange, Toddville, Tuckaseegee, I-85 Service Rd., Little Rock, I-85 Service Rd., Billy Graham, Boyer, Wilkinson, Boyer to Billy Graham. Operate every 30 minutes during weekday peaks and every 60 minutes at all other times. No Sunday service.	Route Discontinued
211 - Sugar Creek	Streamline to improve directness between Bilmak/Pondella and Hidden Valley/Yuma as follows: Bilmak, Echo Glen, Valen, Mt. Kisco, Squirrel Hill, Thornwood, Cinderella, and Hidden Valley. No changes proposed to current service levels.	Completed
220 Windsor Park	Consolidate the Existing Routes 220 and 232 into a single route. Operate between Eastland Mall and Mecklenburg County Social Services complex via Central, Sharon Amity, Sudbury, Enfield, Kilborne, Eastway, Wendover, Marvin, Burkland, Rodman, Sam Drenan, Skyland, Dunn, Orange, Randolph, and Billingsley. At all times when service operates, operate every 45 minutes.	Completed with Modifications
221 - Harris/Idewild	Operate existing Route 221 route between Eastland Mall and Conference/Monroe. On weekdays, interline with Route 222 at Eastland Mall during peaks and midday, operate 30-minute peak and base headways, which will produce 15-minute trunk on Central/Albemarle between Eastland Mall and W. T. Harris. At all other times operate 45-minute headway, alternating with Route 222 and synchronized with Route 9 at Eastland Mall.	Completed with Modification and/or Deferred
222 - Pence Rd	Operate existing Route 221 alignment between Eastland Mall and Pence/Harrisburg, and then operate Harrisburg and Albemarle to the Target store. On weekdays, interline with Route 221 at Eastland Mall during peaks and midday, operate 30-minute peak and base headways, which will produce 15-minute trunk on Central/Albemarle between Eastland Mall and W. T. Harris. At all other times operate 45-minute headway, alternating with Route 221 and synchronized with Route 9 at Eastland Mall.	Deferred
231 - Tryon Hills	See Route 202	Route Discontinued

APPENDIX E: STATUS OF 2007-2012 CTSP RECOMMENDATIONS

Route	CTSP FY07-FY12 Service Recommendations	CTSP FY07-FY12 Implementation Status
232 Grier Heights	See also Route 220 Consolidate the Existing Routes 220 and 232 into a single route. See Route 220 for details.	Completed
234 - Cityview	See also Route 238 Discontinue this route due to duplication of service on Route 1 Rozzelles Ferry, proposed Route 34 Freedom Dr., and proposed Route 202.	Route Discontinued
235	Discontinue this route due to duplication of service on proposed Routes 2, 25 and 30.	Deferred
236 - Revolution Park	See Route 206	Route Discontinued
238 - Paw Creek	See Route 208	Route Discontinued
Blue Goldrush	Consider discontinuing due to low performance.	Route Discontinued
Orange Goldrush	No changes proposed.	Completed
Red Goldrush	In anticipation of the route terminating at the Gateway Transit Center, discontinue passenger boardings on Sycamore or Irwin.	Deferred
Scaleybark/ Marsh Light Rail Feeder	New service recommended by CATS Feeder Bus Plan. Service extends from the South Tryon Bus Garage via New Bern (to serve the New Bern Station), Marsh, Park, Woodlawn, and terminates at the Scaleybark Station. Operate seven days a week, every 30 minutes at all times.	Completed with Modifications
Archdale/Park/ Sharon West Light Rail Feeder	To maintain access to Uptown from the segment of outer portions of Park Rd. and Quail Corners Shopping Center, a new rail feeder route is proposed between the Archdale Station and Sharon Road West Station. This route will utilize Archdale, Park, and Sharon West, and will operate via South Boulevard, Longleaf Dr. and South back to the Sharon West station on southbound trips, replacing the existing Route 12 service. Operate seven days a week. Frequency is every 30 minutes during weekday peaks and every 60 minutes at other times.	Completed with Modifications and or Deferred
Nations Ford Light Rail Feeder	To replace the existing Route 16 and Route 24 service on Nations Ford Rd., a new light rail feeder is proposed to operate between the Woodlawn Station and Arrowood Station, utilizing Woodlawn, Nations Ford, and Arrowood. Operate seven days a week. Frequency is every 15 minutes during weekday peak periods, every 30 minutes during all midday periods, and every 45 minutes during all evening periods. Because of its estimated round-trip cycle, consideration should be given to interlining this route with Route 12A at Woodlawn Station during weekday midday period.	Completed with Modifications
Ballantyne Light Rail Feeder (Route 43)	To provide all-day service from the I-485/South Blvd. Station to the employment centers at Ballantyne Corporate Park as well as replace selected outer segments of Route 66X Sharon Road. The alignment is South Boulevard, I-485, Pineville-Matthews, Park, Johnston, John J. Delaney, Brixham Hill, Ballantyne Corporate, and Ballantyne Commons. This will be 7-day service, operating every 30 minutes during weekday peaks and every 60 minutes at all other times.	Completed with Modifications and/or Deferred
West Tyvola Light Rail Feeder	To replace service currently being provided on Route 10, it is proposed to institute a feeder bus route between the office parks in the vicinity of Beam Rd., Yorkmount Rd., and West Tyvola Rd. and the Tyvola Station and extend service to South Park. Proposed alignment will utilize Fairview, West Tyvola, South Stream, Water Ridge, and Yorkmount to West Blvd. to Boulevard Homes complex. It is proposed to operate this service on weekdays only, every 30 minutes during the peaks and every 60 minute in the midday and evening.	Completed with Modifications and/or Deferred
Arrowood Peak-Period Light Rail Feeder	This route will operate to/from the I-485/South Blvd. Station (AM) via South Boulevard, Westinghouse Boulevard, Westinghouse Commons, Westlake Dr., Westinghouse Commons, Steele Creek, Brown-Grier Rd./Arrowood Rd., Whitehall Park Dr., York, Westinghouse Boulevard, South Blvd back to I-485 station. The loop segment would be reversed in PM. Operate every 30 minutes in peak.	Completed with Modifications

APPENDIX F: ROUTE PROFILES

Route 1 Mt Holly

Key Destinations: Uptown Charlotte, Biddleville, Rozzelles Ferry Rd, Paw Creek, FedEx, Hoskins, Callabridge Commons Shopping Center

Transfer opportunities: Route 30 at Rozzelles Ferry Rd & Hoskins Rd; Route 34 at Toddville Rd & Freedom Dr

Analysis Summary

This route has a comparable service span to other local routes (5:00am - 1:00am). Route frequency for Weekday service is 20 minutes in the peak hour, and 30 minutes off peak, with hourly late night trips. This route has a variant that runs hourly throughout the day to service Paw Creek and the Mt. Holly-Huntersville Rd area on Weekdays. The route provides 35 minute service on Saturdays, including the Mt. Holly-Huntersville Rd area until 9:00pm. The route provides hourly service on Sundays, but no service to the Mt. Holly-Huntersville area. Late night trips are provided each day of the week.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than similar route types, and a slightly lower than average index score. Most of the boardings along this route occur in the segments closest to the center city, though it is worth noting that the segment that makes up the Paw Creek variant carries more than 50% of the segments from Hoskins to West Todd. The Paw Creek segments do have much fewer passengers per hour during the evening on Weekdays, and overall on Saturdays. These segments could contribute to a lower amount overall of passengers per hour on Saturdays, when compared to Weekdays and even Sundays. Route 1 has improved year over year, increasing its ridership for the past three years. Passengers per hour increased in FY08 and FY09, but decreased in FY10, the same year that the Paw Creek variant was introduced. Outside of the Transit Center, the intersection of Rozzelles Ferry & Hoskins is the next largest ridership generator. Stops are densely placed along this route between Uptown & Rozzelles Ferry and Hoskins. Ridership is generally steady throughout the service day along the route, with more activity along the Paw Creek variant during the Midday than any other time of the day.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:18 AM	12:48 AM	19:30	Weekday	20	30	20	35	60	Weekday	22	26	20	11	5	84
Saturday	5:40 AM	1:48 AM	20:08	Saturday	40	35	35	40	45	Saturday	10	22	12	11	9	64
Sunday	5:55 AM	12:51 AM	18:56	Sunday	60	60	60	60	60	Sunday	7	12	6	7	6	38

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	11.3	14.4	10.9	6.2	1.7	45
Saturday	3.6	15.6	9.0	7.7	2.6	39
Sunday	2.2	3.9	2.1	2.3	1.9	12

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	202	278	190	127	29	826
Saturday	70	348	195	168	45	826
Sunday	42	71	35	41	30	218

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.44	\$1.17	\$1.29	0.92

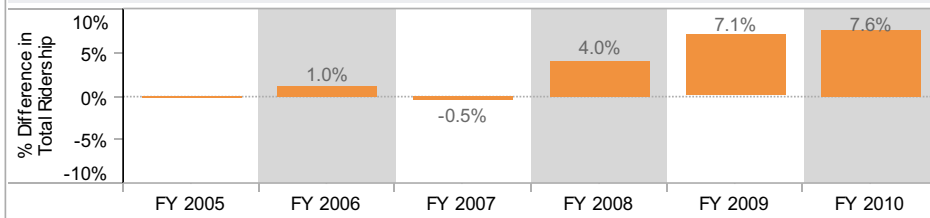
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Rozzelles Ferry & Trade	108	274	218	121	38	759	36	134	120	69	36	395	13	57	36	45	27	178	1,332
Rozzelles Ferry & Trade	Rozzelles Ferry & Hoskins	81	88	50	17	5	241	25	63	27	19	5	139	18	34	14	13	7	86	466
Rozzelles Ferry & Hoskins	Hovis & Salem Church	34	29	20	7	2	92	7	25	13	10	4	59	8	11	6	7	11	43	194
	West Todd & Old Mt. Holly	2	3	1	2	0	8	1	2	1	1		5	0	1	0	0		1	14
Hovis & Salem Church	West Todd & Old Mt. Holly	25	24	14	3	1	67	9	14	8	3		34	8	18	4	3		33	134
West Todd & Old Mt. Holly	Paw Creek Shopping Center	34	34	30	6		104	2	26	14	5		47							151
Paw Creek Shopping Center	Callabridge Commons	42	68	29	13		152	0	55	27	16		98							250
Grand Total		326	520	362	169	46	1,423	80	319	210	123	45	777	47	121	60	68	45	341	2,541

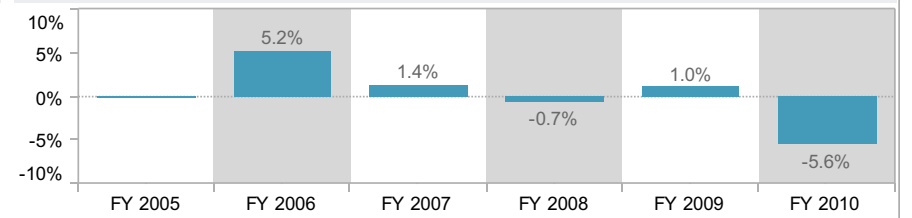
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Rozzelles Ferry & Trade	36	78	75	86	63	67	33	54	75	49	33	51	16	41	45	50	34	38	38
Rozzelles Ferry & Trade	Rozzelles Ferry & Hoskins	30	28	19	14	8	23	25	26	19	16	5	20	26	26	20	16	10	20	20
Rozzelles Ferry & Hoskins	Hovis & Salem Church	43	32	22	23	20	31	23	42	33	33	8	28	40	37	30	35	28	33	33
	West Todd & Old Mt. Holly	3	3	1	5	0	3	3	3	3	3		3	0	3	0	0		1	1
Hovis & Salem Church	West Todd & Old Mt. Holly	23	22	16	8	5	18	23	16	16	6		15	27	36	20	15		28	28
West Todd & Old Mt. Holly	Paw Creek Shopping Center	31	19	30	7		22	10	8	8	3		7							
Paw Creek Shopping Center	Callabridge Commons	23	23	15	8		18	0	10	9	6		9							
Avg. Total		29	36	33	27	27	32	22	20	23	16	17	20	21	31	29	30	24	28	28

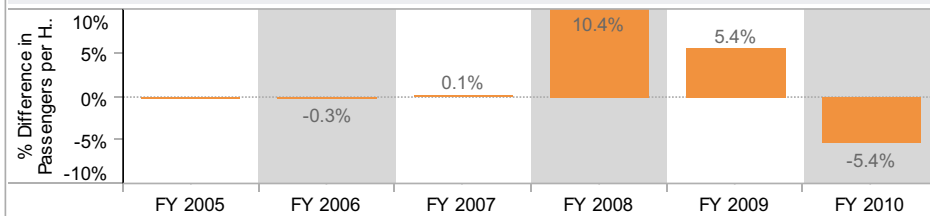
Change in Ridership by Route (Route 1)



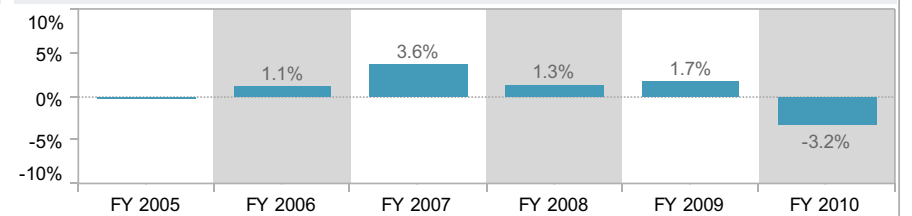
Change in Ridership - Local Routes



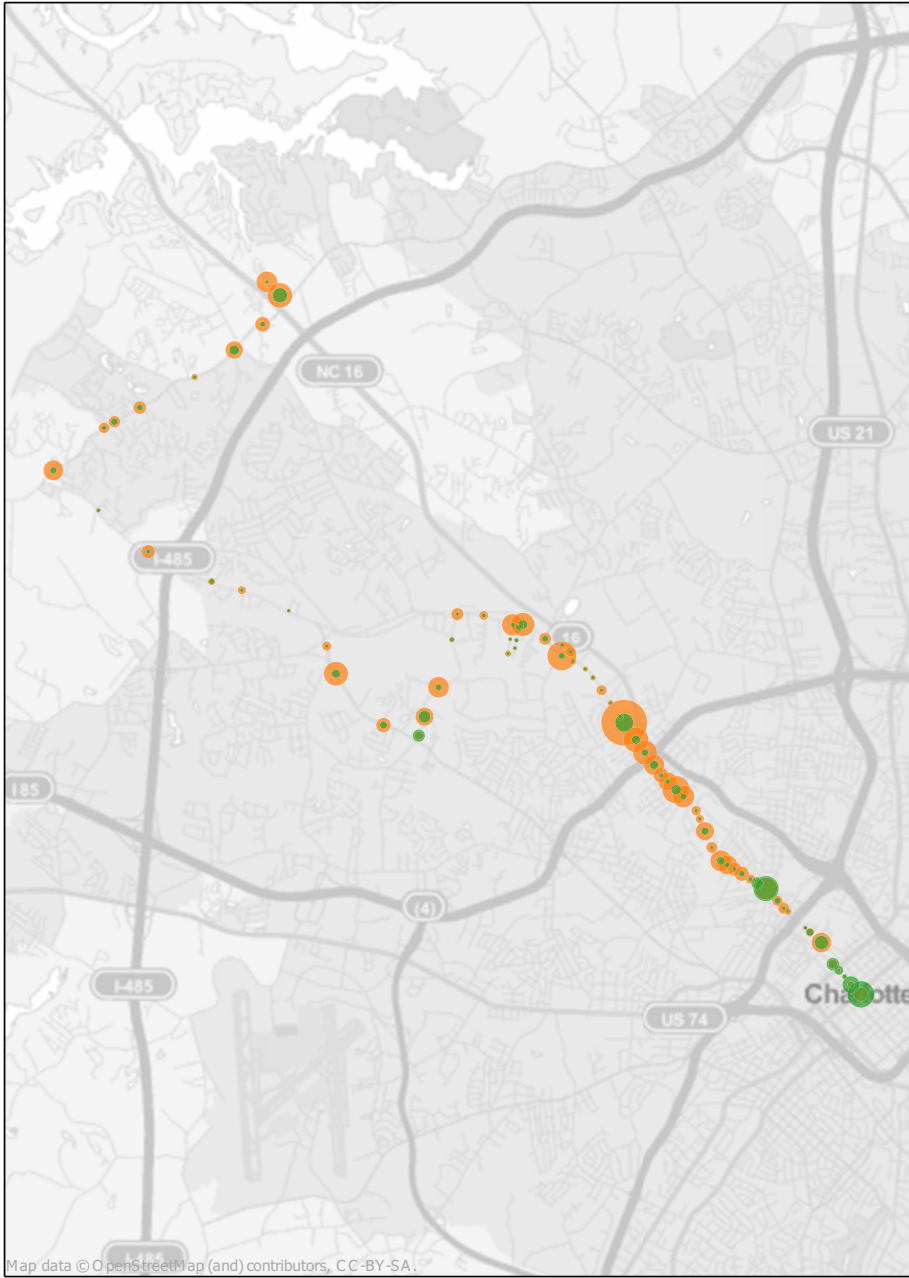
Change in Passengers per Hour by Route (Route 1)



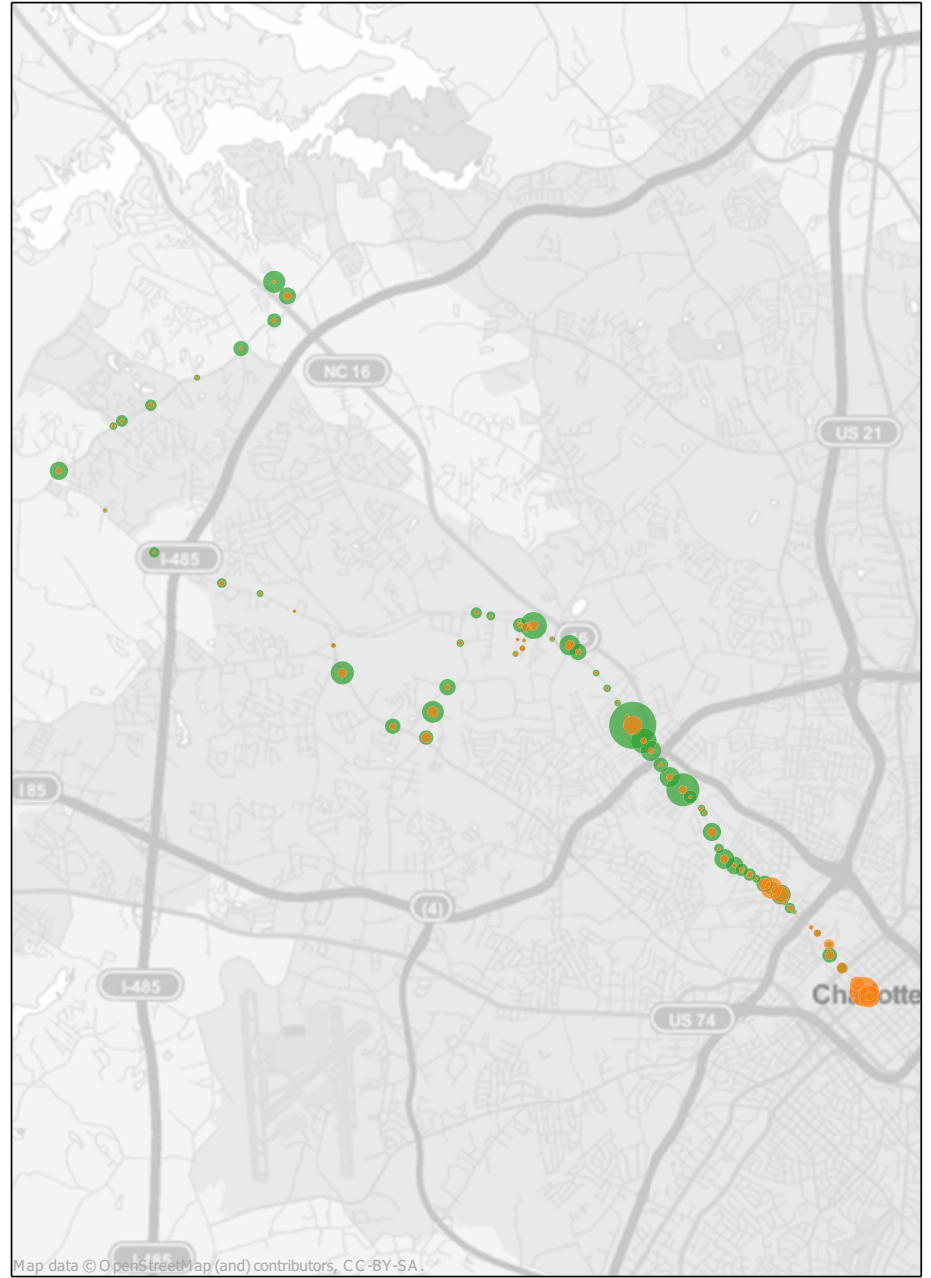
Change in Passengers per Hour - Local Routes



Route 1 - Outbound



Route 1 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

0.0	100.0
50.0	171.1

Route 2 Ashley Park

Key Destinations: Uptown Charlotte, Wesley Heights, Ashley Park, Wal-Mart (Wilkinson Blvd), Westerly Hills

Transfer opportunities: Route 5 at Morehead St; Route 30 at Ashley Rd; Route 235 at Ashley Rd

Analysis Summary

This route has a comparable service span to other local routes (5:00am - 1:00am). Route frequency on Weekdays and Saturdays is 30 minutes in the peak hour, and 45-60 minutes in the evening and late night. Sunday service is 60 minutes throughout the day. This route has one variant to provide three trips at shift times for the DMSI business at Wilkinson & Old Dowd.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than similar route types (\$1.91), and a lower than average index score (.78). Outside of the Transit Center segment, the segment between Lumina & Marlowe and Carrowmore & Thornton produces the most ridership, likely driven by the shopping center that includes a Wal-Mart. The segment from Mint & Summit to Carrowmore & Thornton carries fewer passengers per hour, and fewer passengers overall than the other regular segments. The DMSI variant is fairly productive and appears to be serving its purpose, though the morning trip carries much fewer passengers than the other two trips. Over the past few years both the change in ridership and passengers per hour have been more volatile than other local routes. Passengers per hour have alternated between being on par with other local routes, and 13-16% lower than local routes. Ridership in the Westerly Hills and Ashley Park neighborhoods is noticeably higher in the peak hours than the off-peak on Weekdays. Overall, ridership in these neighborhoods also appears to be higher on Sundays than Saturdays, which is not expected, given the overall ridership for those service days. Minimal ridership is generated along Summit Ave or S. Mint St on any day of the week. For all service days, boardings during the late night hours are minimal outside of Uptown.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:18 AM	1:25 AM	20:07	Weekday	30	30	35	50	55	Weekday	15	24	14	8	7	68
Saturday	5:36 AM	12:48 AM	19:12	Saturday	30	30	30	45	60	Saturday	14	24	14	9	5	66
Sunday	6:28 AM	12:48 AM	18:20	Sunday	60	60	60	50	45	Sunday	6	12	7	9	7	41

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6.3	9.5	5.9	3.0	2.6	27
Saturday	4.7	8.3	4.9	2.9	1.5	22
Sunday	2.0	4.1	2.5	2.9	2.1	14

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	103	146	97	49	55	450
Saturday	85	146	85	55	31	401
Sunday	37	73	43	55	43	249

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.91	\$1.17	\$1.29	0.78

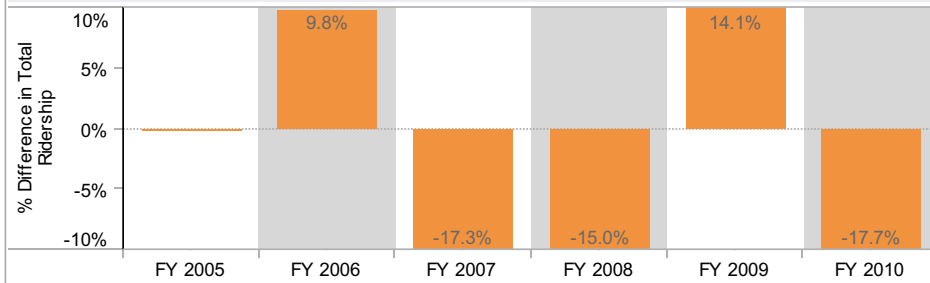
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Mint & Summit	66	144	113	40	24	387	21	84	73	43	21	242	10	38	31	25	16	120	749
Mint & Summit	Carrow more & Thornton	14	38	17	5	1	75	6	17	10	6	2	41	3	9	7	4	2	25	141
	Lumina & Marlow e	48	37	17	7	5	114	11	30	12	9	1	63	6	15	6	7	2	36	213
Lumina & Marlow e	Carrow more & Thornton	36	69	48	14	6	173	12	52	44	14	2	124	8	20	13	14	2	57	354
Carrow more & Thornton	Distribution & Marking Service..	3		6		10	19													19
Grand Total		167	288	201	66	46	768	50	183	139	72	26	470	27	82	57	50	22	238	1,476

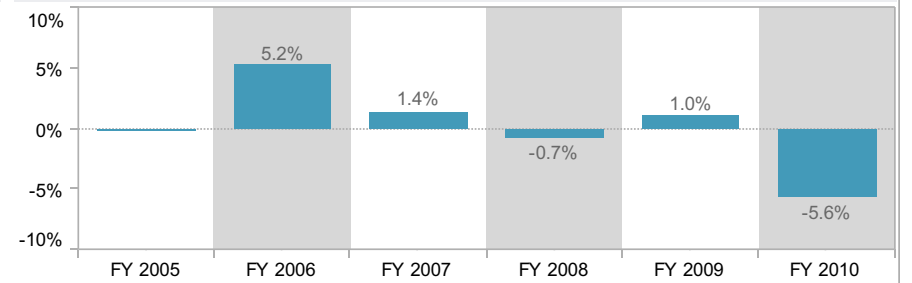
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Mint & Summit	30	38	54	36	30	39	11	25	37	39	35	27	13	22	31	23	20	22	
Mint & Summit	Carrow more & Thornton	9	14	10	6	2	10	5	7	7	9	4	7	6	8	9	6	3	7	
	Lumina & Marlow e	44	23	19	14	13	25	14	21	15	15	5	17	15	21	15	12	7	15	
Lumina & Marlow e	Carrow more & Thornton	36	49	60	28	15	42	17	43	63	28	10	38	27	33	43	28	7	29	
Carrow more & Thornton	Distribution & Marking Service..	8		15		25	16													
Avg. Total		27	30	34	22	18	28	11	22	28	25	17	21	14	20	23	17	10	18	

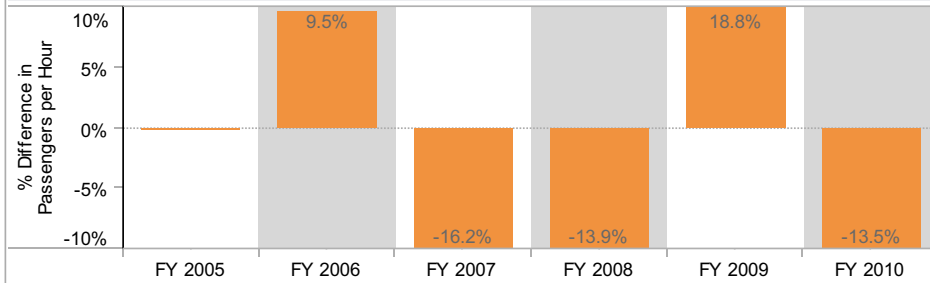
Change in Ridership by Route (Route 2)



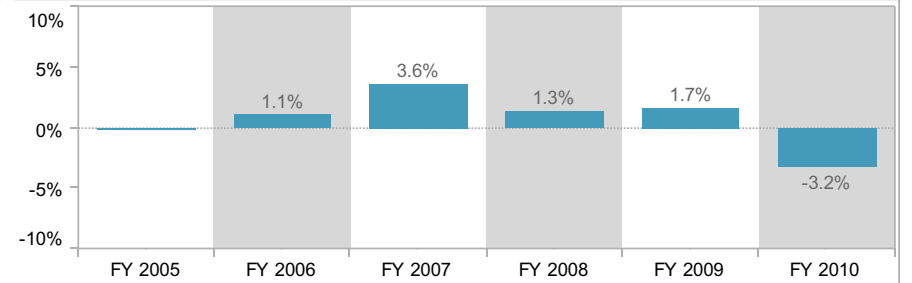
Change in Ridership - Local Routes



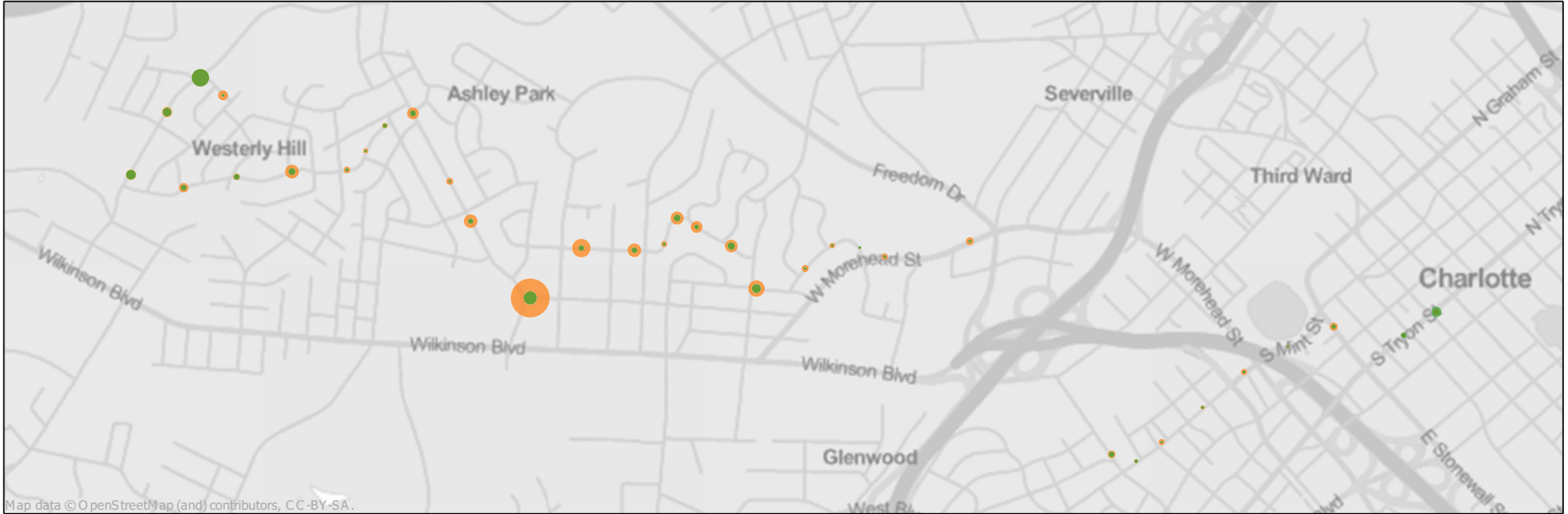
Change in Passengers per Hour by Route (Route 2)



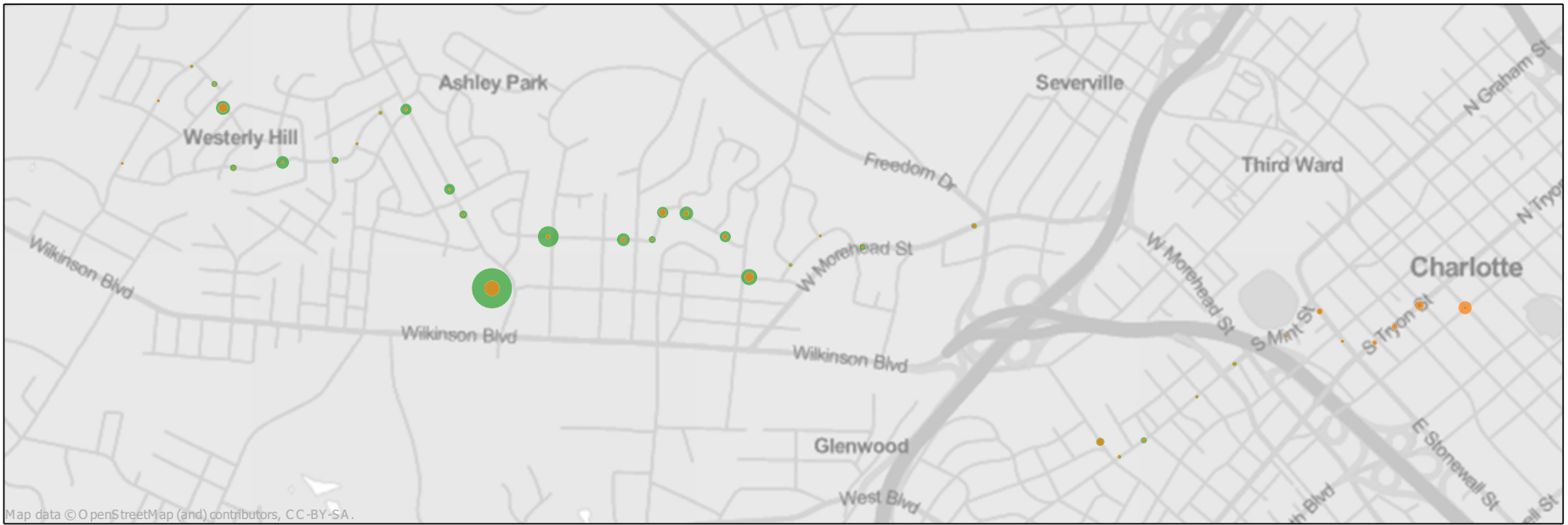
Change in Passengers per Hour - Local Routes



Route 2 - Outbound



Route 2 - Inbound



Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

	0.0		100.0		200.0
	50.0		150.0		233.3

Route 3 The Plaza

Key Destinations: Uptown Charlotte, Belmont, NoDa, Hampshire Hills, CPCC Cato Campus, General Commerce Center

Transfer opportunities: Route 23 at The Plaza & 36th St; Route 39 at The Plaza & Eastway Dr; Route 29 at The Plaza & Barrington Dr

Analysis Summary

This route has a comparable service span to other local routes (5:00am - 2:00am). Route frequencies include 20 minute headways on Weekday peak hours, and 30-45 minute service on off peak hours and Saturdays. Sunday service is 60 minutes throughout the day. Additionally, a significant portion of the route from Uptown to The Plaza & 36th St is also serviced by Route 23. This route has one main variant operating in peak hours on Weekdays that serves the General Commerce Business Center, instead of terminating at CPCC Cato Campus. The CPCC campus does not currently have service on Sundays.

According to Route Performance Monitoring data, the route has a slightly higher subsidy per passenger than similar route types and is very close to having the average index score. Outside of the Transit Center segment, the section along The Plaza between Eastway and Barrington produces significantly more ridership than other segments, and is more productive with passengers per hour as well. The trips serving General Commerce do not appear to be carrying many passengers, considering the number of trips. CPCC is a notable generator of ridership on Weekdays, but Saturday activity is not nearly as robust. Over the past few years, changes to ridership and passengers per hour have been within the same range as that of other route types. FY08 and FY09 did have modest increases for Route 3, while local routes overall were not growing as much. Major generators of ridership overall for the route include the retail and residential developments at The Plaza & Eastway Dr, along with The Plaza between Milton Rd and Barrington Dr. CPCC attracts most of its ridership during the Midday hours.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:09 AM	1:54 AM	20:45	Weekday	20	30	20	40	45	Weekday	24	24	19	9	11	87
Saturday	5:53 AM	1:55 AM	20:02	Saturday	30	30	30	45	55	Saturday	13	24	13	9	8	67
Sunday	5:39 AM	1:22 AM	19:43	Sunday	60	60	60	60	60	Sunday	7	12	7	7	7	40

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	13.7	15.2	12.6	5.0	5.0	52
Saturday	6.6	14.2	7.0	4.4	3.6	36
Sunday	2.2	4.7	2.8	2.6	2.3	15

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	218	220	181	82	92	792
Saturday	113	220	111	75	67	586
Sunday	45	79	46	46	46	261

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.29	\$1.17	\$1.29	0.98

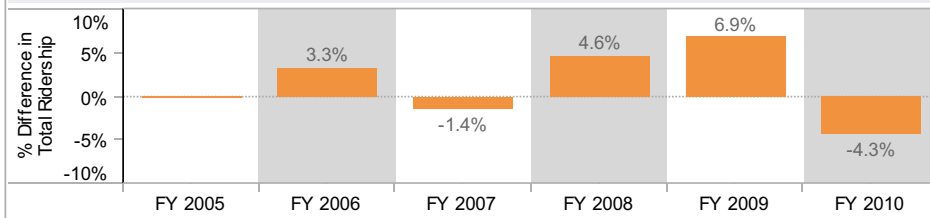
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Davidson & 12th	112	259	246	103	74	794	51	143	122	80	69	465	24	73	51	70	38	256	1,515
Davidson & 12th	Davidson & 36th	43	47	33	12	6	141	21	56	16	9	2	104	11	17	7	4	2	41	286
Davidson & 36th	The Plaza & Eastway	56	60	42	18	11	187	26	62	25	17	6	136	9	20	14	7	3	53	376
The Plaza & Eastway	Barrington & The Plaza	141	130	93	32	12	408	53	113	51	37	12	266	37	69	41	24	10	181	855
Barrington & The Plaza	Grier & Equitable	79	55	31	9	8	182	23	42	25	13	5	108							290
Grier & Equitable	CPCC Cato Campus	11	50	30	12		103	2	13	1			16							119
	General Commerce Drive	4		8			12													12
Grand Total		446	601	483	186	111	1,827	176	429	240	156	94	1,095	81	179	113	105	53	531	3,453

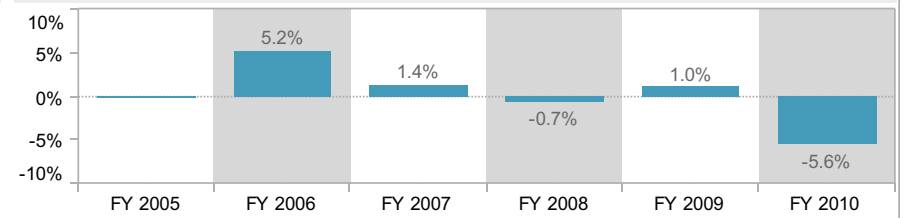
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Davidson & 12th	45	93	107	114	67	83	51	60	94	100	99	75	48	56	73	117	63	69	
Davidson & 12th	Davidson & 36th	17	16	14	12	5	14	18	23	12	11	3	16	18	14	10	7	3	11	
Davidson & 36th	The Plaza & Eastway	21	21	18	18	10	19	19	24	18	17	8	19	15	17	18	9	5	13	
The Plaza & Eastway	Barrington & The Plaza	52	45	37	36	11	40	38	43	36	41	17	38	74	69	68	40	20	57	
Barrington & The Plaza	Grier & Equitable	46	29	19	15	13	28	18	16	18	14	7	16							
Grier & Equitable	CPCC Cato Campus	16	28	38	20		26	7	8	5			8							
	General Commerce Drive	5		11			8													
Avg. Total		33	40	38	37	22	35	27	30	34	35	26	31	37	38	40	40	23	36	

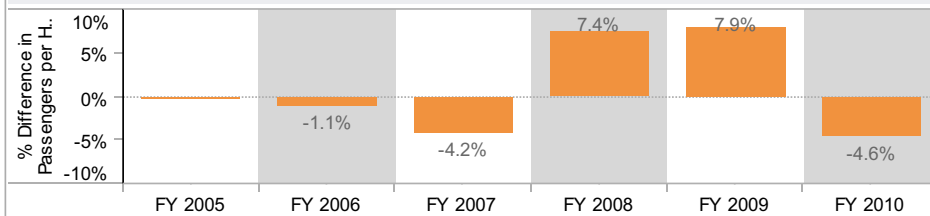
Change in Ridership by Route (Route 3)



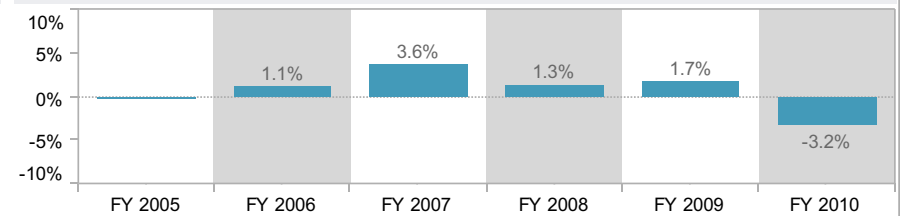
Change in Ridership - Local Routes



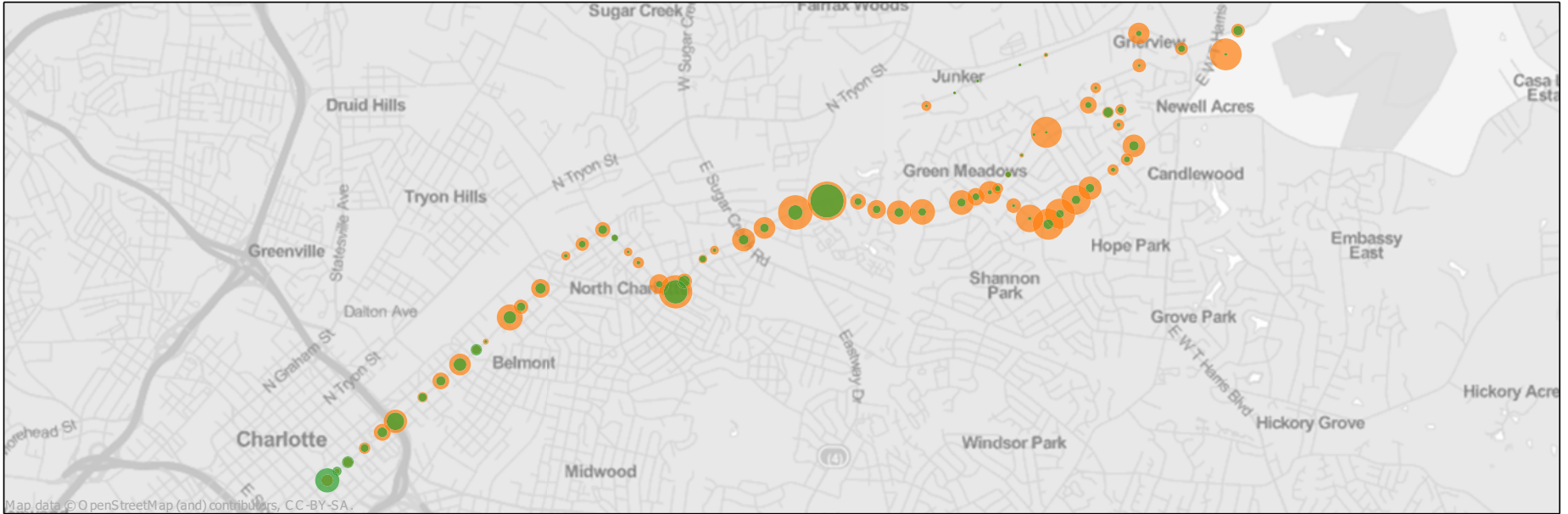
Change in Passengers per Hour by Route (Route 3)



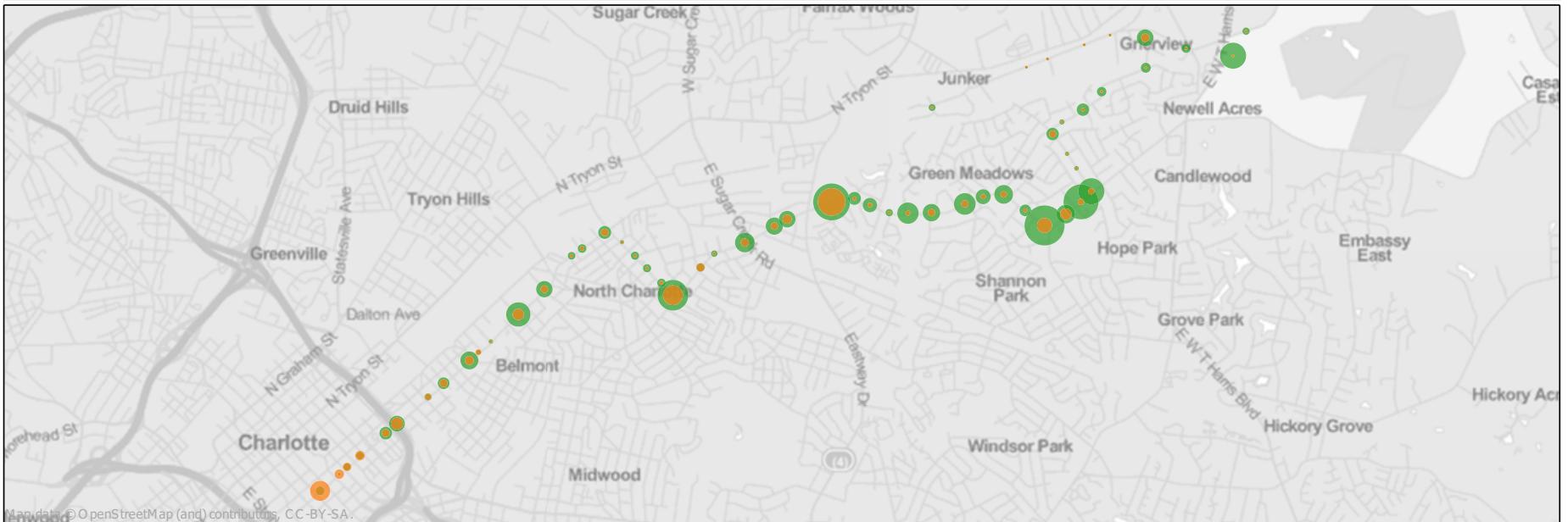
Change in Passengers per Hour - Local Routes



Route 3 - Outbound



Route 3 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 188.8
● 50.0	● 150.0	

Route 4 Country Club

Key Destinations: Uptown Charlotte, Belmont, Charlotte Country Club, Plaza Midwood

Transfer opportunities: none

Analysis Summary

Route 4 is a relatively short local route, and has a comparable service span to other local routes (6:00am - 1:00am). Route frequencies include 30 minute headways throughout the day on Weekdays and Saturdays, with 45 minute service during late night hours and Sundays. The route has no variants, and terminates with a large open loop. The route serves mostly residential areas, with limited retail or business destinations along the route.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than similar route types (\$1.71), and is below the average index score. The route only has two segments, making it difficult to compare the performance of the segments against each other, though, as expected, the Uptown segment is certainly the stronger ridership generator. Ridership is heaviest overall during the Midday and PM peak hours, with limited ridership in the evening, and particularly late night for the Parkwood & Pegram and The Plaza & Matheson segment. Based on the passengers per hour, the route is most productive during the peak hours and least productive during late night hours, particularly on Sundays. Over the past few years, the changes ridership and passengers per hour have had mixed results. FY10 experienced a significant decrease in ridership (20%) compared with other local routes, yet service hours were also reduced, which stabilized the change in passengers per hour. The route may have seemed immune to the effects of the recession beginning in FY09, but could have experienced delayed effects of the recession, with unemployment potentially affecting residents in the neighborhoods served by the route. In general, most of the ridership along this route is generated in the Belmont neighborhood, and along Parkwood Ave to the Plaza. Minimal ridership is generated in Plaza-Midwood, given the distance traveled through the neighborhood. Ridership patterns remain fairly consistent throughout the day, and even between Weekdays, Saturdays, and Sundays. Minimal ridership appears to be generated by employees of the Charlotte Country Club.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:40 AM	1:04 AM	19:24	Weekday	30	30	30	30	45	Weekday	14	24	14	13	8	73
Saturday	5:44 AM	12:58 AM	19:14	Saturday	30	30	30	40	45	Saturday	13	24	14	11	7	69
Sunday	6:40 AM	11:46 PM	17:06	Sunday	45	45	45	45	45	Sunday	7	16	9	10	4	46

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4.5	8.2	5.0	3.9	2.3	24
Saturday	3.8	7.7	4.5	3.5	2.1	22
Sunday	2.0	5.1	3.0	3.2	1.3	15

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	57	97	57	52	32	295
Saturday	52	97	57	45	28	279
Sunday	28	65	37	41	16	187

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.71	\$1.17	\$1.29	0.84

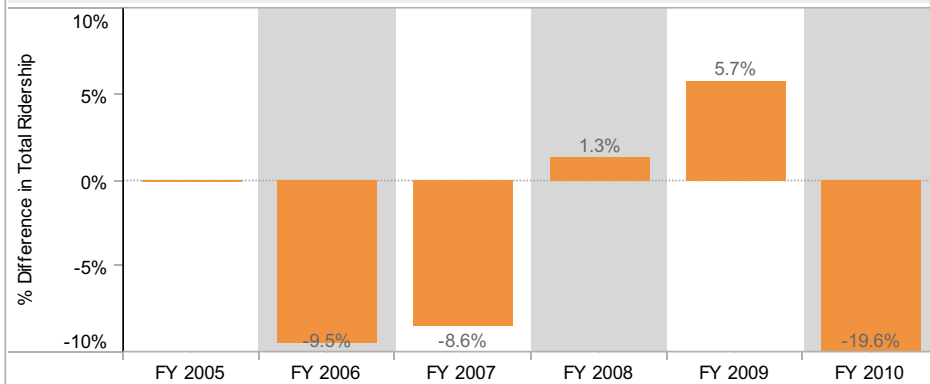
Boardings

Start Place	End Place	Weekday						Saturday					Sunday					Grand Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening		Late Night	Total
Charlotte Transportation Center	Parkwood & Pegram	104	176	221	90	31	622	46	138	85	78	27	374	24	78	43	38	12	195	1,191
Parkwood & Pegram	The Plaza & Matheson	60	75	30	15	7	187	12	52	30	16	6	116	7	26	12	10	1	56	359
Grand Total		164	251	251	105	38	809	58	190	115	94	33	490	31	104	55	48	13	251	1,550

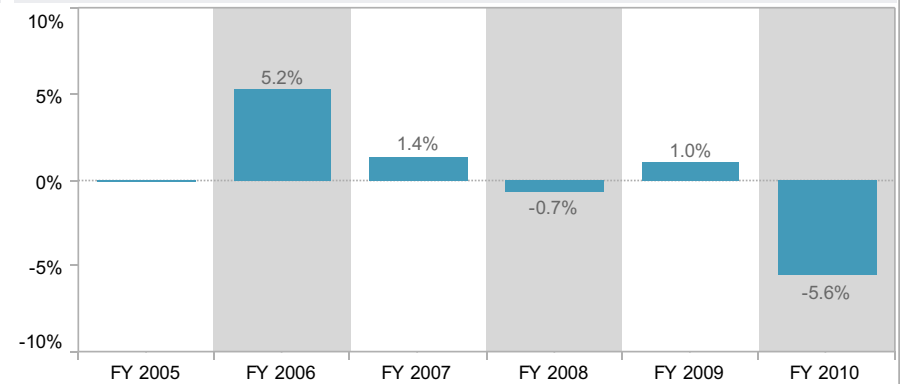
Passengers per Hour

Start Place	End Place	Weekday						Saturday					Sunday					Avg. Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening		Late Night	Avg. Total
Charlotte Transportation Center	Parkwood & Pegram	35	33	67	35	21	40	18	27	28	33	18	25	17	23	22	17	13	20	20
Parkwood & Pegram	The Plaza & Matheson	40	26	18	12	9	23	10	21	20	15	10	17	12	15	12	10	3	12	12
Avg. Total		36	31	50	27	17	34	15	25	26	27	16	23	16	20	18	15	10	17	17

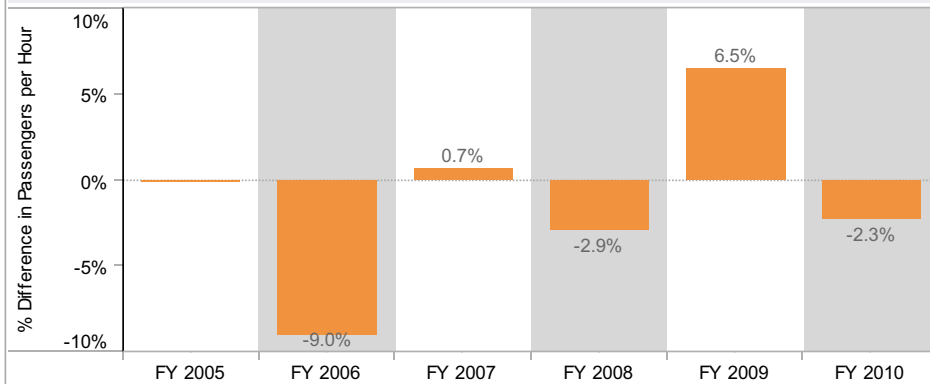
Change in Ridership by Route (Route 4)



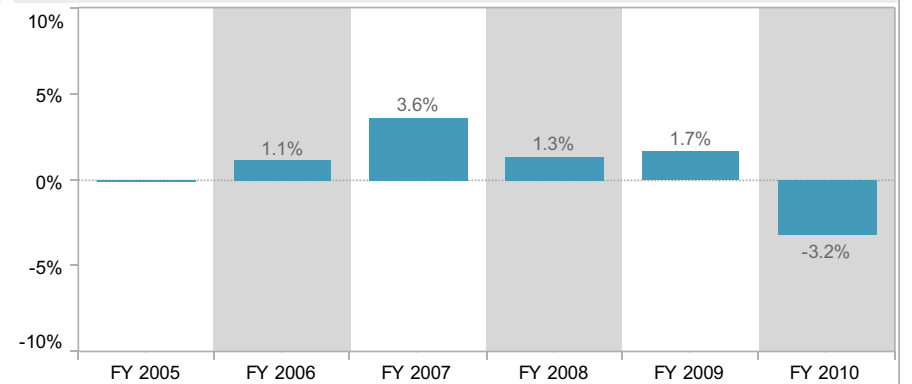
Change in Ridership - Local Routes



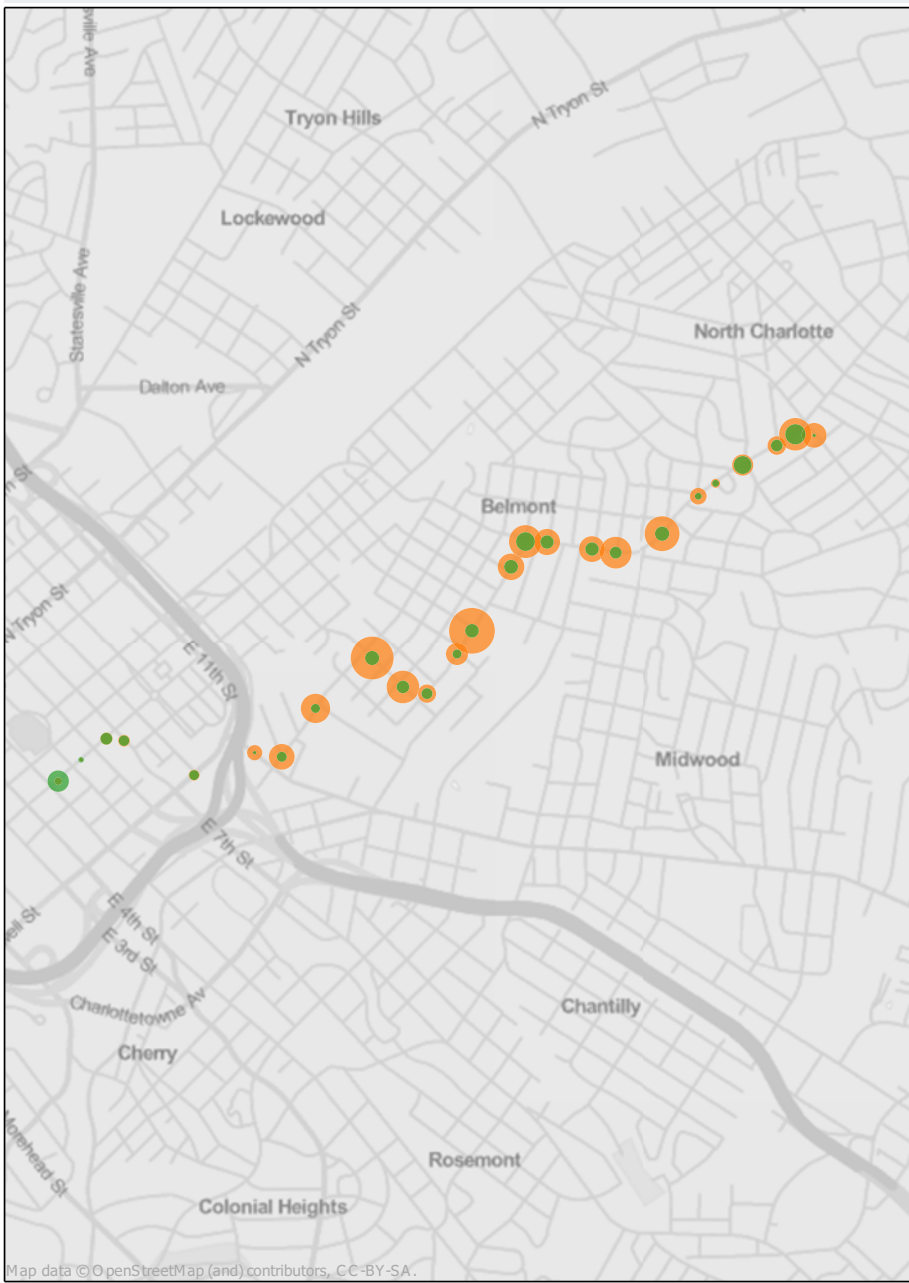
Change in Passengers per Hour by Route (Route 4)



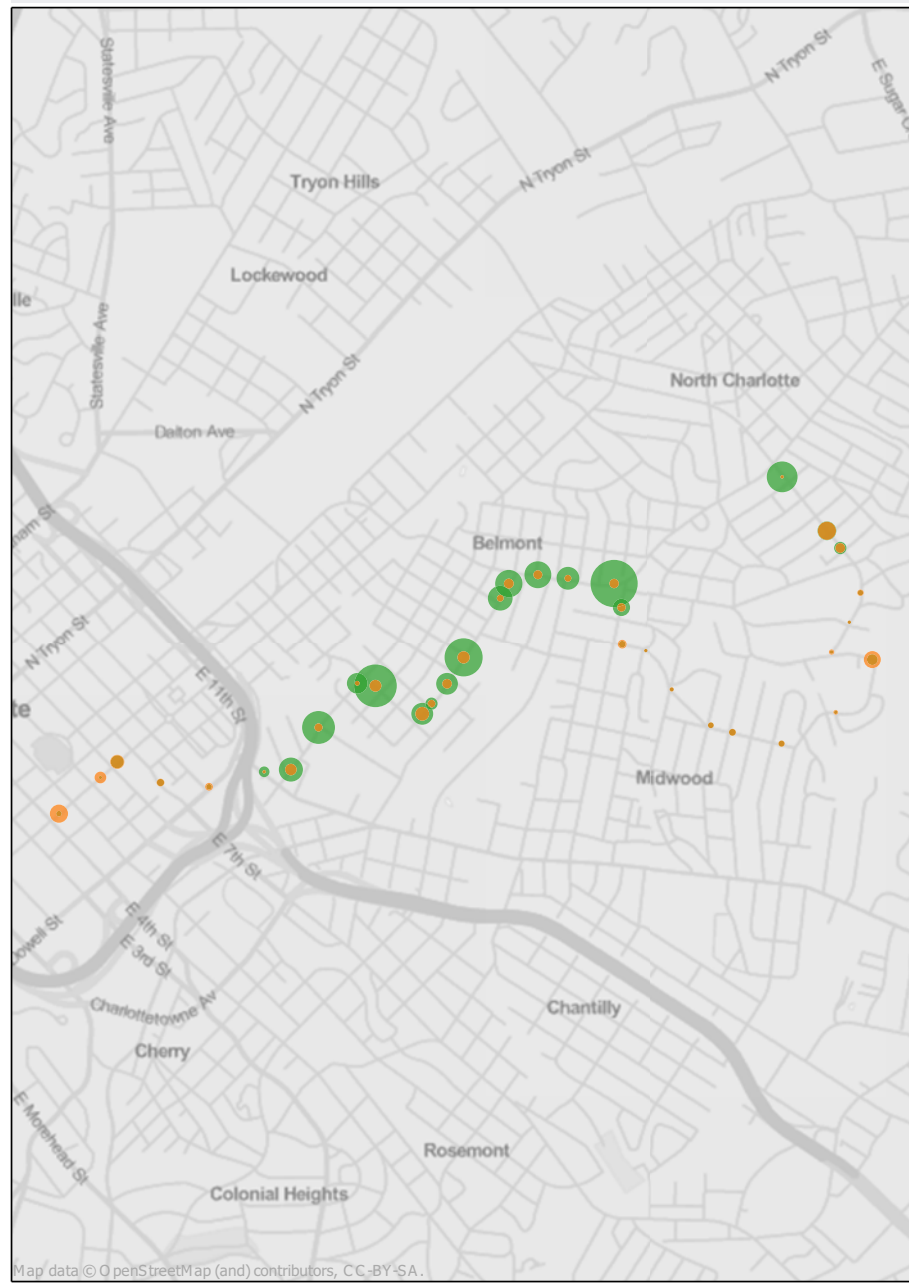
Change in Passengers per Hour - Local Routes



Route 4 - Outbound



Route 4 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 40.0	● 80.0
● 20.0	● 60.0	● 101.1

Route 5 Sprinter Airport

Key Destinations: Uptown Charlotte, Wesley Heights, Wal-Mart at Wilkinson Crossing, Wilkinson Blvd, Charlotte Douglas International Airport

Transfer opportunities: Route 2 at Morehead St & Millerton Ave; Route 30 at Wilkinson Blvd & Ashley Rd; Route 235 at Wilkinson Blvd & Morris Field Dr

Analysis Summary

Route 5 is a local route connecting Uptown Charlotte with the Charlotte Douglas International Airport. It has a comparable service span to other local routes (5:00am - 1:00am). On Weekdays, the route has 20 minute frequency throughout the day, and hourly service for late night trips. Saturdays and Sundays generally provide 30 minute service throughout the days, with hourly late night trips. The route has no variants, and was re-branded in 2009 as the first “Sprinter” route, with direct, limited-stop service from Uptown to the Airport, and improved amenities along the route.

According to Route Performance Monitoring data, the route has a slightly higher subsidy per passenger than similar route types, and is just below the average index score. Ridership for this route is almost evenly distributed between the Charlotte Transportation Center to Morehead & Grandin segment and the Wilkinson & Ashley to Airport Terminal segment. The segment from Morehead & Grandin to Wilkinson & Ashley produces significantly less ridership overall. Ridership is steady throughout the day, with the highest number of passengers per hour occurring on the late night trips for Weekdays. Over the past few years, ridership has consistently experienced significant increases, particularly in FY10, when Route 5 increased by 12% even though overall local routes decreased by 5%. This increase in ridership can most likely be directly attributed to the implementation of the Sprinter service. Passengers per hour have also increased significantly in recent years, though FY10 did have a 24% decrease. This is likely due to the 50% increase in service hours associated with the Sprinter service. Aside from Uptown, the Airport is certainly the largest generator of ridership for this route. The shopping center at Ashley Rd & Wilkinson Blvd also generates notable ridership, though mostly prior to the evening trips.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4:58 AM	12:25 AM	19:27	Weekday	20	20	20	30	55	Weekday	22	36	21	14	5	98
Saturday	6:00 AM	1:21 AM	19:21	Saturday	45	30	30	35	60	Saturday	8	24	14	12	7	65
Sunday	6:00 AM	1:21 AM	19:21	Sunday	45	30	30	35	60	Sunday	8	24	14	12	7	65

<u>Service Hours</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	8.4	14.3	9.4	5.7	1.9	40
Saturday	3.1	9.3	6.0	4.6	2.5	26
Sunday	3.1	9.6	5.9	4.7	2.6	26

<u>Service Miles</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	178	302	176	117	42	814
Saturday	67	201	117	100	59	544
Sunday	67	201	117	100	59	544

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.39	\$1.17	\$1.29	0.93

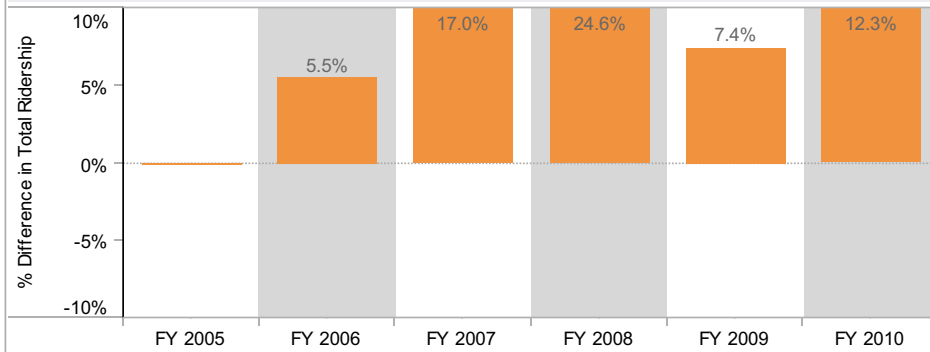
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Morehead & Grandin	155	296	142	71	16	680	74	195	84	61	20	434	65	189	71	50	16	391	1,505
Morehead & Grandin	Wilkinson & Ashley	17	37	28	14	3	99	8	24	14	10	2	58	7	24	13	4	3	51	208
Wilkinson & Ashley	Airport Terminal	111	193	151	62	67	584	56	141	110	45	50	402	41	110	90	38	65	344	1,330
Grand Total		283	526	321	147	86	1,363	138	360	208	116	72	894	113	323	174	92	84	786	3,043

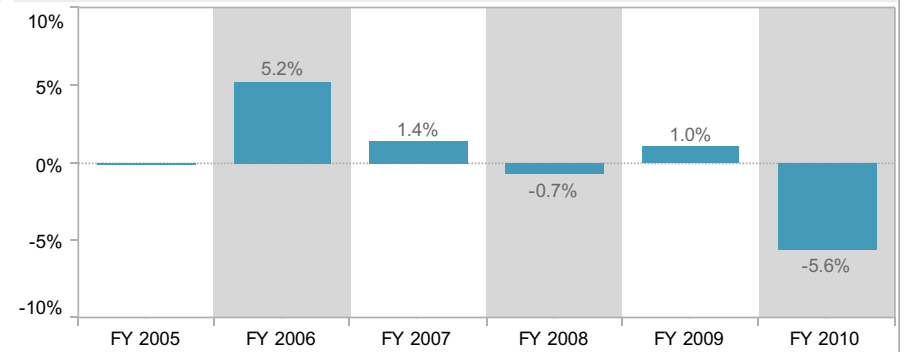
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	Morehead & Grandin	50	58	43	34	23	48	82	65	44	41	25	54	65	59	37	31	18	45
Morehead & Grandin	Wilkinson & Ashley	10	14	16	13	8	13	11	13	11	10	4	11	10	12	10	4	6	9
Wilkinson & Ashley	Airport Terminal	31	29	35	25	84	33	37	32	39	21	42	34	29	25	33	17	54	29
Avg. Total		34	37	34	26	45	34	45	39	35	25	29	35	36	34	29	20	32	30

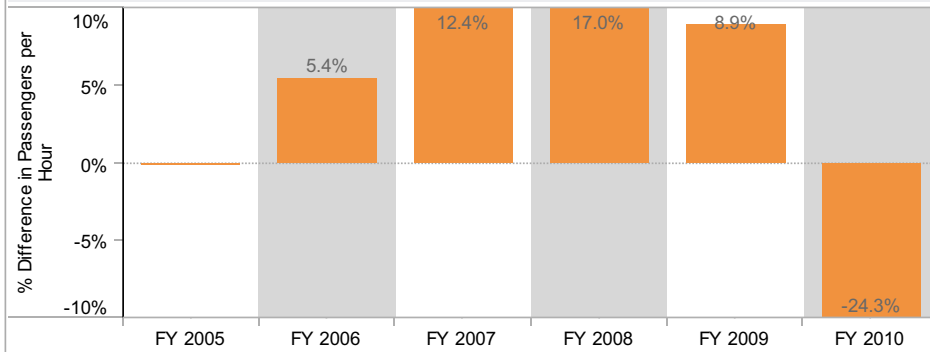
Change in Ridership by Route (Route 5)



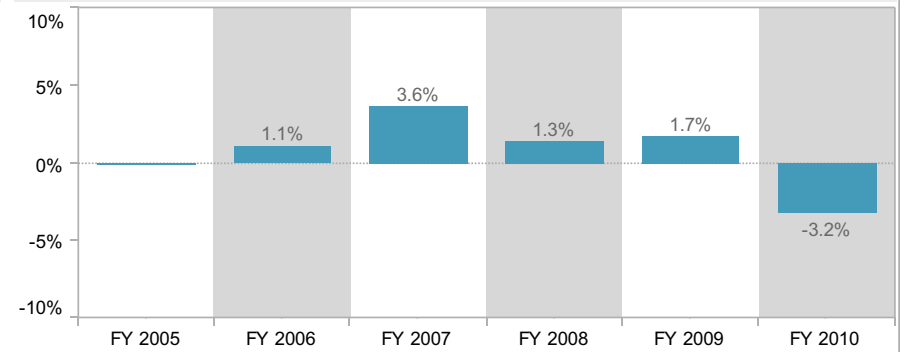
Change in Ridership - Local Routes



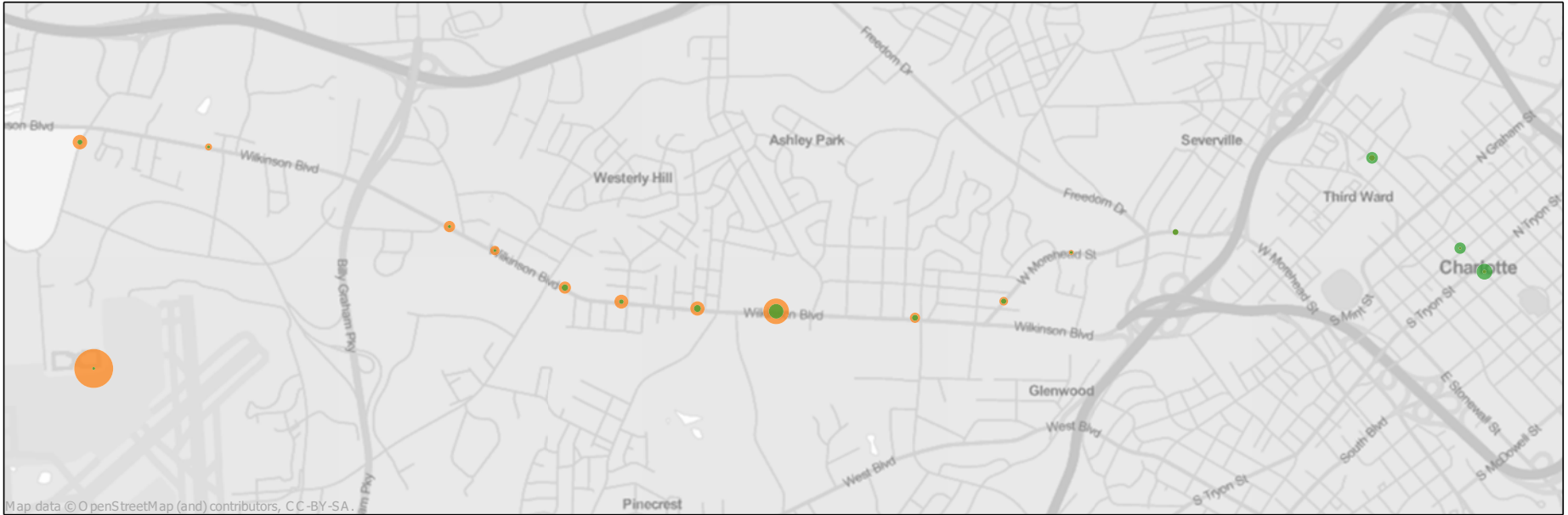
Change in Passengers per Hour by Route (Route 5)



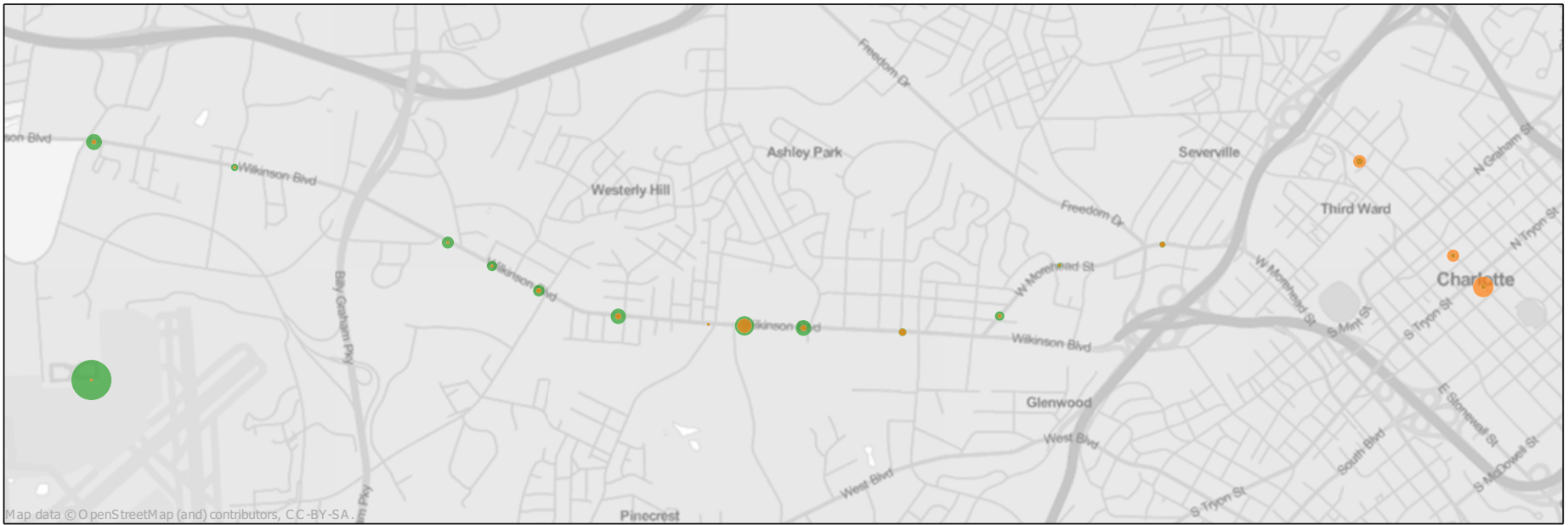
Change in Passengers per Hour - Local Routes



Route 5 - Outbound



Route 5 - Inbound



Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

	0.0		400.0
	200.0		640.5

Route 6 Kings Dr

Key Destinations: Uptown Charlotte, Midtown, Freedom Park, Dilworth, Cherry, Carolinas Medical Center (CMC)

Transfer opportunities: Route 18 at East Blvd & Scott Ave; Route 25 at Kenilworth Ave & Morehead St

Analysis Summary

Route 6 is a relatively short local route providing service between Uptown Charlotte and CMC. It has a comparable service span to other local routes (5:00am - 1:00am). On Weekdays, the route has 20 minute frequency throughout the day, and 35-45 minute service in the evening and late night. Saturdays have 45 minute service, and Sundays have hourly service throughout the day. The route has no variants, and terminates with a large one-way loop around CMC, and also a small deviation in the inbound direction servicing the Cherry neighborhood.

According to Route Performance Monitoring data, the route has a lower subsidy per passenger than similar route types (\$0.91), and is above the average index score (1.22). Ridership for this route is heaviest in the Midday hours, with evening and late night ridership dropping off substantially, particularly on Weekdays. Over the past few years, Route 6 has generally performed better than other local routes (with the exception of FY06). Passengers per hour also increased significantly in from FY07 to FY08. This route has several ridership generators outside of Uptown, including the Midtown development along Charlottetown Ave, the Cherry neighborhood, and the stops surrounding CMC. It should be noted that ridership data is typically not recorded at the end of this route, under the parking deck at CMC. This stop is known to be a significant generator of ridership.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:19 AM	12:33 AM	19:14	Weekday	20	25	20	35	45	Weekday	22	26	22	12	7	89
Saturday	6:00 AM	12:57 AM	18:57	Saturday	45	45	45	45	45	Saturday	8	16	10	10	7	51
Sunday	6:10 AM	12:32 AM	18:22	Sunday	60	60	60	60	60	Sunday	6	12	8	6	6	38

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5.6	7.2	6.2	2.8	1.4	23
Saturday	1.7	3.7	2.4	2.3	1.5	12
Sunday	1.3	2.8	2.0	1.4	1.3	9

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	68	81	68	37	21	276
Saturday	25	50	31	31	22	159
Sunday	19	37	25	19	19	118

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.91	\$1.17	\$1.29	1.22

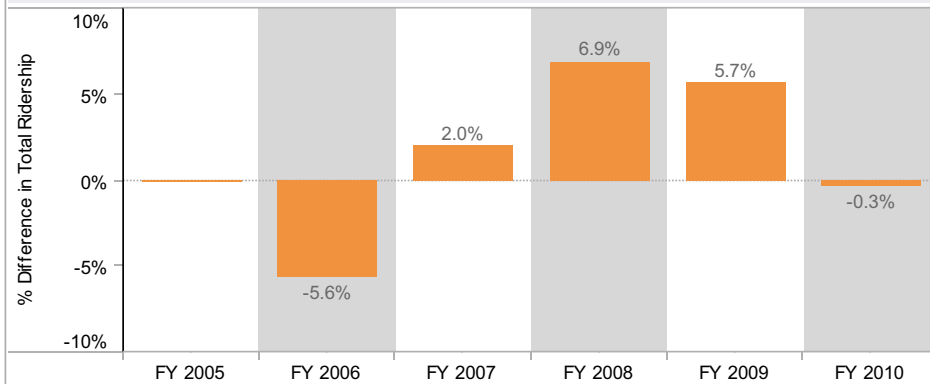
Boardings

Start Place	End Place	Weekday						Saturday					Sunday					Grand Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening		Late Night	Total
Charlotte Transportation Center	Baxter & Kings	157	254	112	48	12	583	37	115	66	36	13	267	22	68	44	26	18	178	1,028
Baxter & Kings	Carolinas Medical Center	32	121	89	19	11	272	12	30	31	22	8	103	7	16	24	13	7	67	442
Grand Total		189	375	201	67	23	855	49	145	97	58	21	370	29	84	68	39	25	245	1,470

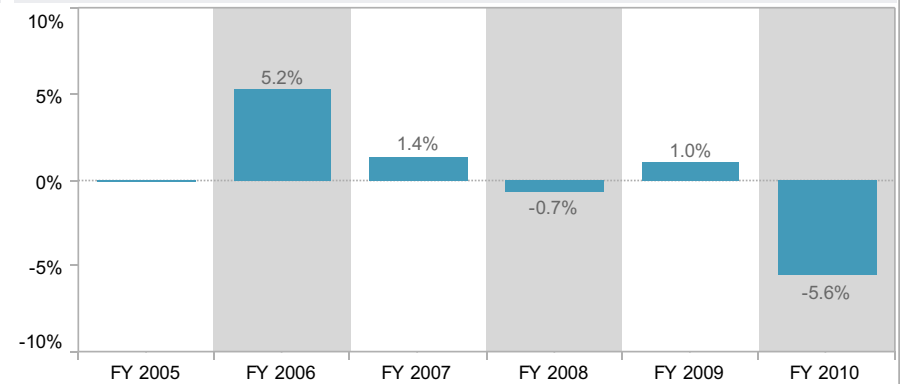
Passengers per Hour

Start Place	End Place	Weekday						Saturday					Sunday					Avg. Total	
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening		Late Night
Charlotte Transportation Center	Baxter & Kings	60	79	41	37	17	56	53	72	60	33	19	51	37	57	49	43	30	46
Baxter & Kings	Carolinas Medical Center	11	30	25	13	16	21	12	14	24	18	10	16	10	10	22	16	10	14
Avg. Total		34	52	32	24	16	37	29	39	40	25	14	32	22	30	34	28	19	28

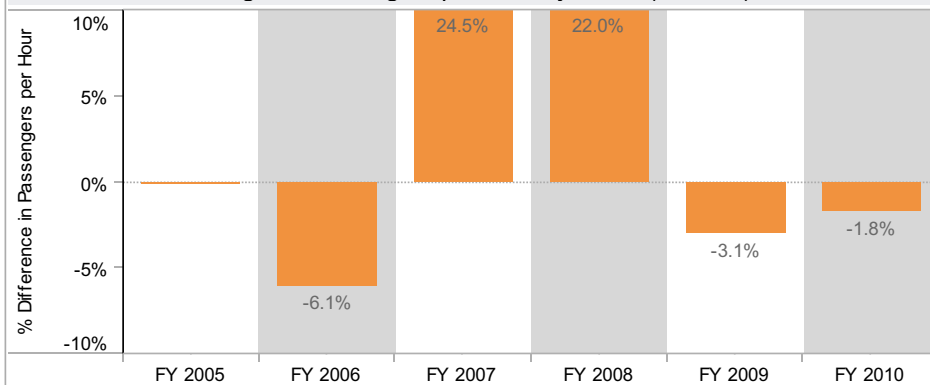
Change in Ridership by Route (Route 6)



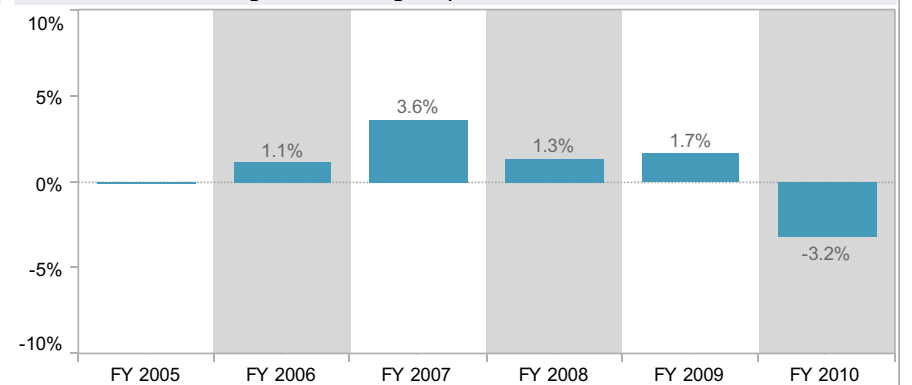
Change in Ridership - Local Routes



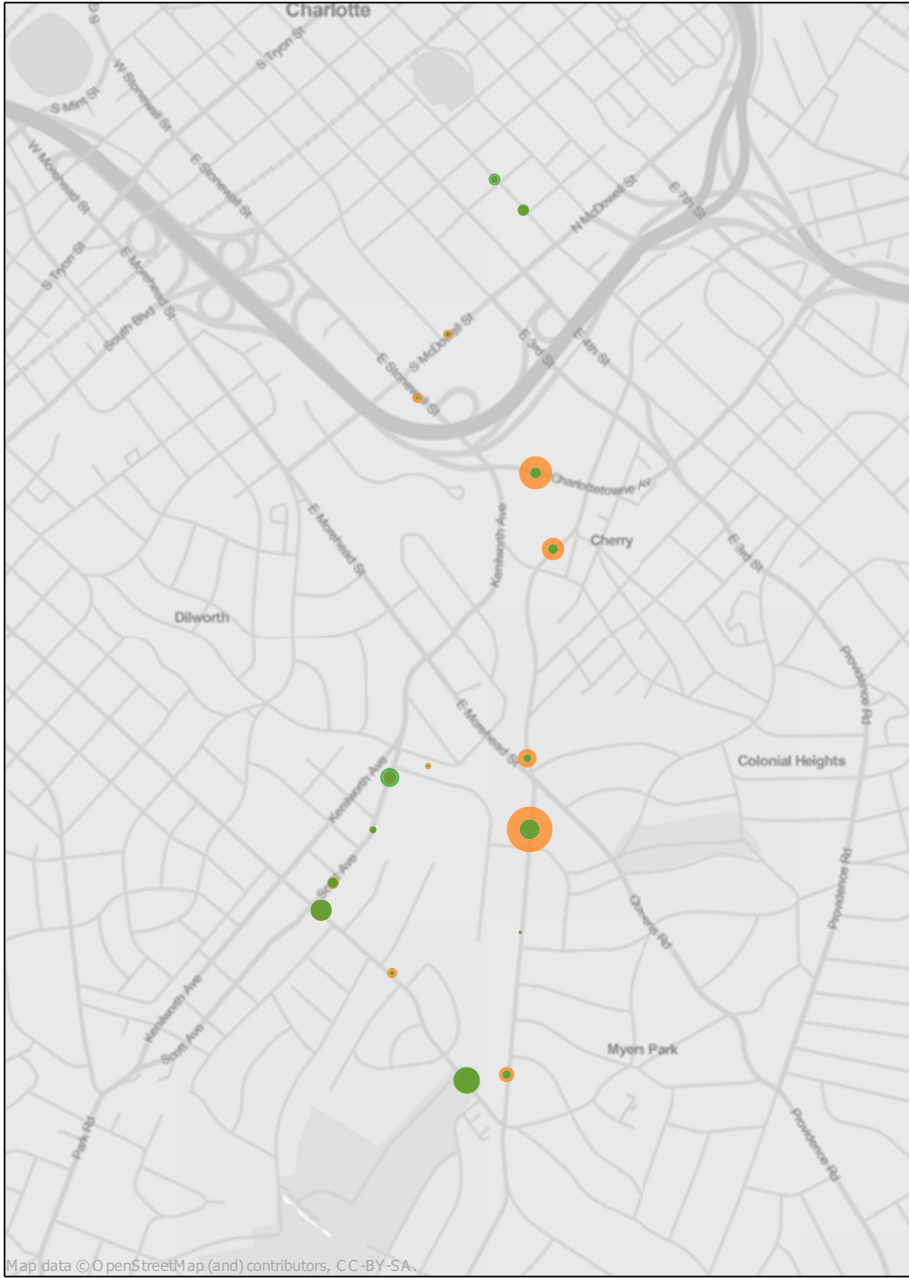
Change in Passengers per Hour by Route (Route 6)



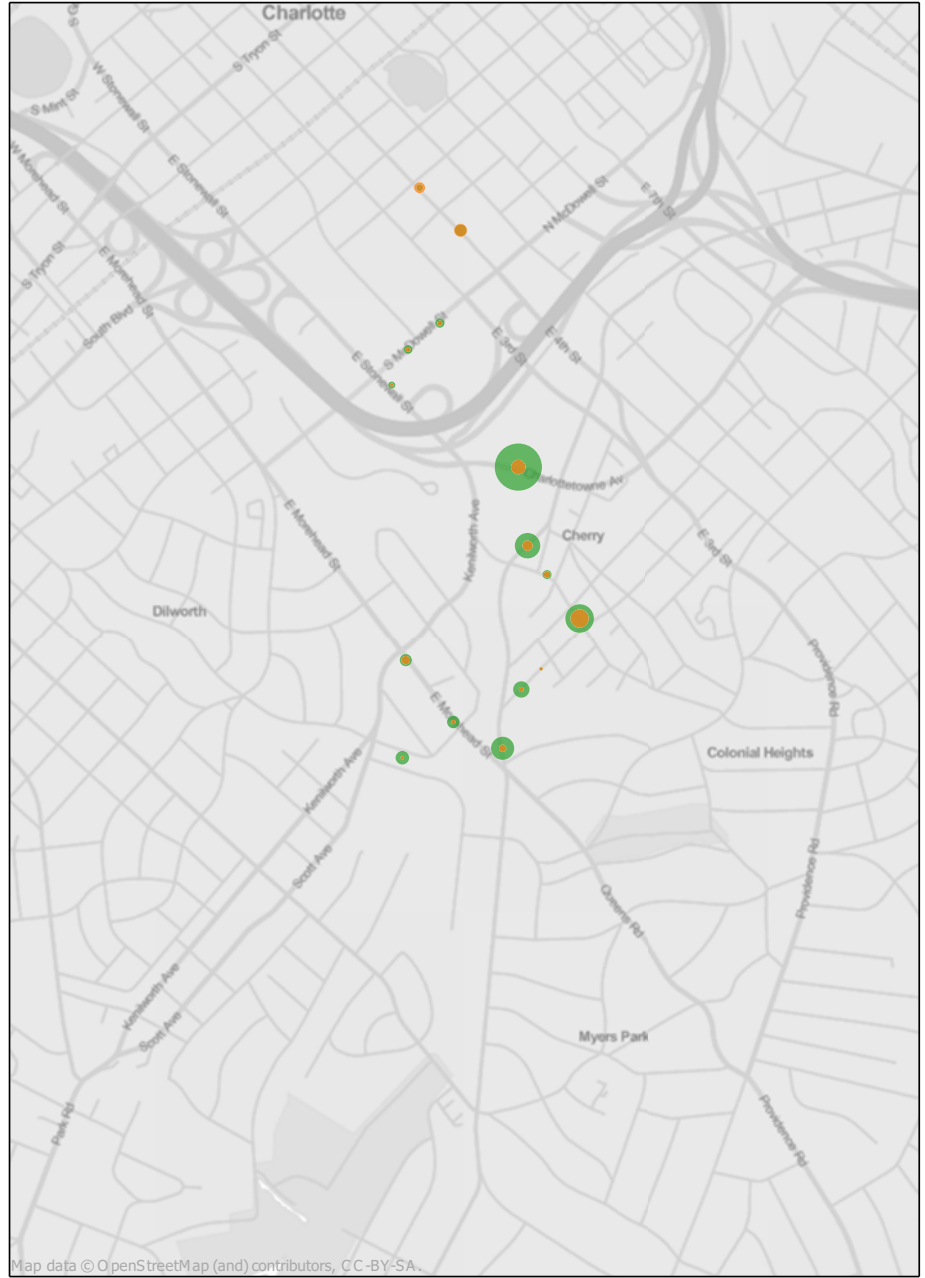
Change in Passengers per Hour - Local Routes



Route 6 - Outbound



Route 6 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 138.8

Route 7 Beatties Ford

Key Destinations: Uptown Charlotte, Johnson C. Smith University, NW Meck. Health Department, Rosa Parks Place Community Transit Center (CTC), Trinity Park, Northlake Mall, Sunset Rd

Transfer opportunities: Routes 26, 30, and 201 at Rosa Parks CTC; Route 204 at Beatties Ford Rd & Lasalle St

Analysis Summary

Route 7 is one of the highest ridership routes in the system, providing service along Beatties Ford Rd. It has a comparable service span to other local routes (5:00am - 2:00am). Route frequency on Weekdays is 10-15 minutes throughout the day, with 25 minute service for late night trips. Saturdays and Sundays have 20 minute service throughout the day. This route alternates trips between two variants: the first to Northlake Mall, and the second to Harris Corners Pkwy via Sunset Rd. The route also includes a minor Midday variant that serves Gibbon Rd & Old Statesville four trips per day on Weekdays.

According to Route Performance Monitoring data, the route has a lower subsidy per passenger than similar route types, and a higher than average index score (1.18). Most of the boardings along this route occur in the segments closest to the center city, particularly between Uptown and Rosa Parks CTC. The variant to Northlake Mall carries significantly more passengers than the Harris Corners variant, particularly on weekends, and over twice as many passengers overall. Over the past few years, the ridership for Route 7 has consistently increased at better rates than local routes overall. Changes in passengers per hour have been less consistent, due in part to swings in total service hours. Ridership along the trunk of the route is steady, particularly between Uptown and Beatties Ford Rd & Cindy Ln. High concentrations of ridership occur at Beatties Ford Rd & Lasalle St and at Northlake Mall.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4:55 AM	1:58 AM	21:03	Weekday	10	15	10	15	25	Weekday	37	49	35	28	16	165
Saturday	5:56 AM	1:59 AM	20:03	Saturday	20	20	20	20	25	Saturday	19	36	21	21	16	113
Sunday	5:47 AM	1:19 AM	19:32	Sunday	20	20	20	25	40	Sunday	19	36	20	16	8	99

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	21.1	28.7	21.2	15.0	7.2	93
Saturday	9.5	19.6	11.4	10.6	8.0	59
Sunday	9.6	19.9	11.1	8.9	2.5	52

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	379	504	365	294	158	1,701
Saturday	194	378	221	220	167	1,180
Sunday	192	378	210	169	38	987

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.91	\$1.17	\$1.29	1.18

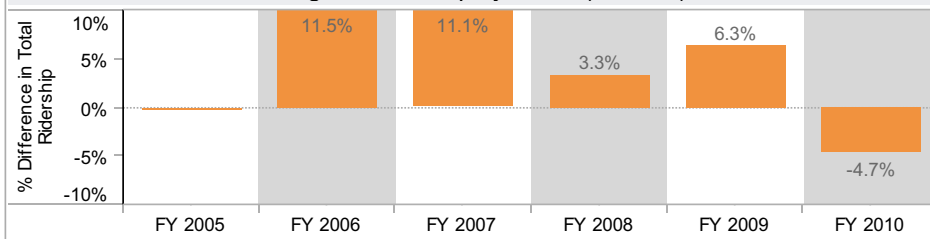
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Beatties Ford & Trade	316	707	484	292	108	1,907	136	443	298	186	123	1,186	93	310	181	124	59	767	3,860
Beatties Ford & Trade	Rosa Parks Place CTC	223	416	271	124	33	1,067	81	255	155	107	26	624	51	158	97	63	16	385	2,076
Rosa Parks Place CTC	Beatties Ford & Sunset	120	160	81	36	10	407	35	126	49	31	6	247	26	81	38	20	1	166	820
Beatties Ford & Sunset	Feldbank & Trinity	34	53	33	15	3	138	13	38	20	16	5	92	8	32	17	14	2	73	303
	Sunset & Statesville	29	43	31	14	9	126	17	32	18	10	5	82	10	20	16	4		50	258
Feldbank & Trinity	Northlake Mall	29	88	91	78	8	294	11	70	83	95	16	275	9	43	65	37	5	159	728
Sunset & Statesville	Harris Corners Parkway	29	28	39	10	5	111	16	26	16	10	3	71	11	15	16	7		49	231
	Oak & Old Statesville	1	6	2			9													9
Grand Total		781	1,501	1,032	569	176	4,059	309	990	639	455	184	2,577	208	659	430	269	83	1,649	8,285

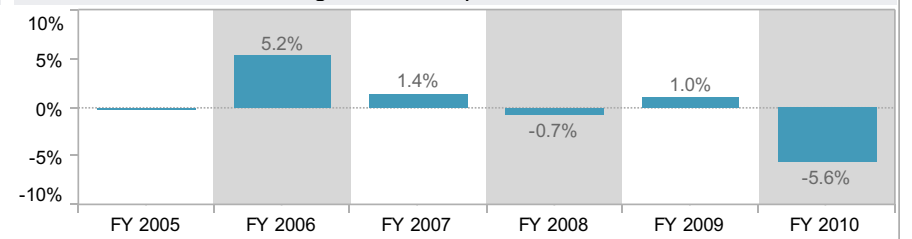
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	Beatties Ford & Trade	60	100	90	77	57	81	62	105	119	74	65	89	42	69	72	62	59	63
Beatties Ford & Trade	Rosa Parks Place CTC	43	59	53	35	18	47	39	54	55	41	13	44	20	33	36	30	15	29
Rosa Parks Place CTC	Beatties Ford & Sunset	31	33	21	13	8	25	19	35	23	16	4	23	19	27	22	17	10	22
Beatties Ford & Sunset	Feldbank & Trinity	20	20	21	11	6	18	16	21	18	18	17	19	6	12	12	8	10	10
	Sunset & Statesville	22	25	22	20	15	22	24	25	26	20	7	21	17	17	23	20		19
Feldbank & Trinity	Northlake Mall	19	33	54	49	80	39	16	35	69	79	53	51	11	20	54	28	50	29
Sunset & Statesville	Harris Corners Parkway	14	13	18	8	5	13	13	13	16	10	2	11	14	9	18	18		13
	Oak & Old Statesville	10	15				18												
Avg. Total		37	52	49	38	24	44	33	51	56	43	23	44	22	33	39	30	33	32

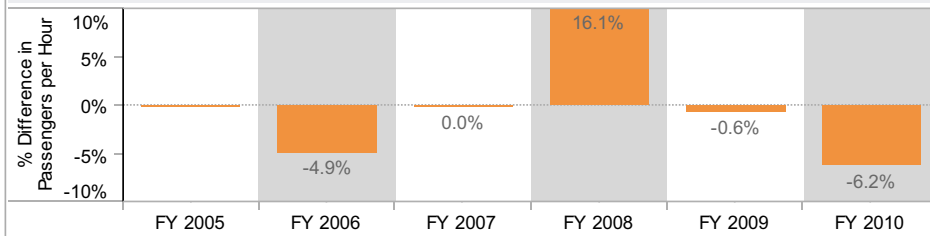
Change in Ridership by Route (Route 7)



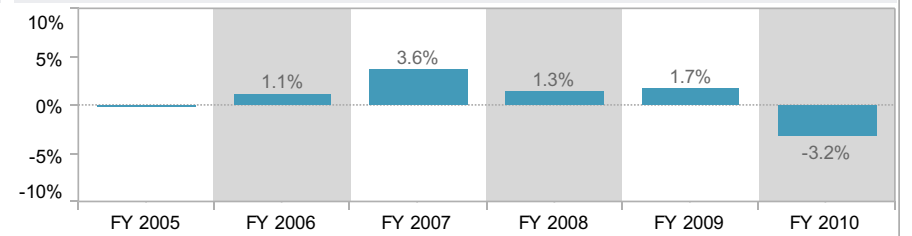
Change in Ridership - Local Routes



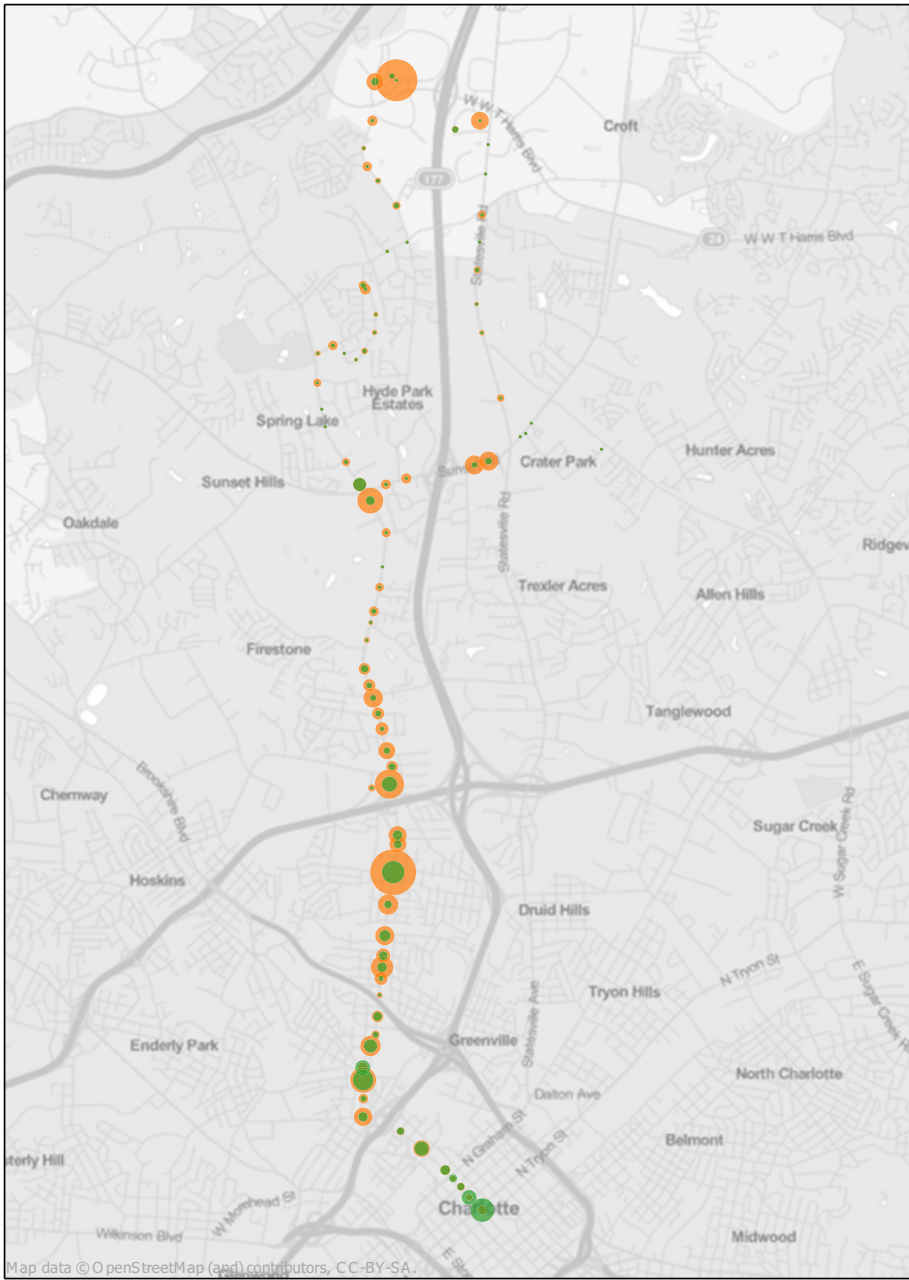
Change in Passengers per Hour by Route (Route 7)



Change in Passengers per Hour - Local Routes

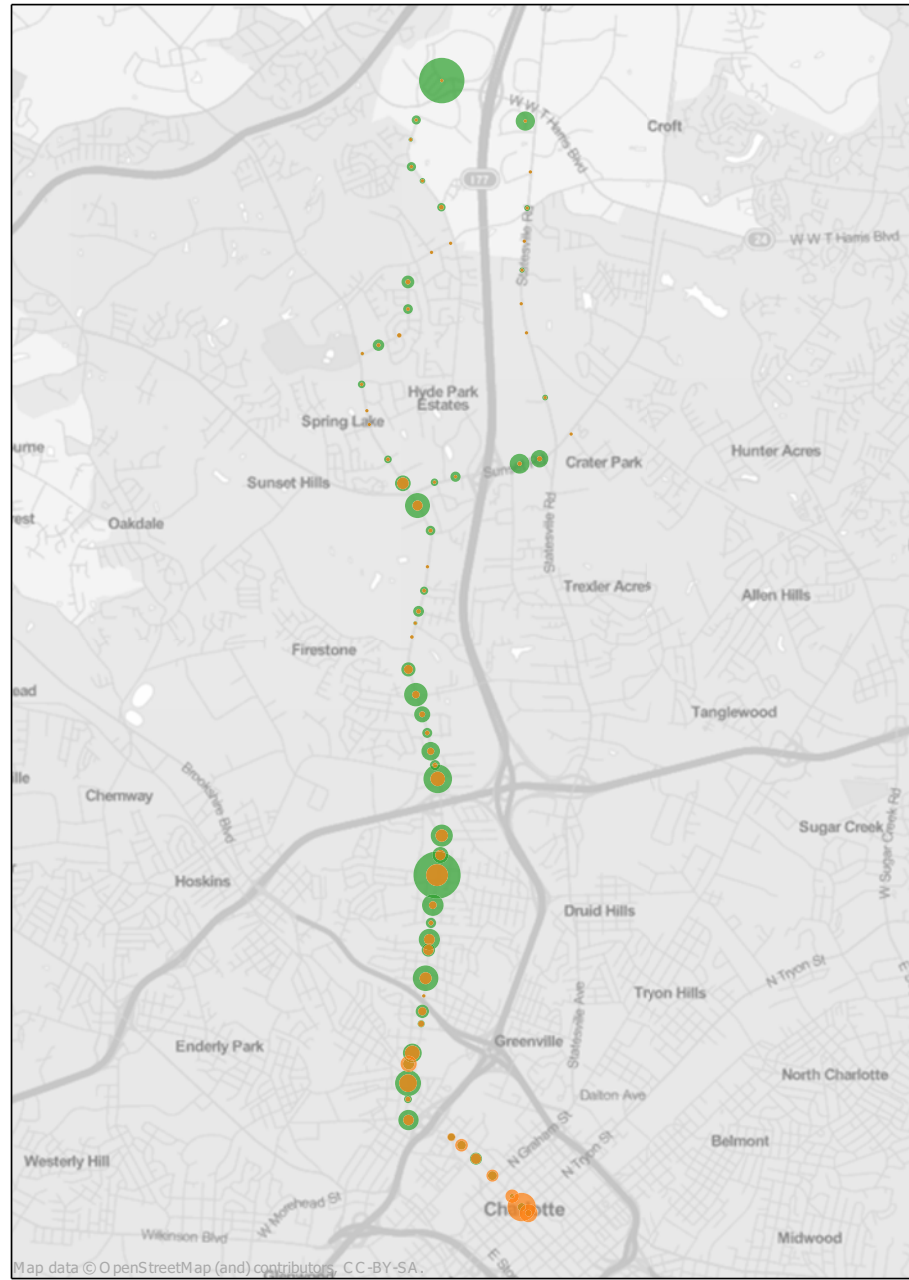


Route 7 - Outbound



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Route 7 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 400.0
● 200.0	● 586.1

Route 8 Tuckaseegee Road

Key Destinations: Uptown Charlotte, Tuckaseegee, Hoskins, Wildwood, Chemway Industrial Park

Transfer opportunities: Route 30 at Bradford Dr; Route 34 at Freedom Dr & Thriftwood Dr; Route 235 at Ashley Rd & Freedom Dr

Analysis Summary

Route 8 is a local route serving neighborhoods in west Charlotte. It has a comparable service span to other local routes (5:00am - 2:00am). Route frequency on Weekdays is 10-15 minutes throughout the day, with 35 minute service in the Evening, and hourly service for late night trips. Saturdays have 30 minute service throughout the day, with hourly service in the Evening and Late Night. Sundays have hourly service all day. The route contains a sizable one-way loop at the end of the line, and also has a minor variant that does not serve the Welling Ave / Rowan St neighborhood on nights and Sundays.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than similar route types, and a lower than average index score (.87). Over the past few years, Route 8 has consistently decreased in ridership, even in years where local routes overall were increasing or stabilized in ridership. From FY05 to FY10, ridership has decreased by about 19%. Passenger miles have decreased overall as well, though there was an increase in FY08, due in part to a significant reduction in service hours.

Ridership along the route is noticeably heavier along the portion furthest from Uptown, which is unusual when compared with similar routes. While the Transit Center is still the highest ridership stop, the heavier concentration of ridership occurs between the Tuckaseegee Rd and Bradford Dr sections of the route. The route overall appears to have significant inter-route activity. For instance there are substantial boardings in the outbound direction between State St and Ashley Rd & Tuckaseegee Rd. It should also be noted that the Bealer & Exchange deviation has minimal ridership in the off-peak hours during the week, and on Saturday. Also, while the Welling Ave / Rowan St leg is not served on Sundays or at night, the stops along this section of the route do produce some moderate ridership.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:05 AM	1:52 AM	20:47	Weekday	15	20	15	35	60	Weekday	30	36	27	12	7	112
Saturday	5:45 AM	1:51 AM	20:06	Saturday	30	30	35	50	60	Saturday	14	24	12	8	8	66
Sunday	5:55 AM	12:48 AM	18:53	Sunday	60	60	60	60	60	Sunday	7	12	7	7	5	38

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	15.9	18.9	15.2	5.9	3.0	59
Saturday	6.8	12.4	6.4	3.7	3.5	33
Sunday	2.9	5.5	3.3	3.2	2.1	17

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	232	273	203	82	44	833
Saturday	106	182	91	51	51	480
Sunday	45	76	44	45	31	240

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.60	\$1.17	\$1.29	0.87

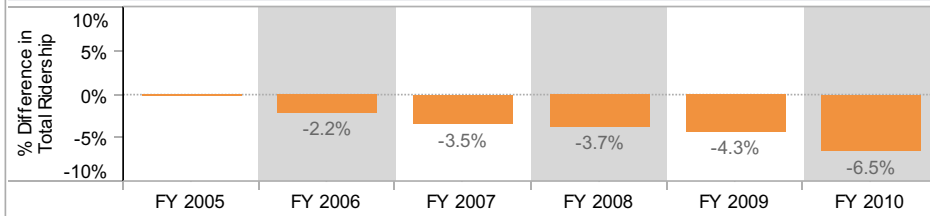
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Tuckaseegee & Parkway	179	333	276	95	60	943	69	218	161	97	77	622	22	110	74	58	33	297	1,862
Tuckaseegee & Parkway	Bradford & Thomasboro	107	135	73	29	7	351	45	84	49	27	16	221	23	46	22	25	4	120	692
	Thriftwood & Freedom	9	19	14	4	2	48	2	11	9	4	4	30	1	9	7	3	1	21	99
Bradford & Thomasboro	Interurban & Hovis	78	72	37	15	3	205	30	51	29	15	7	132	21	33	11	16	3	84	421
Bealer & Exchange	Interurban & Hovis	2	2	6	0		10	0	0	1			1							11
Interurban & Hovis	Bealer & Exchange	6	4	6	1		17	1	2	1			4							21
	Thriftwood & Freedom	25	18	12	14	3	72	9	20	8	12	2	51	5	14	2	10	1	32	155
Grand Total		406	583	424	158	75	1,646	156	386	258	155	106	1,061	72	212	116	112	42	554	3,261

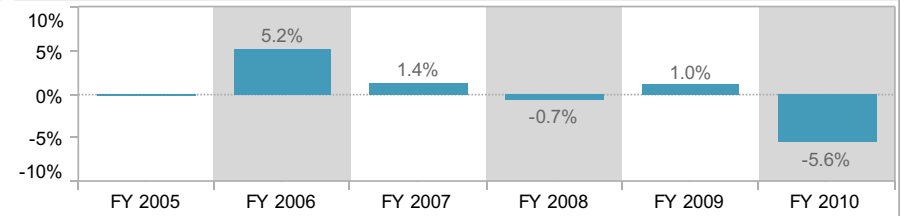
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Tuckaseegee & Parkway	26	39	41	33	38	35	22	38	54	49	43	40	15	38	44	34	30	33	
Tuckaseegee & Parkway	Bradford & Thomasboro	45	50	37	26	18	41	41	47	54	45	27	44	38	51	44	42	13	41	
	Thriftwood & Freedom	5	7	5	5	3	5	2	6	9	6	6	6	3	9	10	6	2	7	
Bradford & Thomasboro	Interurban & Hovis	39	34	23	21	10	31	43	36	41	50	23	39	70	66	37	53	30	56	
Bealer & Exchange	Interurban & Hovis	3	2	9	0		4	0	0	3			1							
Interurban & Hovis	Bealer & Exchange	5	3	7	10		5	3	3	3			3							
	Thriftwood & Freedom	50	30	30	70	30	40	45	50	40	120	20	51	50	70	20	100	10	53	
Avg. Total		26	31	28	27	25	28	23	31	40	42	30	32	25	39	35	35	20	33	

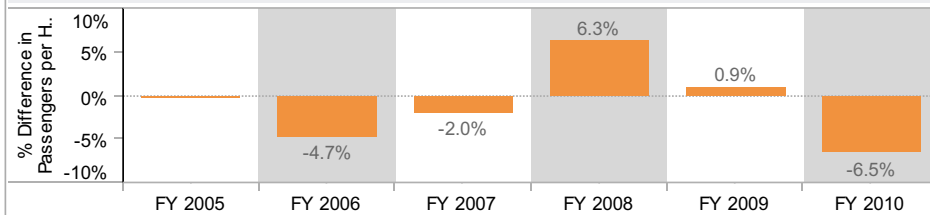
Change in Ridership by Route (Route 8)



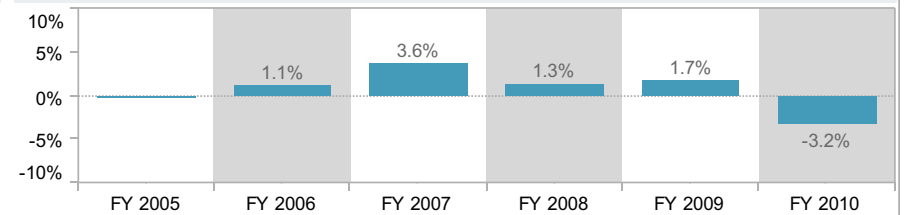
Change in Ridership - Local Routes



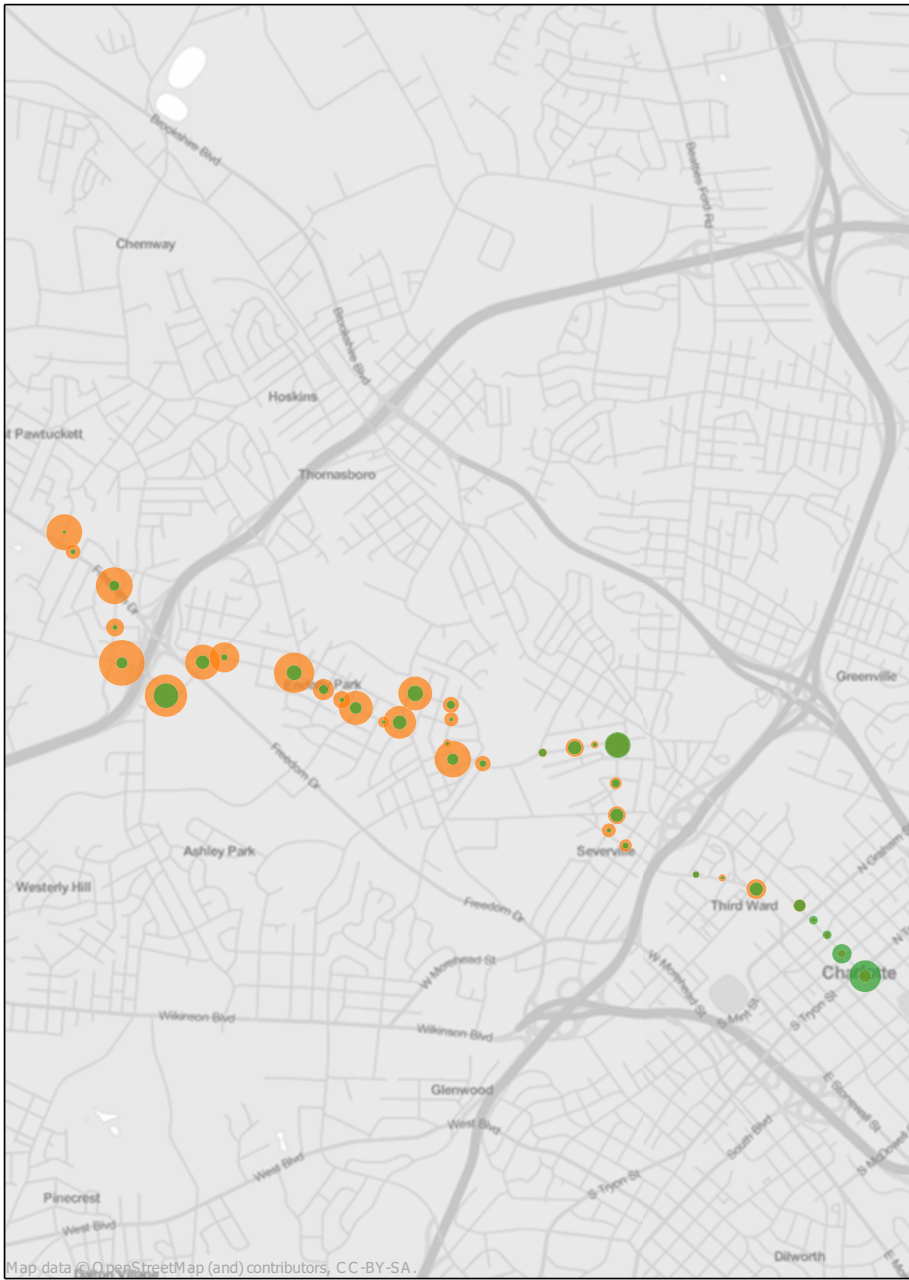
Change in Passengers per Hour by Route (Route 8)



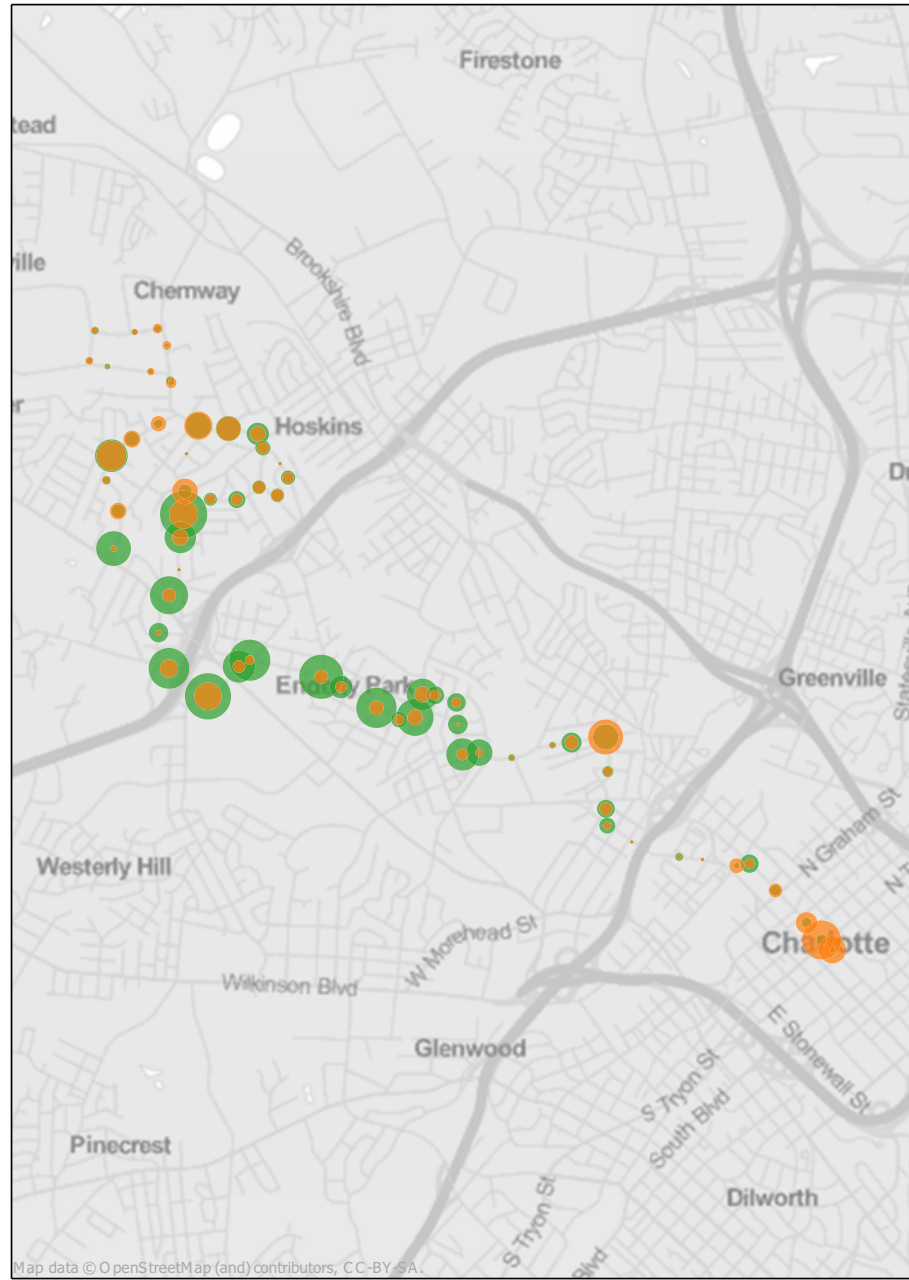
Change in Passengers per Hour - Local Routes



Route 8 - Outbound



Route 8 - Inbound



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Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

0.0	20.0	40.0	60.0	80.0	100.0	121.8
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Route 9 Central Ave

Key Destinations: Uptown Charlotte, CPCC Central Campus, Eastland Community Transit Center (CTC), Social Security Administration, Albemarle Rd

Transfer opportunities: Route 17 at Central Ave & Thomas St; Route 29 at Central Ave & Sharon Amity Rd; Route 39 at Central Ave & Eastway Dr; Routes 221, 222, and 232 at Eastland CTC

Analysis Summary

Route 9 is one of the best performing routes in the system, providing service along the Central Ave corridor. This route has a comparable service span to other local routes (5:00am - 2:00am). Route frequency on Weekdays is 10 minutes during the peak, with 15 - 30 minute service in the off-peak hours. Saturday has 20 minute service most of the day, and Sunday has 30minute service. The route has one variant serving Lawyers Rd & Idlewild Rd N in the off-peak hours (this area is serviced by Route 40x in the peak hours). This variant also operates on Saturdays, but does not operate Sundays.

According to Route Performance Monitoring data, the route requires a much lower subsidy per passenger than similar route types (\$0.49), and a significantly higher than average index score (1.50). Route segments closer to Uptown carry more passengers. The Midday ridership for this route is almost the same as the AM Peak and PM Peak ridership combined. The category for passengers per hour is strong across the board for Route 9. In recent years, Route 9 has generally outperformed local routes overall, with above average increases for both ridership and passengers per hour from FY05-FY09. The exception was FY10, which experienced a slightly higher than average decrease in ridership. Outside of Uptown, the highest ridership along the route occurs between Central Ave & Eastway Dr and Albemarle Rd & Farm Pond Ln. However, ridership is fairly steady along the entire route.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:09 AM	1:56 AM	20:47	Weekday	10	15	10	25	35	Weekday	45	49	42	15	14	165
Saturday	5:43 AM	2:06 AM	20:23	Saturday	20	15	15	20	45	Saturday	21	46	28	19	10	124
Sunday	6:05 AM	1:24 AM	19:19	Sunday	30	30	30	50	60	Sunday	11	24	14	8	7	64

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	21.0	32.9	23.0	8.3	6.9	92
Saturday	9.8	23.7	14.5	9.9	5.2	63
Sunday	4.6	10.8	6.6	3.6	3.0	29

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	311	402	298	122	117	1,249
Saturday	160	350	213	148	83	953
Sunday	75	165	96	55	48	439

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.49	\$1.17	\$1.29	1.50

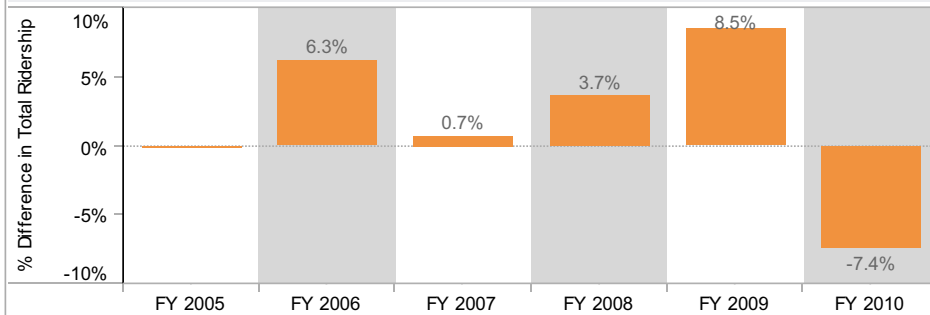
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Central & The Plaza	385	952	668	251	159	2,415	148	513	330	192	110	1,293	60	201	205	146	71	683	4,391
Central & The Plaza	Sharon Amity & Central	414	491	284	102	33	1,324	160	393	235	106	28	922	100	213	136	70	13	532	2,778
Sharon Amity & Central	Albemarle & Farm Pond	249	399	186	65	10	909	91	192	113	64	10	470	48	159	79	41	13	340	1,719
Albemarle & Farm Pond	Law yers & Idlew ild	31	191	21	26	14	283	31	101	44	28	16	220							503
Grand Total		1,079	2,033	1,159	444	216	4,931	430	1,199	722	390	164	2,905	208	573	420	257	97	1,555	9,391

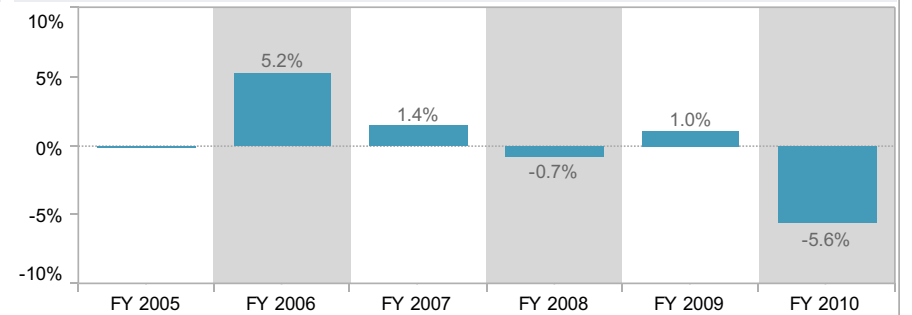
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	Central & The Plaza	60	109	97	120	94	94	57	88	94	80	100	84	43	67	114	146	89	85
Central & The Plaza	Sharon Amity & Central	45	42	28	32	13	36	39	41	40	28	15	36	45	43	45	44	9	40
Sharon Amity & Central	Albemarle & Farm Pond	49	62	34	41	9	46	48	35	32	28	9	33	48	57	44	41	16	46
Albemarle & Farm Pond	Law yers & Idlew ild	78	31	35	19	9	28	26	36	28	20	15	27						
Avg. Total		51	62	50	53	31	54	44	51	50	39	32	46	45	53	64	71	32	54

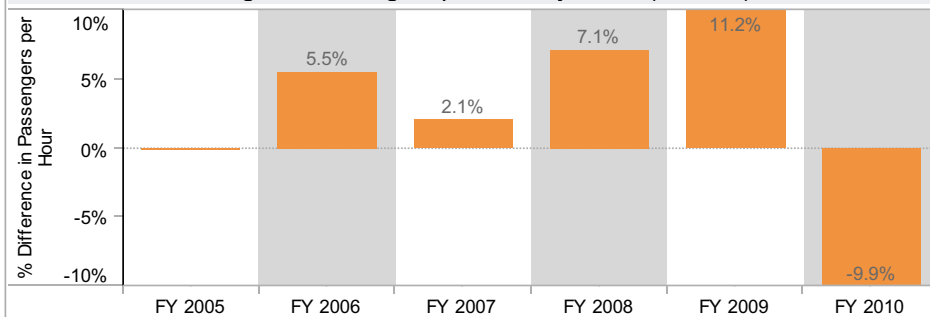
Change in Ridership by Route (Route 9)



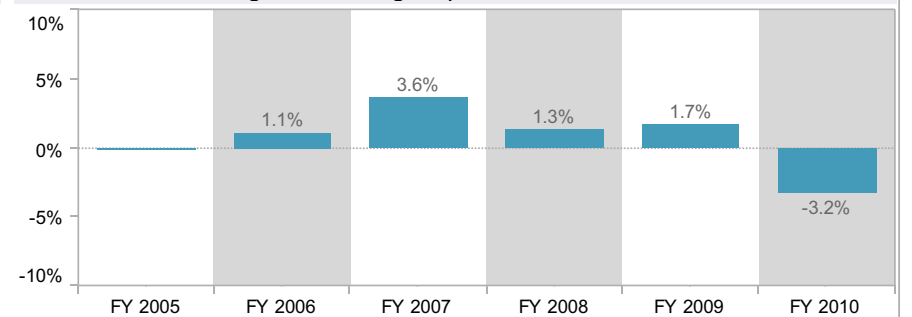
Change in Ridership - Local Routes



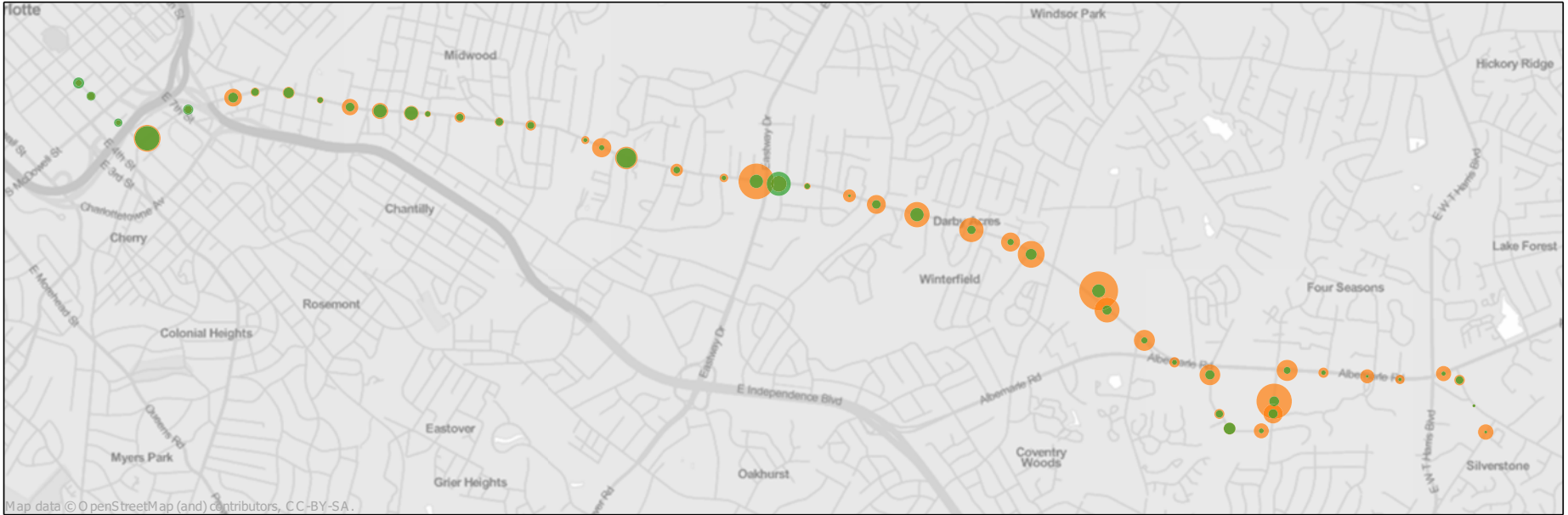
Change in Passengers per Hour by Route (Route 9)



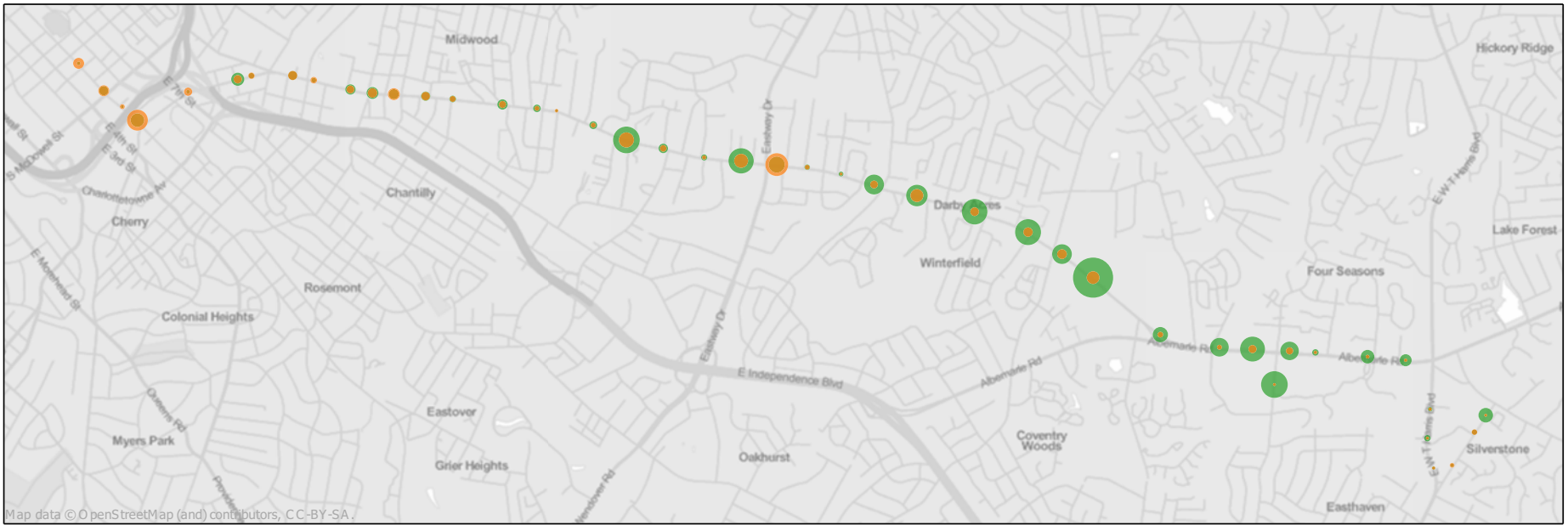
Change in Passengers per Hour - Local Routes



Route 9 - Outbound



Route 9 - Inbound



Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

	0.0		400.0		700.6
	200.0		600.0		

Route 10 West Boulevard

Key Destinations: Uptown Charlotte, LYNX Blue Line East/West Blvd Station, Stratford Richardson YMCA, West Boulevard Public Library, Boulevard Homes

Transfer opportunities: LYNX Blue Line and Route 25 at East/West Blvd Station; Route 30 at West Blvd & Clanton Rd; Route 60 and 235 at Boulevard Homes

Analysis Summary

Route 10 has a comparable service span to other local routes (5:30am - 2:00am). Route frequency on Weekdays is 15 minutes throughout the day, with 30 minute service in the Evening and Late Night. Saturdays and Sundays have 30 minute service throughout the day. The route has no variants, and exists primarily to serve West Blvd.

According to Route Performance Monitoring data, the route is on par with other local routes for the subsidy per passenger required, and is right at the average for the overall index score (1.05). Most of the ridership is concentrated in the Uptown segment and the segment from West Blvd & Remount Rd to Brooksvale St & West Blvd. The average passengers per hour are very similar between Weekday and Sunday service, and Saturdays average the highest passengers per hour overall. In recent years, Route 10 has generally performed better than other local routes, particularly in the category for passengers per hour. Passengers per hour increased during FY08-FY09 because of a reduction in service hours. Ridership is fairly consistent along the entire route, with noticeable increases at West Blvd & Brooksvale St, West Blvd & Old Steele Creek Rd, and West Blvd & Remount Rd. Another significant concentration of ridership is located at the East/West Blvd Station, indicating a large number of passengers transferring to the LYNX Blue Line.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:25 AM	1:52 AM	20:27	Weekday	15	15	15	25	30	Weekday	27	48	28	17	14	134
Saturday	5:42 AM	1:52 AM	20:10	Saturday	30	30	30	30	30	Saturday	13	24	14	14	14	79
Sunday	6:27 AM	12:49 AM	18:22	Sunday	30	30	30	45	55	Sunday	11	24	13	9	6	63

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	10.6	19.2	11.4	6.6	5.2	53
Saturday	4.8	9.0	5.2	5.0	5.0	29
Sunday	3.9	8.8	4.7	2.8	2.0	22

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	147	263	153	93	77	733
Saturday	71	131	77	77	77	432
Sunday	60	131	71	50	33	345

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.17	\$1.17	\$1.29	1.05

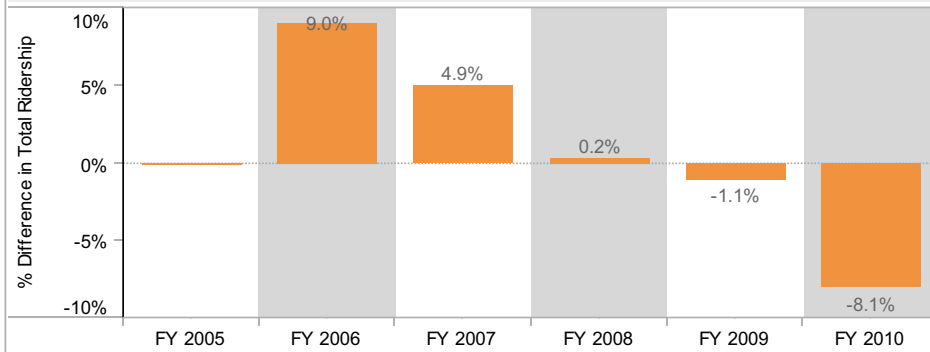
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	LYNX East/West Blvd Station	127	327	261	130	78	923	47	176	159	108	94	584	26	134	102	79	39	380	1,887
LYNX East/West Blvd Station	West Blvd & Remount	55	73	48	26	9	211	19	49	38	22	11	139	11	46	19	10	4	90	440
West Blvd & Remount	Brooksvale & West Blvd	216	264	146	70	26	722	94	195	117	86	31	523	56	130	75	40	13	314	1,559
Grand Total		398	664	455	226	113	1,856	160	420	314	216	136	1,246	93	310	196	129	56	784	3,886

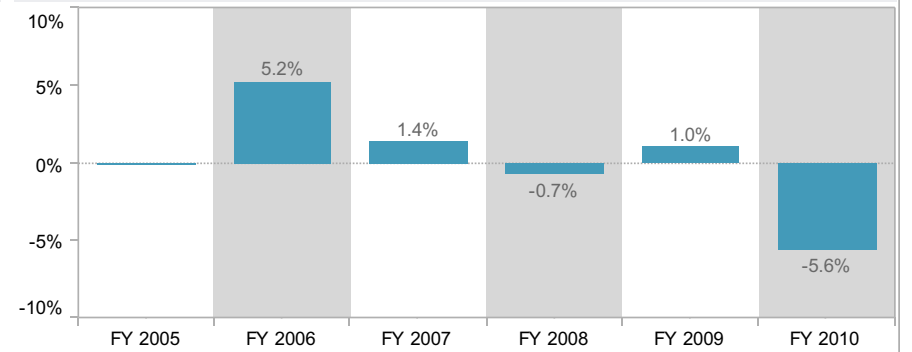
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	LYNX East/West Blvd Station	36	55	71	62	49	55	34	68	106	72	63	69	22	48	68	99	65	55
LYNX East/West Blvd Station	West Blvd & Remount	18	13	15	13	6	14	14	19	25	15	7	16	9	18	14	11	7	13
West Blvd & Remount	Brooksvale & West Blvd	53	35	33	28	13	35	47	51	53	43	16	44	37	38	42	36	16	37
Avg. Total		38	35	40	34	22	35	33	47	60	43	27	43	24	35	42	46	28	35

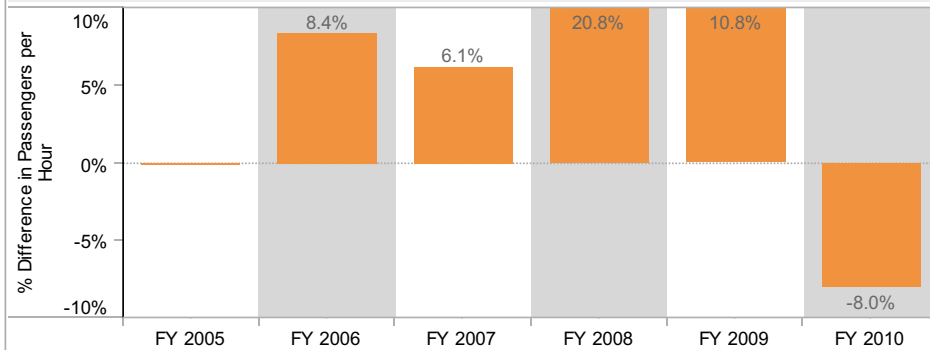
Change in Ridership by Route (Route 10)



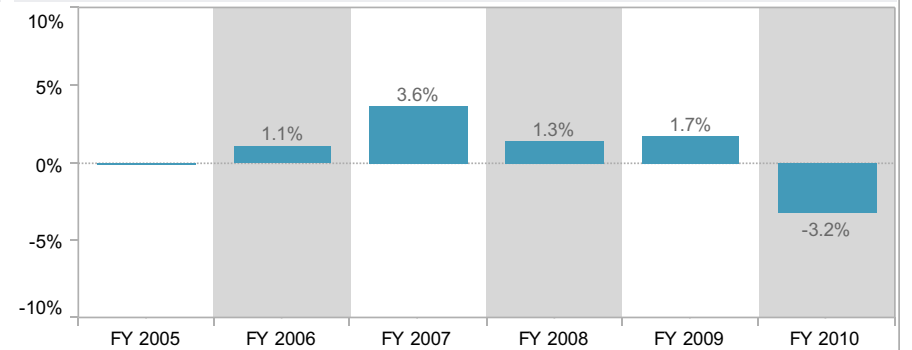
Change in Ridership - Local Routes



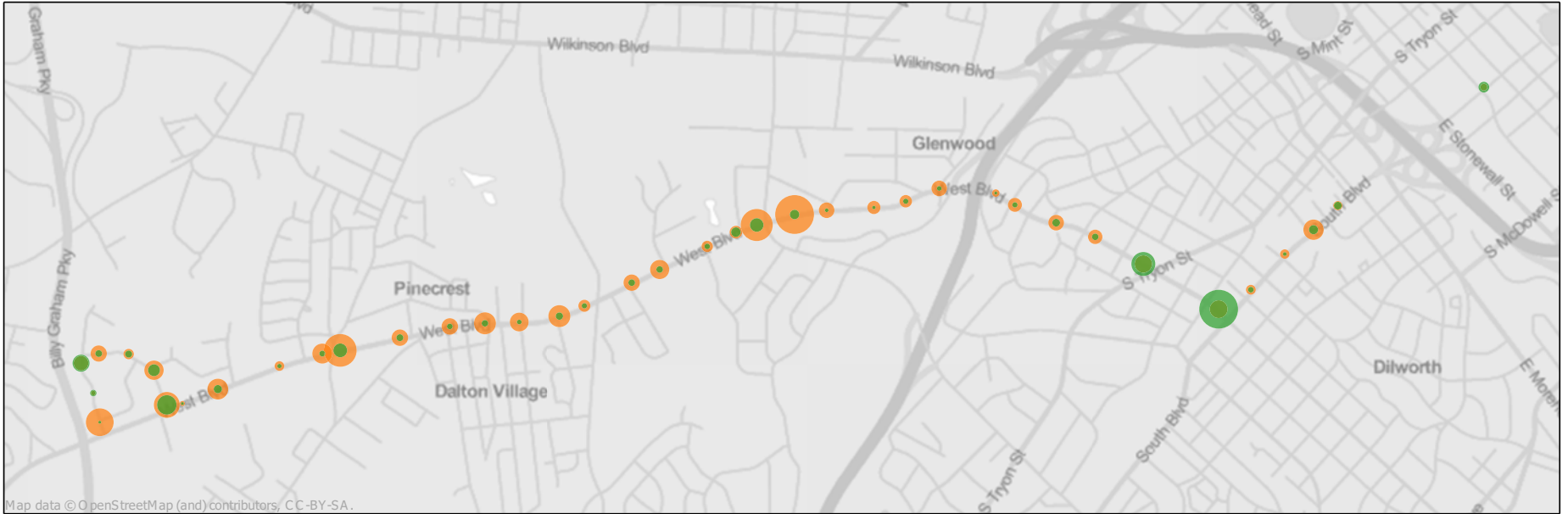
Change in Passengers per Hour by Route (Route 10)



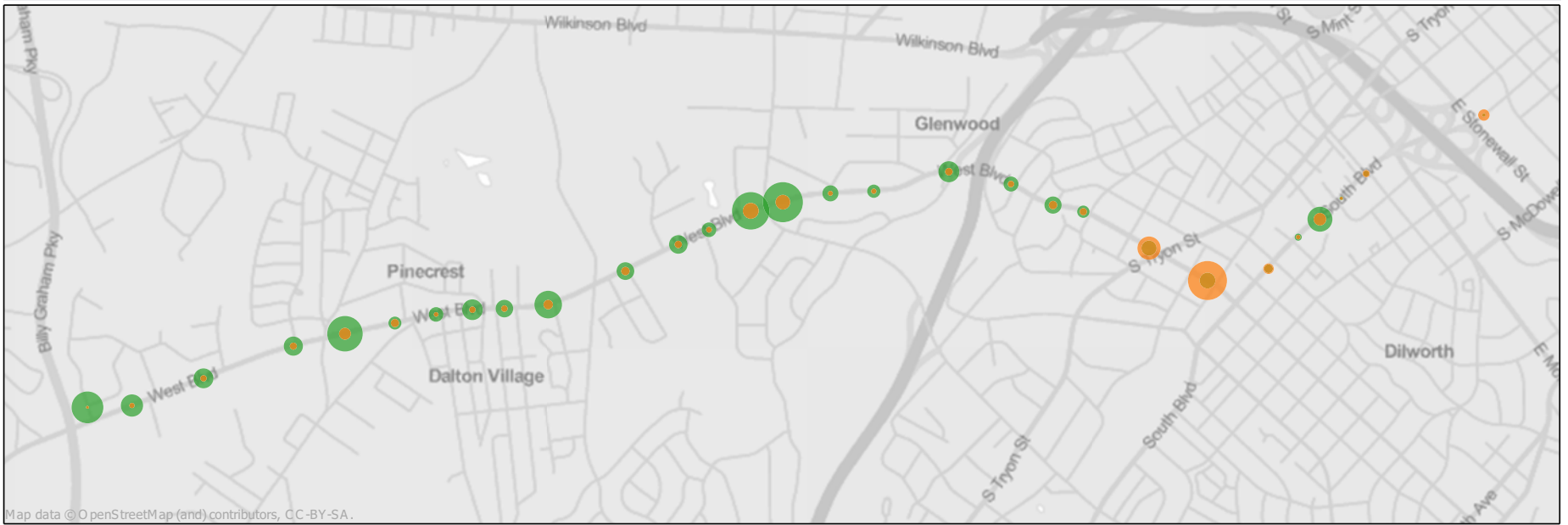
Change in Passengers per Hour - Local Routes



Route 10 - Outbound



Route 10 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 200.0
● 50.0	● 150.0	● 227.0

Route 11 North Tryon

Key Destinations: Uptown Charlotte, Amtrak Station, Sugar Creek Service Center, Hidden Valley, Wal-Mart at Ken Hoffman Dr, Carolinas Medical Center (University), University of North Carolina at Charlotte (UNCC)

Transfer opportunities: Routes 13 and 22 at North Tryon St & Dalton Ave; Route 29 at UNCC; Route 39 at North Tryon St & Eastway Dr; Routes 204 and 211 at North Tryon St & Sugar Creek Dr

Analysis Summary

Route 11 is currently the highest ridership route in the system, serving the North Tryon St corridor and paralleling the future Blue Line Extension. It has a comparable service span to other local routes (5:00am - 2:00am). Route frequency on Weekdays is 10 minutes throughout the day, with 30 minute service in the Evening and Late Night. Saturdays have 15 - 30 minute service, and Sundays have 30minute service throughout the day and 45 minute service at night. The route alternates between two main variants, the first terminating at North Tryon St & Ken Hoffman Dr, and the second terminating at UNCC. The route also has a minor variant that serves Pavilion Blvd four trips per day on Weekdays.

According to Route Performance Monitoring data, the route requires just half of the subsidy per passenger amount for local routes overall (\$0.57), and is well above the average for the overall index score (1.41). Outside of the Uptown segment, the segment along North Tryon St between Sugar Creek Rd & Tom Hunter Rd has both the highest ridership and the highest passengers per hour. It is also worth noting that the passengers per hour are higher on both Saturdays and Sundays than on Weekdays. Ridership for the Pavilion variant is minimal. Year after year, ridership has increased for Route 11 at substantially higher rates than local routes overall. The route even increased in ridership for FY10, a year where most routes in the system experienced a decline. Passengers per hour have also improved in recent years, though FY09-FY10 experienced slight decreases. Route 11 has a high stop density, and ridership is fairly consistent along the route. Outside of Uptown, the highest ridership stops are at North Tryon St & Sugar Creek Rd, the Wal-Mart at Ken Hoffman Dr, and UNCC.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4:58 AM	2:05 AM	21:07	Weekday	10	10	10	25	30	Weekday	42	72	37	15	15	181
Saturday	5:38 AM	2:04 AM	20:26	Saturday	20	15	15	30	30	Saturday	21	48	27	14	13	123
Sunday	5:52 AM	1:03 AM	19:11	Sunday	30	30	30	40	45	Sunday	14	24	13	10	8	69

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	24.4	45.0	25.8	10.6	9.4	115
Saturday	11.0	27.3	16.1	9.0	8.0	71
Sunday	7.2	15.8	8.9	6.2	4.9	43

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	440	750	421	184	185	1,979
Saturday	217	500	283	172	160	1,332
Sunday	145	295	159	123	98	820

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.57	\$1.17	\$1.29	1.41

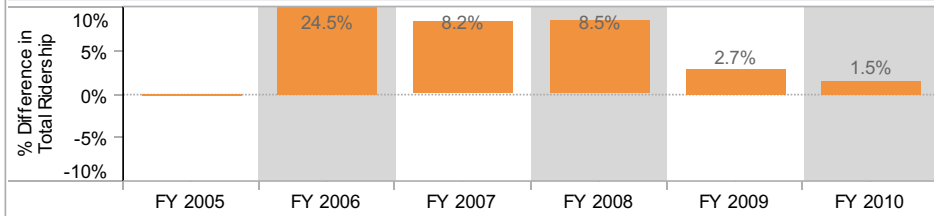
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Tryon & Dalton	361	890	592	231	146	2,220	198	583	357	206	130	1,474	115	316	152	145	69	797	4,491
Tryon & Dalton	Tryon & Sugar Creek	192	235	123	46	17	613	87	203	102	46	11	449	61	109	46	35	10	261	1,323
Tryon & Sugar Creek	Tryon & Tom Hunter	244	347	200	62	15	868	95	295	153	64	19	626	64	149	64	34	13	324	1,818
Tryon & Tom Hunter	Ken Hoffman	82	131	73			286	31	112	79			222	11					11	519
	Tryon & WT Harris	78	124	77	70	31	380	30	91	58	69	34	282	28	108	75	43	30	284	946
Tryon & WT Harris	UNCC	165	232	155	69	35	656	50	159	95	57	30	391	33	110	57	34	19	253	1,300
UNCC	Pavillion & N. Tryon	14		2			16													16
Grand Total		1,136	1,959	1,222	478	244	5,039	491	1,443	844	442	224	3,444	312	792	394	291	141	1,930	#####

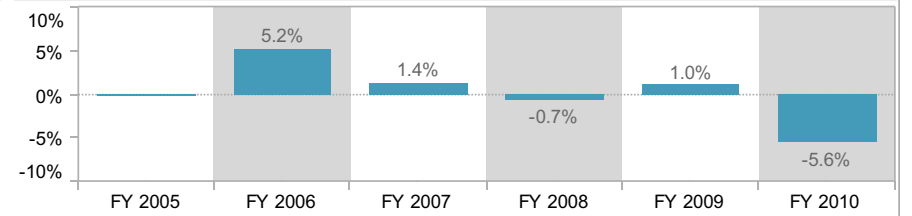
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Tryon & Dalton	64	77	102	110	77	83	83	97	87	114	81	93	82	99	84	112	63	91	
Tryon & Dalton	Tryon & Sugar Creek	37	24	23	24	11	26	38	36	33	29	7	32	41	35	29	29	11	31	
Tryon & Sugar Creek	Tryon & Tom Hunter	52	42	48	44	11	43	43	57	51	43	14	47	53	60	46	34	19	48	
Tryon & Tom Hunter	Ken Hoffman	39	36	66			42	31	49	61			48	28					28	
	Tryon & WT Harris	31	25	21	33	17	26	21	25	29	41	23	27	25	36	42	39	33	36	
Tryon & WT Harris	UNCC	42	34	28	22	13	30	29	35	37	24	15	30	21	28	25	21	15	23	
UNCC	Pavillion & N. Tryon	35		7			23													
Avg. Total		47	44	47	45	26	44	45	53	52	49	28	48	43	50	44	47	29	45	

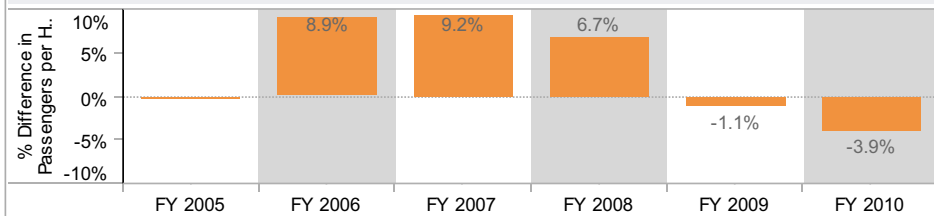
Change in Ridership by Route (Route 11)



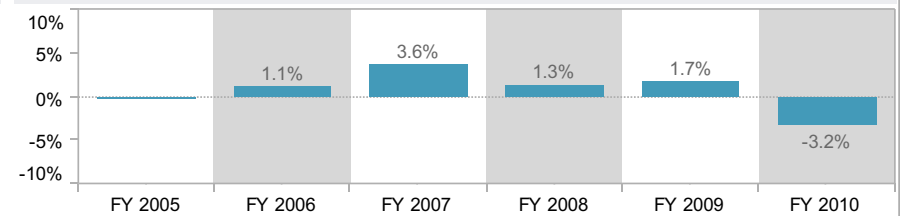
Change in Ridership - Local Routes



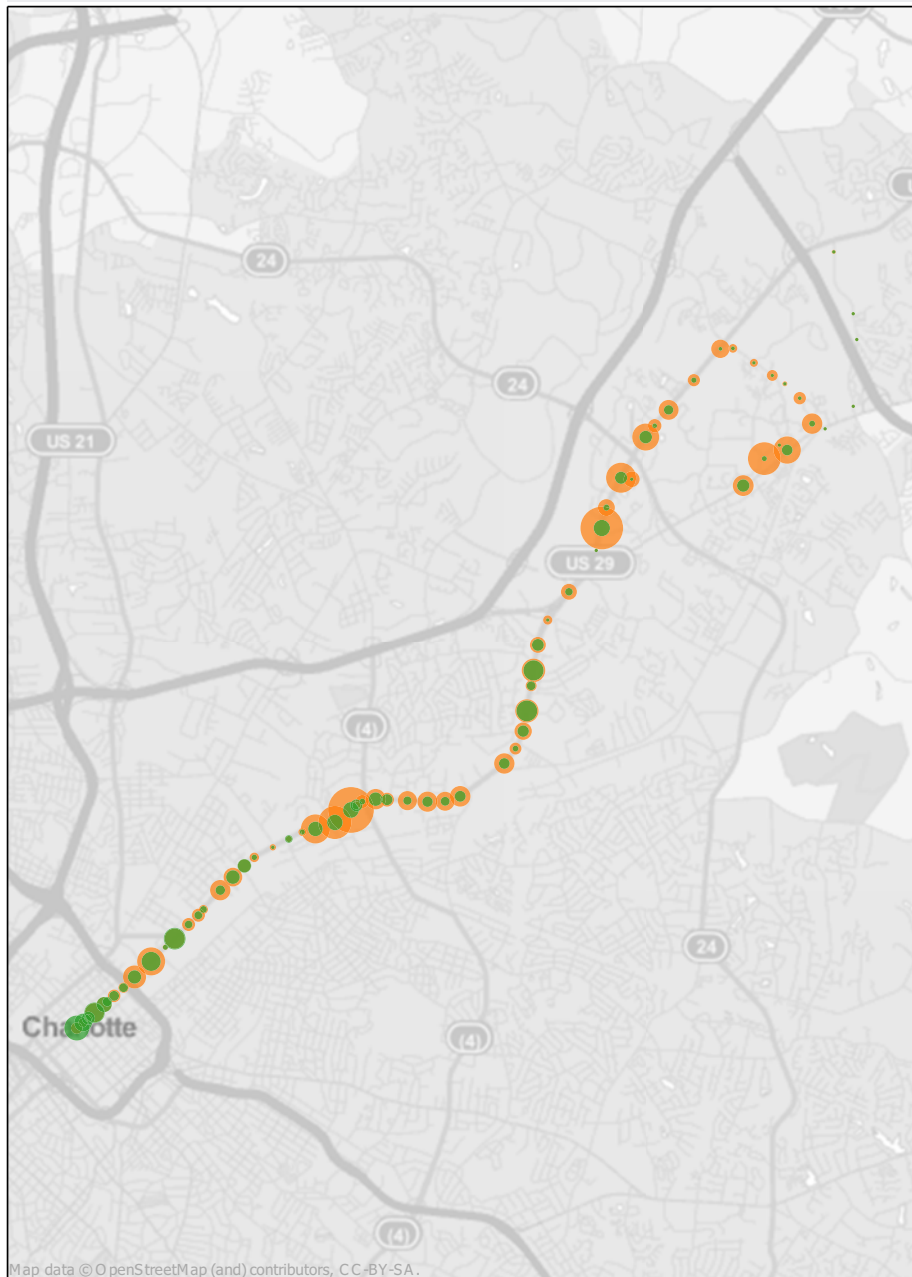
Change in Passengers per Hour by Route (Route 11)



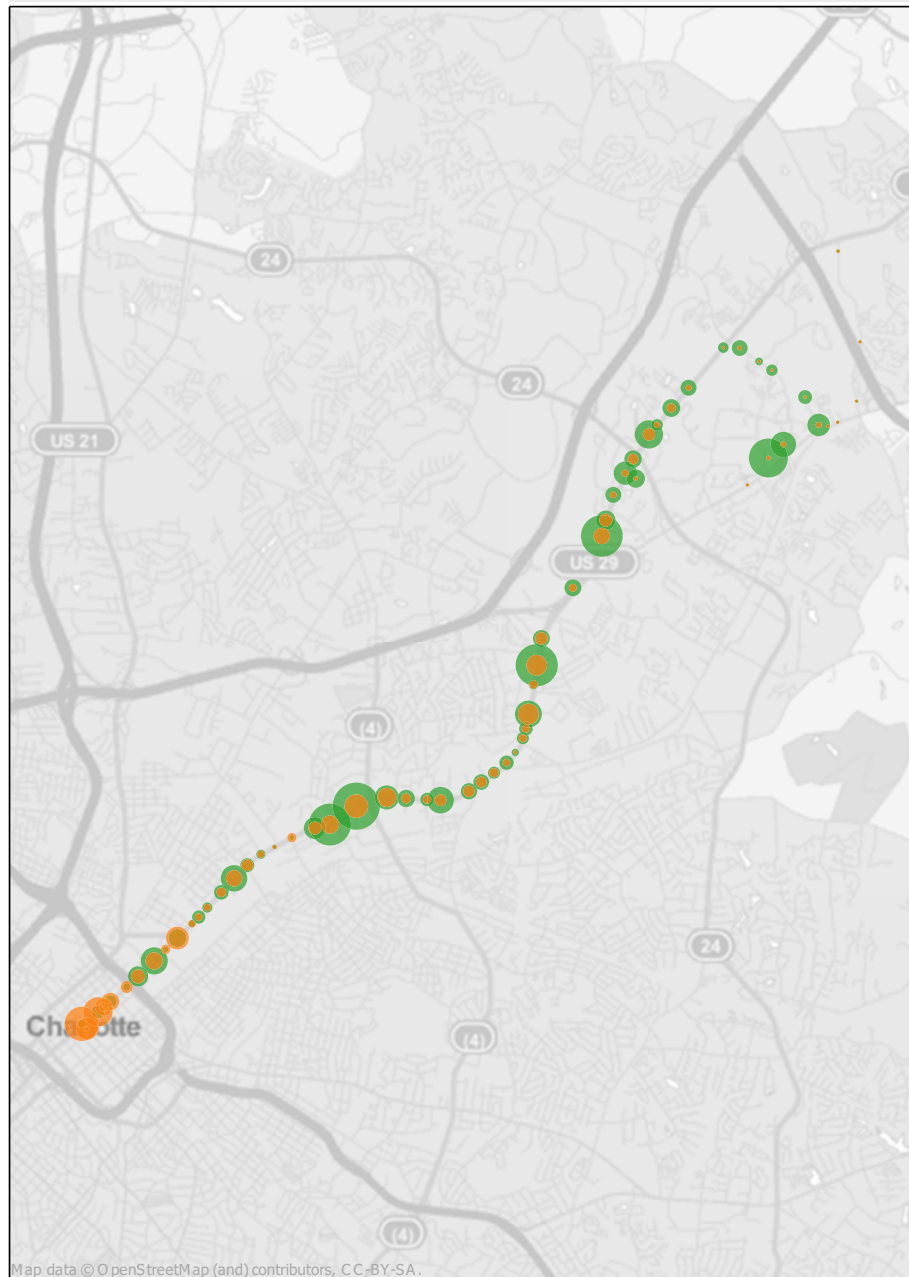
Change in Passengers per Hour - Local Routes



Route 11 - Outbound



Route 11 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

0.0	200.0	400.0
100.0	300.0	502.7

Route 12 South Boulevard

Key Destinations: LYNX Blue Line Carson Station, LYNX Blue Line Scaleybark Station, LYNX Blue Line I-485 Station, Carolina Pavilion, Sharon Lakes

Transfer opportunities: LYNX Blue Line at Carson Station or I-485 Station; Route 19 at South Blvd & Sharon Rd W; Route 30 at LYNX Blue Line Scaleybark Station; Route 43 at South Blvd & Sharon Rd W; Route 57 at South Blvd & Archdale Dr; Route 58 at LYNX Blue Line I-485 Station; Route 60 at South Blvd & Tyvola Rd

Analysis Summary

Route 12 is a service that operates primarily along South Blvd, paralleling the LYNX Blue Line. It runs slightly reduced hours compared to other local routes (5:00am - 12:00am). The route frequency on Weekdays is 30 minutes throughout the day, with hourly service in the Evening and Late Night. Saturdays and Sundays run 40 - 60 minute service throughout the day. The base of the route travels South Blvd from I-485 Station to Scaleybark Station, and the route only provides service from Scaleybark Station to Carson Station during the Midday and PM Peak hours on Weekdays and Saturdays.

According to Route Performance Monitoring data, the route has a subsidy per passenger that is close to other shuttle routes (\$2.29), and the route has a lower than average index score (.80). The heaviest ridership of this route is by far contained within the segment from South Blvd & Tyvola Rd to the Sharon Rd West Station. The next highest ridership segment only carries half the passengers as the first, between the Sharon Rd West Station and I-485 Station. The route north of South Blvd & Tyvola Rd carries substantially fewer passengers as the rest of the route, and the passengers per hour are much fewer as well. For a yearly comparison, Route 12 has been compared with local routes for year to year changes. Additionally, some sharp changes occurred between FY08 and FY09 due to the massive restructuring of routes with the implementation of the Blue Line light rail service. It is worth noting that after the restructuring had settled, Route 12 continued to drop in ridership well below the change of other local routes during the same time period. Significant ridership for this route occurs along Sharon Lakes and also at I-485. Stops corresponding with rail stations also have higher ridership, indicating probable transfer points. Ridership between these stops is generally modest.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:12 AM	12:15 AM	19:03	Weekday	30	30	30	55	60	Weekday	16	24	13	7	4	64
Saturday	6:00 AM	12:24 AM	18:24	Saturday	50	40	40	55	60	Saturday	8	18	10	7	4	47
Sunday	6:30 AM	11:10 PM	16:40	Sunday	50	60	60	60	60	Sunday	6	12	7	7	2	34

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	7.7	14.9	8.5	3.4	1.6	36
Saturday	3.9	10.4	5.7	3.2	1.8	25
Sunday	2.5	5.0	2.9	3.0	0.8	14

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	141	245	134	62	33	615
Saturday	71	184	102	58	33	448
Sunday	49	98	56	58	16	278

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.29	\$2.21	\$1.29	0.80

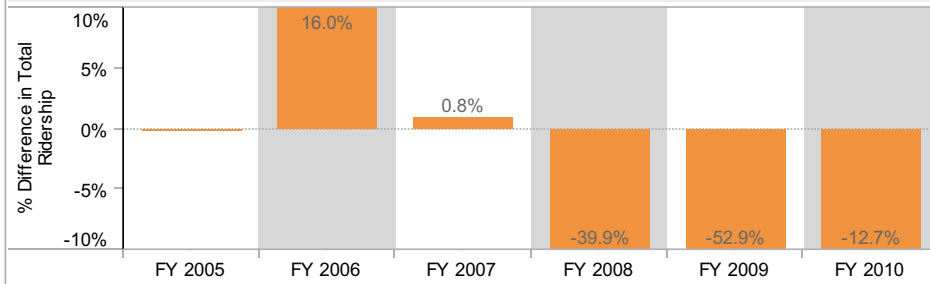
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total	
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total		
LYNX Carson Station	LYNX East/West Blvd Station	6	18	9	0		33	1	9	6			16								49
LYNX East/West Blvd Station	LYNX Scaleybark Station	4	29	18	2		53	0	15	12			27								80
LYNX Scaleybark Station	South Blvd & Tyvola	18	32	20	9	4	83	7	15	12	10	4	48	4	12	9	10	4	39	170	
South Blvd & Tyvola	LYNX Sharon Rd West Station	111	164	92	26	4	397	40	115	75	25	6	261	19	66	32	14	0	131	789	
LYNX Sharon Rd West Station	LYNX I-485 Station	27	71	44	24	11	177	12	63	38	31	10	154	6	20	20	21	2	69	400	
Grand Total		166	314	183	61	19	743	60	217	143	66	20	506	29	98	61	45	6	239	1,488	

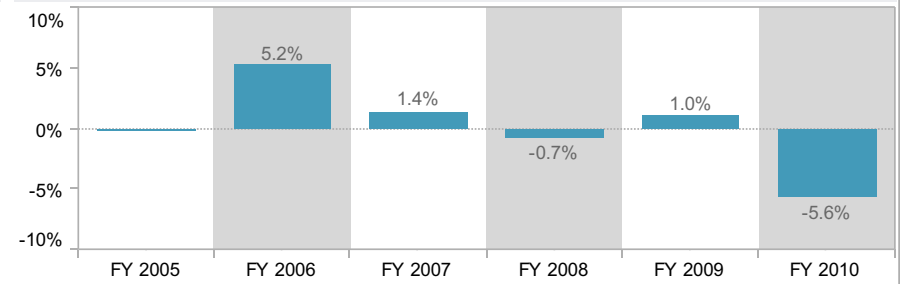
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total	
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total		
LYNX Carson Station	LYNX East/West Blvd Station	15	15	13	0		14	10	10	12			11								
LYNX East/West Blvd Station	LYNX Scaleybark Station	8	13	15	10		13	0	9	15			10								
LYNX Scaleybark Station	South Blvd & Tyvola	10	11	13	11	10	11	8	8	11	13	8	9	6	9	11	13	20	10		
South Blvd & Tyvola	LYNX Sharon Rd West Station	35	30	30	19	6	29	24	30	36	17	8	26	17	30	25	11	0	21		
LYNX Sharon Rd West Station	LYNX I-485 Station	15	23	23	27	22	22	13	30	32	34	20	28	9	14	25	23	10	17		
Avg. Total		22	21	22	18	12	21	15	21	25	21	11	20	12	20	21	15	8	17		

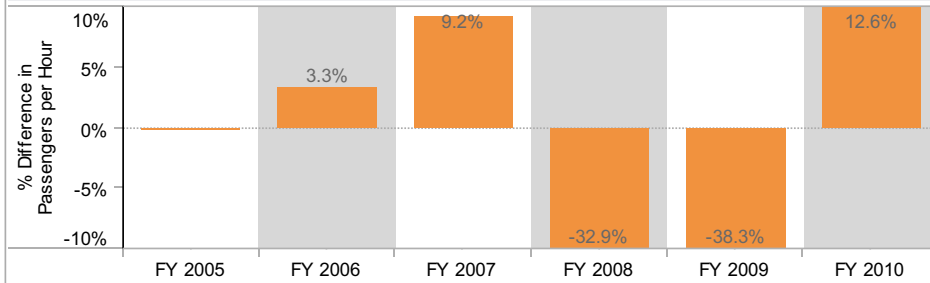
Change in Ridership by Route (Route 12)



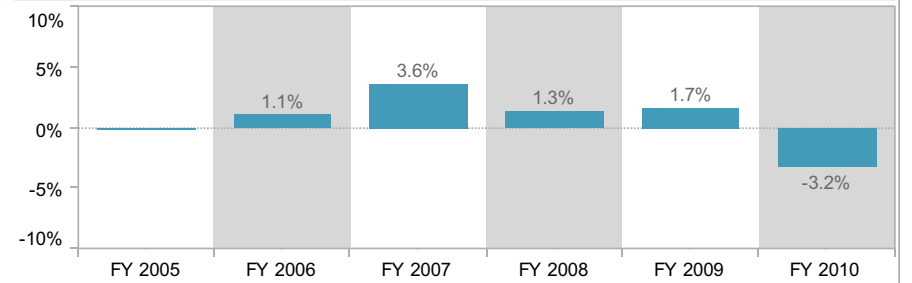
Change in Ridership - Local Routes



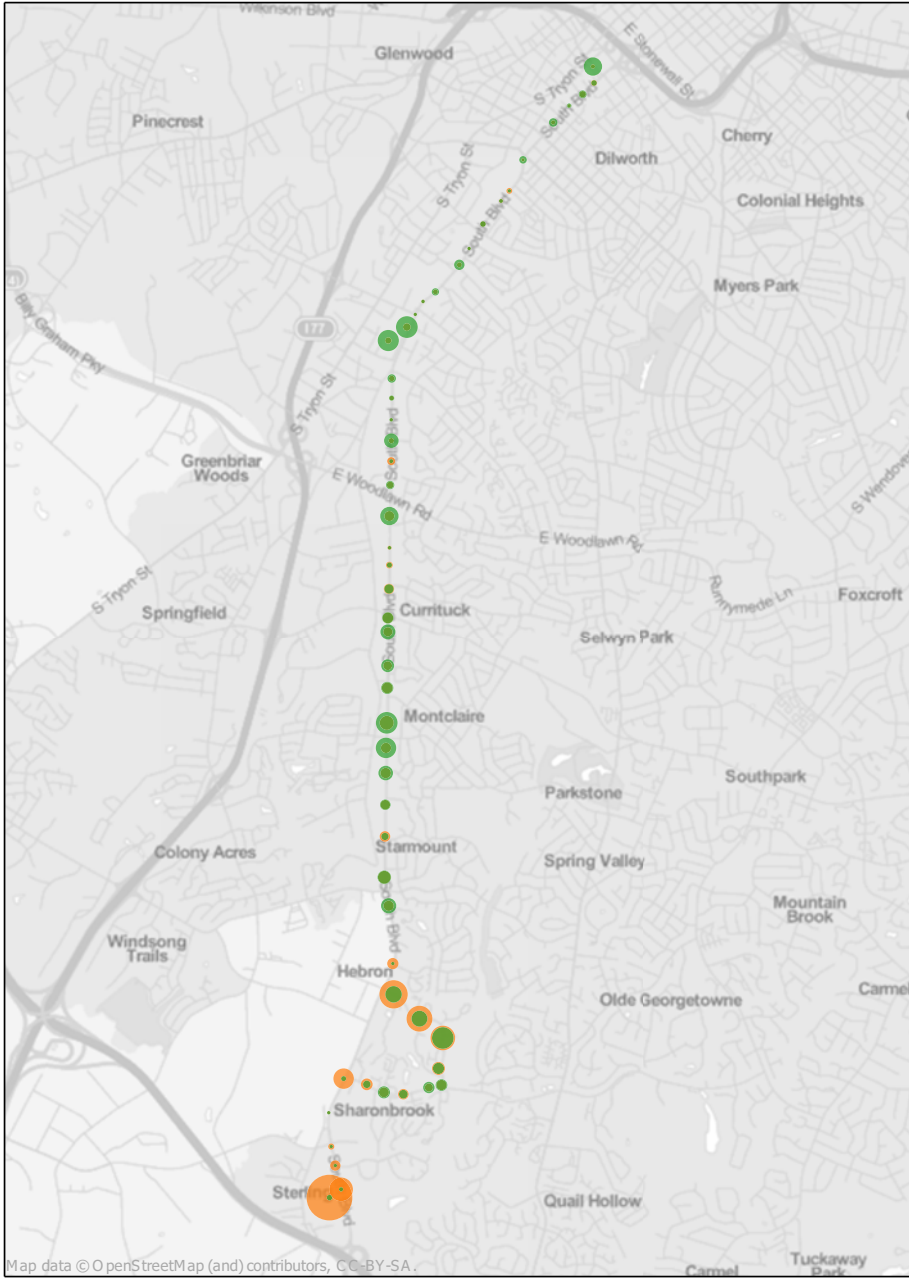
Change in Passengers per Hour by Route (Route 12)



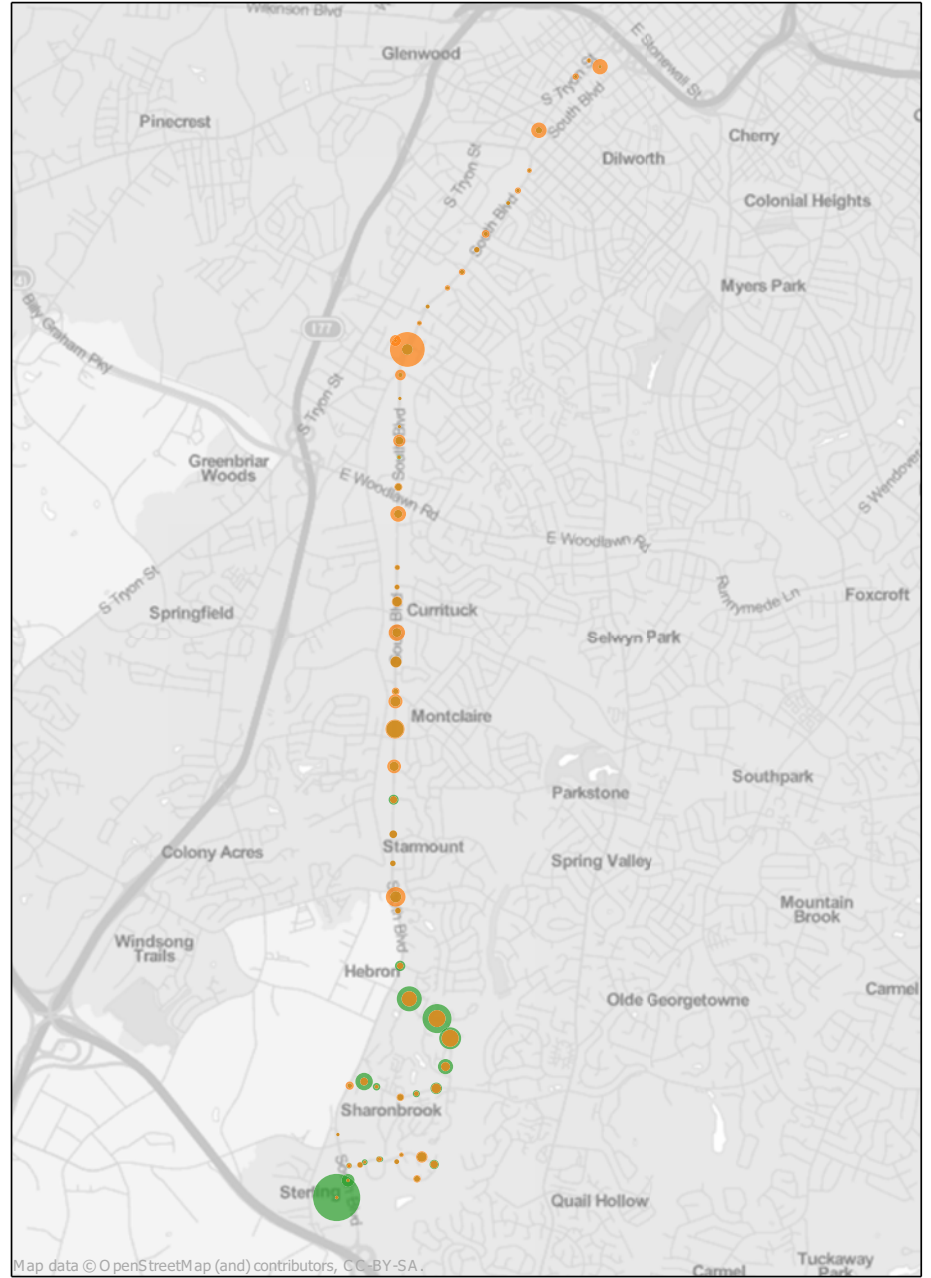
Change in Passengers per Hour - Local Routes



Route 12 - Outbound



Route 12 - Inbound



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Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

•	0.0	●	200.0
●	100.0	●	276.6

Route 13 Nevin Road

Key Destinations: Uptown Charlotte, Crisis Assistance Ministries, Derita Woods, Statesville Road, Nevins Center

Transfer opportunities: Route 11 at North Tryon St & Dalton Ave; Route 21 at Statesville Ave & Newland Rd; Route 22 at Graham St & Dalton Ave

Analysis Summary

Route 13 is a local route serving the Statesville Rd corridor, and it operates similar hours compared to other local routes (5:00am - 1:00am), and Sundays the route only operates between 8:00am and 8:00pm. The route frequency on Weekdays is 30 minutes throughout the day on Weekdays and Saturdays, with hourly service Saturday nights and Sundays.

According to Route Performance Monitoring data, the route has a subsidy per passenger that is on par with other local routes (\$1.28), and has an average overall index score (1.00). Outside of Uptown, ridership along this route is heaviest between Statesville Ave & Norris Ave and Nevins Center. Passengers per hour are also highest on Sundays. In recent years, the performance of this route has dramatically improved overall for both the ridership and passengers per hour, even though service hours and the route structure have stayed relatively the same. The highest ridership stop outside of Uptown is at Statesville Ave & Alma Ct, which serves the Men's Shelter of Charlotte. Ridership is also heavy along Dalecrest Dr near the terminus of the route, and at Statesville Ave & Oliver St, which serves the Crisis Assistance Ministry.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:10 AM	1:00 AM	19:50	Weekday	30	30	30	30	30	Weekday	14	24	14	14	12	78
Saturday	5:30 AM	1:10 AM	19:40	Saturday	30	30	30	50	60	Saturday	14	24	14	7	6	65
Sunday	7:42 AM	7:40 PM	11:58	Sunday	60	60	60	60		Sunday	3	12	7	2		24

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6.4	11.6	6.9	6.0	4.9	36
Saturday	5.7	10.6	6.2	3.0	2.6	28
Sunday	1.2	5.4	3.1	0.9		11

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	101	173	101	101	87	564
Saturday	101	173	101	51	43	470
Sunday	22	87	51	15		173

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.28	\$1.17	\$1.29	1.00

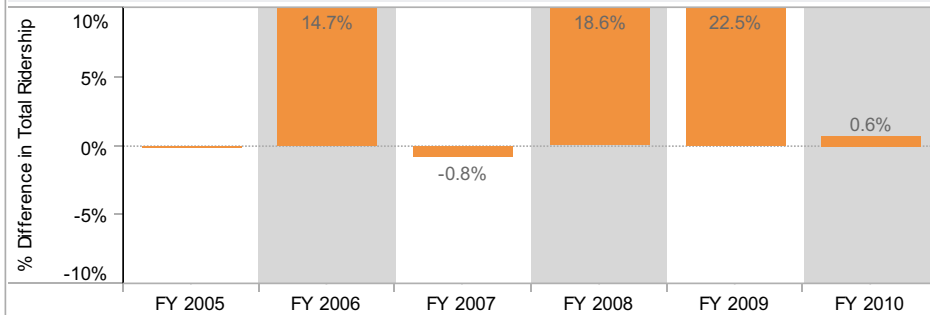
Boardings

Start Place	End Place	Weekday						Saturday						Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	
Charlotte Transportation Center	Statesville & Dalton	90	183	190	129	56	648	45	140	148	98	34	465	12	112	92	27	243	1,356
Nevins Center	Woodstone & Cedarhurst	63	72	24	11	6	176	27	60	23	8	3	121	5	35	7	3	50	347
Norris & Statesville	Nevins Center	107	47	30	19	8	211	97	55	21	10	4	187	15	32	14	4	65	463
Statesville & Dalton	Norris & Statesville	45	51	28	13	3	140	18	49	16	20	2	105	8	22	10	2	42	287
Grand Total		305	353	272	172	73	1,175	187	304	208	136	43	878	40	201	123	36	400	2,453

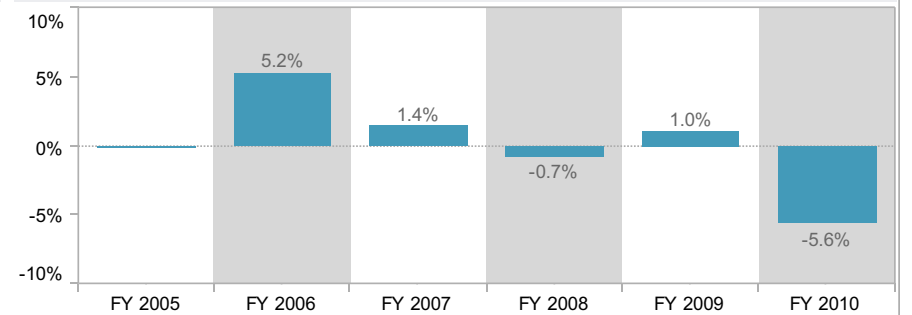
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	
Charlotte Transportation Center	Statesville & Dalton	50	49	90	72	37	59	30	44	74	109	43	55	40	70	92	90	76	
Nevins Center	Woodstone & Cedarhurst	35	26	13	7	5	19	18	22	15	11	5	17	17	25	10	15	19	
Norris & Statesville	Nevins Center	67	17	19	13	7	24	65	23	15	13	6	28	50	27	20	20	27	
Statesville & Dalton	Norris & Statesville	38	22	20	11	3	20	15	21	12	33	4	18	27	18	14	10	18	
Avg. Total		48	30	39	29	15	33	33	29	34	45	17	31	33	37	40	40	38	

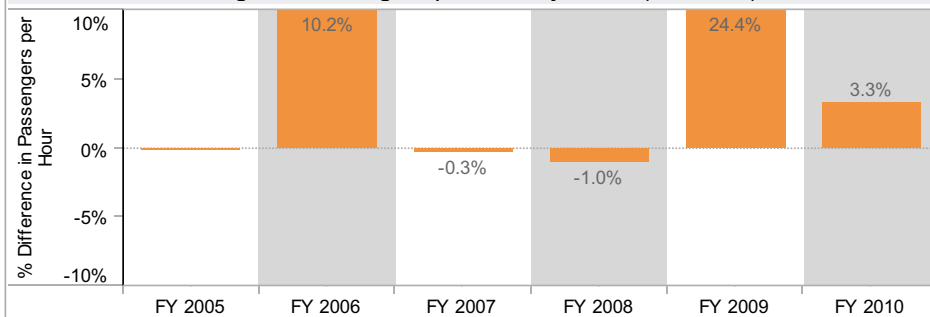
Change in Ridership by Route (Route 13)



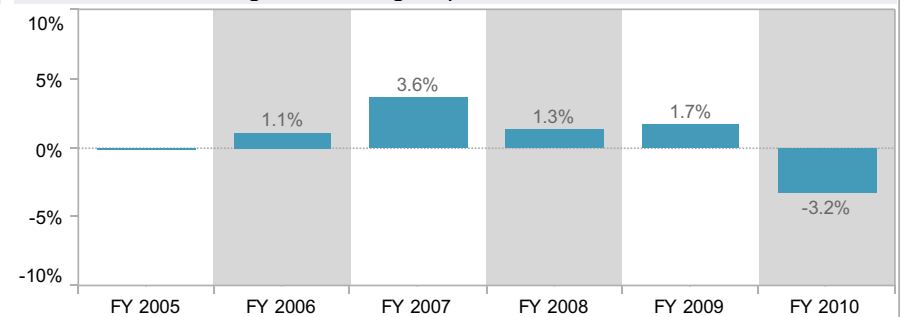
Change in Ridership - Local Routes



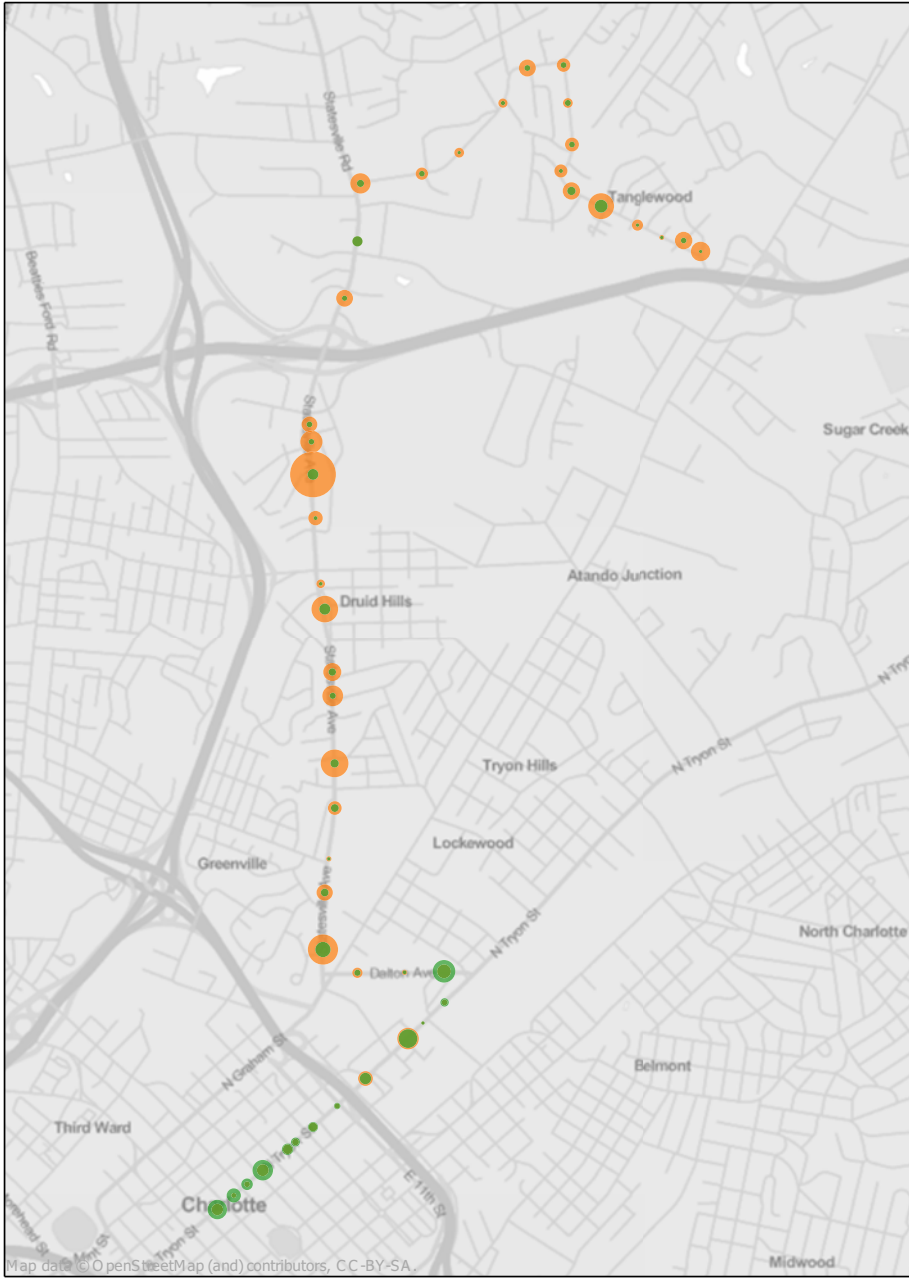
Change in Passengers per Hour by Route (Route 13)



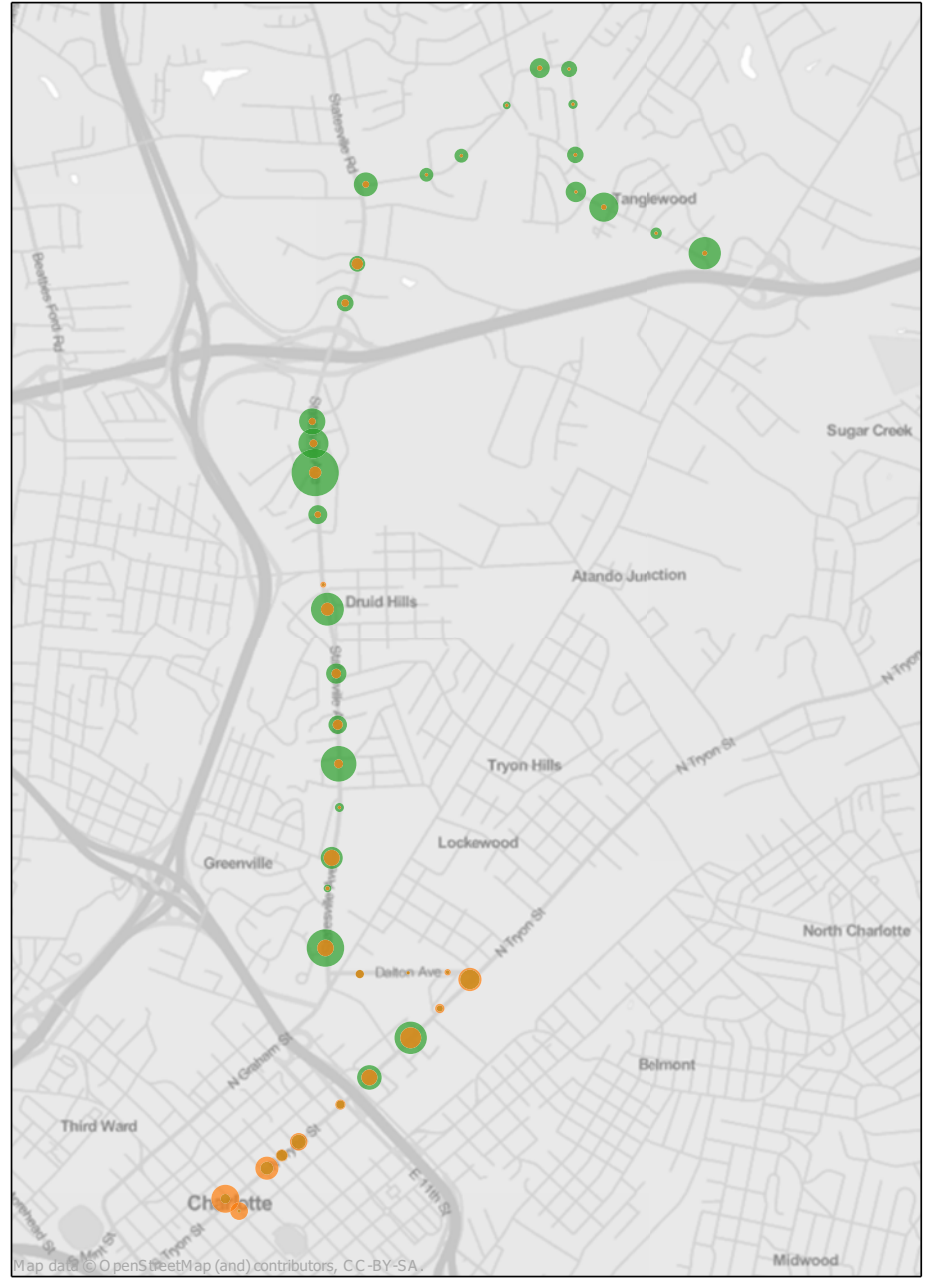
Change in Passengers per Hour - Local Routes



Route 13 - Outbound



Route 13 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

●	0.0	●	100.0
●	50.0	●	151.8

Route 14 Providence Road

Key Destinations: Uptown Charlotte, CPCC Central Campus, Presbyterian Hospital, Providence Rd, Strawberry Hill Shopping Center, Arboretum Shopping Center

Transfer opportunities: Route 20 at Providence Rd & Queens Rd; Route 29 at Providence Rd & Sharon Amity Rd

Analysis Summary

Route 14 is a local route serving the Providence Rd corridor. It runs slightly reduced hours compared to other local routes (6:00am - 12:00am), and the route only operates between 7:30am and 8:30pm on Sundays. The route frequency on Weekdays is 35 - 45 minutes throughout the day, with 30 minute service on Saturdays, and hourly service on Sundays. The route has no variants and serves Providence Rd from Uptown to I-485.

According to Route Performance Monitoring data, the route has a subsidy per passenger that is on par with other local routes (\$1.24), and has an average overall index score (1.00). Outside of Uptown, the segment between Providence Rd & Sardis Ln and the Arboretum Shopping Center has the next highest ridership, and performs the next best with regards to passengers per hour. Passengers per hour drop significantly on Saturdays and Sundays, which is concerning given that Saturday has more frequent service than Weekdays. Both ridership and passengers per hour have continued to improve over the past few years, even in FY10 when local routes overall were declining. The highest ridership stop outside of Uptown is at the Arboretum, which is a major ridership generator for this route. Ridership is also high at Providence Rd and International Dr, and at Sardis Ln. Both of these are areas which have higher concentrations of multi-family housing, which is unusual overall for this corridor. Both CPCC and Presbyterian Hospital also generate significant ridership, particularly on Weekdays during Midday hours.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:50 AM	12:19 AM	18:29	Weekday	35	45	40	35	35	Weekday	12	16	11	11	8	58
Saturday	6:00 AM	12:25 AM	18:25	Saturday	30	30	30	60	60	Saturday	12	24	14	7	4	61
Sunday	7:27 AM	8:28 PM	13:01	Sunday	60	60	60	60		Sunday	3	12	8	3		26

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	7.5	9.4	6.9	5.7	4.0	34
Saturday	5.3	11.4	6.8	3.3	1.8	29
Sunday	1.4	5.7	3.8	1.4		12

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	124	165	114	114	83	599
Saturday	124	248	144	72	41	629
Sunday	31	124	83	31		268

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.24	\$1.17	\$1.29	1.00

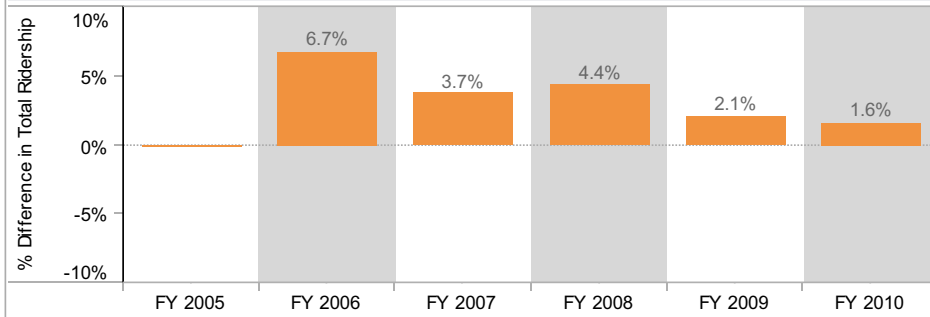
Boardings

Start Place	End Place	Weekday						Saturday						Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	
Charlotte Transportation Center	Elizabeth & Hawthorne	117	240	153	91	24	625	52	116	80	35	21	304	19	49	51	14	133	1,062
Elizabeth & Hawthorne	Providence & Sharon Amity	11	42	32	17	10	112	5	27	26	9	6	73	2	12	13	6	33	218
Providence & Sharon Amity	Providence & Sardis Lane	51	43	20	10	2	126	9	32	19	10	4	74	2	16	16	4	38	238
Providence & Sardis Lane	Arboretum Shopping Center	132	113	73	41	19	378	34	93	58	47	14	246	11	61	41	25	138	762
Grand Total		311	438	278	159	55	1,241	100	268	183	101	45	697	34	138	121	49	342	2,280

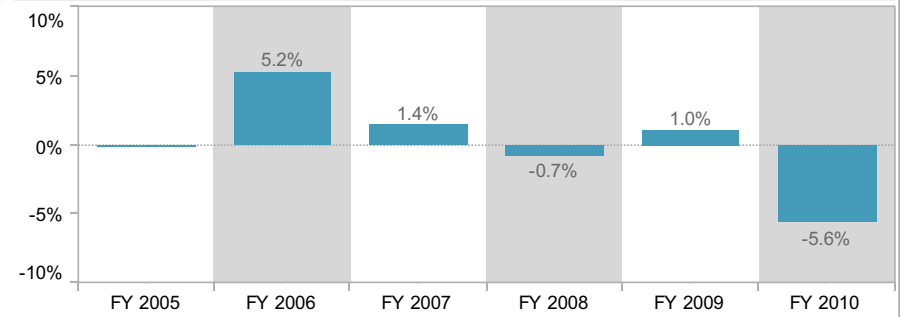
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday				
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
Charlotte Transportation Center	Elizabeth & Hawthorne	62	104	96	70	27	78	58	68	73	70	70	68	95	54	85	70	70
Elizabeth & Hawthorne	Providence & Sharon Amity	6	16	18	9	8	12	3	7	11	8	10	7	4	6	10	12	8
Providence & Sharon Amity	Providence & Sardis Lane	34	23	14	9	3	19	8	13	13	13	10	12	7	13	20	13	15
Providence & Sardis Lane	Arboretum Shopping Center	63	45	35	27	17	41	23	28	31	52	28	30	28	38	37	63	39
Avg. Total		41	47	40	28	14	37	19	24	27	31	25	24	24	24	32	35	28

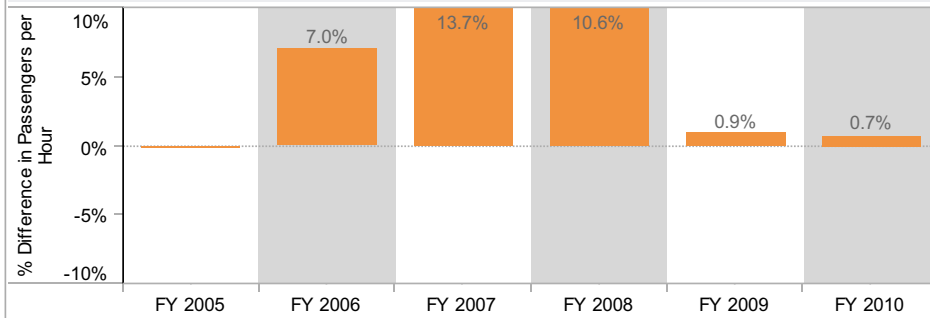
Change in Ridership by Route (Route 14)



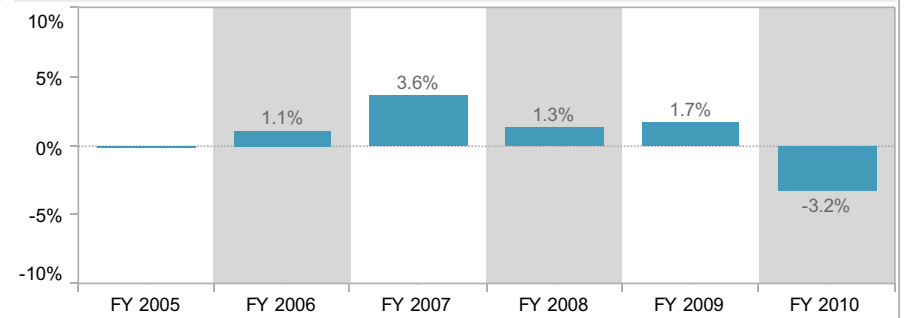
Change in Ridership - Local Routes



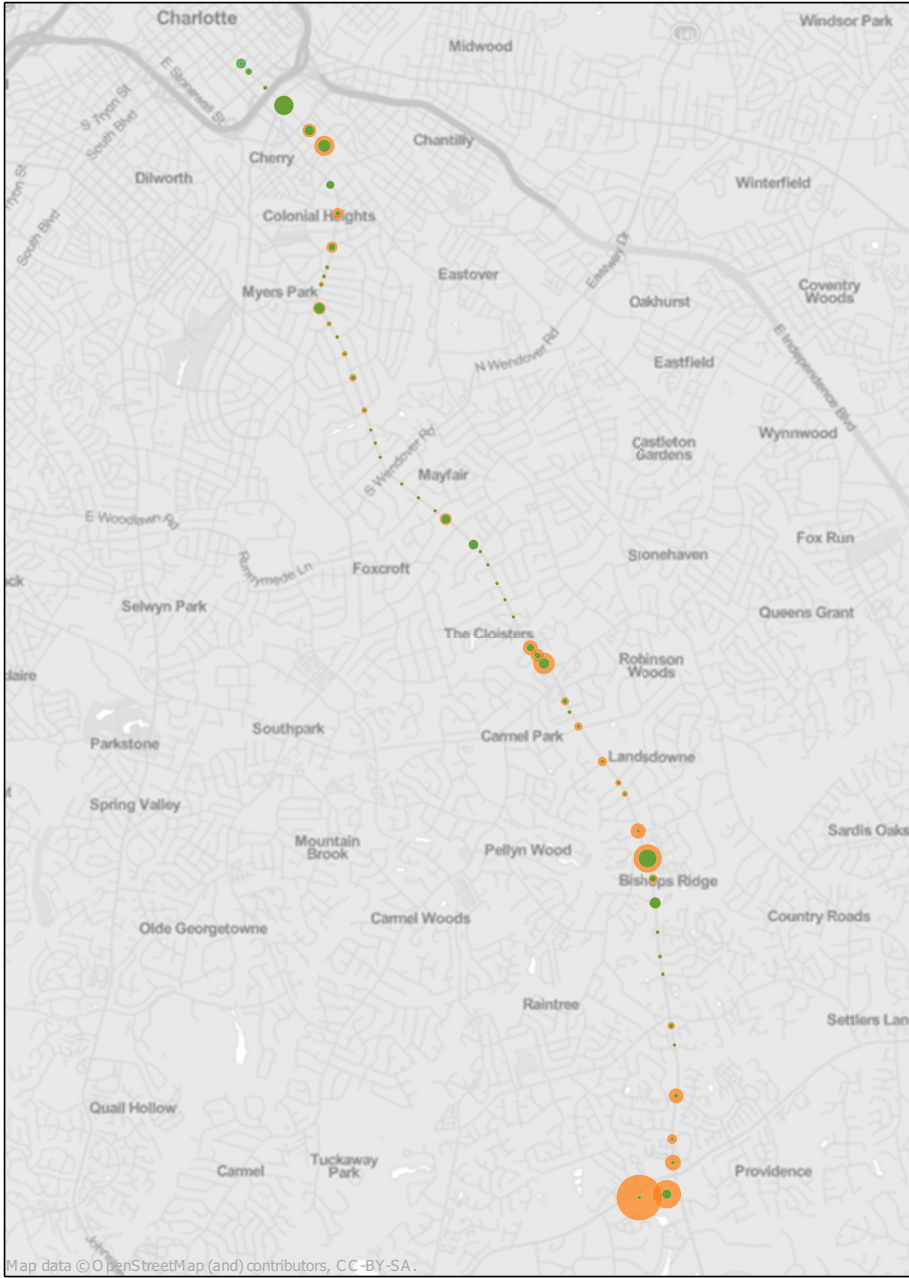
Change in Passengers per Hour by Route (Route 14)



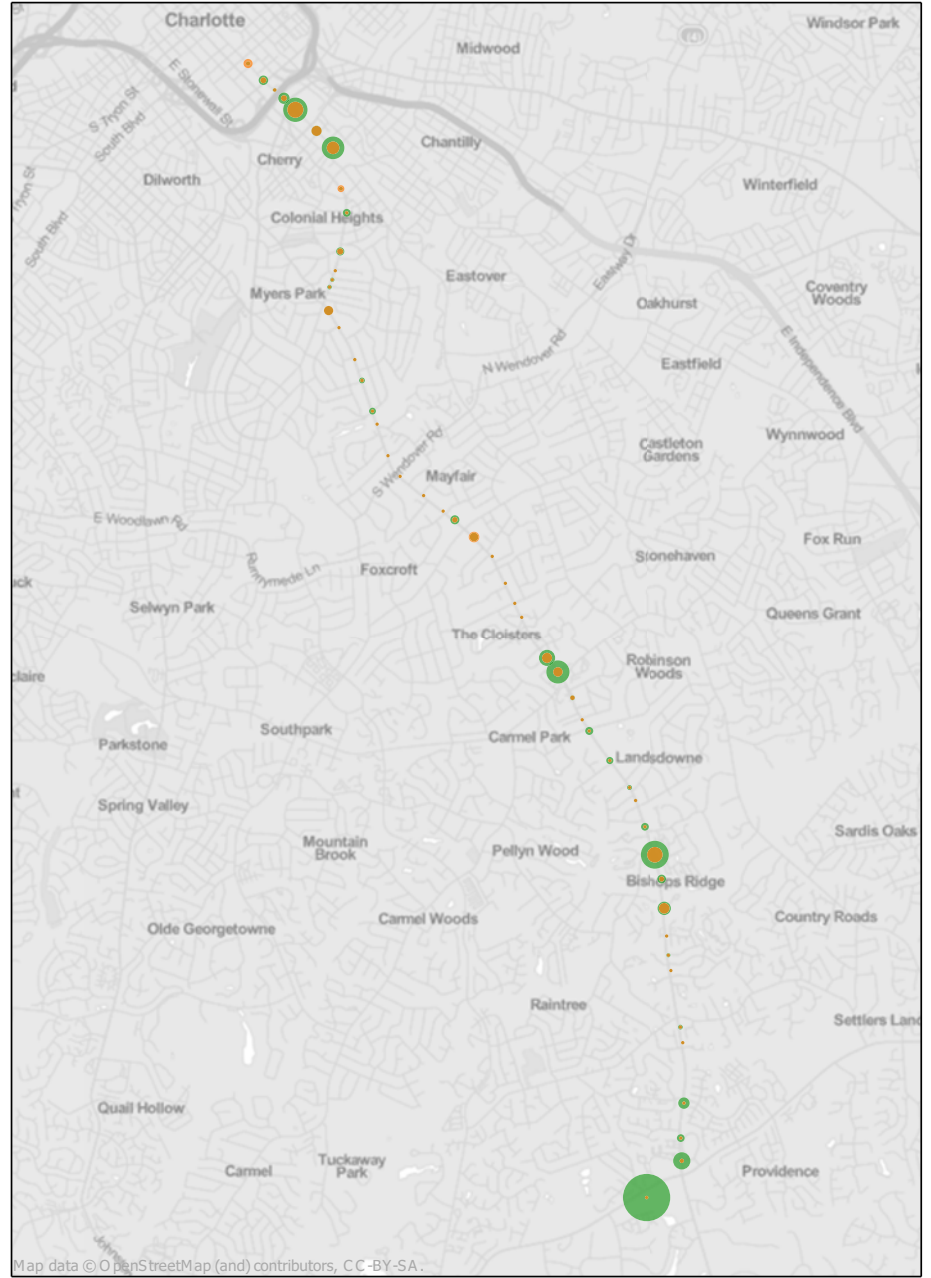
Change in Passengers per Hour - Local Routes



Route 14 - Outbound



Route 14 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 200.0	● 300.0	● 389.2
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Route 15 Randolph Road

Key Destinations: Uptown Charlotte, CPCC Central Campus, Presbyterian Hospital, Randolph Rd, Grier Heights, Department of Social Services (DSS), Cotswold Shopping Center

Transfer opportunities: Routes 14 and 39 at Elizabeth Ave & Hawthorne Ln; Route 29 at Randolph Rd & Sharon Amity Rd; Route 232 at Randolph Rd & Billingsley Rd

Analysis Summary

Route 15 is a local route serving the Randolph Rd corridor, and is one of the top performing routes in the system. It operates similar hours compared to other local routes (5:30am - 2:00am). The route frequency on Weekdays is 15 - 20 minutes throughout the day on Weekdays, with 45 minute service during Late Night hours. Saturdays and Sundays both have 30 minute service throughout the day and hourly service in the Evening and Late Night hours. The route has no variants and serves Randolph Rd from Uptown to Cotswold Shopping Center.

According to Route Performance Monitoring data, the route has a much lower subsidy per passenger than other local routes (\$0.83), and has an above average overall index score (1.25). Ridership activity along this route is heaviest in the segments closer to Uptown, and decreases closer to Cotswold. Weekday ridership is significantly higher for this route than Saturdays or Sundays, more so than other local routes. This could be due to medical facilities along Randolph that only operate during the week. Passengers per hour are also much higher on Weekdays, particularly for Midday service. In recent years, ridership significantly increased between FY07 and FY08, primarily as a direct result of a consolidation with Route 28, as recommended in the previous County-wide Plan. The past two years, ridership trends have been more in line with local routes overall, though passengers per hour did significantly rise in FY10 after a reduction in service hours. Outside of Uptown, Route 15 has three major nodes of ridership: along Elizabeth Ave between CPCC and Presbyterian Hospital, through the Grier Heights neighborhood, and at Cotswold Shopping Center. The sections of this route between these nodes have relatively little ridership. Ridership is much heavier at CPCC on Weekdays, and heavier at Cotswold on Weekends. Midday ridership on Weekdays is particularly strong at CPCC and Billingsley Rd.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:25 AM	1:55 AM	20:30	Weekday	15	20	15	25	45	Weekday	24	36	25	16	10	111
Saturday	6:25 AM	1:51 AM	19:26	Saturday	30	30	30	55	60	Saturday	11	24	14	8	7	64
Sunday	6:23 AM	1:14 AM	18:51	Sunday	30	30	30	55	60	Sunday	11	24	14	8	6	63

<u>Service Hours</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	9.6	15.0	10.6	5.9	3.7	45
Saturday	3.7	8.9	5.1	2.7	2.3	23
Sunday	3.7	8.9	5.1	2.7	2.0	22

<u>Service Miles</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	131	196	136	87	55	605
Saturday	60	131	76	44	38	349
Sunday	60	131	76	44	33	343

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.83	\$1.17	\$1.29	1.25

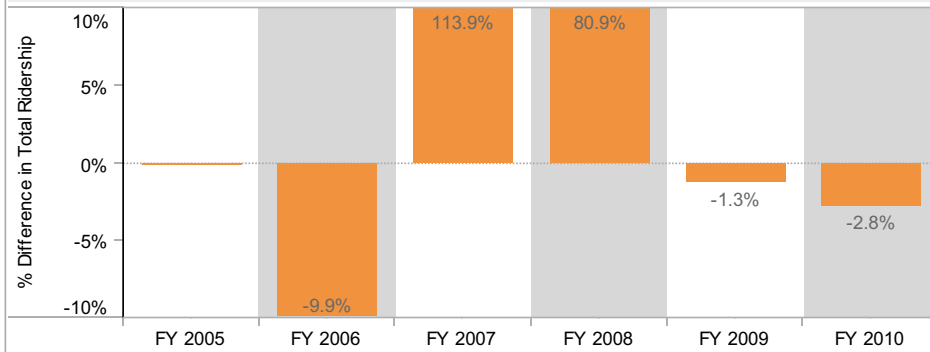
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Elizabeth & Hawthorne	266	564	248	100	35	1,213	63	161	94	49	36	403	41	95	82	61	36	315	1,931
Elizabeth & Hawthorne	Billingsley & Randolph	140	286	164	49	18	657	32	113	56	30	16	247	27	77	41	38	12	195	1,099
Billingsley & Randolph	Cotswold Shopping Center	34	150	83	32	8	307	14	49	25	21	4	113	11	22	17	16	6	72	492
Grand Total		440	1,000	495	181	61	2,177	109	323	175	100	56	763	79	194	140	115	54	582	3,522

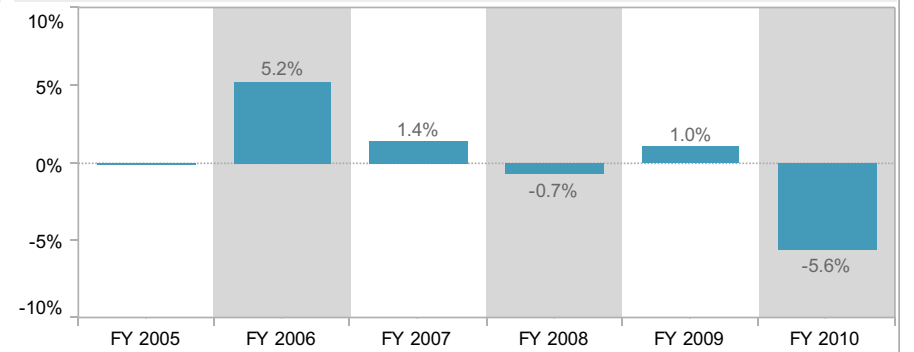
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	Elizabeth & Hawthorne	78	111	69	53	29	80	53	54	55	54	51	54	34	32	48	68	60	43
Elizabeth & Hawthorne	Billingsley & Randolph	33	43	36	18	11	33	19	30	27	27	18	26	16	20	20	35	15	21
Billingsley & Randolph	Cotswold Shopping Center	17	45	35	25	10	31	18	23	19	30	6	20	14	10	13	23	10	13
Avg. Total		46	67	47	31	16	49	29	36	34	37	24	34	21	22	27	43	27	26

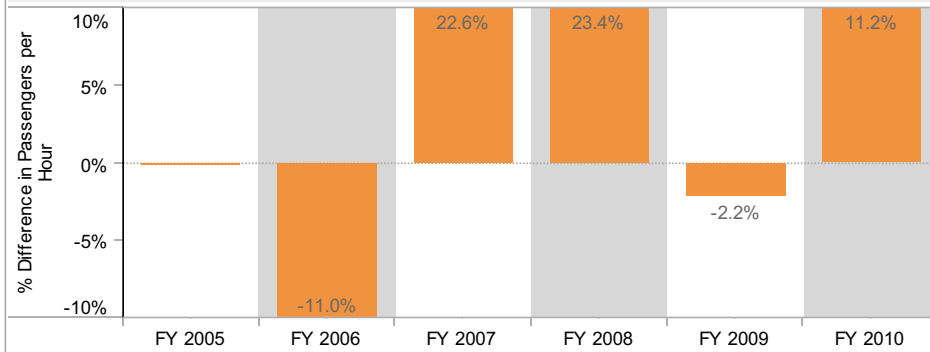
Change in Ridership by Route (Route 15)



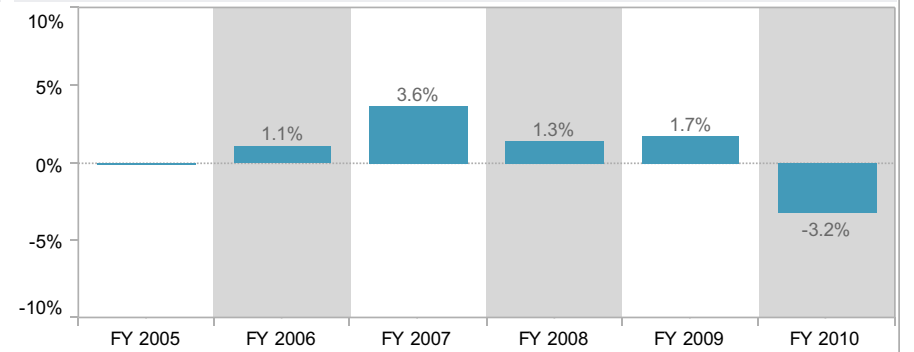
Change in Ridership - Local Routes



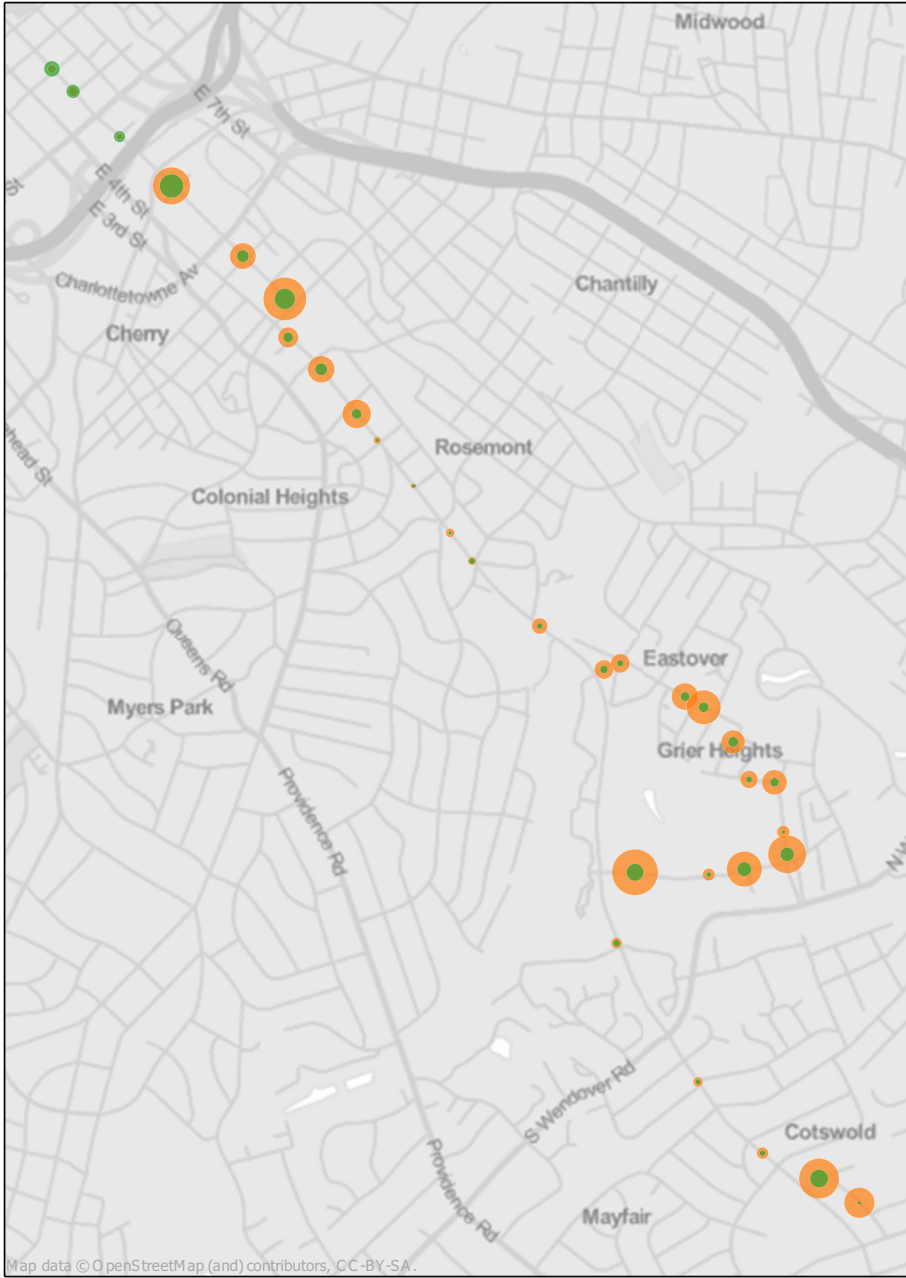
Change in Passengers per Hour by Route (Route 15)



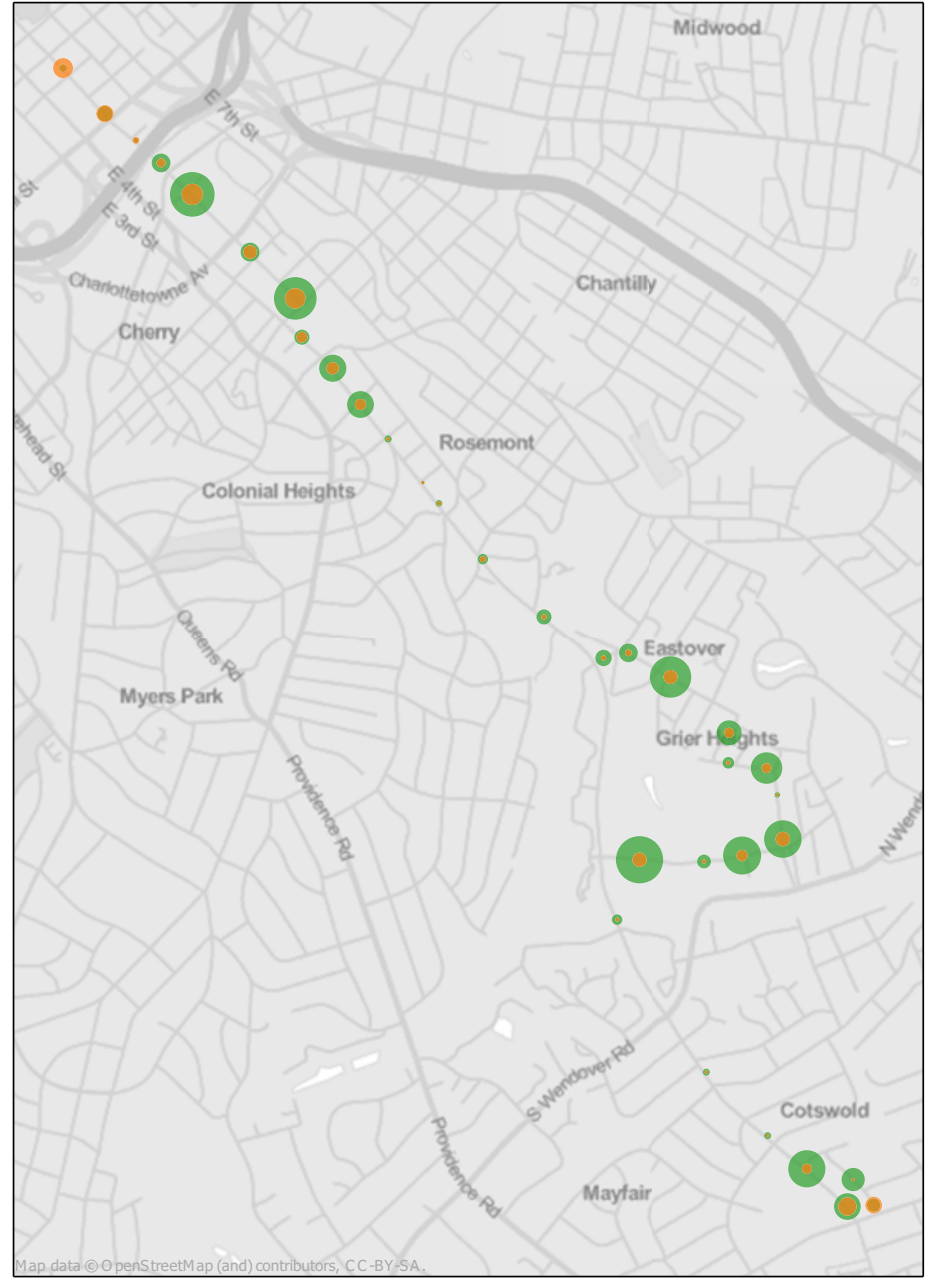
Change in Passengers per Hour - Local Routes



Route 15 - Outbound



Route 15 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

0.0	50.0	100.0	150.0	192.5
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Route 16 South Tryon

Key Destinations: Uptown Charlotte, Wilmore, Southside Homes, Pressley Rd, LYNX Blue Line Tyvola Station

Transfer opportunities: LYNX Blue Line and Route 60 at Tyvola Station; Route 10 at South Tryon St & West Blvd; Route 24 at South Tryon St & Nations Ford Rd; Route 25 at South Tryon St & West Blvd

Analysis Summary

Route 16 is a local route serving the South Tryon St corridor, and it operates similar hours compared to other local routes (5:30am - 2:00am). The route frequency on Weekdays is 15 minutes throughout the day, with 30 minute service during Late Night hours. Saturdays and Sundays both have 30 minute service throughout the day. The route has two alternating variants: the first serves Pressley Rd, and the second serves the Tyvola Station.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than other local routes (\$1.55), and has a below average overall index score (0.89). Outside of the Uptown segment, ridership is spread fairly evenly along the route. The variant serving Pressley Rd generates slightly more ridership than the variant to the Tyvola Station, particularly on Weekends. Even though these segments are very similar in ridership, the segment to Pressley Rd has nearly three times as many passengers per hour. For Weekday service, the route performs better in the peak hours compared to the midday hours, both for ridership and passengers per hour. In recent years, the route has been relatively in line with other local routes for ridership changes. However, since the route was restructured in FY08 for the Blue Line implementation, the passengers per hour have continued to decrease significantly. This is due to the fact that service hours have continued to increase, even as ridership has decreased. Outside of Uptown, the stop on Pressley Rd for Roseland Apartments is by far the highest concentration of ridership. Other concentrations of ridership include the deviation serving Southside Homes off of Remount Rd, South Tryon St & Pressley Rd, and the Tyvola Station. Ridership is also high at the stop serving the CATS South Tryon Bus Facility, as many operators use this service for travel from the Transit Center between shifts.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:21 AM	1:52 AM	20:31	Weekday	15	15	15	20	30	Weekday	29	48	28	19	14	138
Saturday	5:40 AM	2:11 AM	20:31	Saturday	30	30	30	30	30	Saturday	13	24	14	14	15	80
Sunday	5:22 AM	1:05 AM	19:43	Sunday	30	30	30	30	35	Sunday	15	24	14	14	11	78

<u>Service Hours</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	13.6	23.7	13.7	8.4	5.8	65
Saturday	5.4	10.6	6.1	6.0	6.1	34
Sunday	6.1	10.6	6.1	6.0	3.9	33

<u>Service Miles</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	208	346	202	136	99	991
Saturday	93	173	101	101	104	572
Sunday	107	173	101	101	65	547

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.55	\$1.17	\$1.29	0.89

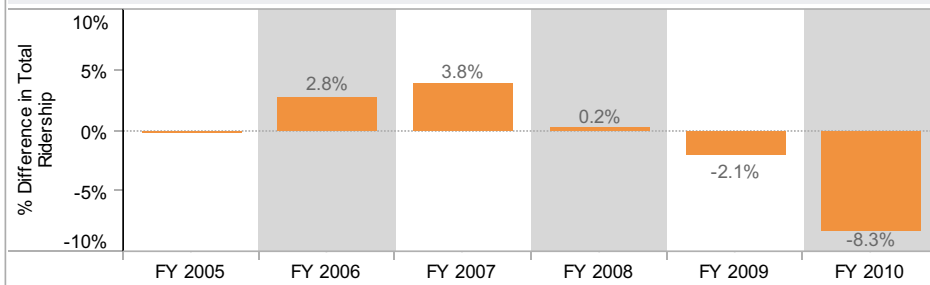
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	S. Tryon & Remount	220	360	320	139	61	1,100	51	177	140	102	63	533	54	118	97	92	27	388	2,021
S. Tryon & Remount	S. Tryon & Herman	131	135	79	30	9	384	39	91	57	32	10	229	25	47	29	19	3	123	736
S. Tryon & Herman	S. Tryon & Pressley	39	73	55	30	8	205	9	54	32	12	6	113	8	26	20	7	1	62	380
S. Tryon & Pressley	LYNX Tyvola Station	78	119	64	23	10	294	12	66	42	26	9	155	13	41	27	18		99	548
	Rosethorne & Pressley	88	116	62	23	13	302	28	83	46	19	11	187	18	55	25	15	12	125	614
Grand Total		556	803	580	245	101	2,285	139	471	317	191	99	1,217	118	287	198	151	43	797	4,299

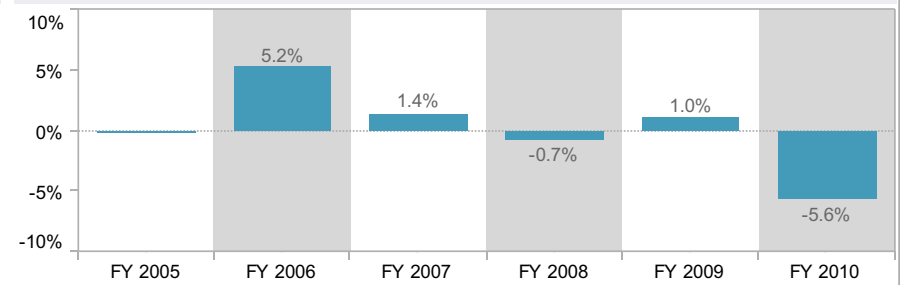
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	S. Tryon & Remount	42	40	60	43	28	44	26	49	67	49	29	44	25	33	46	44	17	33	
S. Tryon & Remount	S. Tryon & Herman	49	28	28	17	7	29	33	35	38	21	7	28	18	18	19	13	3	15	
S. Tryon & Herman	S. Tryon & Pressley	20	20	29	23	10	21	13	39	40	15	8	25	10	19	25	9	2	14	
S. Tryon & Pressley	LYNX Tyvola Station	30	26	24	14	9	23	11	29	32	22	8	22	10	18	21	15		16	
	Rosethorne & Pressley	88	68	62	46	33	66	70	119	115	48	22	78	45	79	63	38	20	50	
Avg. Total		41	34	42	29	17	35	26	44	52	32	16	36	19	27	32	25	11	24	

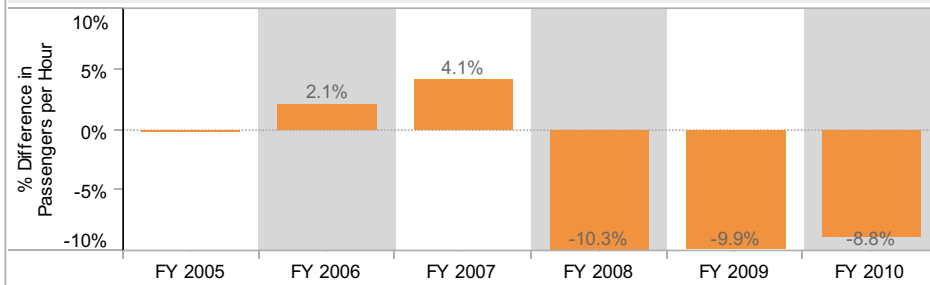
Change in Ridership by Route (Route 16)



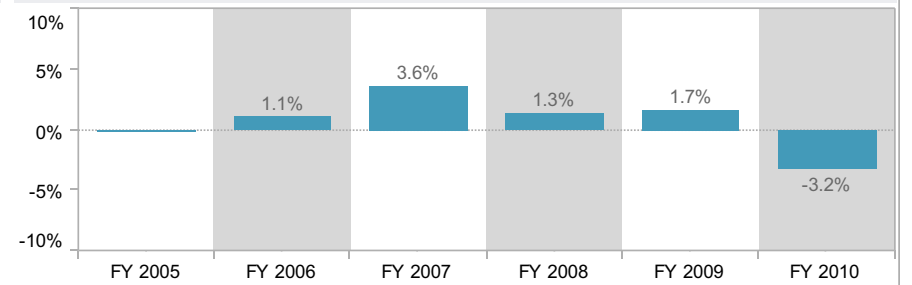
Change in Ridership - Local Routes



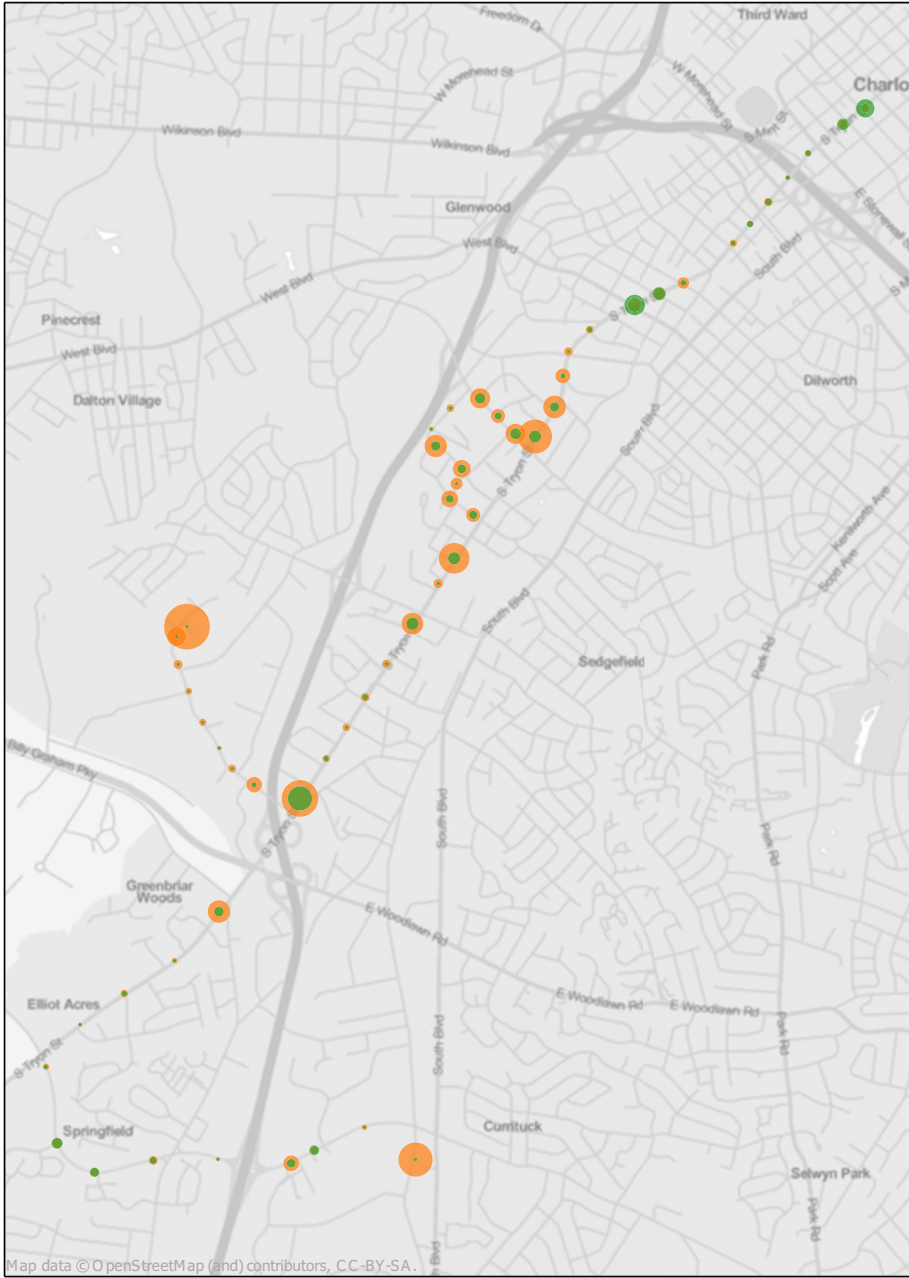
Change in Passengers per Hour by Route (Route 16)



Change in Passengers per Hour - Local Routes

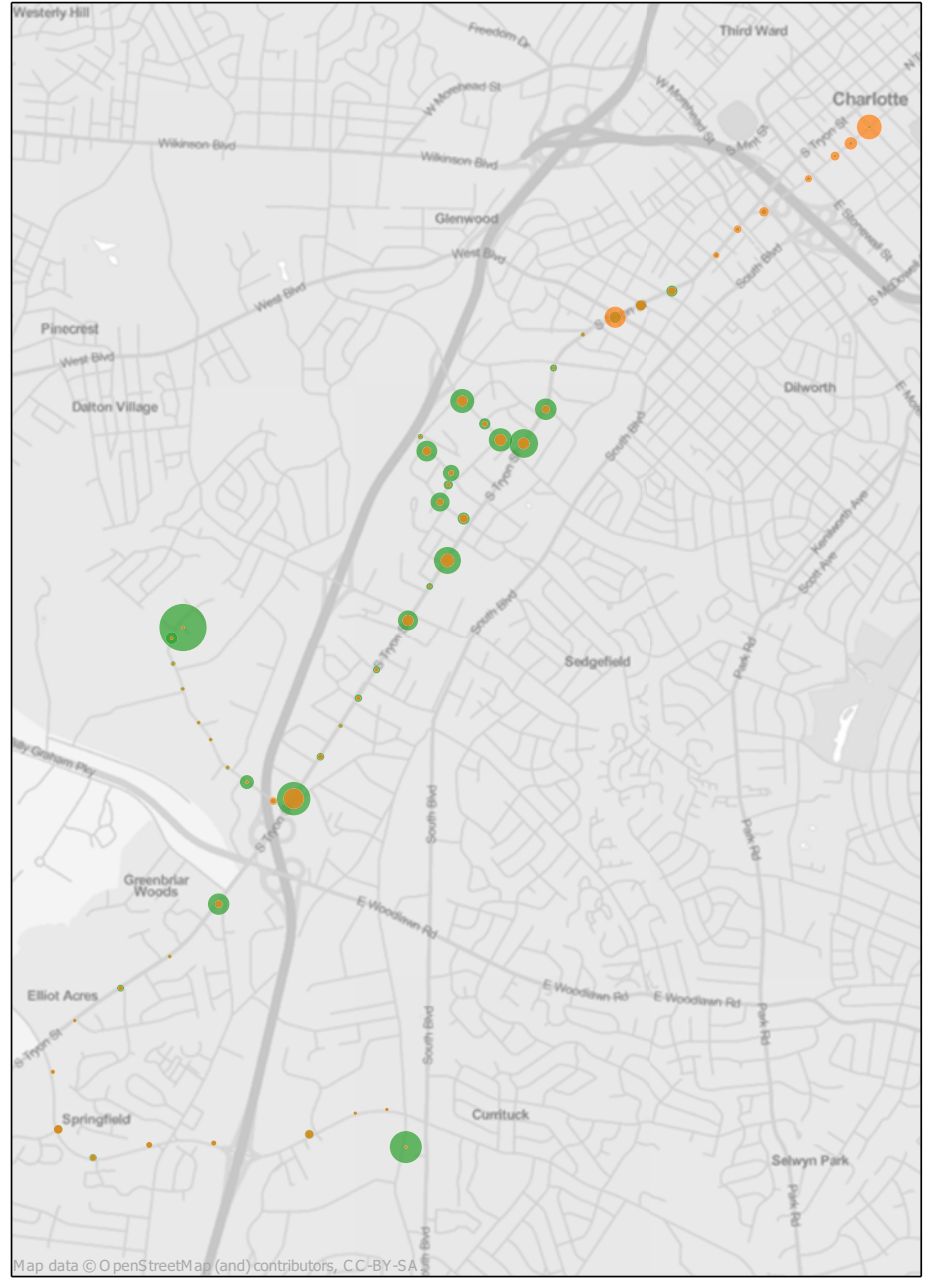


Route 16 - Outbound



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Route 16 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 200.0	● 418.9
● 100.0	● 300.0	

Route 17 Commonwealth Ave

Key Destinations: Uptown Charlotte, Plaza Midwood, Crownpoint Independence Shopping Center, Matthews-Independence Pointe Park and Ride

Transfer opportunities: Routes 9 and 29 at Central Ave & Sharon Amity Dr; Routes 39 and 232 at Central Ave & Eastway Dr; Route 221 at Idlewild Rd & Electra Ln

Analysis Summary

Route 17 is a lengthy local route serving several corridors on the east side of Charlotte. It operates similar hours compared to other local routes (5:00am - 2:00am). The route frequency on Weekdays and Saturdays is 30 minutes throughout the day, with 45 - 60 minute service during the Evening and Late Night. Sundays have 45 minute service throughout the day. The route does not have any variants, though Sunday service only extends to Idlewild Rd & Electra Ln.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than other local routes (\$1.49), and has a below average overall index score (0.89). Ridership is spread relatively evenly along this route, especially given its long length. While the Uptown segment does have the highest ridership, it does not completely dwarf the ridership of other segments, as with most local routes. This could be an indication that transfers to other routes are happening outside of Uptown, or that trip origins and destinations are contained within this route. This route also has disproportionately high ridership on Saturdays versus Weekdays, compared with other routes. The length of the route does drive down the passengers per hour at the segment level, with some segments only registering 16 - 18 passengers per hour. The route does maintain around 29 passengers per hour for Weekdays, Saturdays, and Sundays. In recent years, the route has performed slightly better than local routes overall, and even remained virtually stable after being restructured in FY10, when local routes overall were decreasing in performance. Ridership is particularly heavy at the Wal-Mart on Eastway Dr, which is planned to move in the near future. Ridership is also heavy along Central Ave, Sharon Amity Rd, at Electra Ln, and at the Matthews Park and Ride. Ridership in the Commonwealth area is strong along the Green Oaks Ln section, but minimal along Commonwealth Ave.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4:57 AM	2:09 AM	21:12	Weekday	30	30	30	45	60	Weekday	15	24	14	9	7	69
Saturday	6:14 AM	2:09 AM	19:55	Saturday	30	30	30	45	60	Saturday	10	24	14	9	7	64
Sunday	6:14 AM	12:49 AM	18:35	Sunday	45	45	45	45	45	Sunday	7	16	10	9	7	49

<u>Service Hours</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	12.8	22.3	13.0	7.6	4.8	61
Saturday	7.8	20.4	12.4	7.4	5.3	53
Sunday	3.8	9.1	5.9	4.9	3.5	27

<u>Service Miles</u>						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	210	335	196	126	90	956
Saturday	140	335	196	126	95	891
Sunday	62	142	89	80	62	435

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.49	\$1.17	\$1.29	0.89

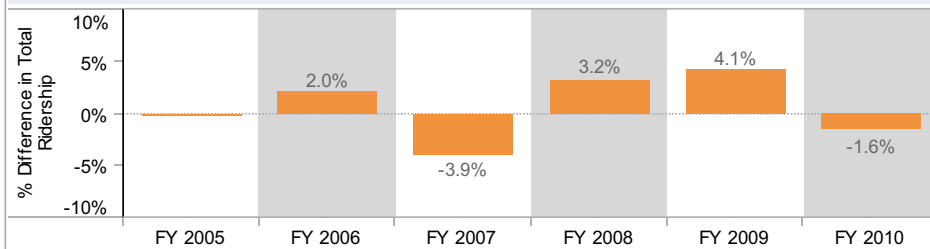
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Central & Pecan	81	180	146	78	61	546	42	177	124	75	92	510	15	107	81	69	38	310	1,366
Central & Pecan	Eastway & Central	78	88	47	17	4	234	22	74	42	14	6	158	17	53	20	17	2	109	501
Eastway & Central	Sharon Amity & Independence	86	202	104	47	7	446	38	158	88	46	11	341	22	112	63	38	7	242	1,029
Sharon Amity & Independence	Idlewild & Electra	13	34	20	11	3	81	4	31	25	9	5	74	18	52	31	24	5	130	285
Idlewild & Electra	Crown Point	7	20	12	8	8	55	4	21	12	5	1	43							98
	Matthews-Independence Point..	79	143	65	42	5	334	34	124	62	45	14	279							613
Grand Total		344	667	394	203	88	1,696	144	585	353	194	129	1,405	72	324	195	148	52	791	3,892

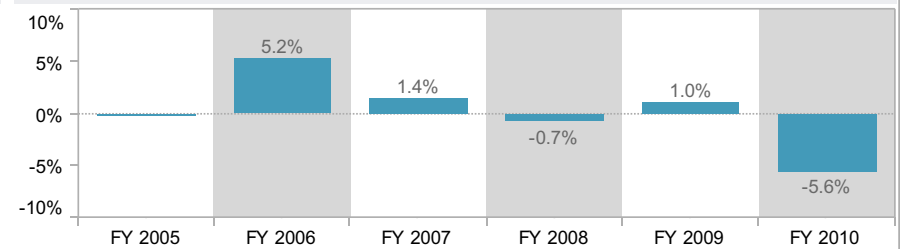
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Central & Pecan	39	46	70	65	68	54	35	54	59	63	102	59	17	51	58	58	42	48	
Central & Pecan	Eastway & Central	28	20	17	10	4	18	13	17	17	9	5	14	14	18	11	11	2	13	
Eastway & Central	Sharon Amity & Independence	28	32	32	25	5	28	20	32	28	24	8	26	20	41	35	25	7	30	
Sharon Amity & Independence	Idlewild & Electra	11	20	17	16	8	16	6	17	23	13	10	15	30	37	34	34	10	32	
Idlewild & Electra	Crown Point	6	11	9	13	9	10	4	10	9	7	1	7							
	Matthews-Independence Point..	42	45	36	35	25	40	38	44	39	41	20	39							
Avg. Total		28	31	32	28	18	29	20	30	30	27	25	28	19	36	33	30	15	29	

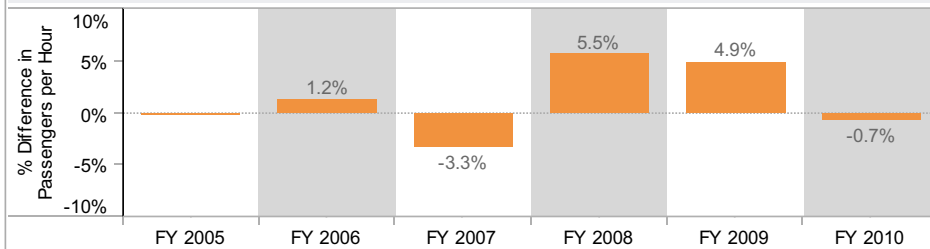
Change in Ridership by Route (Route 17)



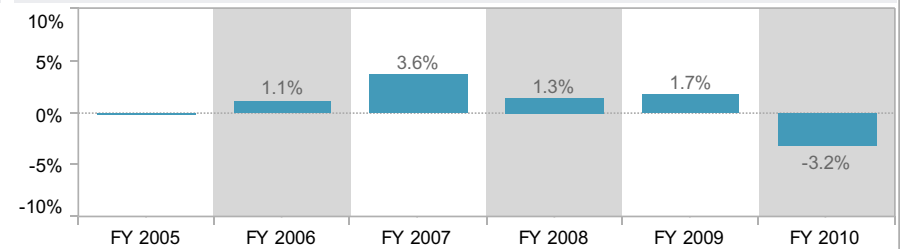
Change in Ridership - Local Routes



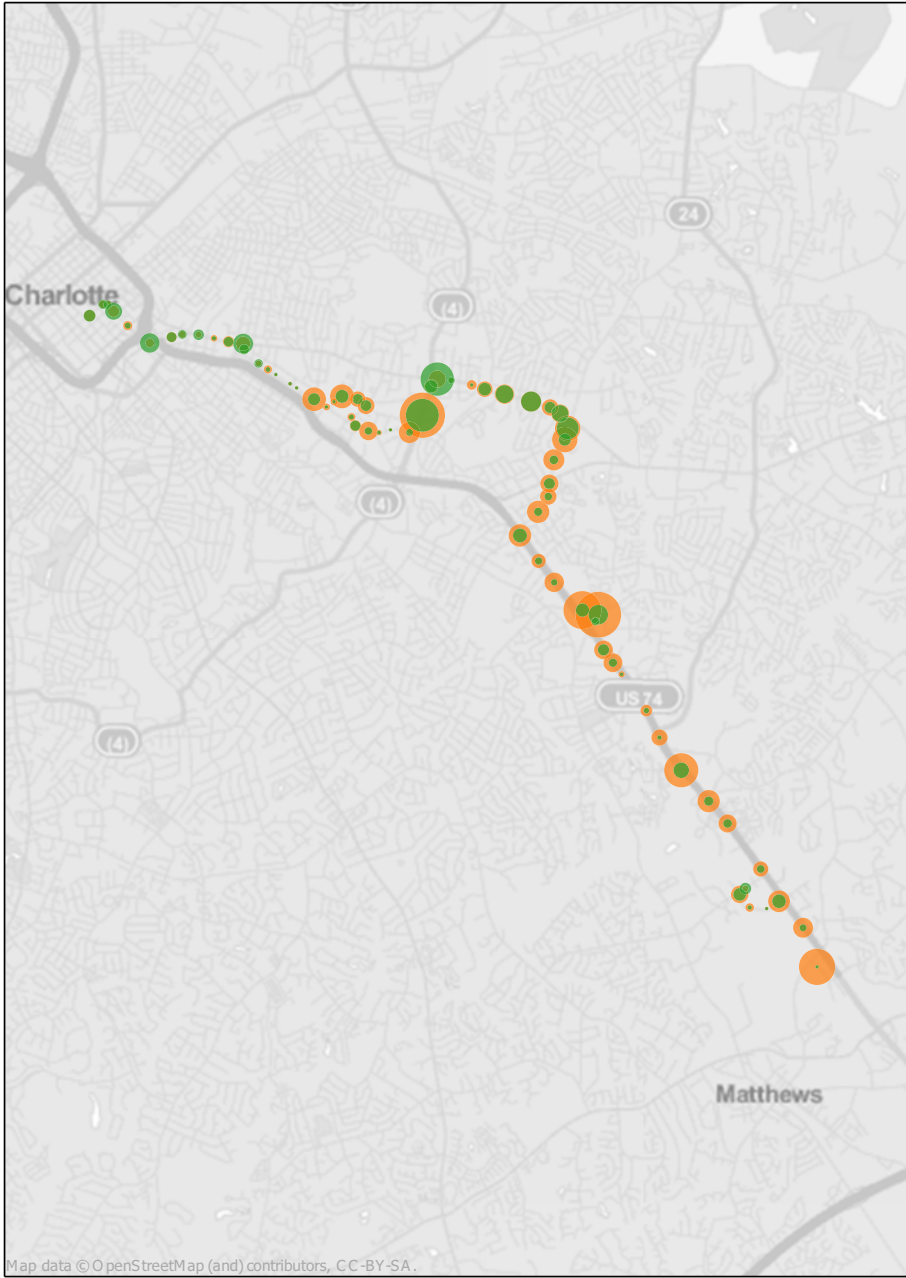
Change in Passengers per Hour by Route (Route 17)



Change in Passengers per Hour - Local Routes

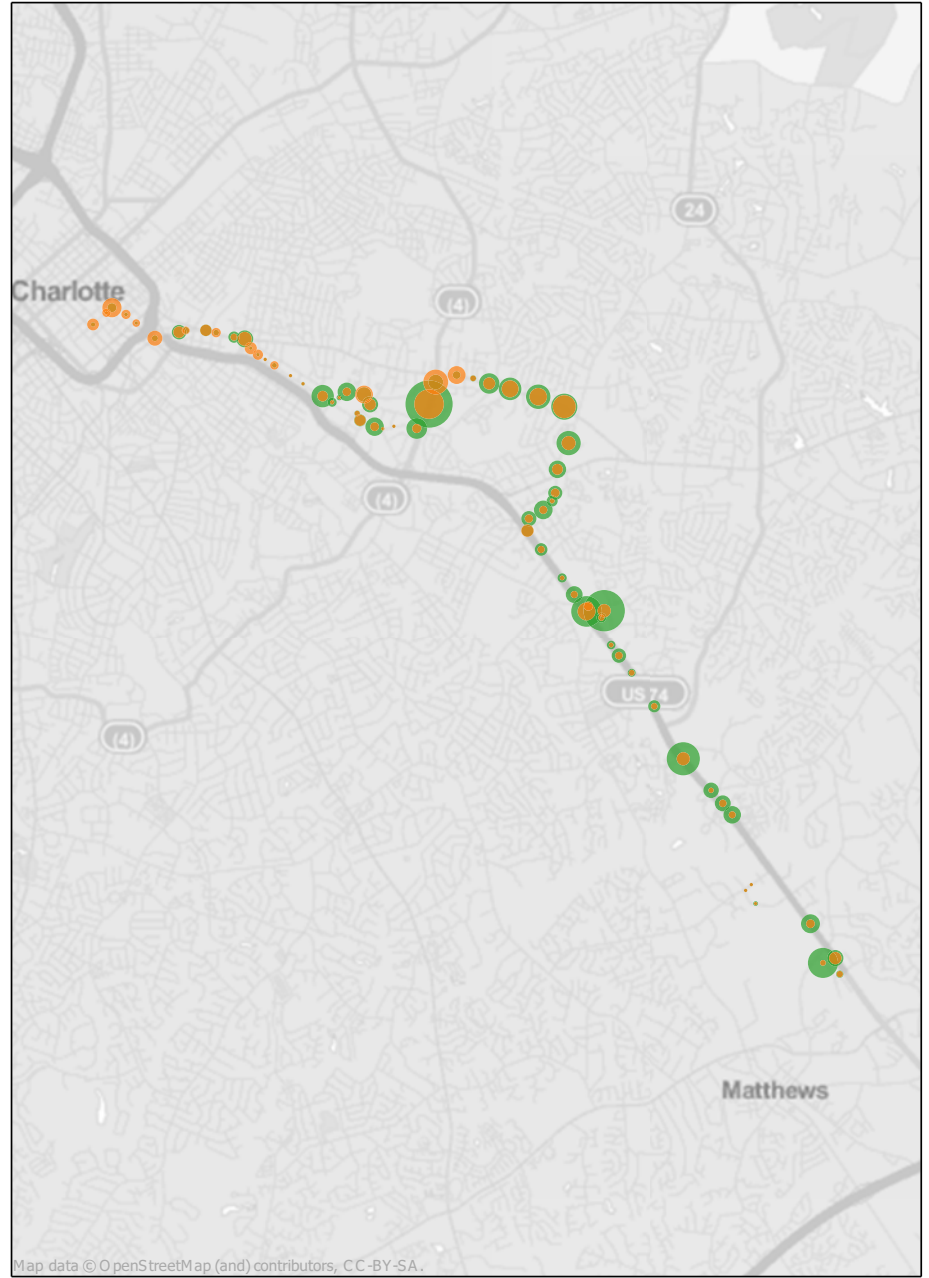


Route 17 - Outbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Route 17 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

•	0.0	○	100.0	○	200.0
○	50.0	○	150.0	○	243.7

Route 18 Selwyn Ave

Key Destinations: Uptown Charlotte, Carolinas Medical Center (CMC), Myers Park, SouthPark Mall Community Transit Center

Transfer opportunities: Route 6 at East Blvd & Kings Dr; Route 25 at East Blvd & Scott Ave; Routes 19, 29, 30, 57, and 60 at SouthPark CTC

Analysis Summary

Route 18 is a local route providing service from Uptown Charlotte to SouthPark mall. It operates shorter service than most local routes (5:30am - 10:30pm), with no Saturday or Sunday service. The route provides 45 minute service throughout the day on Weekdays. Route 18 has one minor variant, serving Arborway two trips per day.

According to Route Performance Monitoring data, the route has a much higher subsidy per passenger than other local routes (\$3.18), and has an overall index score that is well below average (0.54). Ridership is higher on this route in the peak hour than the midday, and there is virtually no ridership along the Arborway variant. The passengers per hour are low overall on this route, particularly for the Evening service. In recent years, the route has had significant drops in both ridership and the average passengers per hour, most notably a near 30% drop in ridership for FY10. Along the route, there are concentrations of ridership at CMC, Freedom Park, SouthPark Mall*, and Runnymede Ln & Barclay Downs Dr, which serves both Myers Park High School and an assisted living facility.

* Ridership data at the SouthPark Community Transit Center is unreliable due to poor GPS coverage

Service Span				Route Frequency						Trips						
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:30 AM	10:28 PM	16:58	Weekday	40	45	45	45	45	Weekday	11	16	10	9	1	47

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6.1	8.4	5.4	4.1	0.5	25

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	81	112	70	61	7	331

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$3.18	\$1.17	\$1.29	0.54

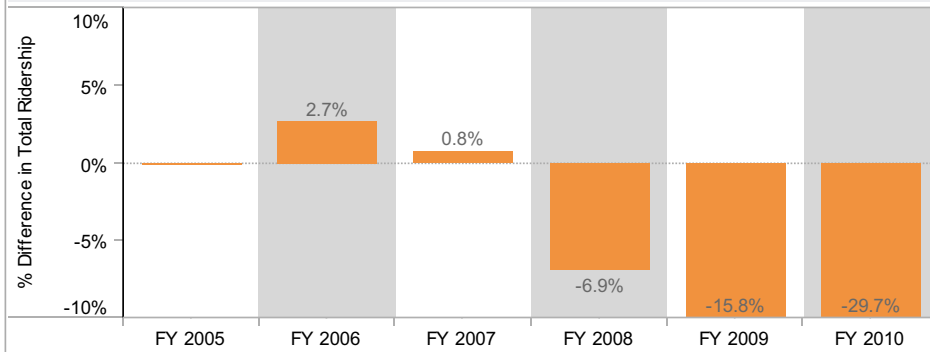
Boardings

Start Place	End Place	Weekday					Total	Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night		
Charlotte Transportation Center	Scott & East Blvd	73	92	60	20	5	250	250
Scott & East Blvd	SouthPark CTC	17	57	32	12	1	119	119
SouthPark CTC	Arborway & Abingdon	0	0	0			0	0
Grand Total		90	149	92	32	6	369	369

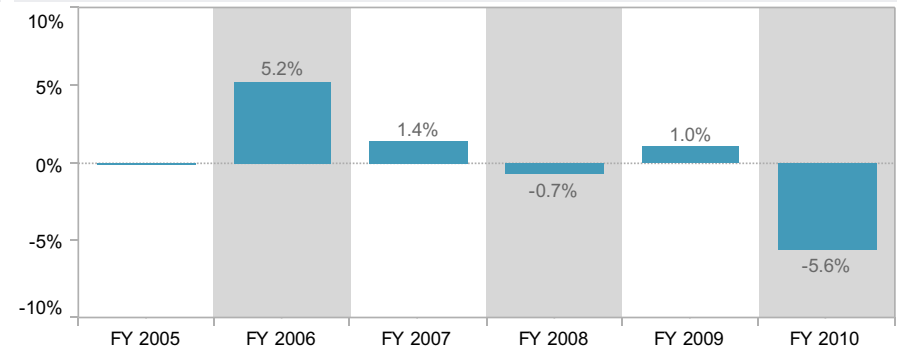
Passengers per Hour

Start Place	End Place	Weekday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	
Charlotte Transportation Center	Scott & East Blvd	27	23	24	10	25	22
Scott & East Blvd	SouthPark CTC	6	14	12	6	3	10
SouthPark CTC	Arborway & Abingdon	0	0	0			0
Avg. Total		15	18	17	8	12	15

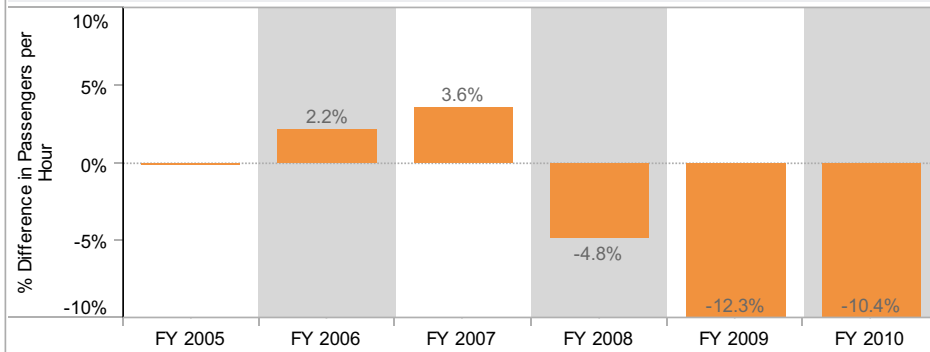
Change in Ridership by Route (Route 18)



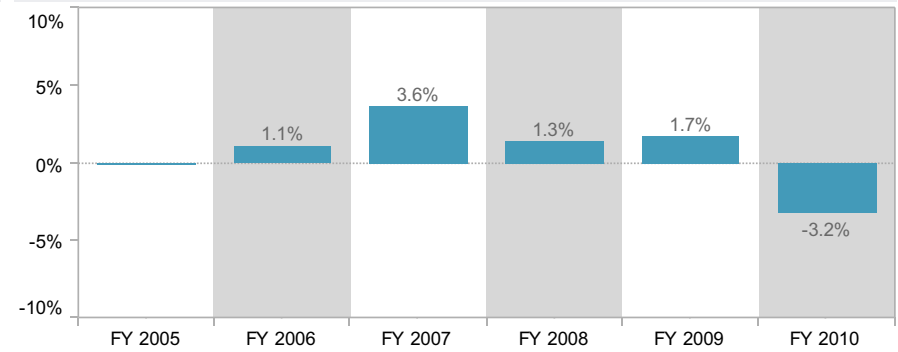
Change in Ridership - Local Routes



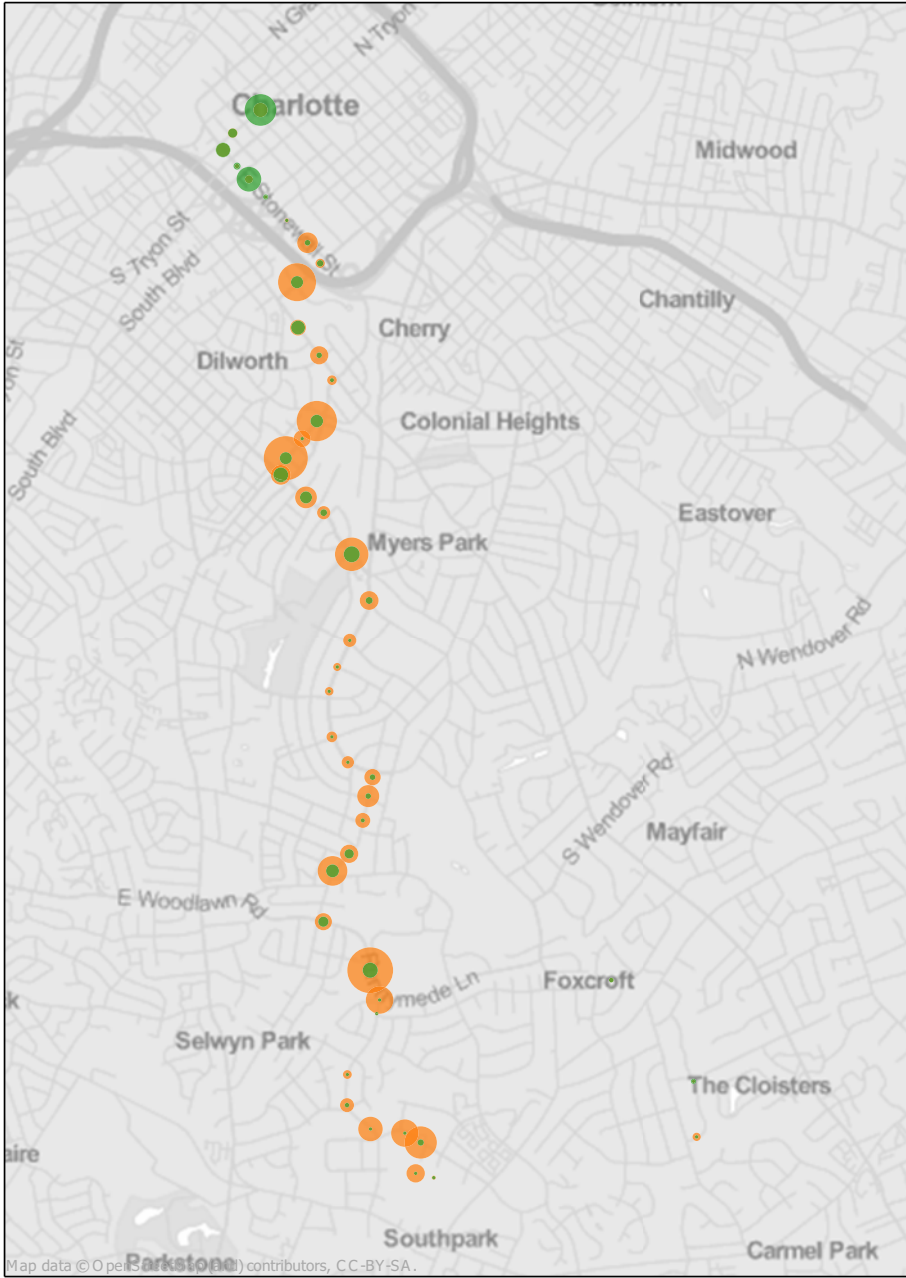
Change in Passengers per Hour by Route (Route 18)



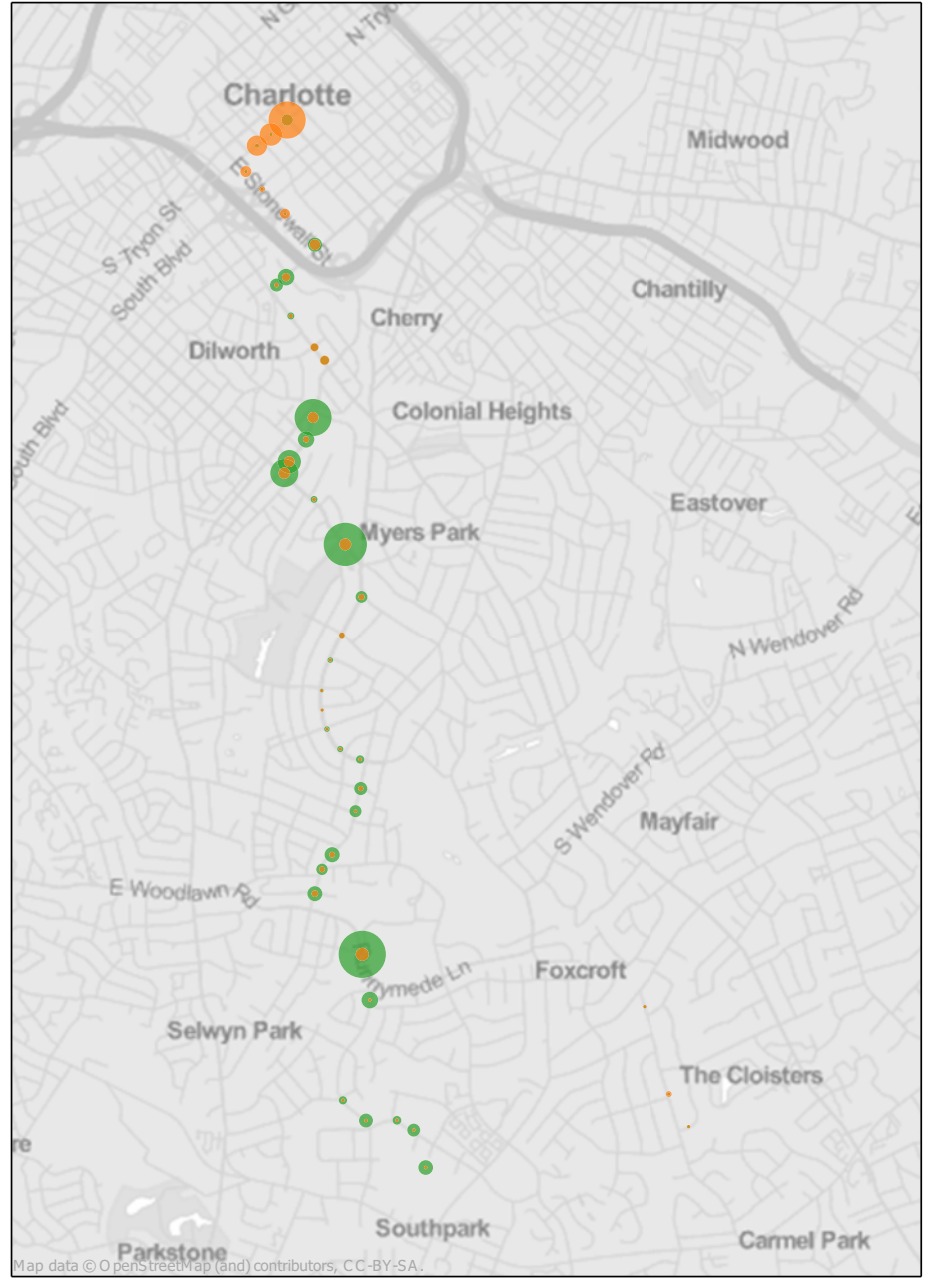
Change in Passengers per Hour - Local Routes



Route 18 - Outbound



Route 18 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 20.00
● 10.00	● 34.50

Route 19 Park Road

Key Destinations: Uptown Charlotte, SouthPark Mall Community Transit Center, Quail Corners Shopping Center, LYNX Blue Line Sharon Rd West Station

Transfer opportunities: Routes 12 and 43 at Sharon Rd West Station; Route 25 at East Blvd & Park Rd; Routes 18, 29, 30, 57, and 60 at SouthPark CTC

Analysis Summary

Route 19 is a local route providing service along the Park Road corridor. It operates comparable service to most local routes (6:30am - 1:00am). The route provides 15 minute service in the peak hours, and 30 minute service in the off-peak hours. The route has 30 minute service throughout the day on Saturdays and Sundays. The route alternates between two variants: the first terminating at SouthPark Mall, and the second terminating at the Sharon Rd West Station.

According to Route Performance Monitoring data, the route has a much higher subsidy per passenger than other local routes (\$2.56), and has an overall index score that is well below average (0.64). The distribution of ridership across times of day and days of the week is fairly standard for local routes. Route 19 has relatively few passengers per hour on its segments, particularly for Evening and Late Night service. Over the past few years, Route 19 has not performed as well as local routes overall, with declines in ridership and passengers per hour from FY07 to FY09, which coincides with its restructure from the Blue Line implementation. However, FY10 has been the exception, as Route 19 stabilized in ridership, while most local routes experienced a decline. Along the route, ridership is concentrated at SouthPark Mall*, Park Road Shopping Center, and the Sharon Rd West Station. Ridership is noticeably lighter along Park Rd between Sharon Rd West and FairviewRd.

* Ridership data at the SouthPark Community Transit Center is unreliable due to poor GPS signals

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:45 AM	1:08 AM	19:23	Weekday	15	30	15	30	30	Weekday	23	25	25	16	11	100
Saturday	5:31 AM	1:18 AM	19:47	Saturday	30	30	30	30	30	Saturday	15	24	13	15	11	78
Sunday	6:35 AM	12:48 AM	18:13	Sunday	30	30	30	30	30	Sunday	11	24	13	15	9	72

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	14.1	16.0	16.2	8.7	5.8	61
Saturday	8.9	15.4	8.5	8.9	6.5	48
Sunday	6.4	15.0	8.2	8.2	4.9	43

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	211	232	233	145	103	924
Saturday	137	222	122	137	100	718
Sunday	100	222	122	137	85	665

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.56	\$1.17	\$1.29	0.64

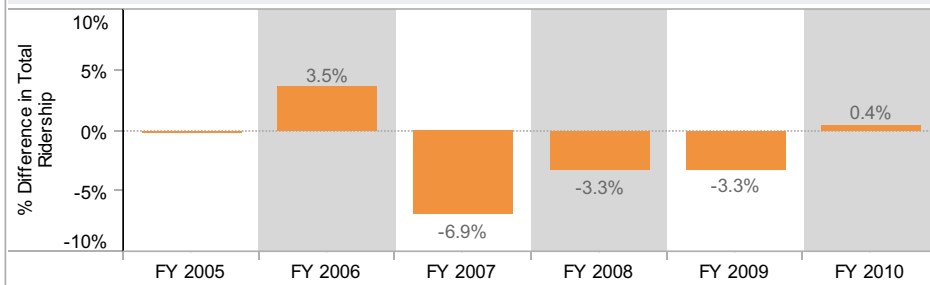
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Euclid & East Blvd	151	198	197	57	30	633	86	147	101	56	37	427	61	142	70	59	19	351	1,411
Euclid & East Blvd	Park Rd & Woodlaw n	72	87	62	35	13	269	27	69	34	40	14	184	11	70	30	33	5	149	602
Park Rd & Woodlaw n	Quail Corners Shopping Ctr	26	43	36	10	8	123	13	26	17	13	8	77	7	23	15	8	5	58	258
	SouthPark CTC	36	46	34	21	13	150	23	34	26	22	11	116	15	31	32	24	1	103	369
Quail Corners Shopping Ctr	LYNX Sharon Rd West Station	29	34	30	15	8	116	13	18	10	14	4	59	14	20	12	11	3	60	235
Grand Total		314	408	359	138	72	1,291	162	294	188	145	74	863	108	286	159	135	33	721	2,875

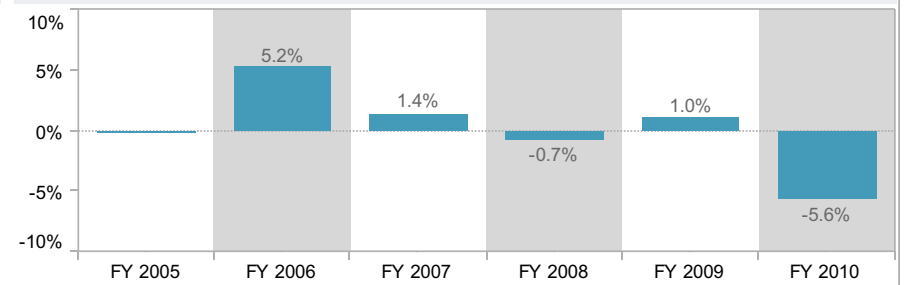
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Euclid & East Blvd	40	47	48	26	20	40	41	41	51	24	22	36	41	39	35	28	15	33	
Euclid & East Blvd	Park Rd & Woodlaw n	17	18	12	13	8	15	10	15	14	16	8	13	6	15	12	14	4	12	
Park Rd & Woodlaw n	Quail Corners Shopping Ctr	12	17	13	8	7	13	9	10	11	9	8	10	7	9	10	6	5	8	
	SouthPark CTC	14	17	13	12	14	14	11	10	15	11	7	11	11	11	23	14	1	13	
Quail Corners Shopping Ctr	LYNX Sharon Rd West Station	21	21	18	19	11	19	19	13	13	20	8	14	28	14	15	16	6	15	
Avg. Total		22	26	22	16	12	21	18	19	22	16	11	18	17	19	19	16	7	17	

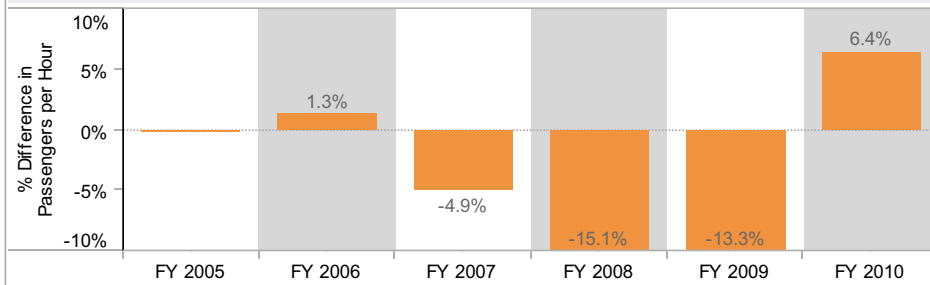
Change in Ridership by Route (Route 19)



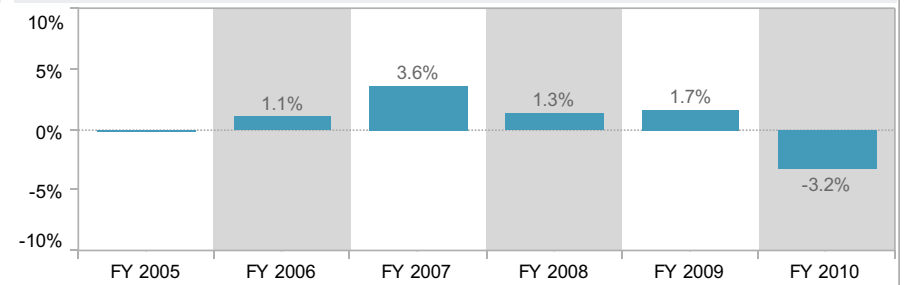
Change in Ridership - Local Routes



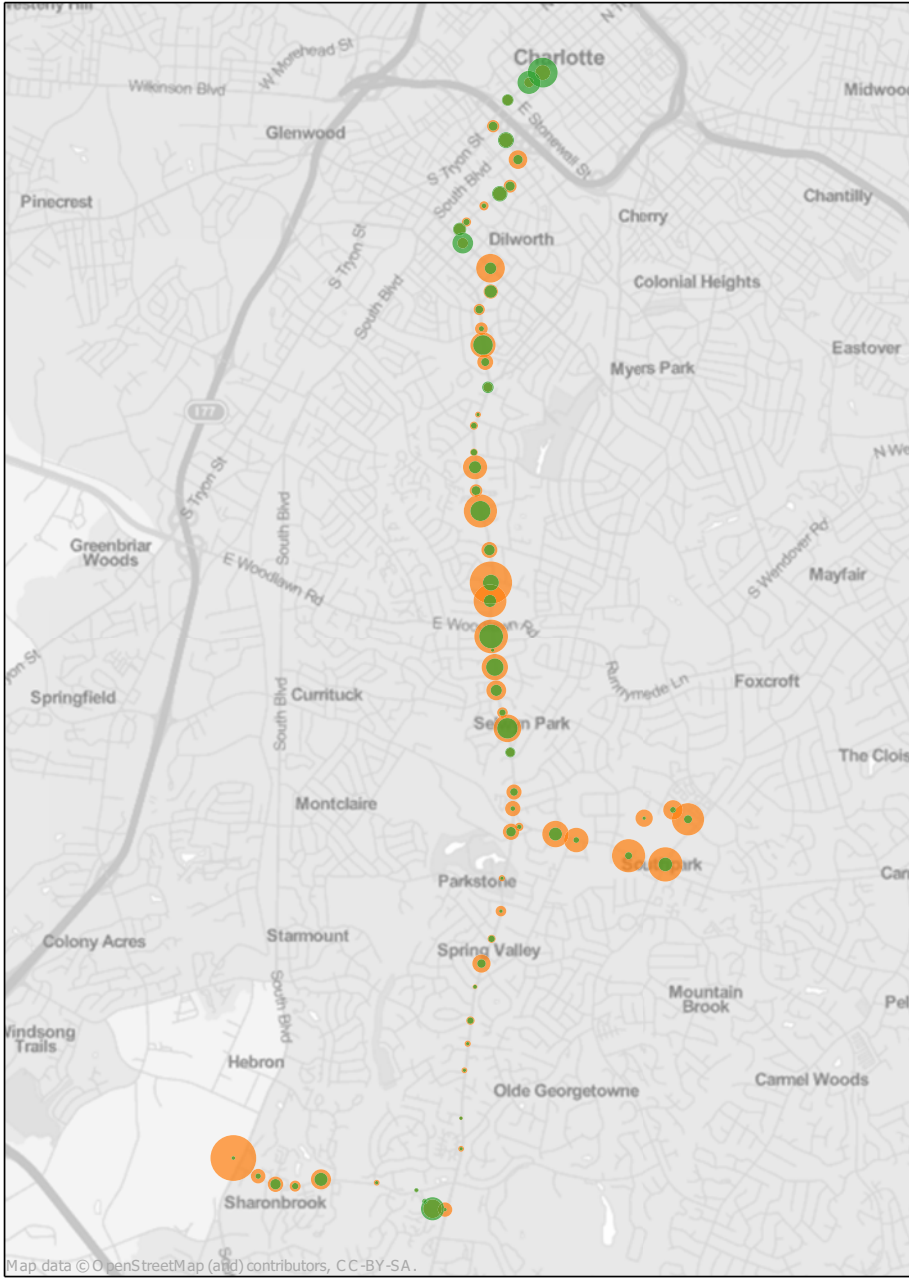
Change in Passengers per Hour by Route (Route 19)



Change in Passengers per Hour - Local Routes



Route 19 - Outbound



Route 19 - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 153.8

Route 20 Sharon Road

Key Destinations: Uptown Charlotte, CPCC Central Campus, Queens University, SouthPark Mall, Carolinas Medical Center - Pineville, Carolina Place Mall

Transfer opportunities: Routes 29, 30, 57 and 60 at SouthPark Mall; Route 43 at Park Rd; Route 58 at Carolina Place Mall

Analysis Summary

Route 20 has a shorter service span than the majority of local routes (5:00am - 8:00pm), with no late night trips provided and no Sunday service. The route frequency is 30 minutes during the peak periods, with 40-45 minutes service during midday and evening service. The Saturday service provides trips every hour throughout the day.

The average subsidy per passenger (\$2.98) for Sharon Road route is two and a half times the average subsidy for local routes (\$1.17). The Route Performance Monitoring Index score of 0.57 makes the route one of the lowest performing local routes in the system. Outside of the Transit Center, most of the passenger activity occurs around CPCC, in the SouthPark area, CMC Pineville and at Carolina Place Mall. The lowest ridership segment is between 3rd St and Providence Rd for both Weekdays and Saturdays. Overall, the number of passengers per hour is almost identical between Weekday and Saturday service for all segments of this route. Ridership on Route 20 has been inconsistent during the last 5 years in a year-to-year comparison. Ridership increased more than 10% in FY07, then dropped below the FY06 level in FY08 (a decrease of more than 10% from FY07) and increased by almost 8% in FY09. Overall, the ridership has increased by about 2.5% from FY05 to FY09. The passengers per hour decreased during the five year period with the biggest drop in FY08. Carolina Place Mall is a major destination on this route during both Weekdays and Saturdays, having an average of 50 boardings per day. Stops in the vicinity of SouthPark Mall show similar ridership values.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5:00 AM	8:10 PM	15:10	Weekday	30	45	30	40	Weekday	14	16	13	4	47
Saturday	7:30 AM	8:29 PM	12:59	Saturday	35	60	60	60	Saturday	4	12	7	3	26

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	10.2	11.8	9.7	3.0	35
Saturday	2.4	8.0	4.6	2.0	17

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	186	212	172	53	622
Saturday	45	159	93	40	336

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.98	\$1.17	\$1.29	0.57

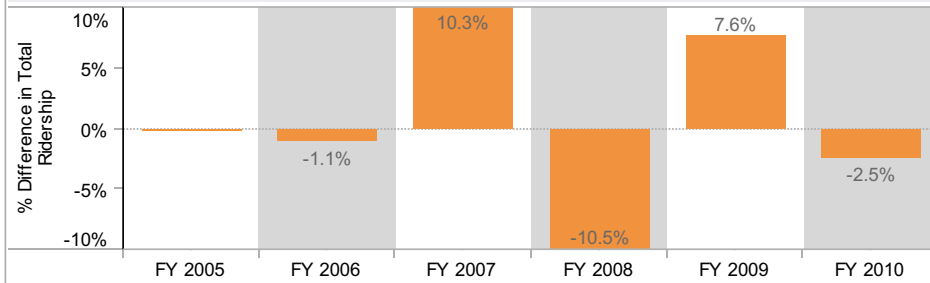
Boardings

Start Place	End Place	Weekday					Saturday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
Charlotte Transportation Center	Queens & 3rd St	79	107	95	14	295	22	69	37	6	134	429
Queens & 3rd St	Queens & Providence	7	9	6	1	23	1	6	3	3	13	36
Queens & Providence	Sharon & Fairview	19	38	36	5	98	2	20	21	6	49	147
Sharon & Fairview	Park & Gleneagles	27	28	24	5	84	5	18	8	3	34	118
Park & Gleneagles	Carolina Place Mall	56	56	62	12	186	6	40	32	13	91	277
Grand Total		188	238	223	37	686	36	153	101	31	321	1,007

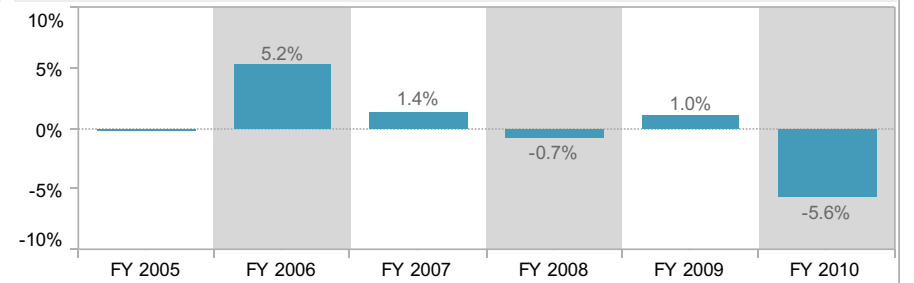
Passengers per Hour

Start Place	End Place	Weekday					Saturday				
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
Charlotte Transportation Center	Queens & 3rd St	40	54	63	28	49	55	63	62	20	56
Queens & 3rd St	Queens & Providence	8	8	6	3	7	3	8	6	15	7
Queens & Providence	Sharon & Fairview	7	12	13	6	10	3	9	16	10	10
Sharon & Fairview	Park & Gleneagles	15	13	13	8	13	10	11	9	8	10
Park & Gleneagles	Carolina Place Mall	20	17	24	15	20	15	18	25	26	21
Avg. Total		18	20	23	12	20	15	19	22	16	19

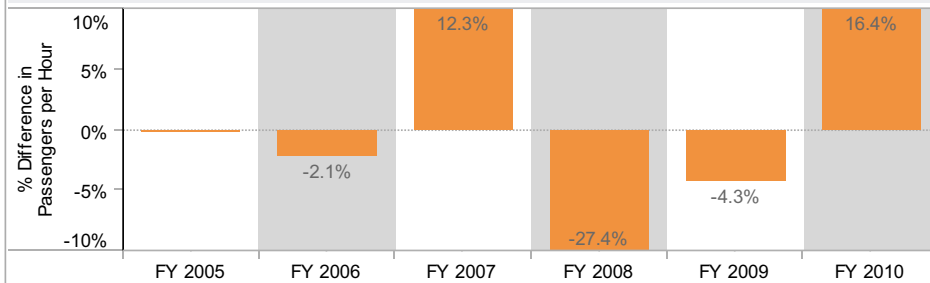
Change in Ridership by Route (Route 20)



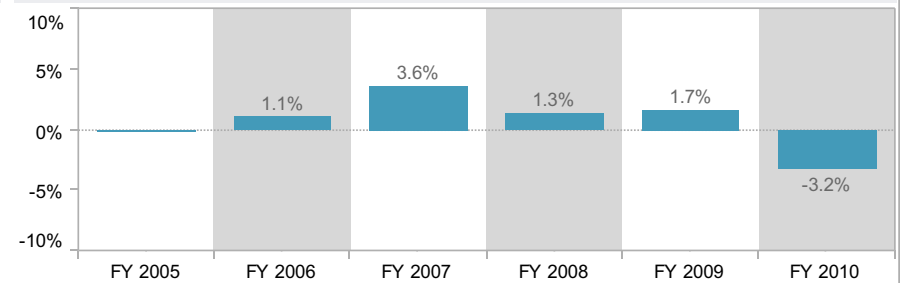
Change in Ridership - Local Routes



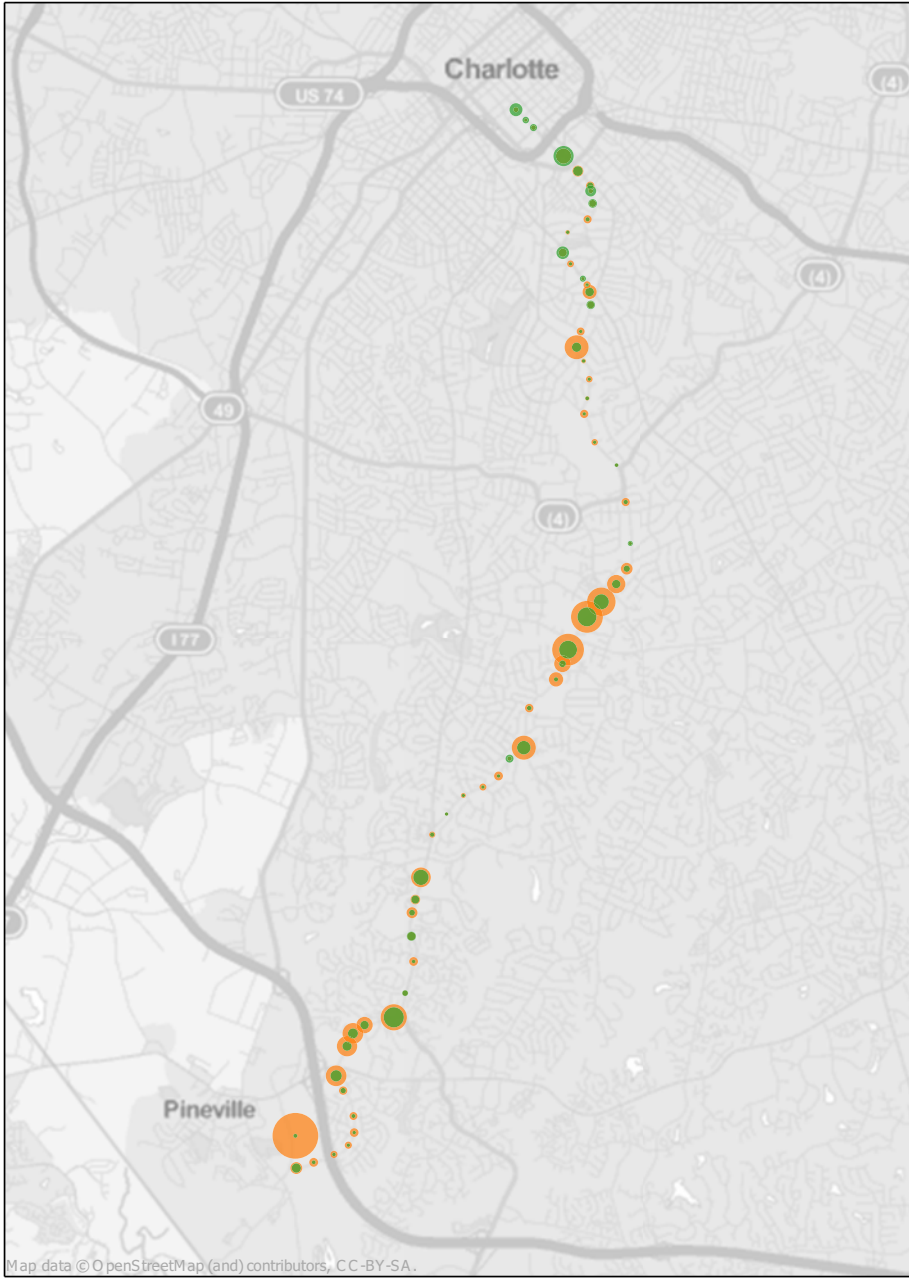
Change in Passengers per Hour by Route (Route 20)



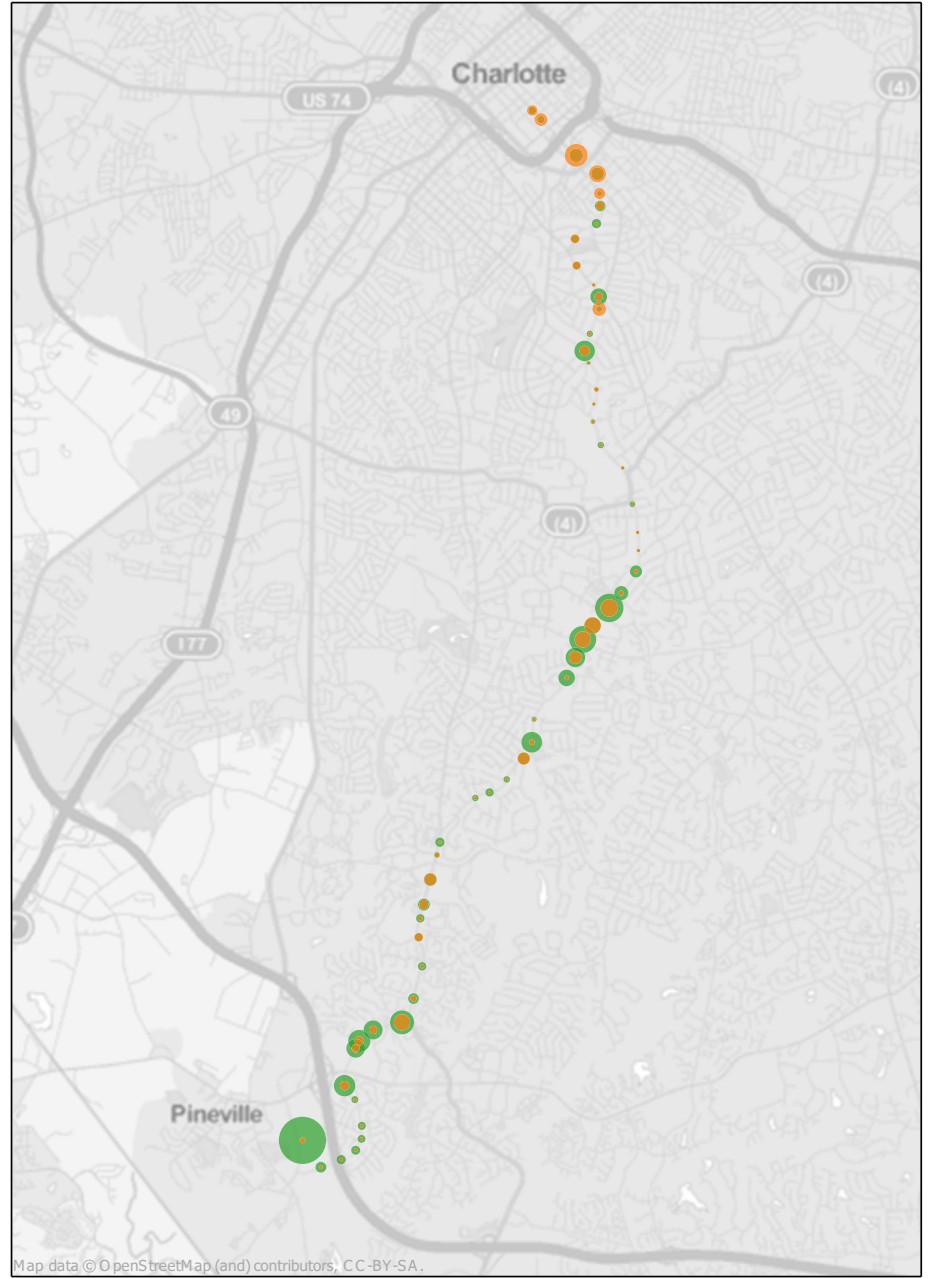
Change in Passengers per Hour - Local Routes



Route 20 - Outbound



Route 20 - Inbound



Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

• 0.00	● 40.00	● 80.00
● 20.00	● 60.00	● 92.09

Route 21 Double Oaks

Key Destinations: Uptown Charlotte, Crisis Assistance Ministry, Double Oaks

Transfer opportunities: Route 26 at Oaklawn Ave & Double Oaks; Route 13 and 22 at Statesville Rd & Graham St; Route 204 at Statesville Rd & Double Oaks Rd;

Analysis Summary

The service on Route 21 spans from 6:00am to 1:00am during all service days, and is similar to the service span on other local routes. Route frequency is 30 minutes throughout the day and 40 minutes in the evening hours for Weekday service. Saturday and Sunday service operates every 60 minutes throughout the day.

The average subsidy per passenger is higher (\$1.58) for Route 21 when compared to other local routes (\$1.17) and the entire CATS system (\$1.29). The Route Performance Monitoring Index of 0.90 ranks this route slightly below average. Route 21 is a relatively short northbound route with only two segments. The route carries 28 passengers per hour on average during the week. Ridership has declined each year since FY05. The last three fiscal years exhibited declines of more than 20% from the previous year. The ridership in FY10 is less than 50% of the ridership in FY05. The declining trend is similar for changes in passengers per hour, albeit on smaller scale. Along the route, there are two locations with dominant passenger activity outside of the Transit Center: Statesville Rd & Oliver St, and the end of the line on Samuel St. Secondary high ridership stops are found along Oaklawn Ave.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6:04 AM	12:01 AM	17:57	Weekday	30	30	30	35	40	Weekday	12	24	14	11	6	67
Saturday	5:55 AM	1:44 AM	19:49	Saturday	60	60	60	60	60	Saturday	7	12	6	8	7	40
Sunday	6:12 AM	1:02 AM	18:50	Sunday	55	60	60	60	60	Sunday	7	12	7	7	6	39

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	3.3	6.4	3.9	2.8	1.5	18
Saturday	1.6	2.8	1.4	1.9	1.6	9
Sunday	1.6	2.8	1.6	1.6	1.4	9

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	41	81	47	37	20	227
Saturday	24	41	20	27	24	135
Sunday	24	41	24	24	20	132

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.58	\$1.17	\$1.29	0.90

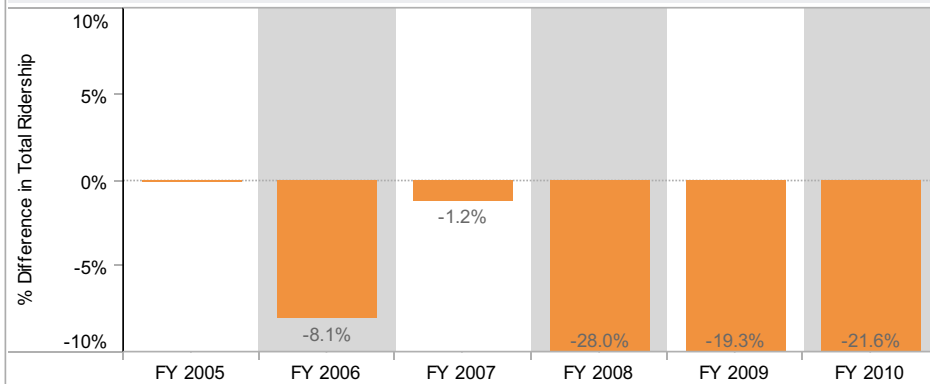
Boardings

Start Place	End Place	Weekday						Saturday					Sunday					Grand Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening		Late Night	Total
Charlotte Transportation Center	Statesville & Oaklaw n	62	125	94	38	16	335	16	57	25	40	16	154	27	64	42	31	11	175	664
Statesville & Oaklaw n	Samuel & Statesville	52	57	24	14	4	151	18	34	10	9	3	74	50	41	15	10	3	119	344
Grand Total		114	182	118	52	20	486	34	91	35	49	19	228	77	105	57	41	14	294	1,008

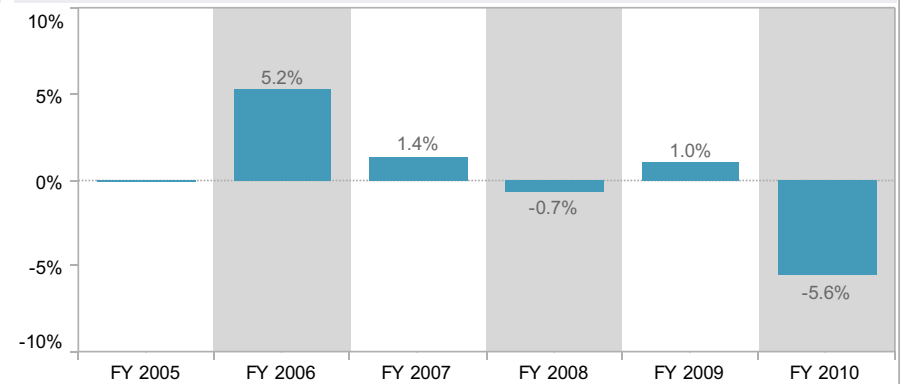
Passengers per Hour

Start Place	End Place	Weekday						Saturday					Sunday					Avg. Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening		Late Night	Avg. Total
Charlotte Transportation Center	Statesville & Oaklaw n	30	31	38	22	18	30	18	36	31	36	18	29	30	40	47	34	14	34	34
Statesville & Oaklaw n	Samuel & Statesville	43	24	17	13	7	23	26	28	17	11	4	19	71	34	21	14	5	31	31
Avg. Total		35	28	30	19	13	27	21	33	25	26	12	25	48	38	36	26	10	33	33

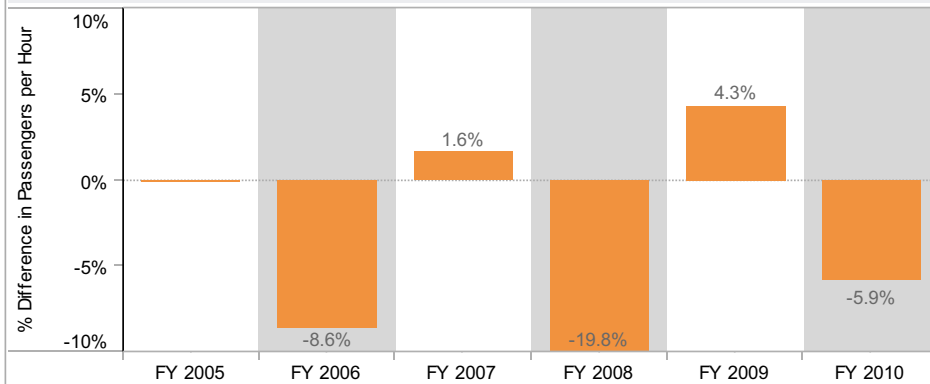
Change in Ridership by Route (Route 21)



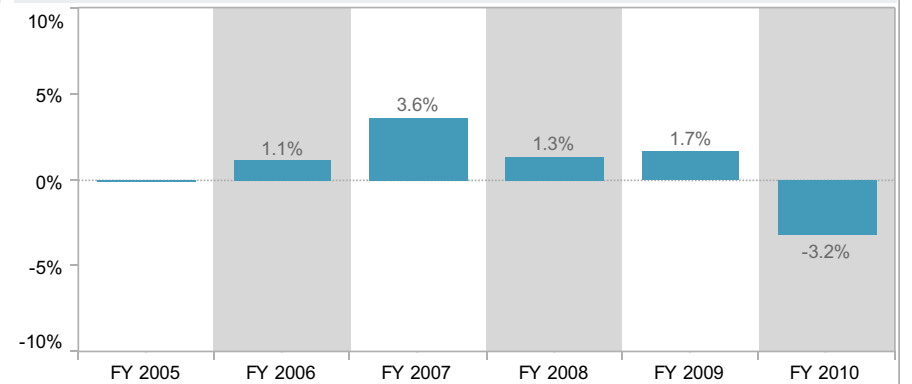
Change in Ridership - Local Routes



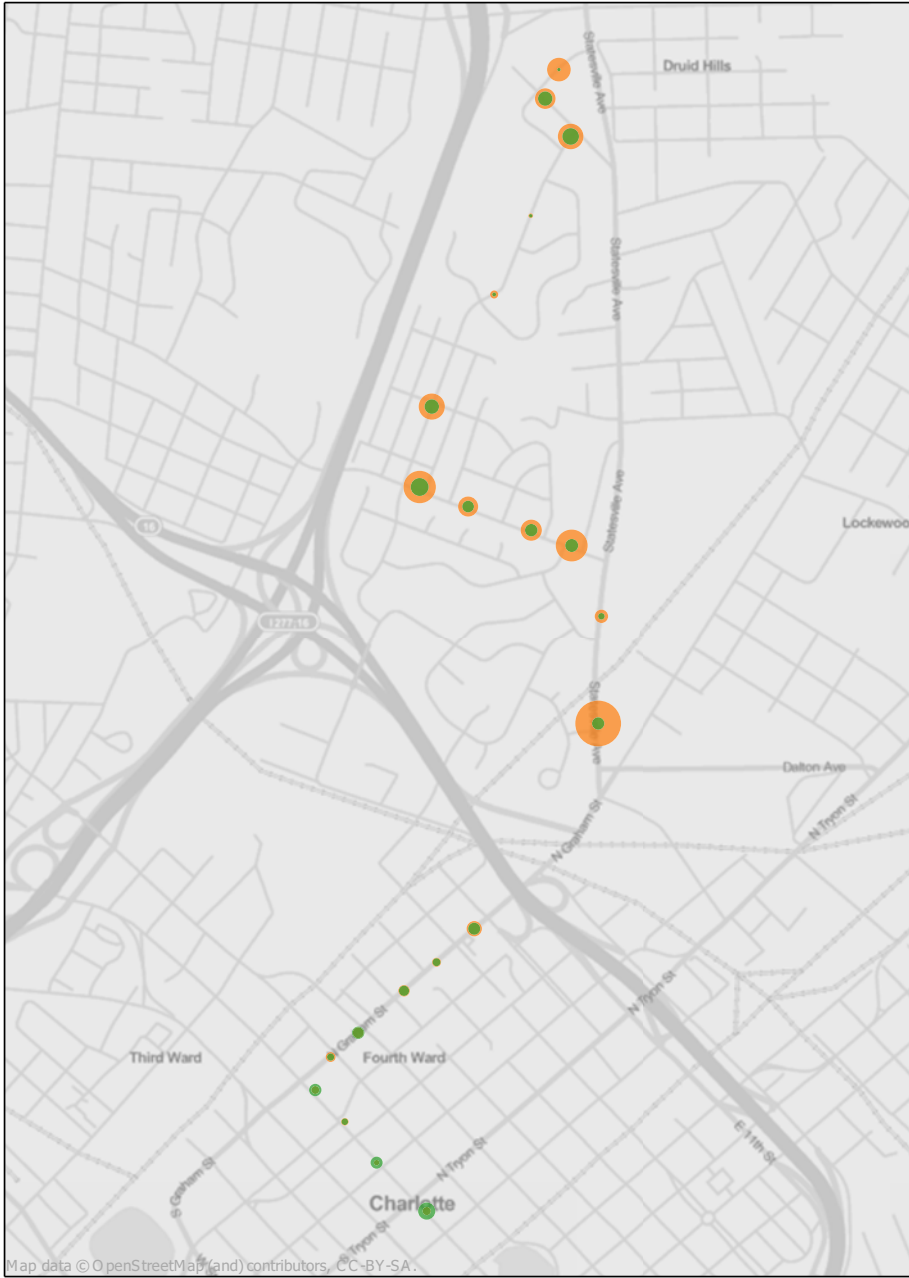
Change in Passengers per Hour by Route (Route 21)



Change in Passengers per Hour - Local Routes



Route 21 - Outbound



Route 21 - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 40.0	● 80.0
● 20.0	● 60.0	● 103.1

Route 22 Graham St

Key Destinations: Uptown Charlotte, Wachovia CIC, 311 Call Center, Prosperity Creek Apartments

Transfer opportunities: Routes 11 and 13 at North Tryon St & Dalton Ave; Route 29 at Wachovia CIC; Route 54x at Mallard Creek Park & Ride; Route 204 at Graham St & Norris Ave

Analysis Summary

Route 22 is a local route providing service along the Graham Street corridor. It operates comparable service to most local routes (5:00am - 2:00am). The route provides 30 minute service during the day, with 35-45 minute service in the evening and late night hours. The route has 50 minute service throughout the day on Saturdays and Sundays. The route does not operate any variants, though service only extends to Graham St & Ennis Ave during late night hours on Weekdays, and the Prosperity Church Rd segment is not served during late night hours on Saturday and Sunday.

According to Route Performance Monitoring data, the route has a higher subsidy per passenger than other local routes (\$1.80), and has an overall index score that is below average (0.81). The distribution of ridership across times of day and days of the week is fairly standard for local routes, though peak hour ridership is noticeably higher than mid-day ridership on the route. Passengers per hour are highest on Weekdays, with Sundays only carrying half as many passengers per hour as Weekdays. Outside of the Uptown segment, the segment between I-85 & Graham St and Mallard Creek & Harris Blvd has the most passenger activity. Ridership is also concentrated at the 311 Call Center and along Graham St around 24th and 28th streets. Over the past few years, Route 22 has consistently outperformed local routes overall with regards to ridership growth, particularly from FY70-FY08. However, with an increase in service hours beginning in FY09, the passengers per hour have had decreased slowly over the past two years.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:06 AM	1:49 AM	20:43	Weekday	30	30	30	35	45	Weekday	17	24	15	12	11	79
Saturday	6:38 AM	1:43 AM	19:05	Saturday	50	50	50	50	50	Saturday	5	16	8	8	8	45
Sunday	6:38 AM	12:52 AM	18:14	Sunday	50	50	50	50	50	Sunday	5	16	8	8	6	43

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	11.7	18.0	11.6	8.4	3.2	53
Saturday	3.8	12.1	5.9	5.7	5.2	33
Sunday	3.4	11.4	5.7	5.7	4.2	30

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	198	314	193	153	47	905
Saturday	68	216	108	107	102	601
Sunday	68	216	108	107	77	575

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.80	\$1.17	\$1.29	0.81

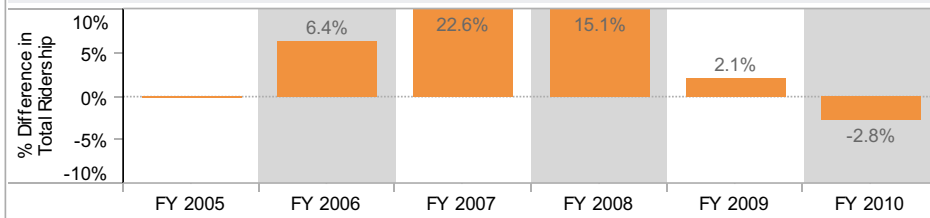
Boardings

Start Place	End Place	Weekday						Saturday					Sunday					Grand Total		
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening		Late Night	Total
Charlotte Transportation Center	Tryon & Dalton	158	284	251	120	33	846	61	162	87	71	41	422	32	89	50	39	21	231	1,499
Tryon & Dalton	Graham & Ennis	65	80	51	16	4	216	11	59	31	18	11	130	4	29	9	8	3	53	399
Graham & Ennis	I-85 Access and Graham	11	12	22	6	0	51	3	9	2	2	1	17	1	9	4	2	1	17	85
I-85 Access and Graham	Mallard Creek & WT Harris	117	95	54	30	4	300	18	69	36	14	6	143	9	34	12	3	2	60	503
Mallard Creek & WT Harris	Claude Freeman	41	47	42	27	4	161	5	19	7	11	6	48	3	15	5	6	4	33	242
	Prosperity Creek	2	9	1			12	3	10	3	1		17	1	9	1	1		12	41
Prosperity Creek	Claude Freeman	6	8	1			15	2	13	3	2		20	0	5	1	2		8	43
Grand Total		400	535	422	199	45	1,601	103	341	169	119	65	797	50	190	82	61	31	414	2,812

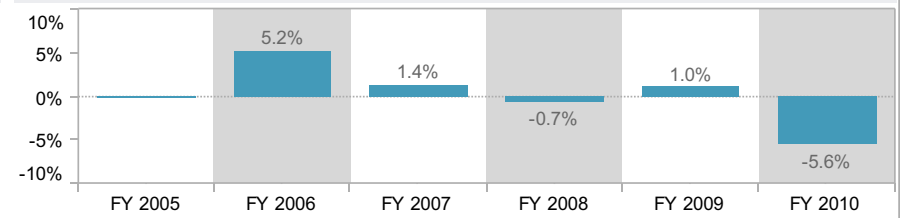
Passengers per Hour

Start Place	End Place	Weekday						Saturday					Sunday					Avg. Total	
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening		Late Night
Charlotte Transportation Center	Tryon & Dalton	72	81	109	71	28	78	102	85	87	71	41	77	64	47	50	39	26	44
Tryon & Dalton	Graham & Ennis	25	22	20	9	3	18	14	22	24	14	10	18	7	14	8	7	4	9
Graham & Ennis	I-85 Access and Graham	8	5	14	5	0	8	6	6	3	3	1	4	2	6	6	3	2	4
I-85 Access and Graham	Mallard Creek & WT Harris	37	22	19	16	20	24	20	24	26	11	5	18	11	12	8	2	2	8
Mallard Creek & WT Harris	Claude Freeman	21	15	19	15	20	17	17	16	12	16	5	12	10	14	10	9	4	9
	Prosperity Creek	20	13	10			13	8	9	6	3		7	3	8	2	3		5
Prosperity Creek	Claude Freeman	30	16	10			19	7	16	8	7		11	0	6	3	7		4
Avg. Total		34	30	36	24	14	30	27	28	29	21	13	24	15	17	14	11	7	14

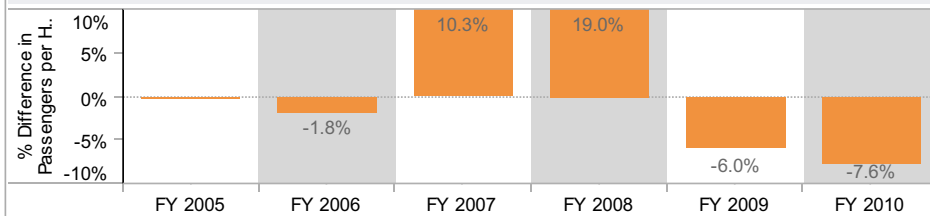
Change in Ridership by Route (Route 22)



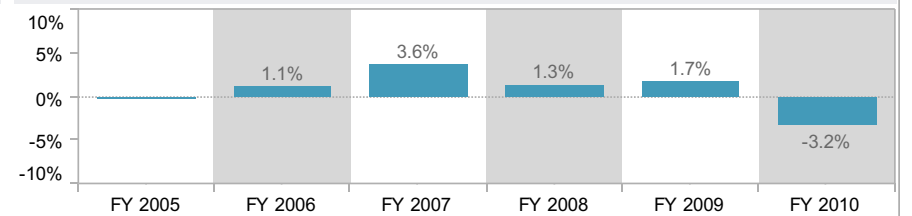
Change in Ridership - Local Routes



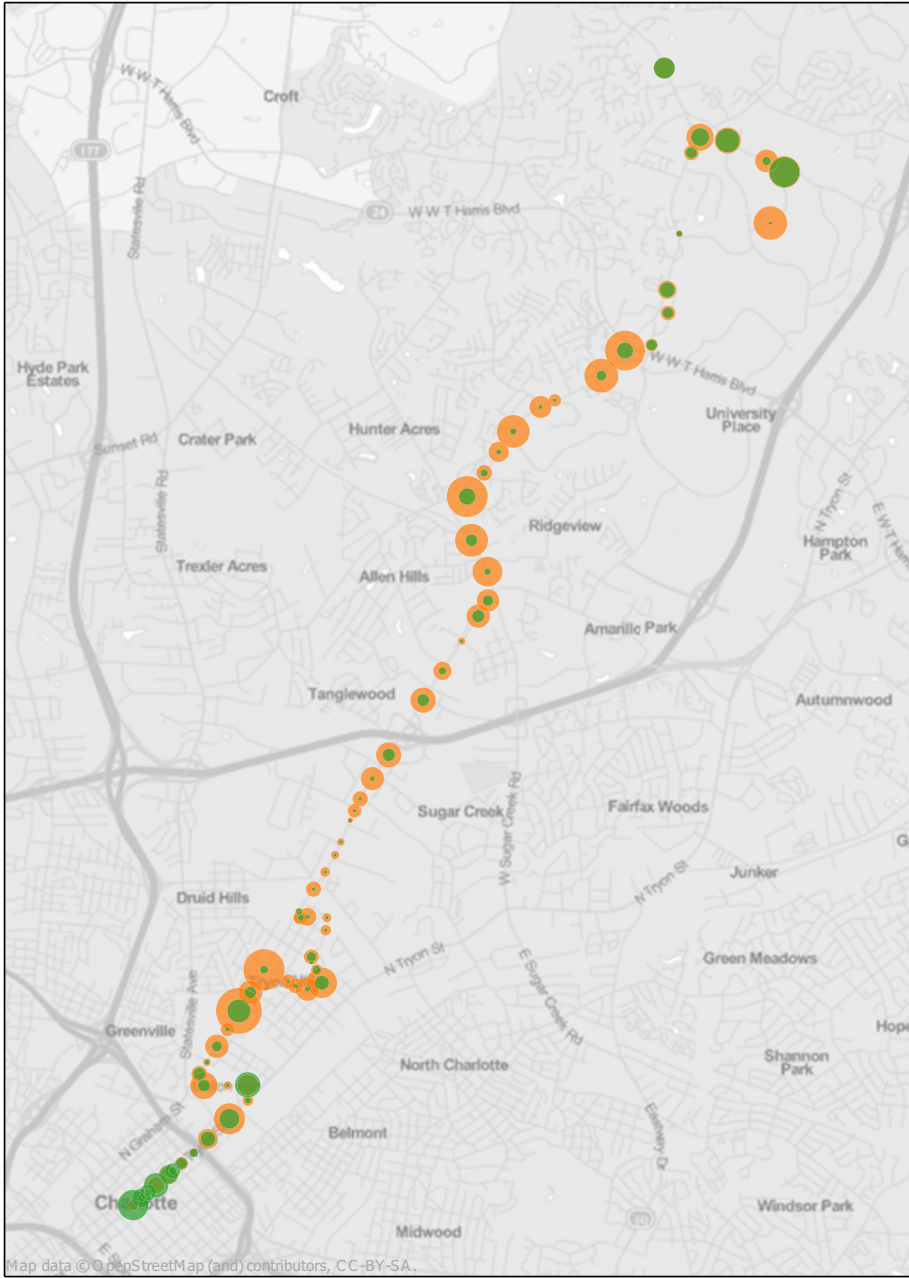
Change in Passengers per Hour by Route (Route 22)



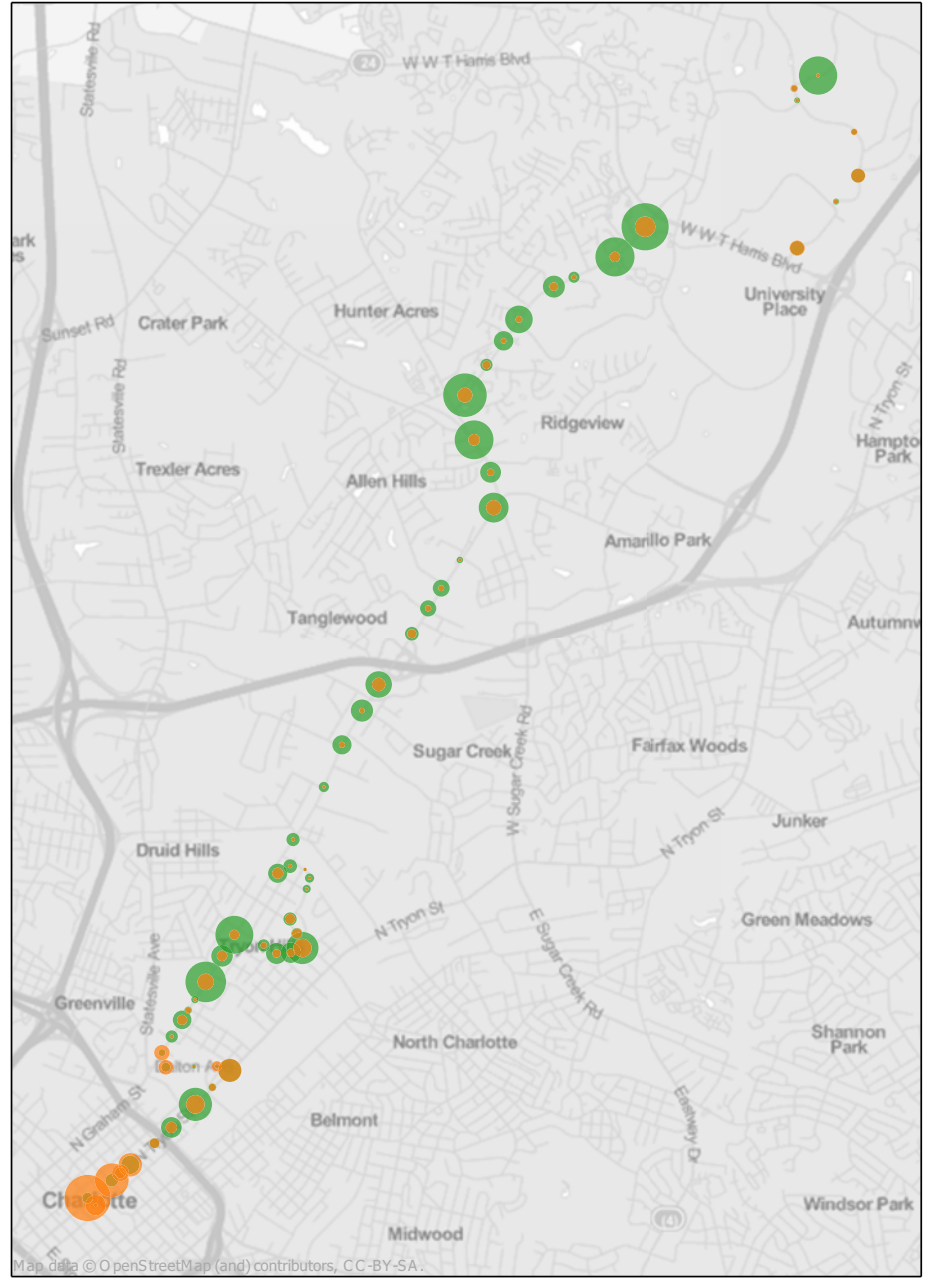
Change in Passengers per Hour - Local Routes



Route 22 - Outbound



Route 22 - Inbound



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Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

0.0	20.0	40.0	60.0	80.0	101.8
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Route 23 Shamrock Drive

Key Destinations: Uptown Charlotte, Belmont Community Center, North Davidson Arts District, East Town Market

Transfer opportunities: Route 3 at The Plaza & Anderson St; Route 29 at Shamrock Dr & Tipperary Pl; Route 39 at Shamrock Dr & Eastway Dr; Route 222 at Hickory Grove Rd & WT Harris Blvd

Analysis Summary

Route 23 is a local route providing service through neighborhoods in east Charlotte. It operates comparable service to most local routes (5:00am - 2:00am). The route provides 20-30 minute service during the day, with 45 minute service in late night hours. The route has 30 minute service throughout the day on Saturdays, with hourly service late night Saturdays and all day Sundays. The route provides parallel service to Route 3 from Uptown Charlotte to The Plaza & 36th St, and terminates with a sizable one-way loop.

According to Route Performance Monitoring data, the route has a subsidy per passenger that is on par with local routes overall, and has an overall index score that is average. Outside of the Uptown Charlotte segment, ridership activity is heaviest between Milton Rd & Barrington Dr and East Town Market, with 544 daily boardings or 51 passengers per hour. Substantial ridership is generated by East Town Market and the other businesses and apartment complexes contained within the one-way loop. There is also significant outbound ridership from 36th St & The Plaza and also at Shamrock Dr & Eastway Dr. Ridership along Davidson St and other segments between these major nodes is much less in comparison with the major generators. In recent years, Route 23 has performed similar to other local routes. Both ridership and passengers per hour increased modestly from FY06 to FY09.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:10 AM	1:59 AM	20:49	Weekday	20	30	25	40	45	Weekday	22	25	17	10	10	84
Saturday	5:23 AM	1:56 AM	20:33	Saturday	30	30	30	55	60	Saturday	15	24	13	8	7	67
Sunday	6:25 AM	1:02 AM	18:37	Sunday	60	60	60	60	60	Sunday	6	12	7	7	5	37

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	13.7	16.6	11.5	5.9	5.4	53
Saturday	8.0	14.6	8.1	4.5	3.5	39
Sunday	3.2	7.3	4.4	3.9	2.7	22

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	216	249	166	99	99	829
Saturday	150	237	131	79	67	665
Sunday	59	119	71	67	51	368

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.10	\$1.17	\$1.29	1.04

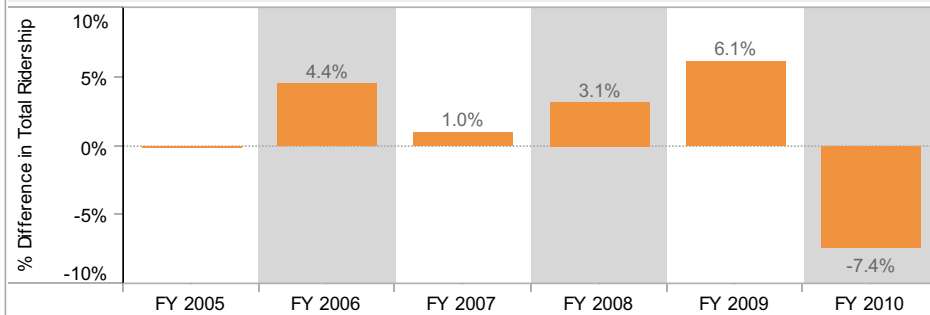
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Davidson & 12th	105	261	273	119	63	821	57	182	104	108	65	516	30	77	61	82	25	275	1,612
Davidson & 12th	Davidson & 36th	44	64	26	11	4	149	10	21	10	7	4	52	5	19	11	6	1	42	243
Davidson & 36th	Milton & Barrington	171	184	89	39	12	495	59	126	57	40	16	298	35	75	40	23	6	179	972
Milton & Barrington	East Town Market	162	207	98	54	23	544	65	160	71	33	6	335	32	68	32	21	11	164	1,043
Grand Total		482	716	486	223	102	2,009	191	489	242	188	91	1,201	102	239	144	132	43	660	3,870

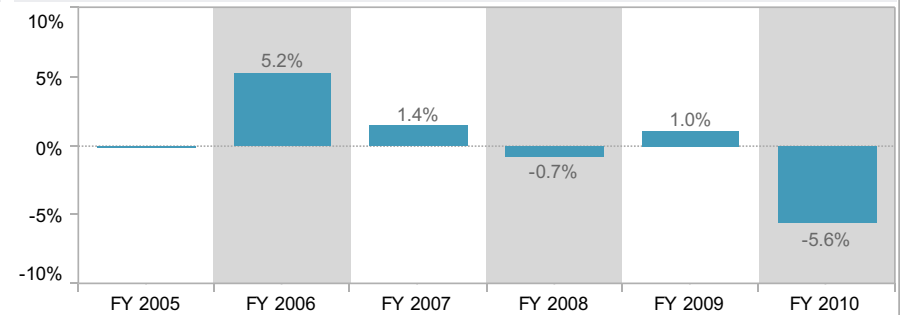
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	Davidson & 12th	48	90	137	119	63	90	48	70	74	154	108	79	60	59	87	137	63	79	79
Davidson & 12th	Davidson & 36th	18	21	12	10	4	15	7	9	8	10	7	8	8	16	16	9	3	12	12
Davidson & 36th	Milton & Barrington	28	26	17	15	5	21	16	19	15	18	9	17	23	23	20	12	5	18	18
Milton & Barrington	East Town Market	56	61	47	45	21	51	41	53	42	37	10	43	53	45	32	30	18	37	37
Avg. Total		35	43	42	38	19	38	24	33	30	42	26	31	32	33	33	34	16	31	31

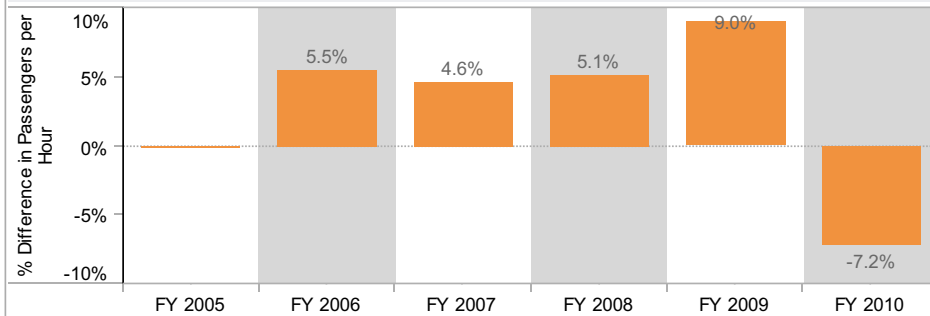
Change in Ridership by Route (Route 23)



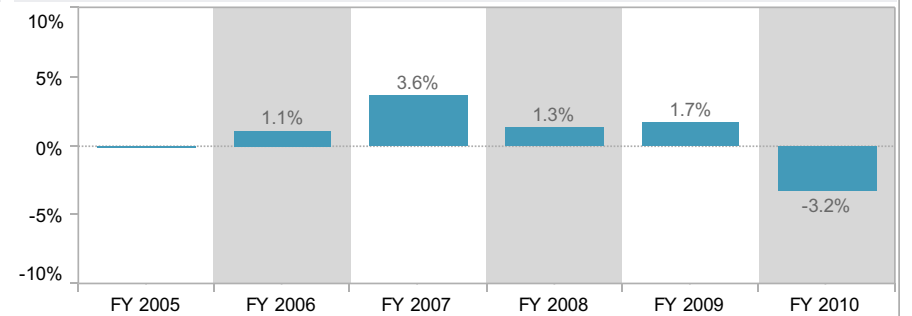
Change in Ridership - Local Routes



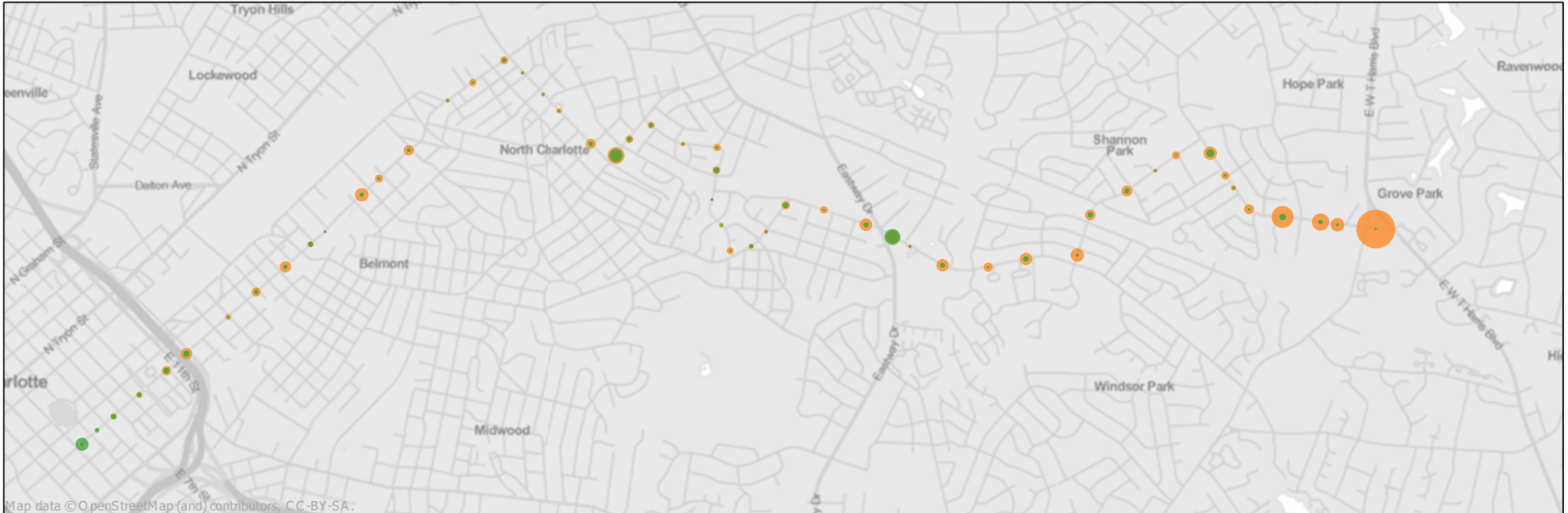
Change in Passengers per Hour by Route (Route 23)



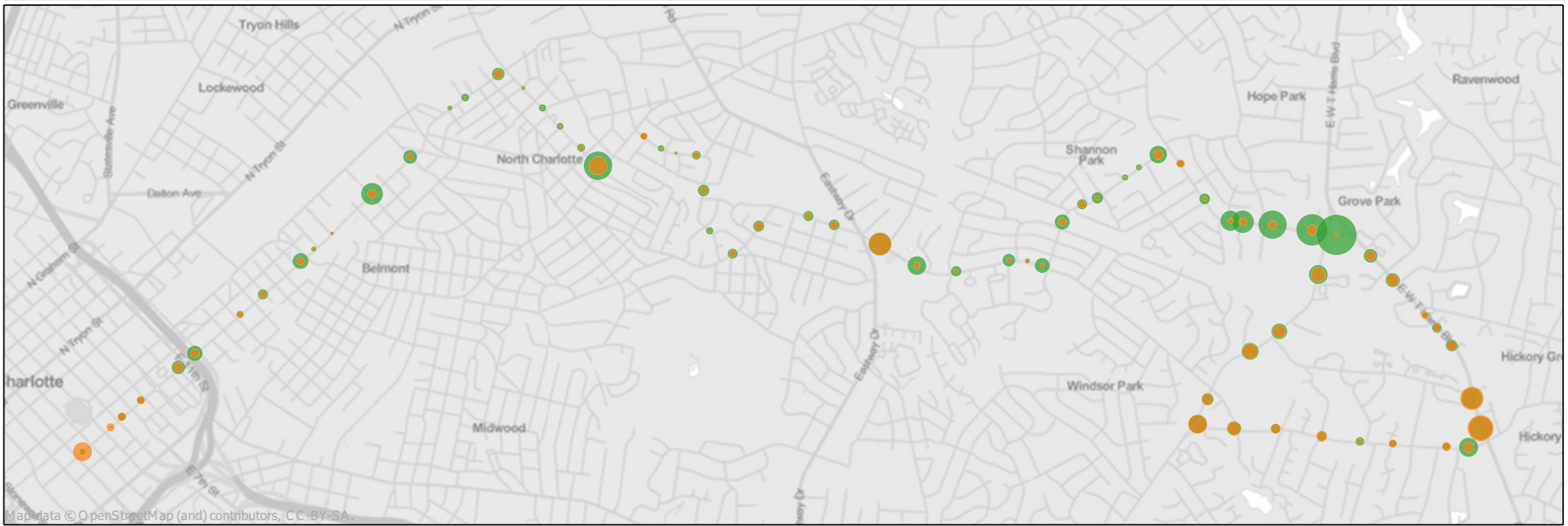
Change in Passengers per Hour - Local Routes



Route 23 - Outbound



Route 23 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 200.0
● 50.0	● 150.0	● 226.7

Route 24 Nations Ford Road

Key Destinations: LYNX Blue Line Woodlawn Station & Arrowood Station, Nations Ford Rd, NC Employment Security Commission

Transfer opportunities: LYNX Blue Line at Woodlawn Station & Arrowood Station; Routes 16 and 60 at Nations Ford Rd & Tyvola Rd; Route 57 at Nations Ford Rd & Farmhurst Dr; Routes 44 and 56 at Arrowood Station

Analysis Summary

Route 24 is a relatively short local route connecting Nations Ford Rd to the LYNX Blue Line. It operates comparable service to most local routes (5:30am - 1:00am). The route provides 30 minute service throughout the day on Weekdays, and 45 minute service throughout the day on Saturdays and Sundays.

According to Route Performance Monitoring data, the route has a much higher subsidy per passenger than local routes overall, and has an overall index score that is below average. The route carries over 700 passengers per day on Weekdays, with 30 passengers per hour. Saturdays and particularly Sundays have less efficient services. Ridership is generally heavier along the southern half of Nations Ford Rd, though ridership activity between the two rail stations is very similar. In recent years, Route 24 has experienced considerable change due to its restructure as part of the LYNX Blue Line implementation. Large portions of ridership from the previous route were absorbed by other services in FY08, resulting in the significant ridership drops in FY08 & FY09. The passengers per hour have continued to decrease since FY08, though at rates which appear to be stabilizing.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:25 AM	1:10 AM	19:45	Weekday	30	30	30	30	30	Weekday	15	24	14	14	11	78
Saturday	6:10 AM	12:51 AM	18:41	Saturday	45	45	45	45	45	Saturday	8	16	9	10	7	50
Sunday	6:10 AM	12:05 AM	17:55	Sunday	45	45	45	45	45	Sunday	8	16	9	10	5	48

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5.0	8.0	4.6	4.6	3.6	26
Saturday	2.6	5.0	2.8	3.2	2.2	16
Sunday	2.6	5.0	2.8	3.2	1.6	15

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	78	125	73	73	57	406
Saturday	42	83	47	52	37	260
Sunday	42	83	47	52	26	250

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.94	\$1.17	\$1.29	0.76

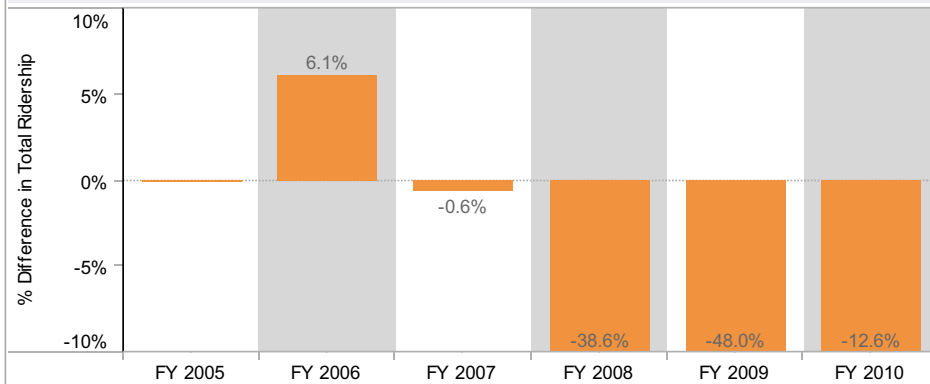
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
LYNX Woodlaw n Station	Nations Ford & Echodale	49	93	67	41	25	275	15	64	39	26	16	160	13	45	34	30	5	127	562
Nations Ford & Echodale	LYNX Arrow ood Station	100	178	115	68	28	489	37	90	45	31	16	219	28	74	36	36	15	189	897
Grand Total		149	271	182	109	53	764	52	154	84	57	32	379	41	119	70	66	20	316	1,459

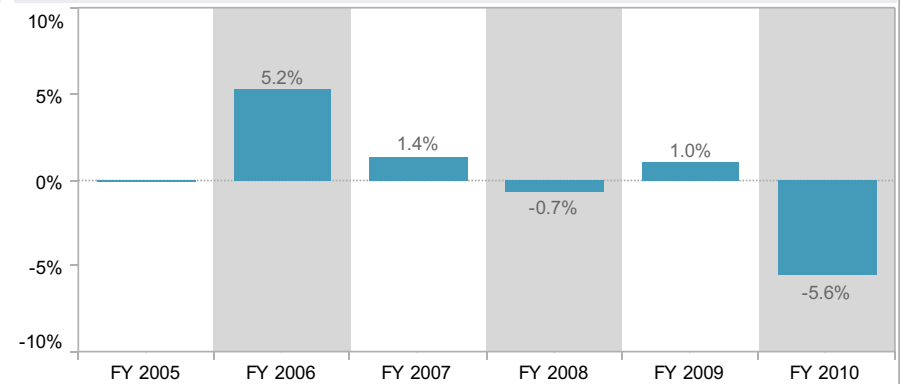
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
LYNX Woodlaw n Station	Nations Ford & Echodale	20	23	29	18	14	21	12	26	28	16	15	20	10	18	24	19	6	17
Nations Ford & Echodale	LYNX Arrow ood Station	40	45	50	30	16	38	28	36	32	19	15	28	22	30	26	23	19	25
Avg. Total		30	34	40	24	15	30	20	31	30	18	15	24	16	24	25	21	13	21

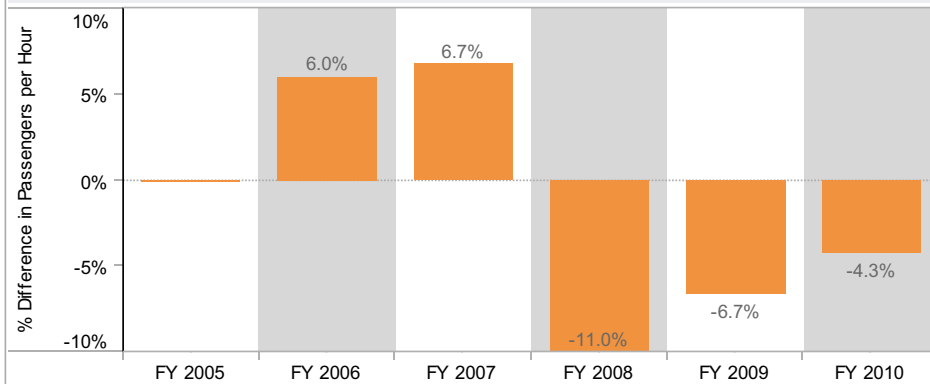
Change in Ridership by Route (Route 24)



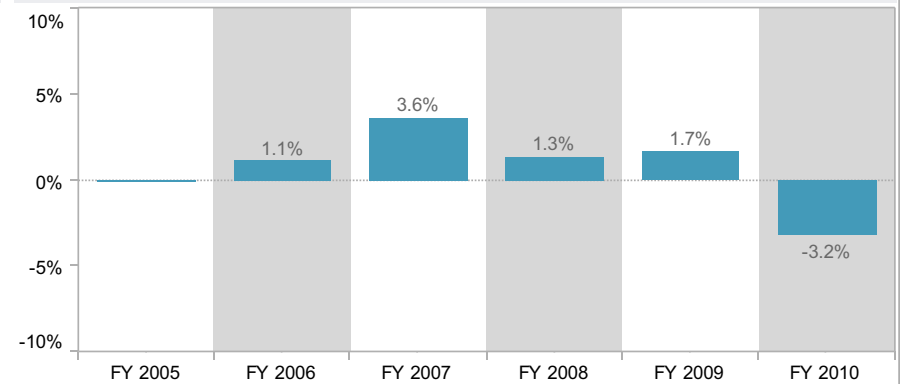
Change in Ridership - Local Routes



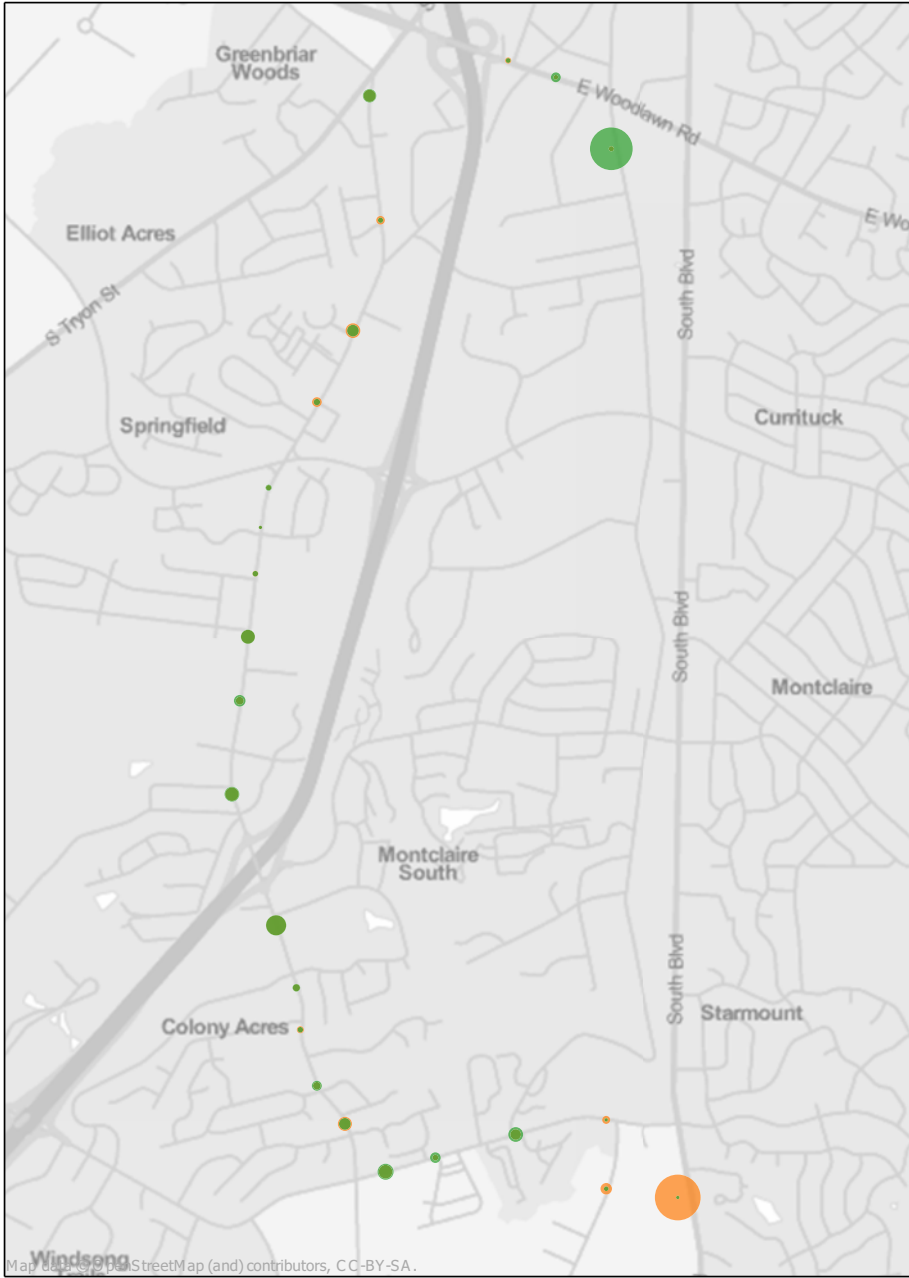
Change in Passengers per Hour by Route (Route 24)



Change in Passengers per Hour - Local Routes



Route 24 - Outbound



Route 24 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 200.0
● 100.0	● 329.7

Route 25 Clanton-Midtown

Key Destinations: Presbyterian Hospital, Dilworth, Carolinas Medical Center, LYNX Blue Line East/West Blvd Station, Revolution Park, West Boulevard Public Library, Amay James Center

Transfer opportunities: Routes 10 and 30 at West Blvd; Route 234 at Amay James Center; Lynx Blue Line and Route 12 at East/West Blvd Station; Route 19 at East Blvd; Routes 18 and 6 at Carolinas Medical Center; Routes 14, 15 and 39 at Elizabeth Ave & Hawthorne Ln

Analysis Summary

Route 25 was redesigned with the implementation of the LYNX Blue Line to operate more as a shuttle or crosstown route, rather than a local route serving Uptown Charlotte as it previously did. The service span on this route is in the mid-length category, with service operating from 6:00am to 8:30pm, with no late night trips. Route 25 does not operate on Sundays. The route frequency is 35 minutes during weekdays and hourly on Saturdays.

The average subsidy of \$4.56 per passenger is twice as much as the subsidy for similar CATS routes (\$2.21). The Route Performance Monitoring Index of 0.50 makes the route one of the lowest performing routes in the CATS system. Most of the passenger activity occurs in the segment from West Blvd & Barringer Dr to the Amay James Center. The next segment with the most boardings is between Carolinas Medical Center and the East/West Blvd Station. The Midday and PM Peak hours are the busiest part of the day on Route 25. Ridership on Route 25 has fluctuated within $\pm 5\%$ percent since FY05, with the exception of FY10 when ridership declined by 12.3% from FY09*. Overall, the ridership declined by 14% from FY05 to FY10. There was also a large drop in passengers per hour in FY09 and FY10. The stop at Amay James Center and stops in the vicinity of the Lynx East/West Blvd stations are the stops with the heaviest passenger activity. Stops near Carolinas Medical Center and the intersection of East Blvd and Kenilworth/Scott Ave have secondary usage.

* Route 25 is compared against local routes, even though in FY10 the route classification was changed to a from a Local route to a Shuttle route

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:18 AM	8:41 PM	14:23	Weekday	35	35	35	35	Weekday	9	21	12	6	48
Saturday	6:18 AM	8:40 PM	14:22	Saturday	60	60	60	60	Saturday	6	12	7	5	30

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	4.2	10.0	5.9	2.4	23
Saturday	2.7	5.2	3.0	1.8	13

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	70	164	94	47	375
Saturday	43	86	50	28	207

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.56	\$2.21	\$1.29	0.50

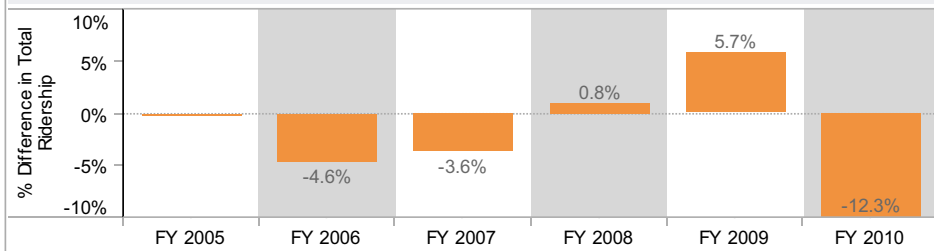
Boardings

Start Place	End Place	Weekday					Saturday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
Elizabeth & Hawthorne	Carolinas Medical Center	3	19	19	3	44	3	10	7	2	22	66
Carolinas Medical Center	LYNX East/West Blvd Station	8	39	30	5	82	2	11	14	3	30	112
LYNX East/West Blvd Station	West Blvd & Barringer	14	21	12	2	49	3	12	5	0	20	69
West Blvd & Barringer	Amay James Center	25	46	21	11	103	11	27	9	3	50	153
	Crestridge & Scottsdale	2	5	2	0	9						9
Crestridge & Scottsdale	Amay James Center	4	5	2	0	11						11
Grand Total		56	135	86	21	298	19	60	35	8	122	420

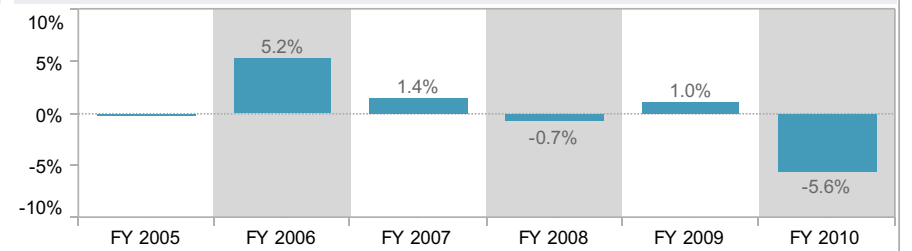
Passengers per Hour

Start Place	End Place	Weekday					Saturday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	
Elizabeth & Hawthorne	Carolinas Medical Center	3	9	15	6	9	5	9	12	4	8	
Carolinas Medical Center	LYNX East/West Blvd Station	9	20	25	10	18	3	10	23	6	11	
LYNX East/West Blvd Station	West Blvd & Barringer	28	15	13	7	16	8	15	10	0	11	
West Blvd & Barringer	Amay James Center	28	26	19	16	23	10	12	7	5	10	
	Crestridge & Scottsdale	4	4	3	0	3						
Crestridge & Scottsdale	Amay James Center	8	4	3	0	4						
Avg. Total		13	14	15	9	13	7	12	12	4	10	

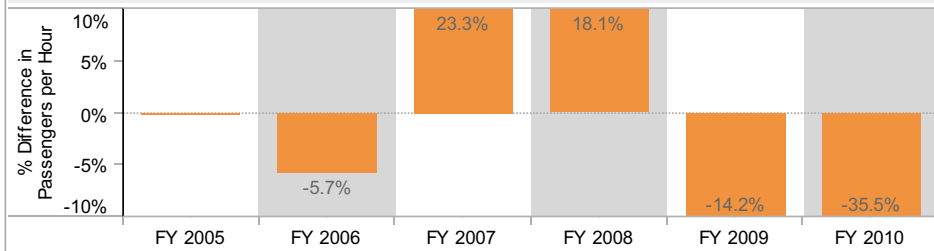
Change in Ridership by Route (Route 25)



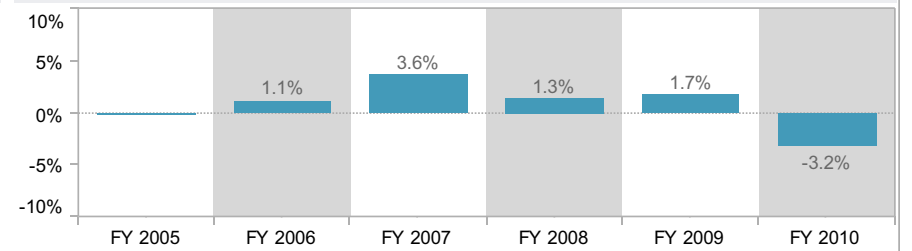
Change in Ridership - Local Routes



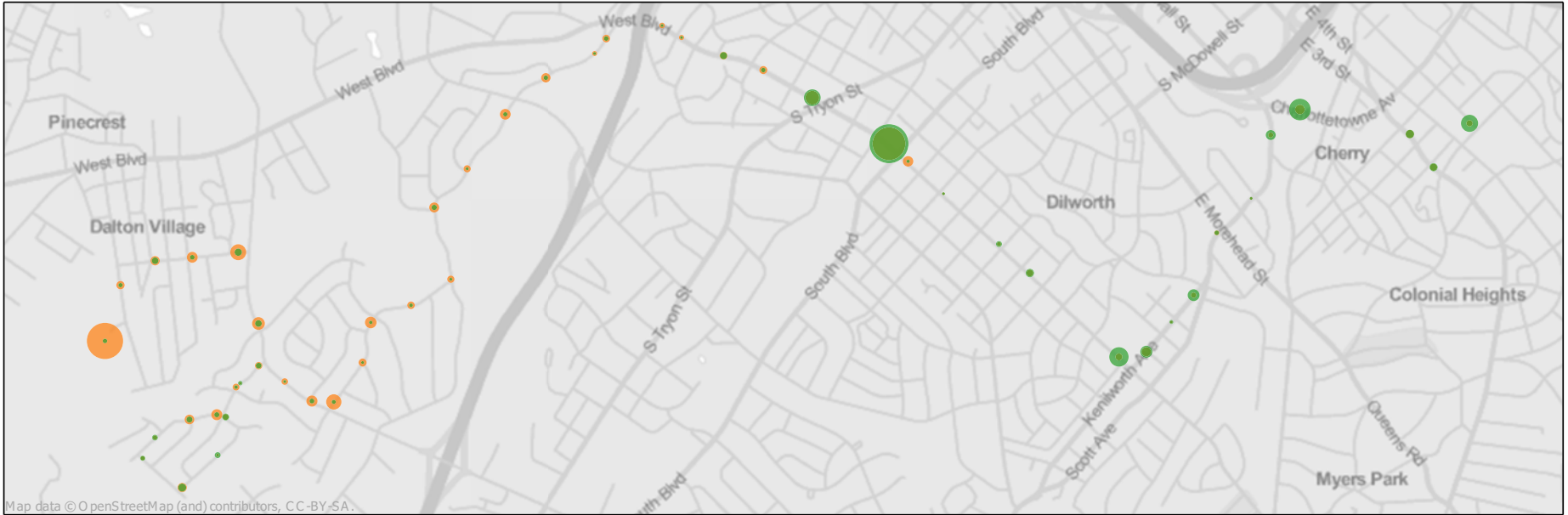
Change in Passengers per Hour by Route (Route 25)



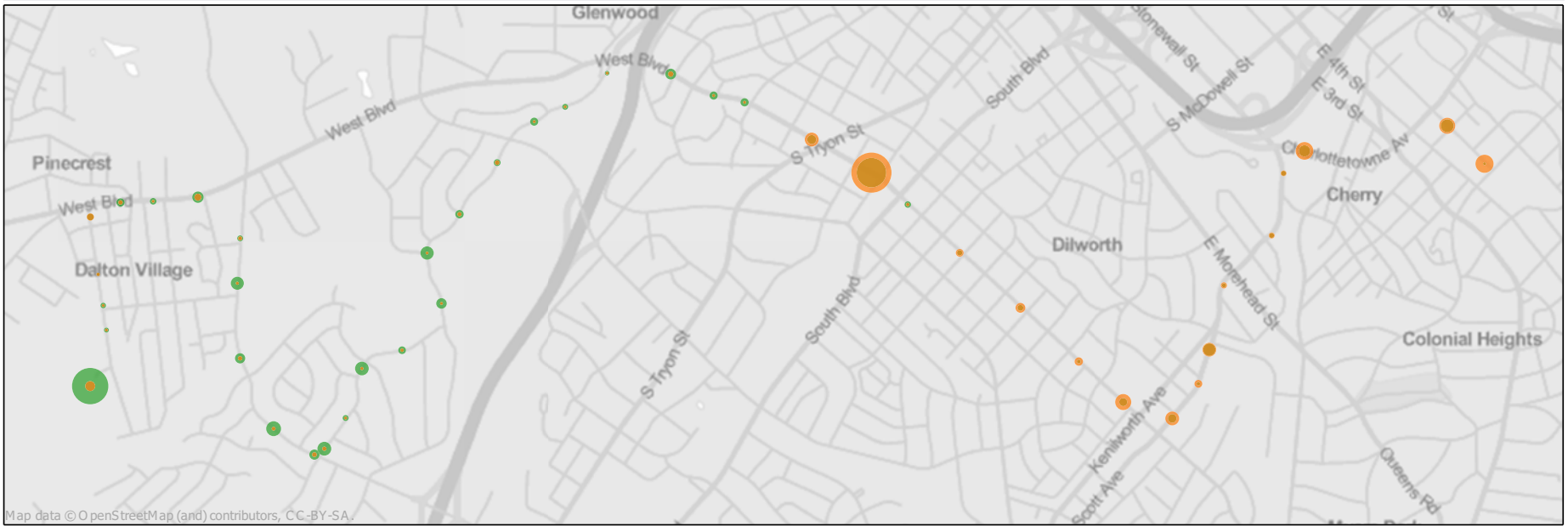
Change in Passengers per Hour - Local Routes



Route 25 - Outbound



Route 25 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 40.00	● 72.55
● 20.00	● 60.00	

Route 26 Oaklawn Avenue

Key Destinations: Uptown Charlotte, Crisis Assistance Ministry, Greenville, Rosa Parks Place Community Transit Center (CTC), NW Mecklenburg Health Department

Transfer opportunities: Routes 7, 30, and 201 at Rosa Parks Place CTC; Route 21 at Oaklawn Ave & Double Oaks Dr; Route 204 at Erie St & Lasalle St

Analysis Summary

Route 26 is a local route connecting neighborhoods between Beatties Ford Rd and Statesville Ave to Uptown Charlotte and Rosa Parks Place CTC. It operates comparable service to most local routes (5:30am - 2:00am). The route provides 30 minute service throughout the day and hourly service during evening and late night hours on Weekdays. The route frequency is every 45 minutes throughout the day on Saturdays, and every hour throughout the day on Sundays.

According to Route Performance Monitoring data, the route has a much higher subsidy per passenger (\$1.82) than local routes overall, and has an overall index score that is below average. The route carries over 700 passengers per day on Weekdays, with 29 passengers per hour. Saturdays and particularly Sundays have less efficient services. Outside of Uptown Charlotte, ridership is highest at Rosa Parks Place CTC, indicating this location as a major transfer point for the route. Ridership is also concentrated through the Lincoln Heights neighborhood and at the Crisis Assistance Ministry stop. Substantial ridership is generated in Lincoln Heights traveling outbound towards the Rosa Parks Place CTC. In recent years, Route 26 has remained fairly consistent with local routes overall, remaining stagnant in FY07 & FY08. FY09 did experience a sizable increase in both ridership and passengers per hour.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:25 AM	1:50 AM	20:25	Weekday	30	30	30	50	60	Weekday	15	24	12	8	8	67
Saturday	5:50 AM	12:40 AM	18:50	Saturday	50	45	45	45	45	Saturday	8	16	9	9	7	49
Sunday	6:00 AM	12:56 AM	18:56	Sunday	60	60	60	60	60	Sunday	6	12	7	7	6	38

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5.8	8.8	4.8	2.7	2.6	25
Saturday	2.6	5.4	3.0	3.1	2.3	16
Sunday	2.0	4.0	2.3	2.5	2.1	13

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	80	129	65	43	43	360
Saturday	43	86	48	49	37	263
Sunday	32	65	37	38	32	204

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.82	\$1.17	\$1.29	0.80

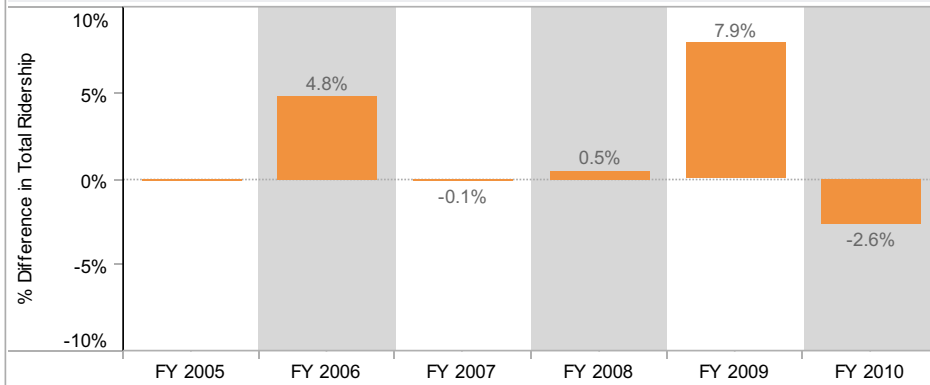
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	Oaklaw n & Mulberry	120	187	103	45	21	476	22	84	54	69	21	250	13	57	31	29	14	144	870
Oaklaw n & Mulberry	Rosa Parks Place CTC	91	85	36	18	10	240	21	56	23	18	9	127	15	36	20	9	4	84	451
Grand Total		211	272	139	63	31	716	43	140	77	87	30	377	28	93	51	38	18	228	1,321

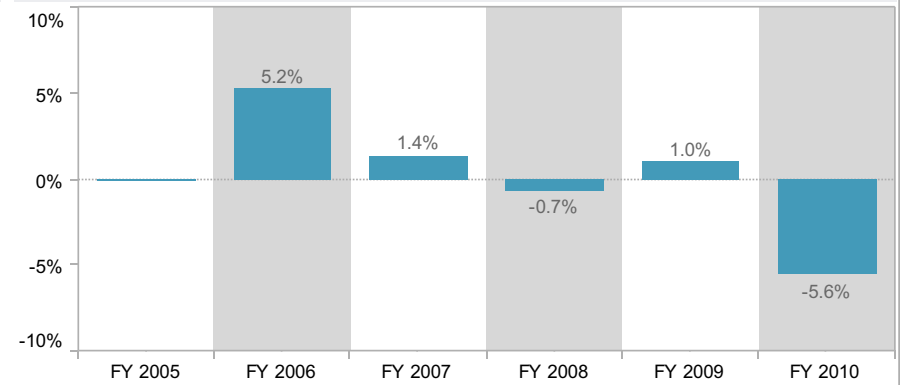
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Charlotte Transportation Center	Oaklaw n & Mulberry	35	36	37	30	14	33	16	28	32	41	16	27	12	26	24	21	12	20
Oaklaw n & Mulberry	Rosa Parks Place CTC	38	24	18	15	9	23	18	23	18	13	9	17	17	20	20	8	4	15
Avg. Total		36	31	29	23	12	29	17	26	26	28	13	23	14	23	22	15	9	18

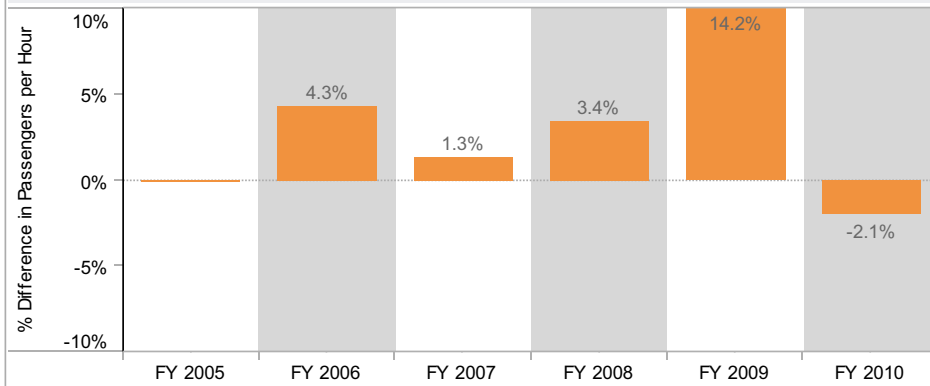
Change in Ridership by Route (Route 26)



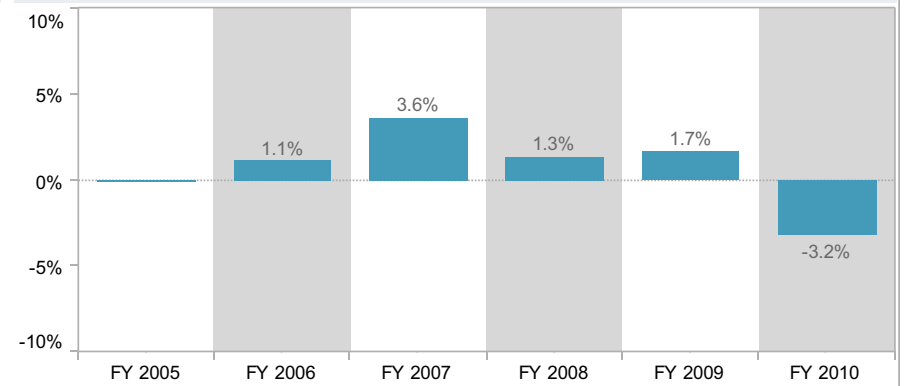
Change in Ridership - Local Routes



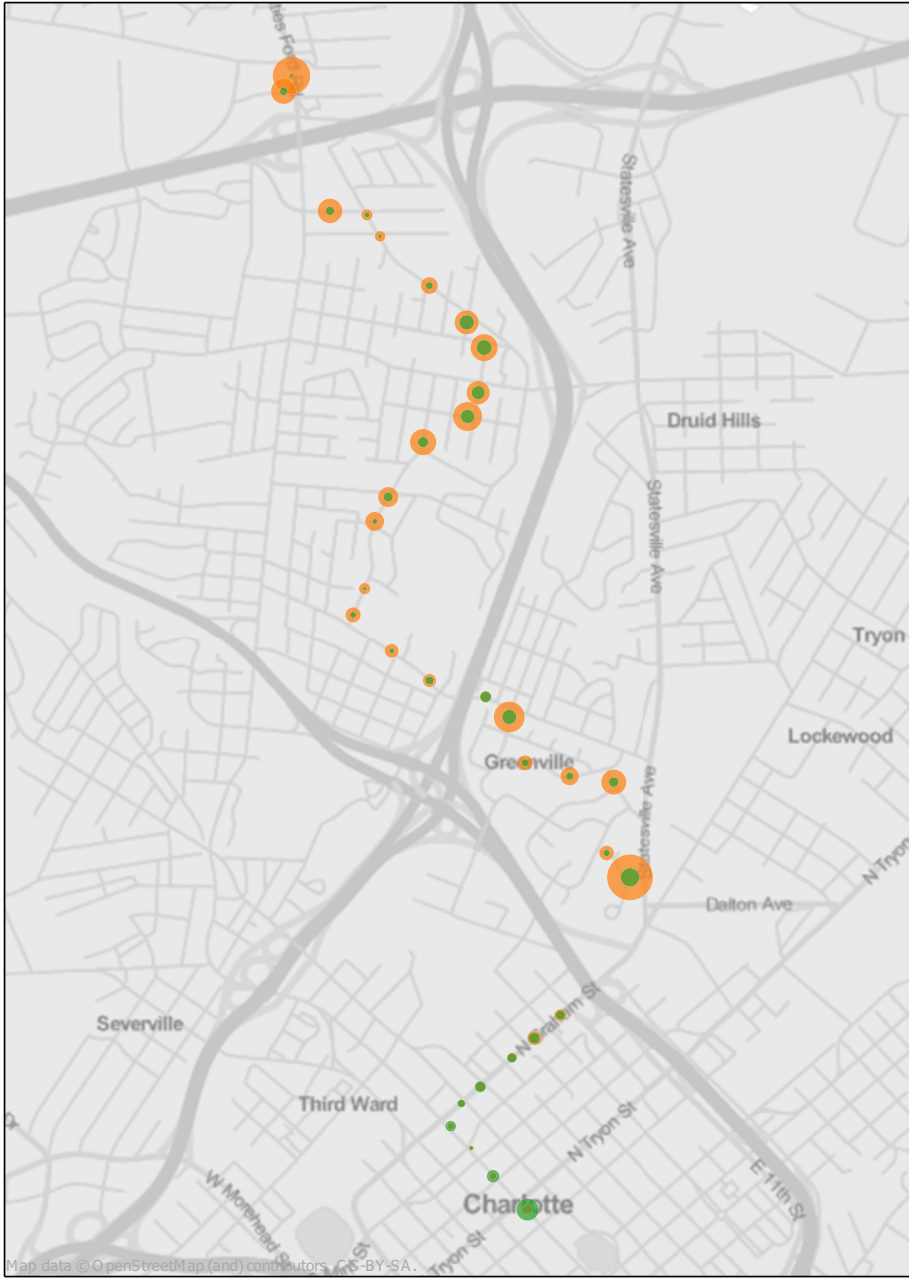
Change in Passengers per Hour by Route (Route 26)



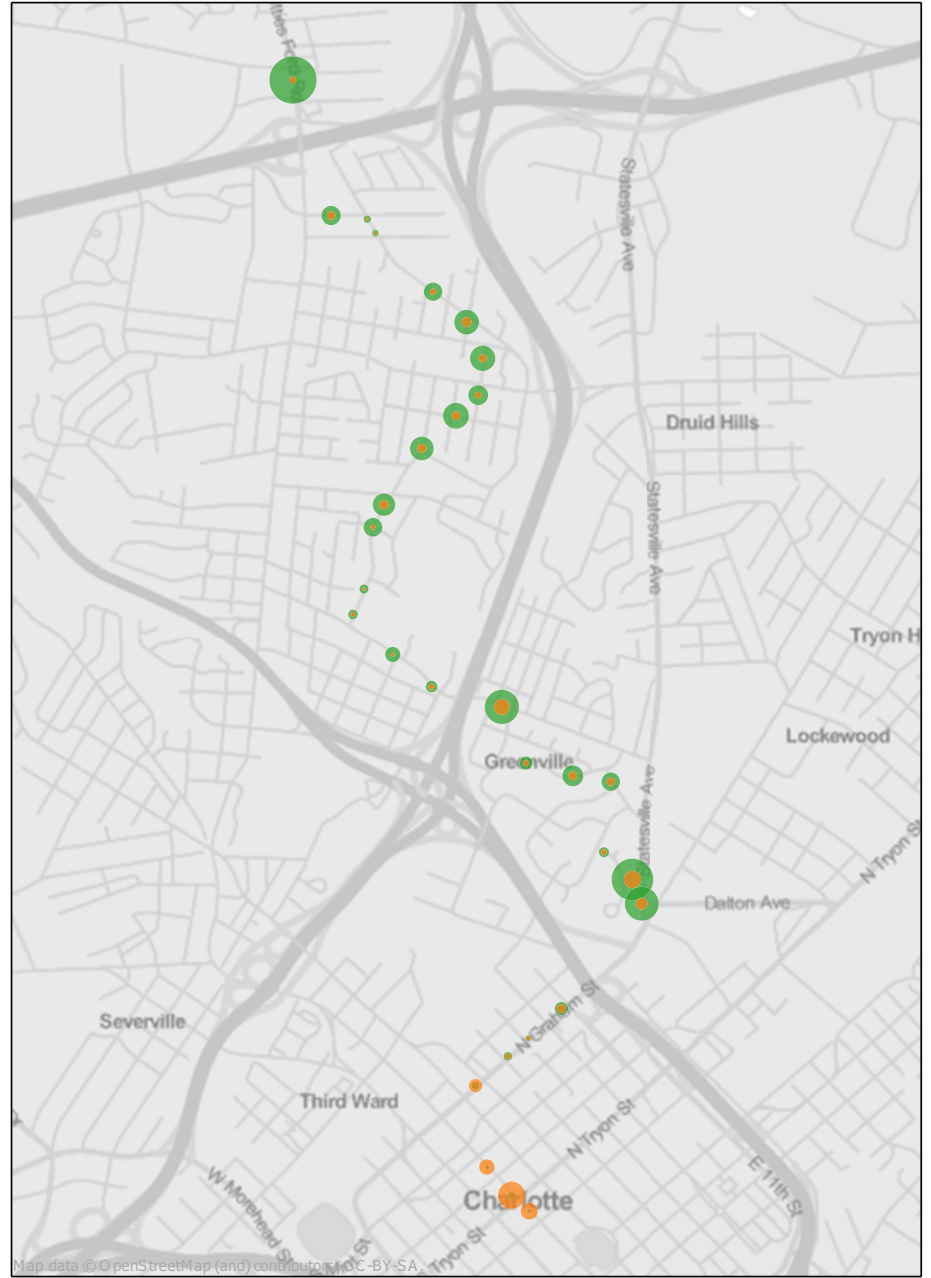
Change in Passengers per Hour - Local Routes



Route 26 - Outbound



Route 26 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 128.3

Route 27 Monroe Road

Key Destinations: Uptown Charlotte, CPCC Central Campus, East Meck High School, Matthews Presbyterian Hospital, Independence Pointe Parkway

Transfer opportunities: Route 29 at Monroe Rd and Sharon Amity Rd; Routes 221 at Monroe Rd and Idlewild Rd; Route 232 at Monroe Rd and Wendover Rd;

Analysis Summary

The service on Route 27 starts at 5:30am and ends at 2:00am on Weekdays and Saturdays, and ends at 1:25am on Sundays. The service span is comparable to other core local routes. Route frequency for Weekday service is 20 minutes throughout day, with 30 minutes in the evening and 45 minutes for late night trips. Saturday frequency is 30 minutes during day while Sunday service provides trips every 45 minutes.

Route 27 is subsidized less per passenger (\$0.93) than other local routes (\$1.17). The Route Performance Monitoring Index of 1.11 ranks this route in top 20% of all routes and the seventh best local route. The most heavily travelled segment is between the Charlotte Transportation Center and 7th Street & Hawthorne with average of 1,150 boardings and 105 passengers per hour on Weekdays. The passenger activity is lower during Weekend service, however, the route still averages around 36 passengers per hour for Weekday and Weekend service. Ridership on the Route 27 increased yearly until FY09 but dropped in FY10 by 9%. Although slightly larger, the decrease in ridership in FY10 is comparable with other local routes. Overall, the ridership increased by nearly 20% during the last five years. There are no single stops that would dominate the passenger activity along the Route 27. There are differences throughout the day, such as the stop near CPCC Central Campus being predominantly a destination in the AM Peak and an origin for ridership in the PM Peak and Evening hours. Also, the same stop shows minimal activity for weekend service. Ridership overall is steady throughout the route, with additional high concentrations of ridership at Monroe Rd & Idlewild Rd / Conference Dr, and Monroe Rd & Sardis Rd North.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:30 AM	2:01 AM	20:31	Weekday	20	20	15	30	45	Weekday	24	36	26	14	9	109
Saturday	5:45 AM	2:02 AM	20:17	Saturday	30	30	30	35	45	Saturday	14	24	14	11	10	73
Sunday	5:25 AM	1:25 AM	20:00	Sunday	45	45	45	45	45	Sunday	10	16	10	10	7	53

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	15.6	24.6	18.7	8.8	5.1	73
Saturday	7.9	15.3	9.1	6.7	5.7	45
Sunday	5.6	10.1	6.5	6.1	4.0	32

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	291	441	319	172	110	1,333
Saturday	172	294	172	135	123	895
Sunday	123	196	123	123	86	650

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.93	\$1.17	\$1.29	1.11

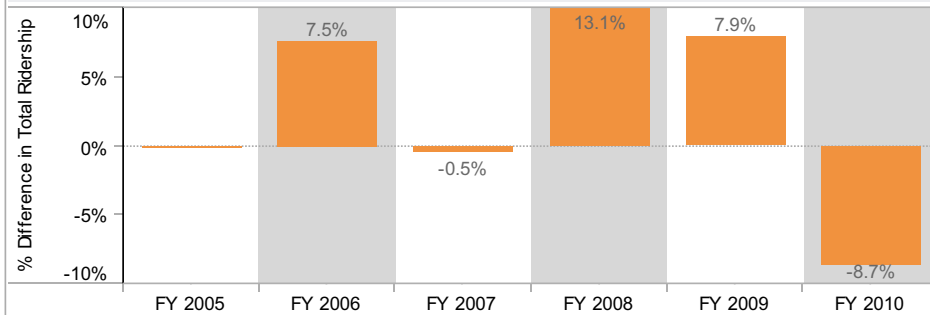
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Charlotte Transportation Center	7th & Haw thorne	226	394	288	165	78	1,151	93	217	146	114	79	649	50	142	110	84	40	426	2,226
7th & Haw thorne	Monroe & Sharon Amity	128	163	104	42	10	447	49	120	65	33	15	282	29	63	40	29	5	166	895
Monroe & Sharon Amity	Monroe & Sardis	215	280	138	55	18	706	109	200	102	67	19	497	71	141	81	37	8	338	1,541
Monroe & Sardis	Target	48	125	132	58	27	390	33	77	89	59	29	287	15	41	64	44	24	188	865
Grand Total		617	962	662	320	133	2,694	284	614	402	273	142	1,715	165	387	295	194	77	1,118	5,527

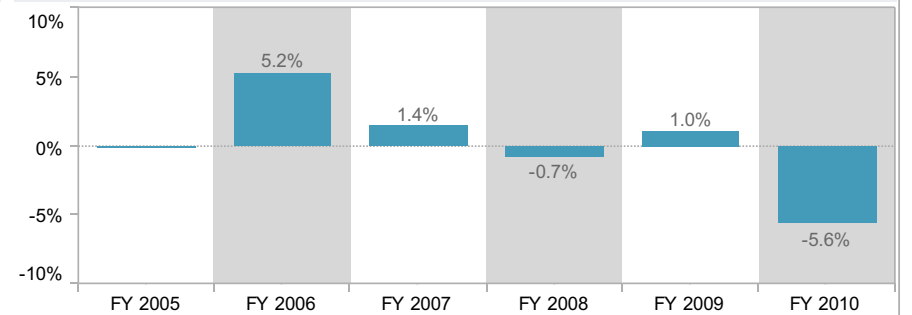
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Charlotte Transportation Center	7th & Haw thorne	90	101	107	138	111	105	93	109	122	127	99	110	71	109	138	105	67	101	
7th & Haw thorne	Monroe & Sharon Amity	30	24	18	17	7	22	21	26	24	17	9	21	18	21	20	16	4	17	
Monroe & Sharon Amity	Monroe & Sardis	48	41	29	22	12	35	45	45	39	35	12	39	42	49	43	21	7	36	
Monroe & Sardis	Target	11	18	24	22	18	18	15	18	34	31	18	23	9	14	36	26	22	21	
Avg. Total		40	39	35	36	26	37	36	40	44	41	25	38	29	38	45	32	19	35	

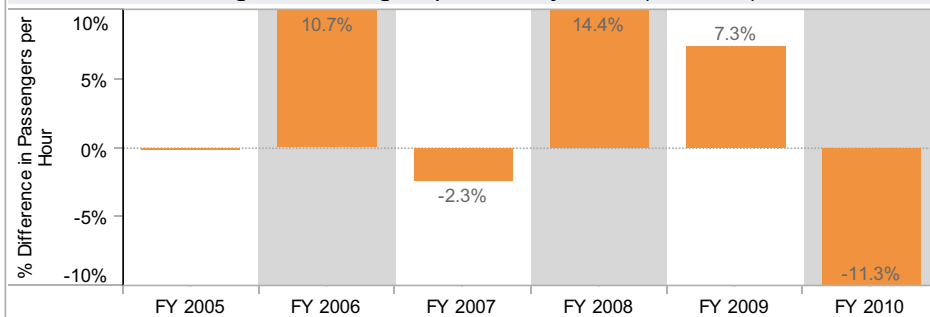
Change in Ridership by Route (Route 27)



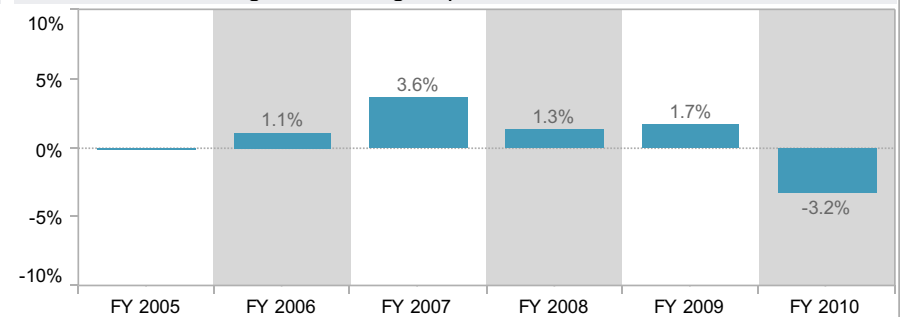
Change in Ridership - Local Routes



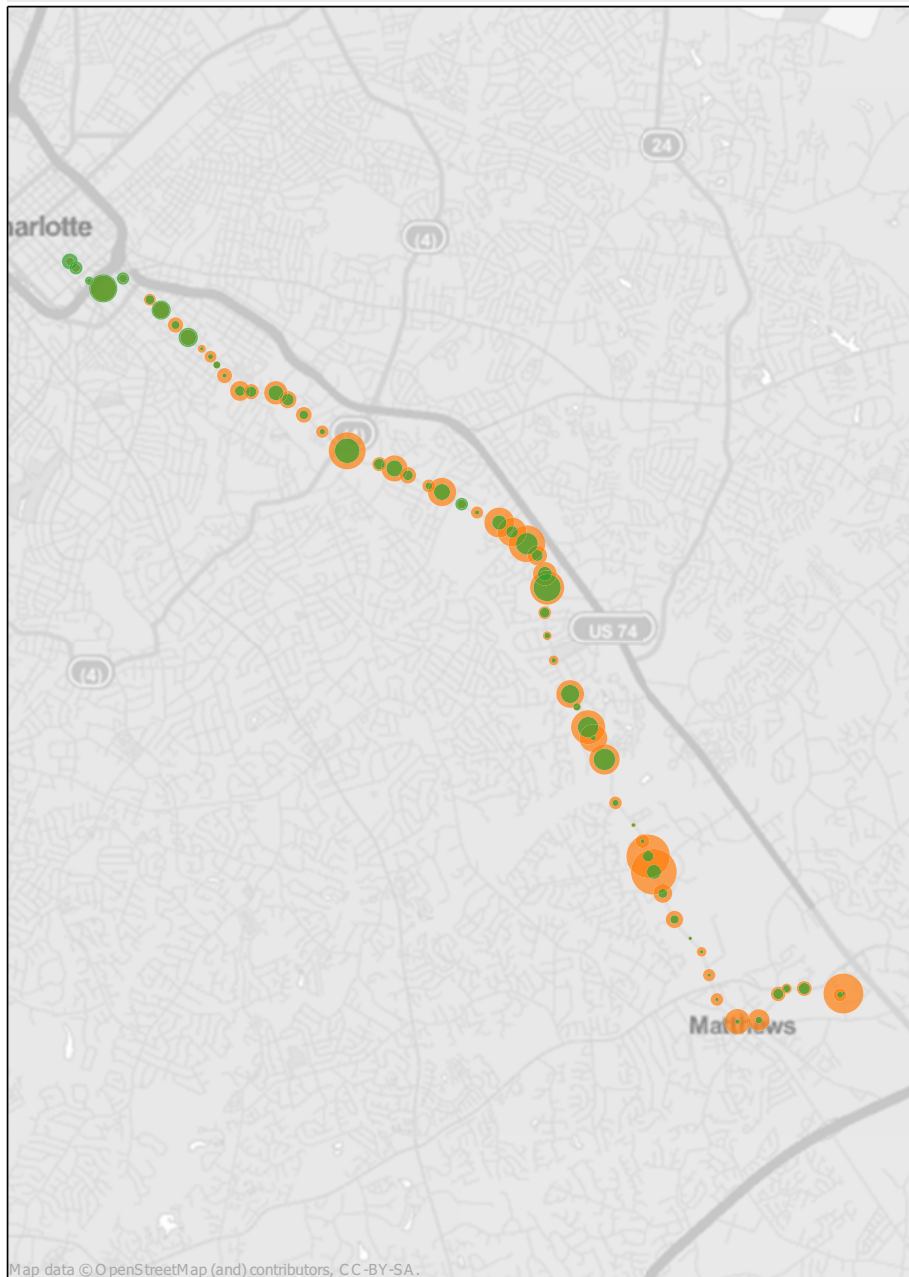
Change in Passengers per Hour by Route (Route 27)



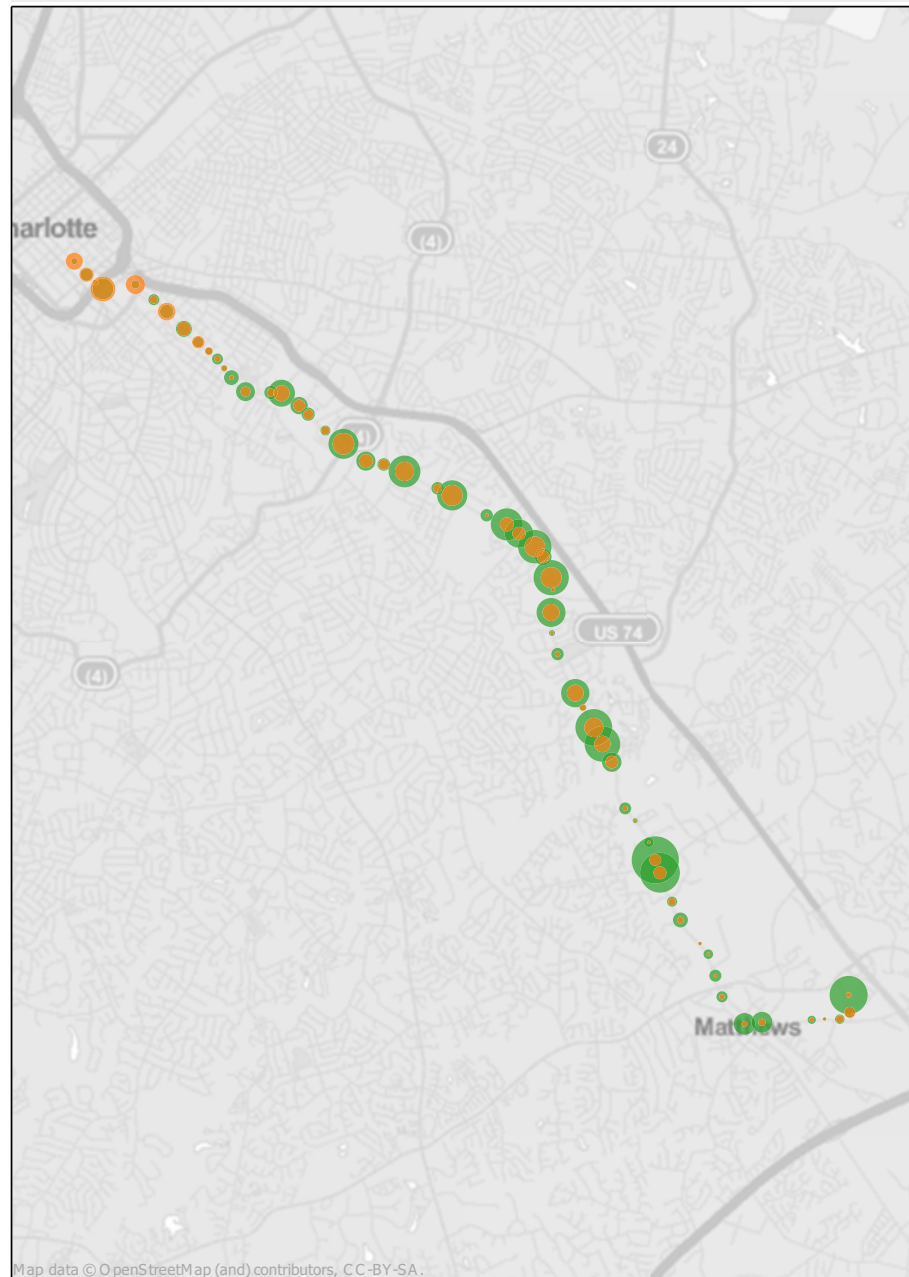
Change in Passengers per Hour - Local Routes



Route 27 - Outbound



Route 27 - Inbound



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Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

•	0.0	○	100.0	○	200.0
○	50.0	○	150.0	○	244.4

Route 29 UNCC

Key Destinations: UNC Charlotte, Wachovia CIC, CPCC Cato Campus, Cotswold Shopping Center, SouthPark Mall

Transfer opportunities: Routes 18, 19, 30, 57 and 60 at SouthPark CTC; Route 14 at Providence Rd & Sharon Amity Rd; Route 15 at Randolph Rd & Sharon Amity Rd; Route 27 at Monroe Rd & Sharon Amity Rd; Route 17 at Independence Blvd & Sharon Amity Rd; Routes 221, 222, 232 and 9 at Central Ave & Sharon Amity Rd; Route 23 at Shamrock Dr & Sharon Amity Rd; Route 3 at CPCC Cato Campus; Route 11 at UNC Charlotte

Analysis Summary

Route 29 is one of CATS' longest routes, touching several corridors in the city. The service span for Route 29 is 14 hours (6:00am - 8:00pm) with no late night trips. This crosstown route operates only on weekdays with an average frequency of 45 minutes throughout the day. This route is relatively lengthy with each trip lasting one hour. There are 34 trips totaling 654 service miles, or 19 miles per trip.

The average subsidy per passenger is higher (\$4.03) for Route 29 as compared to similarly defined routes (\$3.32). The Route Performance Monitoring Index of 0.67 ranks this route in the bottom third based on the score. The ridership is evenly distributed in the segments between Cotswold Shopping Center and UNCC with an average of 130 daily boardings. The segment from SouthPark CTC to Cotswold Shopping Center averaged 55 boardings per day. The passengers per hour are low, with only 15 passengers per hour overall. Ridership increased each year from FY05 until FY09, though at slower rates than Circulator routes overall. The 12% drop in FY10 reflected the overall ridership decline for similar services. Overall, the ridership was nearly 20% higher in FY10 as compared to FY05. However, the passengers per hour statistic remained relatively flat during last five years. The stop at UNC Charlotte is a major destination on Route 29 with a secondary nucleus near Eastland CTC (Sharon Amity Rd & Central Ave). Ridership at stops between the major destinations is generally sparse.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5:53 AM	7:54 PM	14:01	Weekday	45	45	45	30	Weekday	7	16	9	2	34

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	7.4	14.6	10.2	1.8	34

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	150	284	184	36	654

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.03	\$3.32	\$1.29	0.67

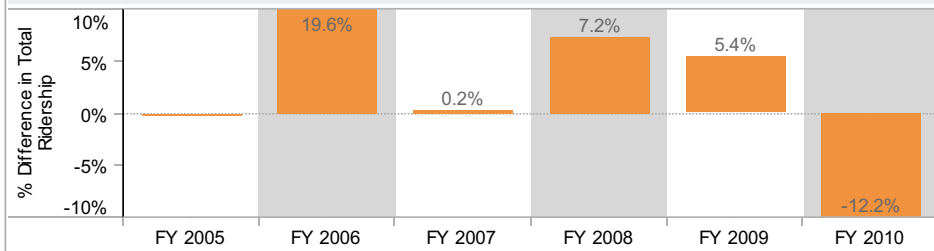
Boardings

Start Place	End Place	Weekday				Total	Grand Total
		AM Peak	Midday	PM Peak	Evening		
SouthPark CTC	Cotsw old Shopping Center	14	21	17	3	55	55
Cotsw old Shopping Center	Sharon Amity & Central	38	67	35	3	143	143
Sharon Amity & Central	CPCC Cato Campus	35	65	29	3	132	132
CPCC Cato Campus	UNCC	13	65	39	5	122	122
UNCC	Wachovia CIC/1A	17		9		26	26
Wachovia CIC/1A	Hew itt & Associates	3		20		23	23
Grand Total		120	218	149	14	501	501

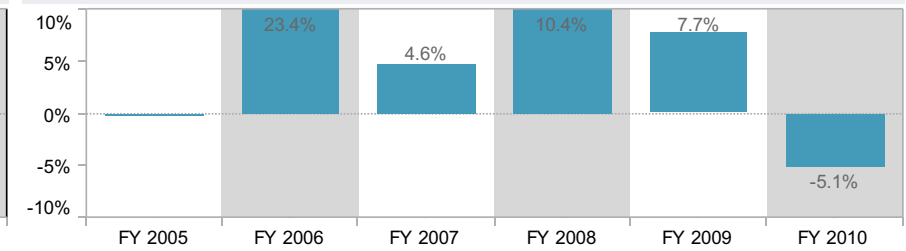
Passengers per Hour

Start Place	End Place	Weekday				Avg. Total
		AM Peak	Midday	PM Peak	Evening	
SouthPark CTC	Cotsw old Shopping Center	18	10	12	10	12
Cotsw old Shopping Center	Sharon Amity & Central	25	16	13	6	16
Sharon Amity & Central	CPCC Cato Campus	17	13	10	5	13
CPCC Cato Campus	UNCC	9	19	21	13	17
UNCC	Wachovia CIC/1A	12		7		10
Wachovia CIC/1A	Hew itt & Associates	15		100		58
Avg. Total		16	15	15	8	15

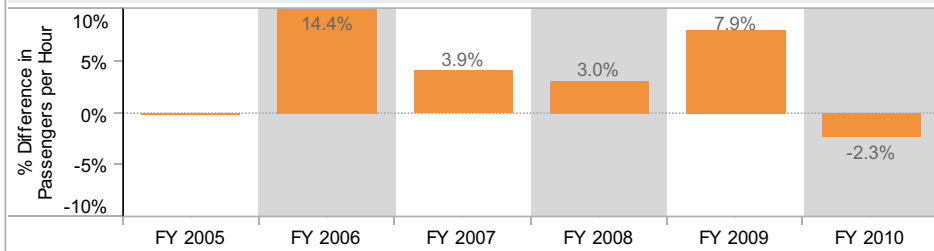
Change in Ridership by Route (Route 29)



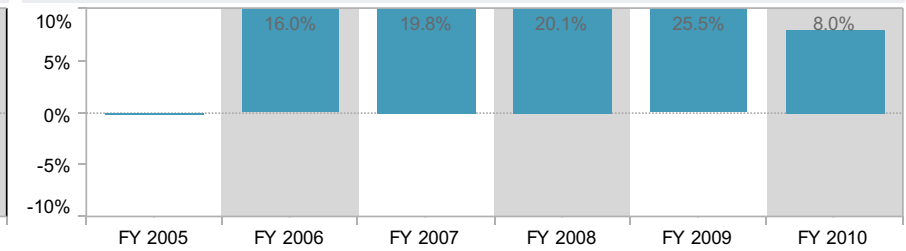
Change in Ridership - Circulator Routes



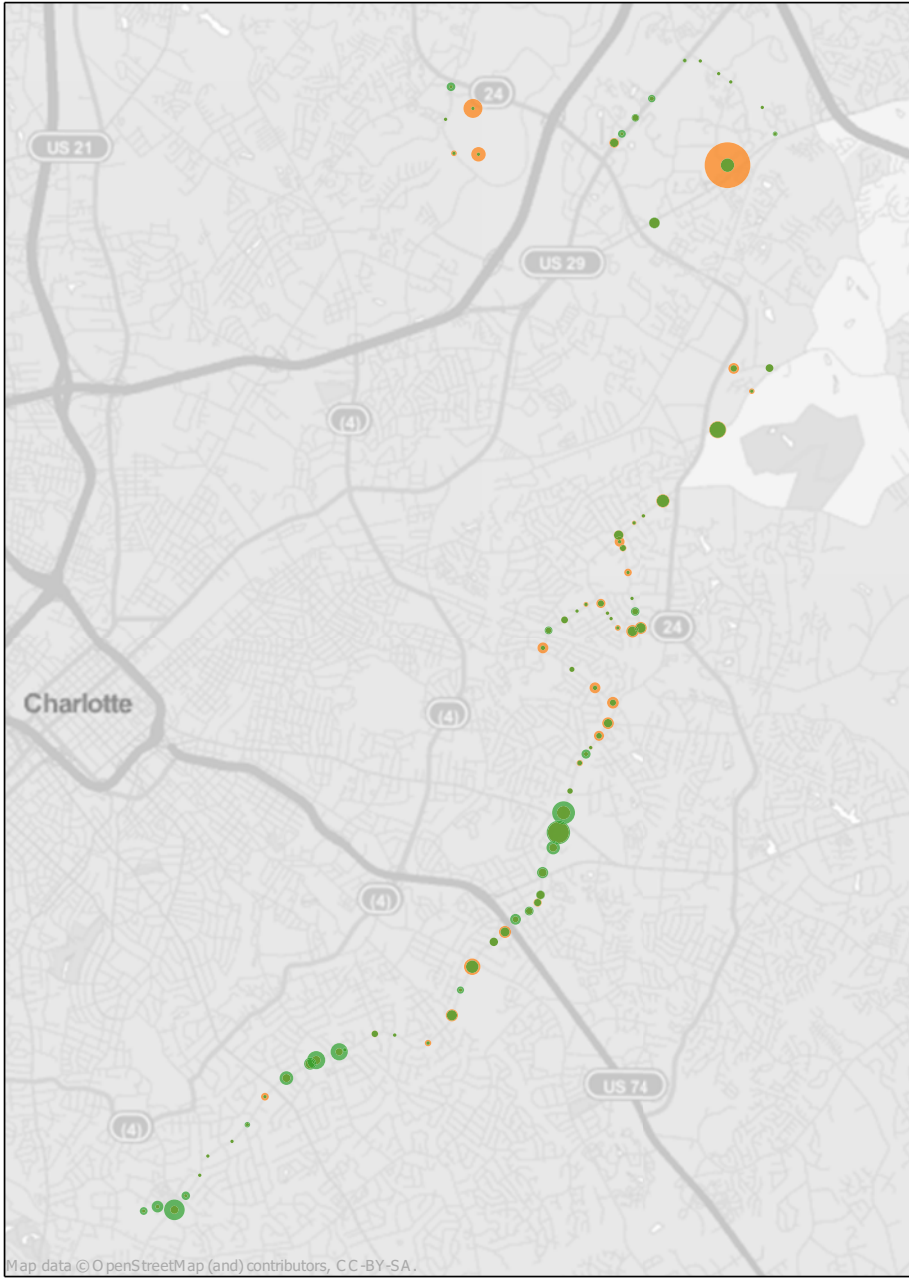
Change in Passengers per Hour by Route (Route 29)



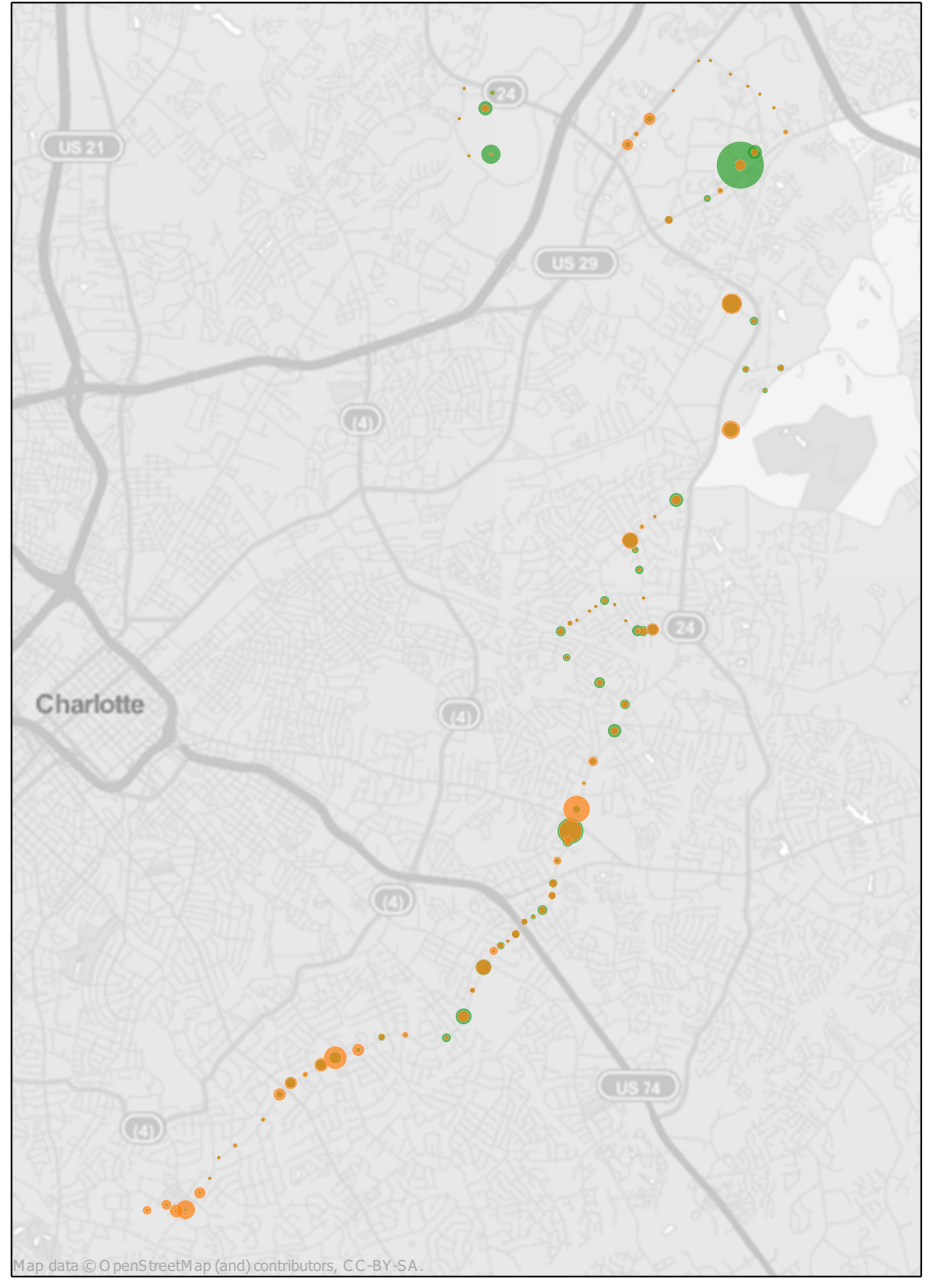
Change in Passengers per Hour - Circulator Routes



Route 29 - Outbound



Route 29 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

• 0.00	● 40.00	● 78.69
● 20.00	● 60.00	

Route 30 Woodlawn/Scaleybark Crosstown

Key Destinations: Rosa Parks Place and NW Mecklenburg Health Dept., Walmart on Wilkinson Blvd, LYNX Blue Line Scaleybark Station, Park Road Shopping Center, SouthPark Mall

Transfer opportunities: Routes 7, 26 and 201 at Rosa Parks CTC; Route 1 at Rozzelles Ferry Rd & Hoskins Rd; Routes 8 and 34 at Freedom Dr; Routes 2 and 235 at Ashley Rd & Wilkinson Blvd; Routes 10 and 25 at West Blvd, LYNX Blue Line and Route 12 at Scaleybark Station; Route 19 at Woodlawn Rd and Park Rd; Routes 18, 19, 29, 57 and 60 at SouthPark Mall CTC.

Analysis Summary

Route 30 is considered a crosstown route within the CATS system and as such it does not pass through the main Uptown hub, the Charlotte Transportation Center. The service span on this route is in the mid-range category with the first trip starting at 5:35am on Weekdays (7:05am on Saturdays), and ending at 10:00pm with no late night trips. Route 30 does not operate on Sundays. The route frequency is 45 minutes, on average, during the entire service span for both Weekdays and Saturdays. The route carries more passengers per hour during Weekdays as compared to Saturdays.

The average subsidy per passenger of \$2.89 is relatively low compared to the average subsidy for circulator routes (\$3.32). However, the Route Performance Monitoring Index of 0.84 is below average. The majority of passenger activity occurs at Rosa Park Community Transit Center, near the Walmart on Wilkinson Blvd, at the Scaleybark Station, along the southern portion of Scaleybark Rd, and near the Woodlawn Rd & Park Rd intersection. The lowest ridership segment is between Park Rd & Woodlawn Rd and SouthPark Mall*. Ridership on Route 30 increased every year since FY05, as did passengers per hour values. The ridership increased more than 100% in FY08 which coincided with the opening of the LYNX Blue Line and the consolidation of Route 31 and Route 30. Circulator routes overall have increased in ridership over the same time period, though not at the same rates as Route 30. Passengers per hour also have increased, with the exception of FY08

*Ridership data at SouthPark Mall is not reliable due to poor GPS coverage

<u>Service Span</u>				<u>Route Frequency</u>				<u>Trips</u>						
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5:35 AM	10:07 PM	16:32	Weekday	40	45	45	50	Weekday	9	16	9	8	42
Saturday	7:05 AM	9:49 PM	14:44	Saturday	45	45	45	45	Saturday	6	16	9	7	38

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	7.6	14.2	8.2	6.9	37
Saturday	5.8	15.3	8.9	6.1	36

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	138	244	138	120	639
Saturday	92	244	138	102	576

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.89	\$3.32	\$1.29	0.84

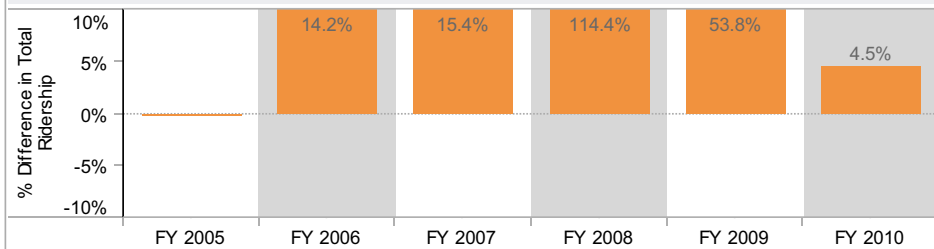
Boardings

Start Place	End Place	Weekday					Saturday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
Rosa Parks Place CTC	Freedom & Bradford	54	79	48	24	205	21	65	34	22	142	347
Freedom & Bradford	Ashley & Wilkinson	21	66	43	16	146	11	37	38	14	100	246
Ashley & Wilkinson	Clanton & S. Tryon	37	57	38	17	149	14	48	29	18	109	258
Clanton & S. Tryon	LYNX Scaleybark Station	8	25	20	5	58	5	23	18	6	52	110
LYNX Scaleybark Station	Park Rd & Woodlaw n	34	67	27	14	142	14	40	20	8	82	224
Park Rd & Woodlaw n	SouthPark CTC	7	31	19	10	67	3	16	13	7	39	106
Grand Total		161	325	195	86	767	68	229	152	75	524	1,291

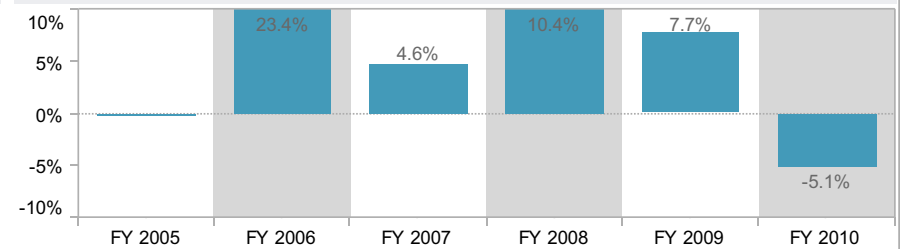
Passengers per Hour

Start Place	End Place	Weekday					Saturday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	
Rosa Parks Place CTC	Freedom & Bradford	28	23	25	15	23	15	18	16	14	16	
Freedom & Bradford	Ashley & Wilkinson	19	31	33	15	26	16	21	35	18	23	
Ashley & Wilkinson	Clanton & S. Tryon	19	16	18	9	16	9	11	12	10	11	
Clanton & S. Tryon	LYNX Scaleybark Station	40	50	67	17	45	25	46	60	30	43	
LYNX Scaleybark Station	Park Rd & Woodlaw n	31	34	23	14	27	18	19	17	11	17	
Park Rd & Woodlaw n	SouthPark CTC	5	12	14	9	11	3	6	8	7	6	
Avg. Total		21	23	24	12	21	12	15	17	12	15	

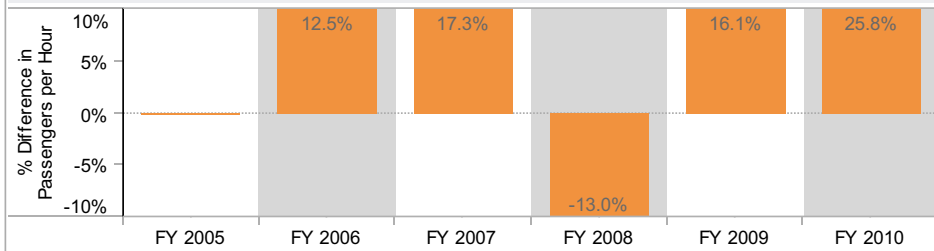
Change in Ridership by Route (Route 30)



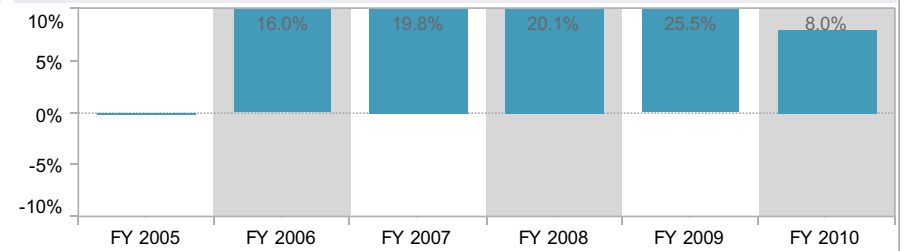
Change in Ridership - Circulator Routes



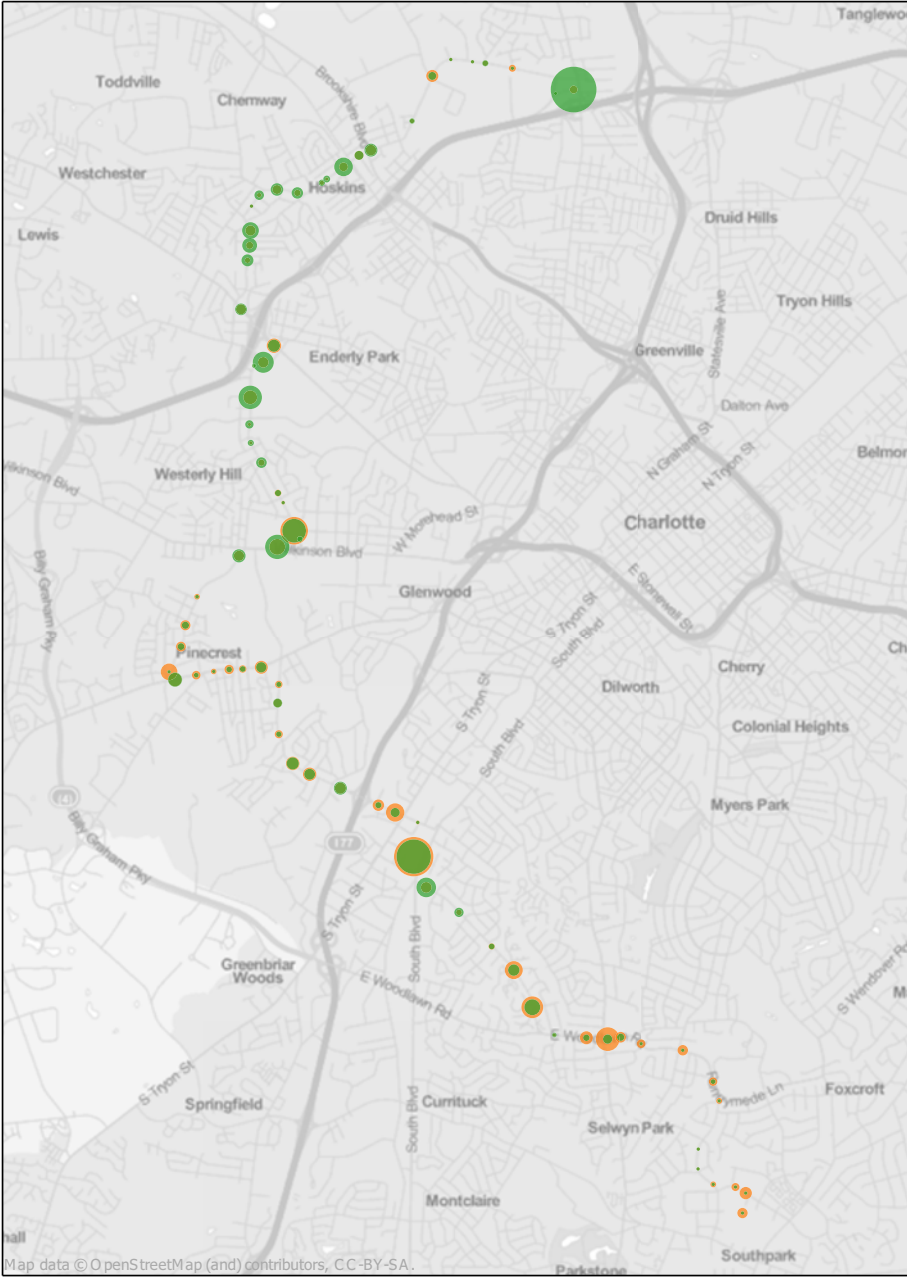
Change in Passengers per Hour by Route (Route 30)



Change in Passengers per Hour - Circulator Routes

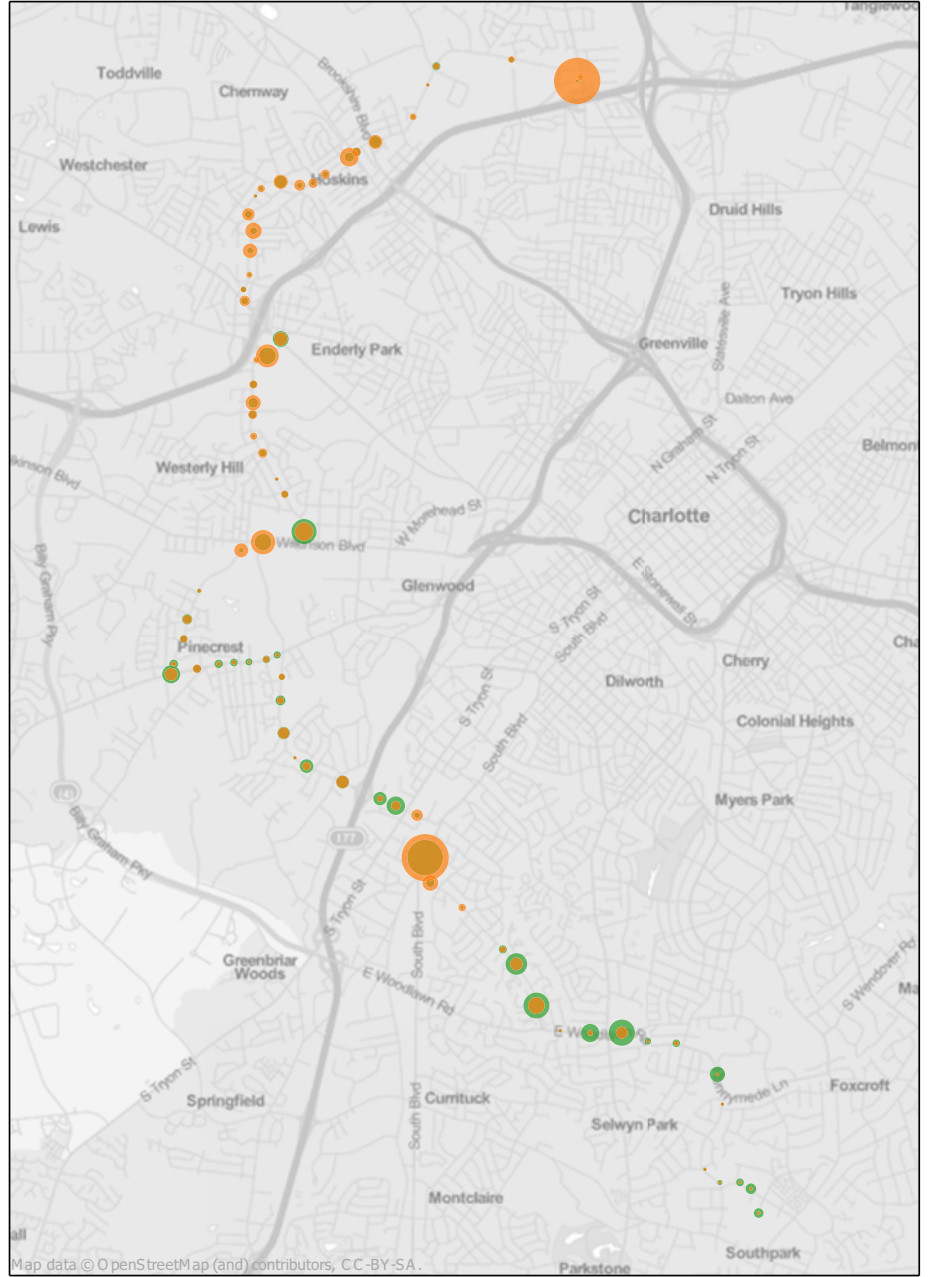


Route 30 - South



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Route 30 - North



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 132.0

Route 34 Freedom Drive

Key Destinations: Uptown Charlotte, Goodwill Industries, CPCC City View, Airport Sheraton Hotel

Transfer opportunities: Routes 30 and 235 at Alleghany St and Ashley Rd; Route 1 at Freedom Dr and Toddville Rd

Analysis Summary

Route 34 services neighborhoods in the western part of Charlotte along Freedom Dr. It operates from 6:00am to 12:00am on Weekdays, and until 8:00pm on Weekends. The Weekday service span is slightly reduced compared to other local routes. Weekday service provides 20-30 minute frequency during peak periods, and 40 minute service in the evening and late night hours. Trips run every 45 minutes on Saturdays and Sundays with no late night trips.

The subsidy per passenger (\$1.17) is equivalent to local routes overall, and the Route Performance Monitoring Index score is slightly above average. Route 34 carries over 1,700 passengers per Weekday. Uptown Charlotte to Freedom & Berryhill is the most utilized segment along the route, with about half of boardings taking place in this route portion regardless of service day. The midday is the most productive time of day for both ridership and passengers per hour on Weekdays. There are more riders carried per hour on Saturdays than Weekdays. In recent years, the ridership has generally increased since FY05, with significant increases in FY07 and FY08, which is in contrast with the ridership trend on other CATS local routes. Although ridership dropped in FY2010 (-2.6%), it is up by 35% overall from FY05. Outside of Uptown Charlotte, strong ridership exists for several stops along Freedom Dr and Alleghany St. Two stops along Mulberry Church Rd also show daily weekday ridership over 50. The weekend ridership distribution is similar with the exception of stops near Phillip Berry Academy on Alleghany St, which are higher on Weekdays.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:50 AM	12:16 AM	18:26	Weekday	20	30	25	40	40	Weekday	18	26	18	11	5	78
Saturday	5:58 AM	7:59 PM	14:01	Saturday	45	45	45	45		Saturday	9	16	9	3		37
Sunday	5:58 AM	7:59 PM	14:01	Sunday	45	45	45	45		Sunday	9	16	9	3		37

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	10.5	15.6	11.5	6.3	2.8	47
Saturday	4.8	9.6	5.5	1.7		22
Sunday	4.8	9.6	5.5	1.7		22

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	171	241	176	106	47	741
Saturday	86	156	90	28		360
Sunday	86	156	90	28		360

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.17	\$1.17	\$1.29	1.03

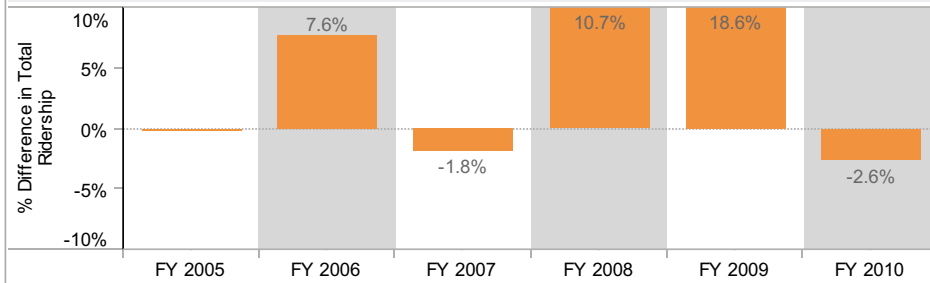
Boardings

Start Place	End Place	Weekday						Saturday					Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
Freedom & Berryhill	Airport Sheraton	93	260	175	46	12	586	38	141	92	23	294	16	34	23	12	85	965
	Thriftwood & Freedom	14	55	40	9	2	120	6	29	29	6	70	1	5	12	0	18	208
Charlotte Transportation Center	Freedom & Berryhill	210	328	196	81	29	844	60	181	108	20	369	35	99	83	19	236	1,449
Airport Sheraton	Little Rock & Scott Futrell	5	10	18	5	1	39	6	10	2	1	19	3	5	3	2	13	71
Thriftwood & Freedom	Little Rock & Scott Futrell	34	49	30	9	5	127	21	42	21	3	87	13	22	11	2	48	262
Grand Total		356	702	459	150	49	1,716	131	403	252	53	839	68	165	132	35	400	2,955

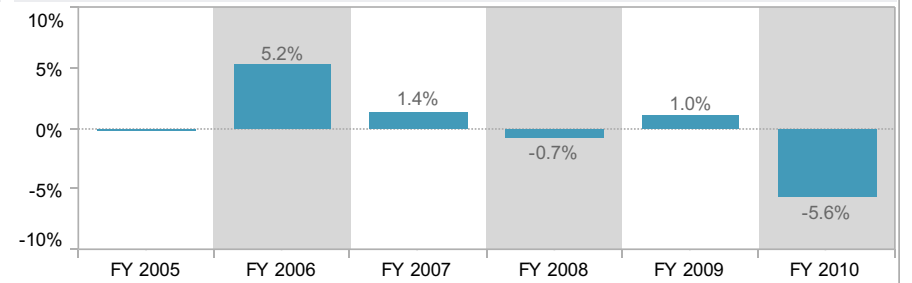
Passengers per Hour

Start Place	End Place	Weekday						Saturday					Sunday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	
Freedom & Berryhill	Airport Sheraton	44	74	73	31	15	57	32	64	84	46	59	13	15	21	24	17	
	Thriftwood & Freedom	8	23	21	10	7	17	9	18	29	30	20	1	3	12	0	5	
Charlotte Transportation Center	Freedom & Berryhill	50	53	43	32	26	45	33	49	51	29	44	19	27	40	27	28	
Airport Sheraton	Little Rock & Scott Futrell	10	14	36	17	5	18	20	25	10	10	19	10	13	15	20	13	
Thriftwood & Freedom	Little Rock & Scott Futrell	17	18	14	8	13	15	26	25	19	15	23	16	13	10	10	13	
Avg. Total		34	45	40	24	18	37	27	42	46	31	39	14	17	24	21	19	

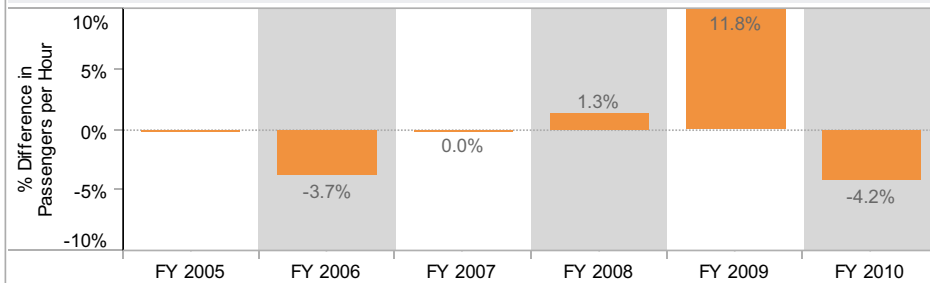
Change in Ridership by Route (Route 34)



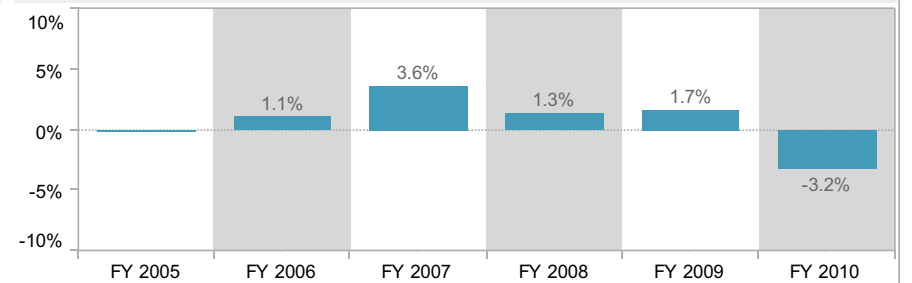
Change in Ridership - Local Routes



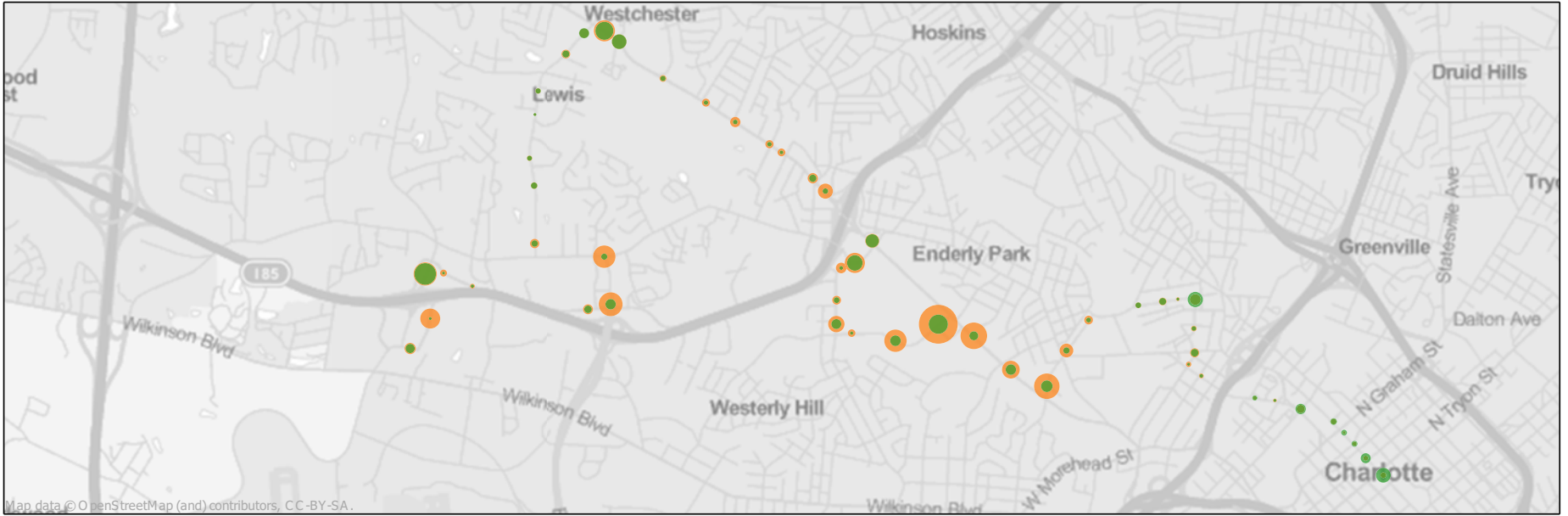
Change in Passengers per Hour by Route (Route 34)



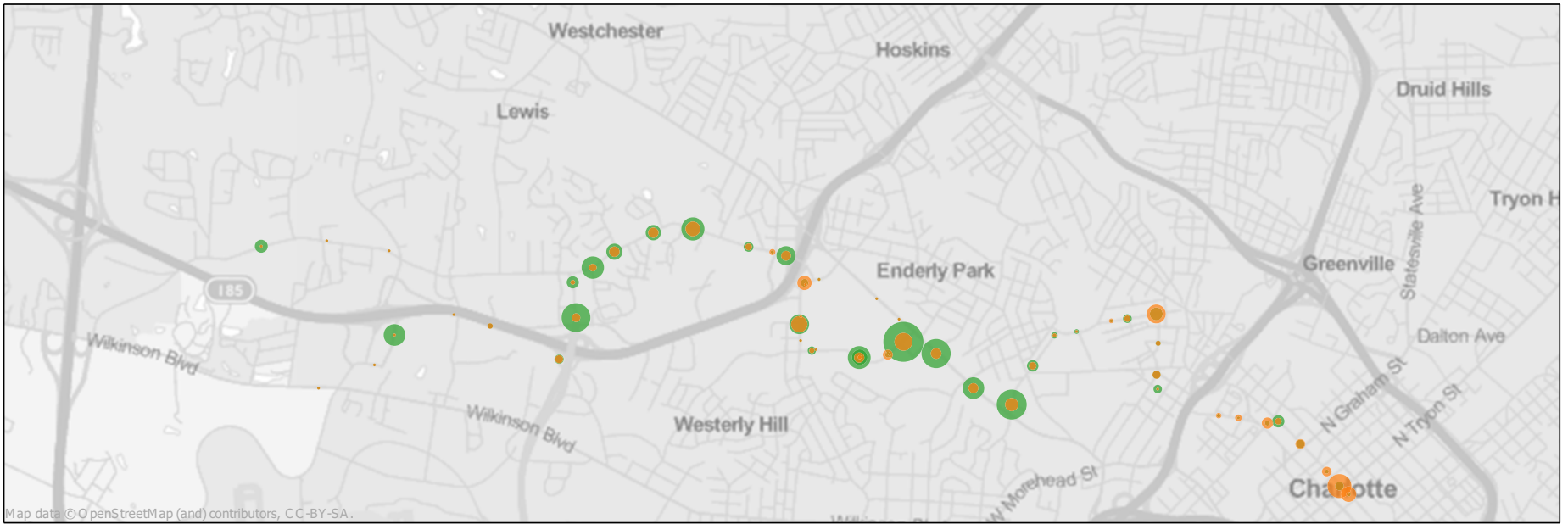
Change in Passengers per Hour - Local Routes



Route 34 - Outbound



Route 34 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

0.0	100.0	197.8
50.0	150.0	

Route 39 Eastway

Key Destinations: Uptown Charlotte, CPCC Central Campus, Presbyterian Hospital, Eastway Shopping Plaza, CMC Northpark

Transfer opportunities: Route 232 at Eastway Dr and Central Ave; Route 3 at Eastway Dr and The Plaza; Route 11 along Tryon St; Route 211 at Arrowhead Dr

Analysis Summary

Route 39 is a local service connecting Uptown Charlotte with North Tryon St via Eastway Dr and Central Ave. It operates daily with all day service on Weekdays and Saturdays, and service until 7:30pm on Sundays. The Weekday service span is comparable to other local routes. The weekday service provides 35-40 minute frequency during the peak hours, and 45 minutes service during midday, evening and late night hours. Hourly service is provided on Saturdays and Sundays.

According to Route Performance Monitoring data, Route 39 is one of the better performing CATS routes. The route has a subsidy of \$0.68 per passenger, which is well below local routes overall. The index score of 1.31 makes this route the third best local route and seventh best overall. Route 39 carries an average of 1,580, 770 and 425 passengers on Weekdays, Saturdays, and Sundays, respectively. The average number of passengers per hour is 45 on Weekdays and 35 on Weekends. The relatively short segment between Uptown Charlotte and Elizabeth Ave & Hawthorne Ln (Presbyterian Hospital) is the segment with the most boardings on the Weekdays. On Weekends, the segment with the most boardings is found along Eastway Dr between Central Ave and Tryon St. After a decline in ridership in FY06 (-15.2%), Route 39 ridership has remained flat. Despite the flat ridership, there were more passengers per hour each year due to scheduling adjustments on this route. Outside of Uptown Charlotte, stops with strong ridership are found at CPCC Central campus, Presbyterian Hospital, Eastway Dr & Central Ave, Eastway Dr at CMC Northpark, and the end of the line at Arrowhead Dr. Ridership is consistently strong all along Eastway Dr, though much less so along Central Ave, which has parallel service by Routes 9 and 17.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:35 AM	2:06 AM	20:31	Weekday	35	45	40	45	45	Weekday	11	16	12	10	9	58
Saturday	5:47 AM	1:32 AM	19:45	Saturday	60	60	60	60	60	Saturday	7	12	7	7	7	40
Sunday	6:26 AM	7:29 PM	13:03	Sunday	60	60	60	60		Sunday	5	12	8	1		26

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6.7	10.0	7.6	5.7	5.0	35
Saturday	3.5	6.9	4.0	3.6	3.2	21
Sunday	2.1	5.7	3.8	0.6		12

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	101	146	109	91	83	530
Saturday	63	109	64	63	64	365
Sunday	46	109	73	9		237

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.68	\$1.17	\$1.29	1.31

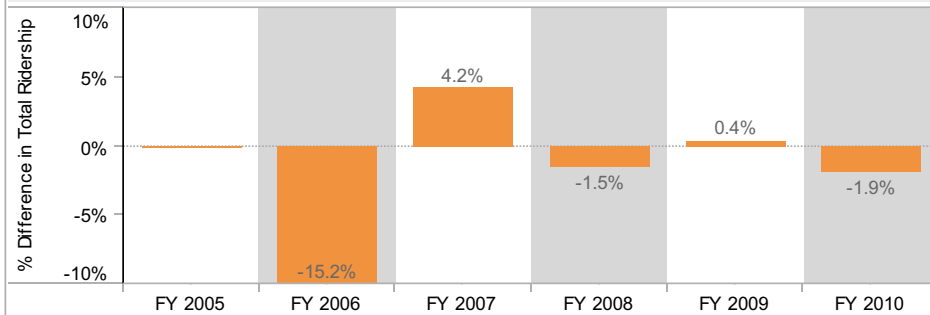
Boardings

Start Place	End Place	Weekday						Saturday						Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	
Charlotte Transportation Center	Elizabeth & Hawthorne	80	232	166	95	54	627	15	38	46	47	39	185	17	46	48	0	111	923
Elizabeth & Hawthorne	Eastway & Central	41	118	86	44	13	302	26	79	48	33	16	202	15	51	36	4	106	610
Eastway & Central	Eastway & Tryon	140	155	94	46	9	444	43	120	48	40	10	261	22	76	40	6	144	849
Eastway & Tryon	Tryon & Arrowhead	38	66	64	26	13	207	18	51	25	18	11	123	9	34	21	1	65	395
Grand Total		299	571	410	211	89	1,580	102	288	167	138	76	771	63	207	145	11	426	2,777

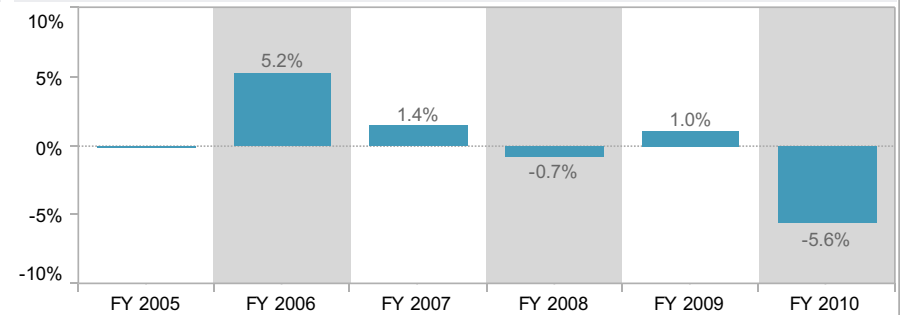
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday				
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
Charlotte Transportation Center	Elizabeth & Hawthorne	67	122	119	86	60	96	25	38	77	78	78	56	57	58	96	0	65
Elizabeth & Hawthorne	Eastway & Central	20	38	36	23	8	27	22	34	37	28	15	28	19	26	28	20	25
Eastway & Central	Eastway & Tryon	64	48	36	26	6	39	39	50	37	33	10	37	37	42	31	30	37
Eastway & Tryon	Tryon & Arrowhead	32	37	53	29	14	35	30	43	31	30	18	32	23	31	30	10	28
Avg. Total		45	57	54	37	18	45	29	42	42	38	24	36	30	36	38	18	35

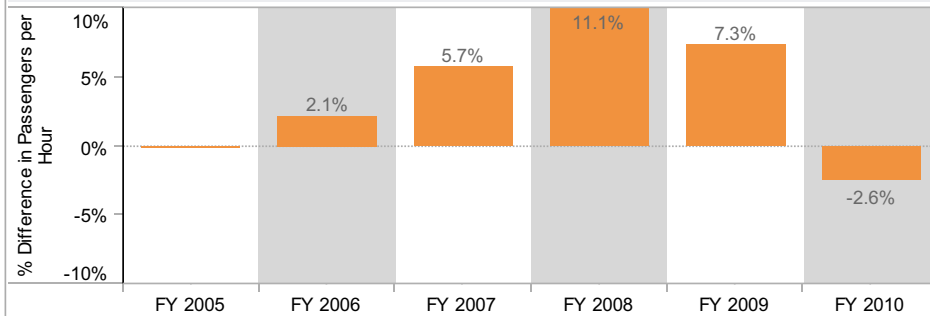
Change in Ridership by Route (Route 39)



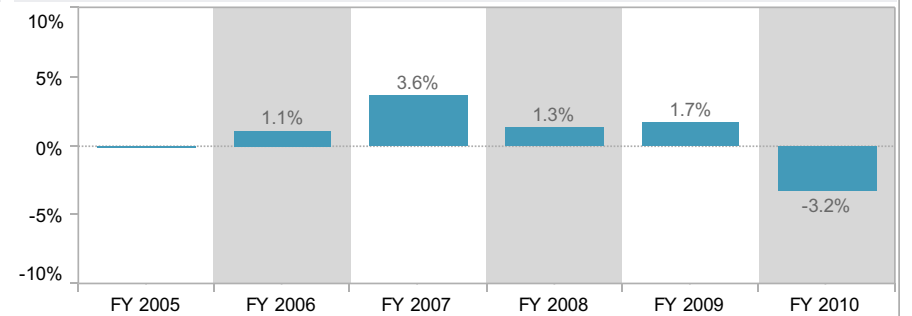
Change in Ridership - Local Routes



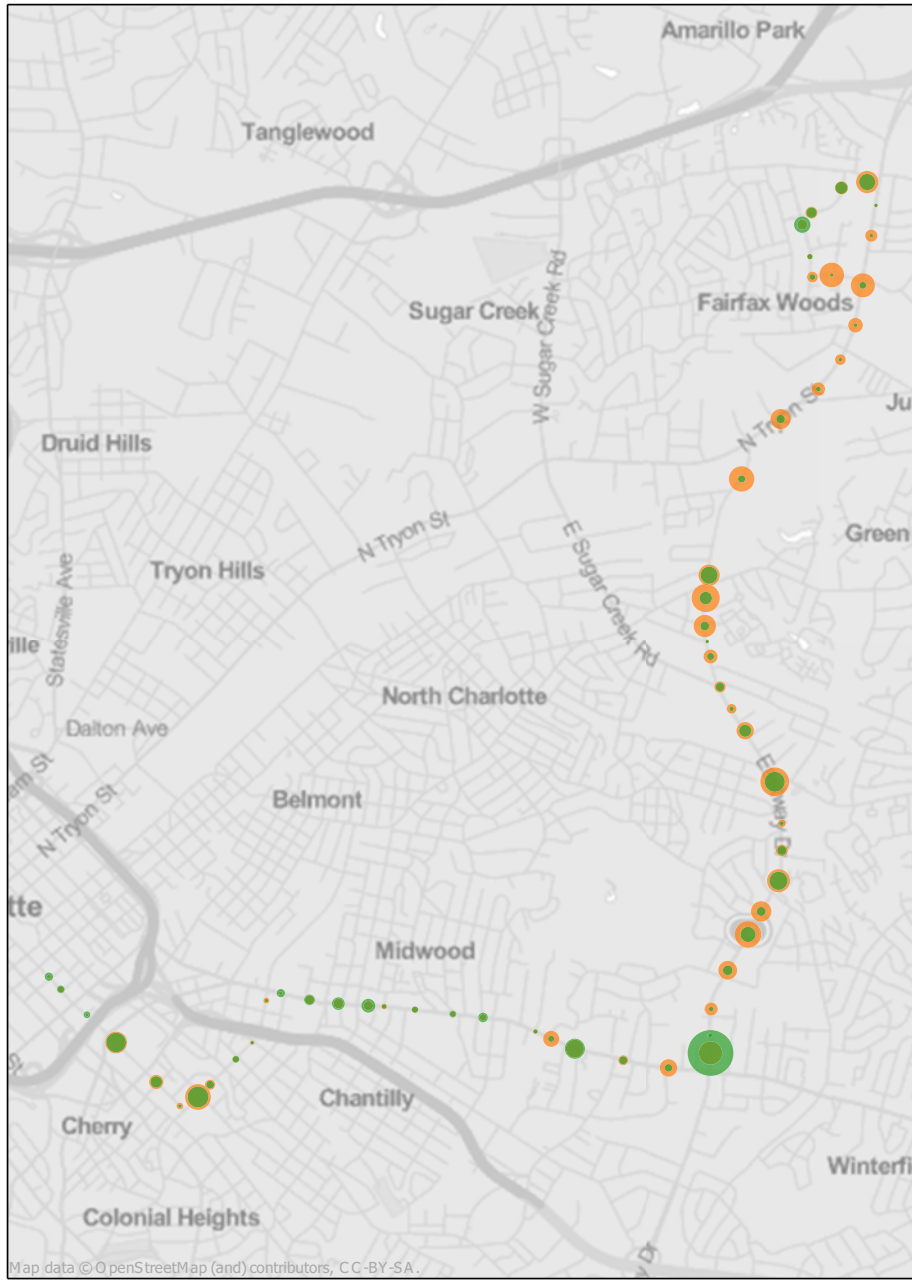
Change in Passengers per Hour by Route (Route 39)



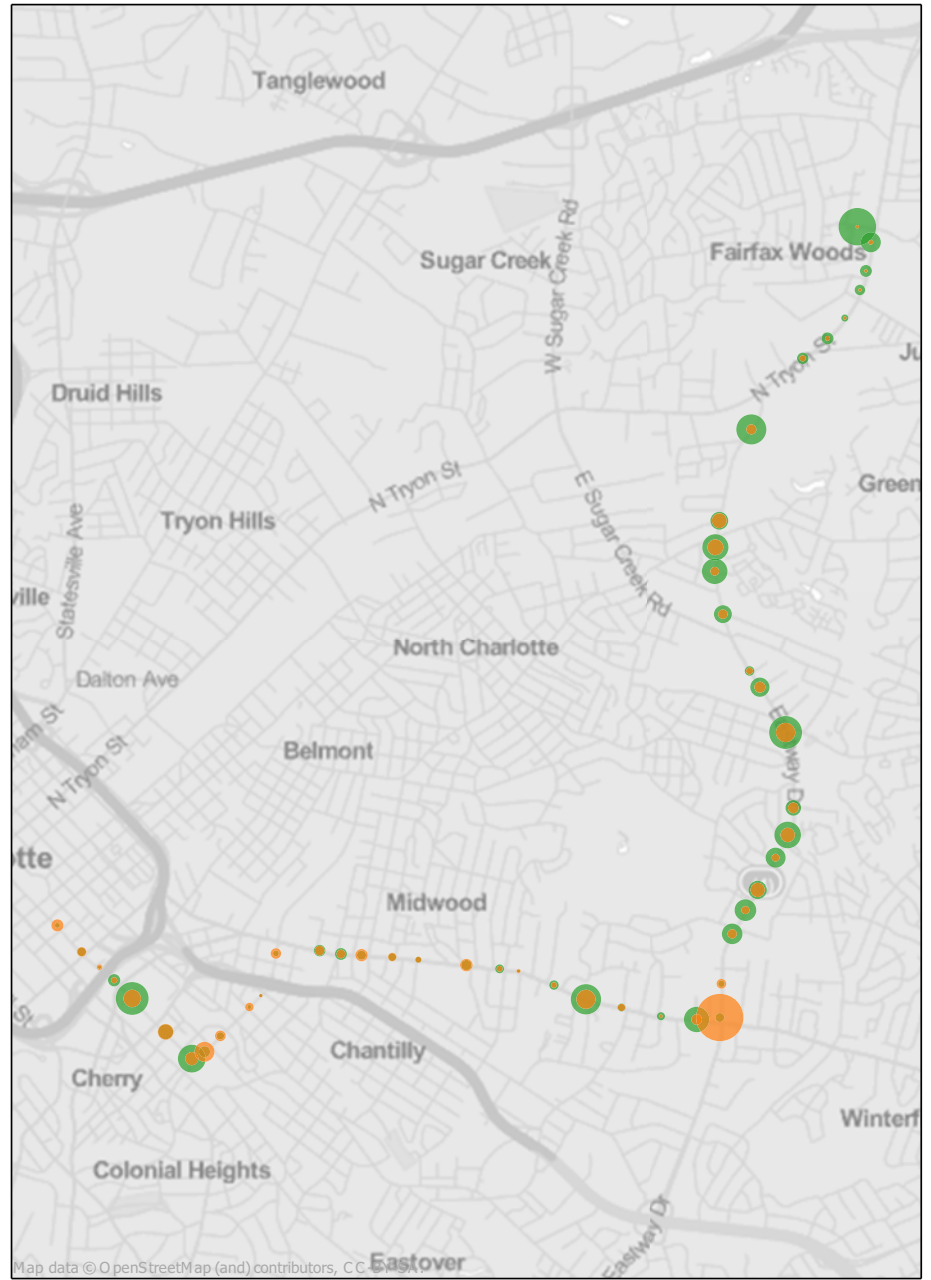
Change in Passengers per Hour - Local Routes



Route 39 - Outbound



Route 39 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 205.8
● 50.0	● 150.0	

Route 40X Albemarle Rd Express

Key Destinations: Uptown Charlotte, Eastland CTC & Park and Ride, City Save-a-Lot#1 Park and Ride, Cornerstone Baptist Park and Ride (40xP), Pence Rd (40xP), Lawyers Rd (40xL), and Mint Hill (40xL)

Transfer Opportunities: Route 9 at Eastland CTC; Route 17 at Central Ave & Sharon Amity Rd; Routes 29, 221, 222, and 232 at Eastland CTC

Analysis Summary

The Route 40X is an express route serving Mint Hill and eastern Mecklenburg County. It has a comparable weekday peak hour service span to other express routes (6:00am - 7:00pm). The route operates eleven morning trips and ten evening trips including three reverse commute trips. Like other express route services, the 40X does not have any midday service. The 40X has two variants: the 40xP variant operates to Cornerstone Baptist Park and Ride and utilizes Pence Rd, and the 40xL variant operates to Mint Hill utilizing Lawyers Rd. The 40X operates a 15 minute frequency on the base of the route between Uptown Charlotte and Idlewild Rd and Lawyers Rd. Every other trip provides service to one of the two variants. Service to the variants operates a 30 minute frequency.

The Route Performance Monitoring data indicates that the \$1.32 Average Subsidy for the 40X is below the \$1.43 subsidy average for express bus services overall and the overall index score is near average. Ninety percent of the passengers who utilize the outbound trips board the service along the route in Uptown Charlotte. The 40xP records 43 average daily boardings on five inbound, and five outbound trips, and two average daily boardings on one reverse commute trip. The 40xL records 56 average daily boardings on four inbound and four outbound trips, and one average daily boarding on the reverse commute trips. The Route 40X overall ridership and passengers per hour have generally improved significantly between FY06 and FY10, though sometimes not at as high a rate as express routes overall. In FY10, the average passengers per hour on express services decreased by 23.3%, while the 40X passengers per hour held a slight increase.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5:54 AM	7:04 PM	13:10	Weekday	15	15	Weekday	11	10	21

<u>Service Hours</u>				<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	9.1	8.3	17	Weekday	164	154	318

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.32	\$1.43	\$1.29	0.99

Route 40x

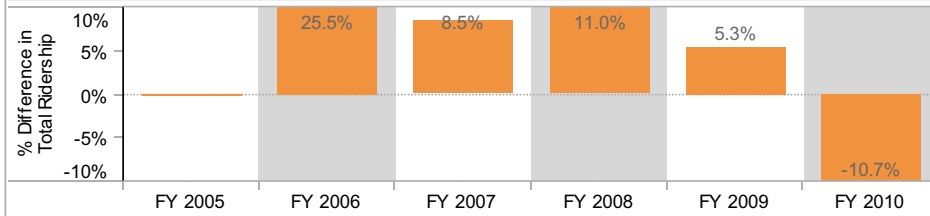
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Upton	Lawyers & NC 51	6		6	6
	Sharon Amity & Central	3	8	11	11
	Upton	1	153	154	154
	WT Harris & Hickory Grove		1	1	1
Idlewild & Lawyers	Lawyers & NC 51	56	1	57	57
	WT Harris & Hickory Grove	43	2	45	45
Sharon Amity & Central	Idlewild & Lawyers	81	7	88	88
Grand Total		190	172	362	362

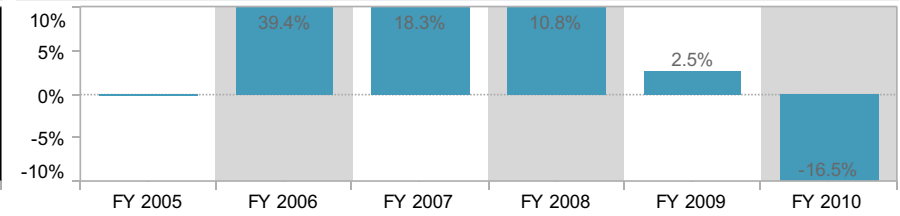
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Upton	Lawyers & NC 51	7		7
	Sharon Amity & Central	1	4	2
	Upton	1	70	38
	WT Harris & Hickory Grove		2	2
Idlewild & Lawyers	Lawyers & NC 51	70	1	36
	WT Harris & Hickory Grove	36	3	23
Sharon Amity & Central	Idlewild & Lawyers	43	4	24
Avg. Total		21	21	21

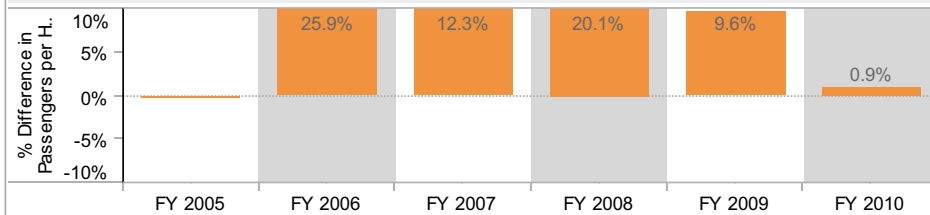
Change in Ridership by Route (Route 40x)



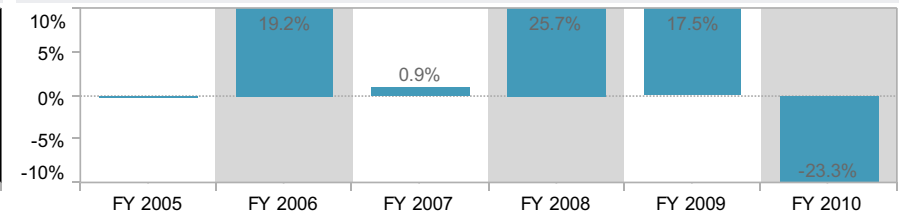
Change in Ridership - Express Routes



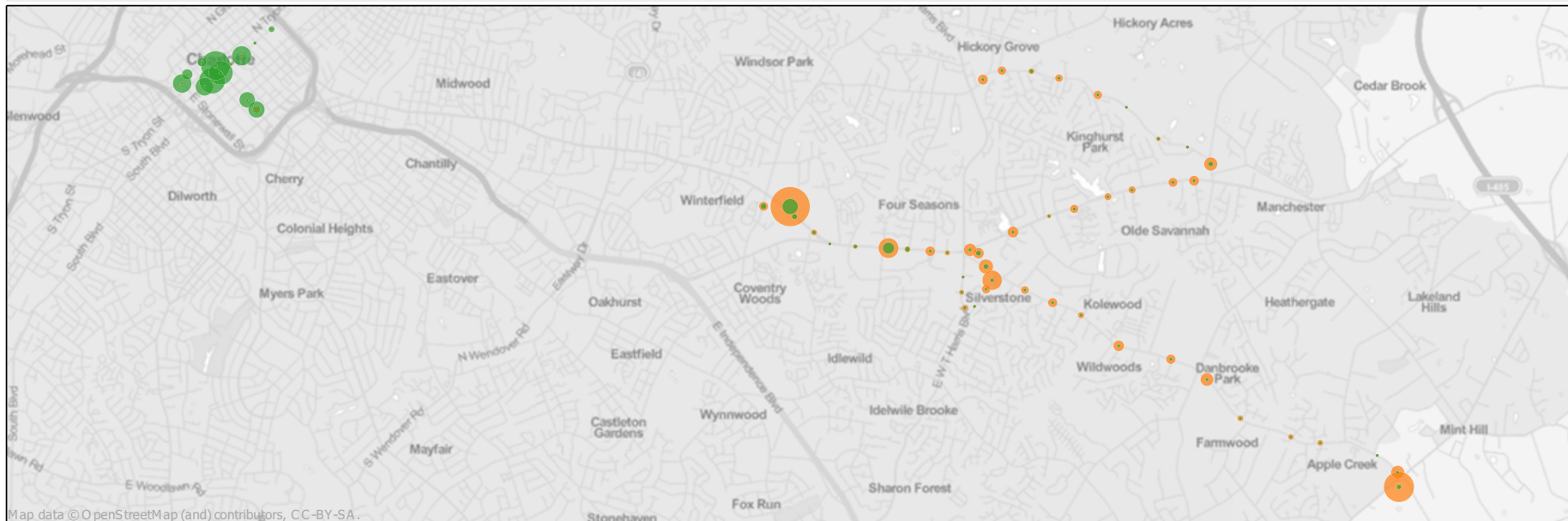
Change in Passengers per Hour by Route (Route 40x)



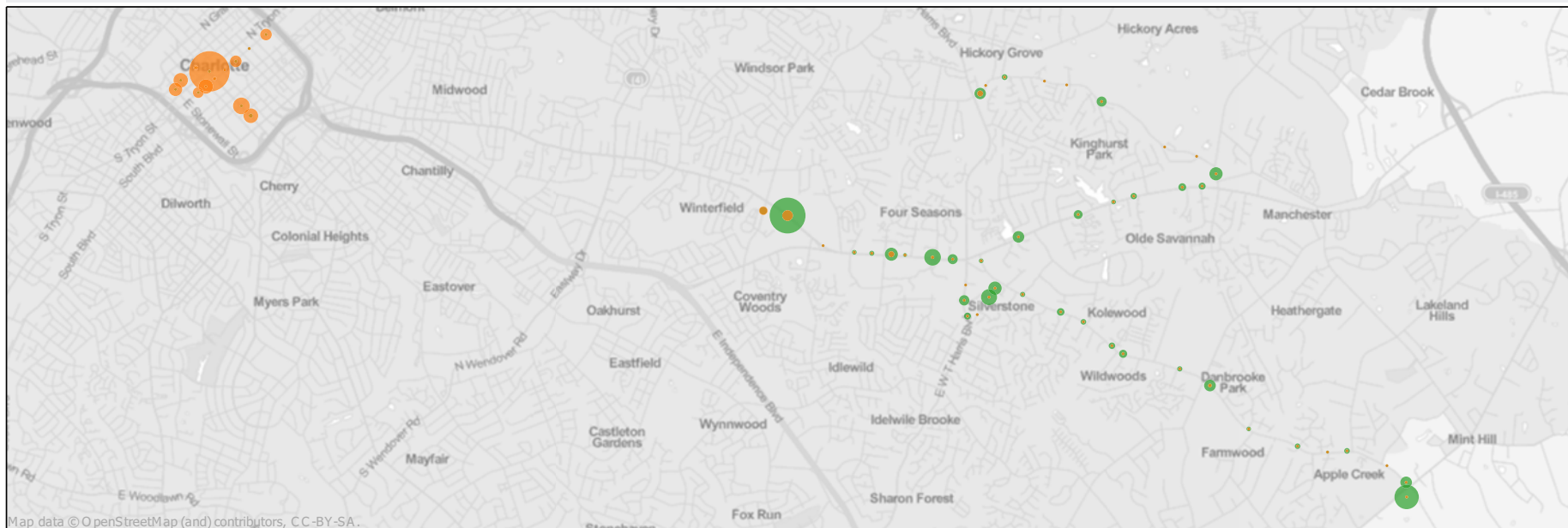
Change in Passengers per Hour - Express Routes



Route 40x - Outbound



Route 40x - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 40.00
● 20.00	● 64.25

Route 41X Steele Creek Express

Key Destinations: Uptown Charlotte, Gateway Village, Whitehall Commons Park and Ride, Rivergate Shopping Center

Transfer opportunities: Routes 16 and 60 at South Tryon St & Tyvola Rd; Route 24 at South Tryon St & Woodlawn Rd; Route 55 at South Tryon St & Westinghouse Blvd; Route 56 at Whitehall Commons

Analysis Summary

Route 41X Steele Creek Express is an express route providing service between Uptown Charlotte and the South Tryon St corridor. It has a service span comparable to other express routes (6:30am - 7:00pm). The 41X has a peak hour frequency of 30 minutes, and the route does not offer midday service. The 41X route operates four morning and five evening trips.

According to Route Performance Monitoring data, the \$1.47 subsidy per passenger is slightly higher than the \$1.43 subsidy for similar route types. The route also has a slightly lower than average index score (0.95). Most of the boardings along this route occur at the Rivergate Shopping Center and South Tryon St & Woodlawn Rd. There is also notable ridership at Whitehall Commons Park and Ride. The 41X carries approximately 24 passengers per hour overall. The route has experienced declining ridership results in recent years. In FY07, the service experienced 9% growth, which was slower than similar services overall. In FY08 and FY09, the ridership for similar services grew over 10% each year. However, ridership for the 41X decreased 47% and 25% in the same time period. However, the FY 10 ridership for express services decreased 16% and the 41X only decreased by 2%. Some of the recent declines since FY07 may be attributed to ridership that was captured with the opening of the LYNX Blue Line service.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:30 AM	7:07 PM	12:37	Weekday	30	30	Weekday	4	5	9

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	3.3	4.7	8

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	62	80	141

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.47	\$1.43	\$1.29	0.95

Route 41x

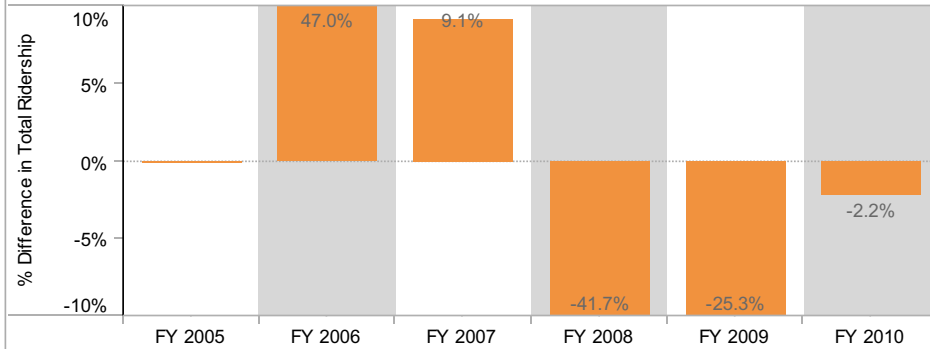
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown Area	Uptown Area	0	103	103	103
Uptown	Whitehall Commons	35	3	38	38
Whitehall Commons	Rivergate Shopping Center	49	2	51	51
Grand Total		84	108	192	192

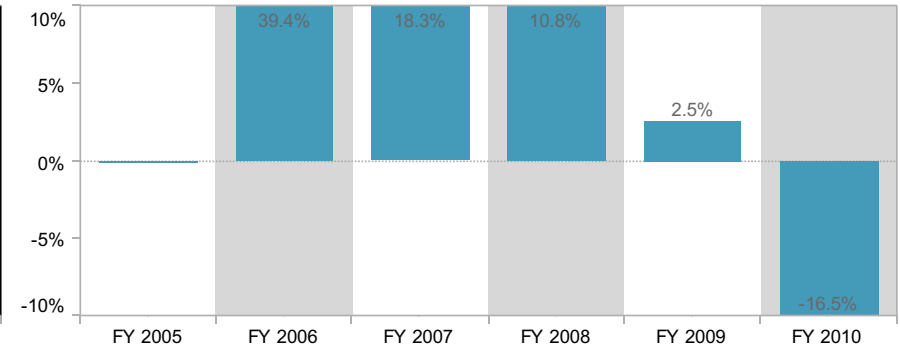
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown Area	Uptown Area	0	129	69
Uptown	Whitehall Commons	27	1	11
Whitehall Commons	Rivergate Shopping Center	38	1	18
Avg. Total		25	23	24

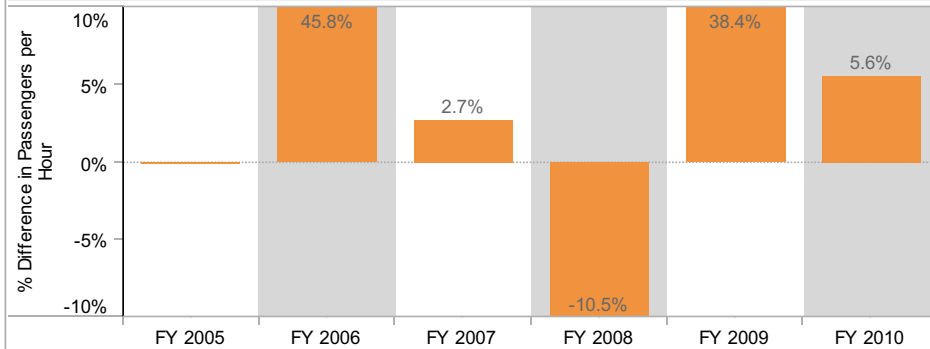
Change in Ridership by Route (Route 41x)



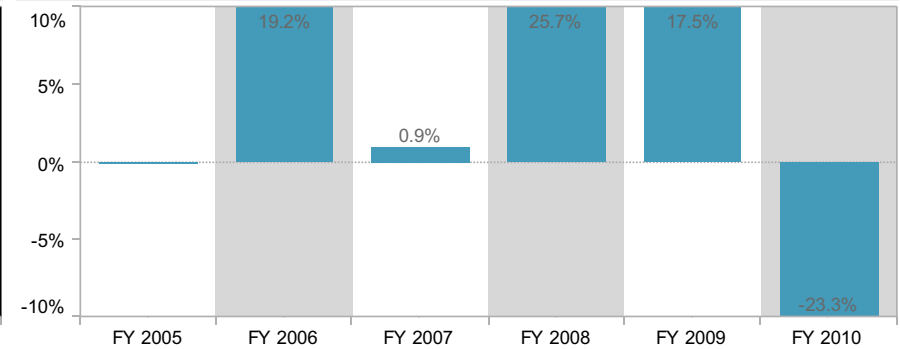
Change in Ridership - Express Routes



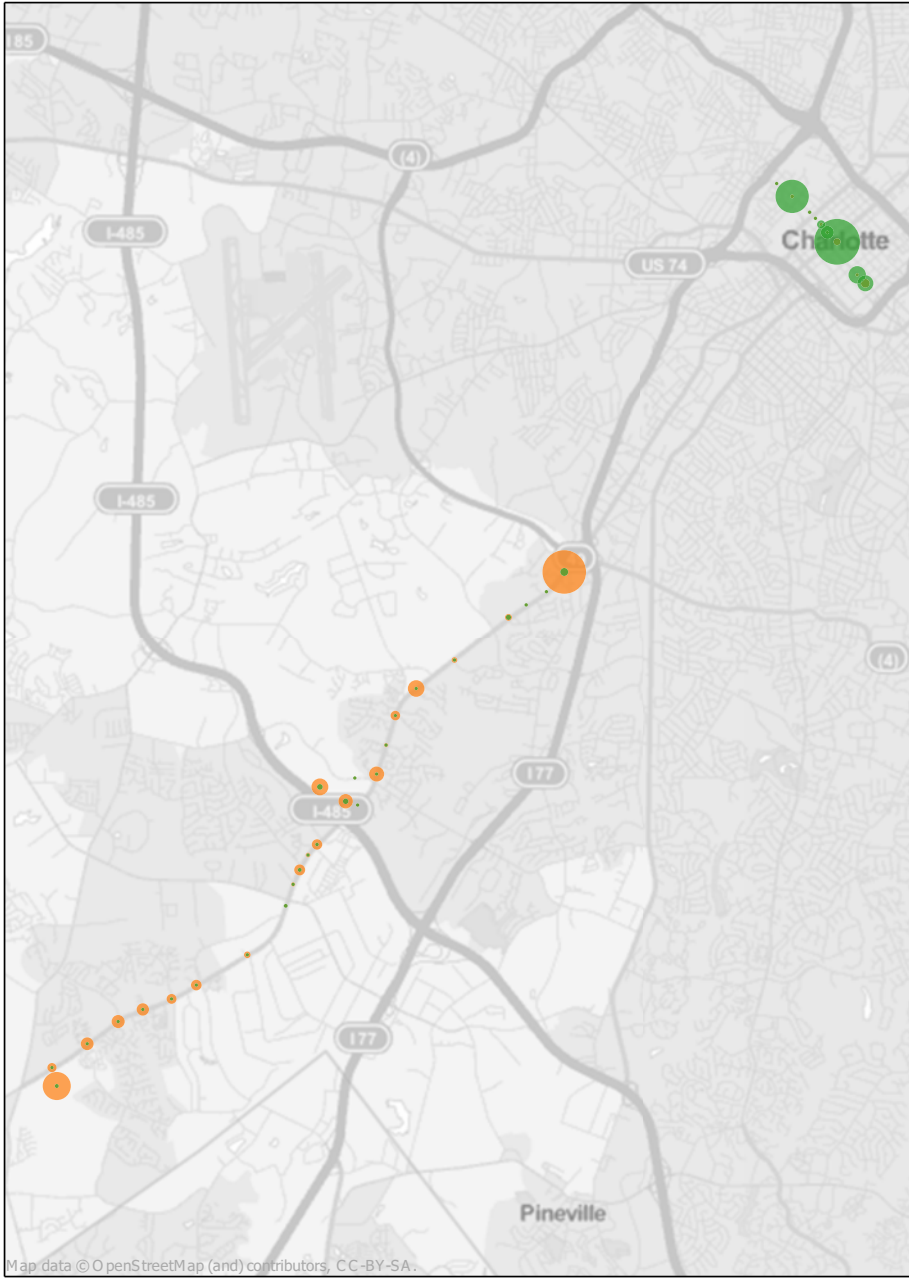
Change in Passengers per Hour by Route (Route 41x)



Change in Passengers per Hour - Express Routes



Route 41x - Outbound



Route 41x - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 20.00
● 10.00	● 30.83

Route 42 Carowinds

Key Destinations: Carowinds, LYNX Blue Line I-485 Station

Transfer opportunities: LYNX Blue Line, Route 12, and Route 58 at LYNX Blue Line I-485 Station

Analysis Summary

Route 42 is considered a shuttle in the CATS hierarchy of routes. This route offers only weekday service with three morning peak trips and three afternoon peak trips. The trips during the peak periods are one direction only. The average morning frequency is 25 minutes between trips while the average afternoon frequency is 50 minutes. The frequency statistic is misleading as the interval between trips is 15 and 30 minutes during the AM peak and 30 and 65 minutes during the PM peak. Route 42 also provides seasonal service to the Carowinds amusement park when it is in service, which is outside the scope of this analysis.

The average subsidy per passenger (\$6.98) for the Carowinds route is more than three times the average subsidy for the same route type (\$2.21). The Route Performance Monitoring Index score of only 0.36 makes route 42 the second worst performing route in the system. On average, a total of 19 boardings are recorded during the 6 trips made in the morning and afternoon. Complete ridership statistics are available only for FY2009 and FY2010. The ridership increased from FY09 to FY10, however, the passengers per hour declined during the same period as a result of increased revenue hours. The ridership that does exist along the route is generated between the I-485 Station and the business parks along Carowinds Blvd.

Service Span				Route Frequency			Trips			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:30 AM	5:42 PM	11:12	Weekday	25	50	Weekday	3	3	6

Service Hours			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	1.1	1.1	2

Service Miles			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	25	25	50

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$6.98	\$2.21	\$1.29	0.36

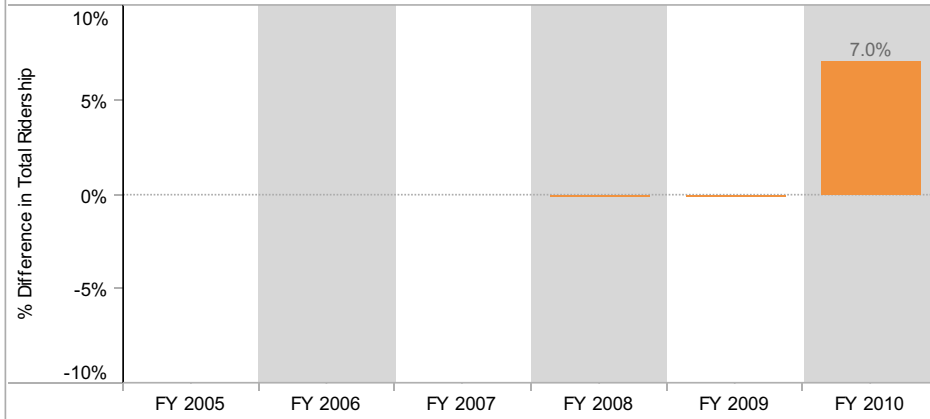
Boardings

Start Place	End Place	Weekday		Total	Grand Total
		AM Peak	PM Peak		
LYNX I-485 Station	Southpoint Business Park	11	8	19	19
Grand Total		11	8	19	19

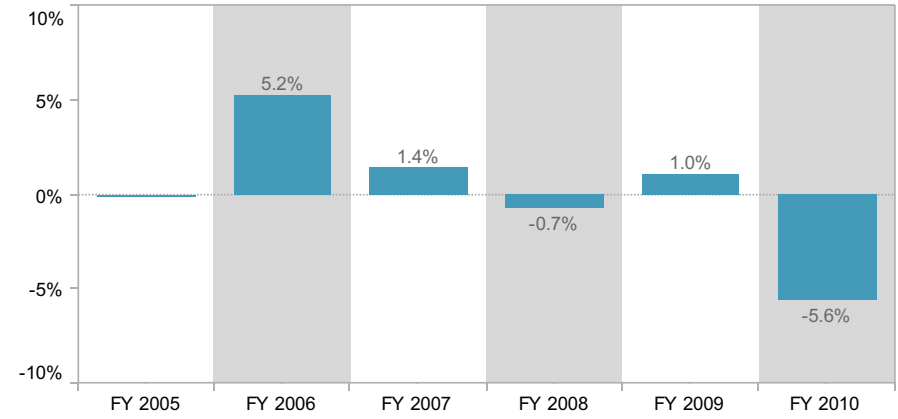
Passengers per Hour

Start Place	End Place	Weekday		Avg. Total
		AM Peak	PM Peak	
LYNX I-485 Station	Southpoint Business Park	10	7	9
Avg. Total		10	7	9

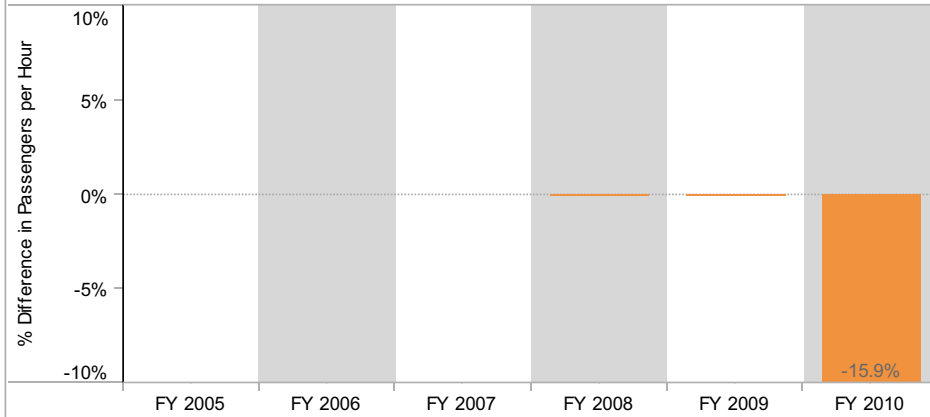
Change in Ridership by Route (Route 42)



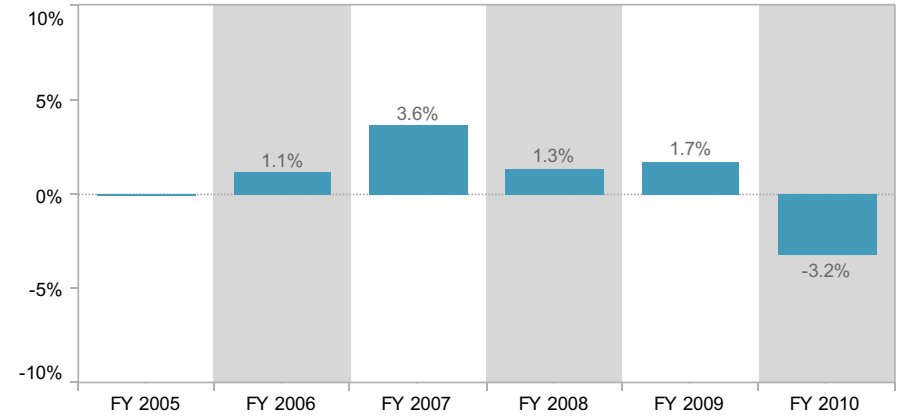
Change in Ridership - Local Routes



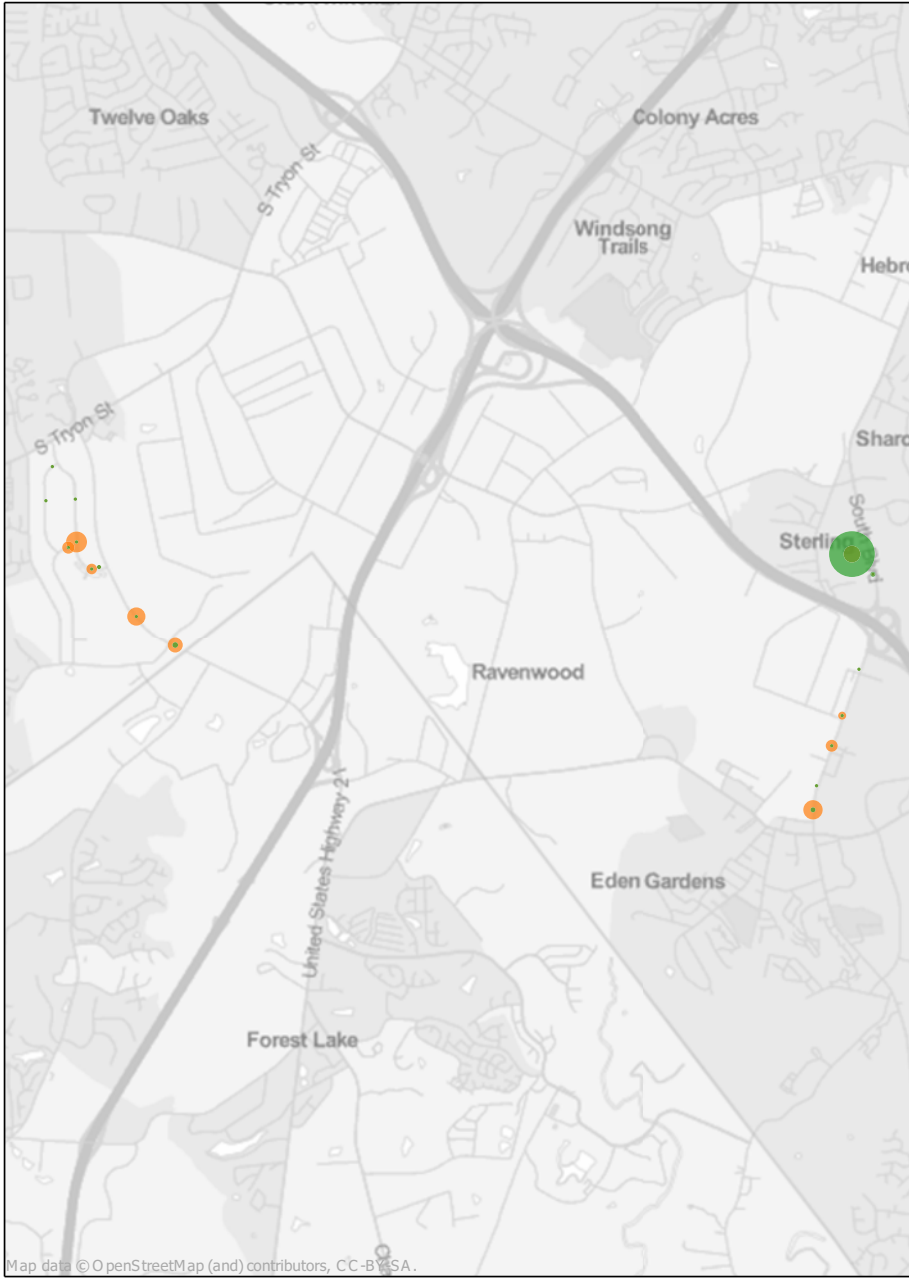
Change in Passengers per Hour by Route (Route 42)



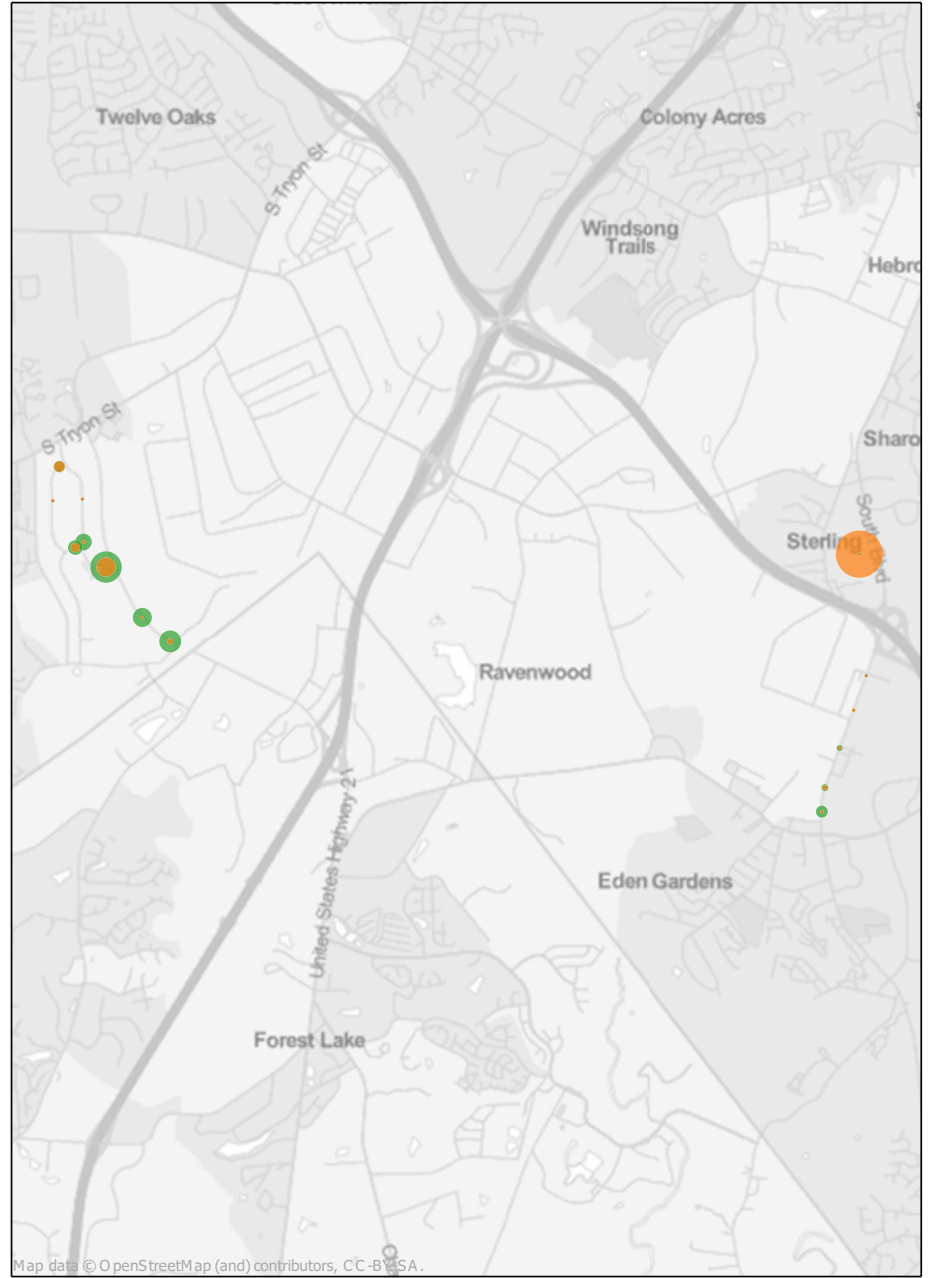
Change in Passengers per Hour - Local Routes



Route 42 - Outbound



Route 42 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.000	● 4.000
● 2.000	● 6.517

Route 43 Ballantyne

Key Destinations: LYNX Blue Line Sharon Road West Station, Quail Corners Shopping Center, Ballantyne

Transfer opportunities: Routes 19, 55 and LYNX Blue Line at the Sharon Rd West Station; Route 12 at South Blvd and Sharon Rd West; Route 20 along Park Rd

Analysis Summary

Route 43 is a shuttle service that was introduced with the opening of the LYNX Blue Line. It currently operates during Weekdays only from 6:00am to 9:00pm. The route has a 30 minute frequency during both peak periods and evenings, and a 50 minute frequency during the midday. There are a total of 48 trips connecting the LYNX Blue Line with the Ballantyne area.

The average subsidy per passenger (\$2.73) for the Ballantyne route is higher than the subsidy for similar routes (\$2.21) in the CATS system and about two times the average system wide subsidy. The Route Performance Monitoring Index score of 0.73 makes this route well below average overall. Nearly half of all passenger boardings occur between the Sharon Rd West Station and Quail Corners Shopping Center, with the majority at the rail station. The route carries approximately 350 customers daily, with an average of 18 passengers per hour. The ridership is evenly distributed throughout the day, but declines considerably in the evening period. Ridership statistics for route 43 are only available for last three years as this route was introduced with the opening of the LYNX Blue Line. The near doubling of ridership from FY08 to FY09 is related to the recent opening of the LYNX Blue Line in 2007, as FY08 data has only 7 months of operations included. The comparison of the only two full years of service show a 6% increase between FY09 and FY10. The passengers per hour remained flat (16) during the same time period, while the same measure increased 14% for shuttle routes overall. Outside of the Sharon Road West Station, stops at Johnston Rd & Hwy 51 and at the end of line stop in Ballantyne show higher passenger activity as compared to the rest of stops along Route 43.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:10 AM	9:09 PM	14:59	Weekday	30	50	35	30	Weekday	11	14	14	9	48

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	4.3	5.6	5.5	3.6	19

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	85	109	109	71	373

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.73	\$2.21	\$1.29	0.73

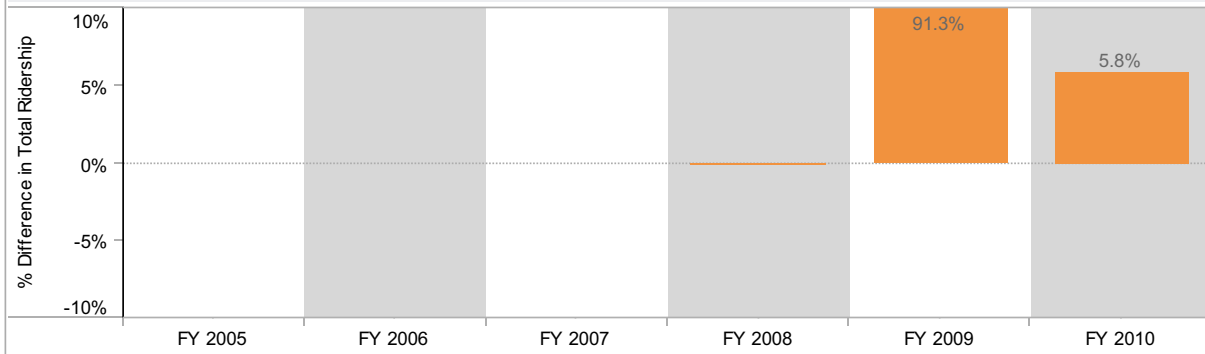
Boardings

Start Place	End Place	Weekday				Total	Grand Total
		AM Peak	Midday	PM Peak	Evening		
LYNX Sharon Rd West Station	Quail Corners	50	51	49	15	165	165
Quail Corners	Johnston Rd & Hw y 51	26	32	25	5	88	88
Johnston Rd & Hw y 51	John J. Delaney & Ballantyne ..	13	23	46	13	95	95
Grand Total		89	106	120	33	348	348

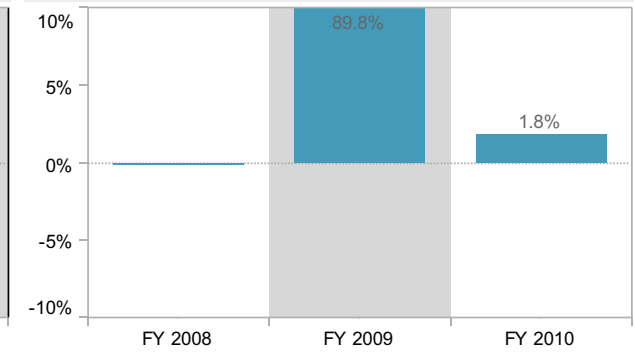
Passengers per Hour

Start Place	End Place	Weekday				Avg. Total
		AM Peak	Midday	PM Peak	Evening	
LYNX Sharon Rd West Station	Quail Corners	50	36	41	17	37
Quail Corners	Johnston Rd & Hw y 51	19	19	15	5	15
Johnston Rd & Hw y 51	John J. Delaney & Ballantyne ..	7	9	18	8	11
Avg. Total		21	19	22	9	18

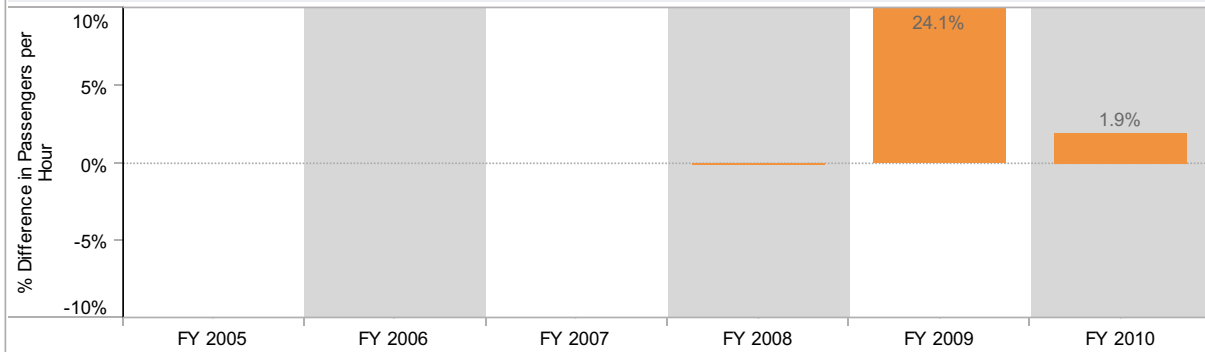
Change in Ridership by Route (Route 43)



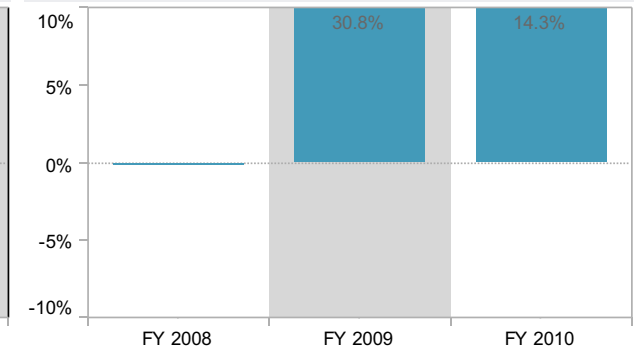
Change in Ridership - Shuttle Routes



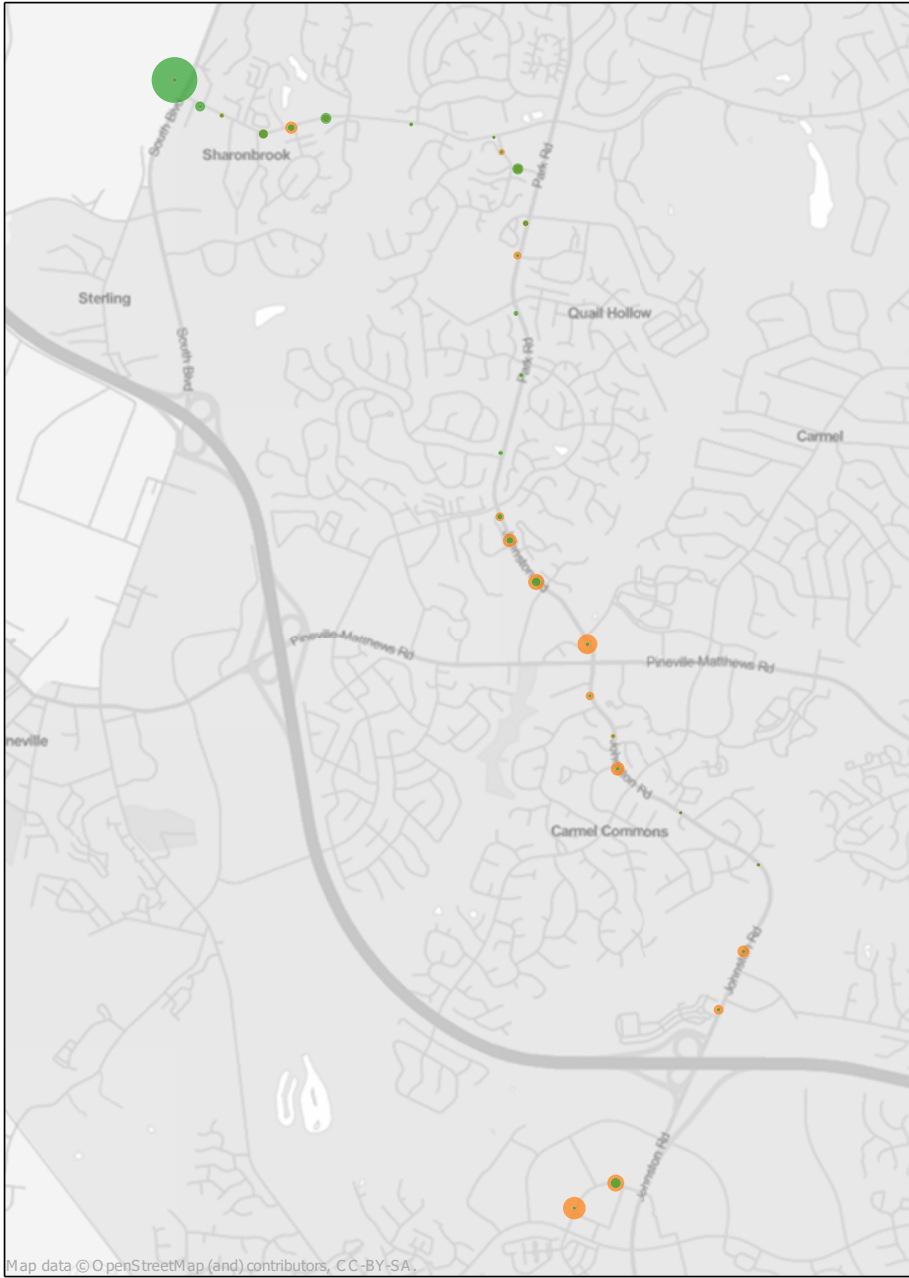
Change in Passengers per Hour by Route (Route 43)



Change in Passengers per Hour - Shuttle Routes

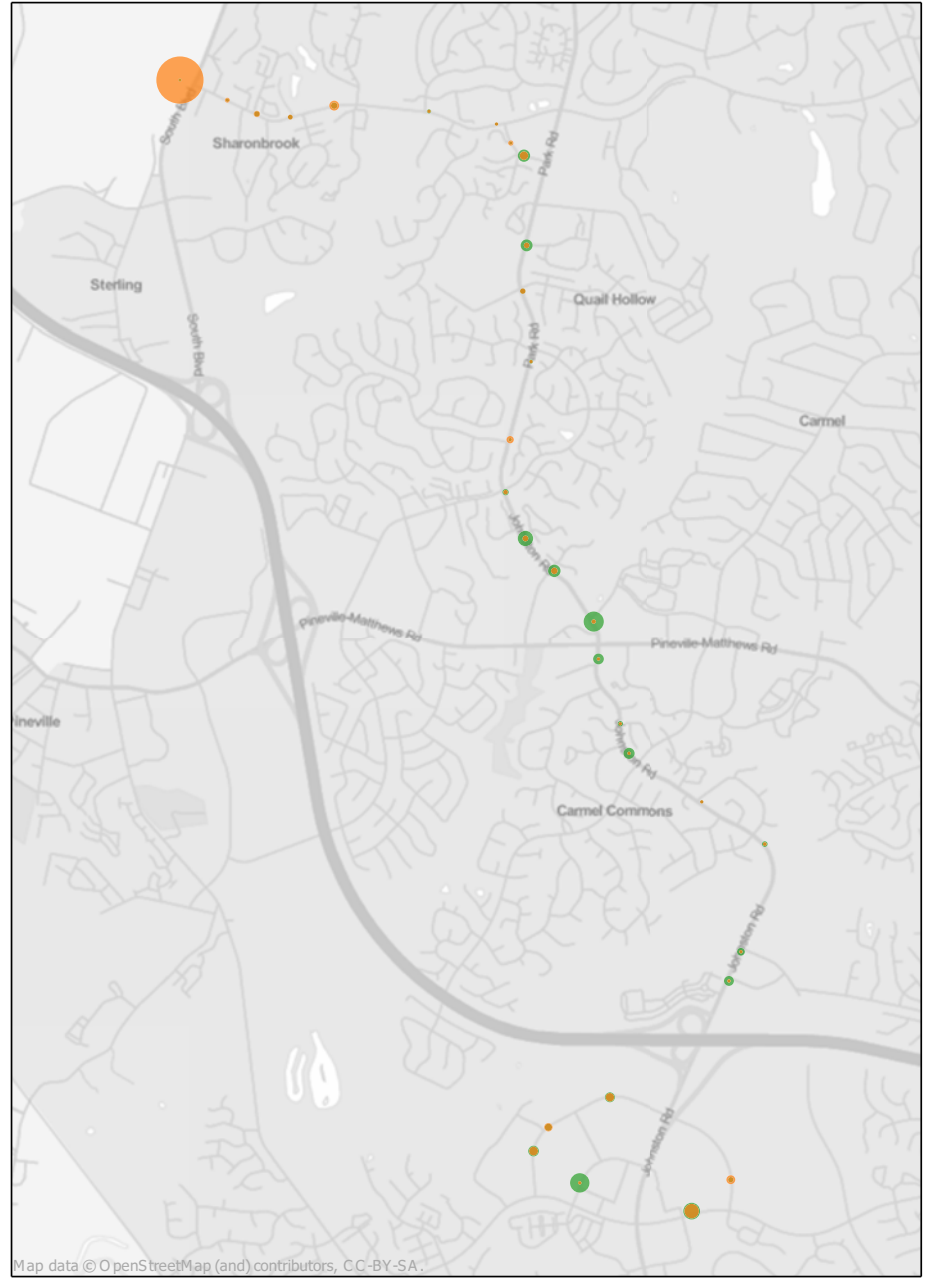


Route 43 - Outbound



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Route 43 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 135.6

Route 44 Fort Mill

Key Destinations: LYNX Blue Line @ Arrowood Station, Wells Fargo (Fort Mill)

Transfer opportunities: Routes 24 and 56 and LYNX Blue Line at Arrowood Station

Analysis Summary

Route 44 is designed as a shuttle service between the LYNX Blue Line and the Wells Fargo facility in Fort Mill. It provides Weekday service only with one inbound and outbound trip during each peak period (totaling 4 daily trips).

Route 44 requires a \$5.79 subsidy per passenger, which is two and half times higher than the subsidy for similar routes. However, the route is fully subsidized by Wells Fargo without any additional operating cost incurred by CATS. The Route Performance Monitoring Index of 0.42 ranks this route in the bottom five routes in the system. There is an average of 15 boardings for each peak period. Route 44 ridership increased each year since FY08 with a 24.6% improvement from FY09 to FY10. Essentially all passenger activity occurs at the end of the route stops at the Arrowood Station and the Wells Fargo campus as the route has a limited number of stops due to the nature of the service.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	7:15 AM	5:45 PM	10:30	Weekday	0	45	Weekday	2	2	4

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	1.0	0.9	2

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	11	11	23

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$5.79	\$2.21	\$1.29	0.42

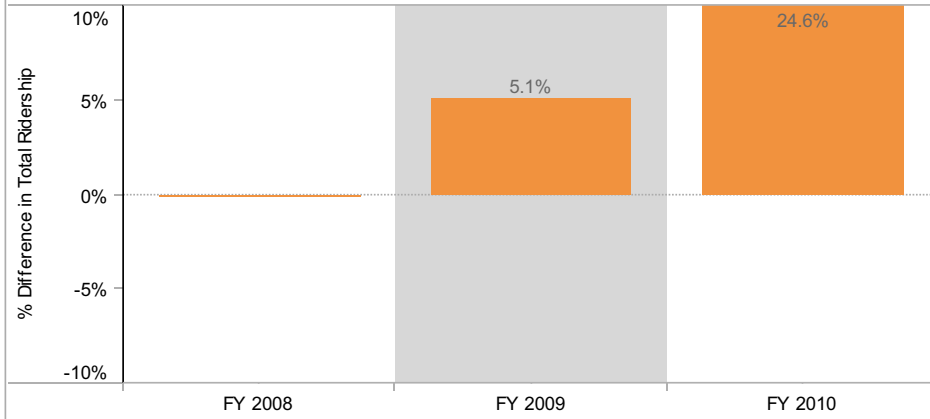
Boardings

Start Place	End Place	Weekday		Total	Grand Total
		AM Peak	PM Peak		
LYNX Arrow ood Station	Wells Fargo	14	15	29	29
Grand Total		14	15	29	29

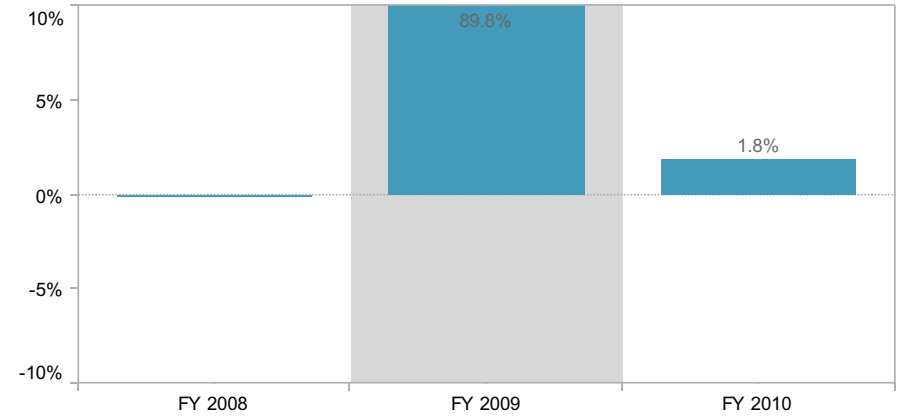
Passengers per Hour

Start Place	End Place	Weekday		Avg. Total
		AM Peak	PM Peak	
LYNX Arrow ood Station	Wells Fargo	14	17	15
Avg. Total		14	17	15

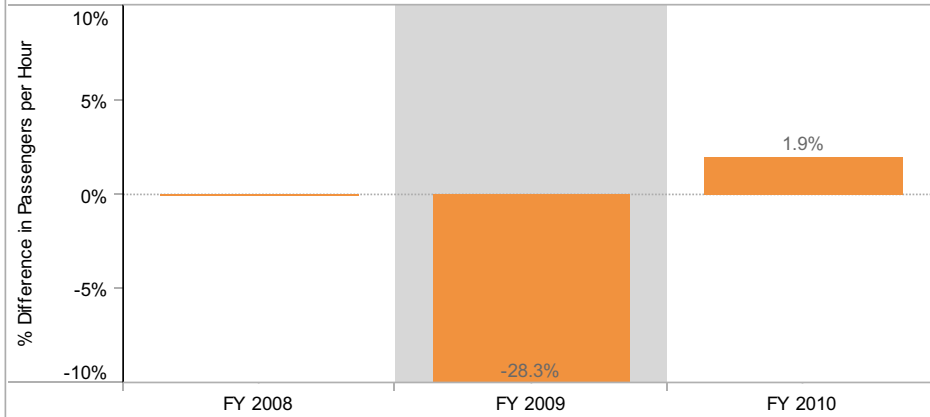
Change in Ridership by Route (Route 44)



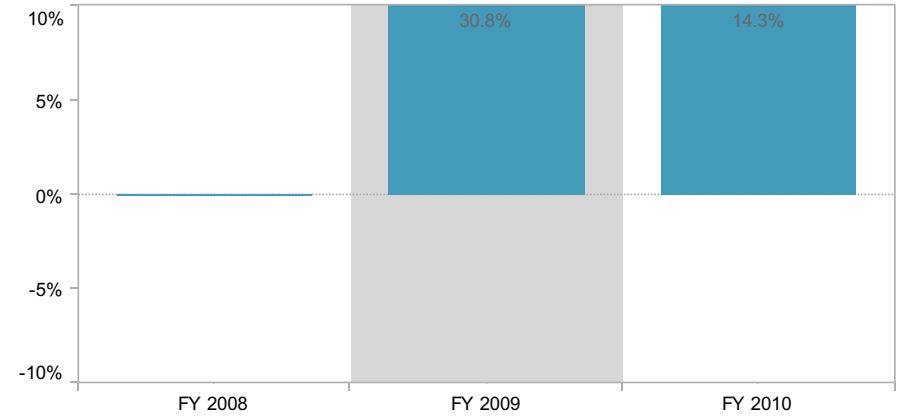
Change in Ridership - Shuttle Routes



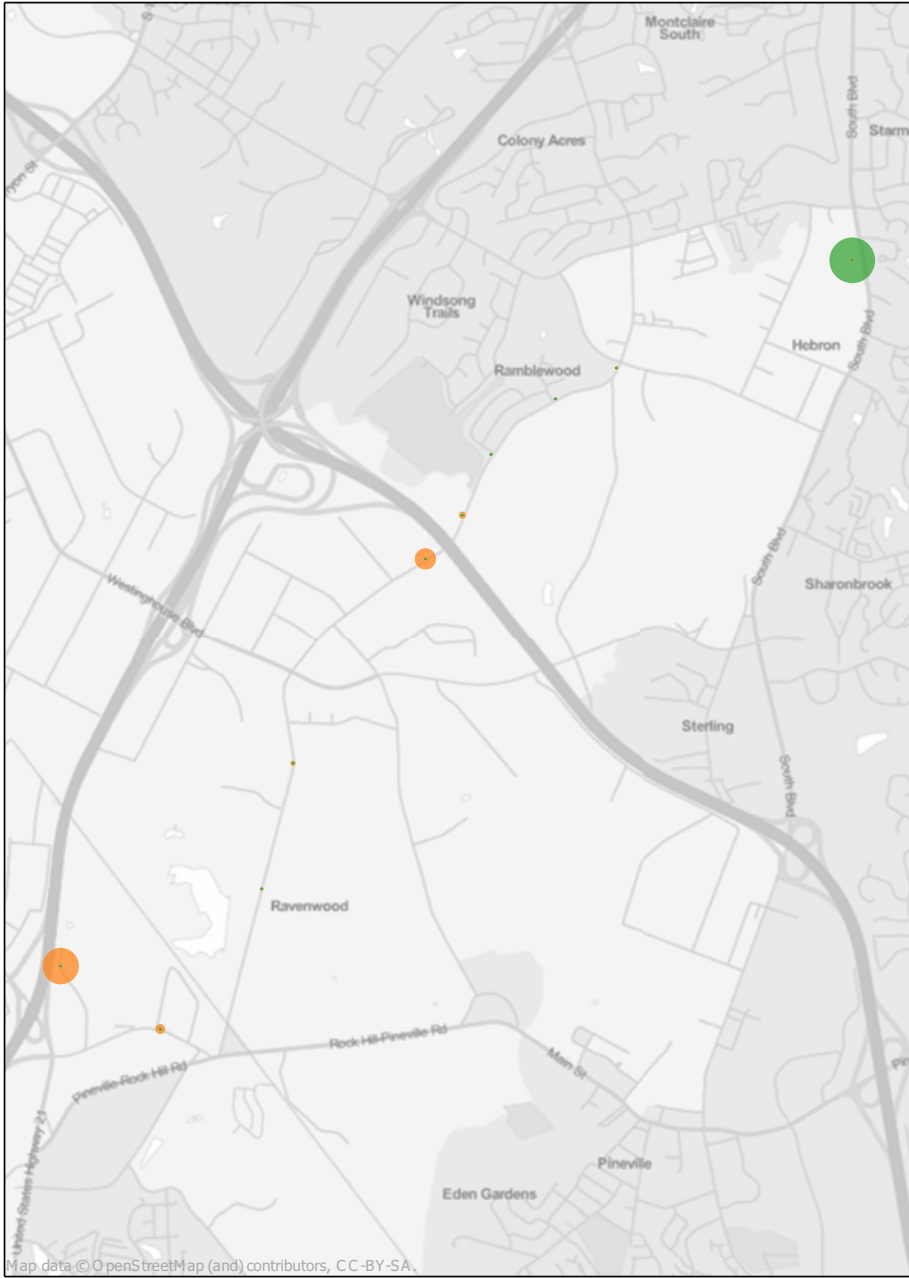
Change in Passengers per Hour by Route (Route 44)



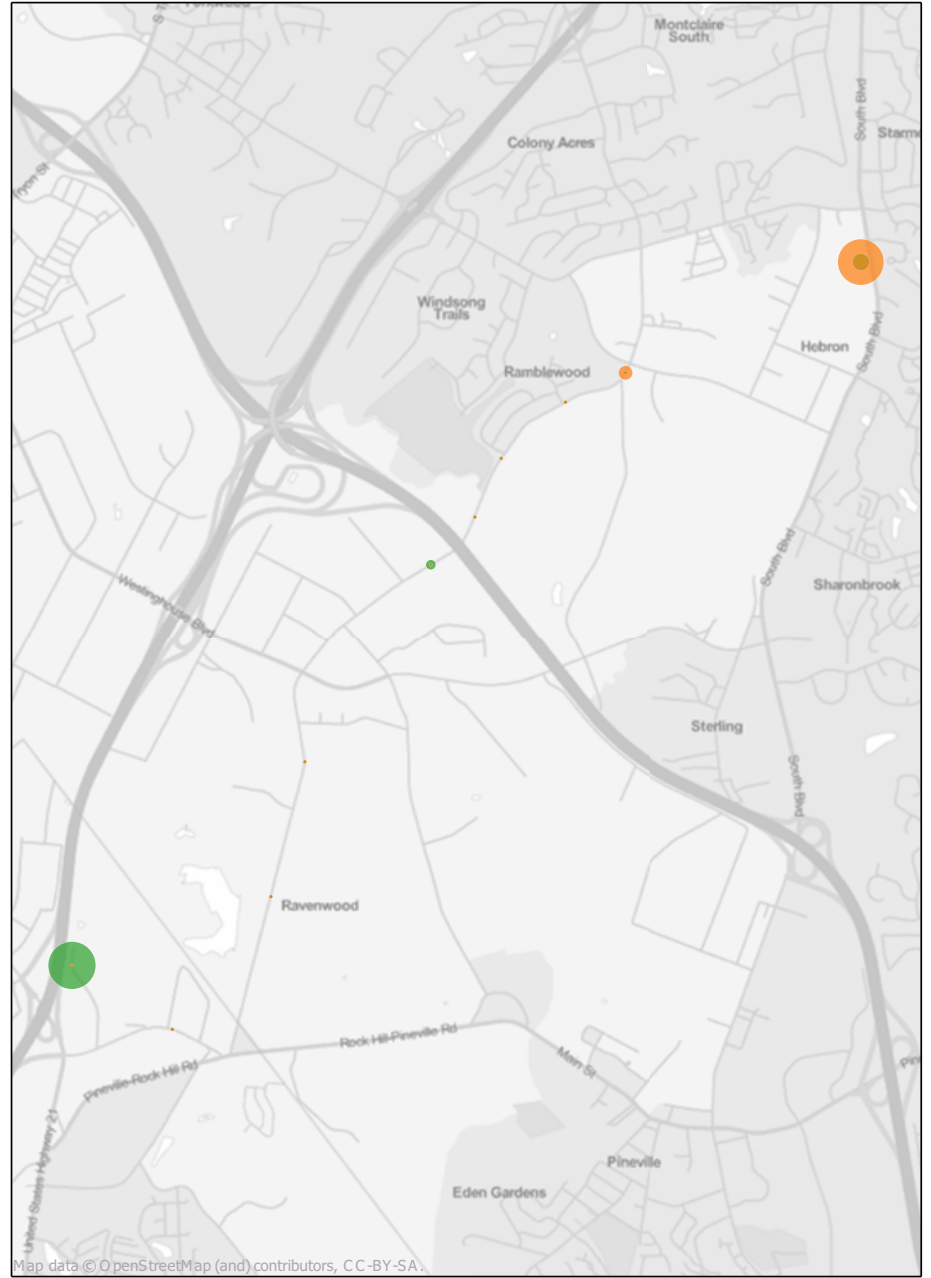
Change in Passengers per Hour - Shuttle Routes



Route 44 - Outbound



Route 44 - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

●	0.00	●	4.00	●	8.00
●	2.00	●	6.00	●	10.34

Route 45X Carmel Road Express

Key Destinations: Uptown Charlotte, Carmel Commons Shopping Center, Carmel Road

Transfer Opportunities: Routes 14, 61x, and 62x at Fairview Rd & Providence Rd; Routes 15 and 29 at Sharon Amity Rd & Randolph Road; Route 43 at Carmel Rd & Johnston Rd

Analysis Summary

Route 45X is an express route serving the Carmel Rd corridor. It has a comparable weekday peak hour service span to other express routes (6:15am - 6:30pm). The route operates four morning trips and four evening trips and has no reverse commute trips. Like other express routes services, the 45X does not have any midday service. The 45X is sustained by five park and rides and bus stops locations along Carmel Rd, Sardis Rd, and Randolph Rd. The 45X operates a 25 - 30 minute frequency between Uptown Charlotte and Vista Grande Dr.

The Route Performance Monitoring data indicates that the \$3.22 average passenger subsidy for the 45X is significantly above the \$1.43 subsidy average for express bus services. In addition, the average index score reflects a poor rating of 0.57. The 45X carries approximately 16 passengers per hour overall. Most of the ridership is generated along Sardis Rd and also near Carmel Rd & Hwy 51. As with several express routes, 45X has numerous bus stops along its route. Since FY06, the ridership growth on the 45X has lagged behind other express routes. While similar routes posted ridership growth, the 45X has decreased ridership percentages of 8% in both FY08 and FY09. In FY10, the overall ridership on express bus service decreased 16.5% and the 45X service decreased 16.7%.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:15 AM	6:31 PM	12:16	Weekday	25	30	Weekday	4	4	8

<u>Service Hours</u>				<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	3.5	3.3	7	Weekday	62	63	125

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$3.22	\$1.43	\$1.29	0.57

Route 45x

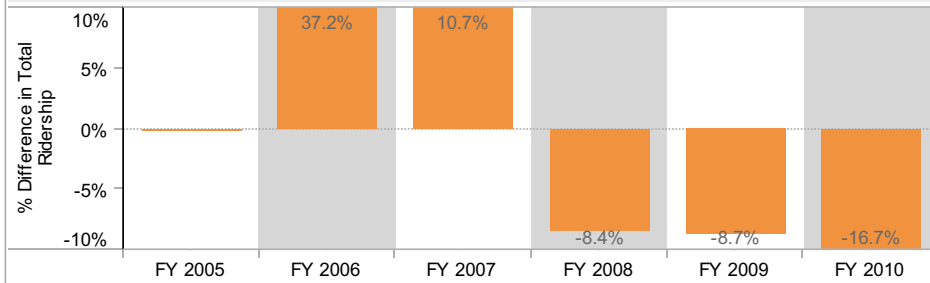
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown Area	Uptown Area	1	53	54	54
Uptown	Randolph & Sharon Amity	1	3	4	4
Randolph & Sharon Amity	Carmel & Sharon View	16	1	17	17
Carmel & Sharon View	Carmel & NC 51	18	2	20	20
Carmel & NC 51	Carmel & Vista Grande	14	0	14	14
Grand Total		50	59	109	109

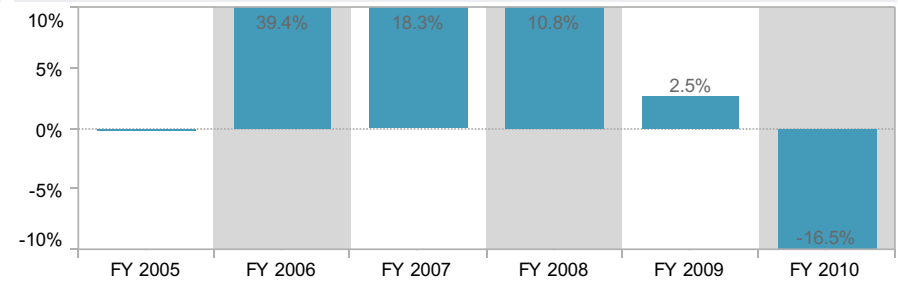
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown Area	Uptown Area	1	88	36
Uptown	Randolph & Sharon Amity	1	4	3
Randolph & Sharon Amity	Carmel & Sharon View	23	1	12
Carmel & Sharon View	Carmel & NC 51	23	3	13
Carmel & NC 51	Carmel & Vista Grande	35	0	16
Avg. Total		14	18	16

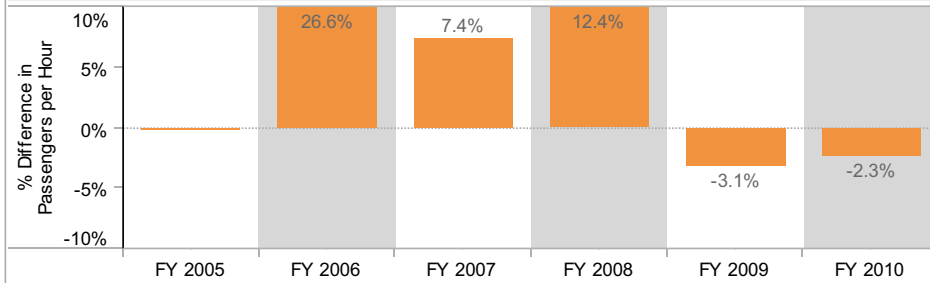
Change in Ridership by Route (Route 45x)



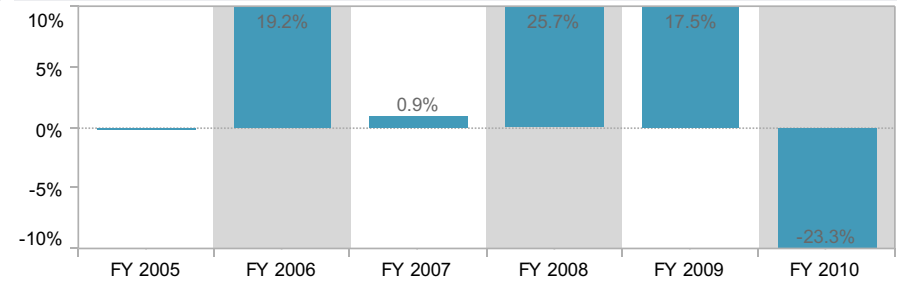
Change in Ridership - Express Routes



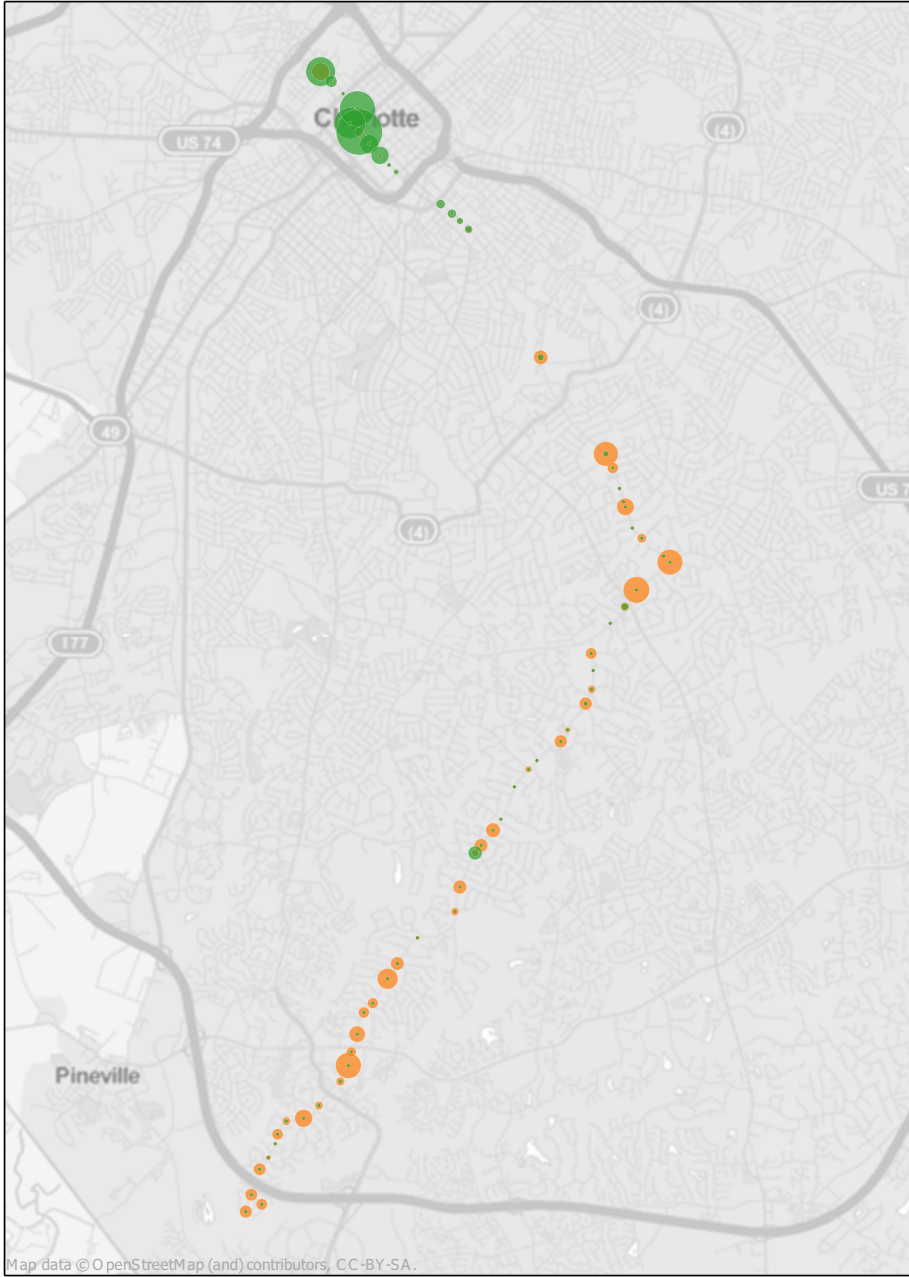
Change in Passengers per Hour by Route (Route 45x)



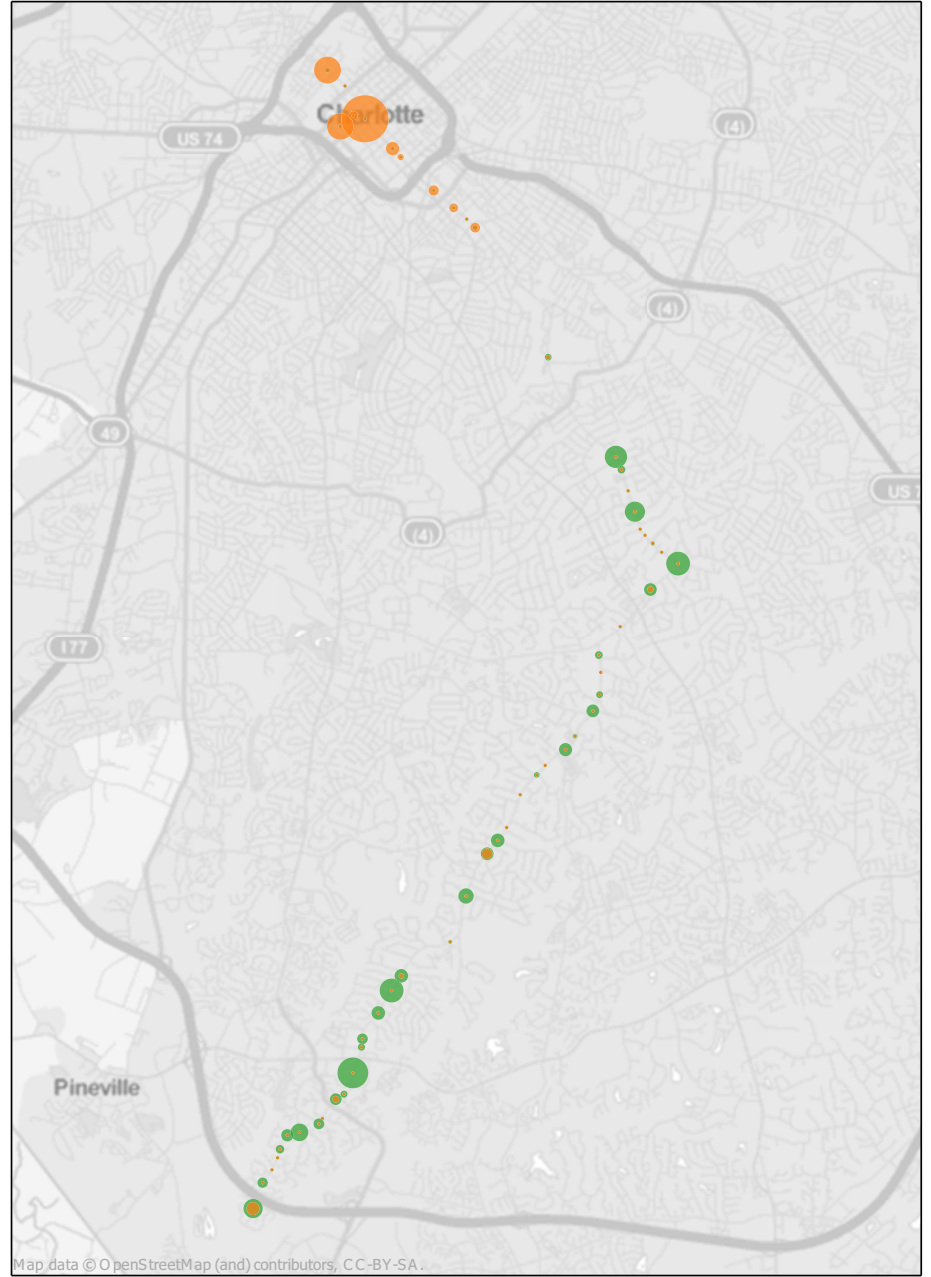
Change in Passengers per Hour - Express Routes



Route 45x - Outbound



Route 45x - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

•	0.00	○	10.00	○	18.85
○	5.00	○	15.00		

Route 48X Huntersville Express

Key Destinations: Uptown Charlotte, Huntersville, Huntersville-Gateway Park and Ride

Transfer Opportunities: Routes 97 and 98 at Huntersville-Gateway Park and Ride

Analysis Summary

Route 48X is an express route providing direct service between Huntersville and Uptown Charlotte. The route has a comparable weekday peak hour service span to other express routes (5:45am - 7:00pm). It operates fourteen morning trips and thirteen evening trips including four reverse commute trips. Like other express routes services, the 48X does not have any midday service. The 48X serves one park and ride, Huntersville-Gateway Park and Ride, and several bus stops along Statesville Rd and Rich Hatchett Rd. The 48X operates a 20 minute frequency between uptown Charlotte and Huntersville.

The Route Performance Monitoring data indicates that the \$0.52 Average Subsidy for the 48X is well below the \$1.43 subsidy average for express bus services. The 1.44 average index score indicates that the route performs well above express routes overall. Route 48X derived from the 77X Huntersville Express in FY07, and the instant success of the 48X can be attributed to the previously established ridership of the 77X Huntersville Express that the 48X replaced. Since its inception in 2007, the 48X has experienced ridership growth that has outpaced the average ridership levels of similar services. In FY08 & FY09, the ridership on the 48X grew 19% and 12%, while the average ridership of express bus services grew 10% and 2%. In FY10, the overall ridership on express bus service decreased 16% and the 48X service decreased only 11%. The 48X records nearly 500 daily boarding its inbound, outbound, and reverse commute trips. Like similar services, the 48X passengers per hour percentage grew by double digits in FY07-FY09. In FY10, the passengers per hour rate decreased 23% for the express services overall. However, the passengers per hour for Route 48X grew by 3%.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5:45 AM	7:07 PM	13:22	Weekday	20	20	Weekday	14	13	27

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	8.0	8.3	16

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	236	214	450

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.52	\$1.43	\$1.29	1.44

Route 48x

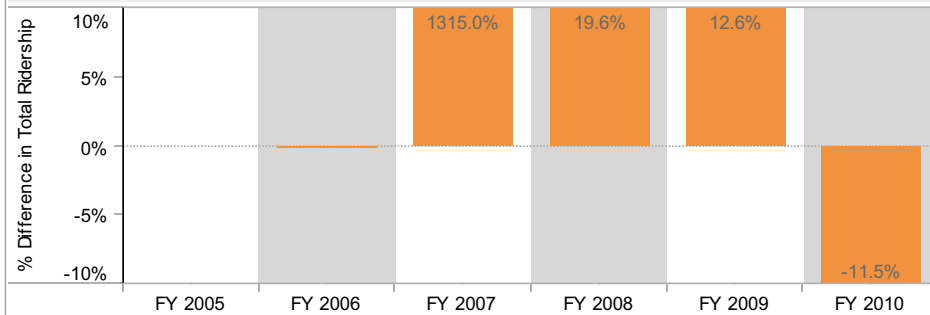
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Uptown	1	230	231	231
	Huntersville-Gateway Park and..	0	8	8	8
	Rich Hatchett & Statesville	7	1	8	8
Huntersville-Gateway Park and..	Rich Hatchett & Statesville	238	2	240	240
Grand Total		246	241	487	487

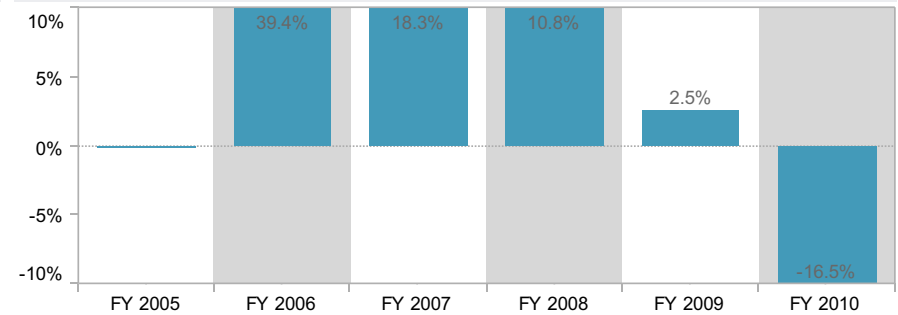
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Uptown	1	144	66
	Huntersville-Gateway Park and..	0	2	1
	Rich Hatchett & Statesville	9	1	5
Huntersville-Gateway Park and..	Rich Hatchett & Statesville	183	2	92
Avg. Total		31	29	30

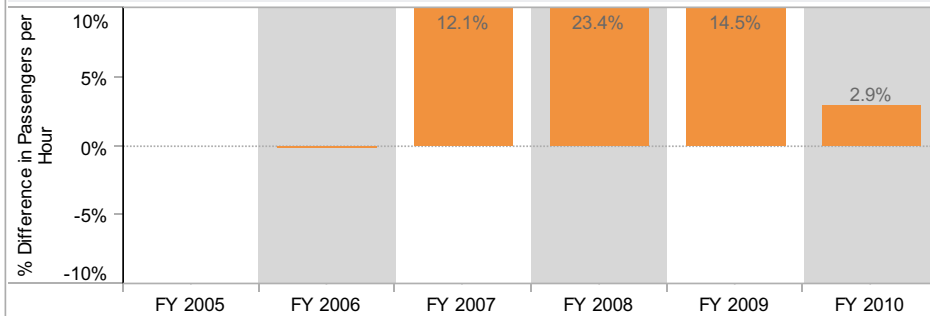
Change in Ridership by Route (Route 48x)



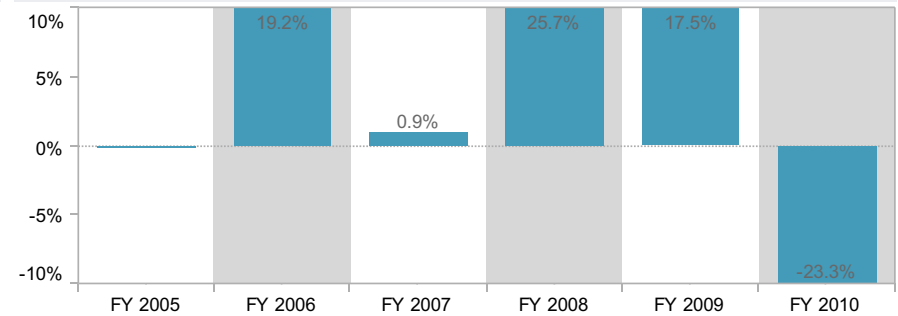
Change in Ridership - Express Routes



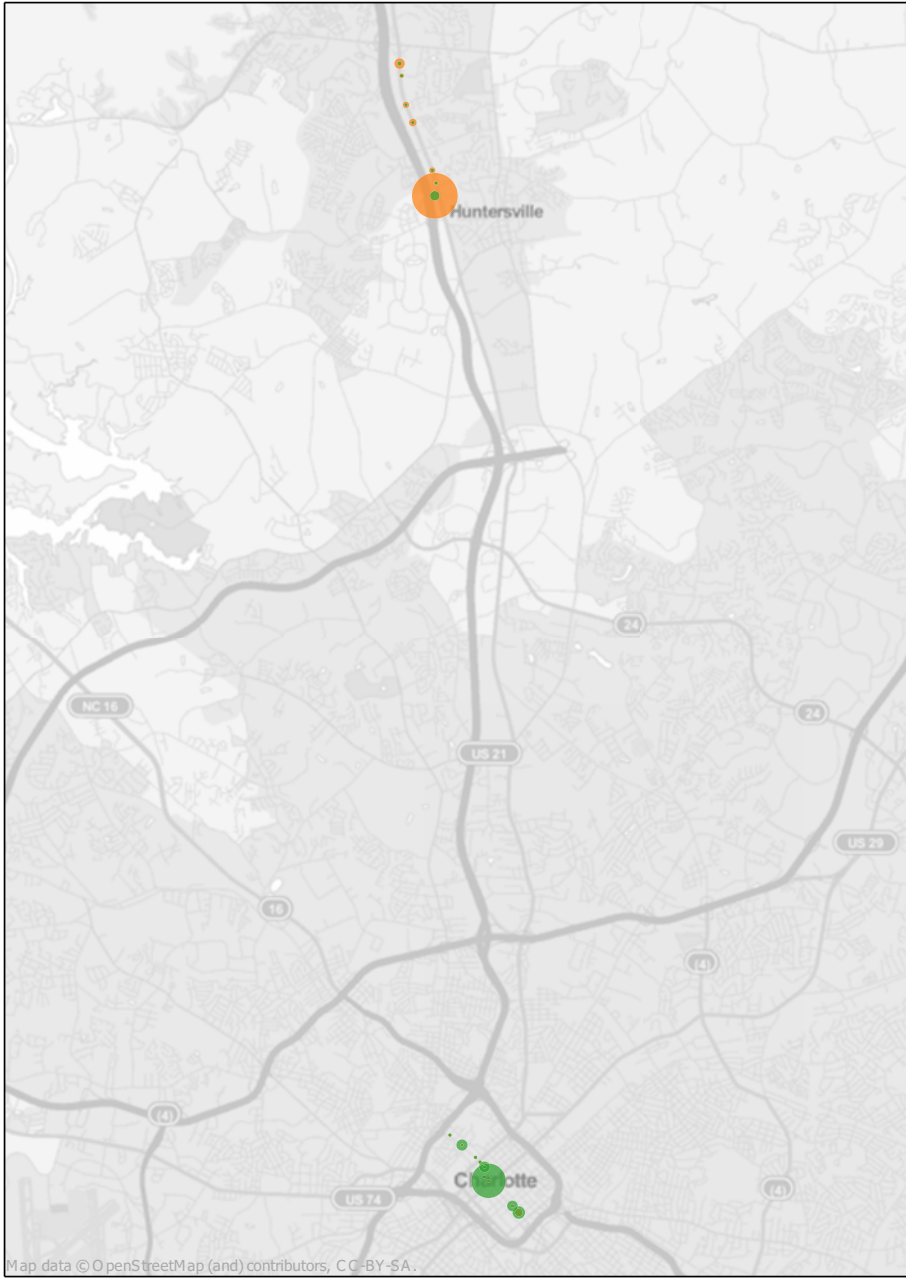
Change in Passengers per Hour by Route (Route 48x)



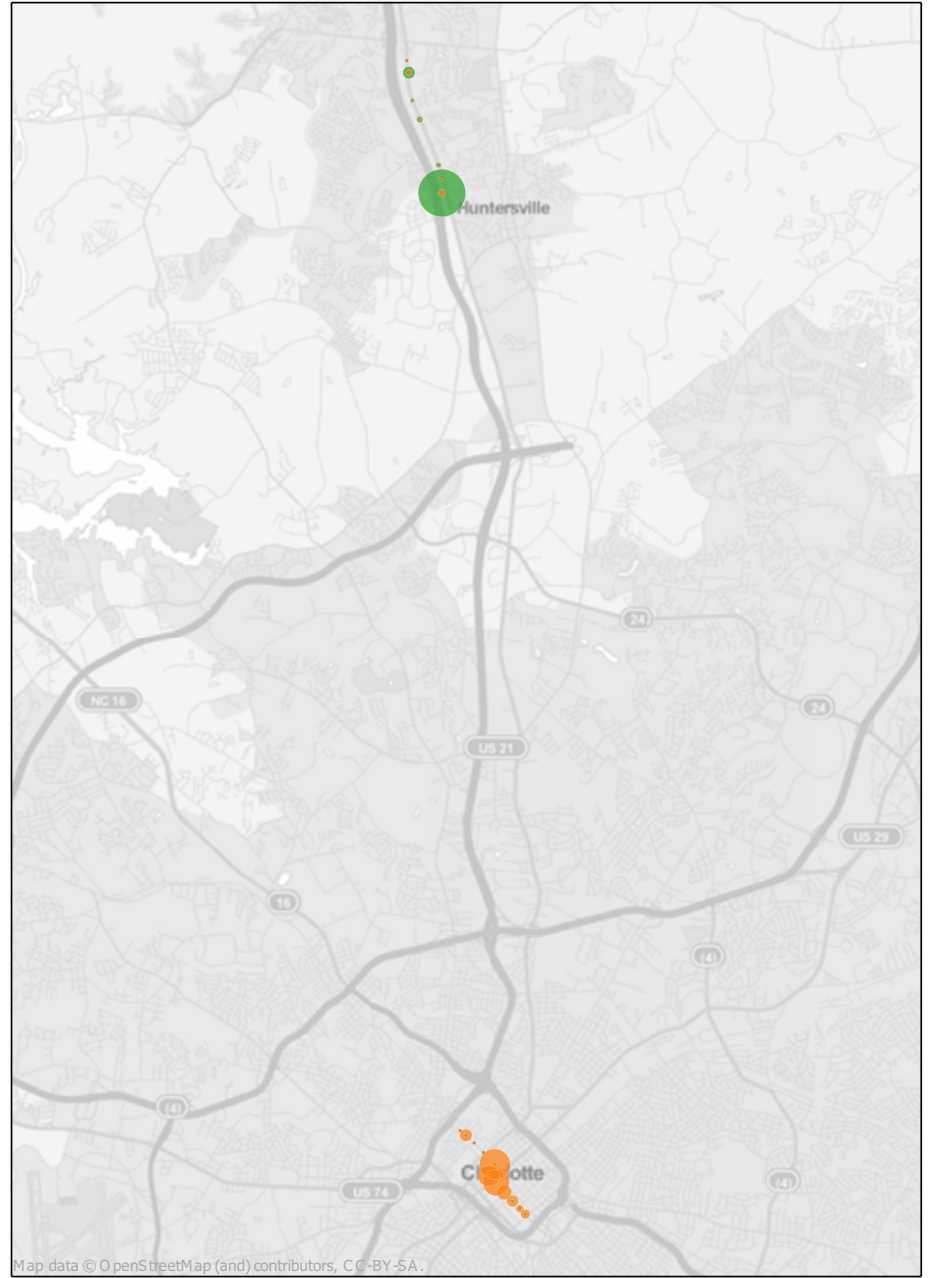
Change in Passengers per Hour - Express Routes



Route 48x - Outbound



Route 48x - Inbound



Legend:
Orange square: Alightings
Green square: Boardings

Number of Boardings / Alightings:
0.0 (smallest dot)
50.0 (small dot)
100.0 (medium dot)
150.0 (large dot)
213.9 (largest dot)

Route 51X Idlewild Road Express

Key Destinations: Uptown Charlotte, Idlewild Rd, Cokesbury United Methodist Park and Ride, St. John Neumann Catholic Park and Ride, Margaret Wallace Rd

Transfer Opportunities: Route 17 at Sharon Amity; Routes 64X and 65X at Independence Blvd

Analysis Summary

Route 51X is an express bus service serving eastern areas of Charlotte. The 51X has a comparable weekday peak hour service span to other express routes (6:15am - 6:40pm). The route operates seven morning trips and six evening trips and has no reverse commute trips. Like other express routes services, the 51X does not have any mid-day service. The 51X is sustained by two park and rides and bus stops locations along Independence Blvd, Idlewild Rd, and Margaret Wallace Rd. The 51X operates a 20 minute frequency between Uptown Charlotte and Margaret Wallace Rd.

The Route Performance Monitoring data indicates that the \$0.99 Average Subsidy for the 51X is well below the \$1.43 subsidy average for express bus services. Additionally, the Average Index Score rating reflects an effective and efficient rating of 1.09. Unlike most express bus services, the ridership for the 51X is equally distributed between the two park and ride locations. However, the highest ridership concentration is at Idlewild Rd & Margret Wallace Rd. As expected, the most frequent alighting location is uptown Charlotte. From FY06 - FY09, the ridership on the 51X experienced ridership growth, though it often lagged behind the growth of other express routes. While the passengers per hour category has continued to increase since FY06, it has not always grown at the same levels of express routes overall. However, while the overall passengers per hour for express bus services decreased in FY10, the 51X experienced a 9% increase. The FY10 passengers per hour rating outpaced nearly every express bus in the CATS system, due to a significant reduction in service hours.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:13 AM	6:36 PM	12:23	Weekday	20	20	Weekday	7	6	13

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	4.6	4.3	9

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	79	69	148

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.99	\$1.43	\$1.29	1.09

Route 51x

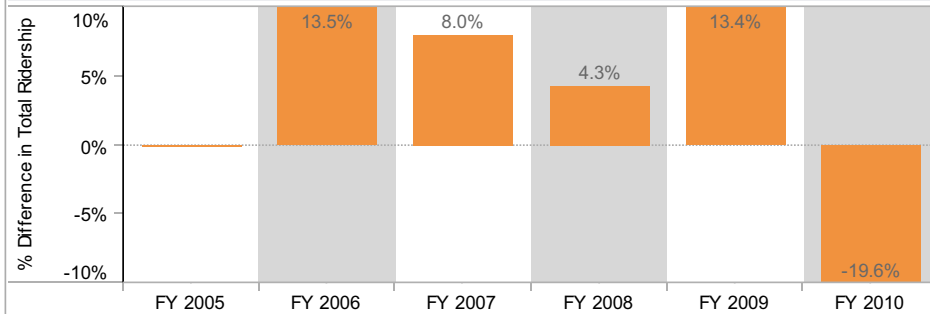
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Uptown	1	66	67	67
	Idlewild & Independence	5	2	7	7
Idlewild & Independence	St. John Neumann Church Pa..	35	1	36	36
St. John Neumann Church Par..	Margaret Wallace	37	1	38	38
Grand Total		78	70	148	148

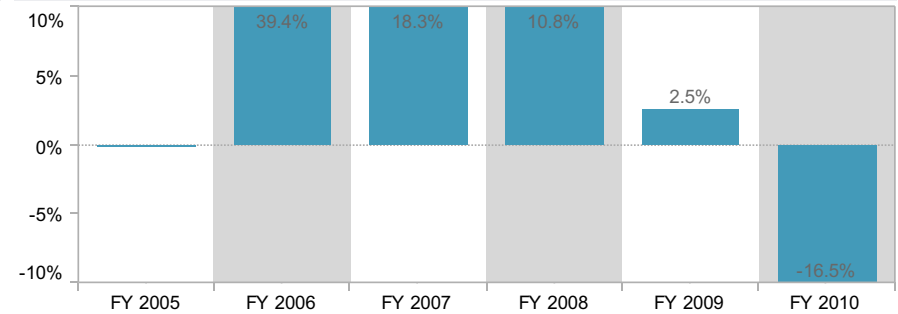
Passengers per Hour

Start Place	End Place	Weekday		Avg. Total
		AM Peak	PM Peak	
Uptown	Uptown	1	47	25
	Idlewild & Independence	4	2	3
Idlewild & Independence	St. John Neumann Church Pa..	39	1	23
St. John Neumann Church Par..	Margaret Wallace	34	1	19
Avg. Total		17	16	17

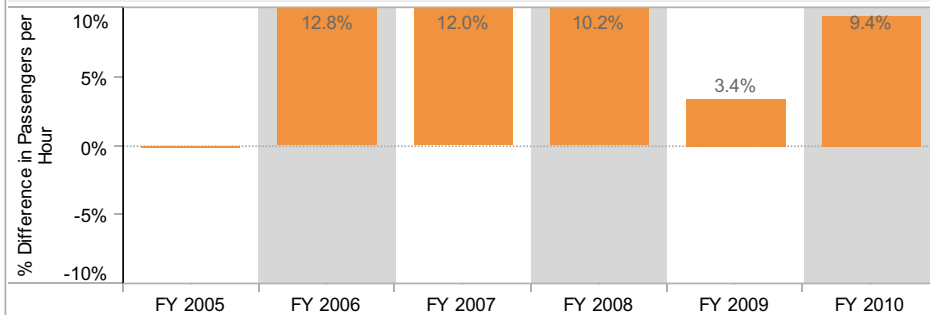
Change in Ridership by Route (Route 51x)



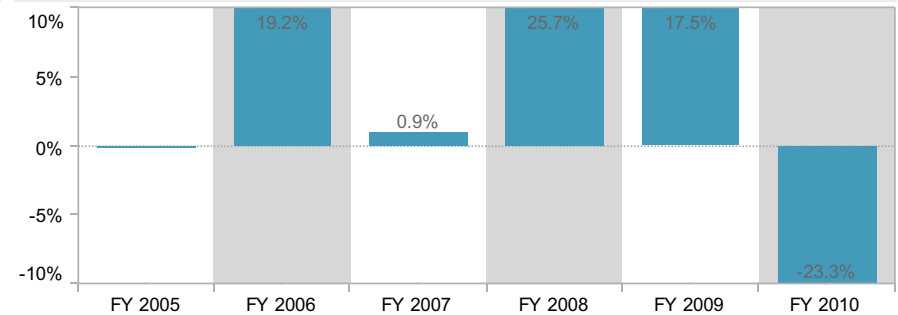
Change in Ridership - Express Routes



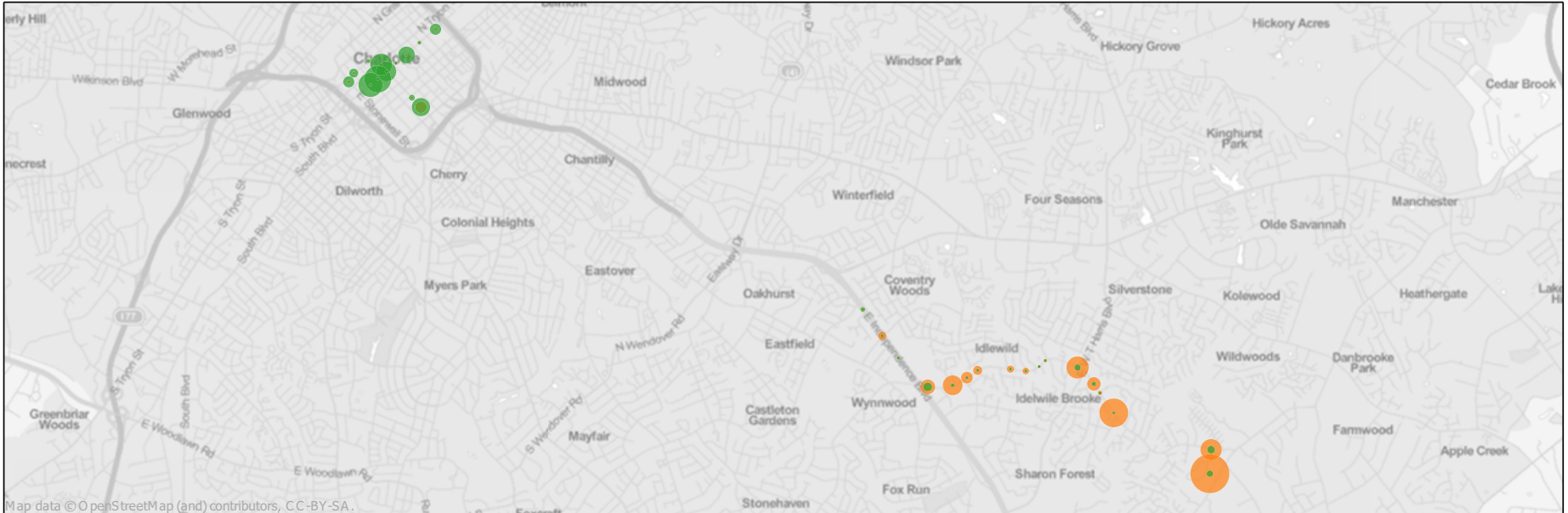
Change in Passengers per Hour by Route (Route 51x)



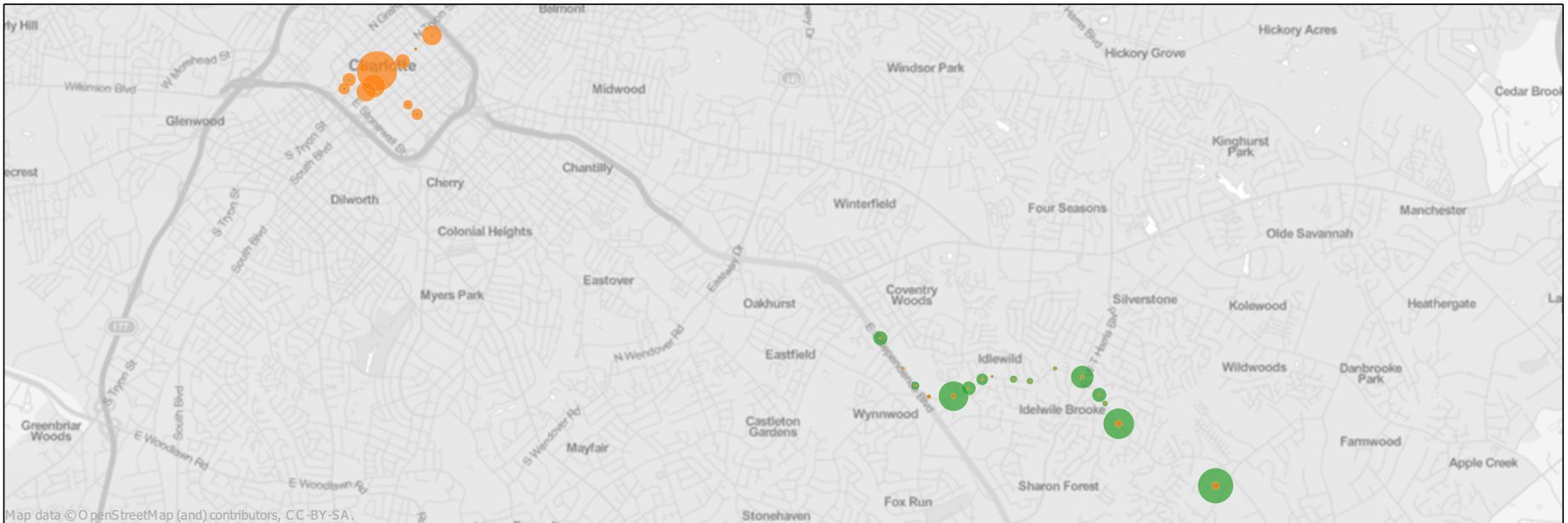
Change in Passengers per Hour - Express Routes



Route 51x - Outbound



Route 51x - Inbound



Route 53X Northlake Mall Express

Key Destinations: Uptown Charlotte, Twin Lakes Business Park, Northlake Mall Park and Ride

Transfer Opportunities: Route 7 at Northlake Mall; Route 99 at Northlake Mall

Analysis Summary

Route 53X is an express bus route that services northern Charlotte near Northlake Mall. The 53X has a comparable weekday peak hour service span to other express routes (5:30am - 6:30pm). The route operates six morning trips and six evening trips including four reverse commute trips. The 53X does not have any mid-day service and operates at a 30 minute frequency.

Unlike comparable express routes, one park and ride facility sustains this route. The Average Subsidy per Passenger for the 53X is \$2.05, which is higher than express routes overall. Route Performance Monitoring data reported an average index score of 0.78, which is below average overall. Eighty-one percent of the ridership on the 53X utilizes the sole park and ride located at Northlake Mall. These passengers de-board at bus stops locations between Gateway Village and 3rd St and McDowell St in Uptown Charlotte. The route segment along Sunset Rd. and Twin Lakes is served by the route's reverse commute service and is significantly underutilized, with just three passengers per hour utilizing the reverse commute service. The 53X experienced ridership growth that outpaced the similar express routes in FY07 - FY09. In FY10, the 53X ridership dropped 26%, which was more than 10% below the system's average for similar services (16%).

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5:50 AM	6:10 PM	12:20	Weekday	30	30	Weekday	6	6	12

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	2.7	3.1	6

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	74	75	149

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.05	\$1.43	\$1.29	0.78

Route 53x

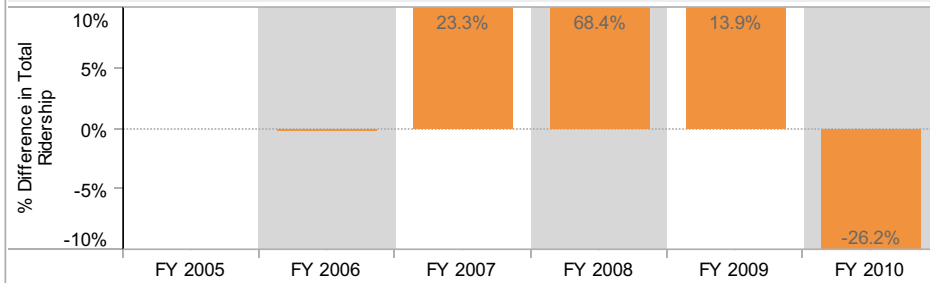
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Northlake Mall	44	0	44	44
	Sunset & Statesville	1	0	1	1
	Uptown	9	56	65	65
Sunset & Statesville	Old Statesville & Vance Davis	0	1	1	1
Old Statesville & Vance Davis	Northlake Mall	0	1	1	1
Grand Total		54	58	112	112

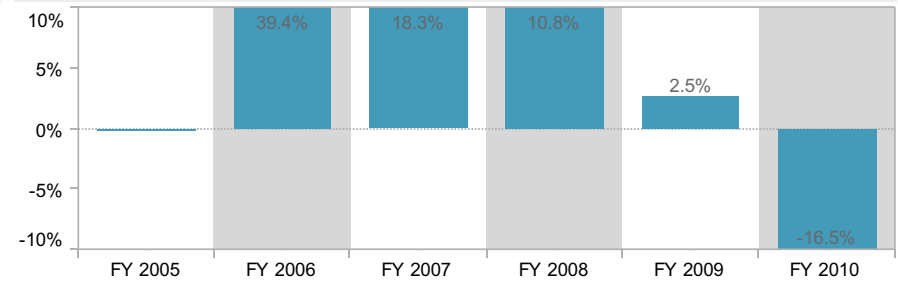
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Northlake Mall	49	0	21
	Sunset & Statesville	3	0	1
	Uptown	11	80	43
Sunset & Statesville	Old Statesville & Vance Davis	0	3	1
Old Statesville & Vance Davis	Northlake Mall	0	3	1
Avg. Total		20	19	19

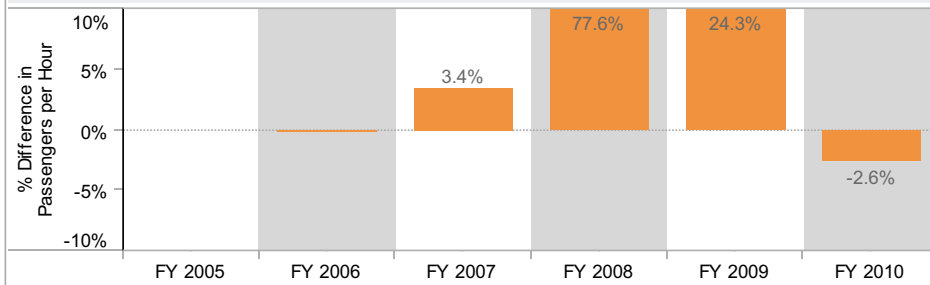
Change in Ridership by Route (Route 53x)



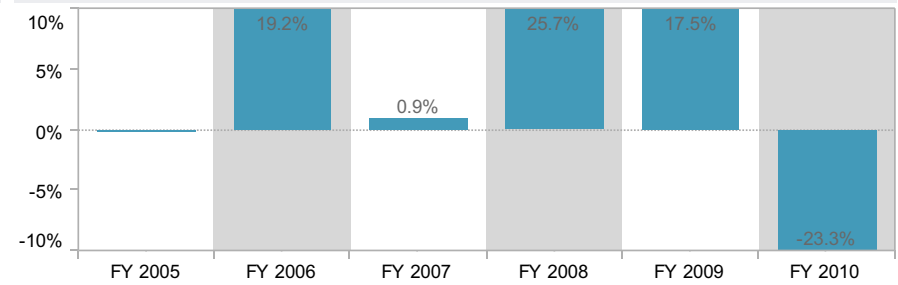
Change in Ridership - Express Routes



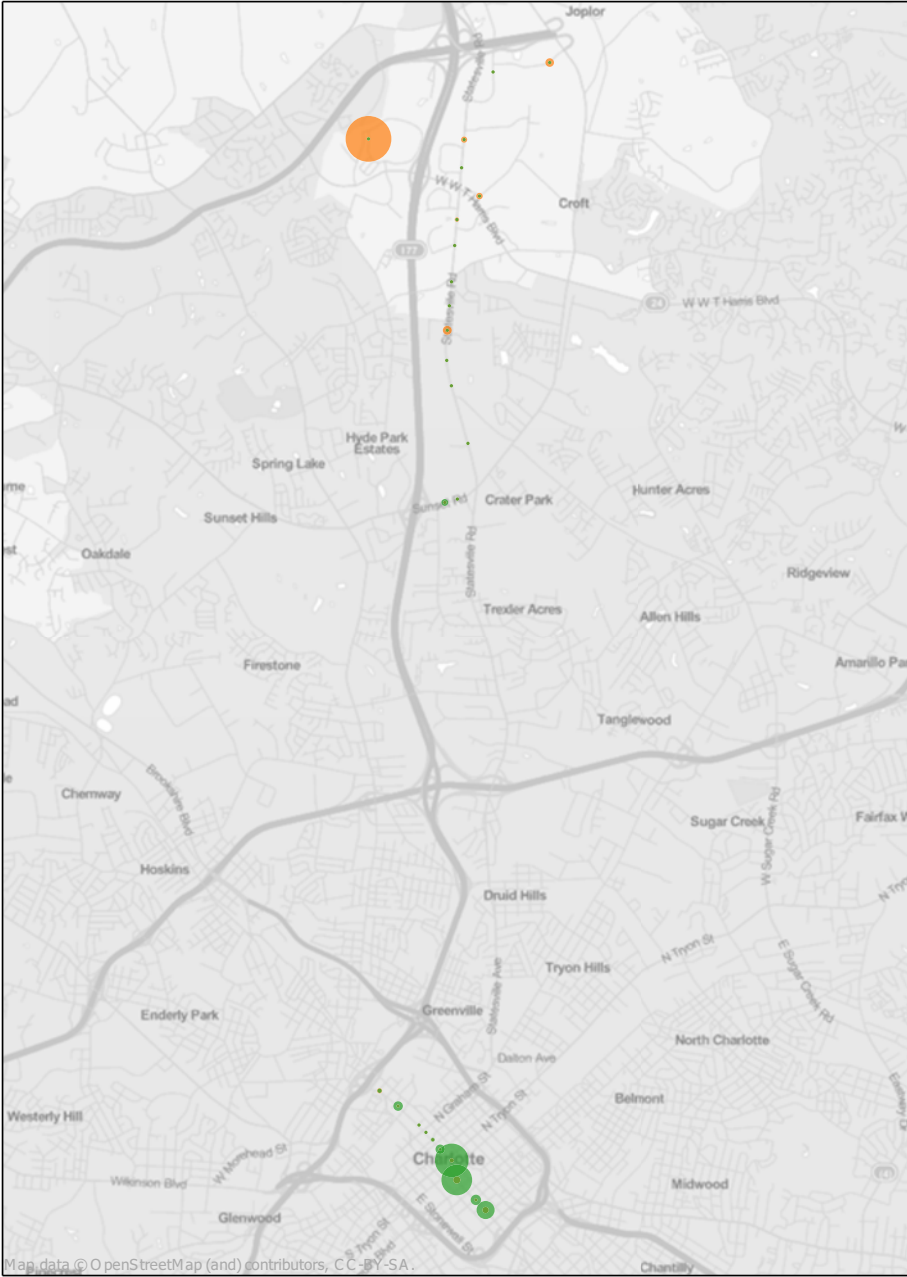
Change in Passengers per Hour by Route (Route 53x)



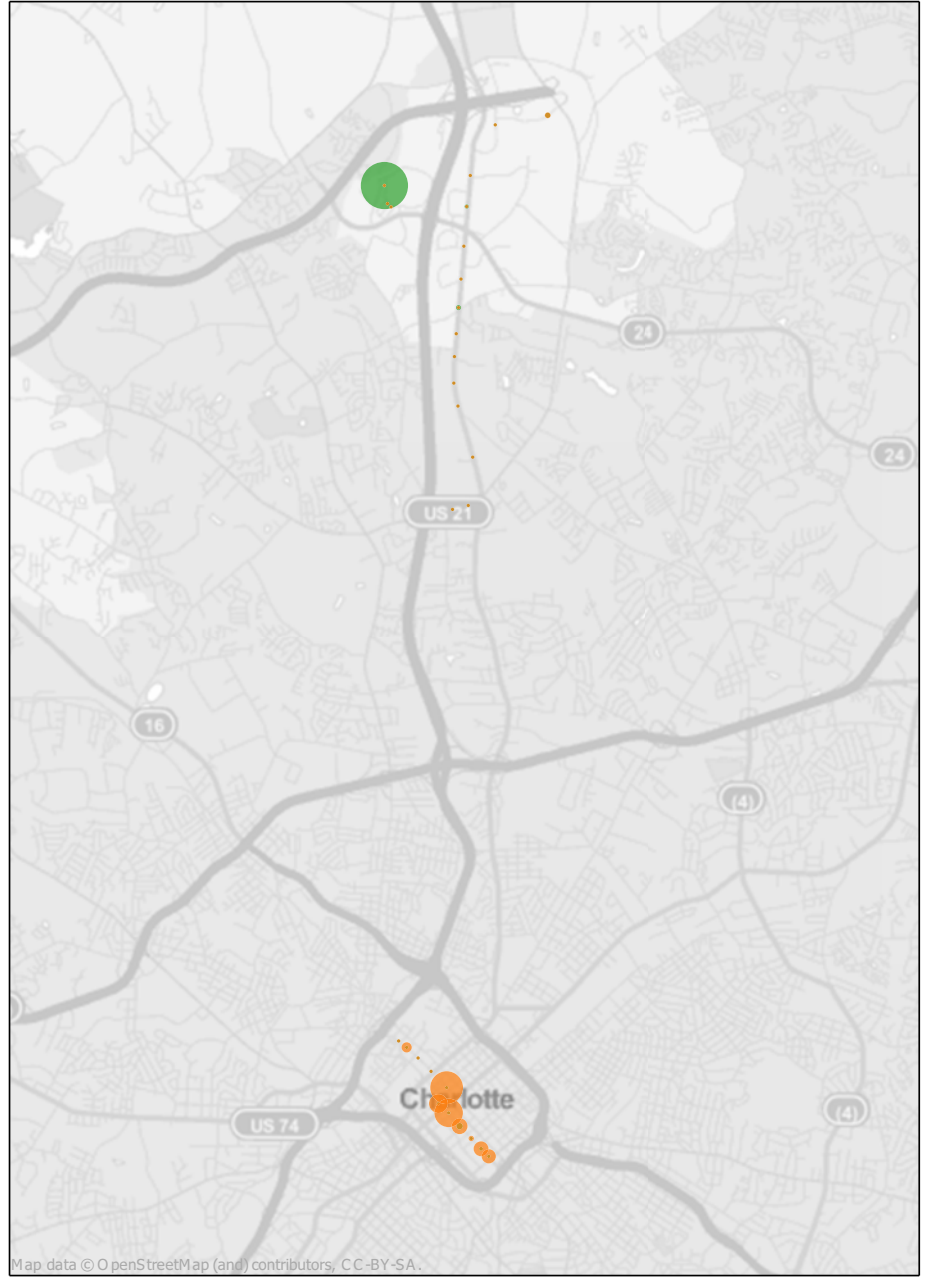
Change in Passengers per Hour - Express Routes



Route 53x - Outbound



Route 53x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 20.00	● 44.09
● 10.00	● 30.00	

Route 54X URP Express

Key Destinations: Uptown Charlotte, Gateway Village, Wachovia CIC, University Research Area, 311 Call Center, Mallard Creek Park and Ride

Transfer Opportunities: Route 22 at Ben Craig Dr; Route 29 at Medical Plaza Dr

Analysis Summary

Route 54X is an express bus service that services the University Research Park area. The 54X has a weekday peak hour service span that slightly exceeds other express routes (5:40am - 7:30pm). The route operates twenty-four (24) peak morning trips and twenty (20) peak evening trips and twenty-three (23) reverse commute trips. Like other express routes services, the 54X does not have any midday service. The 54X is sustained by one park and ride, Mallard Creek, and bus stops locations along Neal Rd, IBM Dr, Mallard Creek Rd, Claude Freeman Dr, David Taylor Dr, and the Wachovia CIC. The 54X operates a 15 minute peak-time frequency, and a 25 minute evening frequency between Uptown Charlotte and the University Research Park Area. The destination of suburban commuters on the 54X is Uptown Charlotte. The 54X has a strong ridership base that utilizes the bus stops outside the Mallard Creek Park and Ride. Many of these bus stops are located adjacent to large multi-family dwelling units.

The Route Performance Monitoring data indicates that the \$0.33 Average Subsidy for the 54X is significantly below the \$1.43 subsidy average for express bus services. In addition, the Average Index Score rating reflects an effective and efficient rating of 1.65, which is well above average. The ridership on the 54X has experienced ridership growth that has outpaced the ridership growth of similar services, particularly between FY06 & FY08. In addition, the average daily boarding of 770 is one of the highest daily boarding rates of similar services. The passengers per hour for Route 54X performed better than similar services in FY06, FY07, and FY10, recording growth percentages of 62%, 33% and -8%, respectively. The passenger per hour growth percentage for similar services during the same period was 19%, 1%, and -23%. However, it should also be noted that FY06 was the first full year of service for Route 54X, increasing its growth rate over the previous year.

<u>Service Span</u>				<u>Route Frequency</u>				<u>Trips</u>				
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Evening	Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	5:40 AM	7:38 PM	13:58	Weekday	15	15	25	Weekday	24	20	3	47

<u>Service Hours</u>				
Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	13.8	11.1	1.7	27

<u>Service Miles</u>				
Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	362	291	47	699

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.33	\$1.43	\$1.29	1.65

Route 54x

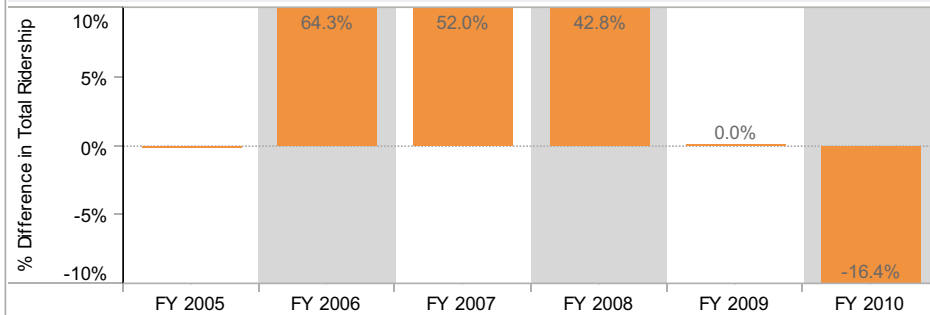
Boardings

Start Place	End Place	Weekday			Total	Grand Total
		AM Peak	PM Peak	Evening		
Uptown	Uptown	99	271	24	394	394
	Mallard Creek Park and Ride	255	16	0	271	271
	Wachovia CIC/1A	6	8	0	14	14
Wachovia CIC/1A	Mallard Creek Park and Ride	22	62	7	91	91
Grand Total		382	357	31	770	770

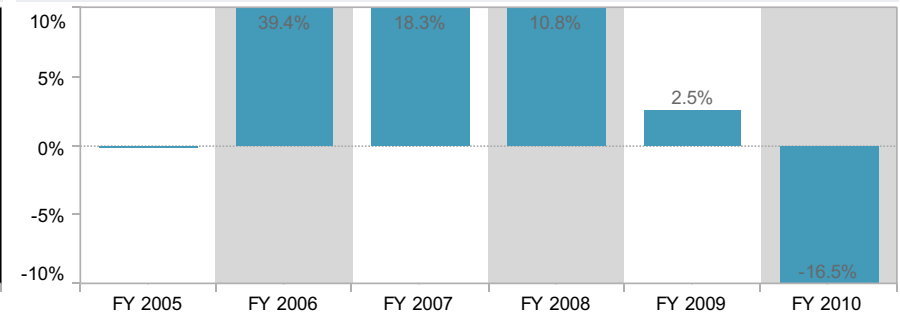
Passengers per Hour

Start Place	End Place	Weekday			Avg. Total
		AM Peak	PM Peak	Evening	
Uptown	Uptown	35	123	80	74
	Mallard Creek Park and Ride	51	4	0	29
	Wachovia CIC/1A	2	3	0	2
Wachovia CIC/1A	Mallard Creek Park and Ride	8	24	14	15
Avg. Total		28	32	18	29

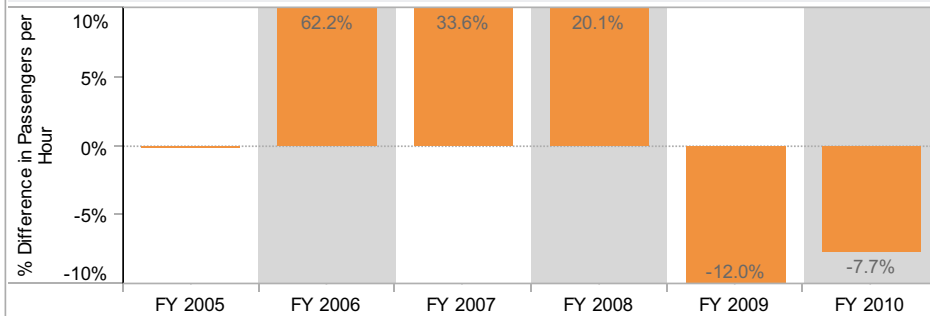
Change in Ridership by Route (Route 54x)



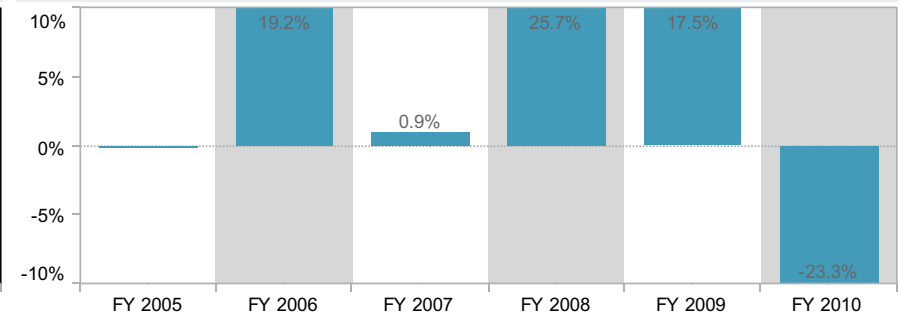
Change in Ridership - Express Routes



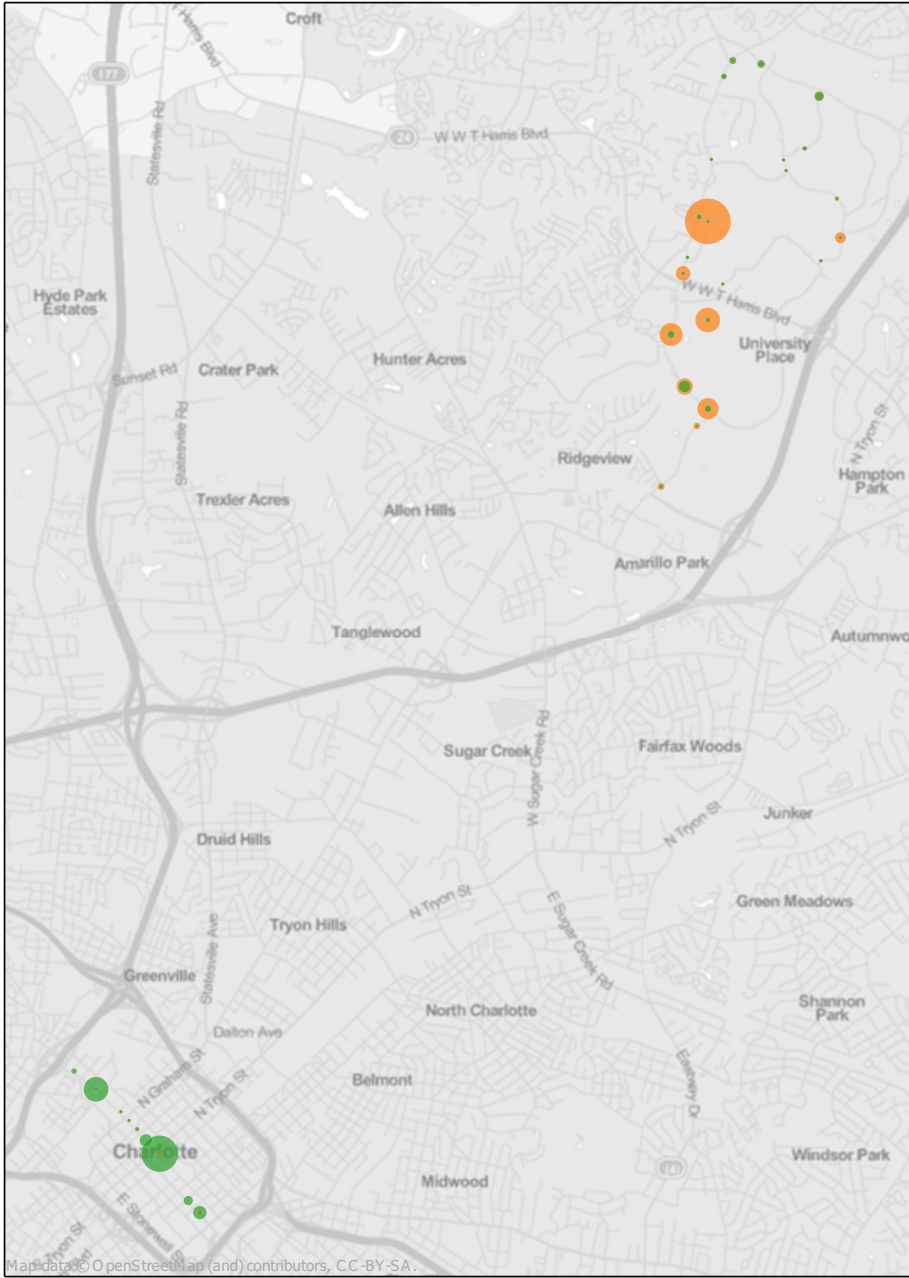
Change in Passengers per Hour by Route (Route 54x)



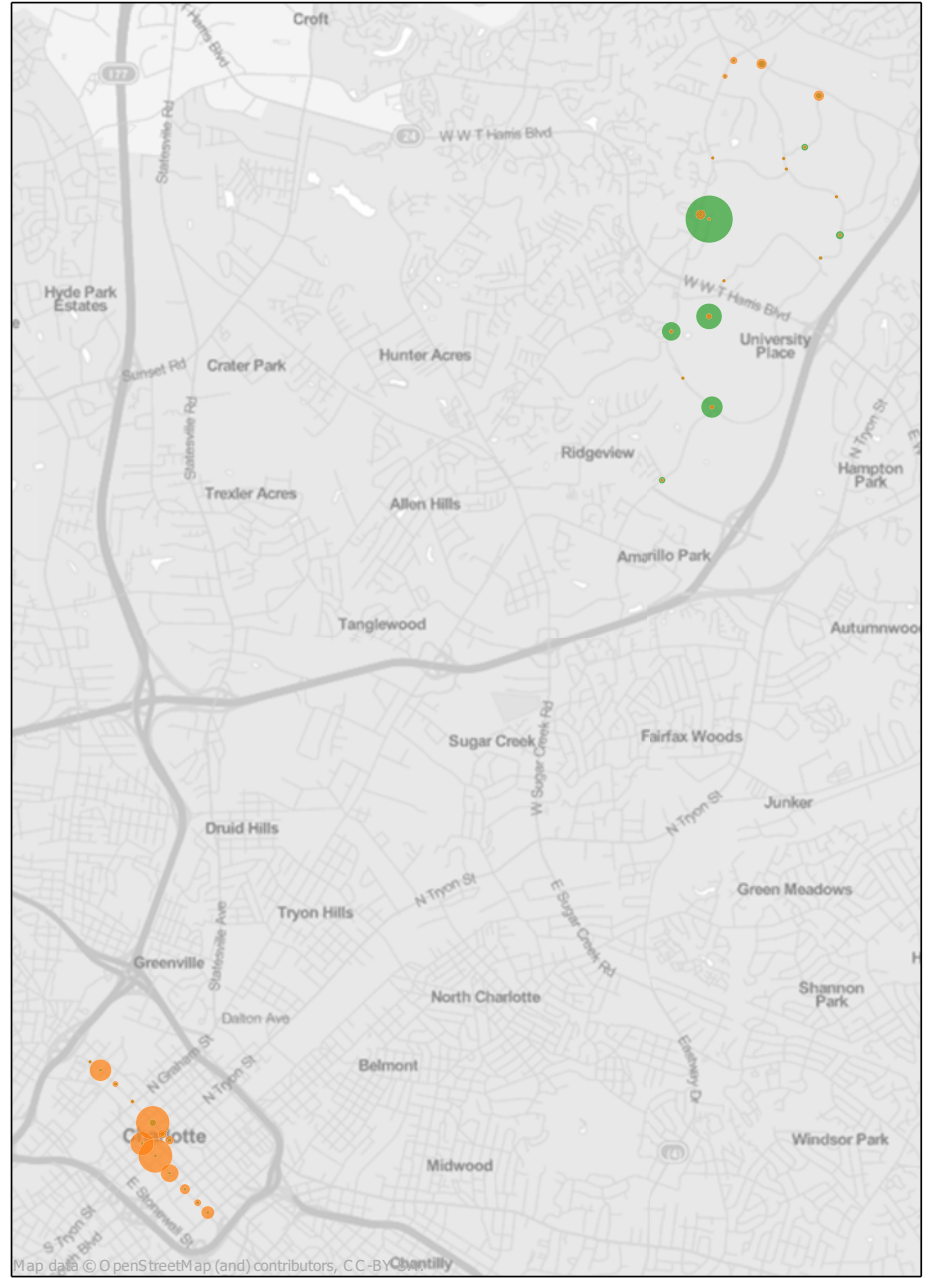
Change in Passengers per Hour - Express Routes



Route 54x - Outbound



Route 54x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 185.6
● 50.0	● 150.0	

Route 55 Westinghouse

Key Destinations: LYNX Blue Line @ Sharon Rd West Station, Westinghouse Blvd, Westlake Business Park, Whitehall Technology Park

Transfer opportunities: Routes 19, 43 and the LYNX Blue Line at Sharon Rd West Station; Routes 41x and 56 at Tryon St & Westinghouse Blvd;

Analysis Summary

The Weekday-only service on Route 55 starts at 6:10am and ends at 11:49pm, with a service span of approximately 17 hours. The service span is comparable to other shuttle routes. The average route frequency for the service is 30 minutes during the peak periods and 60 minutes outside peak times. There are a total of 49 daily trips providing 399 miles of service. The route provides service along Westinghouse Blvd and the surrounding business parks with the LYNX Blue Line.

Route 55 is subsidized less per passenger (\$1.91) than other shuttle routes (\$2.21) but more than the average subsidy system wide (\$1.29). According to Route Performance Monitoring data, the average index score is slightly below the average score. The most boardings (246) occur in the route segment between the Sharon Rd West Station and Westinghouse Blvd & Nations Ford Rd. The number of boardings is almost two and half the amount of boardings in the next segment (95). The passenger activity diminishes in the evening and late night period. There is one exception with the late night trips from Westlake Dr Business area to the Sharon Rd West Station, which average 210 passengers per hour. The ridership data are available only from FY08 when the LYNX Blue Line opened. Ridership increased dramatically (+127%) in the first full year of operations in FY09, but declined in FY10 (-14%). The passengers per hour statistics show a similar shift. The stop at the Sharon Rd West Station is the dominant activity stop on this route with about 200 boardings and alightings daily. Locations with secondary importance are found in the Westlake Business Park (70 boardings and alightings). Several stops with activity between 10 and 15 passengers are along the Westinghouse Blvd.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6:10 AM	11:49 PM	17:39	Weekday	25	60	30	50	75	Weekday	12	13	14	8	2	49

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4.8	5.4	5.7	3.2	0.8	20

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	95	108	115	66	16	399

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.91	\$2.21	\$1.29	0.94

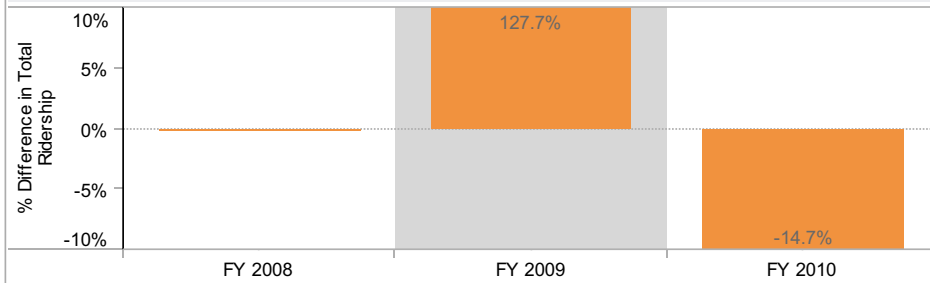
Boardings

Start Place	End Place	Weekday					Total	Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night		
Westinghouse & Nations Ford Rd	Westinghouse & S. Tryon St	4	10	17	3	1	35	35
	Westinghouse Commons & W..	5	8	6	3	1	23	23
LYNX Sharon Rd West Station	Westinghouse & Nations Ford ..	108	70	37	24	7	246	246
Westinghouse & S. Tryon St	Steele Creek & Brow n-Grier	8	13	17	9	0	47	47
Steele Creek & Brow n-Grier	Westinghouse Commons & W..	14	23	31	6	21	95	95
Grand Total		139	124	108	45	30	446	446

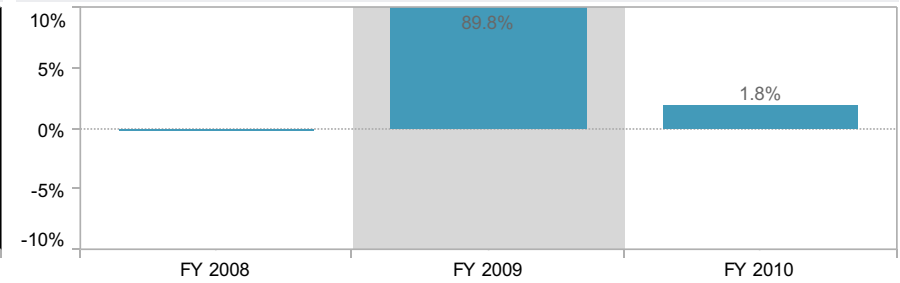
Passengers per Hour

Start Place	End Place	Weekday					Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	
Westinghouse & Nations Ford Rd	Westinghouse & S. Tryon St	7	13	21	6	10	13
	Westinghouse Commons & W..	3	6	4	3	5	4
LYNX Sharon Rd West Station	Westinghouse & Nations Ford ..	90	50	26	34	35	50
Westinghouse & S. Tryon St	Steele Creek & Brow n-Grier	11	12	15	15	0	13
Steele Creek & Brow n-Grier	Westinghouse Commons & W..	23	29	34	12	210	33
Avg. Total		29	23	19	14	38	22

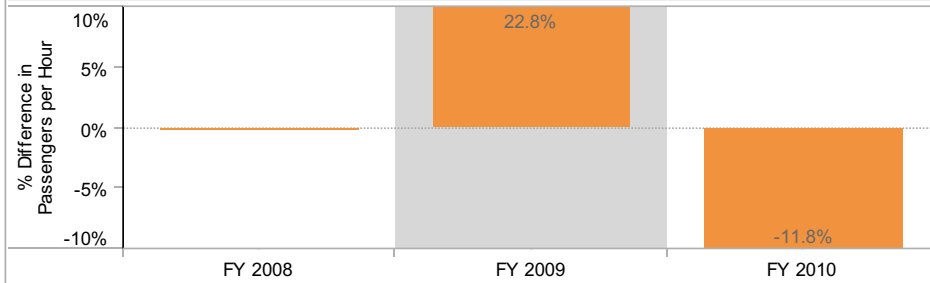
Change in Ridership by Route (Route 55)



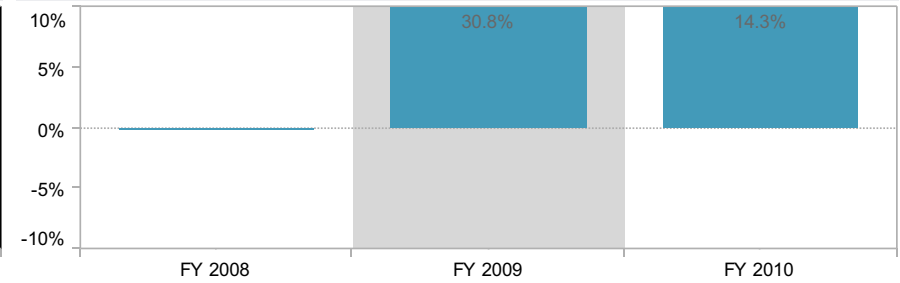
Change in Ridership - Shuttle Routes



Change in Passengers per Hour by Route (Route 55)



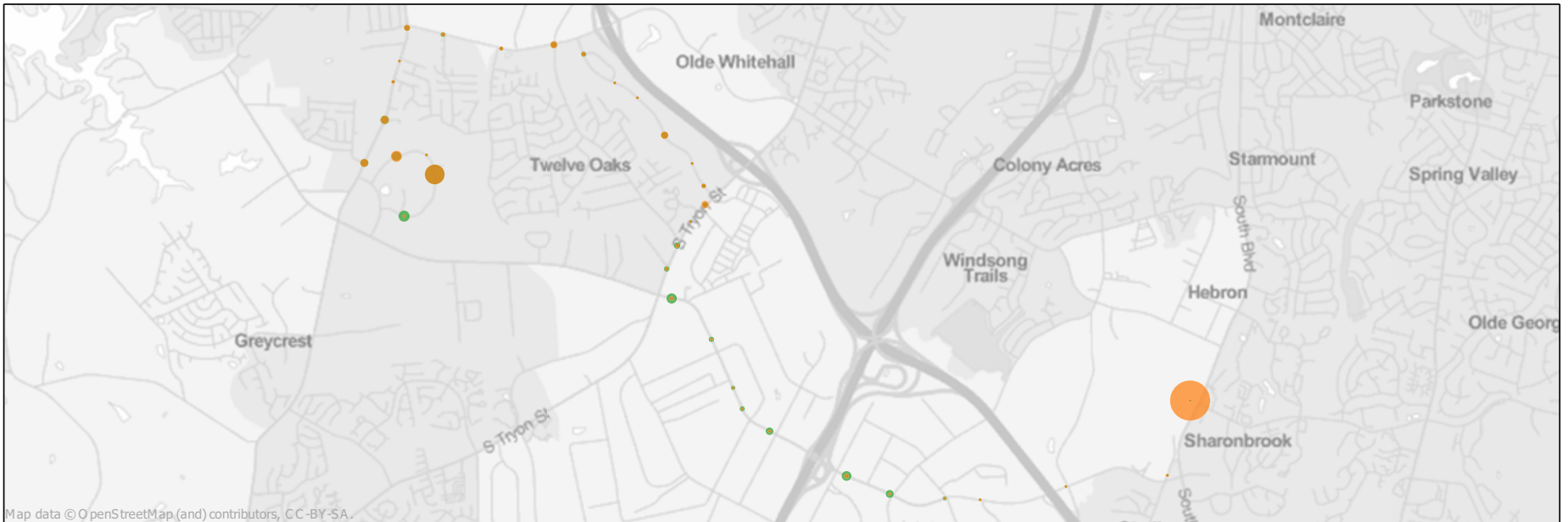
Change in Passengers per Hour - Shuttle Routes



Route 55 - Outbound



Route 55 - Inbound



Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

	0.0		100.0		190.7
	50.0		150.0		

Route 56 Arrowood

Key Destinations: LYNX Blue Line at Arrowood Station, CPCC Southwest Campus, Whitehall Commons, Continental Blvd, General Drive, Rivergate Shopping Center, CMC Steelecroft

Transfer opportunities: Routes 24, 44 and LYNX Blue Line at Arrowood Station; Route 57 at Arrowood Rd and Forest Point Blvd, Route 55 at Tryon St and Westinghouse Blvd

Analysis Summary

Route 56 is a shuttle route connecting neighborhoods along Arrowood Rd and in southwest Charlotte with the LYNX Blue Line. It operates comparable service to most shuttle routes (5:15am - 1:30am). The route provides 25 to 30 minute service throughout the day and evening and 50 minute service during late night trips on Weekdays. There are 92 trips covering 920 miles daily with two third of all trips terminating at Rivergate Shopping Center, and the rest terminating at General Drive. The route frequency is every 30 minutes throughout the day on Saturdays, and every 45 minutes throughout the day on Sundays.

Route 56 is subsidized less per passenger (\$1.27) than other shuttle routes (\$2.21) or the average subsidy system wide (\$1.29). According to Route Performance Monitoring data, the average index score (1.14) is above the average score. More than 50% of 1,527 average weekday boardings occur in the segment between the Arrowood Station and CPCC Southwest at Hebron. The segment averages 87 passengers per hour daily with 106 passengers per hour during the PM peak. The boardings and passenger per hour statistics are similarly distributed during the weekend services. On Sundays, the segment between the Arrowood Station and CPCC Southwest performs even better with average of 120 passengers per hour. Overall, Route 56 carries between 29 and 32 passengers per hour. The ridership data are available only from FY08 when the Lynx Blue Line opened. Ridership increased by 93% in the first full year of service in FY09, and dropped slightly (-3.6%) in FY10. There was a steady growth in the passengers per hour between FY08 and FY10, mirroring the overall trend of shuttle routes. The stop at the Arrowood Station is the dominate activity center on this route, with over 500 boardings and alightings on Weekdays. The secondary magnitude stops are at Arrowood Rd & Tryon St, and at Whitehall Commons, with around 100 passengers embarking or disembarking during a typical Weekday. Several stops along Arrowood Rd, Tryon St, and in Rivergate Shopping Center show strong ridership as well.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:15 AM	1:26 AM	20:11	Weekday	20	25	25	30	50	Weekday	20	32	18	13	9	92
Saturday	5:40 AM	1:16 AM	19:36	Saturday	30	30	30	30	30	Saturday	13	24	14	14	11	76
Sunday	6:25 AM	11:59 PM	17:34	Sunday	45	45	45	40	45	Sunday	8	16	10	10	4	48

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	10.1	17.5	9.8	6.4	4.1	48
Saturday	6.5	13.1	7.6	6.8	5.1	39
Sunday	4.1	8.6	5.3	5.3	2.1	25

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	192	325	183	132	88	920
Saturday	121	244	143	142	104	755
Sunday	81	162	101	101	41	487

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.27	\$2.21	\$1.29	1.14

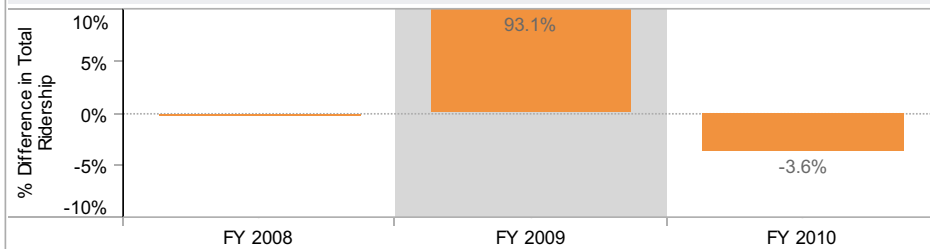
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
LYNX Arrowood Station	CPCC Southwest @ Hebron	167	336	211	90	46	850	96	230	143	108	62	639	61	163	108	66	14	412	1,901
CPCC Southwest @ Hebron	Whitehall Commons	42	88	59	26	8	223	22	51	31	19	8	131	10	34	20	11	1	76	430
Westinghouse & S. Tryon St	Granite St & Westinghouse	2	6	4	0		12	1	2	0	0	0	3							15
	Rivergate Shopping Center	32	63	39	19	8	161	20	54	27	22	7	130	11	49	27	16	7	110	401
Whitehall Commons	Westinghouse & S. Tryon St	28	89	74	41	20	252	22	66	50	40	18	196	14	46	50	31	9	150	598
Granite St & Westinghouse	General Dr & South Tryon	7	12	8	2		29	3	9	7	4	1	24							53
Grand Total		278	594	395	178	82	1,527	164	412	258	193	96	1,123	96	292	205	124	31	748	3,398

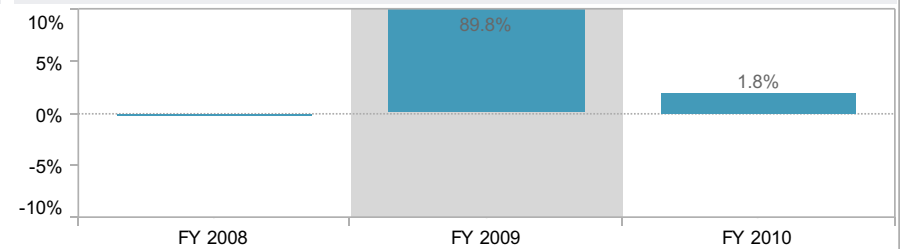
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
LYNX Arrowood Station	CPCC Southwest @ Hebron	80	96	106	69	51	87	69	88	95	77	56	80	87	109	120	73	35	94	
CPCC Southwest @ Hebron	Whitehall Commons	12	16	18	12	6	14	10	12	12	9	5	10	7	12	11	6	1	9	
Westinghouse & S. Tryon St	Granite St & Westinghouse	3	5	8	0		5	3	3	0	0	0	1							
	Rivergate Shopping Center	29	30	30	16	9	24	25	34	34	24	14	28	10	23	21	12	14	17	
Whitehall Commons	Westinghouse & S. Tryon St	15	24	35	32	22	25	18	24	31	29	16	24	16	22	38	24	18	25	
Granite St & Westinghouse	General Dr & South Tryon	8	8	11	7		9	6	8	10	8	3	8							
Avg. Total		28	34	40	28	20	32	25	31	34	28	19	29	23	34	39	23	15	29	

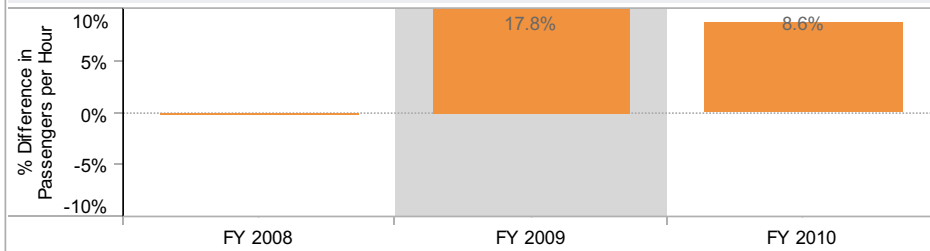
Change in Ridership by Route (Route 56)



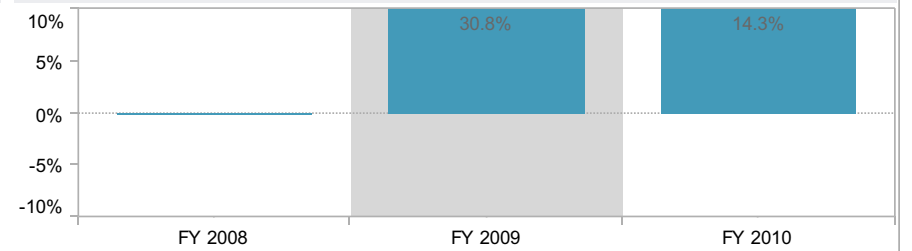
Change in Ridership - Shuttle Routes



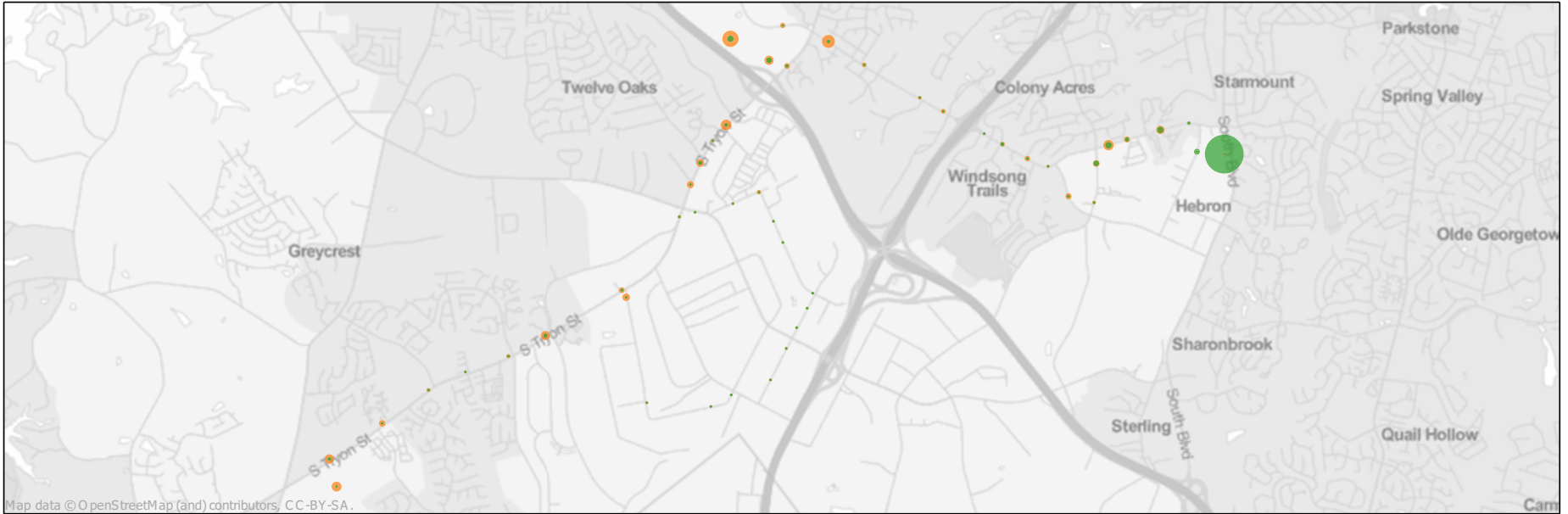
Change in Passengers per Hour by Route (Route 56)



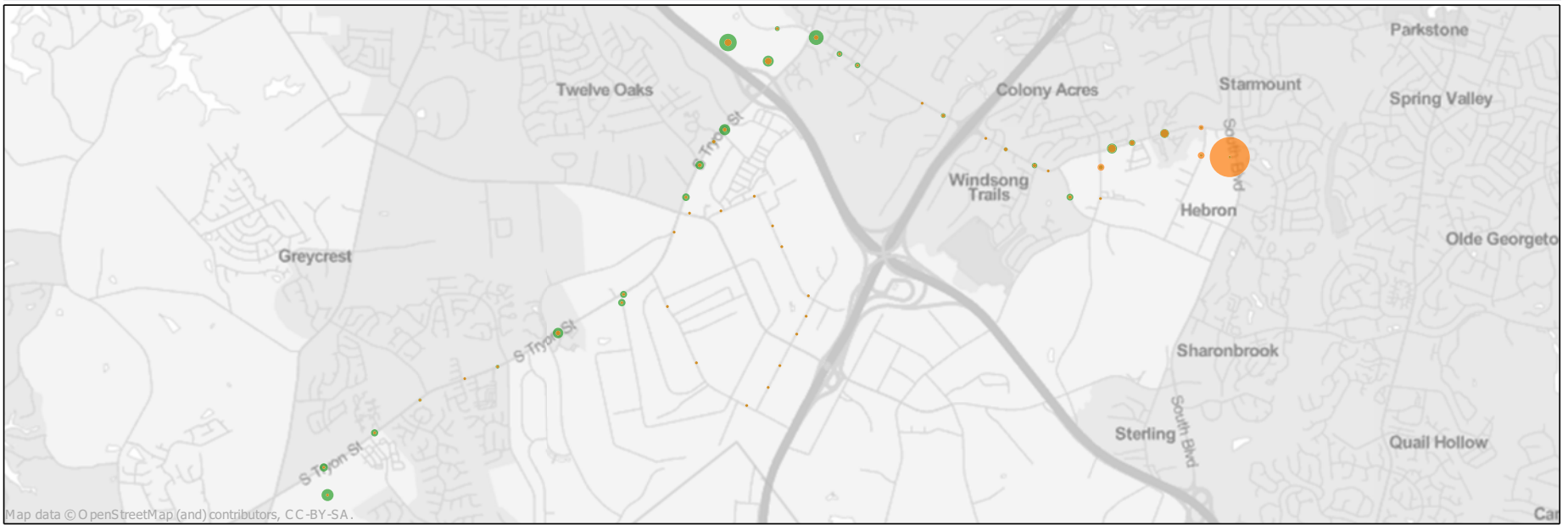
Change in Passengers per Hour - Shuttle Routes



Route 56 - Outbound



Route 56 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0	● 400	● 800	● 1,180
● 200	● 600	● 1,000	

Route 57 Archdale/SouthPark

Key Destinations: LYNX Blue Line @ Archdale Station, SouthPark Community Transit Center (CTC), Employment Security Commission

Transfer opportunities: Route 56 at Arrowood Rd and Forest Point Blvd; Route 24 at Nations Ford Rd and Forest Point Blvd; LYNX Blue Line and Route 12 at Archdale Station; Routes 18, 19, 29, 30 and 60 at SouthPark Mall CTC

Analysis Summary

Route 57 is a shuttle service that was introduced with the opening of the LYNX Blue Line to connect the Archdale Dr neighborhoods with the light rail service. The route operates on Weekdays (6:00am-9:00pm) and Saturdays (7:30am-9:00pm). There is no Sunday service. The frequency ranges from 30-35 minutes during Weekday peak periods to 60 minute service all day on Saturdays.

The route ranks in the bottom third of CATS routes with the average Route Performance Monitoring Index score of 0.73 and the average subsidy per passenger of \$2.69. The average subsidy is higher than the typical shuttle route subsidy per passenger. More than 75% of all boardings take place in the segment immediately east and west of the LYNX Archdale Station. The heaviest activity occurs during the midday service period. The evening service accounts for only 7% of all boardings. The distribution of boardings within individual segments is identical for Weekdays and Saturdays. The segment between the Archdale Station and Farmhurst Dr & Nations Ford Rd carries the most passengers per hour during the Weekday AM peak (39) and Saturday midday (39). Both the ridership and passengers per hour decreased by 6.2% and 6.5%, respectively, from FY09 to FY10, the only two years with complete data. This is in contrast with other CATS shuttle routes where ridership and passengers per hour generally increased during the same period. Aside from the Archdale Station, other activity centers can be found to the west in Montclaire South and British Woods neighborhoods, which have several apartment complexes.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5:55 AM	8:57 PM	15:02	Weekday	30	45	35	45	Weekday	13	15	14	6	48
Saturday	7:30 AM	8:54 PM	13:24	Saturday	60	60	60	60	Saturday	4	12	6	5	27

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5.5	6.1	5.9	2.1	20
Saturday	1.7	5.1	2.7	2.1	12

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	91	105	98	38	332
Saturday	28	84	42	35	189

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.69	\$2.21	\$1.29	0.73

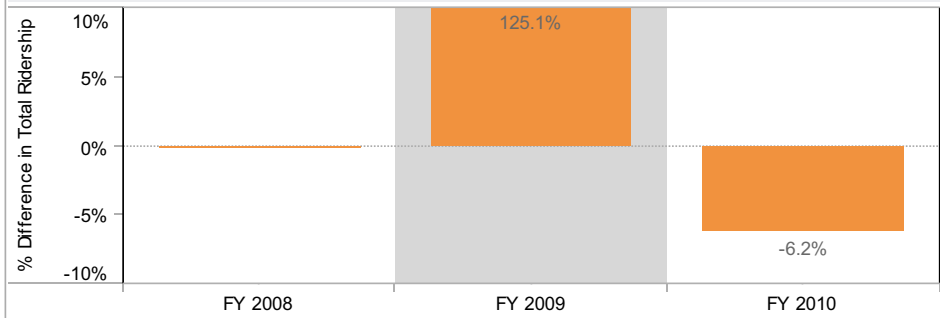
Boardings

Start Place	End Place	Weekday					Saturday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
SouthPark CTC	Park South & Archdale	5	9	16	3	33	3	7	4	3	17	50
Park South & Archdale	LYNX Archdale Station	24	48	45	13	130	7	31	24	14	76	206
LYNX Archdale Station	Farmhurst & Nations Ford	55	49	35	6	145	15	51	15	6	87	232
Farmhurst & Nations Ford	Forest Point Cir	10	20	13	2	45	2	10	4	1	17	62
Grand Total		94	126	109	24	353	27	99	47	24	197	550

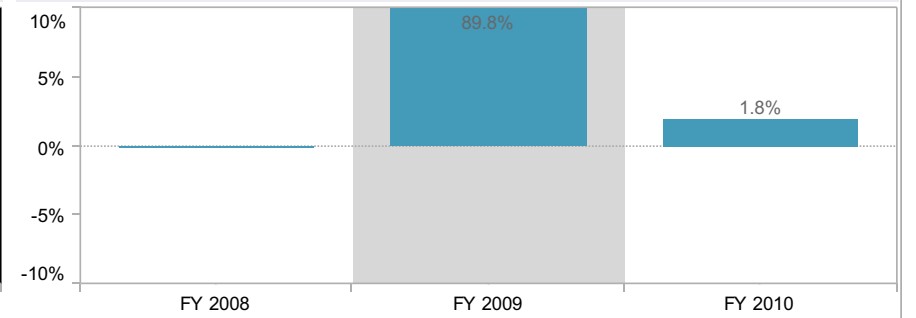
Passengers per Hour

Start Place	End Place	Weekday					Saturday				
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
SouthPark CTC	Park South & Archdale	3	6	10	6	6	6	5	6	5	5
Park South & Archdale	LYNX Archdale Station	13	24	23	19	20	12	18	27	20	19
LYNX Archdale Station	Farmhurst & Nations Ford	39	31	23	10	28	38	39	21	12	30
Farmhurst & Nations Ford	Forest Point Cir	13	22	16	7	16	10	14	10	3	11
Avg. Total		17	21	18	11	18	16	19	17	11	17

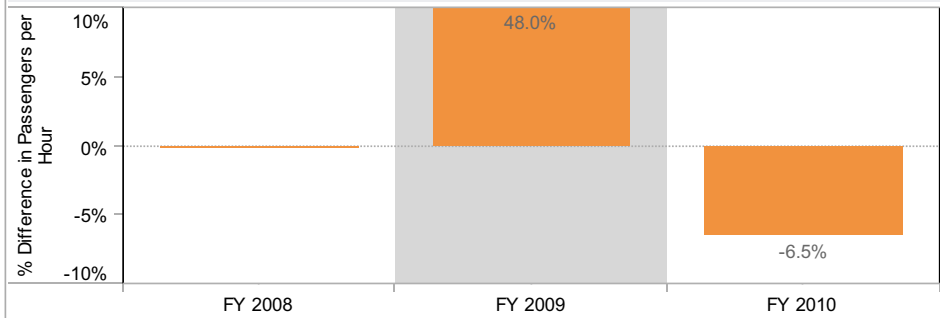
Change in Ridership by Route (Route 57)



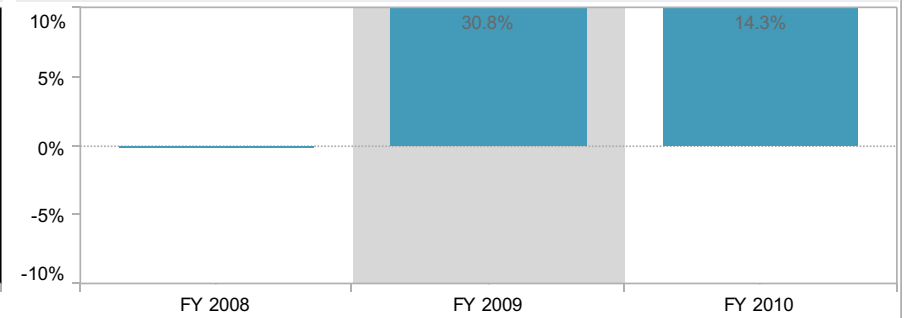
Change in Ridership - Shuttle Routes



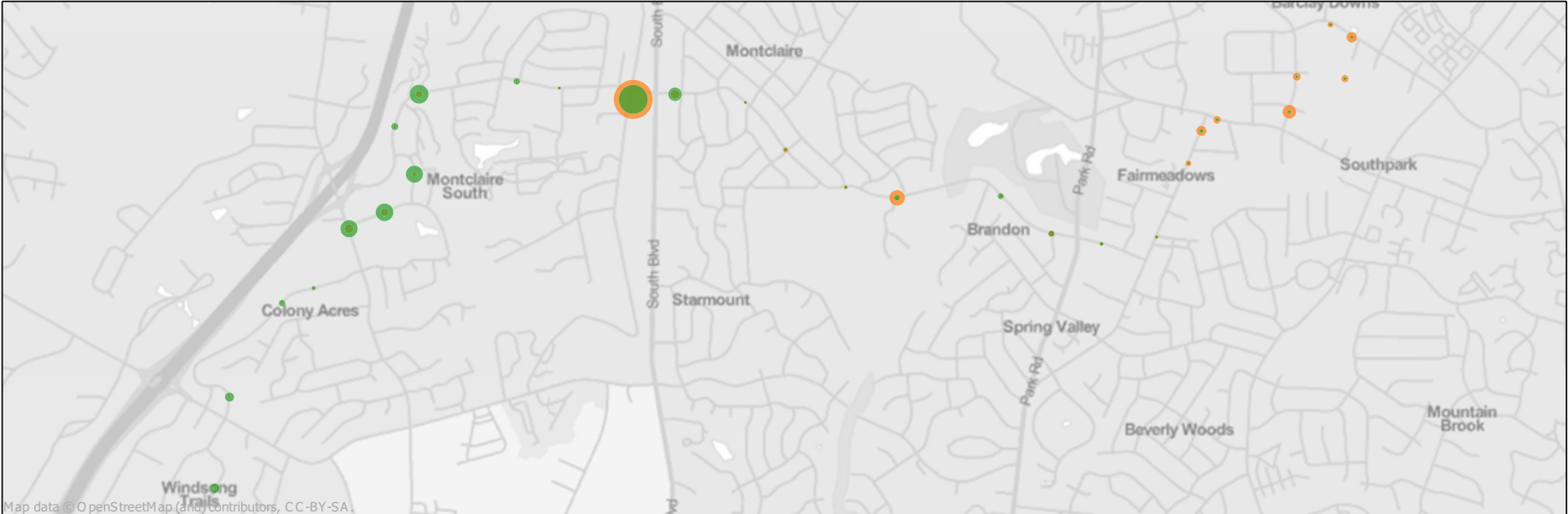
Change in Passengers per Hour by Route (Route 57)



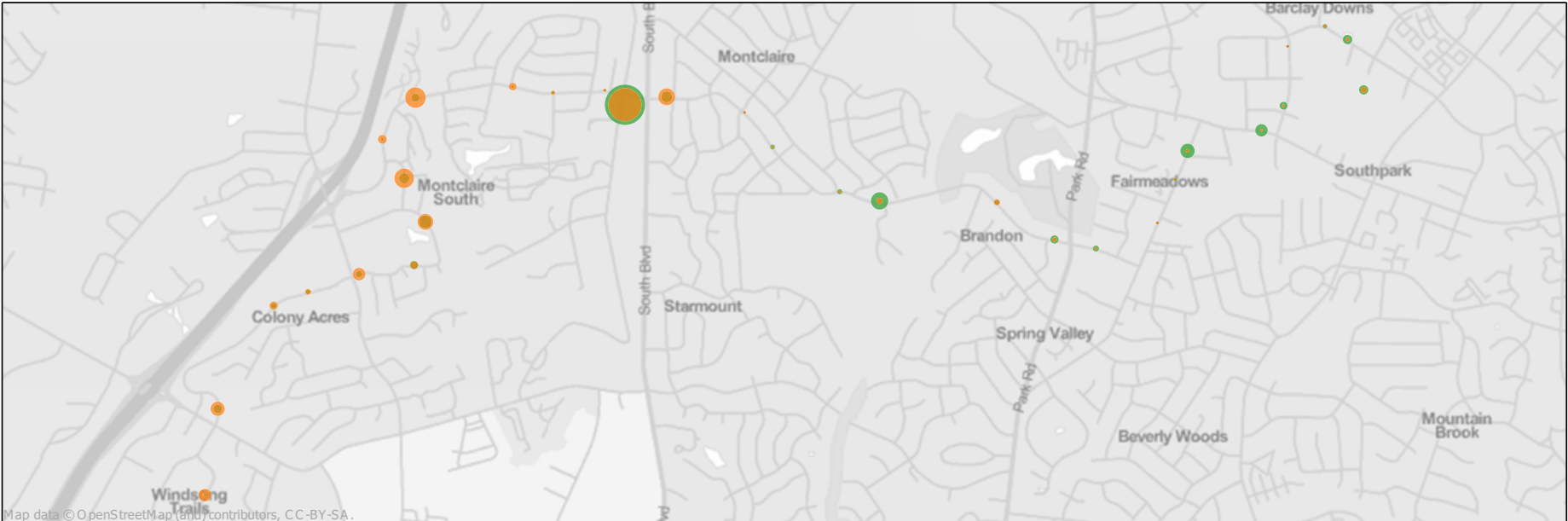
Change in Passengers per Hour - Shuttle Routes



Route 57 - East



Route 57 - West



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 128.2

Route 58 Pineville

Key Destinations: LYNX Blue Line at I-485/South Blvd Station, CMC Pineville, Carolina Place Mall

Transfer opportunities: Lynx Blue Line, Routes 12, 42, and 78x at I-485/South Blvd Station; Route 20 along Park Rd

Analysis Summary

Route 58 is a shuttle service that connects the LYNX Blue Line with Carolina Place Mall and downtown Pineville. It operates daily with service starting between 6:00am (Weekdays) and 8:00am (Sundays), and ending between 11:30pm (Weekdays and Saturdays) and 8:30pm (Sundays). Route 58 provides trips every 30 minutes regardless of the service day, except for Weekday peak periods, which have a 20 minute frequency. The route is relatively short, with 82 weekday trips covering 258 service miles (3.1 miles per trip).

Route 58 is an above average performing route, with an average subsidy of \$1.33 per passenger and the Route Performance Monitoring Index score of 1.14. Saturday service is the best performing service day with 668 boardings as compared to weekday (556) and Sunday (385). While the midday period has the most boardings, the PM peak is the period with the most passengers carried per hour, ranging between 42 (Weekdays) and 71 (Saturdays). The ridership changes from year to year mirror the overall trend in ridership on CATS shuttle routes. It increased by 80% from FY08 (only 7 months of service) to FY09, and by 2.3% to FY10. Stops at the I-485/South Blvd Station and at Carolina Place Mall are the two dominant areas of passenger activity. Secondary concentrations of ridership occur near the Park Rd and Hwy-51 intersection that services the CMC medical facilities.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6:00 AM	11:28 PM	17:28	Weekday	20	30	20	30	30	Weekday	18	24	20	14	6	82
Saturday	7:00 AM	11:20 PM	16:20	Saturday	30	30	30	30	30	Saturday	8	24	14	14	6	66
Sunday	8:00 AM	8:27 PM	12:27	Sunday	30	30	30	30		Sunday	4	24	14	8		50

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	3.7	5.2	4.3	3.0	1.3	18
Saturday	1.7	5.2	3.0	2.8	1.0	14
Sunday	0.9	5.2	3.0	1.7		11

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	57	76	63	44	19	258
Saturday	25	76	44	44	19	208
Sunday	13	76	44	25		157

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.33	\$2.21	\$1.29	1.14

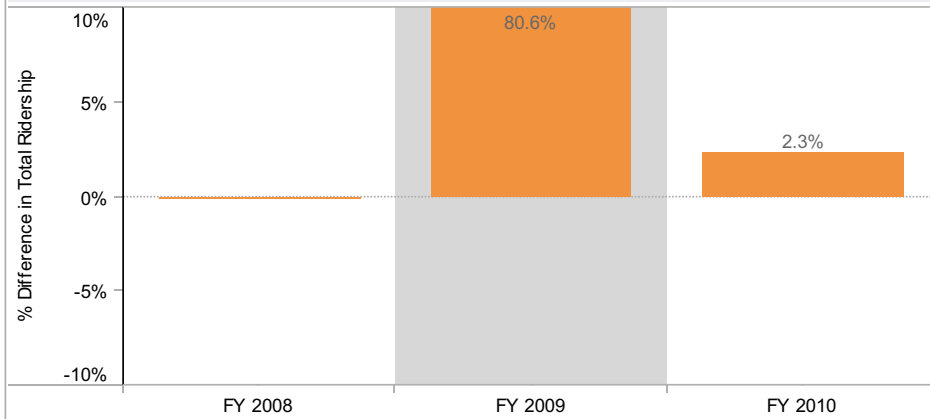
Boardings

Start Place	End Place	Weekday						Saturday						Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	
LYNX I-485 Station	Carolina Place Mall	73	186	180	96	21	556	49	237	212	146	24	668	23	182	132	48	385	1,609
Grand Total		73	186	180	96	21	556	49	237	212	146	24	668	23	182	132	48	385	1,609

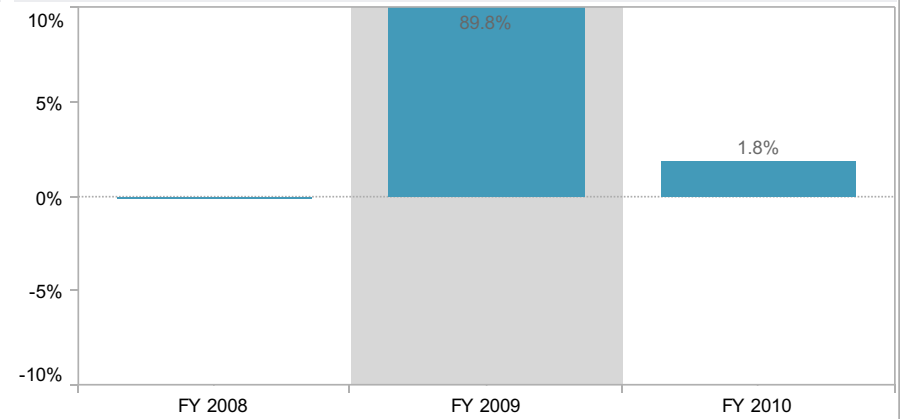
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday				
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
LYNX I-485 Station	Carolina Place Mall	20	36	42	32	16	32	29	46	71	52	24	49	26	35	44	28	36
Avg. Total		20	36	42	32	16	32	29	46	71	52	24	49	26	35	44	28	36

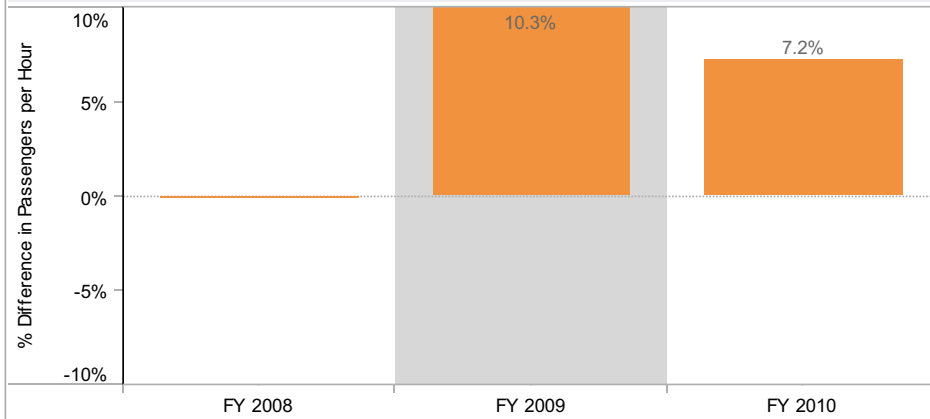
Change in Ridership by Route (Route 58)



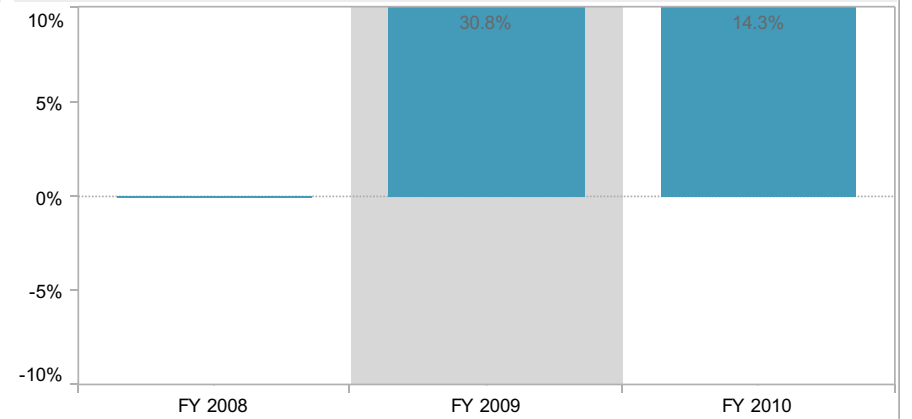
Change in Ridership - Shuttle Routes



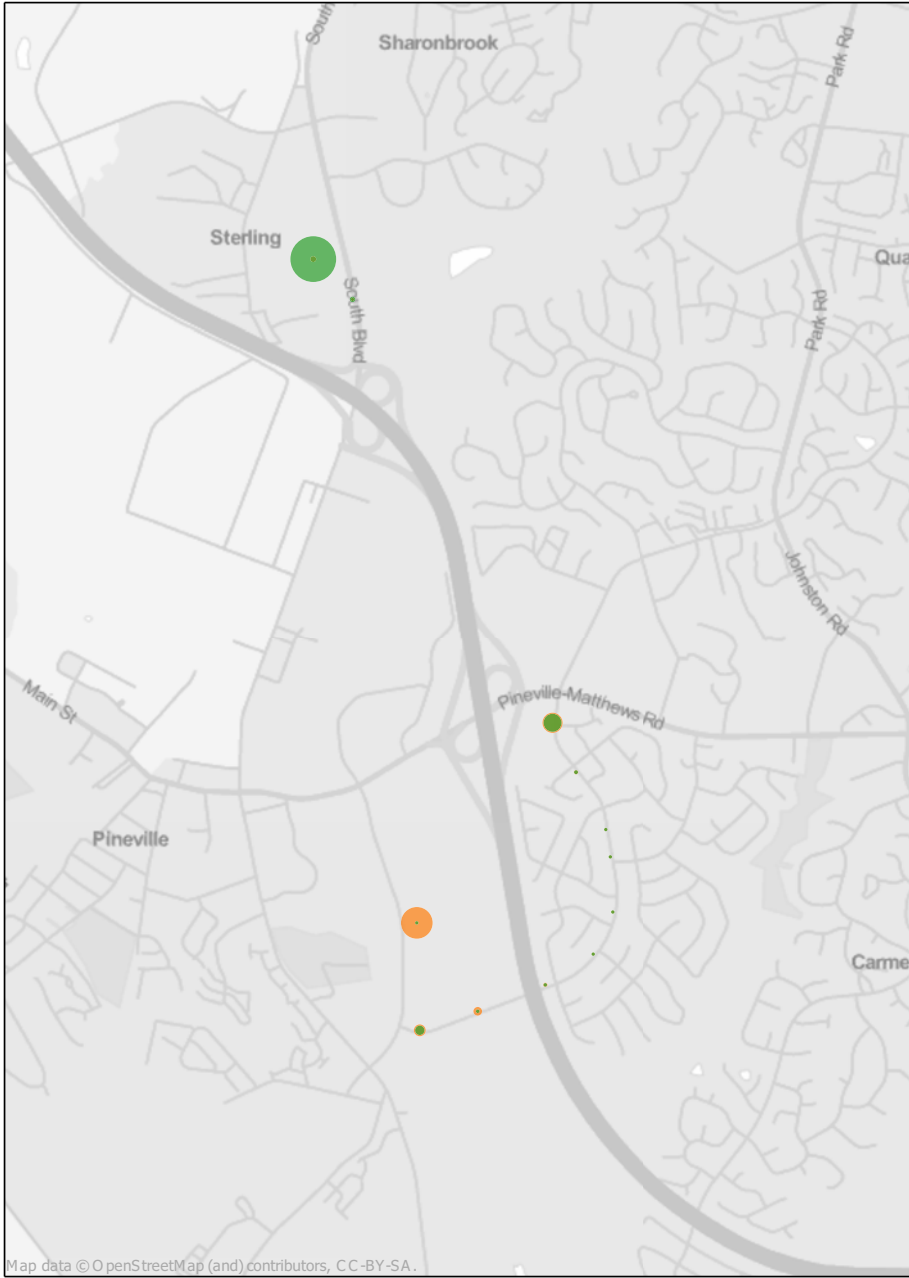
Change in Passengers per Hour by Route (Route 58)



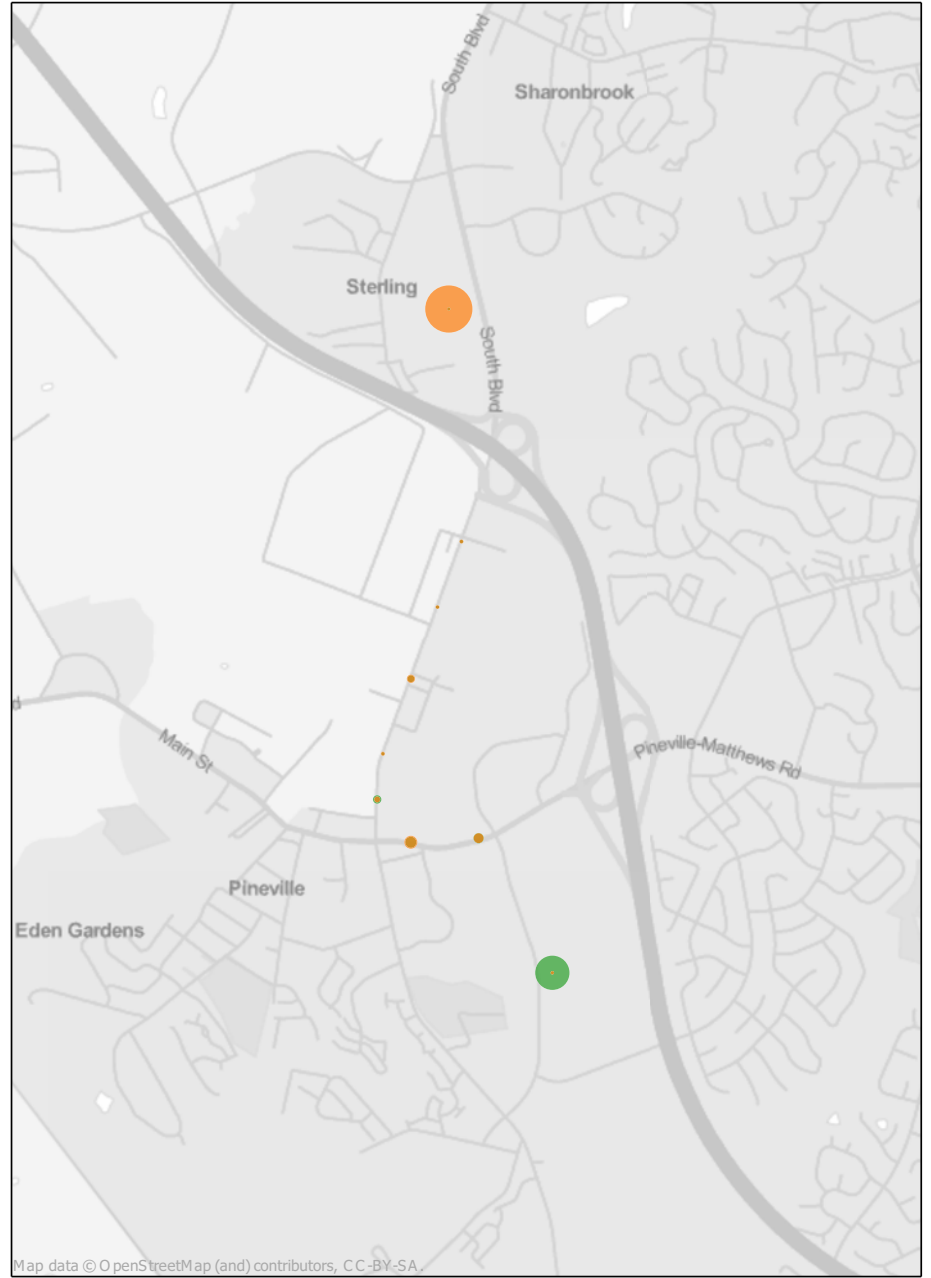
Change in Passengers per Hour - Shuttle Routes



Route 58 - Outbound



Route 58 - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

	0.0		400.0		781.6
	200.0		600.0		

Route 60 Tyvola/SouthPark

Key Destinations: SouthPark CTC, Tyvola Road, LYNX Blue Line Tyvola Station, Coliseum area, Boulevard Homes

Transfer opportunities: Routes 10 and 235 at Boulevard Homes; Routes 16 and 41x at S. Tryon St & Tyvola Rd; Route 24 at Tyvola Rd & Nations Ford Rd; Routes 16, 12, and LYNX Blue Line at Tyvola Station; Routes 18, 19, 29, 30, and 50 at SouthPark Mall CTC

Analysis Summary

Route 60 is a crosstown route that was introduced with the opening of the LYNX Blue Line. It currently operates during Weekdays only from 6:00am to 10:15pm. The route operates a 30 minute frequency during peak periods and 35-40 minutes during midday and evening hours. There are a total of 60 trips connecting the west and east sections of Tyvola Rd with the LYNX Tyvola Station.

The average subsidy per passenger (\$4.34) for Tyvola/SouthPark crosstown route is almost two times the average subsidy for similar routes (\$2.21) in the CATS system. The Route Performance Monitoring Index score of only 0.56 makes the route one of the lowest performing routes in the system. The majority of passenger activity occurs at the Tyvola Lynx Station and in segments to the west*. The number of passengers carried per hour reflects a commute pattern with an increase during the AM and PM Peak hours. The high number (43 passengers per hour) in the PM peak for the LakePointe-Cross Beam segment is related to the limited number of trips during a short time period (2 trips within 30 minutes). Ridership statistics for route 60 are only available for last three years as this route has been introduced in late November 2007. The near doubling of ridership from FY08 to FY09 is also related to the introduction in November 2007 as FY08 data would have only 7 months of operations included. The comparison of the only two full years of service reveal a nearly 20% decrease in ridership between FY09 and FY10. However, there is only a marginal (-4%) decrease in passengers carried per hour between these two full years of operation, which is similar to the decline in passengers per hour throughout CATS local routes. The stop at the Tyvola Station acts as transfer hub from the LYNX Blue Line throughout the day. Other concentrations of ridership include the stops in the vicinity of the office park near Tyvola Rd & Yorkmont Rd and the Boulevard Homes stop near West Blvd.

* Ridership data at SouthPark Mall is not reliable due to poor GPS coverage

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:04 AM	10:14 PM	16:10	Weekday	30	40	30	35	Weekday	14	18	16	12	60

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	7.6	10.1	8.9	4.7	31

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	138	182	158	96	574

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.34	\$2.21	\$1.29	0.56

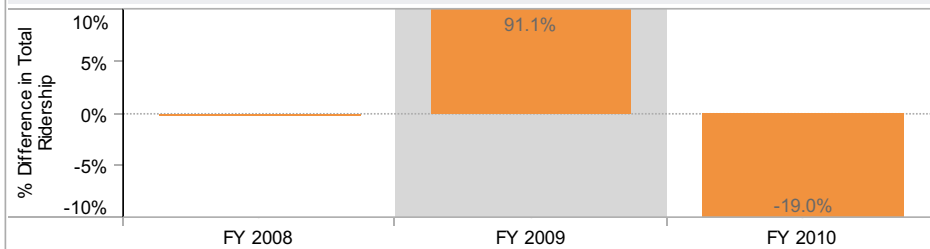
Boardings

Start Place	End Place	Weekday				Total	Grand Total
		AM Peak	Midday	PM Peak	Evening		
SouthPark CTC	Fairview & Park Rd	5	9	8	2	24	24
Fairview & Park Rd	LYNX Tyvola Station	47	38	23	7	115	115
LYNX Tyvola Station	Tyvola & South Stream	51	38	20	10	119	119
Tyvola & South Stream	Brooksvale & West Blvd	28	46	51	26	151	151
	LakePointe Corporate Ctr	0		4		4	4
LakePointe Corporate Ctr	Beam Rd & Cross Beam	1		13		14	14
Grand Total		132	131	119	45	427	427

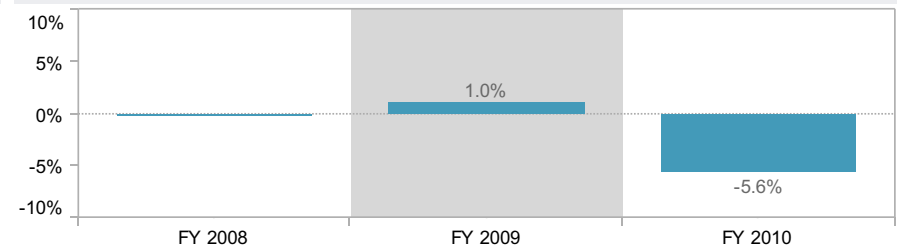
Passengers per Hour

Start Place	End Place	Weekday				Avg. Total
		AM Peak	Midday	PM Peak	Evening	
SouthPark CTC	Fairview & Park Rd	4	5	6	5	5
Fairview & Park Rd	LYNX Tyvola Station	29	17	12	12	18
LYNX Tyvola Station	Tyvola & South Stream	21	12	7	5	12
Tyvola & South Stream	Brooksvale & West Blvd	15	16	22	14	17
	LakePointe Corporate Ctr	0		20		10
LakePointe Corporate Ctr	Beam Rd & Cross Beam	3		43		23
Avg. Total		17	13	13	10	14

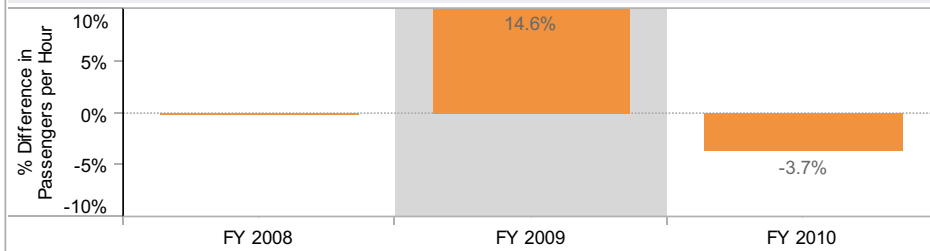
Change in Ridership by Route (Route 60)



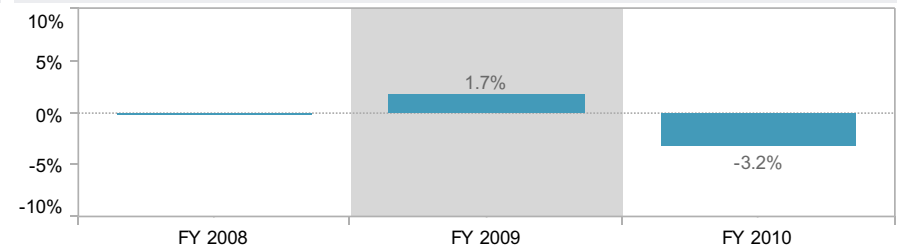
Change in Ridership - Local Routes



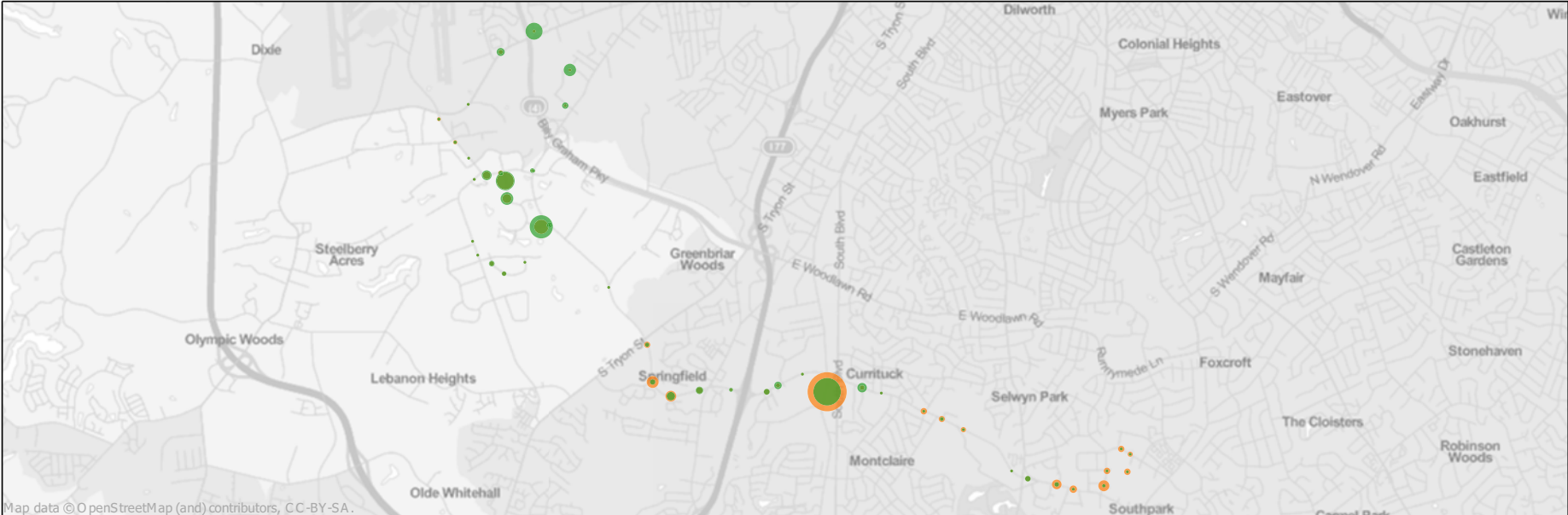
Change in Passengers per Hour by Route (Route 60)



Change in Passengers per Hour - Local Routes

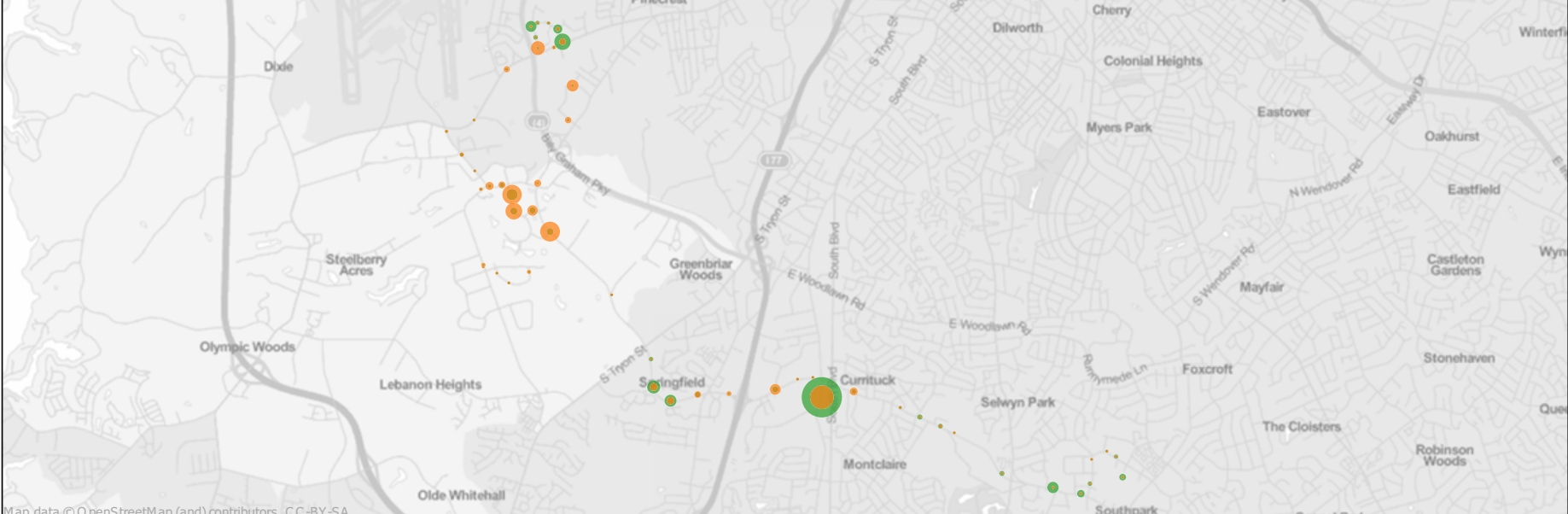


Route 60 - East



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Route 60 - West



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 20.0	● 40.0	● 60.0	● 80.0	● 100.0	● 121.9
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Route 61X Arboretum Express

Key Destinations: Uptown Charlotte, Strawberry Hill Park and Ride, Arboretum Park and Ride, Providence Promenade Park and Ride

Transfer Opportunities: Route 14 at the Arboretum Shopping Center; Route 29 at Sharon Amity Rd; Route 62X at Providence Rd.

Analysis Summary

Route 61X is an express bus route that provides service along Providence Rd area in south Charlotte. The 61X has a comparable weekday peak hour service span to other express routes (6:10am - 6:40pm). The route operates five morning trips and five evening trips and has no reverse commute trips. Like other express routes services, the 61X does not have any midday service. The 61X is sustained by three park and ride facilities: Strawberry Hill, Arboretum Shopping Center, and the Promenade Shopping Center. The 61X operates a 20-25 minute frequency from Uptown Charlotte.

The Route Performance Monitoring data indicates that the \$0.95 Average Subsidy for the 61X is significantly below the \$1.43 subsidy average for express bus services. In addition, the average index score rating reflects an above average rating of 1.17. Route 61X generates an average daily ridership of 280 passengers, and 34 passengers per hour. Ridership along the route is concentrated at the two southern-most park and ride lots at the Promenade Shopping Center and the Arboretum Shopping Center. The route has a high number of other bus stops along the route, most of which have minimal ridership. In general, both ridership and the number of passengers per hour have improved at better rates than express routes overall. While FY10 did experience its first decrease in these indicators, the drop was not as significant as with express routes overall.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:10 AM	6:42 PM	12:32	Weekday	20	25	Weekday	5	5	10

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	3.9	4.3	8

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	74	71	146

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.95	\$1.43	\$1.29	1.17

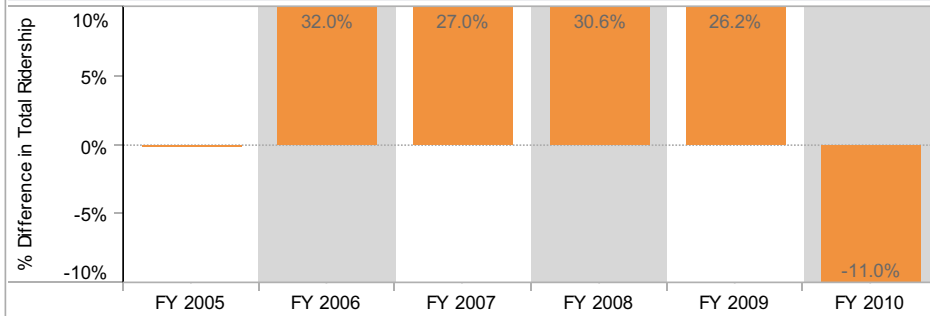
Boardings

Start Place	End Place	Weekday		Total	Grand Total
		AM Peak	PM Peak		
Uptown	Providence & Sharon Amity	0	2	2	2
	Uptown	2	140	142	142
Providence & Sharon Amity	Arboretum Shopping Center	32	1	33	33
Arboretum Shopping Center	Promenade Shopping Center	103	0	103	103
Grand Total		137	143	280	280

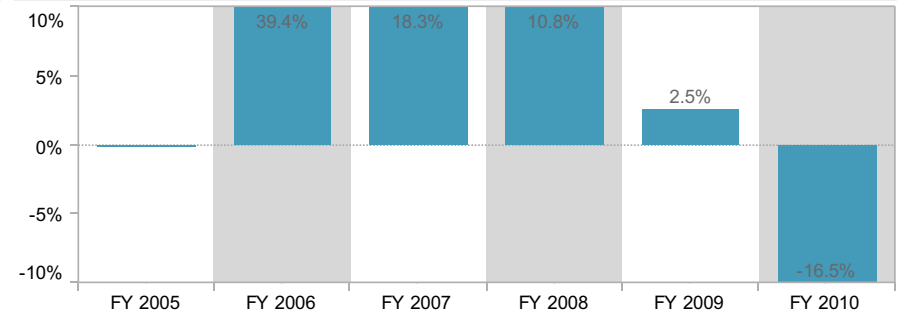
Passengers per Hour

Start Place	End Place	Weekday		Avg. Total
		AM Peak	PM Peak	
Uptown	Providence & Sharon Amity	0	2	1
	Uptown	2	175	84
Providence & Sharon Amity	Arboretum Shopping Center	29	1	13
Arboretum Shopping Center	Promenade Shopping Center	129	0	64
Avg. Total		35	33	34

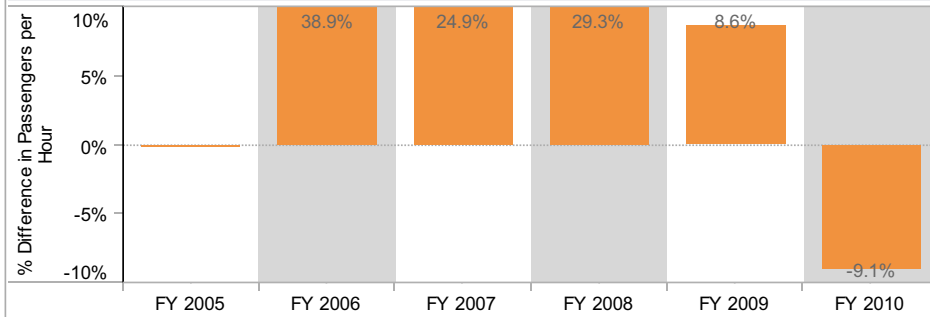
Change in Ridership by Route (Route 61x)



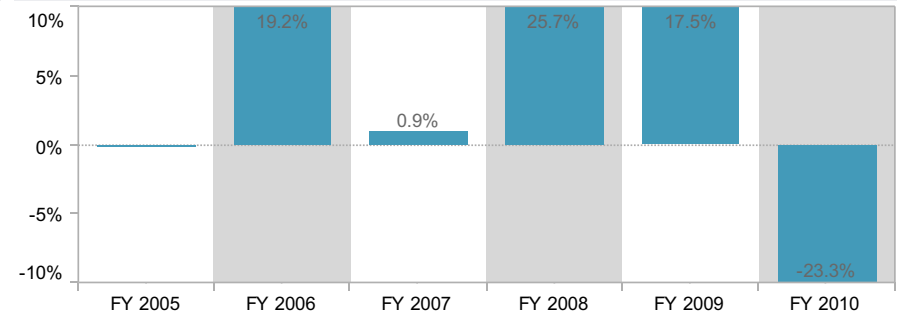
Change in Ridership - Express Routes



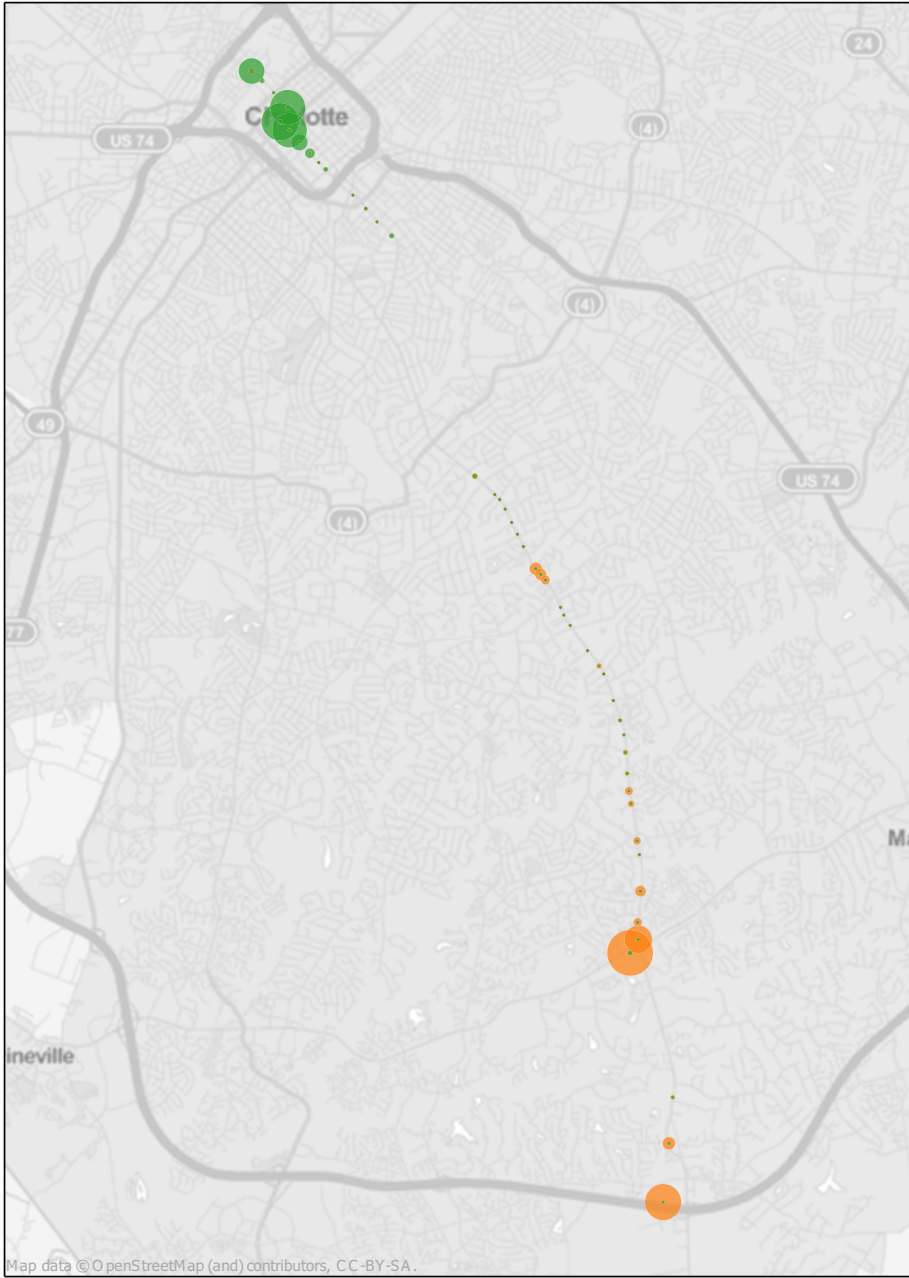
Change in Passengers per Hour by Route (Route 61x)



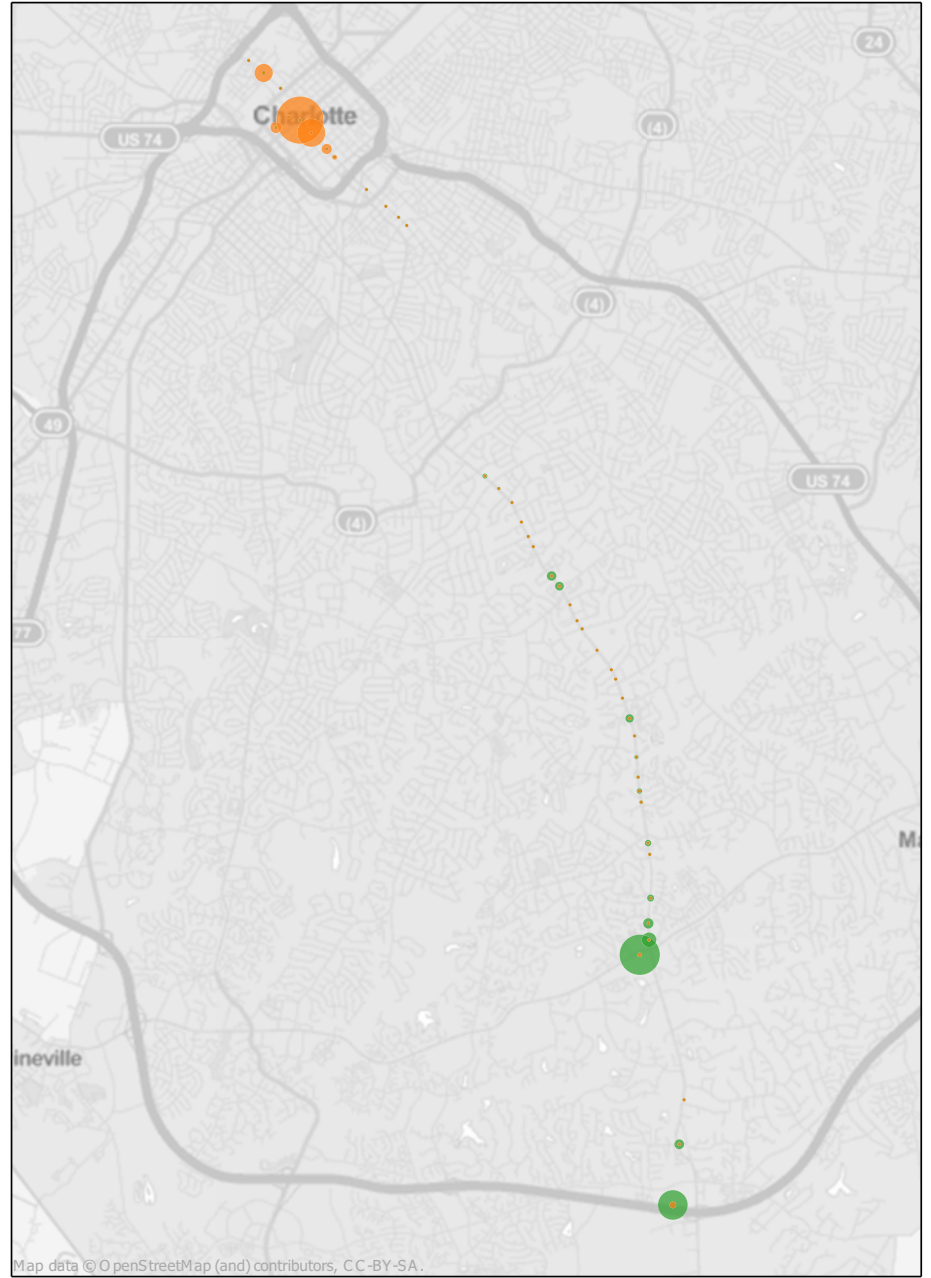
Change in Passengers per Hour - Express Routes



Route 61x - Outbound



Route 61x - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

0.00	20.00	40.00	60.00	88.57
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Route 62X Rea Rd. Express

Key Destinations: Uptown Charlotte, Strawberry Hill Park and Ride, Arboretum Park and Ride, Providence Promenade Park and Ride

Transfer Opportunities: Route 14 at Providence Rd; Route 29 at Sharon Amity Rd; Route 61X at Providence Rd

Analysis Summary

Route 62X is an express bus service that serves the Ballantyne area. The 62X has a comparable weekday peak hour service span to other express routes (6:10am - 6:40pm). The route operates six morning trips and six evening trips and including two reverse commute trips. Like other express route services, the 62X does not have any midday service. The 62X is sustained by four park and ride facilities: Trinity Presbyterian, Sav-A-Lot #2, Calvary Church, and Saint Matthew Catholic Church. The 62X also provides service along Providence Rd, Old Providence Rd, Rea Rd, and Ballantyne Commons Pkwy. The 62X operates a 20-25 minute frequency between Uptown Charlotte and Ballantyne Commons Pkwy.

The Route Performance Monitoring data indicates that the \$1.98 Average Subsidy for the 62X is significantly above the \$1.43 subsidy average for express bus services. In addition, the overall index score is well below average. In FY10, the 62X had an average daily boarding of 155 passengers, with 15 passengers per hour. Ridership is highest by far at the Saint Matthew Catholic Church Park and Ride, with a much smaller concentration of ridership at Providence Rd & Fairview Rd. The route has a high number of bus stops that it serves, most of which have minimal ridership. From FY06 - FY10, the 62X ridership followed similar trends to express routes overall, though the route did significantly outperform express routes in FY06 and FY08. The 62X passengers per hour growth has been less consistent, with 14% declines in each of the past two years.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:09 AM	6:52 PM	12:43	Weekday	20	25	Weekday	6	6	12

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5.4	5.1	11

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	99	92	191

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.98	\$1.43	\$1.29	0.78

Route 62x

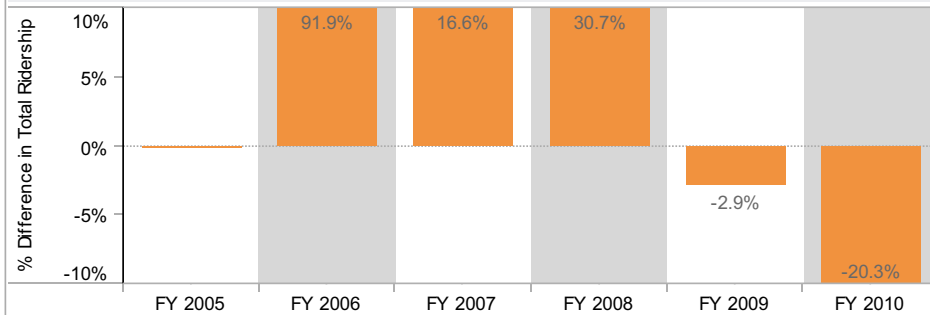
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Providence & Sharon Amity	0	5	5	5
	Uptown	3	66	69	69
Providence & Sharon Amity	NC 51 & Rea Rd	32	1	33	33
NC 51 & Rea Rd	St. Matthew Church Park and ..	47	1	48	48
Grand Total		82	73	155	155

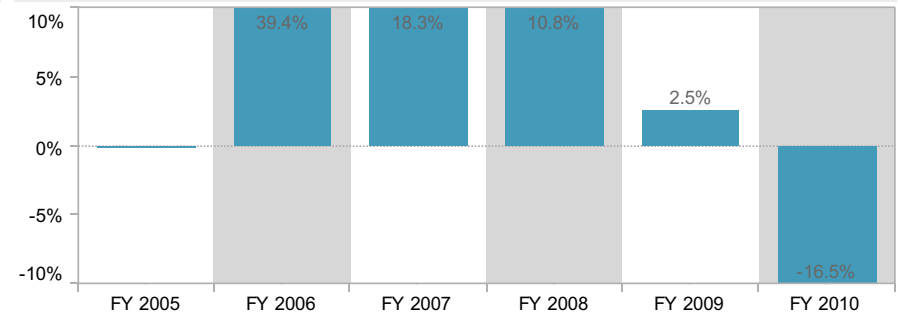
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Providence & Sharon Amity	0	4	2
	Uptown	3	83	36
Providence & Sharon Amity	NC 51 & Rea Rd	16	1	8
NC 51 & Rea Rd	St. Matthew Church Park and ..	47	1	24
Avg. Total		15	14	15

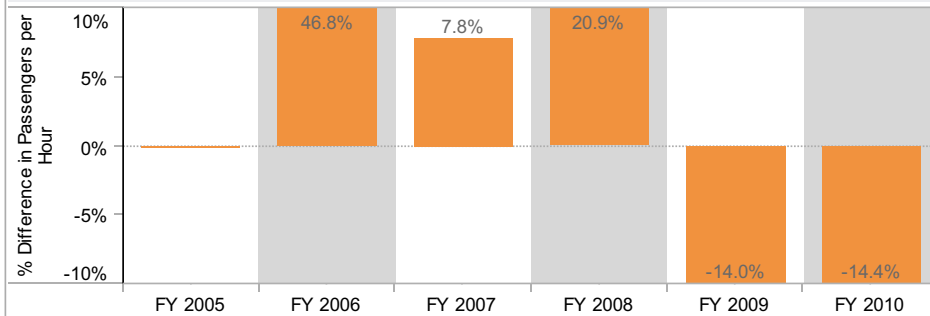
Change in Ridership by Route (Route 62x)



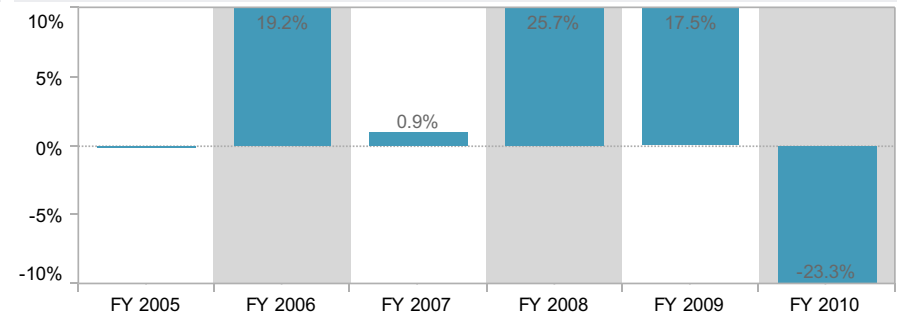
Change in Ridership - Express Routes



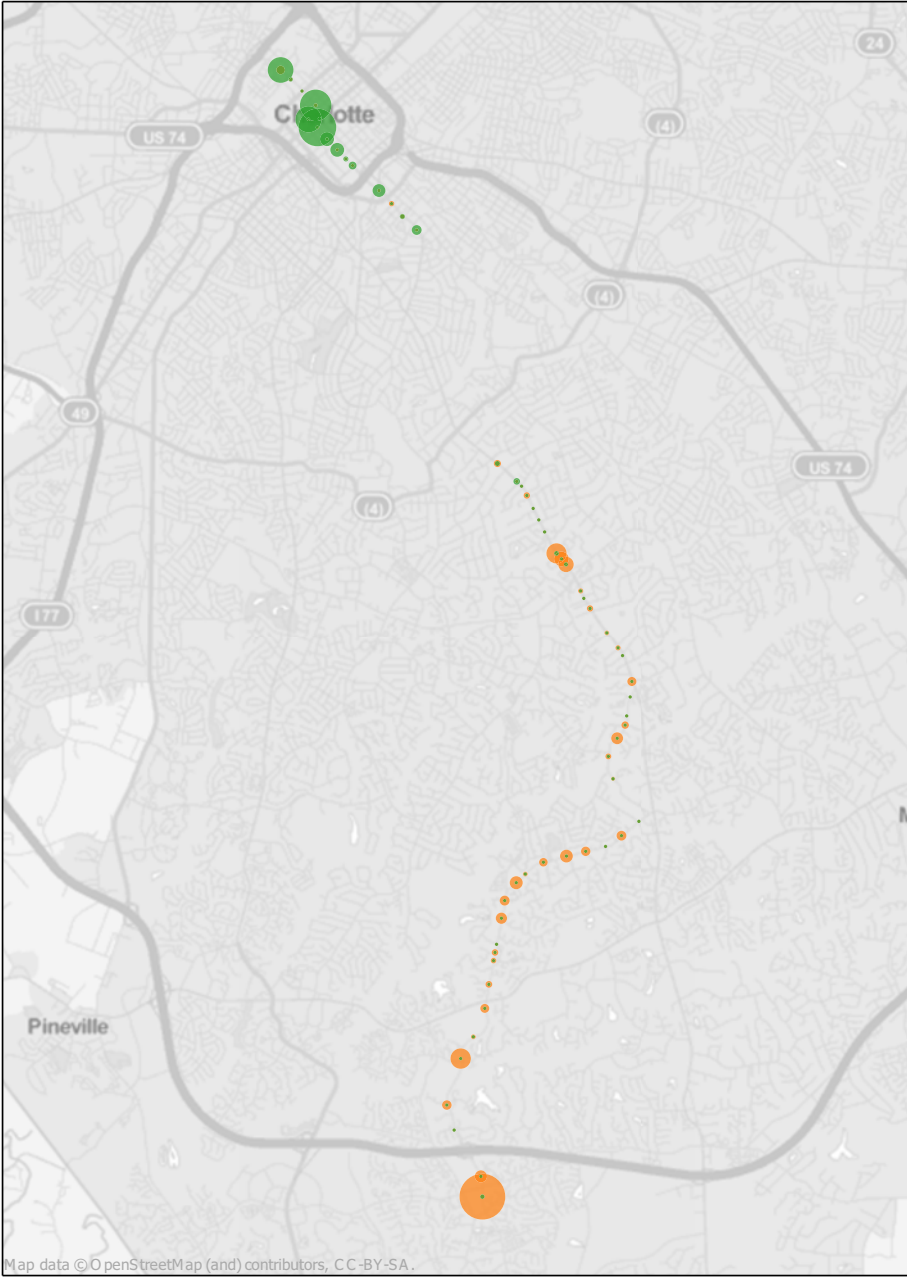
Change in Passengers per Hour by Route (Route 62x)



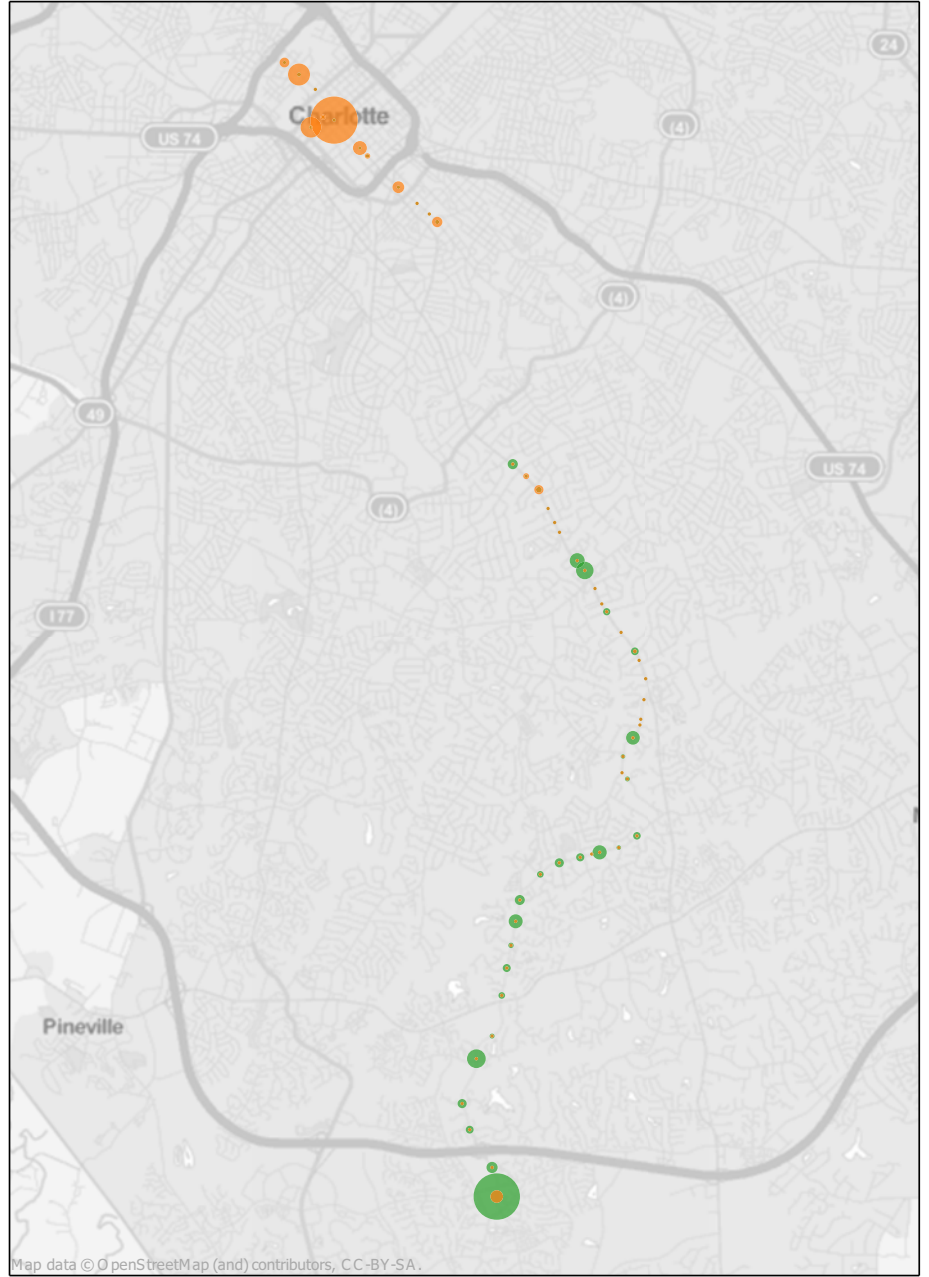
Change in Passengers per Hour - Express Routes



Route 62x - Outbound



Route 62x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

- 0.00
- 10.00
- 20.00
- 30.00
- 37.27

Route 64X Independence Blvd Express

Key Destinations: Uptown Charlotte, BJ's Park and Ride, Matthews-Independence Park and Ride

Transfer Opportunities: Route 17 at Independence Blvd; Route 27 at Monroe Rd; Route 65X at Monroe Rd; Route 221 at Idlewild Rd

Analysis Summary

Route 64X is an express bus service that provides service to the Town of Matthews. The 64X has a comparable weekday peak hour service span to other express routes (5:30am - 7:15 pm). The route operates eleven morning trips and ten evening trips, including four reverse commute trips. Like other express route services, the 64X does not have any midday service. The 64X is sustained by two park and ride facilities, as well as bus stops along Independence Blvd and Windsor Square Dr. The 64X operates a 20-30 minute frequency between uptown Charlotte and Windsor Dr.

The Route Performance Monitoring data indicates that the \$0.93 Average Subsidy for the 64X is significantly below the \$1.43 subsidy average for express bus services. In addition, the average index score rating reflects a rating of 1.15, which is above average. In 2010, the 64X had an average daily boarding of 342 passengers and 25 passengers per hour. Along the route, most of the ridership is concentrated at the Matthews Park and Ride and the BJ's Park and Ride. Minimal ridership occurs along the route outside of these two key locations. Since FY06, the 64X ridership has continued to follow the trend of express routes overall, though the route consistently underperforms against express routes overall. The 64X passengers per hour growth rate has had more mixed results when compared to express routes overall, with FY08/FY09 not performing as well, and FY10 performing better than average.

<u>Service Span</u>				<u>Route Frequency</u>				<u>Trips</u>				
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Evening	Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	5:29 AM	7:12 PM	13:43	Weekday	20	20	30	Weekday	11	9	1	21

<u>Service Hours</u>				
Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	6.6	6.5	0.7	14

<u>Service Miles</u>				
Day of Week	AM Peak	PM Peak	Evening	Grand Total
Weekday	127	110	13	249

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.93	\$1.43	\$1.29	1.15

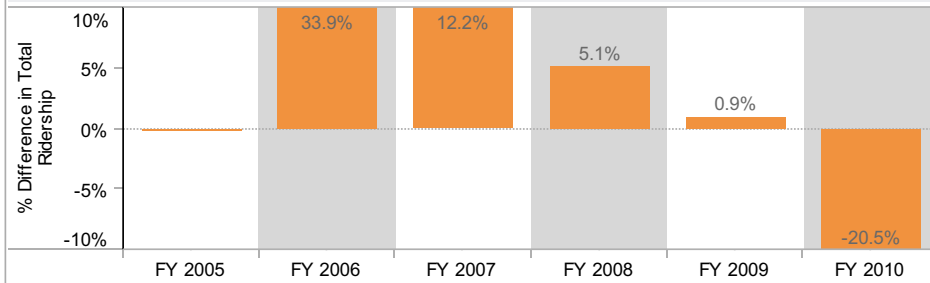
Boardings

Start Place	End Place	Weekday			Total	Grand Total
		AM Peak	PM Peak	Evening		
Upton	Independence & Sharon Amity	0	1	0	1	1
	Upton	6	152	11	169	169
Independence & Sharon Amity	BJ's Park and Ride	7	1	0	8	8
	Matthews-Independence Point.	0	4		4	4
BJ's Park and Ride	Matthews-Independence Point.	158	2	0	160	160
Grand Total		171	160	11	342	342

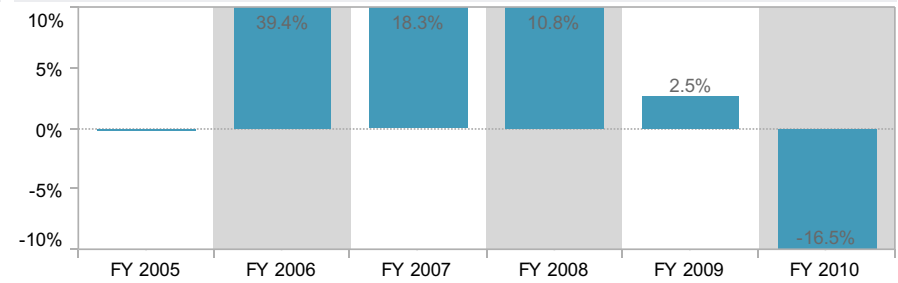
Passengers per Hour

Start Place	End Place	Weekday			Avg. Total
		AM Peak	PM Peak	Evening	
Upton	Independence & Sharon Amity	0	1	0	0
	Upton	4	89	55	48
Independence & Sharon Amity	BJ's Park and Ride	7	1	0	4
	Matthews-Independence Point.	0	10		6
BJ's Park and Ride	Matthews-Independence Point.	83	1	0	41
Avg. Total		26	25	16	25

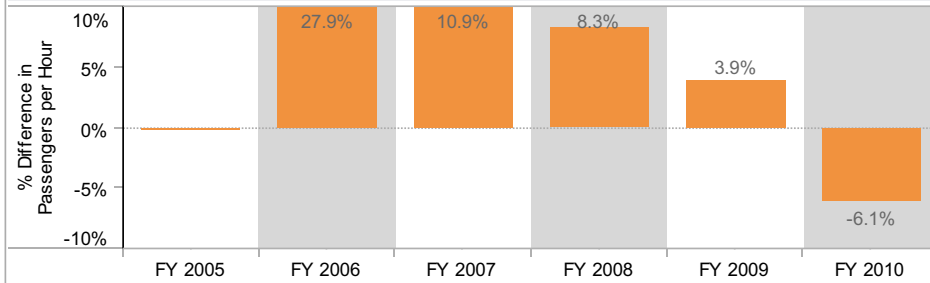
Change in Ridership by Route (Route 64x)



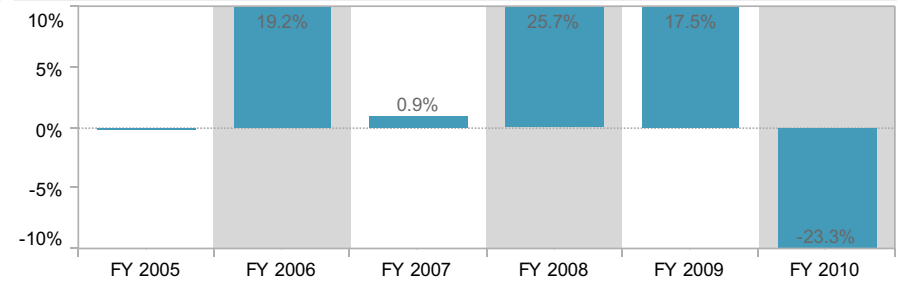
Change in Ridership - Express Routes



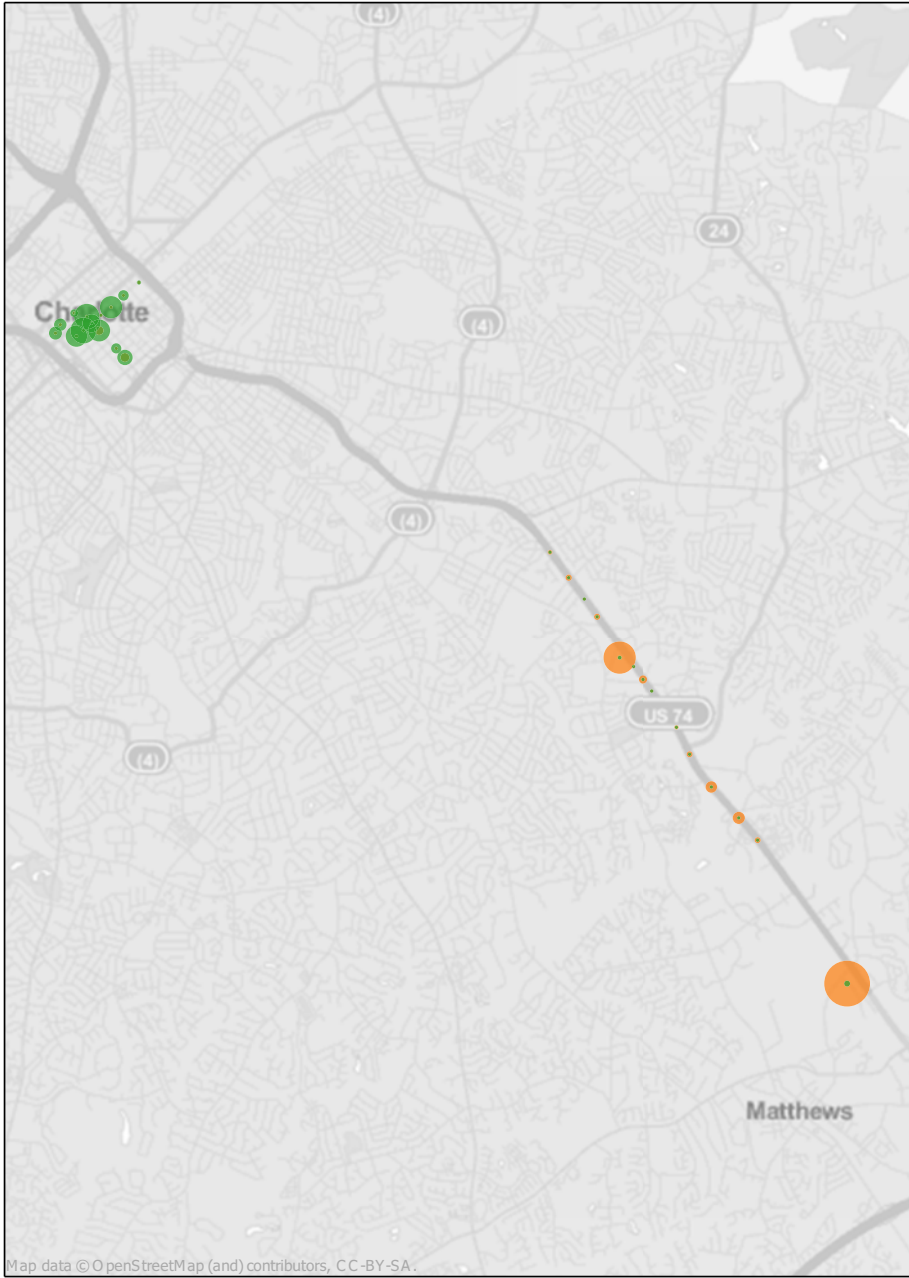
Change in Passengers per Hour by Route (Route 64x)



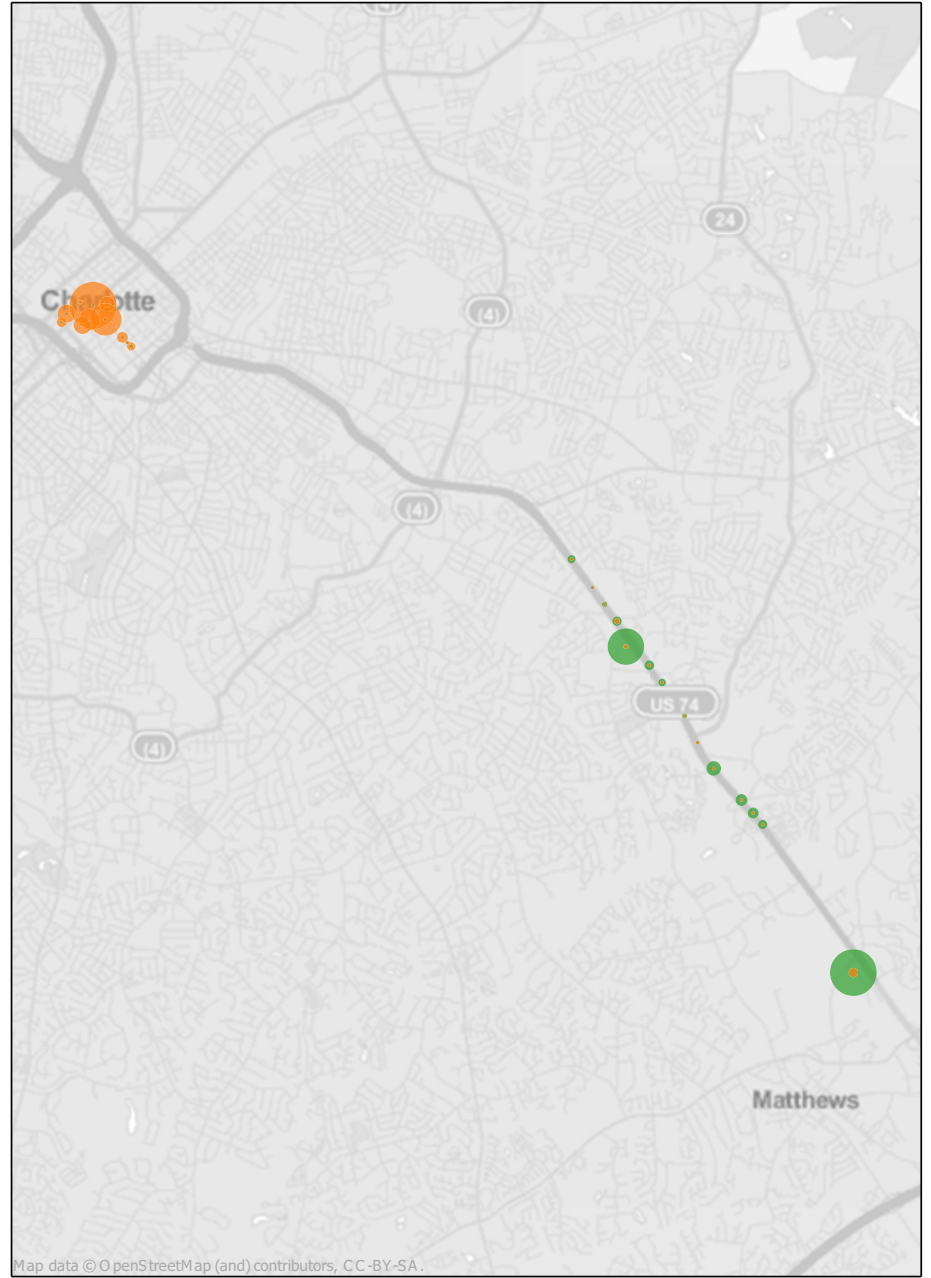
Change in Passengers per Hour - Express Routes



Route 64x - Outbound



Route 64x - Inbound



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Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

• 0.00	● 40.00	● 84.53
● 20.00	● 60.00	

Route 65X Matthews Express

Key Destinations: Uptown Charlotte, Monroe Rd, Downtown Matthews, Matthews-Independence Park and Ride

Transfer Opportunities: Route 17 at Independence Rd; Route 27 at Monroe Rd; Route 29 at Sharon Amity Rd; Route 64X at Independence Blvd; Route 221 at Idlewild Rd

Analysis Summary

Route 65X provides express service along Monroe Rd to the Town of Matthews. The 65X has a comparable weekday peak hour service span to other express routes (6:00am - 7:00pm). The route operates seven morning peak trips, seven evening peak trips, and no reverse commute trips. Like other express route services, the 65X does not have any midday service. The 65X is sustained by four park and ride facilities as well as bus stops along Independence Blvd, Monroe Rd, Sam Newell Rd, and Matthews-Mint Hill Rd. The 65X operates a 20 minute frequency between the Matthews-Independence Pointe Park and Ride and Uptown Charlotte.

The Route Performance Monitoring data indicates that the \$2.77 average subsidy per passenger for the 65X is significantly above the \$1.43 subsidy average for express bus services. Additionally, the Average Index Score rating of 0.64 is well below average. Route 65X has an average daily ridership of 262 passengers, with 20 passengers per hour. Ridership along the route is highest in Downtown Matthews, with smaller concentrations at the Matthews-Independence Park and Ride and at Monroe Rd & Sardis Rd North. The route has a high number of other bus stops that overall have minimal ridership. From FY06-FY09, ridership and passengers per hour on Route 65x increased year after year, at varying rates compared with express routes overall. FY10 experienced a drop in both categories, as did most other express routes.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:05 AM	6:59 PM	12:54	Weekday	20	20	Weekday	7	7	14

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6.2	6.8	13

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	111	115	225

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.77	\$1.43	\$1.29	0.64

Route 65x

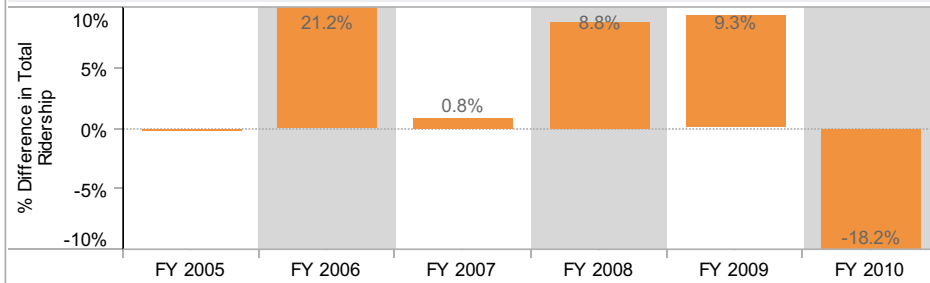
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Independence & Sharon Amity	0	0	0	0
	Uptown	8	118	126	126
Independence & Sharon Amity	Monroe & NC 51	51	2	53	53
Monroe & NC 51	John & Trade (Matthews)	8	0	8	8
John & Trade (Matthews)	Matthews-Independence Point.	73	2	75	75
Grand Total		140	122	262	262

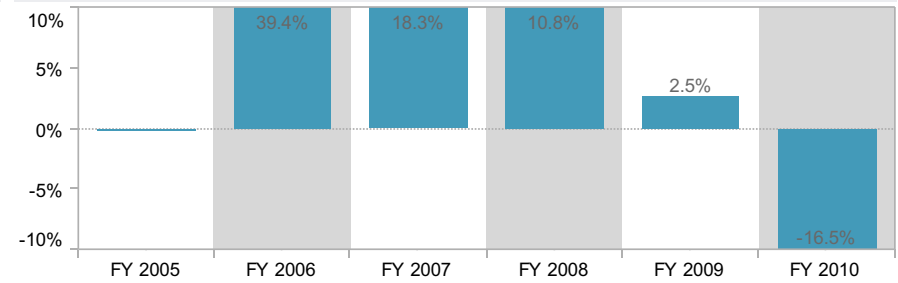
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Independence & Sharon Amity	0	0	0
	Uptown	5	74	38
Independence & Sharon Amity	Monroe & NC 51	27	1	13
Monroe & NC 51	John & Trade (Matthews)	40	0	10
John & Trade (Matthews)	Matthews-Independence Point.	49	2	28
Avg. Total		23	18	20

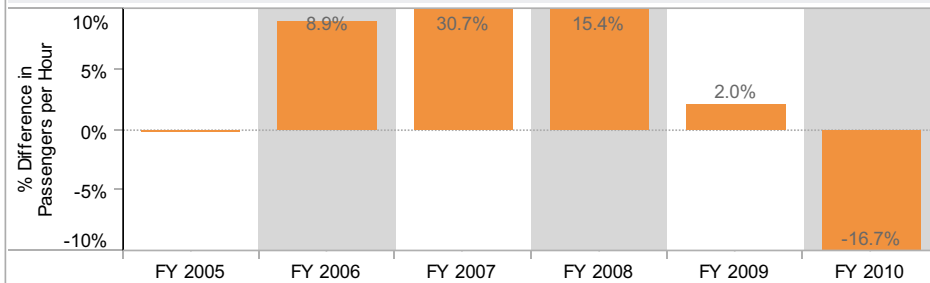
Change in Ridership by Route (Route 65x)



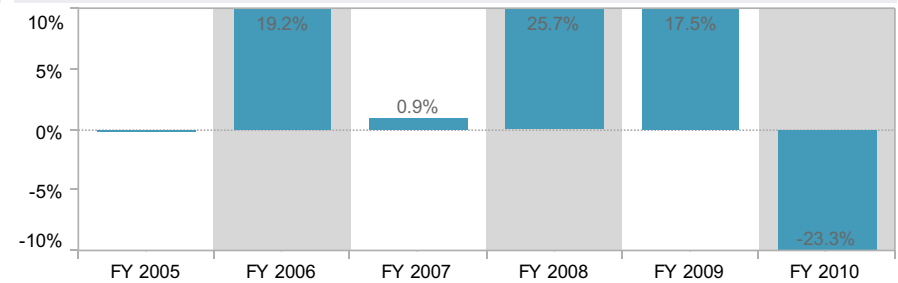
Change in Ridership - Express Routes



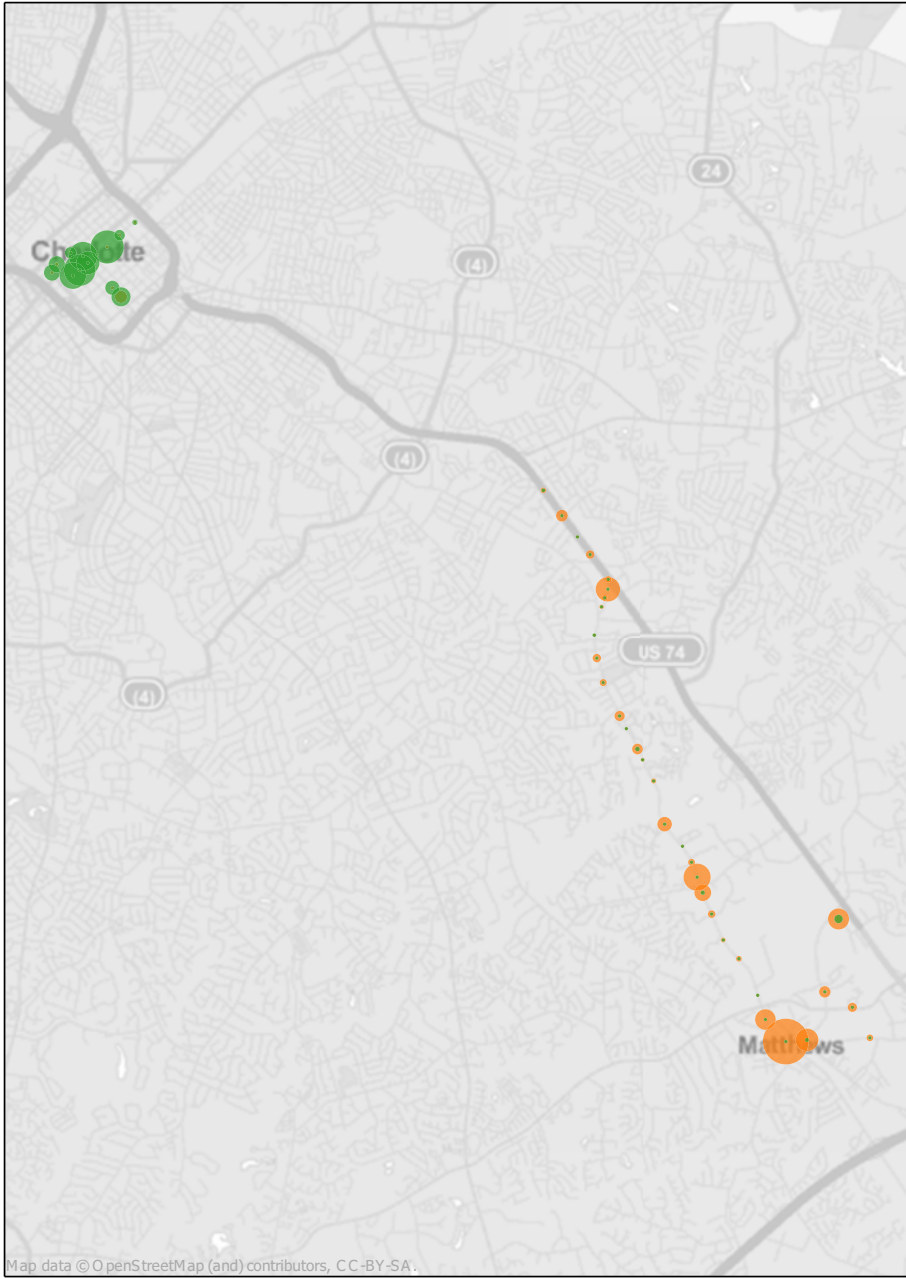
Change in Passengers per Hour by Route (Route 65x)



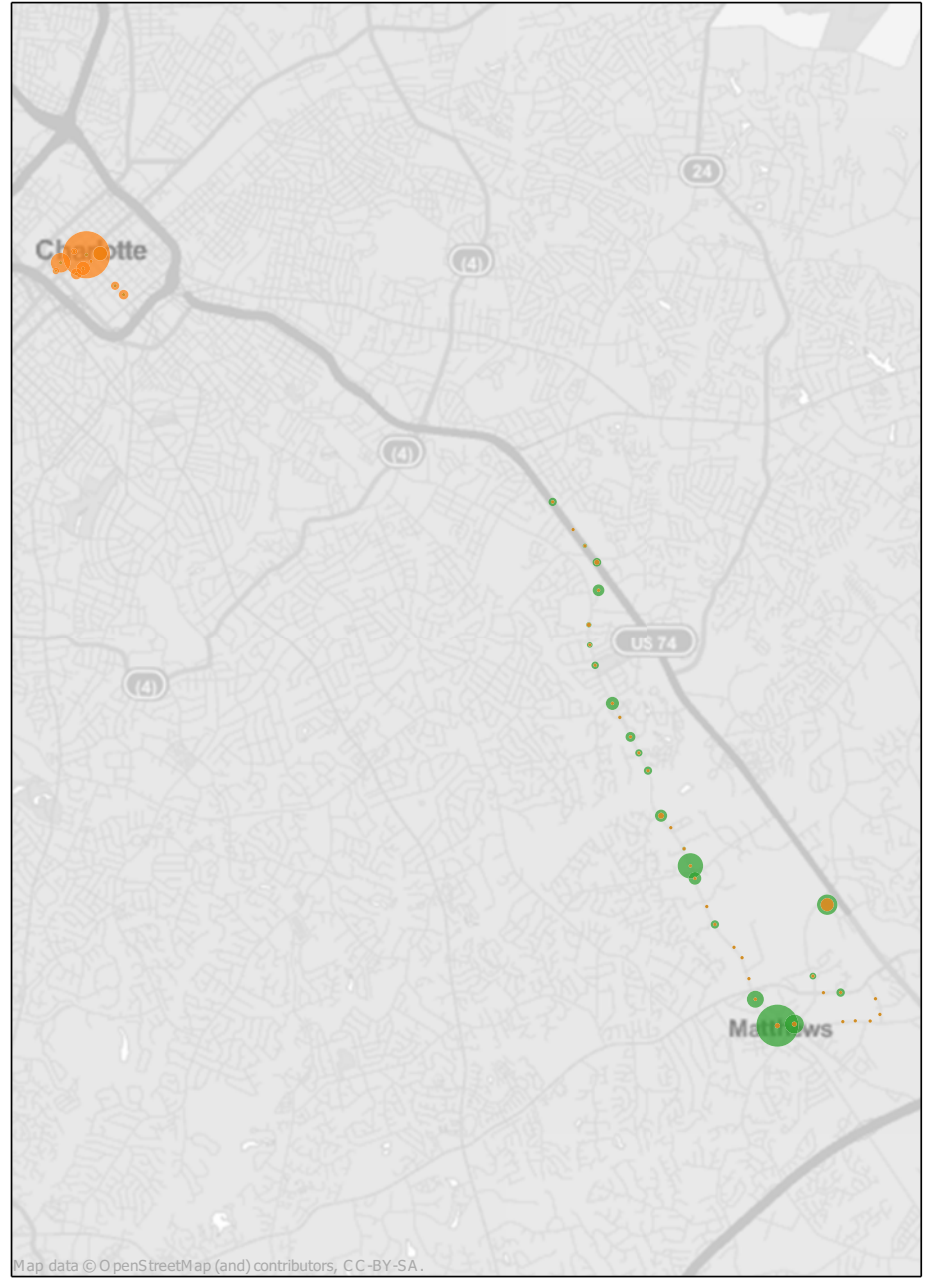
Change in Passengers per Hour - Express Routes



Route 65x - Outbound



Route 65x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

•	0.00	●	40.00
●	20.00	●	60.61

Route 65X Matthews Express

Key Destinations: Uptown Charlotte, Monroe Rd, Downtown Matthews, Matthews-Independence Park and Ride

Transfer Opportunities: Route 17 at Independence Rd; Route 27 at Monroe Rd; Route 29 at Sharon Amity Rd; Route 64X at Independence Blvd; Route 221 at Idlewild Rd

Analysis Summary

Route 65X provides express service along Monroe Rd to the Town of Matthews. The 65X has a comparable weekday peak hour service span to other express routes (6:00am - 7:00pm). The route operates seven morning peak trips, seven evening peak trips, and no reverse commute trips. Like other express route services, the 65X does not have any midday service. The 65X is sustained by four park and ride facilities as well as bus stops along Independence Blvd, Monroe Rd, Sam Newell Rd, and Matthews-Mint Hill Rd. The 65X operates a 20 minute frequency between the Matthews-Independence Pointe Park and Ride and Uptown Charlotte.

The Route Performance Monitoring data indicates that the \$2.77 average subsidy per passenger for the 65X is significantly above the \$1.43 subsidy average for express bus services. Additionally, the Average Index Score rating of 0.64 is well below average. Route 65X has an average daily ridership of 262 passengers, with 20 passengers per hour. Ridership along the route is highest in Downtown Matthews, with smaller concentrations at the Matthews-Independence Park and Ride and at Monroe Rd & Sardis Rd North. The route has a high number of other bus stops that overall have minimal ridership. From FY06-FY09, ridership and passengers per hour on Route 65x increased year after year, at varying rates compared with express routes overall. FY10 experienced a drop in both categories, as did most other express routes.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:00 AM	6:50 PM	12:50	Weekday	25	30	Weekday	5	5	10

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	4.8	5.9	11

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	126	127	253

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.85	\$1.09	\$1.29	0.74

Route 74x

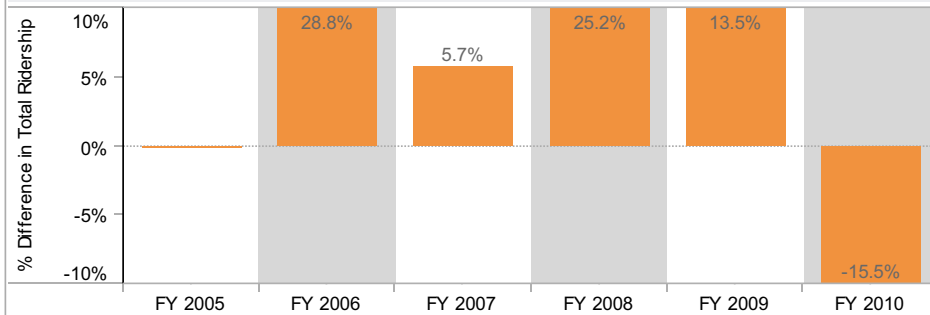
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	K-Mart Monroe	0	6	6	6
	Union Towne Center	0	1	1	1
	Uptown	4	82	86	86
Union Towne Center	K-Mart Monroe	86	3	89	89
Grand Total		90	92	182	182

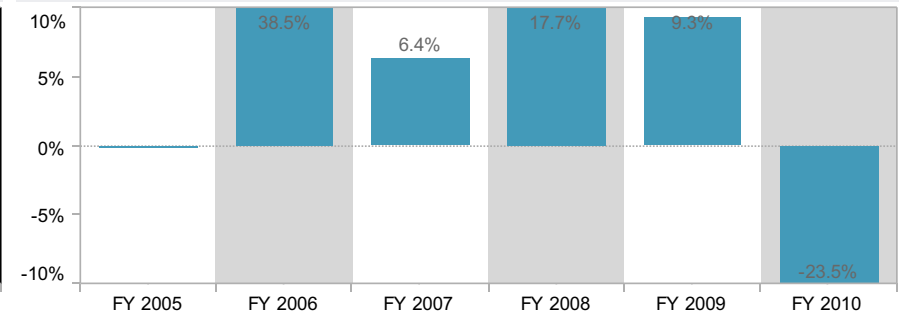
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	K-Mart Monroe	0	6	4
	Union Towne Center	0	0	0
	Uptown	5	91	51
Union Towne Center	K-Mart Monroe	96	3	42
Avg. Total		19	16	17

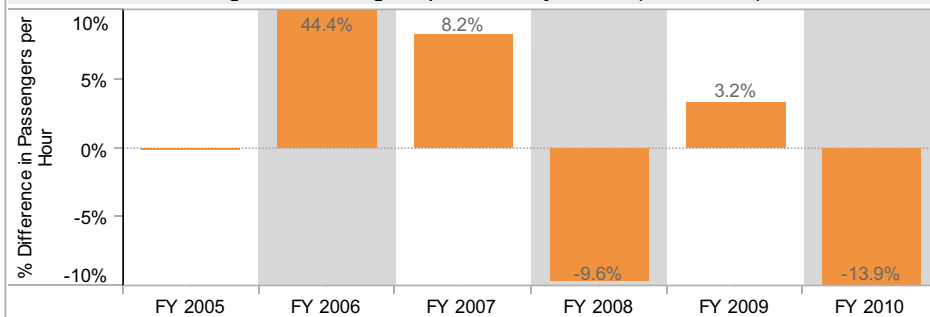
Change in Ridership by Route (Route 74x)



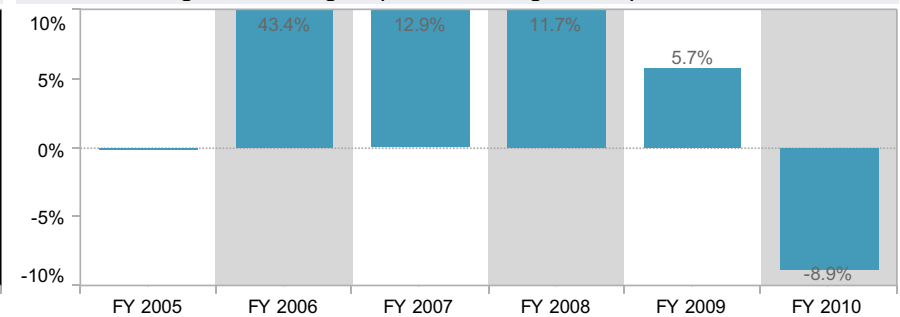
Change in Ridership - Regional Express Routes



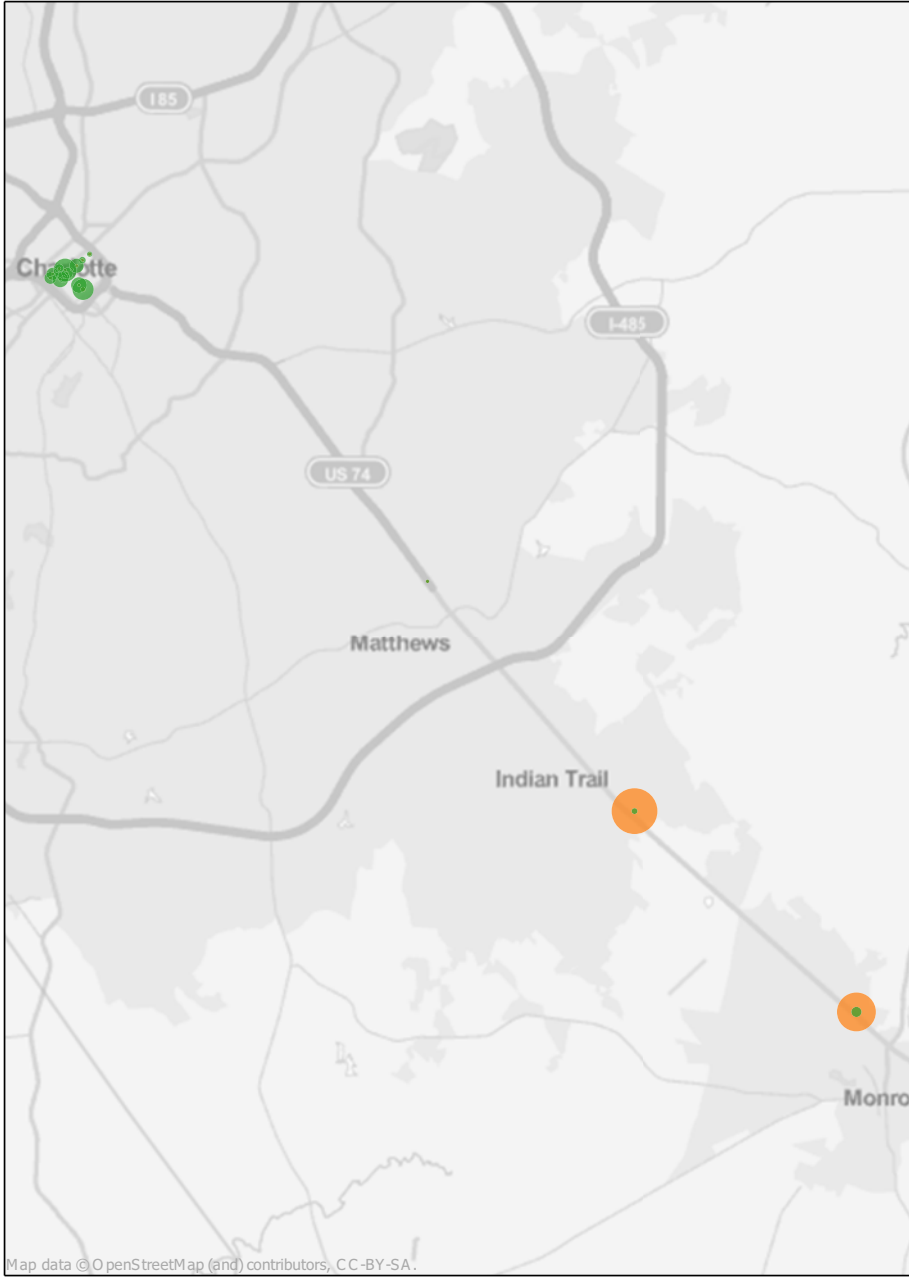
Change in Passengers per Hour by Route (Route 74x)



Change in Passengers per Hour - Regional Express Routes



Route 74x - Outbound



Route 74x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 20.00	● 40.00
● 10.00	● 30.00	● 51.27

Route 77X North Mecklenburg Express

Key Destinations: Uptown Charlotte, Huntersville-Northcross Park and Ride, Cornelius, Davidson

Transfer Opportunities: Route 48X Statesville Rd; Routes 97, 98, and 99 at Huntersville-Gateway Park and Ride

Analysis Summary

Route 77X provides express bus service to northern Mecklenburg County. The 77X is a unique express bus service by providing both peak and off peak express bus service throughout the day (5:20am - 9:30pm). Route 77X operates a variant during the off-peak service hours. The 77X is sustained by four park and rides: Huntersville-Gateway, Huntersville Northcross, Cornelius Town Hall, and Davidson-Gateway. Bus stops location along Statesville Rd, Catawba Ave, Old Statesville Rd, and Sam Furr Rd provides additional opportunities for passengers to utilize the Midday express bus service. The 77X operates a 15-20 minute frequency during the Peak hour, with hourly service in the off peak hours.

The Route Performance Monitoring data indicates that the \$2.25 Average Subsidy for the 77X is well above the \$1.43 subsidy average for express bus services. The additional midday and evening service adversely affects the Average Index Score. The 0.73 average index score indicates that the route performs well below average. Ridership is by far the heaviest at the Huntersville-Northcross Park and Ride, with much small concentrations of ridership in the towns of Davidson and Cornelius. Peak service is especially strong (over 21 passenger per hour), though the midday and evening services recorded as few as 12 passengers per hour. In FY07, the 77X ridership posted a -26% ridership dip when the route was reorganized to create Route 48x. The 77x regained ridership in FY08 and FY09 reporting a percentage growth of 16% and 13%, respectively. The lower passengers per hour recorded by the 77X could be attributed to the off-peak service that is not as utilized as the peak hour services.

<u>Service Span</u>				<u>Route Frequency</u>					<u>Trips</u>					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5:26 AM	9:31 PM	16:05	Weekday	15	55	20	50	Weekday	23	14	18	6	61

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	16.4	7.9	13.4	3.7	41

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	531	263	414	136	1,344

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.25	\$1.43	\$1.29	0.73

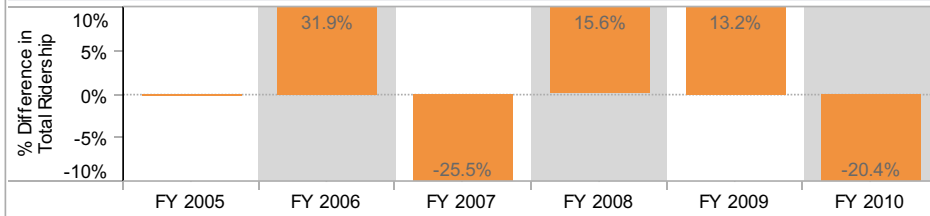
Boardings

Start Place	End Place	Weekday				Total	Grand Total
		AM Peak	Midday	PM Peak	Evening		
Uptown	Griffith & Watson	30		23	4	57	57
	Huntersville-Gateway Park an..		3		1	4	4
	Northcross Park and Ride	0	0	3	1	4	4
	Uptown	1	52	280	47	380	380
Northcross Park and Ride	Cornelius Town Hall Park and ..	240	7	5	2	254	254
Huntersville-Gateway Park and..	Northcross Park and Ride		26		1	27	27
Cornelius Town Hall Park and ..	Griffith & Watson	68	5	1	1	75	75
Grand Total		339	93	312	57	801	801

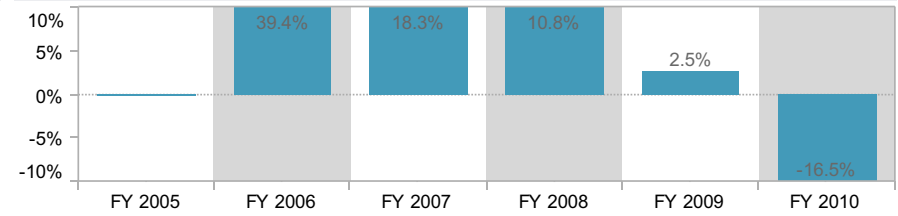
Passengers per Hour

Start Place	End Place	Weekday				Avg. Total
		AM Peak	Midday	PM Peak	Evening	
Uptown	Griffith & Watson	7		7	3	6
	Huntersville-Gateway Park an..		1		2	1
	Northcross Park and Ride	0	0	1	3	0
	Uptown	0	33	156	235	66
Northcross Park and Ride	Cornelius Town Hall Park and ..	77	14	2	3	34
Huntersville-Gateway Park and..	Northcross Park and Ride		17		3	15
Cornelius Town Hall Park and ..	Griffith & Watson	45	25	1	3	23
Avg. Total		21	12	23	15	19

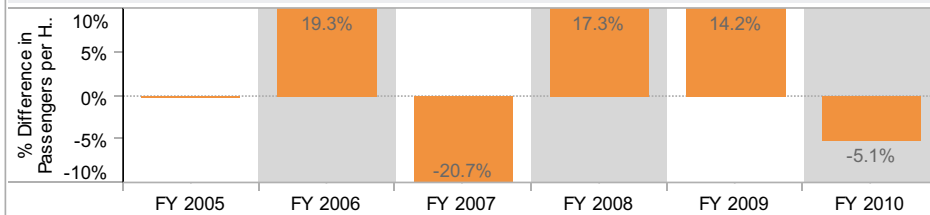
Change in Ridership by Route (Route 77x)



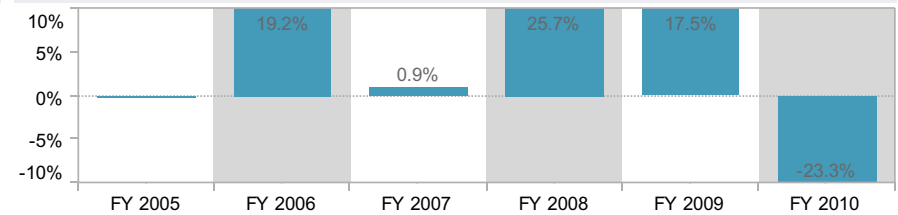
Change in Ridership - Express Routes



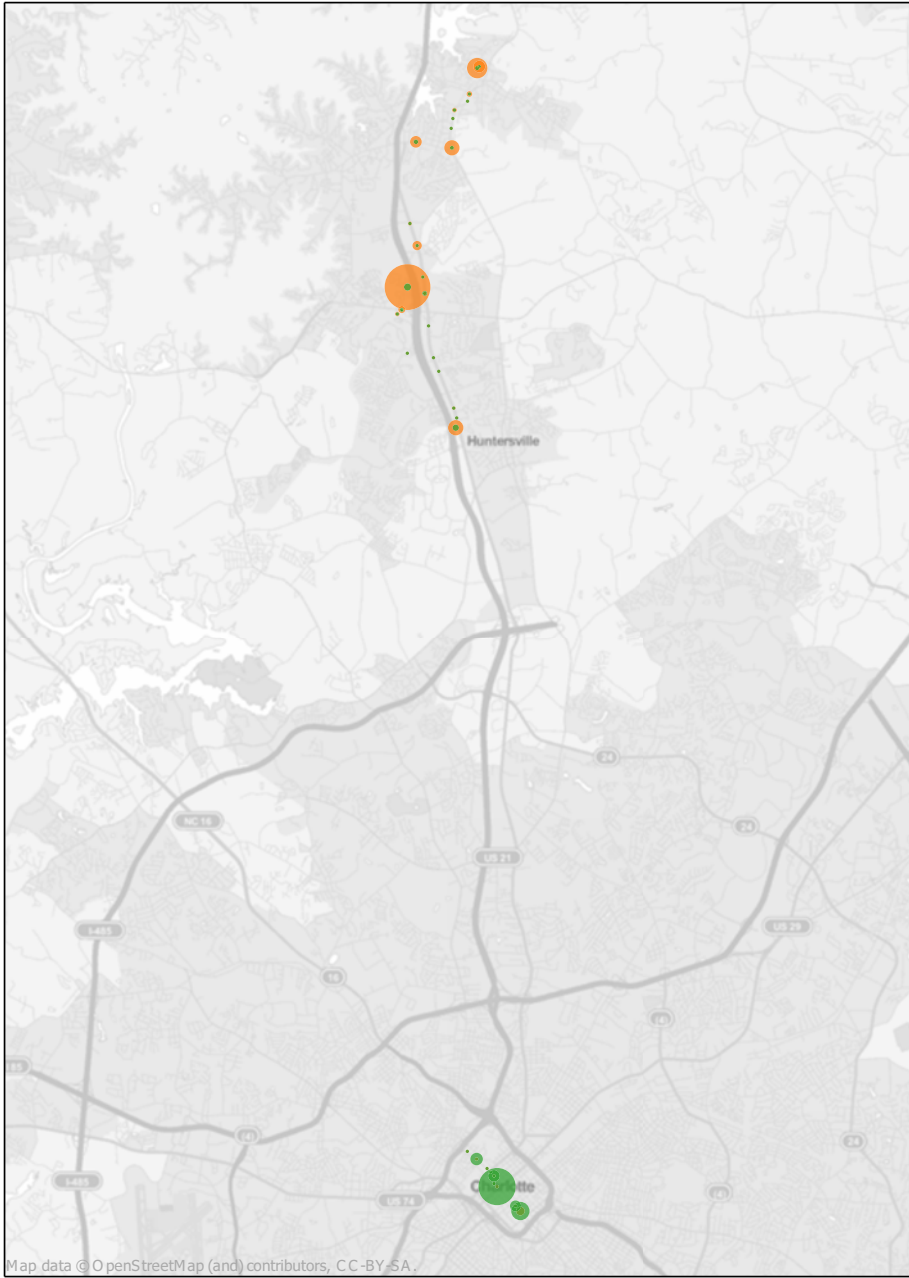
Change in Passengers per Hour by Route (Route 77x)



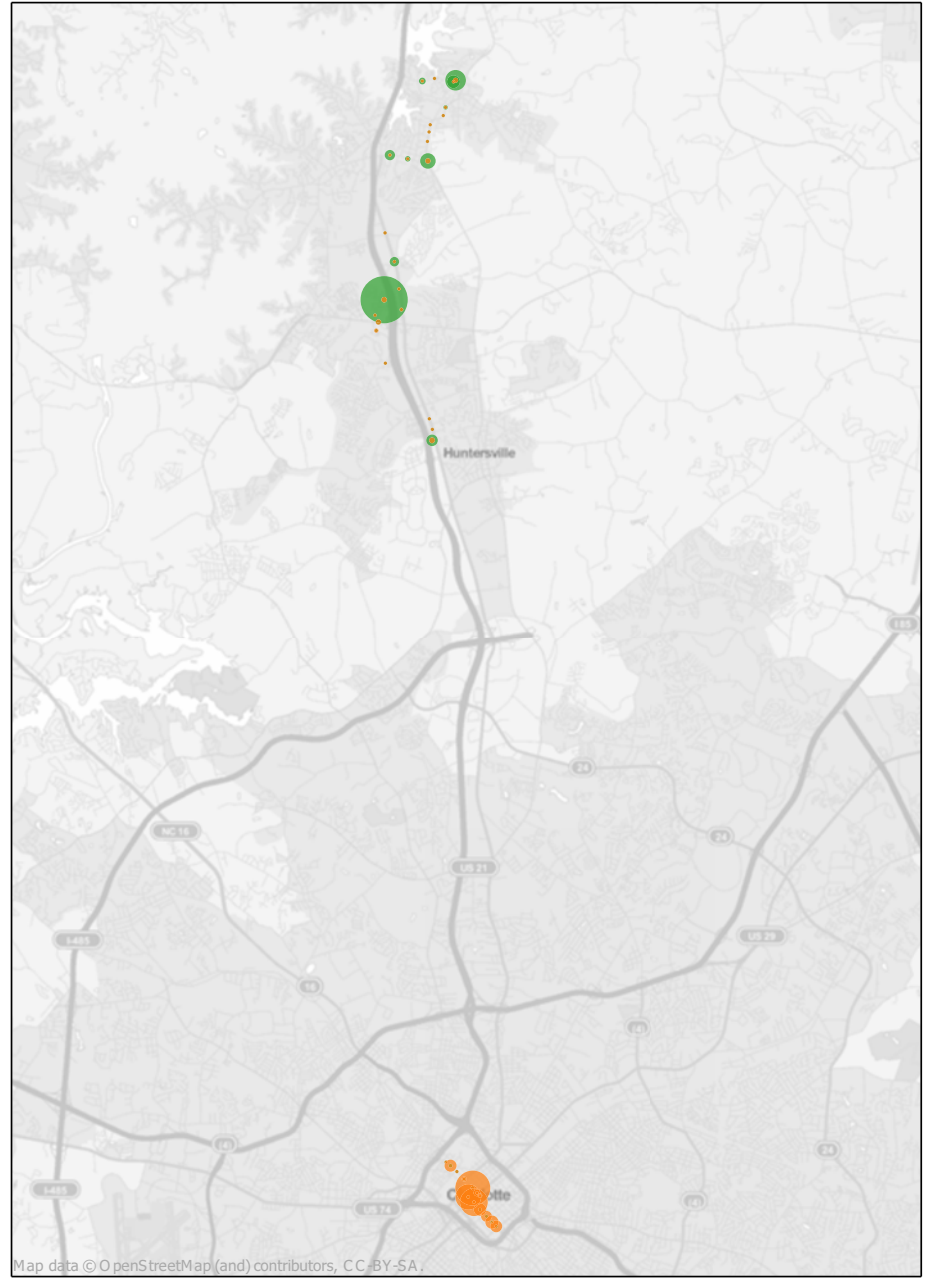
Change in Passengers per Hour - Express Routes



Route 77x - Outbound



Route 77x - Inbound



Legend:
Orange square: Alightings
Green square: Boardings

Number of Boardings / Alightings:
0.0 (smallest dot)
50.0 (small dot)
100.0 (medium dot)
150.0 (large dot)
200.0 (very large dot)
228.5 (largest dot)

Route 78X Celanese Express

Key Destinations: LYNX Blue Line I-485/South Blvd Station, Northwoods Square, Market at Museum

Transfer Opportunities: Routes 12, 42, and 58 at the LYNX Blue Line I-485/South Blvd Station

Analysis Summary

Route 78X provides express bus service between Rock Hill, SC and the LYNX Blue Line. The 78X has a comparable weekday peak hour service span to other express routes (6:20am - 6:15pm). The route operates four morning trips and four evening trips, including two reverse commute trips. Like other express route services, the 78X does not have any midday service. The 78X is sustained by three park and ride locations: Market at Museum, Northwoods Square, and Home Depot Park and Rides. The 78X operates a 30-40 minute frequency between the LYNX Blue Line I-485/South Blvd Station and the Market at Museum Park and Ride.

The Route Performance Monitoring data indicates that the \$20.29 average subsidy per passenger for the 78X is overwhelmingly above the \$1.09 subsidy average for regional express bus services. The Average Index Score 0.11 is near the bottom of the rating scale. Initiated at the end of FY09, the 78X is experiencing the growth pains of a new bus route, as the service area of the 78X has no history of transit service use. The 78X currently lags in all ridership areas. Current efforts (Spring 2011) to redevelop the routing structure are aimed at increasing the ridership on the 78x. The 78X reports an average daily boarding of 17 passengers. Passengers on the 78X typically utilize the park and ride facilities at Home Depot and Market at Museum.

Service Span				Route Frequency			Trips			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:22 AM	6:14 PM	11:52	Weekday	30	40	Weekday	4	4	8

Service Hours			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	2.2	2.2	4

Service Miles			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	81	79	160

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$20.29	\$1.09	\$1.29	0.11

Route 78x

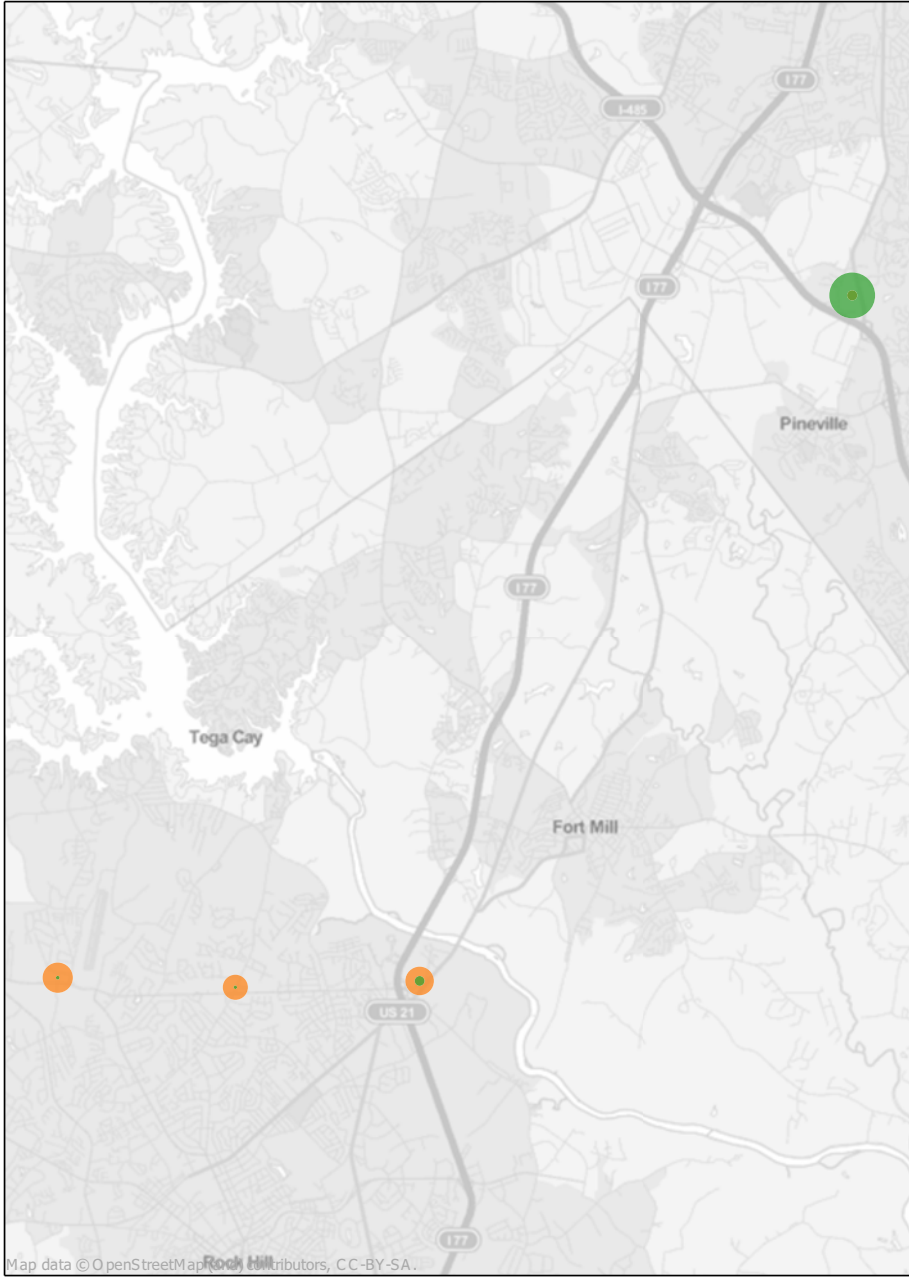
Boardings

Start Place	End Place	Weekday		Total	Grand Total
		AM Peak	PM Peak		
Rock Hill Home Depot	Northwoods Square Park and ..	2	0	2	2
LYNX I-485 Station	Market at Museum Park and R..	1	0	1	1
	Rock Hill Home Depot	1	7	8	8
Northwoods Square Park and ..	Market at Museum Park and R..	6	0	6	6
Grand Total		10	7	17	17

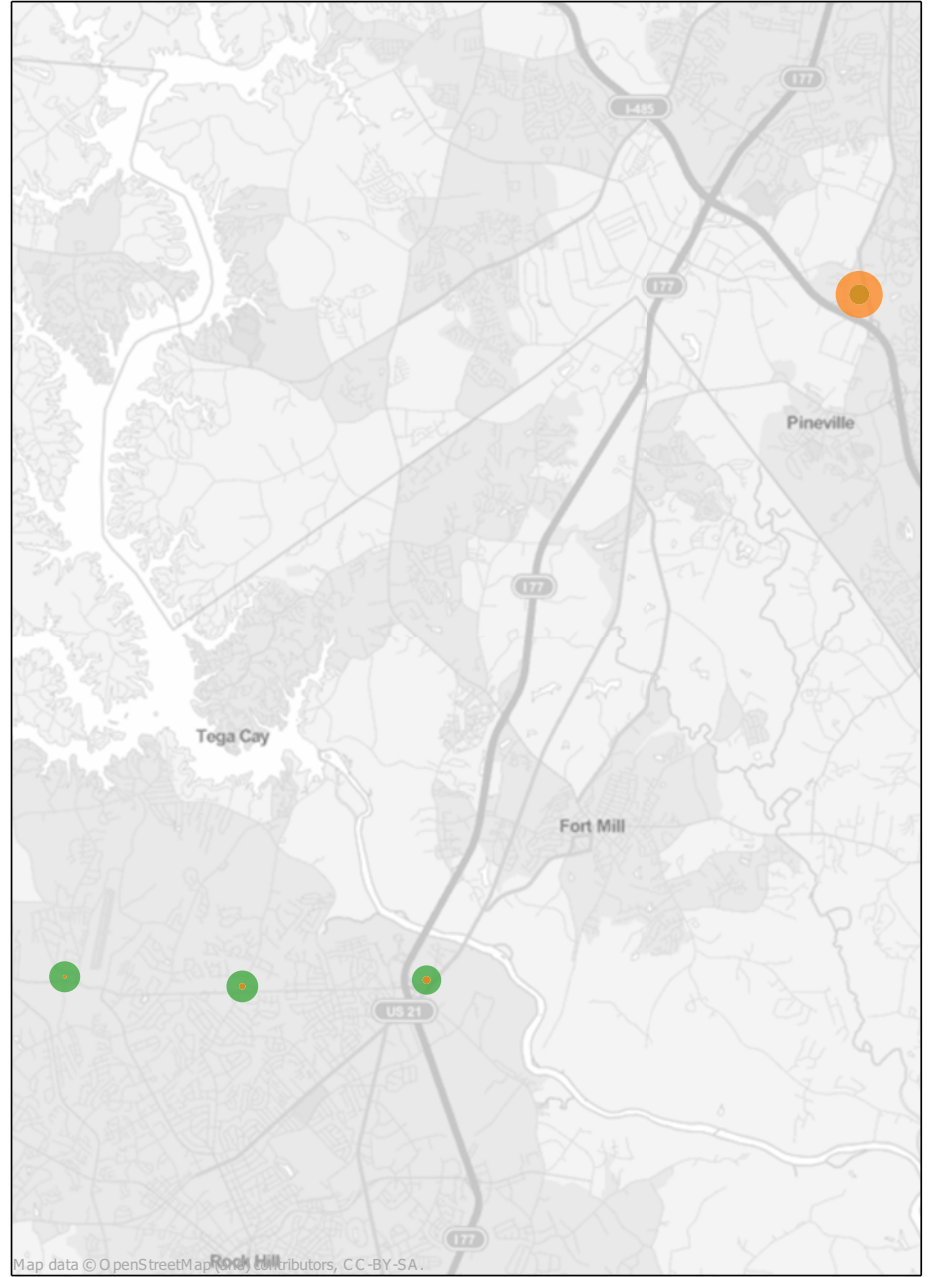
Passengers per Hour

Start Place	End Place	Weekday		Avg. Total
		AM Peak	PM Peak	
Rock Hill Home Depot	Northwoods Square Park and ..	7	0	3
LYNX I-485 Station	Market at Museum Park and R..	3	0	1
	Rock Hill Home Depot	1	6	4
Northwoods Square Park and ..	Market at Museum Park and R..	15	0	8
Avg. Total		5	3	4

Route 78x - Outbound



Route 78x - Inbound



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Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

- 0.000 (smallest dot)
- 2.000 (medium dot)
- 4.000 (large dot)
- 6.343 (largest dot)

Route 79X Concord Mills Express

Key Destinations: Uptown Charlotte, University Place Park and Ride, Charlotte Motor Speedway Park and Ride, Concord Mills

Transfer Opportunities: Route 11 at University Place Park and Ride

Analysis Summary

The Route 79X is a unique express bus service. Unlike other regional express bus services, the 79X does not operate on weekdays. The 79X provides regional express bus service solely on Saturdays. The route has a Saturday service hour span of 8:55am - 9:55pm. The route operates one peak morning trip, six midday trips, three peak evening trips, and two reverse commute trips. The 79X is sustained by two park and ride locations; University Place Park and Ride and the Charlotte Motor Speedway Park and Ride. The 79X operates a 120 minute frequency between uptown Charlotte and Concord Mills Mall.

The Route Performance Monitoring data indicates that the \$4.95 Average Subsidy for the 79X is significantly above the \$1.09 subsidy average for regional express bus services. The 0.36 Average Index Score indicates that the route also performs well below average. Initiated in 2010, the 79X is experienced the growth pains of a new bus route, lagging in all ridership areas. The 79X reported an average boarding of 11 passengers per hour.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Saturday	8:55 AM	9:55 PM	13:00	Saturday	0	120	120	120	Saturday	1	6	3	4	14

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Saturday	1.0	5.4	2.8	2.8	12

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Saturday	18	109	54	67	248

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.95	\$1.09	\$1.29	0.36

Route 79x

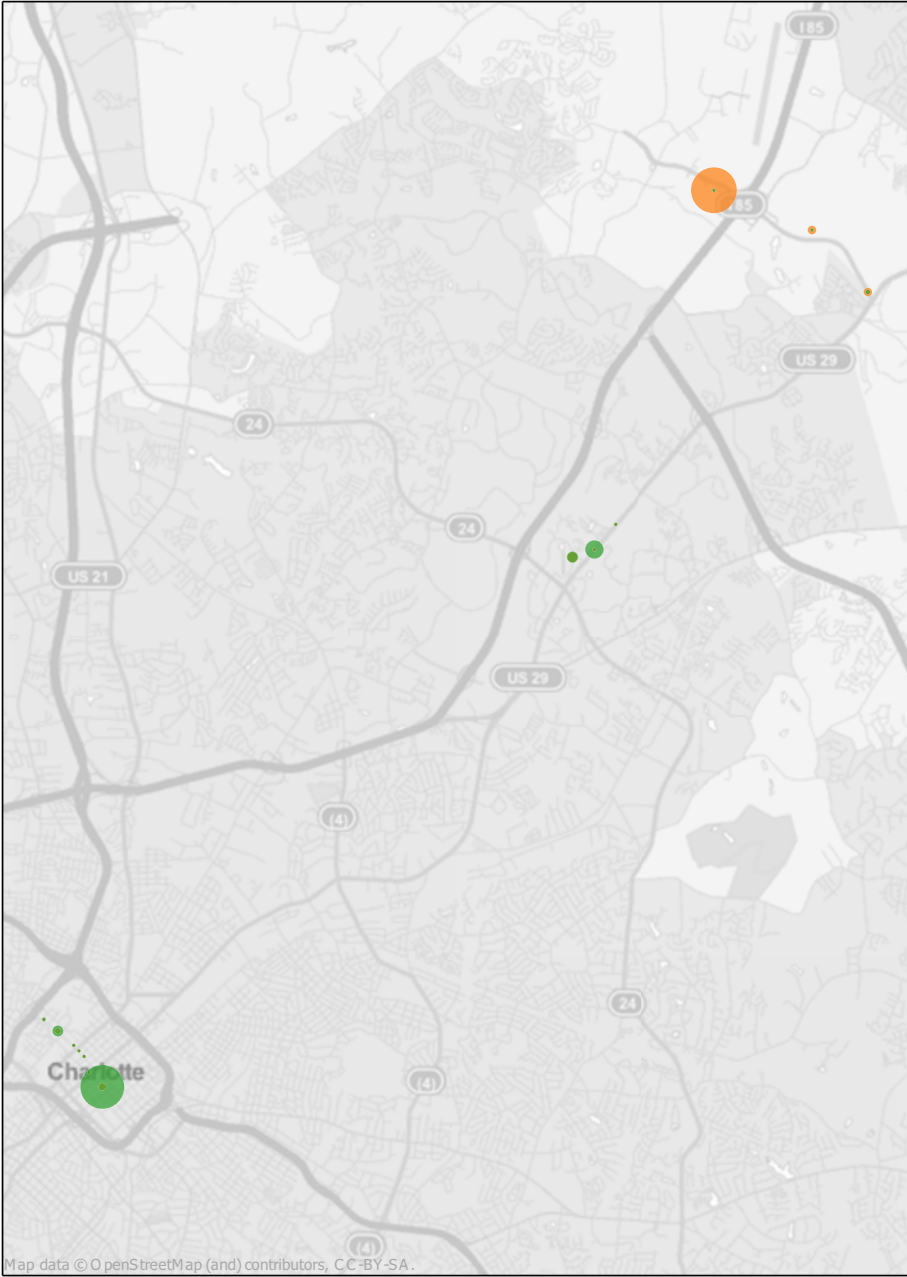
Boardings

Start Place	End Place	Saturday				Total	Grand Total
		AM Peak	Midday	PM Peak	Evening		
Uptown	Concord Mills Mall				11	11	11
	University Place	1	2	0	1	4	4
	Uptown	7	33	5	5	50	50
University Place	Charlotte Motor Speedway	1	10	1	1	13	13
Charlotte Motor Speedway	Concord Mills Mall	0	12	18	20	50	50
Grand Total		9	57	24	38	128	128

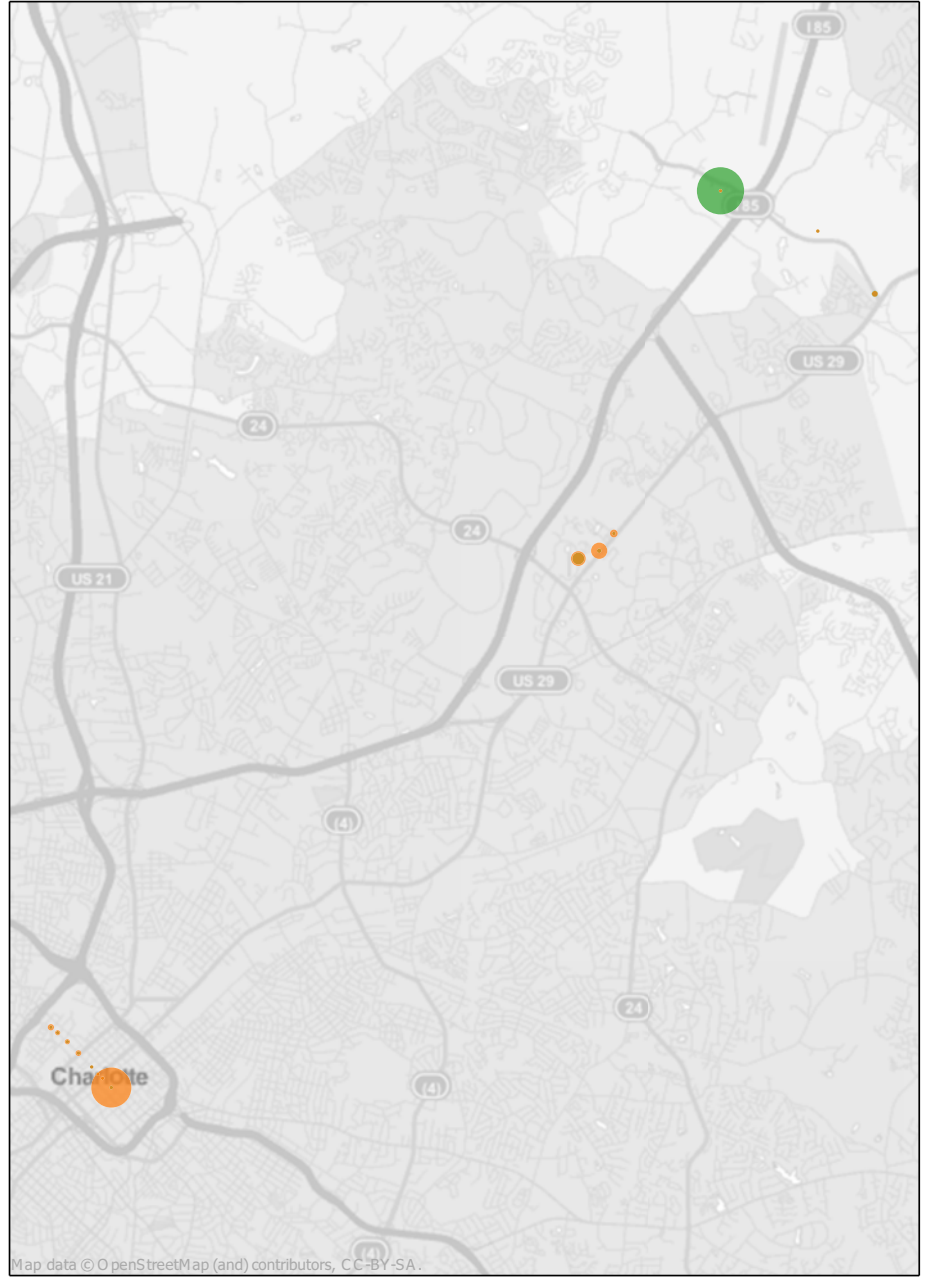
Passengers per Hour

Start Place	End Place	Saturday				Avg. Total
		AM Peak	Midday	PM Peak	Evening	
Uptown	Concord Mills Mall				11	11
	University Place	3	1	0	2	1
	Uptown	70	55	17	25	42
University Place	Charlotte Motor Speedway	3	6	1	2	4
Charlotte Motor Speedway	Concord Mills Mall	0	10	26	50	20
Avg. Total		9	11	9	14	11

Route 79x - Outbound



Route 79x - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

- Small circle: 0.00
- Medium circle: 20.00
- Large circle: 40.00
- Very large circle: 56.33

Route 80X Concord Express

Key Destinations: Uptown Charlotte, University Place Park and Ride, Harrisburg, Concord

Transfer Opportunities: Routes 11 and 29 at the University Place Park and Ride

Analysis Summary

Route 80X is an express bus service that provides service to Concord, NC. The 80X has a comparable weekday peak hour service span to other express routes (5:40am - 7:05pm). The route operates seven morning trips and seven evening trips including two reverse commute trips. Like other express route services, the 80X does not have any midday service. The 80X is sustained by four park and ride locations: Target/Home Depot, Big Lots, Charlotte Motor Speedway, and University Place. The 80X operates a 20-25 minute frequency between uptown Charlotte and the Target/Home Depot Park and Ride.

The Route Performance Monitoring data indicates that the \$0.29 Average Subsidy for the 80X is well below the \$1.09 subsidy average for regional express bus services. The 1.43 Average Index Score is significantly above average. The 80X reports an average daily ridership of nearly 300 passengers, with 21 passengers per hour. Ridership is heaviest at the Big Lots Park and Ride. The reverse commute trips to Concord Mills do not seem to generate significant activity. In nearly every year between FY06 and FY10, the ridership on the 80X recorded ridership growth percentage has outpaced both the ridership and passengers per hour for similar regional services. Between FY07 & FY08, the difference in passengers per hour for the 80X nearly doubled the rate of similar services.

Service Span				Route Frequency			Trips			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:00 AM	7:05 PM	13:05	Weekday	20	25	Weekday	7	7	14

Service Hours			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6.6	7.9	15

Service Miles			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	196	205	401

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.29	\$1.09	\$1.29	1.43

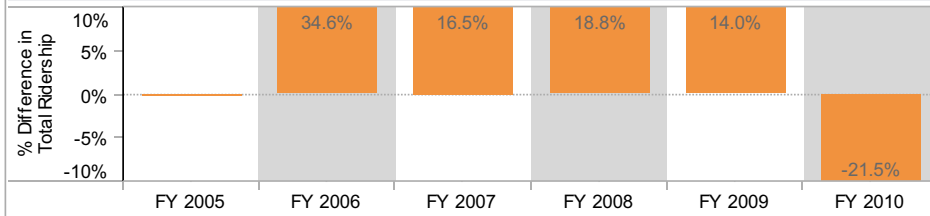
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	University Place	1	2	3	3
	Uptown	8	144	152	152
University Place	Charlotte Motor Speedway	30	4	34	34
	Concord Mills Mall	1	0	1	1
Concord Mills Mall	Big Lots Park and Ride	0	2	2	2
Charlotte Motor Speedway	Big Lots Park and Ride	36	1	37	37
Big Lots Park and Ride	Target/Home Depot Park and ..	65	5	70	70
Grand Total		141	158	299	299

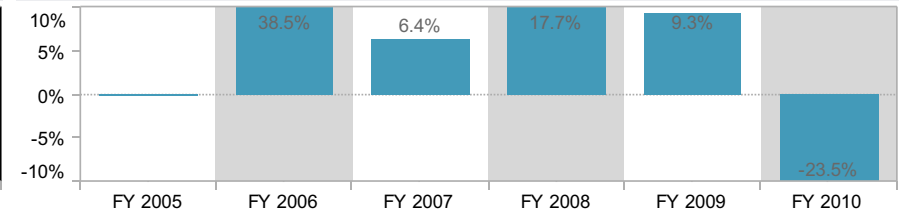
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	University Place	1	1	1
	Uptown	9	131	76
University Place	Charlotte Motor Speedway	27	3	14
	Concord Mills Mall	3	0	2
Concord Mills Mall	Big Lots Park and Ride	0	7	4
Charlotte Motor Speedway	Big Lots Park and Ride	33	1	18
Big Lots Park and Ride	Target/Home Depot Park and ..	54	3	24
Avg. Total		21	20	21

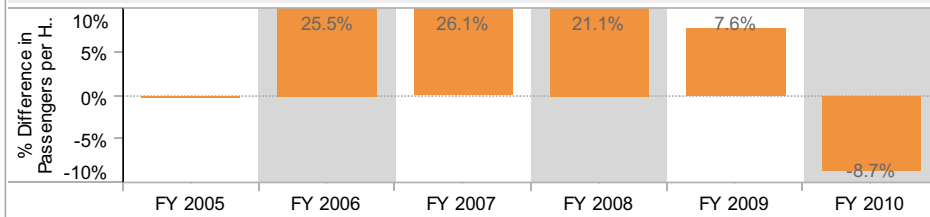
Change in Ridership by Route (Route 80x)



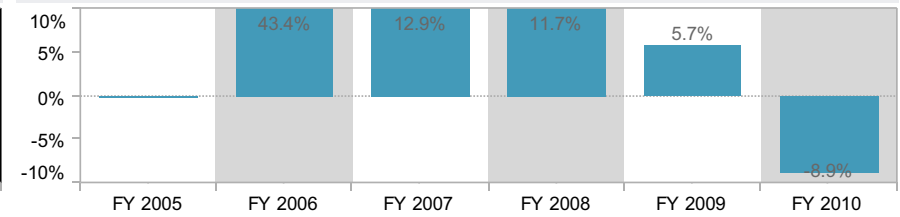
Change in Ridership - Regional Express Routes



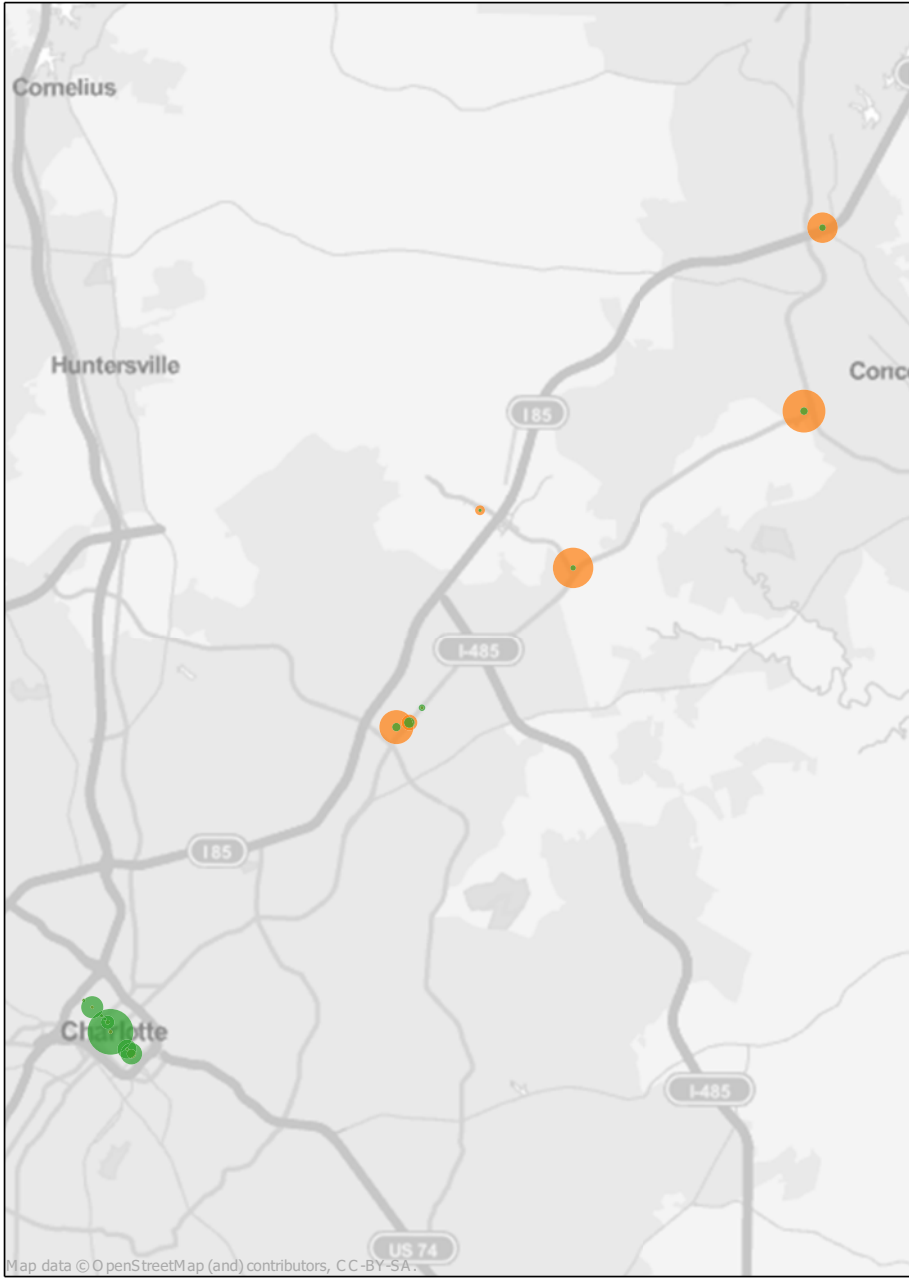
Change in Passengers per Hour by Route (Route 80x)



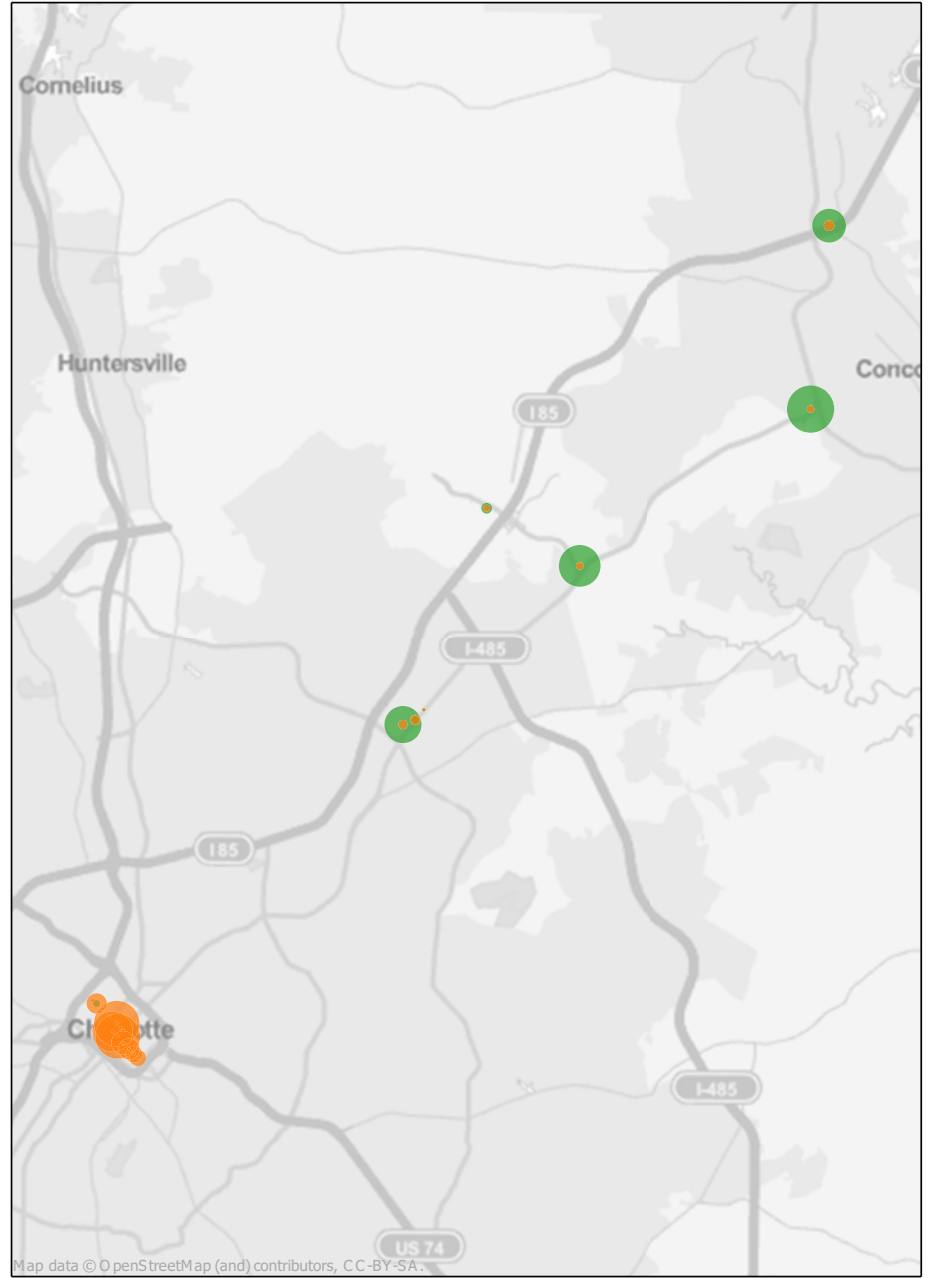
Change in Passengers per Hour - Regional Express Routes



Route 80x - Outbound



Route 80x - Inbound



Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

•	0.00	○	20.00	○	40.00
○	10.00	○	30.00	○	45.81

Route 82X Rock Hill Express

Key Destinations: Uptown Charlotte, Plaza Fiesta Carolinas, Baxter Village, Rock Hill

Transfer Opportunities: none

Analysis Summary

Route 82X provides express bus service to Rock Hill, SC. The 82X has a comparable weekday peak hour service span to other express routes (5:40am - 6:45pm). The route operates four morning trips and four evening trips and has no reverse commute trips. Like other express route services, the 82X does not have any midday service. The 82X is sustained by four park and ride locations: Plaza Fiesta Carolinas, Baxter Village, Manchester Cinemas, and the City of Rock Hill. The 82X operates a 30 minute frequency between uptown Charlotte and the City of Rock Hill Park and Ride.

The Route Performance Monitoring data indicates that the \$1.02 average subsidy for the 82X is below the \$1.09 subsidy average for regional express bus services overall. The Average Index Score is right at the average. The 82X reports an average of 160 passenger boardings per day, or 19 passengers per hour. The ridership is spread fairly evenly between the four park and ride locations. From FY08 to FY09, both ridership and passengers per hour were stagnant, and then experienced a significant drop in FY10.

Service Span				Route Frequency			Trips			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5:40 AM	6:45 PM	13:05	Weekday	30	30	Weekday	4	4	8

Service Hours				Service Miles			
Day of Week	AM Peak	PM Peak	Grand Total	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	4.2	4.2	8	Weekday	128	124	253

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.02	\$1.09	\$1.29	0.99

Route 82x

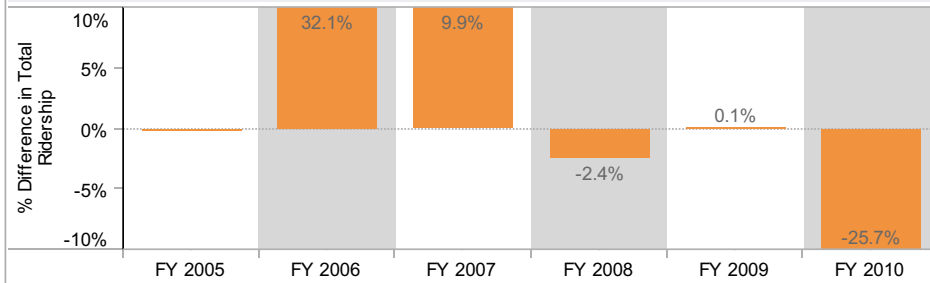
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Plaza Fiesta Carow inds Park ..	0	1	1	1
	Uptown	0	79	79	79
Plaza Fiesta Carow inds Park a..	Baxter Village	14	1	15	15
Baxter Village	Manchester Cinemas	21	1	22	22
Manchester Cinemas	Downtown Rock Hill Park and ..	39	4	43	43
Grand Total		74	86	160	160

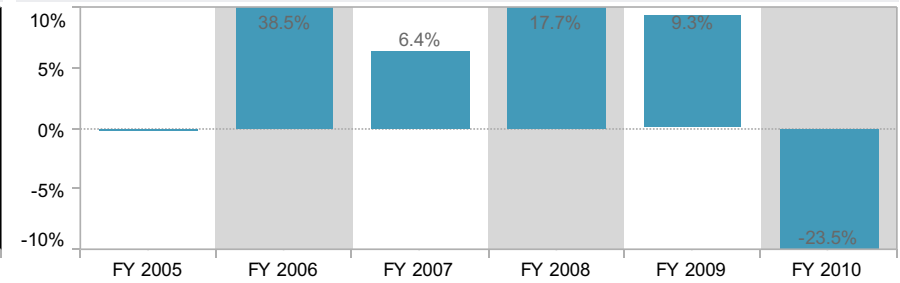
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Plaza Fiesta Carow inds Park ..	0	1	0
	Uptown	0	113	72
Plaza Fiesta Carow inds Park a..	Baxter Village	16	1	9
Baxter Village	Manchester Cinemas	26	1	15
Manchester Cinemas	Downtown Rock Hill Park and ..	56	6	31
Avg. Total		18	20	19

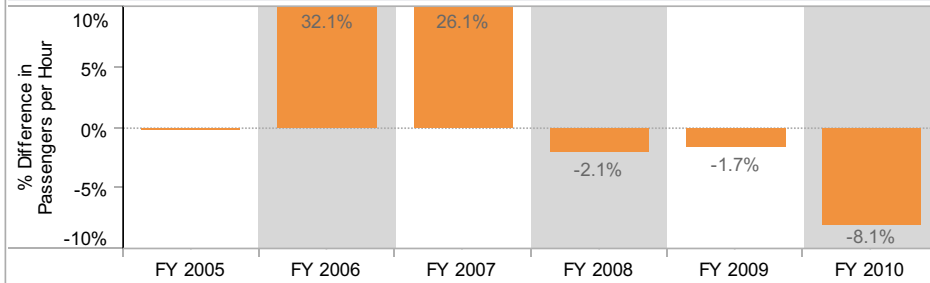
Change in Ridership by Route (Route 82x)



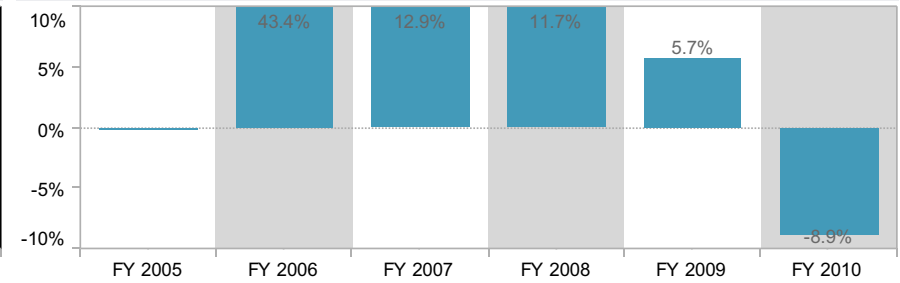
Change in Ridership - Regional Express Routes



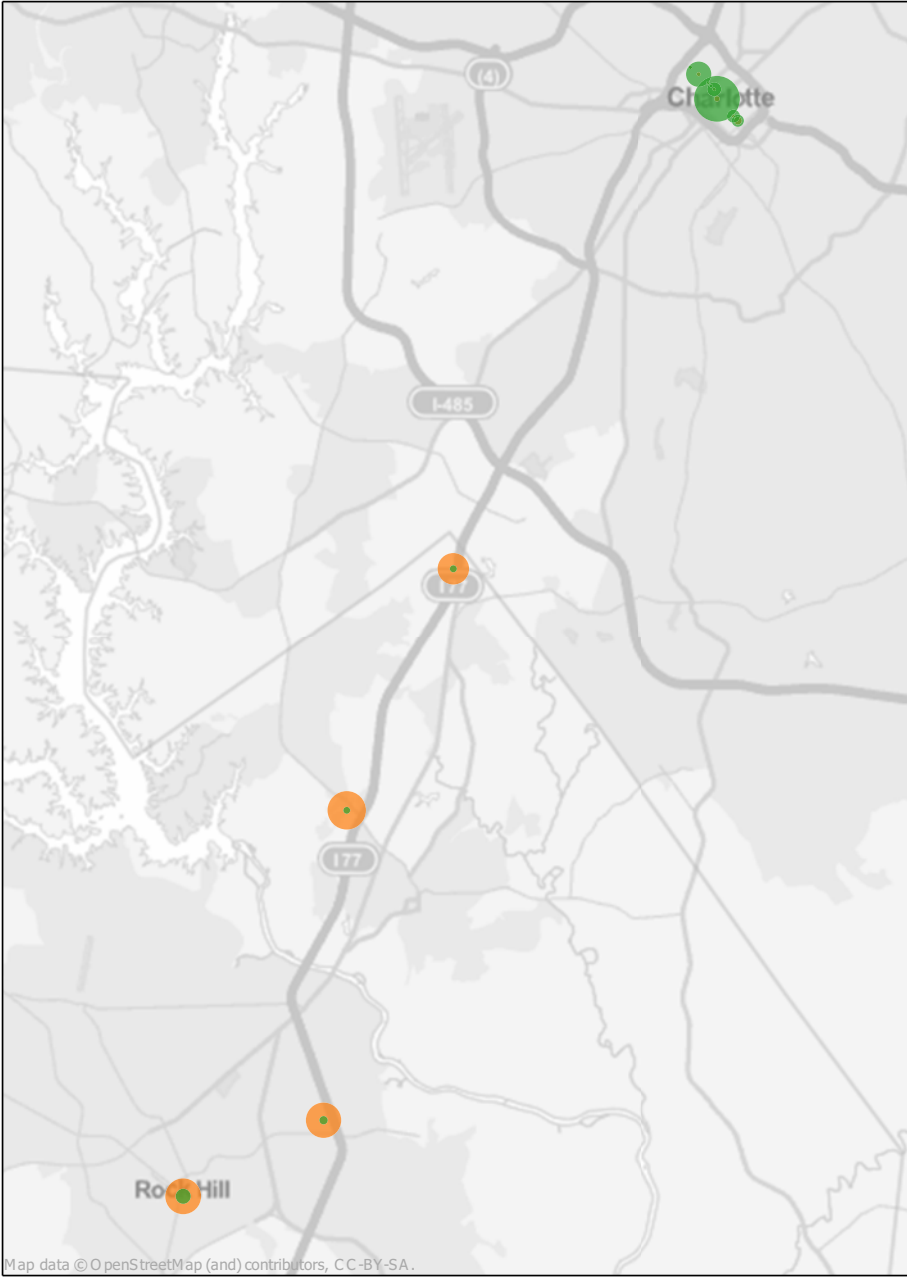
Change in Passengers per Hour by Route (Route 82x)



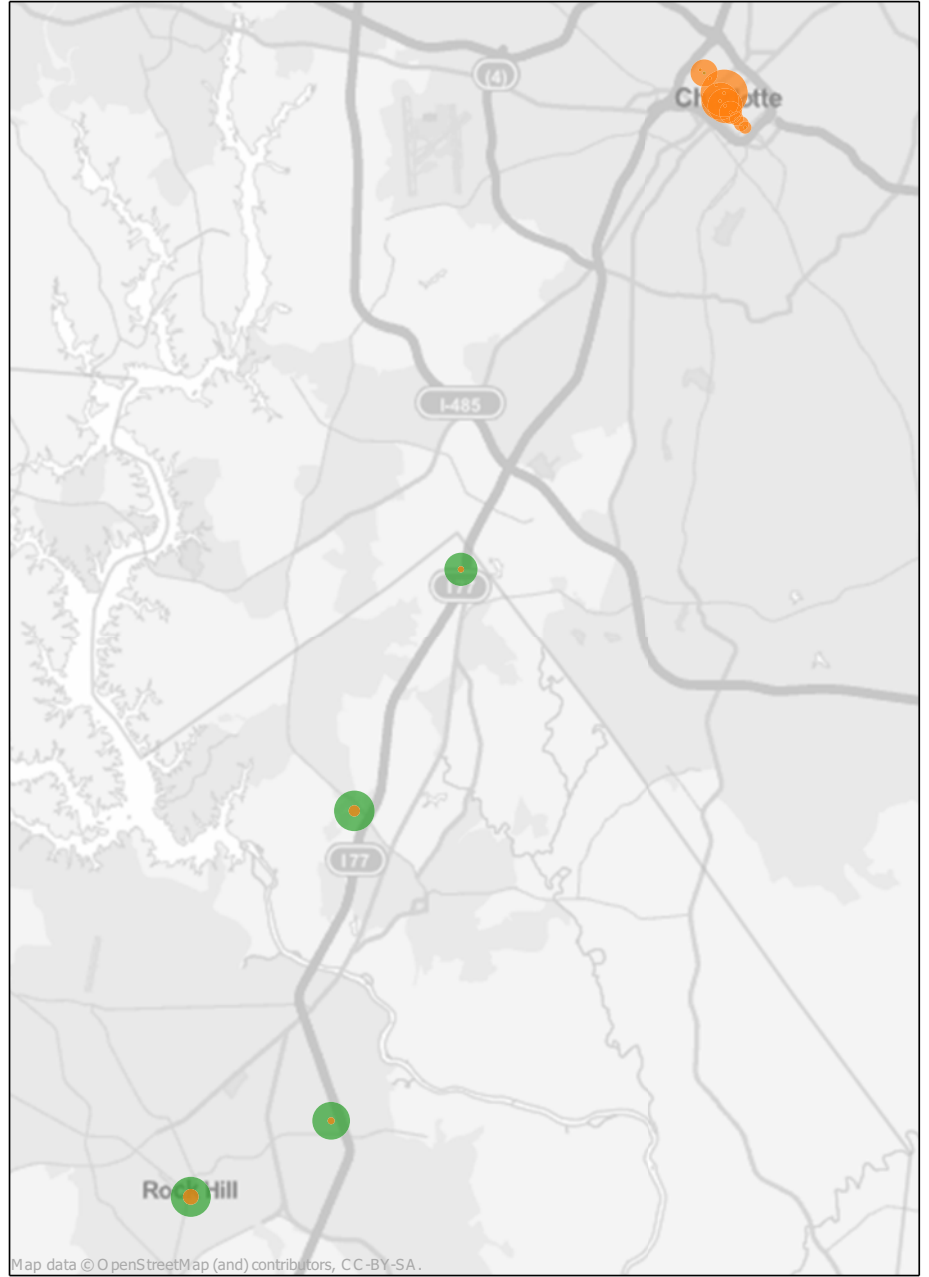
Change in Passengers per Hour - Regional Express Routes



Route 82x - Outbound



Route 82x - Inbound



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Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

	0.00		20.00
	10.00		28.42

Route 84 Orange Line

Key Destinations: Wells Fargo Securities, Trade and Tryon, Bank of America Plaza, McColl Center for Visual Arts

Transfer opportunities: Charlotte Transportation Center (CTC)

Analysis Summary

Route 84 is an urban circulator shuttle that provides service along Tryon St within the Charlotte uptown area. The route operates on Weekdays only, with service frequency every 12 minutes. Based on the performance measures for transit services, Route 84 is slightly above average overall. The average subsidy per passenger is well above average compared to similar route types. The overall performance score (1.09) is slightly above average.

The route carries over 1,300 passengers on an average Weekday, with the ridership evenly distributed throughout the service day. The route has close to 15 passengers per trip, and approximately 48 passengers per hour for Weekday service. The location that has the highest ridership activity is located at 9th and Church St, with the second highest ridership concentration located at Camden Grandview. Overall, ridership is fairly steady along the route. The route serves areas that have transfer opportunities to all other services that connect to Trade and Tryon. In recent years, ridership increased from FY06 - FY09. However, ridership has decreased in FY10 by 36% (approx 198,000 passengers) from FY09, which had a decrease of 12% from the previous year. Despite the ridership decreases which likely resulted from higher unemployment rates Uptown, passengers per hour have continued to increase year over year.

<u>Service Span</u>				<u>Route Frequency</u>				<u>Trips</u>				
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	6:56 AM	6:23 PM	11:27	Weekday	12	12	12	Weekday	20	60	32	112

<u>Service Hours</u>				
Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	5.0	15.0	8.0	28

<u>Service Miles</u>				
Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	27	81	43	151

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.97	\$0.57	\$1.29	1.09

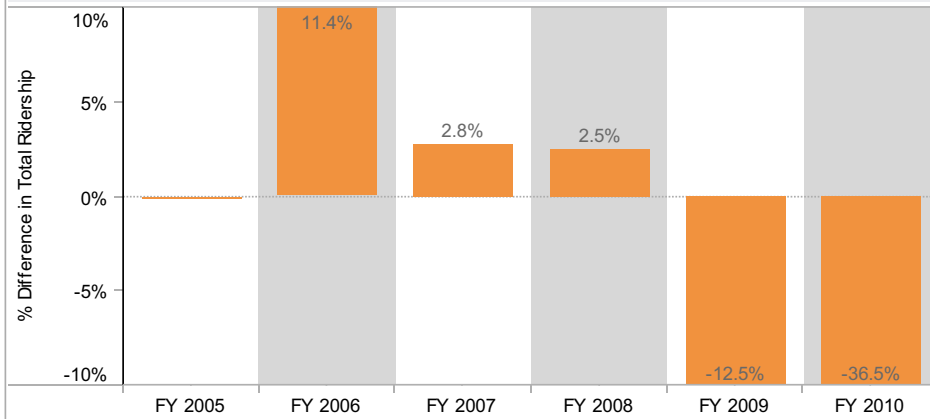
Boardings

Start Place	End Place	Weekday			Total	Grand Total
		AM Peak	Midday	PM Peak		
Church & 9th	Summit Grandville Apartments	310	639	405	1,354	1,354
Grand Total		310	639	405	1,354	1,354

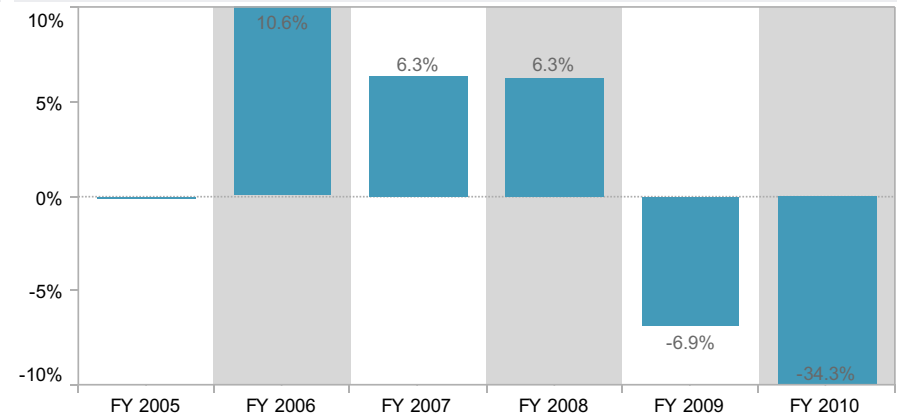
Passengers per Hour

Start Place	End Place	Weekday			Avg. Total
		AM Peak	Midday	PM Peak	
Church & 9th	Summit Grandville Apartments	62	43	51	48
Avg. Total		62	43	51	48

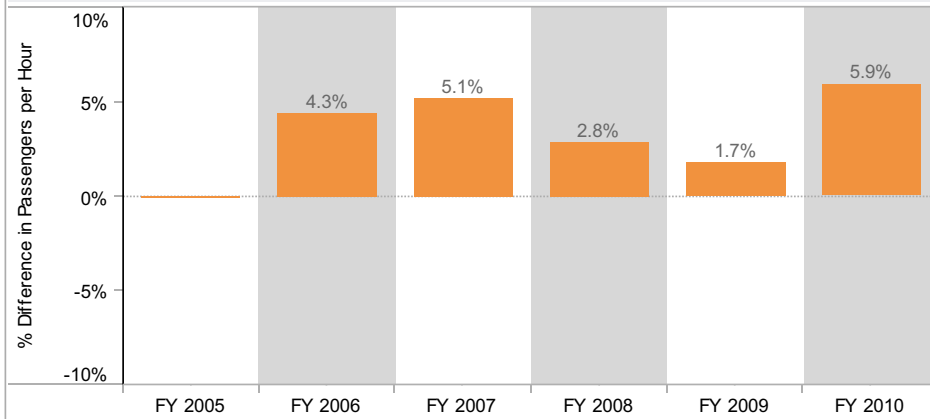
Change in Ridership by Route (Route 84)



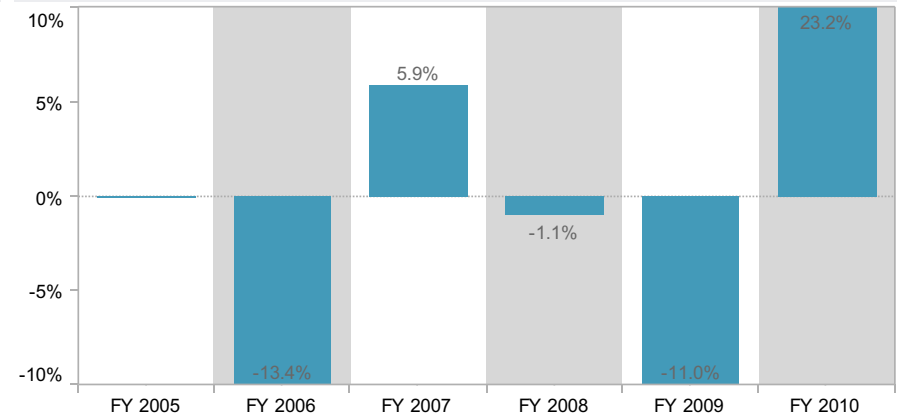
Change in Ridership - Gold Rush Routes



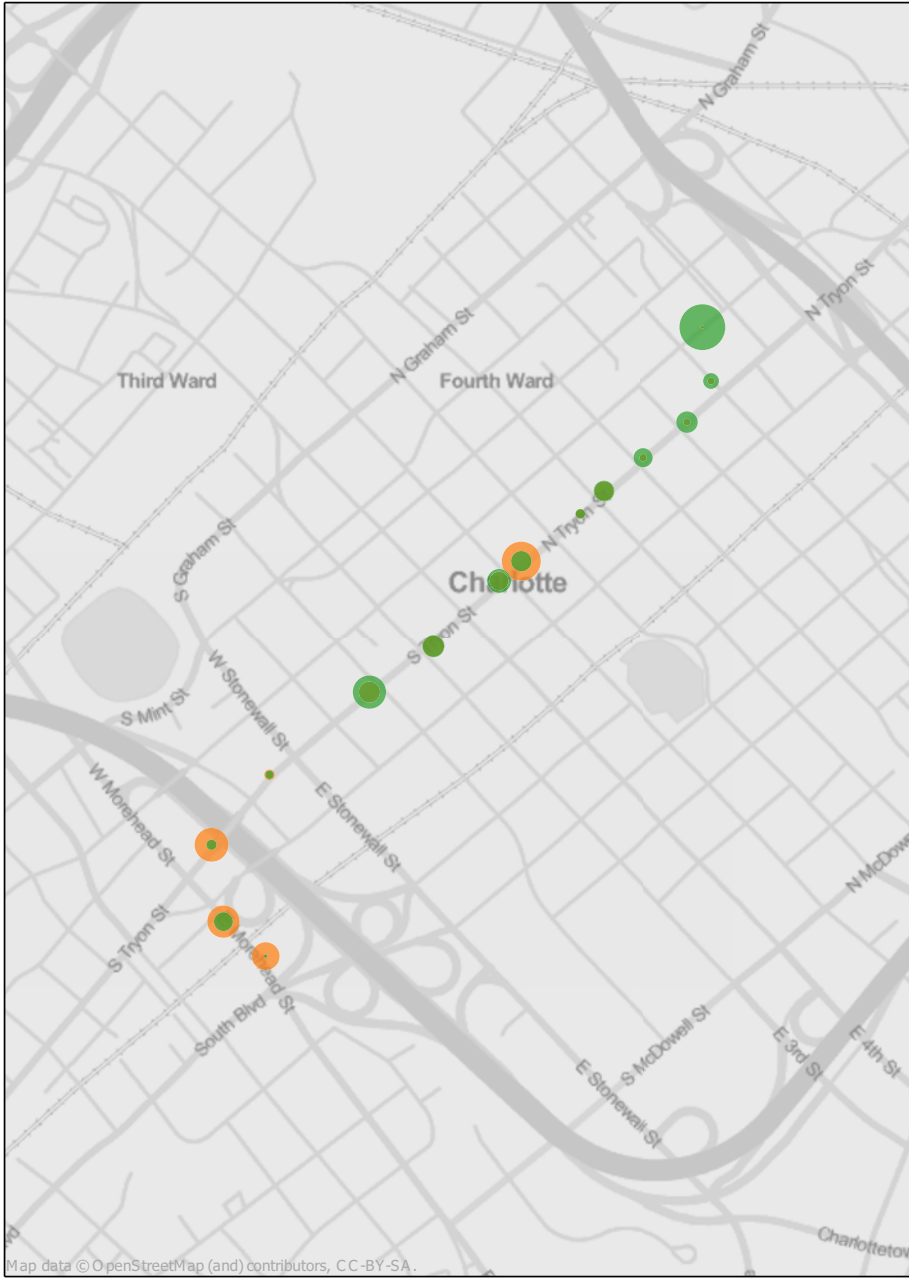
Change in Passengers per Hour by Route (Route 84)



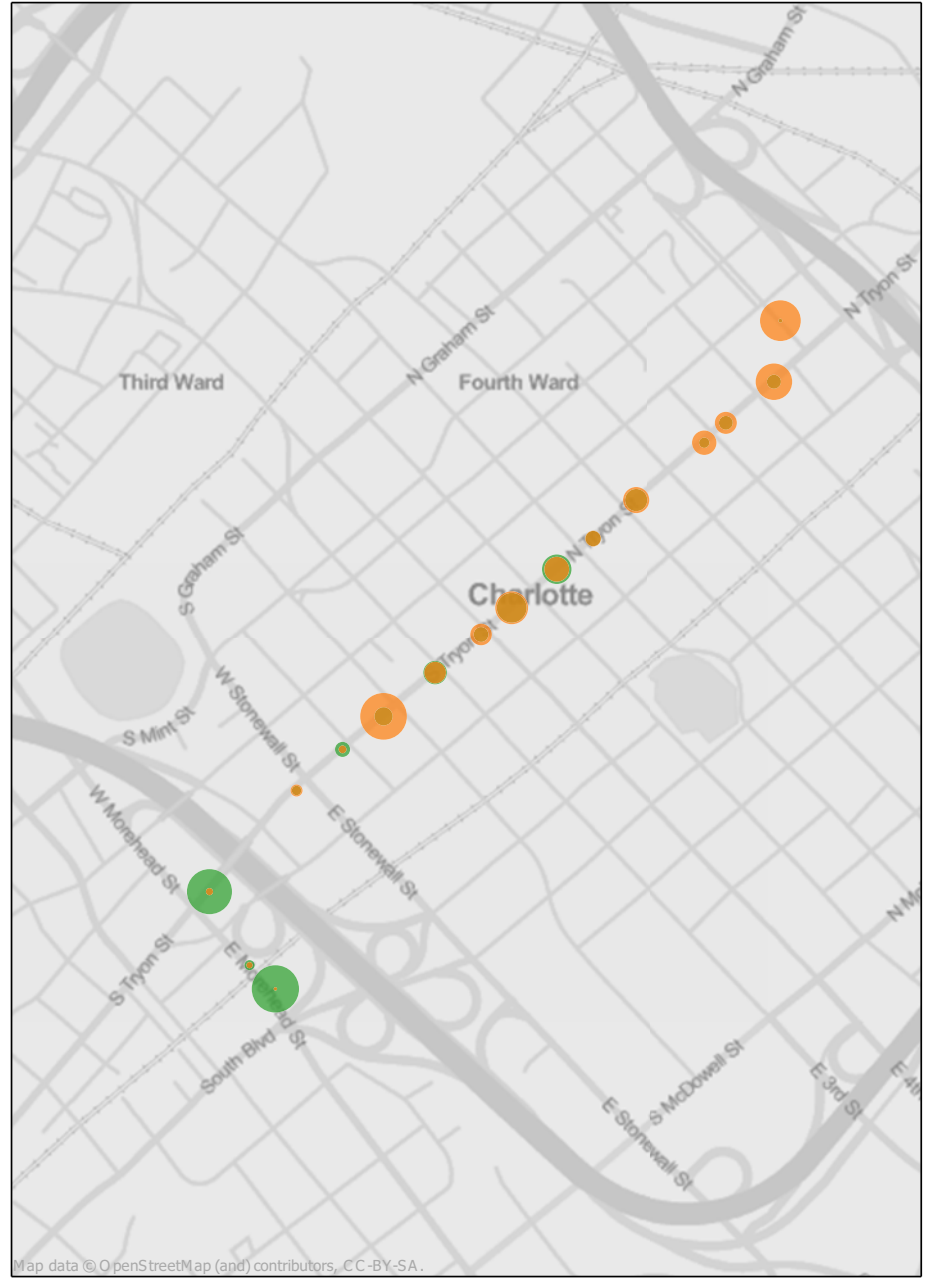
Change in Passengers per Hour - Gold Rush Routes



Route 84 - Outbound



Route 84 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0
● 50.0	● 169.0

Route 85X Gastonia Express

Key Destinations: Uptown Charlotte, Abbey Plaza Shopping Center, Gastonia Transit Center

Transfer Opportunities: none

Analysis Summary

Route 85X provides regional express bus service to Gastonia and Belmont. The 85X has a comparable weekday peak hour service span to other express routes (5:15am - 7:00pm). The route operates five morning trips and five evening trips including two reverse commute trips. Like other express route services, the 85X does not have any midday service. The 85X is sustained by two park and ride locations: Abbey Plaza Shopping Center Park and Ride and Gastonia Transit Center Park and Ride. The 85X operates a 40 minute frequency between Uptown Charlotte and the Gastonia Transit Center.

Unlike other regional express routes, the Route Performance Monitoring data indicates that the 85X does not require a subsidy to operate. The zero subsidy rating indicates that passenger fares completely cover the cost of the 85X. The significant ridership level as well as the relatively short travel distance directly contributes to the zero subsidy requirements. As a comparison, the average subsidy for regional express services is \$1.09. The Average Index Score was recorded at 1.26, which is above average. The 85X reports an average of 215 passenger boardings per day, or 27 passengers per hour. From FY06 to FY08, both ridership and passengers per hour experience significant growth, yet the 85X has experienced a two year drop from FY09-FY10 in both categories. The park and ride stop in Gastonia carries around twice as many passengers as the stop in Belmont.

<u>Service Span</u>				<u>Route Frequency</u>			<u>Trips</u>			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	5:15 AM	7:11 PM	13:56	Weekday	40	40	Weekday	5	5	10

<u>Service Hours</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	3.6	4.4	8

<u>Service Miles</u>			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	114	115	228

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.00	\$1.09	\$1.29	1.26

Route 85x

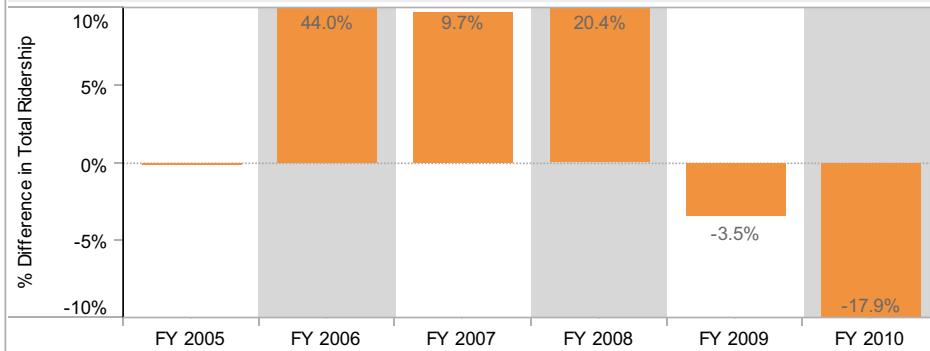
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Abbey Plaza Shopping Center	1	2	3	3
	Uptown	4	99	103	103
Abbey Plaza Shopping Center	Gastonia Transportation Center	98	11	109	109
Grand Total		103	112	215	215

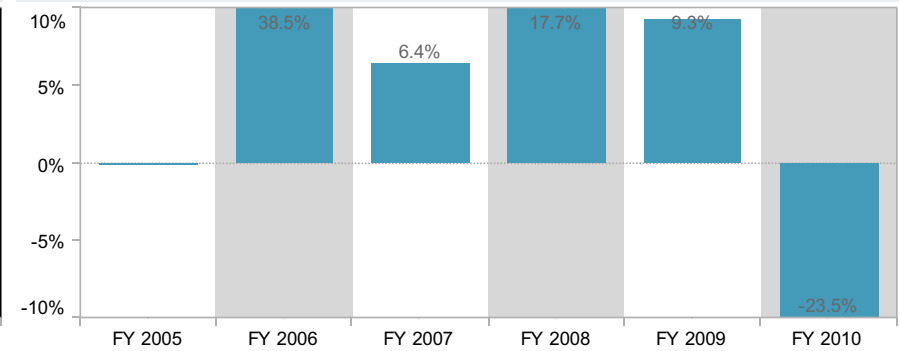
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Abbey Plaza Shopping Center	1	1	1
	Uptown	7	165	86
Abbey Plaza Shopping Center	Gastonia Transportation Center	82	7	39
Avg. Total		29	25	27

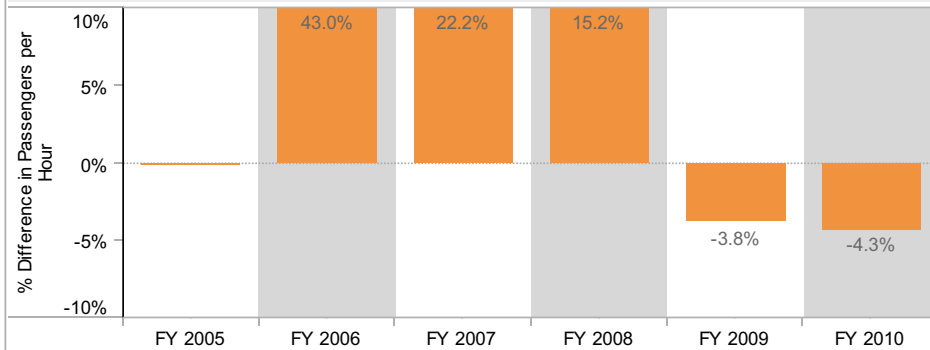
Change in Ridership by Route (Route 85x)



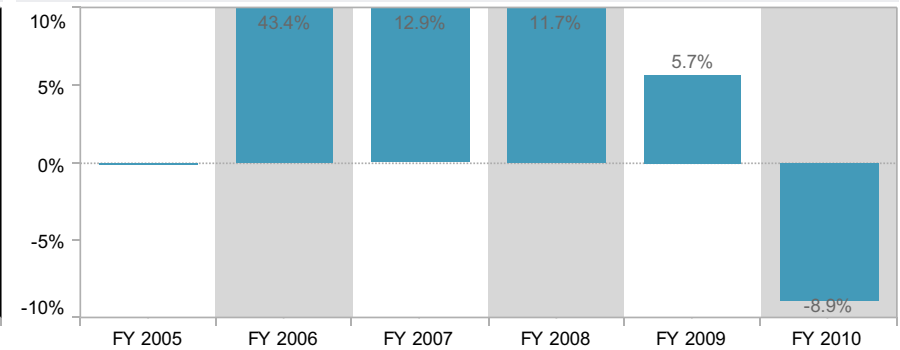
Change in Ridership - Regional Express Routes



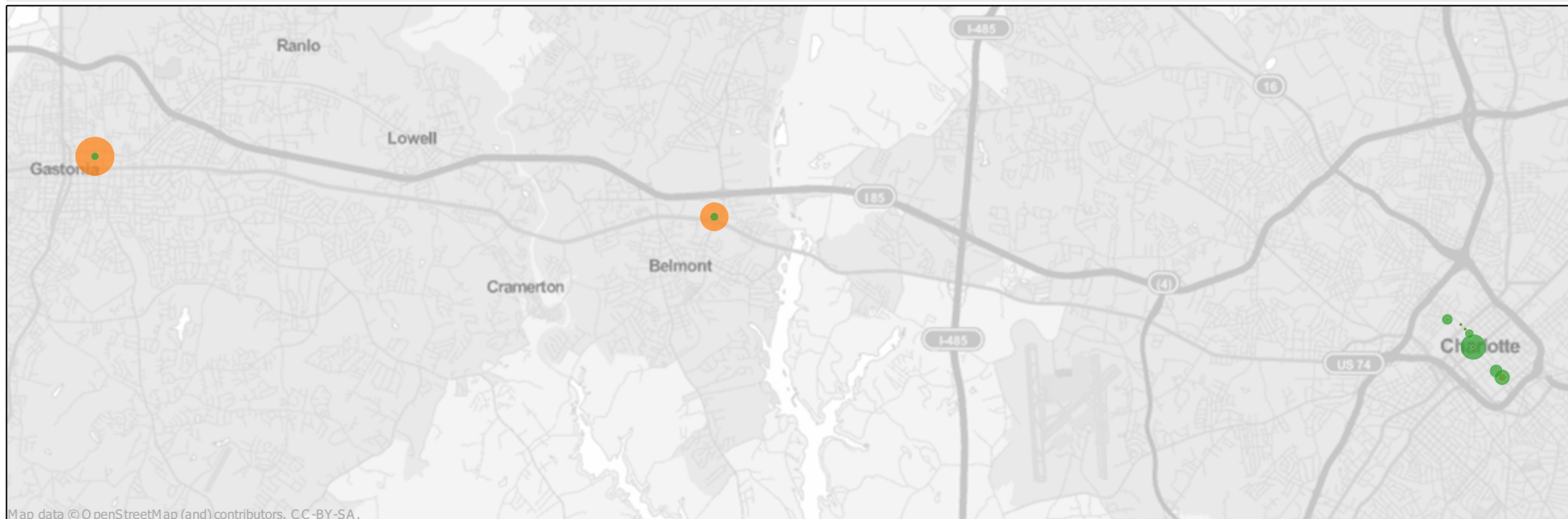
Change in Passengers per Hour by Route (Route 85x)



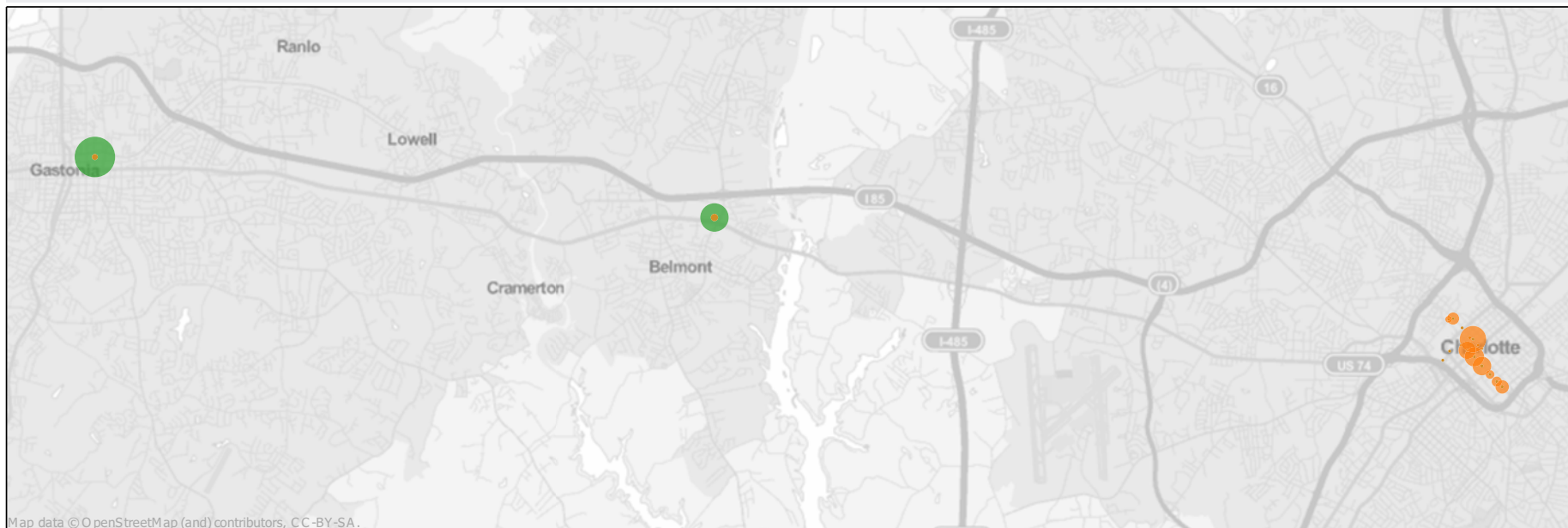
Change in Passengers per Hour - Regional Express Routes



Route 85x - Outbound



Route 85x - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 40.00	● 71.28
● 20.00	● 60.00	

Route 86 Red Line

Key Destinations: Charlotte Transportation Center (CTC), City Hall, Federal Reserve, Johnson and Wales University, Trade and Tryon, Gateway Village

Transfer opportunities: Charlotte Transportation Center (CTC)

Analysis Summary

Route 86 is an urban circulator shuttle providing service along Trade St within the Uptown area. The service only operates on Weekdays, at a frequency of every 10 minutes from 7:00am - 6:30pm. Based on the performance measures for transit services, Route 86 is considered to be an above average route. The average subsidy per passenger is well below all routes overall (\$0.55). The average index score (1.70) is also well above the average.

Route 86 carries over 2,000 passengers on an average Weekday, with the ridership being well distributed between the Peak and Midday hours. The route has close to 15 passengers per trip, and approximately 80 passengers per hour. The location that has the highest ridership activity is located at Trade St and Tryon St, with a secondary concentration of ridership at Gateway Village. The route provides transfer opportunities to all other services that connect to Charlotte Transportation Center (CTC). In recent years, Route 86 ridership had increased in ridership from FY06-FY98. However, ridership decreased in FY10 by 38% (approx. 300,000 passengers) from FY09, which also had a decrease of 5% from the previous year. The significant decrease in ridership for FY10 is most likely explained by the rise in unemployment for the employment center of Uptown Charlotte. Additionally, frequencies were reduced in FY10, possibly discouraging ridership, though contributing to the first increase in passengers per hour since FY07.

Service Span				Route Frequency				Trips				
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	6:52 AM	6:24 PM	11:32	Weekday	10	10	10	Weekday	27	72	40	139

Service Hours				
Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	5.0	13.2	7.6	26

Service Miles				
Day of Week	AM Peak	Midday	PM Peak	Grand Total
Weekday	42	113	63	218

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$0.55	\$0.57	\$1.29	1.70

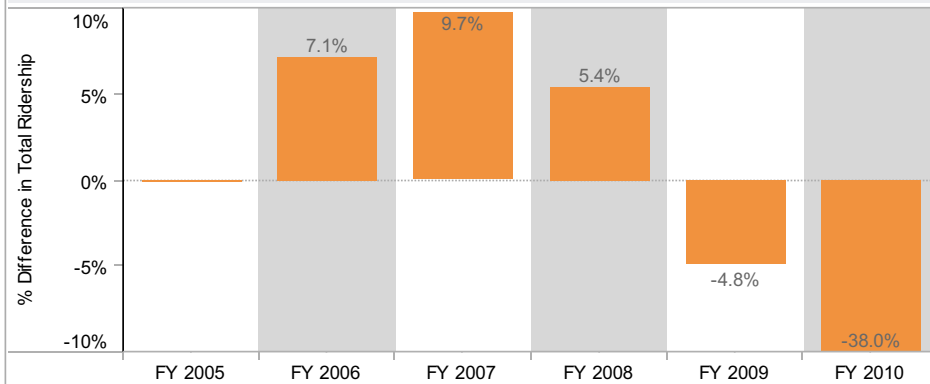
Boardings

Start Place	End Place	Weekday			Total	Grand Total
		AM Peak	Midday	PM Peak		
4th & McDowell	Charlotte Transportation Center	65	248	107	420	420
Charlotte Transportation Center	Gateway on Trade	352	823	458	1,633	1,633
Grand Total		417	1,071	565	2,053	2,053

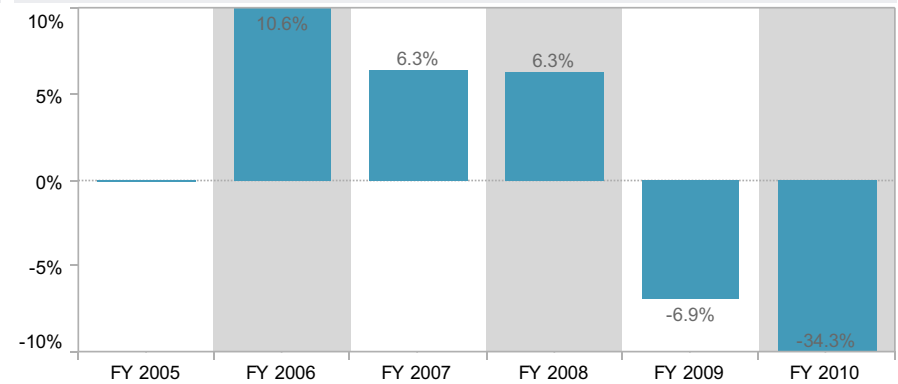
Passengers per Hour

Start Place	End Place	Weekday			Avg. Total
		AM Peak	Midday	PM Peak	
4th & McDowell	Charlotte Transportation Center	43	59	47	53
Charlotte Transportation Center	Gateway on Trade	101	91	86	92
Avg. Total		83	81	74	80

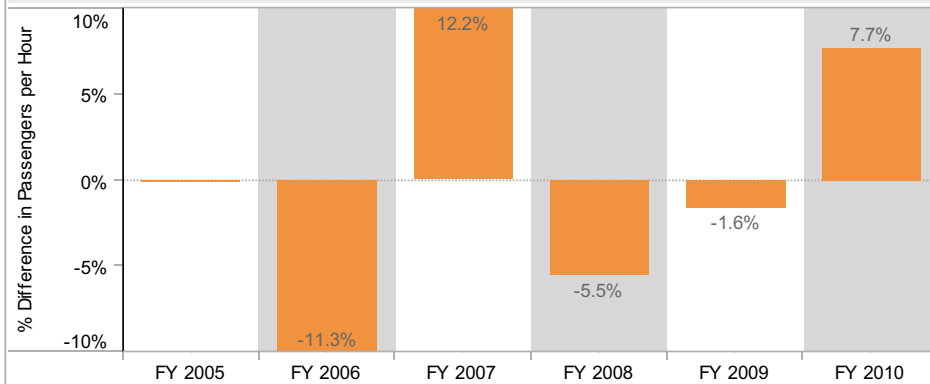
Change in Ridership by Route (Route 86)



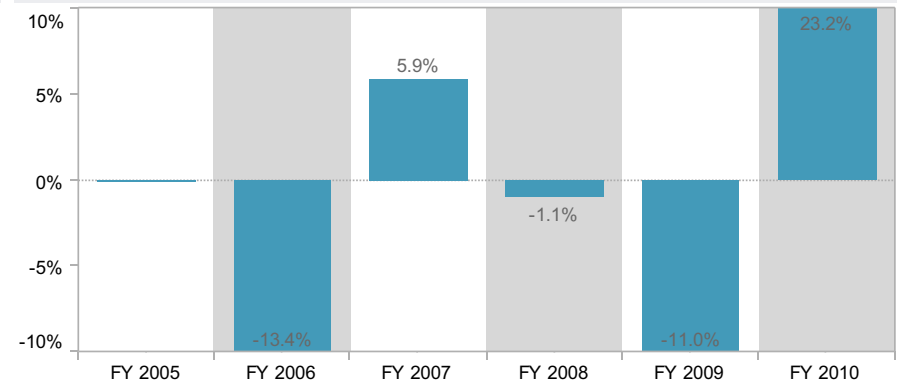
Change in Ridership - Gold Rush Routes



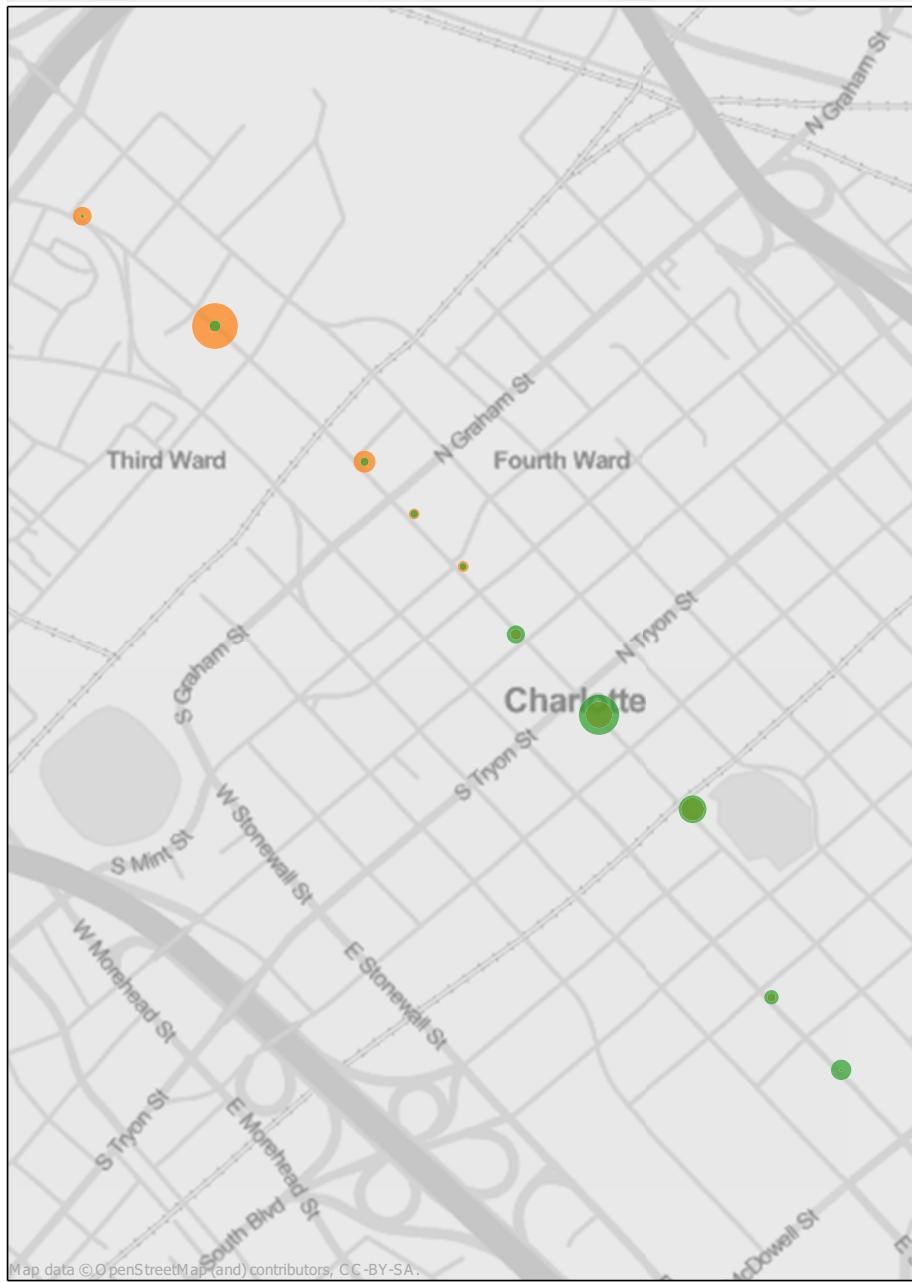
Change in Passengers per Hour by Route (Route 86)



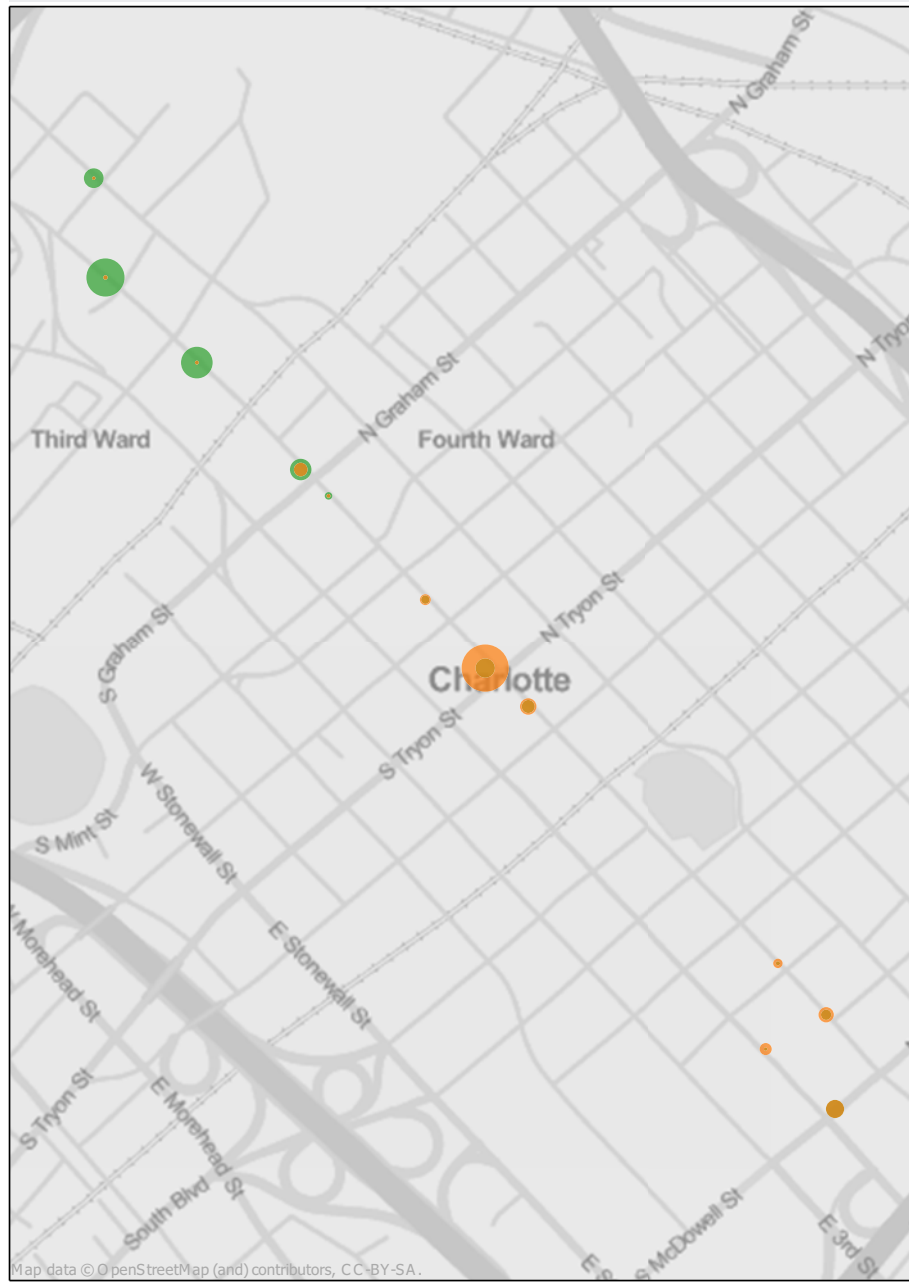
Change in Passengers per Hour - Gold Rush Routes



Route 86 - Outbound



Route 86 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 400.0
● 200.0	● 585.2

Route 88X Mountain Island Express

Key Destinations: Uptown Charlotte, Coulwood Shopping Center, Callabridge Commons

Transfer Opportunities: Route 1 at Callabridge Commons

Analysis Summary

Route 88x provides service to the Coulwood and Mountain Island areas of the county. The 88X has a comparable weekday peak hour service span to other express routes (6:30am - 6:00pm). The route operates three morning trips and three evening trips and has no reverse commute trips. Like other express route services, the 88X does not have any midday service. Route 88X is sustained by one park and ride located at Coulwood Shopping Center and a bus stop at Callabridge Commons. The 88X operates a 25-30 minute frequency between uptown Charlotte and Callabridge Commons.

The Route Performance Monitoring data indicates that the \$1.38 average subsidy for the 88X is slightly below the \$1.43 subsidy average for express bus services overall. The Average Index Score is slightly below overall index score average. The route has around 83 daily passenger boardings, or 23 passengers per hour. Ridership is generated mostly from the intersection of Bellhaven Blvd & Mount Holly-Huntersville Rd, which may be attracting “unofficial” park and ride patrons and the retail center. Smaller concentrations of ridership occur at the Coulwood Shopping Center Park and Ride and Callabridge Commons. From FY06 - FY09, the 88X ridership significantly outpaced the similar services posting increase percentages of 81%, 17%, 57%, and 37%. In FY10, the 88X changed from a regional express service to an express service, previously serving Lincoln County. Thus, the 88x posted a 35% decrease in ridership compared to a 24% drop in similar services. The passengers per hour had also increased significantly prior to FY10, with the exception of a drop in FY07, when service hours increased substantially.

Service Span				Route Frequency			Trips			
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	PM Peak	Day of Week	AM Peak	PM Peak	Grand Total
Weekday	6:28 AM	5:53 PM	11:25	Weekday	25	30	Weekday	3	3	6

Service Hours			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	1.7	1.9	4

Service Miles			
Day of Week	AM Peak	PM Peak	Grand Total
Weekday	35	35	69

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.38	\$1.43	\$1.29	0.90

Route 88x

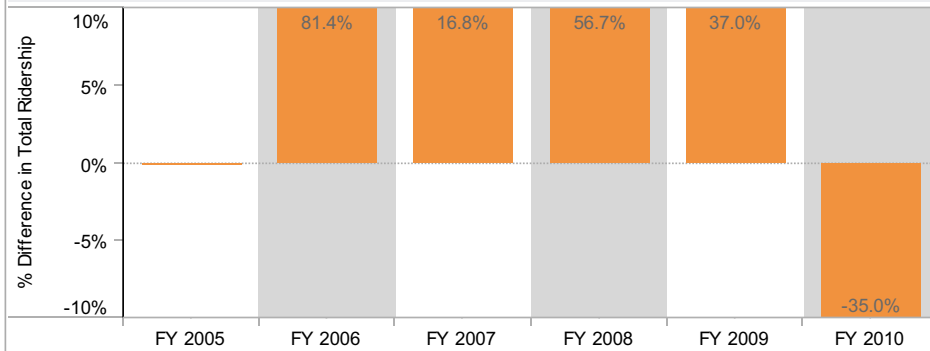
Boardings

Start Place	End Place	Weekday			Grand Total
		AM Peak	PM Peak	Total	
Uptown	Coulwood Park and Ride	0	0	0	0
	Uptown	0	39	39	39
Coulwood Park and Ride	Callabridge Commons	43	1	44	44
Grand Total		43	40	83	83

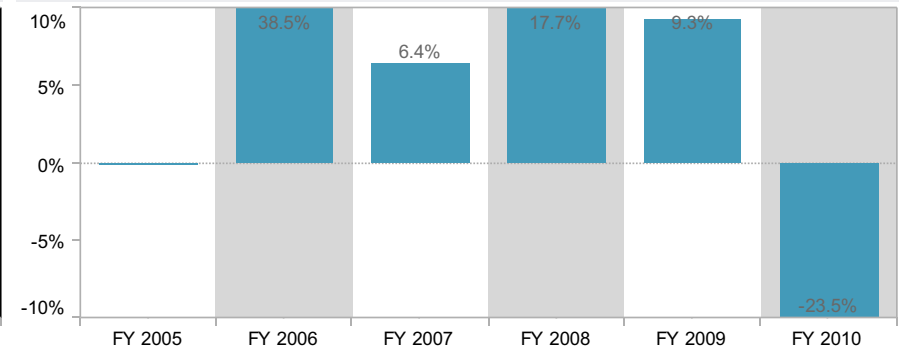
Passengers per Hour

Start Place	End Place	Weekday		
		AM Peak	PM Peak	Avg. Total
Uptown	Coulwood Park and Ride	0	0	0
	Uptown	0	78	39
Coulwood Park and Ride	Callabridge Commons	108	3	55
Avg. Total		25	21	23

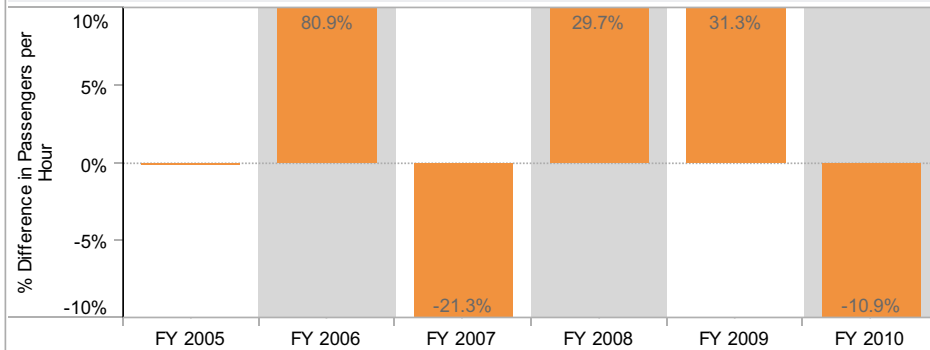
Change in Ridership by Route (Route 88x)



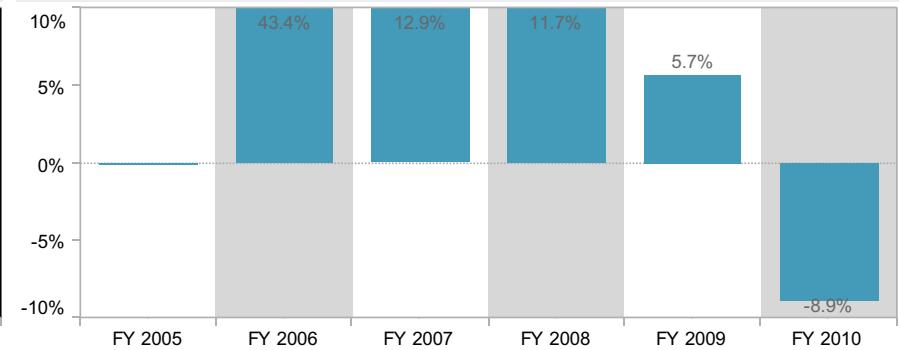
Change in Ridership - Regional Express Routes



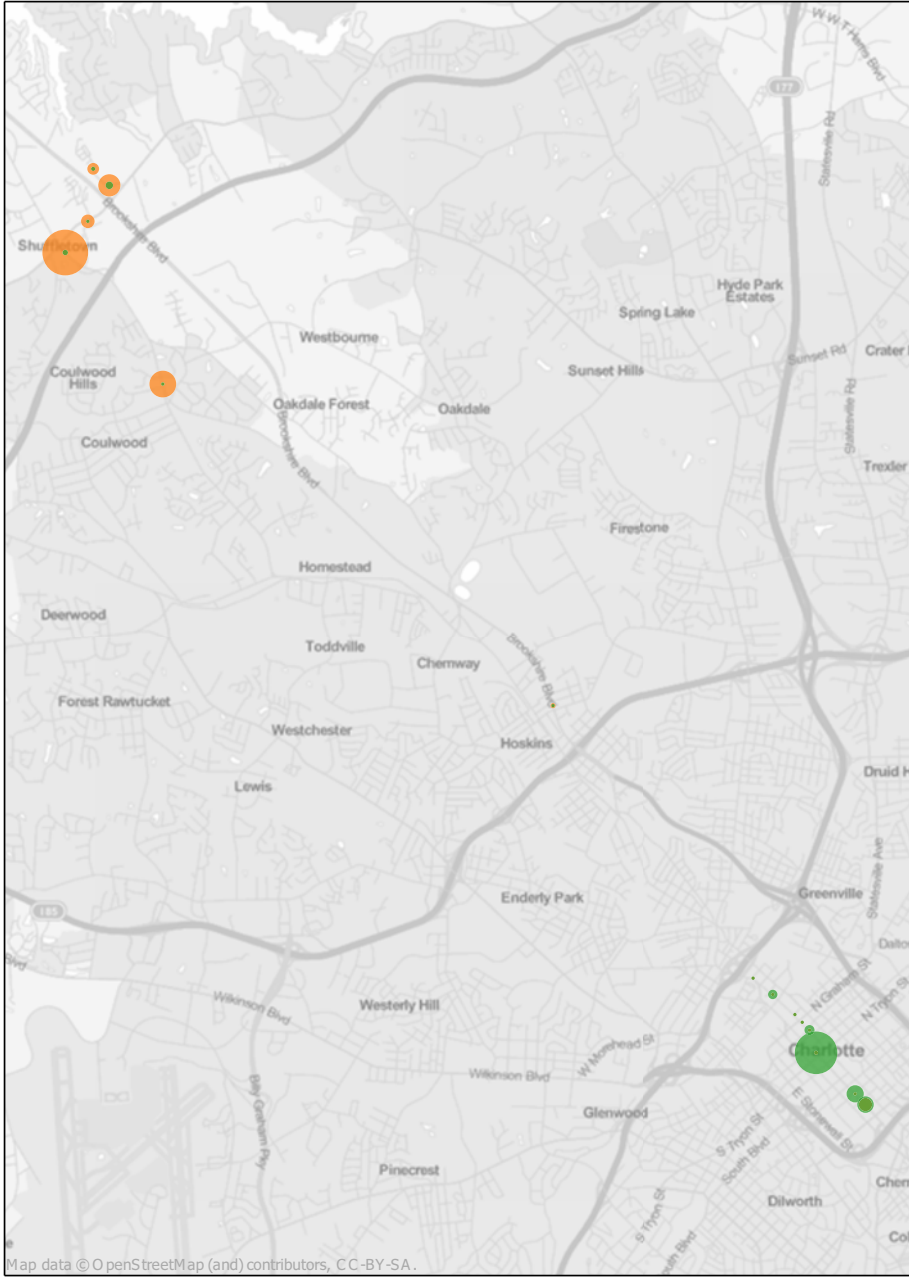
Change in Passengers per Hour by Route (Route 88x)



Change in Passengers per Hour - Regional Express Routes



Route 88x - Outbound



Route 88x - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

●	0.00	●	10.00	●	20.00
●	5.00	●	15.00	●	25.29

Route 97 Cornelius

Key Destinations: Huntersville Gateway Park and Ride, Huntersville Town Hall, Cornelius Town Hall Park and Ride, North County Regional Library

Transfer opportunities: Routes 98 and 99 at Huntersville Gateway Park and Ride; Routes 48x and 77x at Statesville Rd & Sam Furr Rd

Analysis Summary

Route 97 is a town service that provides service to the Towns of Cornelius, Huntersville, and Davidson. The service frequency for Route 97 is every 60 minutes during the Week-day, Saturday and Sunday. Saturday and Sunday service only operates during Midday and PM Peak service hours. Based on the performance measures for transit services, Route 97 is considered to be a low performing route. The average subsidy per passenger is low compared to similar route types. The overall performance score (0.57) is low as well.

Along the route, the location that has the highest ridership activity is located at Huntersville Gateway Park and Ride. The second highest ridership concentration is located at Holly Point and Statesville Rd. By providing a connection to Route 99, the route also has additional connection opportunities at Northlake Mall Park and Ride for Route 7 and Route 53x. The weekday service has an additional 4 more service hours than Saturday, and Saturday has as an additional 3 more service hours than Sunday. Ridership is highest during the weekday, with most of the ridership occurring during the Midday hours. Saturday service has approximately 50 more passengers than Sunday. The route has close to 8 passengers per trip, and 10 passengers per hour for Weekdays, Saturdays, and Sundays. Route 97 ridership experienced modest decreases in ridership for FY08-FY09, though it did increase in FY10 by 36% (approx 11,000 passengers).

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:30 AM	7:20 PM	12:50	Weekday	60	60	60	60	Weekday	6	12	6	2	26
Saturday	8:30 AM	7:20 PM	10:50	Saturday	0	60	60	60	Saturday	1	12	6	2	21
Sunday	8:30 AM	6:20 PM	9:50	Sunday	0	60	60		Sunday	1	12	5		18

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	5.0	10.5	5.5	1.7	23
Saturday	1.0	10.5	5.5	1.7	19
Sunday	1.0	10.5	4.4		16

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	90	179	90	30	388
Saturday	16	179	90	30	315
Sunday	16	179	73		269

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$7.74	\$6.54	\$1.29	0.57

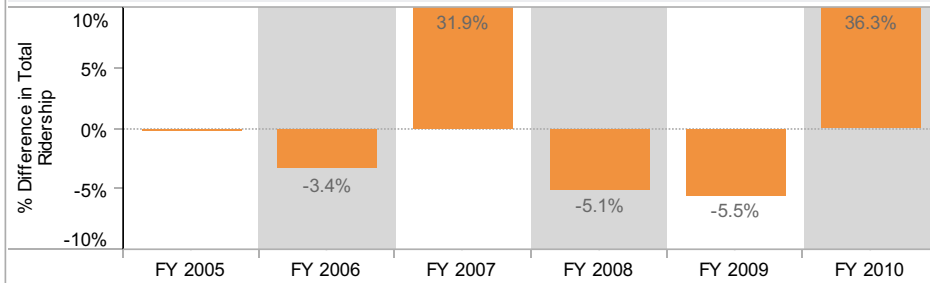
Boardings

Start Place	End Place	Weekday					Saturday					Sunday				Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Total	
Huntersville-Gateway Park and..	Huntersville Town Hall	11	32	16	4	63	3	31	11	2	47	3	28	7	38	148
Huntersville Town Hall	North County Library	5	10	6	1	22	1	12	5	2	20	1	9	6	16	58
North County Library	Catawba & Harborside	5	17	10	1	33	0	12	10	1	23	0	14	6	20	76
Catawba & Harborside	Cornelius Town Hall Park and ..	7	24	18	2	51	0	24	16	2	42	0	14	9	23	116
Cornelius Town Hall Park and ..	Sloan St & Eden St	12	22	12	1	47	2	23	8	2	35	3	14	7	24	106
Grand Total		40	105	62	9	216	6	102	50	9	167	7	79	35	121	504

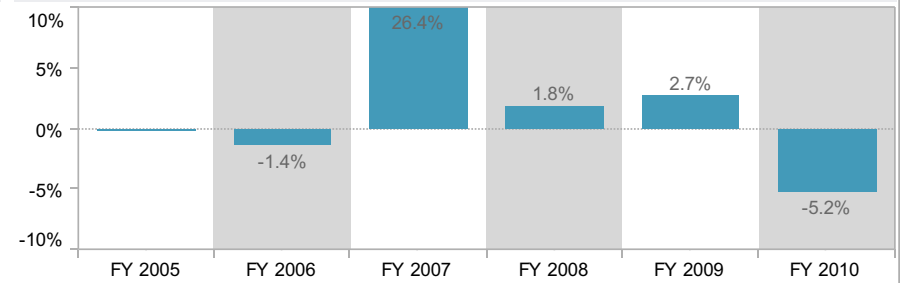
Passengers per Hour

Start Place	End Place	Weekday					Saturday					Sunday			
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Avg. Total
Huntersville-Gateway Park and..	Huntersville Town Hall	22	32	32	40	30	30	31	22	20	28	30	28	18	25
Huntersville Town Hall	North County Library	4	4	4	3	4	3	4	4	5	4	3	3	5	4
North County Library	Catawba & Harborside	4	6	7	2	6	0	4	7	2	5	0	5	5	5
Catawba & Harborside	Cornelius Town Hall Park and ..	6	10	15	5	10	0	10	13	5	10	0	6	9	7
Cornelius Town Hall Park and ..	Sloan St & Eden St	13	13	13	3	12	10	14	9	7	11	15	8	10	9
Avg. Total		8	10	11	5	10	6	10	9	5	9	7	8	8	

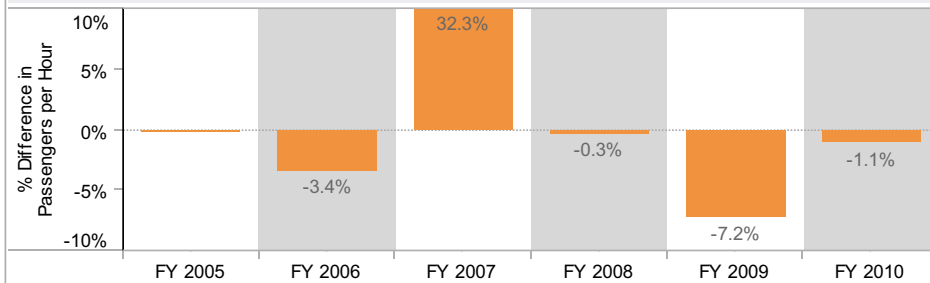
Change in Ridership by Route (Route 97)



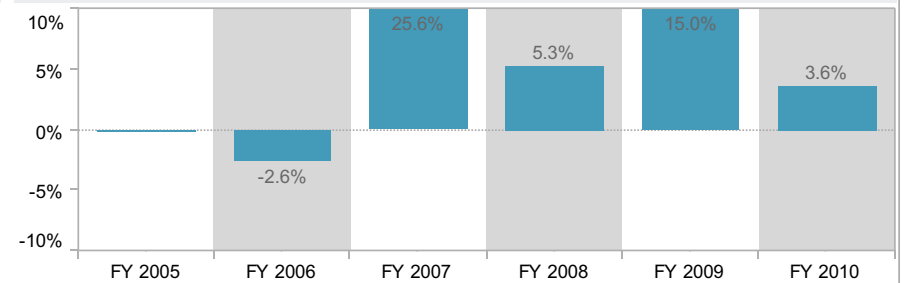
Change in Ridership - Town Services Routes



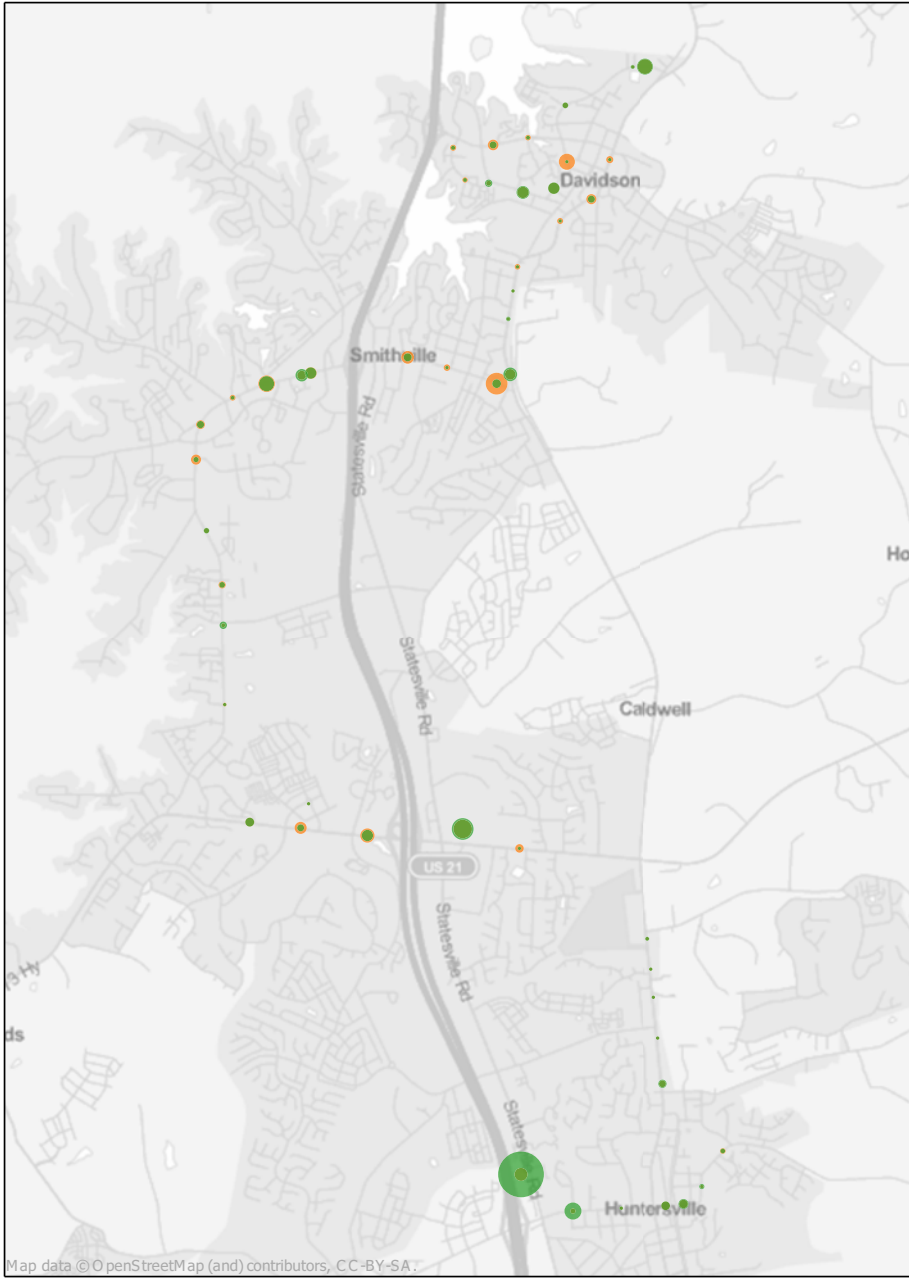
Change in Passengers per Hour by Route (Route 97)



Change in Passengers per Hour - Town Services Routes

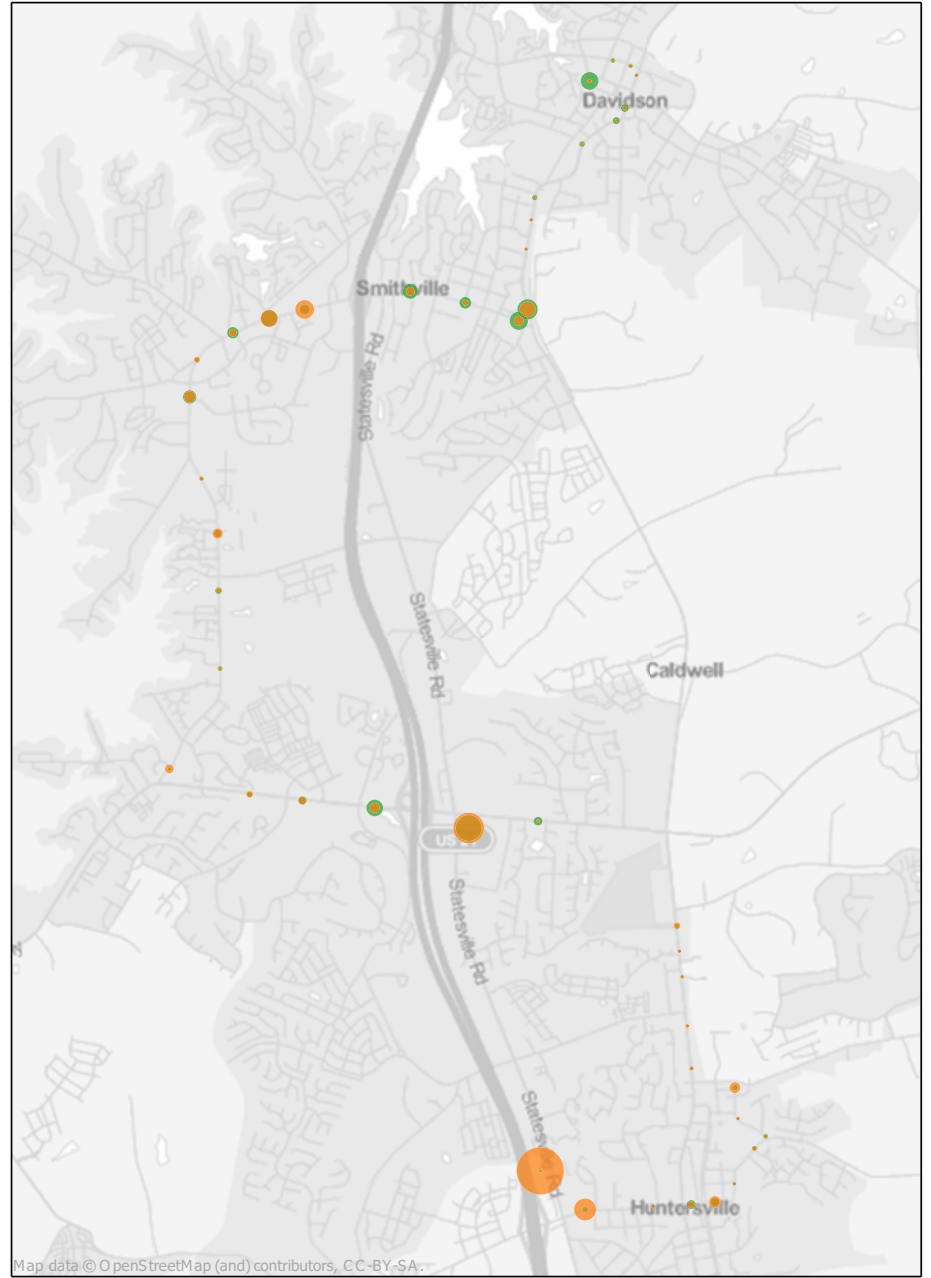


Route 97 - Outbound



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Route 97 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 40.0	● 80.0
● 20.0	● 60.0	● 109.5

Route 98 McCoy Rd

Key Destinations: Huntersville Gateway Park and Ride, Presbyterian Hospital, North County Regional Library, and McCoy Road

Transfer opportunities: Route 97 at Huntersville Gateway Park and Ride; Route 99 at Huntersville Gateway Park and Ride; Routes 48x and 77x at Statesville Rd & Sam Furr Rd

Analysis Summary

Route 98 is a town service that provides service to the Town of Huntersville. The service frequency for Route 98 is every 60 minutes during the Weekday, Saturday and Sunday. Saturday and Sunday service only operates during the Midday and PM Peak hours. Based on the performance measures for transit services, Route 98 is a below average route. The average subsidy per passenger is below average compared to similar route types. The overall performance score (0.63) is well below average.

The location that has the highest ridership activity is located at Huntersville Gateway Park and Ride. The second highest amount is located at Holly Point and Statesville Rd. By providing a connection to Route 99, the route also has additional connection opportunities at Northlake Mall Park and Ride for Route 7 and Route 53x. Route 98 has higher ridership during the weekday with passengers than Saturday. Saturday service has approximately 50 more passengers than Sunday. The route has close to 5 passengers per trip and 11 passengers per hour for Weekdays, Saturdays, and Sundays. Route 98 has generally increased in ridership and passengers per hour in recent years. However, in FY10 the ridership decreased by 16%, which is a higher rate than similar types of service.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:45 AM	7:42 PM	12:57	Weekday	60	60	60	60	Weekday	5	12	6	3	26
Saturday	9:30 AM	7:42 PM	10:12	Saturday		60	60	60	Saturday		12	6	3	21
Sunday	9:30 AM	6:22 PM	8:52	Sunday		60	60		Sunday		12	6		18

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	2.2	4.8	2.5	1.0	11
Saturday		4.8	2.5	1.0	8
Sunday		4.8	2.5		7

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	33	73	37	16	159
Saturday		73	37	16	126
Sunday		73	37		110

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$6.88	\$6.54	\$1.29	0.63

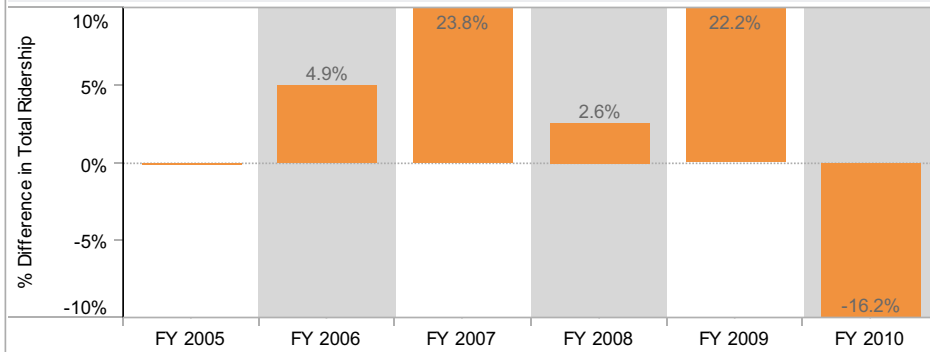
Boardings

Start Place	End Place	Weekday					Saturday				Sunday			Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	Midday	PM Peak	Evening	Total	Midday	PM Peak	Total	
Huntersville-Gateway Park and Ride	McCoy Rd & Toronto	17	47	25	8	97	40	26	9	75	36	17	53	225
	North County Library	1	4	2	0	7	3	1	0	4	4	1	5	16
North County Library	Huntersville-Gateway Park an..	2	7	5	1	15	7	5	1	13	4	2	6	34
Grand Total		20	58	32	9	119	50	32	10	92	44	20	64	275

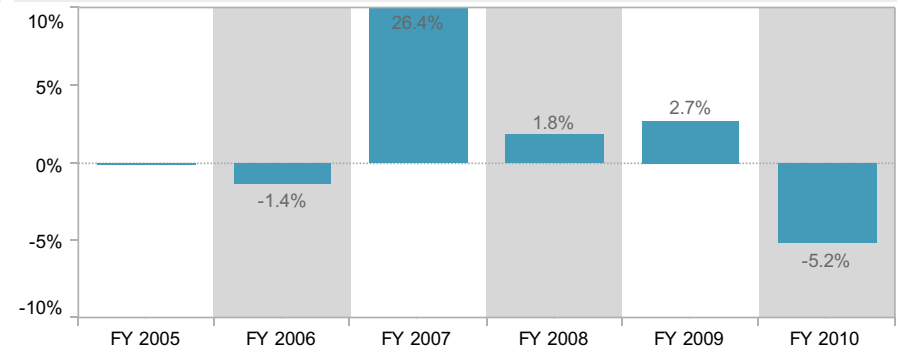
Passengers per Hour

Start Place	End Place	Weekday					Saturday				Sunday		
		AM Peak	Midday	PM Peak	Evening	Avg. Total	Midday	PM Peak	Evening	Avg. Total	Midday	PM Peak	Avg. Total
Huntersville-Gateway Park and Ride	McCoy Rd & Toronto	12	15	15	11	14	13	15	13	13	11	10	11
	North County Library	2	4	4	0	3	3	2	0	2	4	2	3
North County Library	Huntersville-Gateway Park an..	7	14	17	10	13	14	17	10	14	8	7	8
Avg. Total		9	12	13	9	11	10	13	10	11	9	8	9

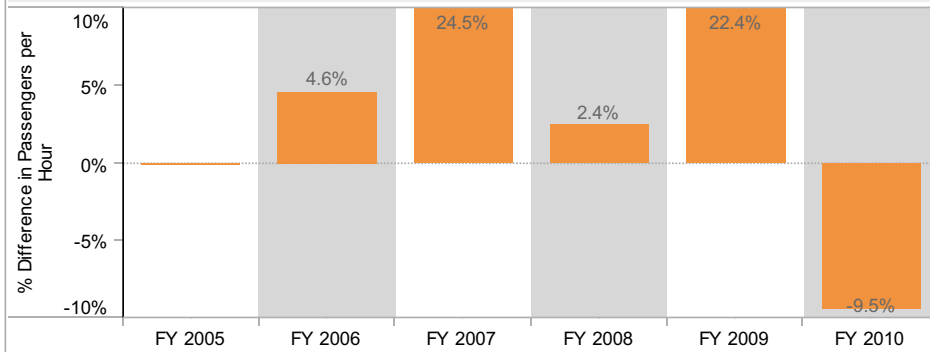
Change in Ridership by Route (Route 98)



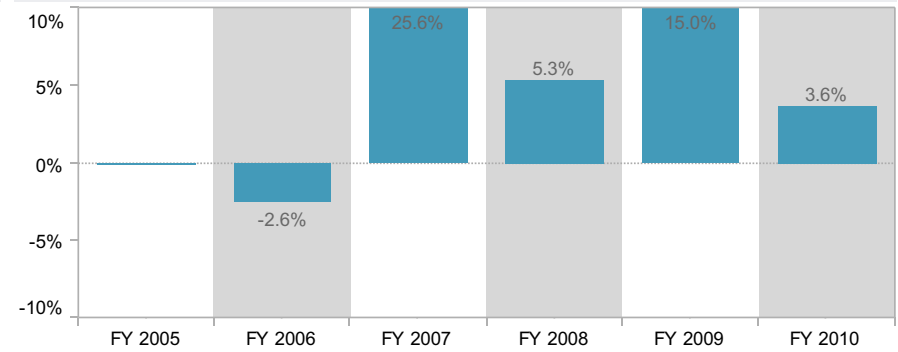
Change in Ridership - Town Services Routes



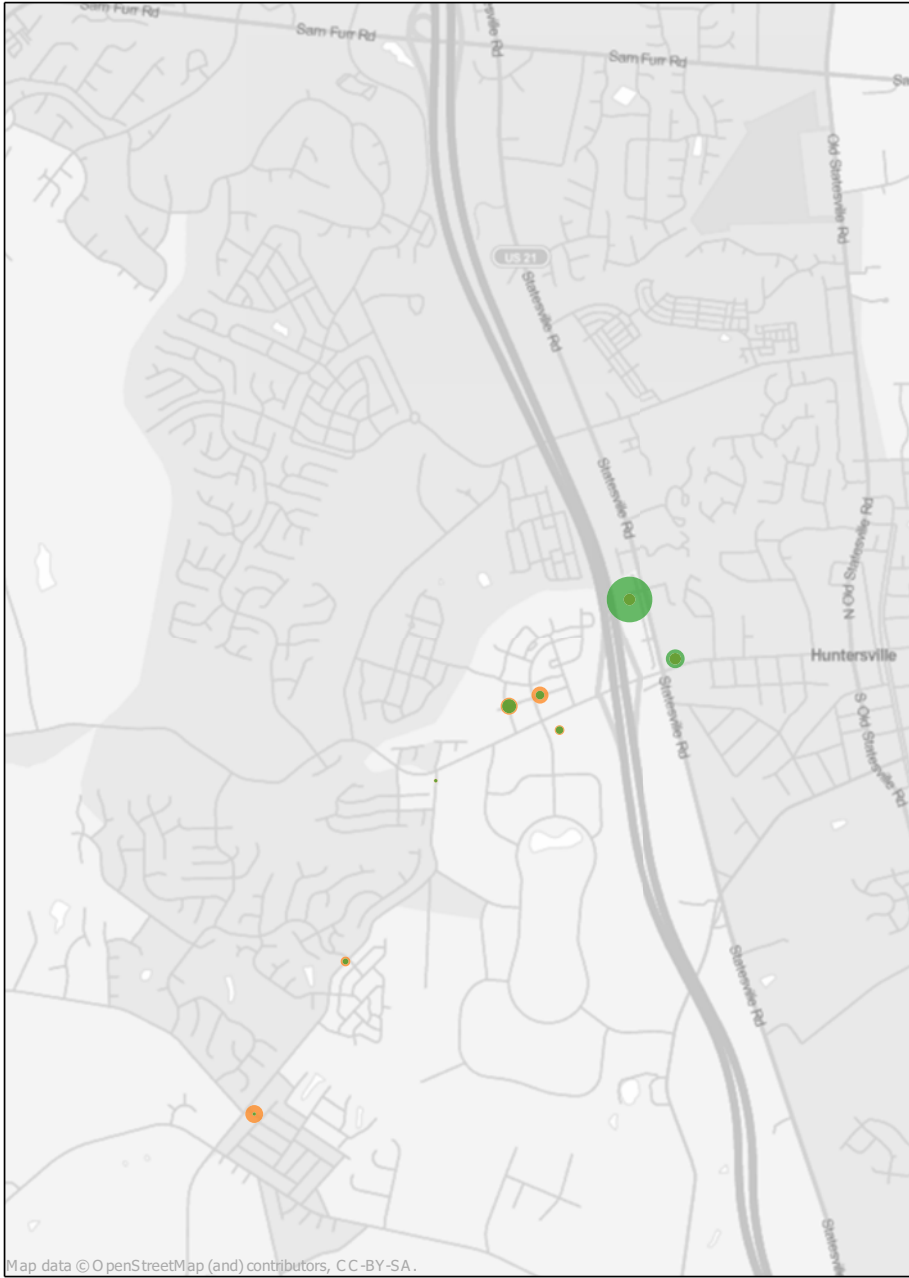
Change in Passengers per Hour by Route (Route 98)



Change in Passengers per Hour - Town Services Routes

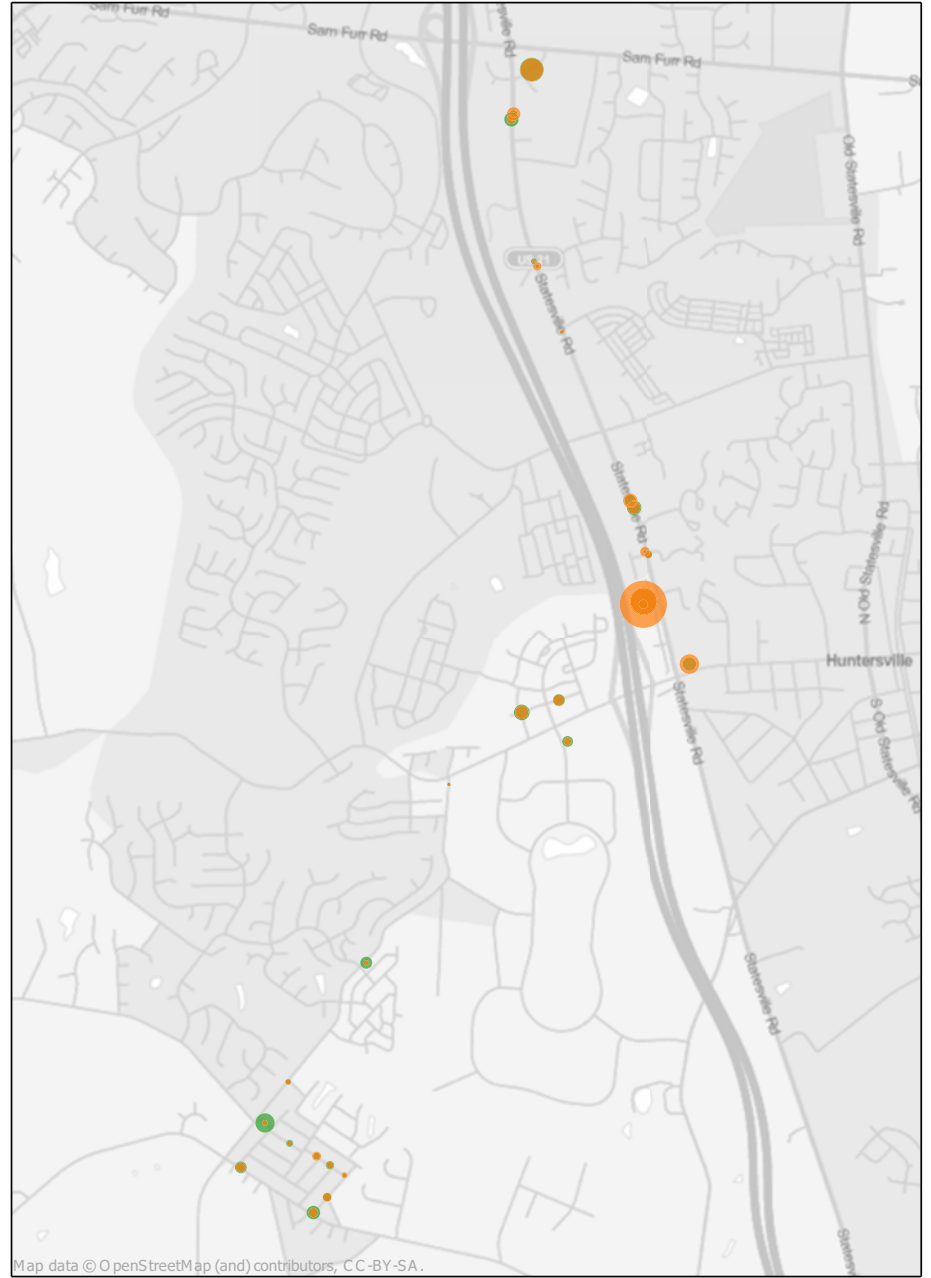


Route 98 - Outbound



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Route 98 - Inbound



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Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 40.00	● 78.75
● 20.00	● 60.00	

Route 99 Huntersville

Key Destinations: Huntersville Gateway Park and Ride, CPCC North Campus, Northlake Mall

Transfer opportunities: Route 97 at Huntersville Gateway Park and Ride; Route 98 at Huntersville Gateway Park and Ride; Route 48x at Huntersville Gateway Park and Ride; Route 7 at Northlake Mall

Analysis Summary

Route 99 is a town service providing service to the Town of Huntersville. The service frequency for Route 99 is every 60 minutes on Weekdays, Saturdays, and Sundays. Saturday and Sunday service only operates during the Midday and PM Peak hours. Based on the performance measures for transit services, Route 99 is considered to be an average route. The average subsidy per passenger is well below average compared to similar route types. The overall average index score (0.85) is slightly below average.

Along the route, the location with the highest ridership activity is located at Huntersville Gateway Park and Ride, followed by Northlake Mall. Ridership overall is sparse in between these two destinations. Route 99 has only slightly higher ridership during the weekday, with about 20 more passengers than on Saturday. The route has close to 5 passengers per trip, and approximately 14 passengers per hour for Weekday, Saturday and Sunday. Both ridership and passengers per hour have seen high increases over the past four years. In FY2010, the ridership continued to increase by 2%, while other town services declined in ridership overall.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	7:00 AM	7:51 PM	12:51	Weekday	60	60	60	60	Weekday	4	12	7	3	26
Saturday	8:30 AM	7:51 PM	11:21	Saturday	0	60	60	60	Saturday	1	12	7	3	23
Sunday	8:30 AM	5:53 PM	9:23	Sunday	0	60	60		Sunday	1	12	6		19

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	1.4	4.1	2.5	1.0	9
Saturday	0.4	4.0	2.4	1.0	8
Sunday	0.4	4.0	2.1		7

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	32	95	56	24	207
Saturday	8	95	56	24	183
Sunday	8	95	48		151

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.49	\$6.54	\$1.29	0.85

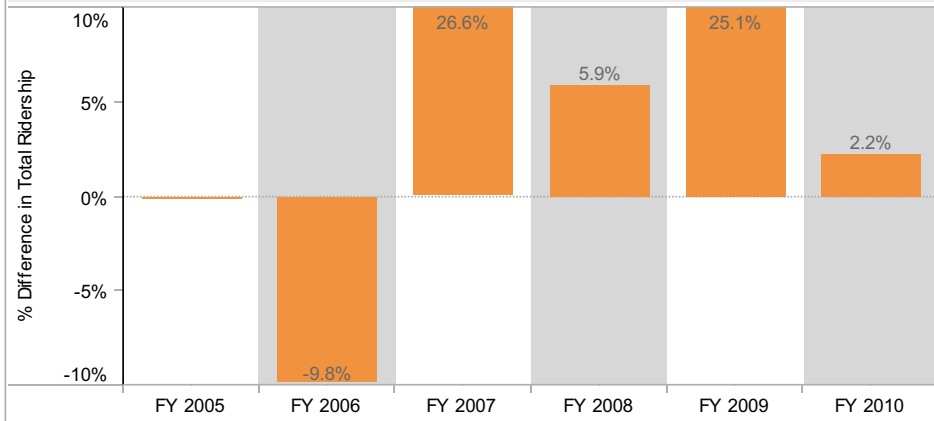
Boardings

Start Place	End Place	Weekday					Saturday					Sunday				Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Total	
Huntersville-Gateway Park and..	Northlake Mall	18	53	39	10	120	8	45	41	12	106	4	50	24	78	304
Grand Total		18	53	39	10	120	8	45	41	12	106	4	50	24	78	304

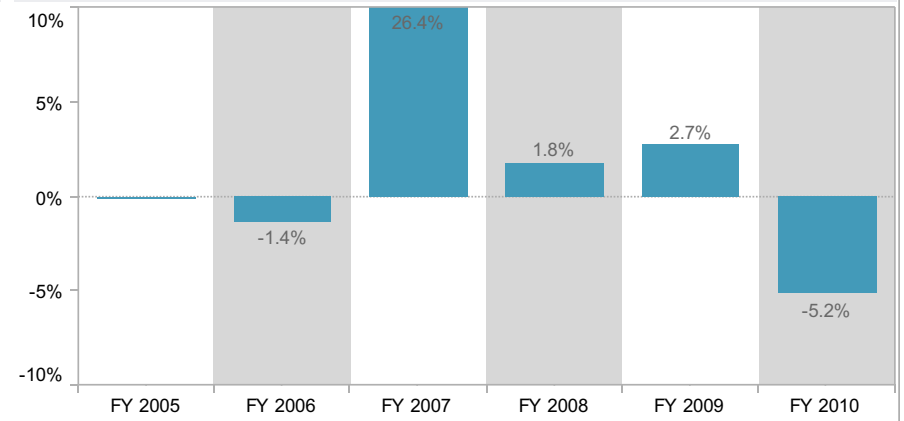
Passengers per Hour

Start Place	End Place	Weekday					Saturday					Sunday			
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Avg. Total
Huntersville-Gateway Park and..	Northlake Mall	13	13	16	10	13	20	11	17	12	14	10	13	11	12
Avg. Total		13	13	16	10	13	20	11	17	12	14	10	13	11	12

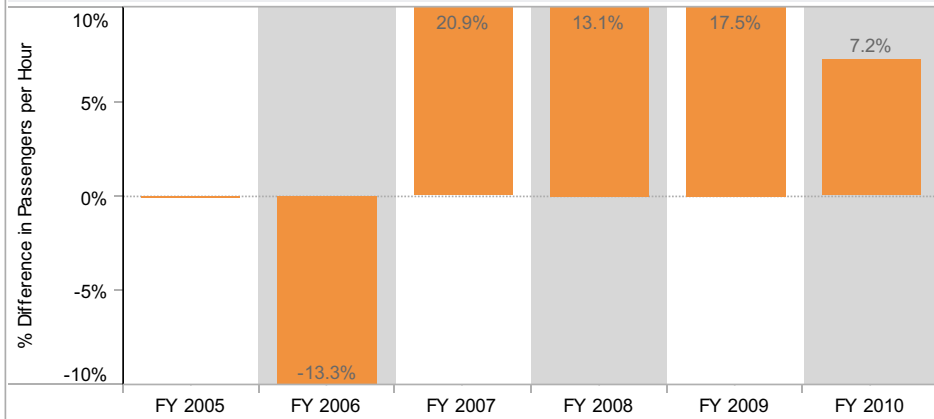
Change in Ridership by Route (Route 99)



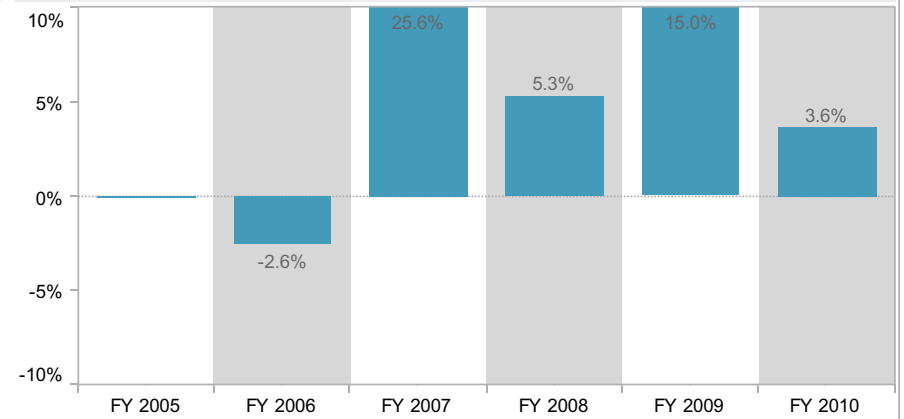
Change in Ridership - Town Services Routes



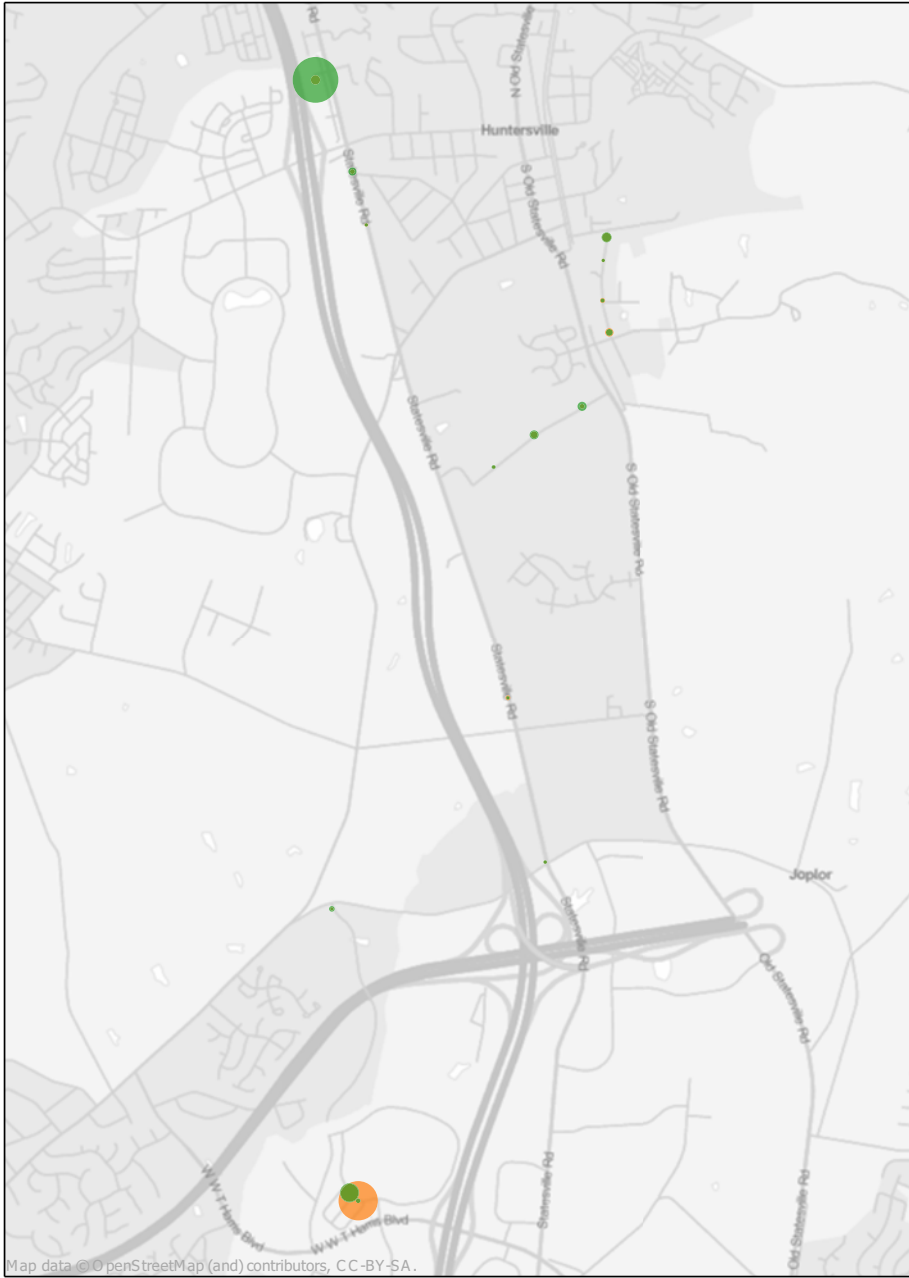
Change in Passengers per Hour by Route (Route 99)



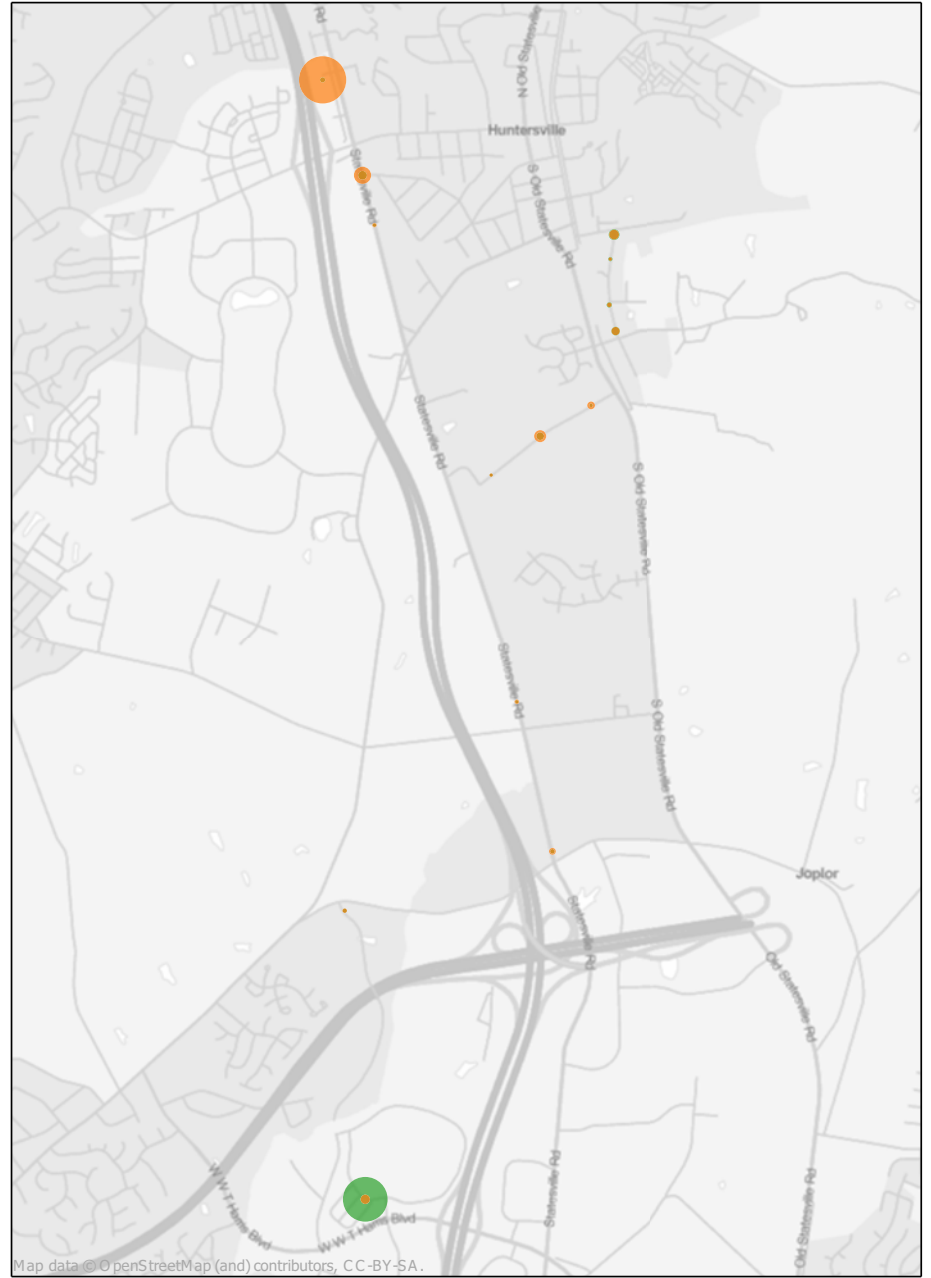
Change in Passengers per Hour - Town Services Routes



Route 99 - Outbound



Route 99 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange square: Alightings
- Green square: Boardings

Number of Boardings / Alightings:

•	0.0	○	40.0	○	80.0
○	20.0	○	60.0	○	101.2

Route 211 Hidden Valley

Key Destinations: Hidden Valley, Highland Renaissance Academy, Sugar Creek Service Center

Transfer opportunities: Route 11 at Sugar Creek Service Center; Route 204 at Sugar Creek Service Center

Analysis Summary

Route 211 is a circulator route that provides connections from the Tryon Hills and Hidden Valley neighborhoods to the Sugar Creek Service Center. The service frequency for Route 211 is every 20 minutes during the Weekday, every 30 minutes on Saturday, and 40 minutes on Sunday. Based on the performance measures for transit services, Route 211 is considered to be an above average route. The average subsidy per passenger is similar to its route types. The overall performance score (1.07) is slightly above average.

The location that has the highest ridership activity is located at the Sugar Creek Service Center in the Tryon Hills neighborhood, followed by Sugar Creek Rd & Reagan Dr in the Hidden Valley neighborhood. The Sugar Creek Service Center is a major destination to make transfers to other services. Route 211 has significantly higher ridership during the weekday with approximately 250 additional passengers than Saturday, and Saturday has approximately 350 additional passengers than Sunday. Passengers per hour are generally highest for the route during Midday and PM Peak service hours. In recent years, the route has generally increased substantially in both ridership and passengers per hour. Route 211 saw its first decrease in ridership in FY10 of 7.5% (approx 20,000 passengers).

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4:50 AM	12:46 AM	19:56	Weekday	20	20	20	30	30	Weekday	25	36	20	15	10	106
Saturday	5:30 AM	1:06 AM	19:36	Saturday	25	25	25	30	30	Saturday	16	29	17	14	12	88
Sunday	7:10 AM	11:59 PM	16:49	Sunday	40	40	40	40	40	Sunday	6	18	11	10	6	51

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	7.0	9.9	6.1	3.7	2.0	29
Saturday	4.0	8.3	5.0	3.4	2.3	23
Sunday	1.5	5.1	3.2	2.4	1.2	13

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	127	181	100	71	42	521
Saturday	82	145	86	66	50	430
Sunday	30	90	56	49	25	251

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.55	\$2.06	\$1.29	1.07

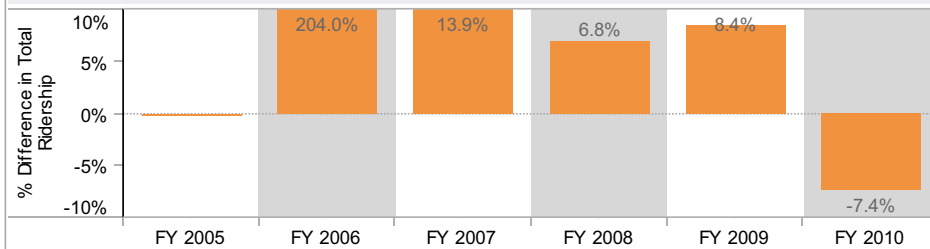
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Tryon & Sugar Creek	Hidden Valley & Sugar Creek	29	49	37	8	4	127	12	40	17	9	1	79	3	19	13	5	4	44	250
	Reagan & Sugar Creek	22	61	29	20	29	161	12	51	28	20	28	139	6	32	7	14	18	77	377
Hyde & Craighead	Tryon & Sugar Creek	45	148	101	53		347	24	124	72	41		261	8	53	33	26		120	728
Hidden Valley & Sugar Creek	Billmark & Pondella	36	34	13	5	1	89	11	24	12	4	1	52	6	14	8	2	2	32	173
Billmark & Pondella	Tryon & Tom Hunter	36	40	28	12	6	122	11	29	20	12	5	77	6	20	15	9	4	54	253
Reagan & Sugar Creek	Tryon & Tom Hunter	47	51	21	8	2	129	12	52	19	11	3	97	12	31	12	6	2	63	289
Grand Total		215	383	229	106	42	975	82	320	168	97	38	705	41	169	88	62	30	390	2,070

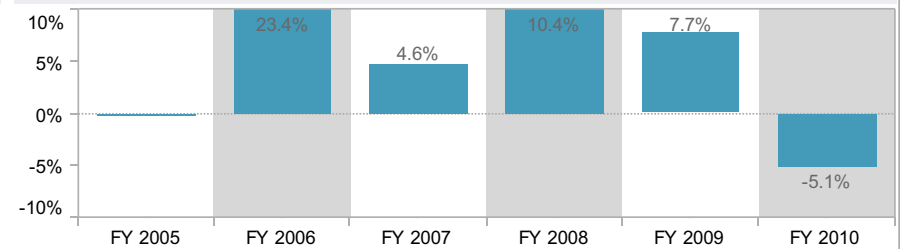
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Tryon & Sugar Creek	Hidden Valley & Sugar Creek	32	41	53	16	13	35	24	36	28	18	3	25	15	27	33	17	20	24	
	Reagan & Sugar Creek	31	68	36	50	97	52	30	57	70	67	140	63	30	64	23	70	180	59	
Hyde & Craighead	Tryon & Sugar Creek	30	62	63	88		57	27	59	55	68		53	27	41	41	52		41	
Hidden Valley & Sugar Creek	Billmark & Pondella	26	16	11	6	2	14	12	15	11	6	2	11	20	14	11	4	7	11	
Billmark & Pondella	Tryon & Tom Hunter	24	21	28	15	12	21	14	21	22	17	8	18	20	22	25	18	13	21	
Reagan & Sugar Creek	Tryon & Tom Hunter	47	36	26	16	7	32	24	43	27	18	6	28	60	44	30	15	7	32	
Avg. Total		31	39	38	29	21	34	21	39	34	29	17	31	27	33	28	26	25	29	

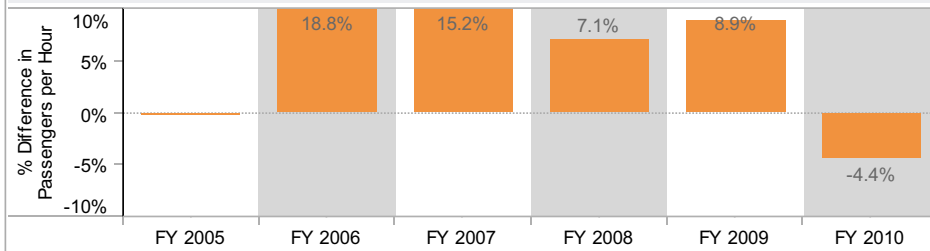
Change in Ridership by Route (Route 211)



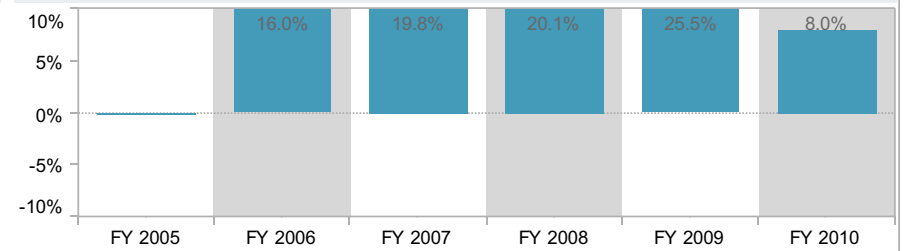
Change in Ridership - Circulator Routes



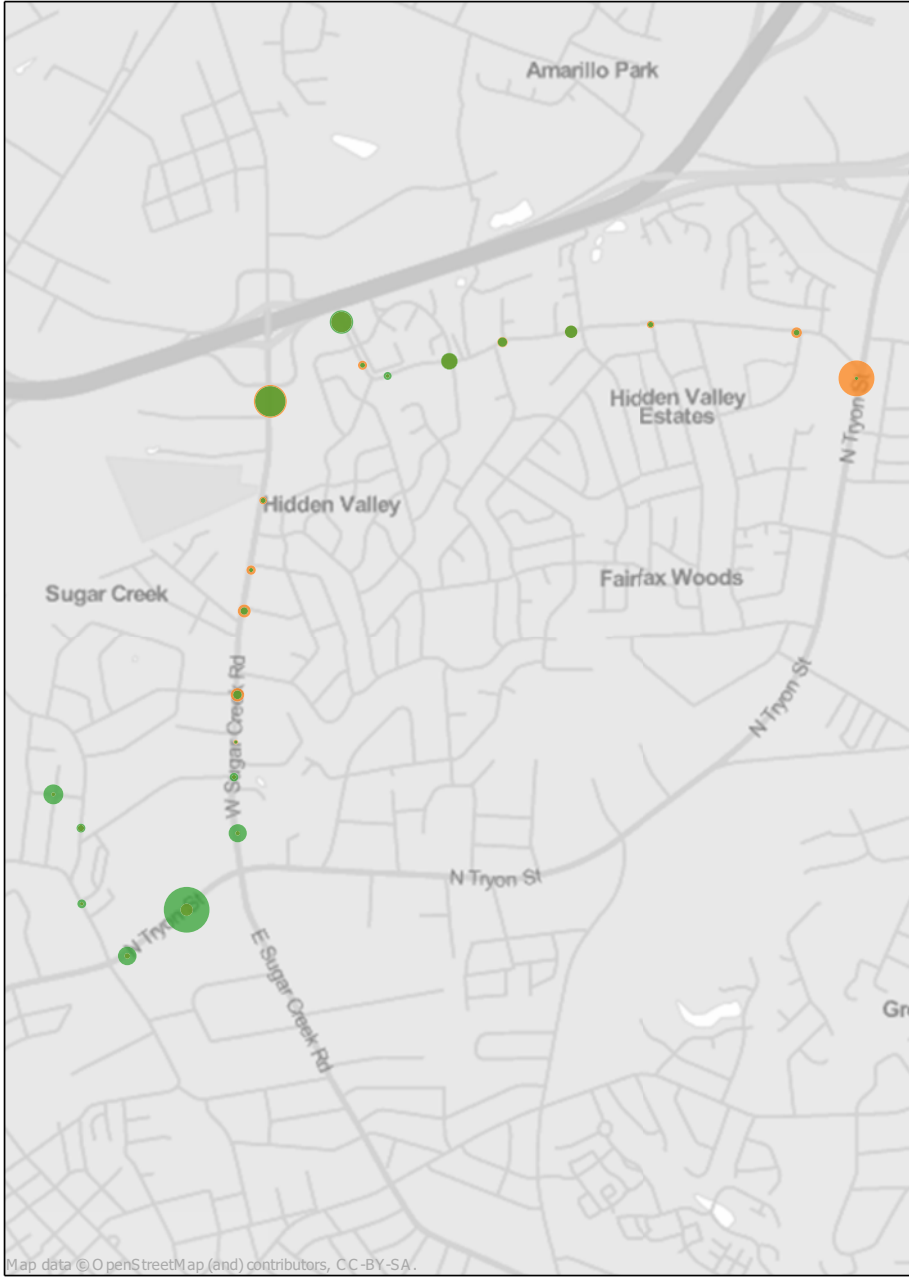
Change in Passengers per Hour by Route (Route 211)



Change in Passengers per Hour - Circulator Routes



Route 211 - Outbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Route 211 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 200.0	● 400.0
● 100.0	● 300.0	● 459.4

Route 201 Garden City

Key Destinations: Rosa Parks Community Transit Center (CTC), NW Mecklenburg Health Department, McCrorey YMCA, Firestone Park

Transfer opportunities: Route 7 at Rosa Parks CTC; Route 26 at Rosa Parks CTC; Route 30 at Rosa Parks CTC

Analysis Summary

Route 201 is a circulator route that connects the Washington and Lincoln Heights neighborhoods to Rosa Parks Community Transit Center along with Route 7, Route 26, and Route 30. The service frequency for Route 201 is every 30 minutes throughout the day during the Weekday, Saturday and Sunday. Based on the performance measures for transit services, Route 201 is considered to be a below-average route. The average subsidy per passenger is well below average (\$4.00), as is the overall performance score (0.54).

The location that has the highest ridership activity is located at the Rosa Parks CTC. The second highest ridership concentration is located at Braden and Milan in the Peachtree Hills neighborhood. Rosa Parks CTC is also the major destination to make transfers to other services. Although the Weekday service has an additional 3 hours more than Saturday and Sunday, Route 201 has significantly higher ridership during the weekday with approximately 100 additional passengers than Saturday and Sunday which is equivalent to a difference of 4-5 passengers per hour. In recent years, Route 201 has increased in ridership, with a significant increase in ridership in FY09, followed by an increase of 5.4 % in FY10 ridership. Passengers per hour have also continued to improve.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:38 AM	1:26 AM	19:48	Weekday	30	30	30	30	35	Weekday	13	24	14	14	12	77
Saturday	7:05 AM	11:25 PM	16:20	Saturday	30	30	30	30	30	Saturday	8	24	14	14	6	66
Sunday	7:15 AM	12:35 AM	17:20	Sunday	30	30	30	30	30	Sunday	8	24	14	14	10	70

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	2.3	4.0	2.4	2.3	1.8	13
Saturday	1.2	4.2	2.5	2.5	1.1	12
Sunday	1.3	4.2	2.5	2.5	1.7	12

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	43	77	45	45	38	247
Saturday	26	77	45	45	19	211
Sunday	26	77	45	45	32	224

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.00	\$2.06	\$1.29	0.54

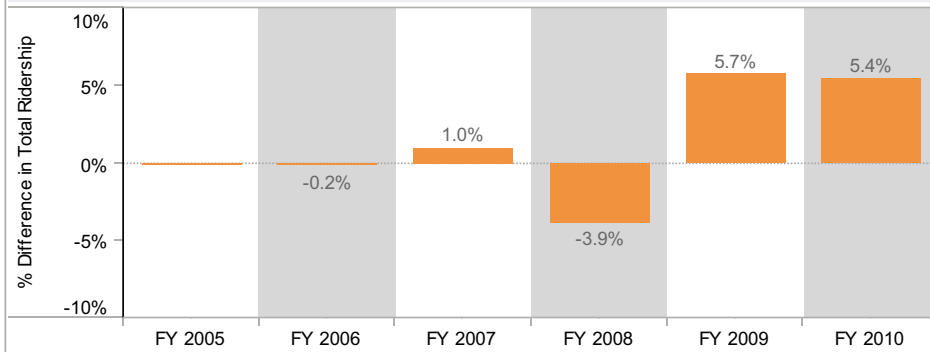
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Rosa Parks Place CTC	Braden & Milan	11	46	37	32	16	142	7	38	25	21	8	99	8	26	21	14	15	84	325
	McAllister and Cricketeer	7	8	5	2	1	23	2	6	4	1	2	15	1	4	2	1	0	8	46
McAllister and Cricketeer	Braden & Milan	24	33	13	8	3	81	4	24	12	10	2	52	3	15	7	3	2	30	163
Grand Total		42	87	55	42	20	246	13	68	41	32	12	166	12	45	30	18	17	122	534

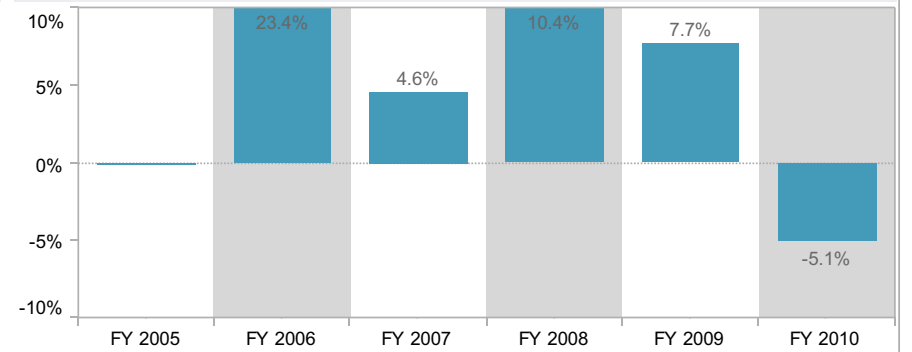
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Rosa Parks Place CTC	Braden & Milan	18	38	53	53	32	39	23	32	36	30	27	31	20	22	30	20	30	24
	McAllister and Cricketeer	18	13	13	5	3	11	10	8	8	2	10	7	5	5	4	2	0	3
McAllister and Cricketeer	Braden & Milan	18	15	10	6	3	11	6	11	9	8	3	9	4	7	5	2	2	5
Avg. Total		18	22	23	18	11	19	11	16	16	13	11	14	9	11	12	7	10	10

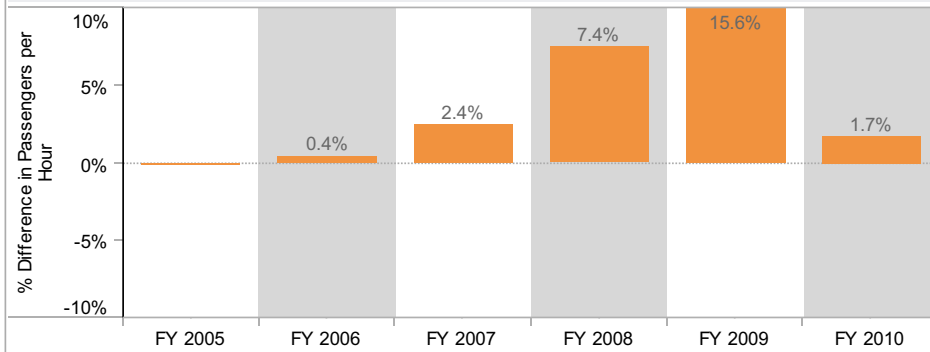
Change in Ridership by Route (Route 201)



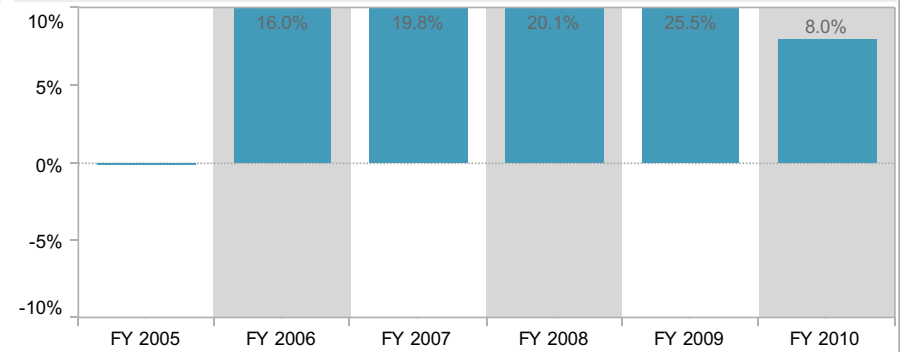
Change in Ridership - Circulator Routes



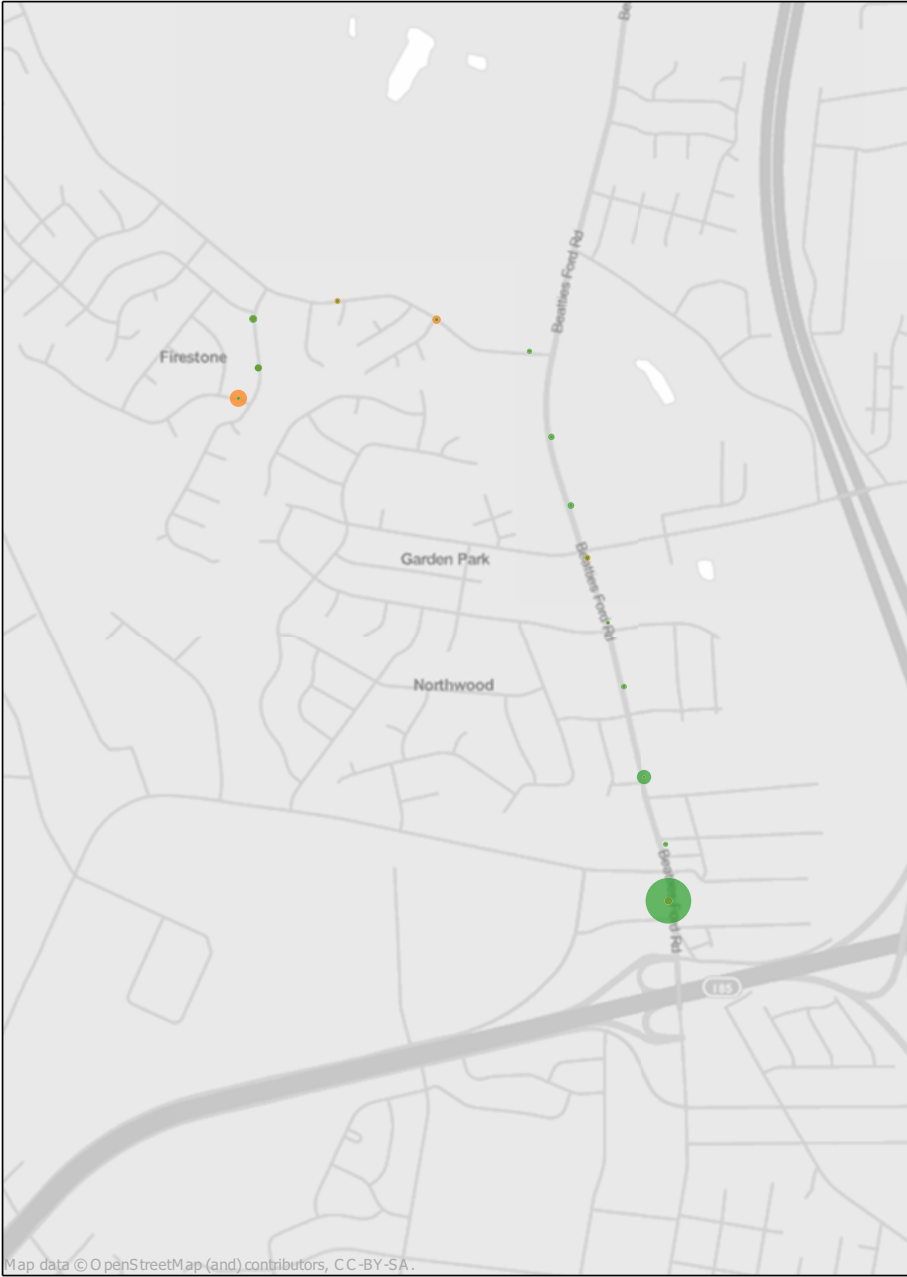
Change in Passengers per Hour by Route (Route 201)



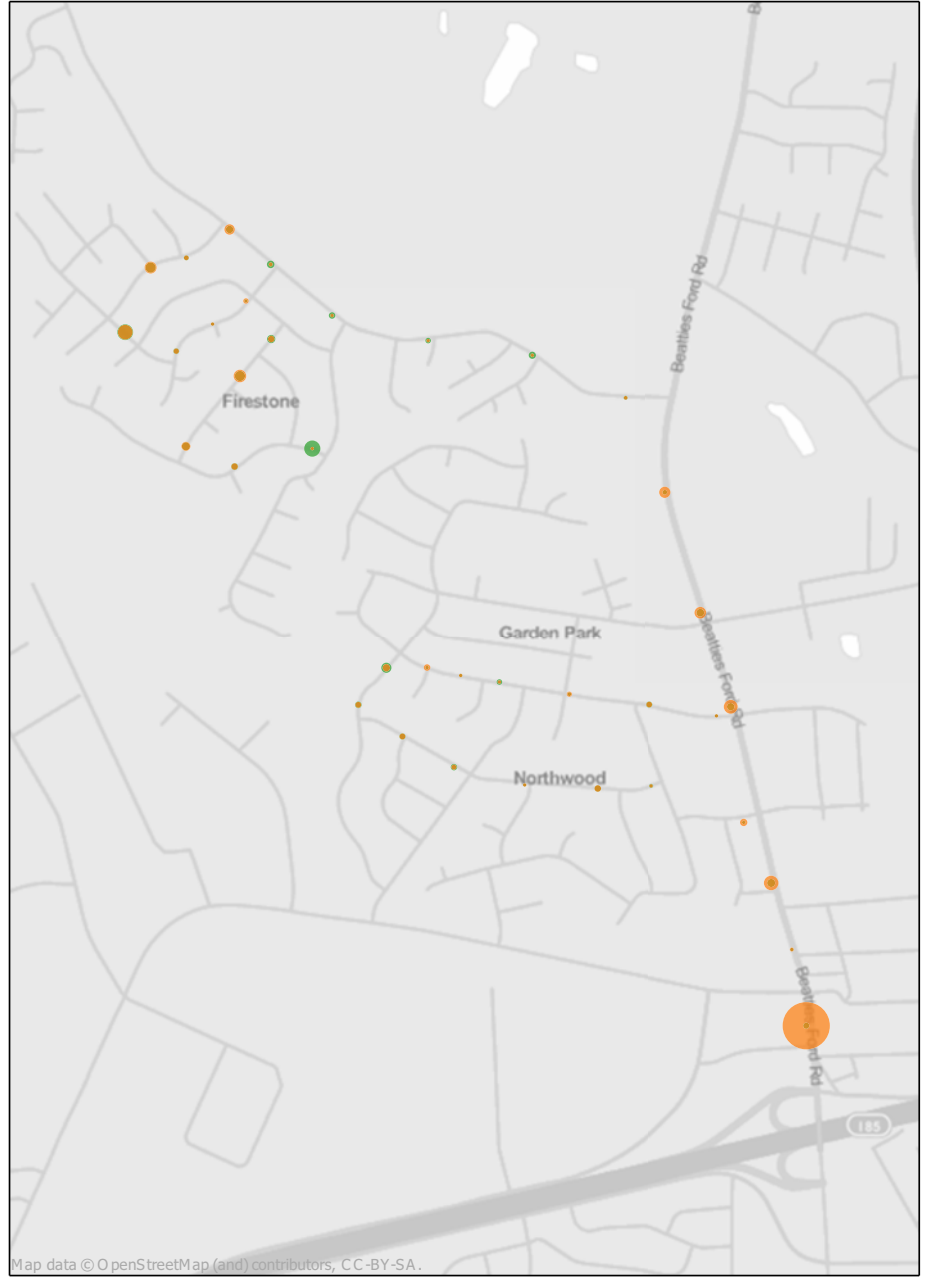
Change in Passengers per Hour - Circulator Routes



Route 201 - Outbound



Route 201 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 200.0
● 50.0	● 150.0	● 248.0

Route 204 Lasalle

Key Destinations: Oakview Terrace, West Charlotte High School, Lasalle, Lincoln Heights, Double Oaks Swimming Pool, Druid Hills, and Sugar Creek Service Center

Transfer opportunities: Route 7 at Beatties Ford Rd; Sugar Creek Service Center: Route 11; Route 211

Analysis Summary

Route 204 is a circulator route that provides a cross-town connection from North Tryon Street and Hidden Valley neighborhood to Washington Heights/Druid Hills /Double Oaks/Tryon Hills neighborhoods to Lasalle Ave and Beatties Ford Road. The service frequency for Route 204 is every 30 minutes during the Weekday and every 60 minutes on Saturday. Based on the performance measures for transit services, Route 204 is considered to be a moderate below average route. The average subsidy per passenger is moderate below average compared to identical route types. The overall performance score (0.69) is moderate low average.

The location that has the highest ridership activity is located at Lasalle and Beatties Ford Road in the Washington Heights neighborhood. The second highest ridership is located at Sugar Creek Service Center in the Tryon Hills neighborhood. Lasalle St & Beatties Ford Rd and the Sugar Creek Service Center are major destinations to make transfers to other services. Route 204 has significantly higher ridership during the weekday with approximately 250 additional passengers than Saturday, however due to the change in frequency the passengers per trip is close to 8 passengers per trip and the passengers per hour is 20 passengers per hour. Route 204 saw a significant increase in ridership in FY2009, due in part that this was the first full year of service for the route. This was followed by a sharp decline of 11.5 % (approx. 14,000 passengers) in FY2010 ridership.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:30 AM	11:45 PM	18:15	Weekday	30	30	30	35	60	Weekday	15	24	14	11	3	67
Saturday	7:25 AM	10:11 PM	14:46	Saturday	60	60	60	60		Saturday	4	12	7	7		30

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5.9	9.4	5.5	4.2	1.2	26
Saturday	1.4	4.5	2.7	2.5		11

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	97	155	90	71	20	433
Saturday	26	77	46	45		194

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$2.89	\$2.06	\$1.29	0.69

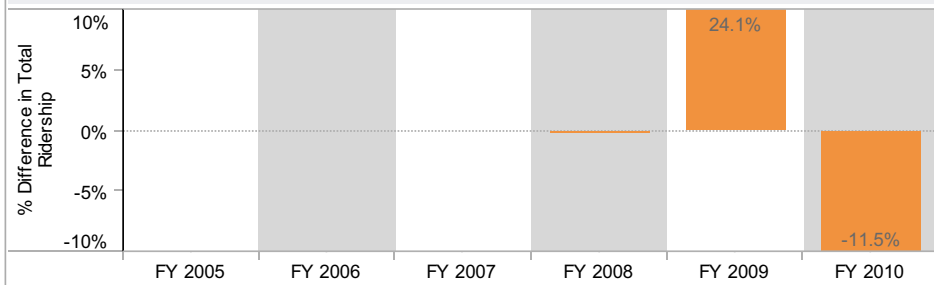
Boardings

Start Place	End Place	Weekday						Saturday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Total	
Tryon & Sugar Creek	N. Tryon & 30th	20	49	31	22	2	124	4	27	15	17	63	187
N. Tryon & 30th	Graham & Norris	15	17	12	4	2	50	2	10	3	5	20	70
Graham & Norris	Norris & Statesville	15	19	11	6	1	52	3	8	7	1	19	71
Norris & Statesville	LaSalle & Beatties Ford	8	15	13	5	0	41	2	6	8	5	21	62
LaSalle & Beatties Ford	Center & Kentucky	56	98	68	28	6	256	11	64	35	19	129	385
Grand Total		114	198	135	65	11	523	22	115	68	47	252	775

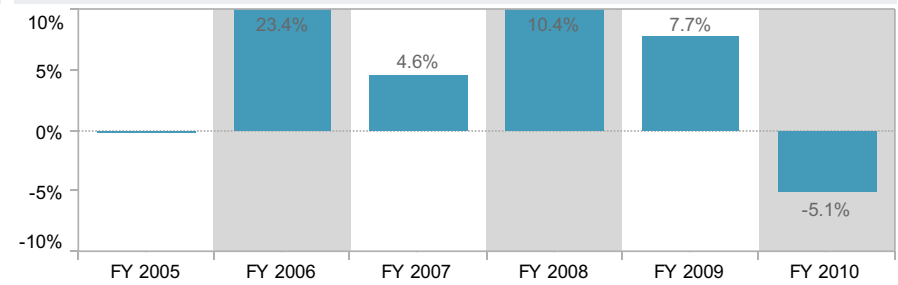
Passengers per Hour

Start Place	End Place	Weekday						Saturday				
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
Tryon & Sugar Creek	N. Tryon & 30th	13	20	21	20	7	18	10	25	21	28	23
N. Tryon & 30th	Graham & Norris	19	14	17	7	10	14	10	17	8	13	13
Graham & Norris	Norris & Statesville	15	12	12	10	5	12	15	11	18	3	11
Norris & Statesville	LaSalle & Beatties Ford	9	11	16	7	0	10	10	9	20	13	12
LaSalle & Beatties Ford	Center & Kentucky	33	35	43	23	20	34	28	46	44	27	39
Avg. Total		19	21	25	15	9	20	16	26	25	19	23

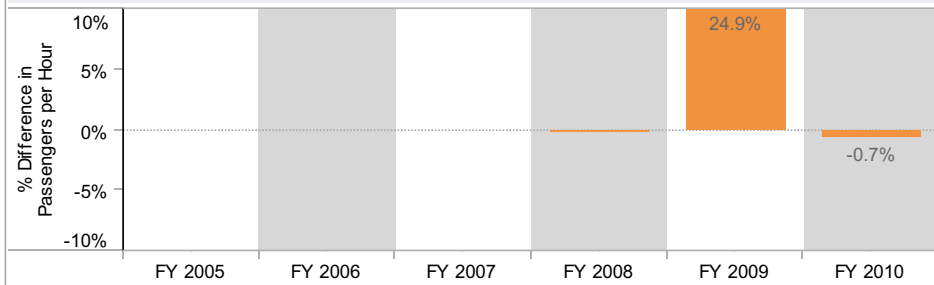
Change in Ridership by Route (Route 204)



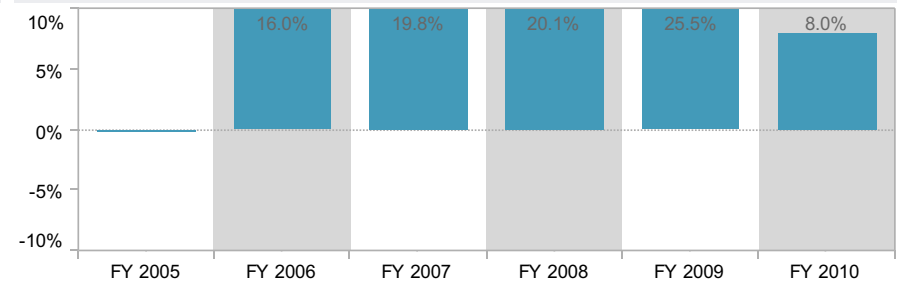
Change in Ridership - Circulator Routes



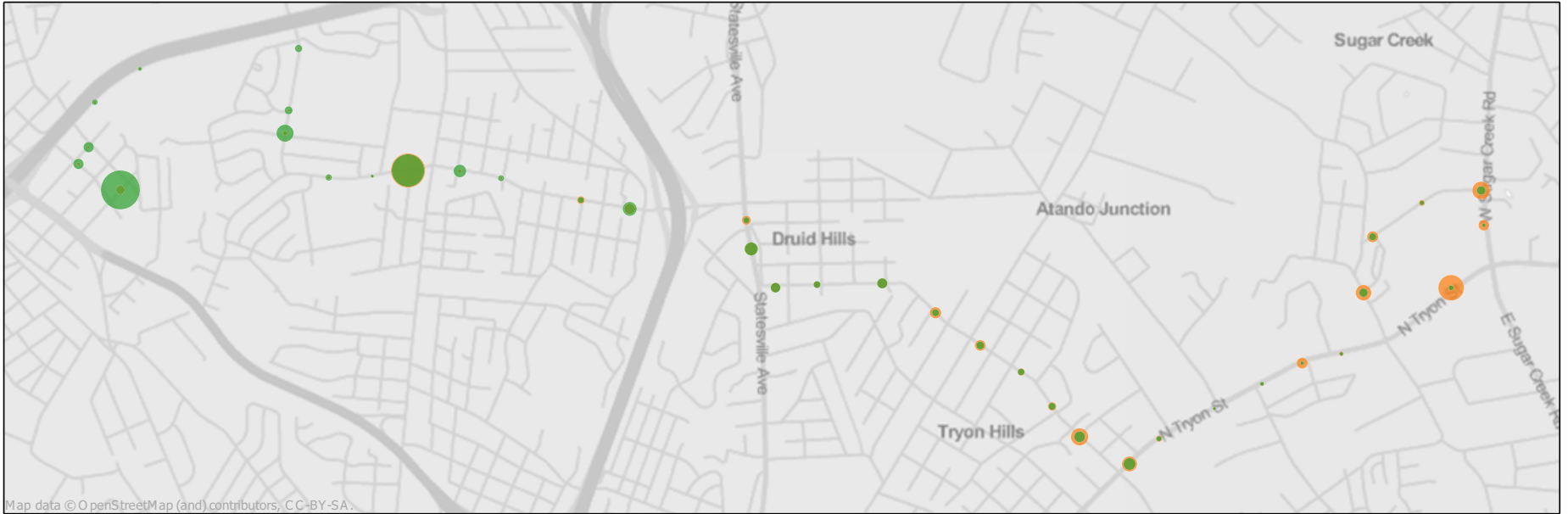
Change in Passengers per Hour by Route (Route 204)



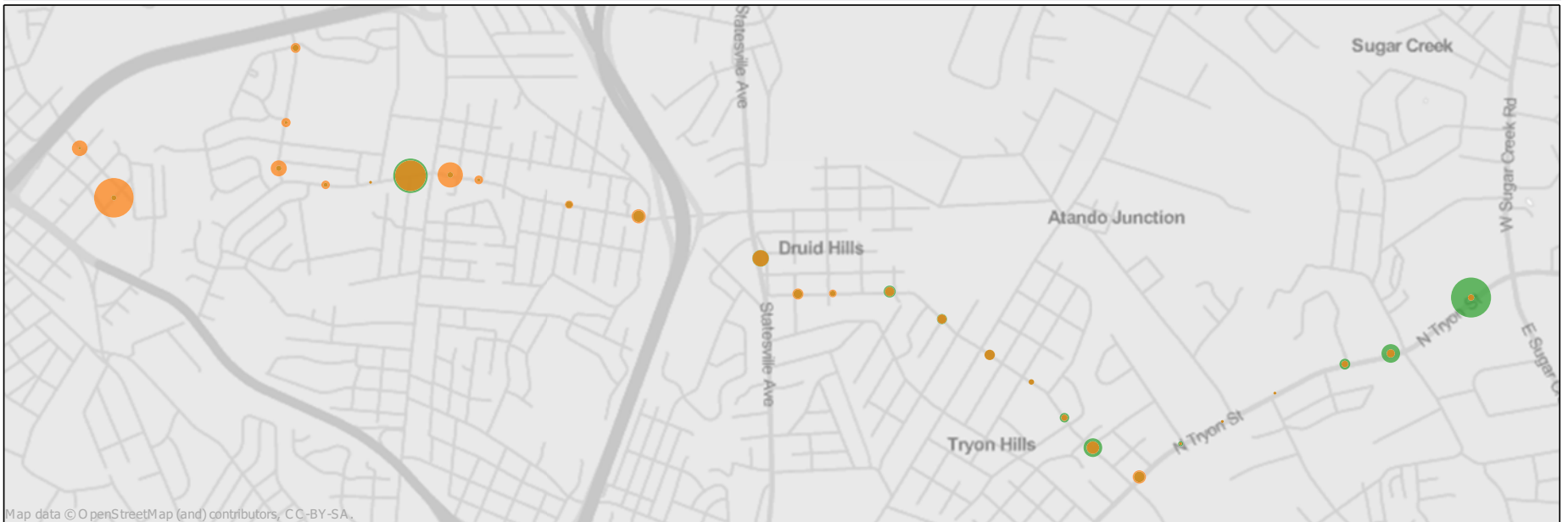
Change in Passengers per Hour - Circulator Routes



Route 204 - East



Route 204 - West



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 40.0	● 80.0	● 115.3
● 20.0	● 60.0	● 100.0	

Route 221 E. Harris Blvd-Idlewild Rd

Key Destinations: Eastland Community Transit Center (CTC), Ashley Place Apartments, Fox Fire Apartments, Independence Shopping Center

Transfer opportunities: Routes 9, 222, 232, and 40x at Eastland CTC

Analysis Summary

Route 221 is a circulator route that provides connections from the East Harris Blvd and Idlewild Rd neighborhoods to the Eastland Community Transit Center. The service frequency for Route 221 is every 35 minutes during the Weekday and every 45 minutes on Saturday and Sunday. Based on the performance measures for transit services, Route 221 is considered to be an above average route. The average subsidy per passenger is above average compared to similar route types (\$1.53). The overall performance score (1.06) is above average.

Along the route, the location that has the highest ridership activity is at Eastland CTC. The second highest amount is located at Idlewild Rd and Independence Blvd. The Eastland CTC is a major destination to make transfers to other services. Route 221 has significantly higher ridership during the weekday, with approximately 200 additional passengers than Saturday. Saturday has approximately 50 additional passengers than Sunday. The route has 10 passengers per trip for Weekday and Saturday service, and 7 passengers per trip for Sunday service. Route 221 also has approximately 32 passengers per hour for Weekday and Saturday service, and 25 passengers per hour for Sunday service. In general, both ridership and passengers per hour have had significant increases over the last 5 years. Even in FY10, Route 221 showed a 2.6% increase, while other similar routes were generally decreasing in ridership.

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	6:30 AM	11:40 PM	17:10	Weekday	35	35	35	35	35	Weekday	9	21	12	12	5	59
Saturday	6:45 AM	11:01 PM	16:16	Saturday	45	45	45	45	45	Saturday	6	16	10	9	3	44
Sunday	6:00 AM	11:01 PM	17:01	Sunday	45	45	45	45	45	Sunday	8	16	10	9	3	46

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	2.8	6.5	4.4	3.4	1.3	18
Saturday	1.6	4.7	3.0	2.6	0.8	13
Sunday	2.1	4.7	3.0	2.6	0.8	13

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	49	115	66	66	27	322
Saturday	33	87	55	49	17	240
Sunday	44	87	55	49	17	251

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.53	\$2.06	\$1.29	1.06

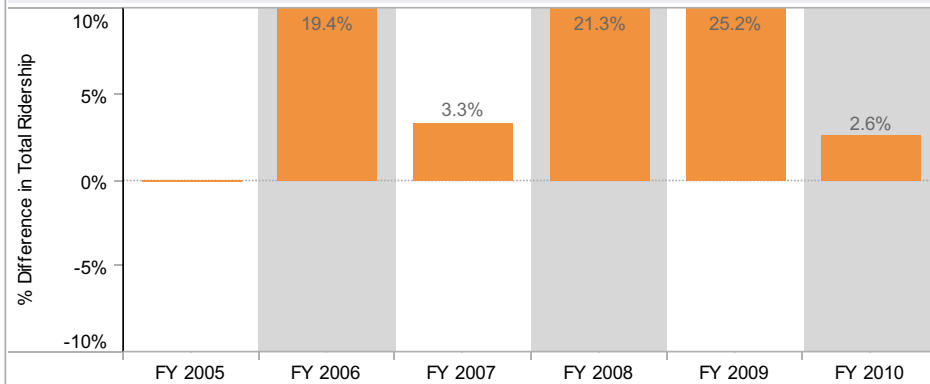
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Eastland CTC	E. Harris & Idlewild Rd	56	115	126	45	11	353	21	97	67	42	9	236	18	96	52	41	8	215	804
E. Harris & Idlewild Rd	Conference & Monroe	43	101	69	29	6	248	13	72	51	27	8	171	12	45	35	21	6	119	538
Grand Total		99	216	195	74	17	601	34	169	118	69	17	407	30	141	87	62	14	334	1,342

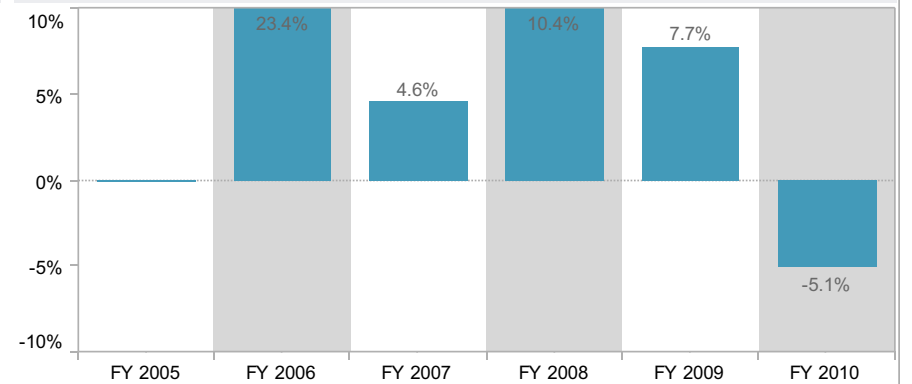
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday					
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total
Eastland CTC	E. Harris & Idlewild Rd	35	30	50	23	16	33	23	36	39	28	23	33	15	36	31	27	20	29
E. Harris & Idlewild Rd	Conference & Monroe	36	37	36	21	10	32	19	36	39	25	20	31	13	23	27	19	15	21
Avg. Total		35	33	44	22	13	33	21	36	39	27	21	32	14	30	29	24	18	25

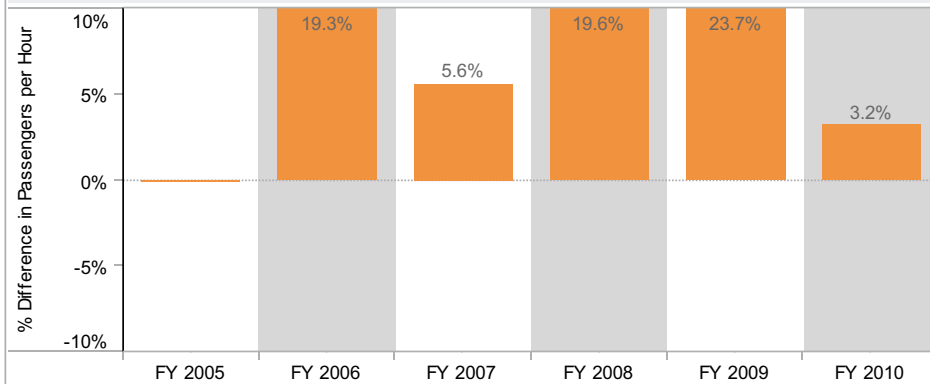
Change in Ridership by Route (Route 221)



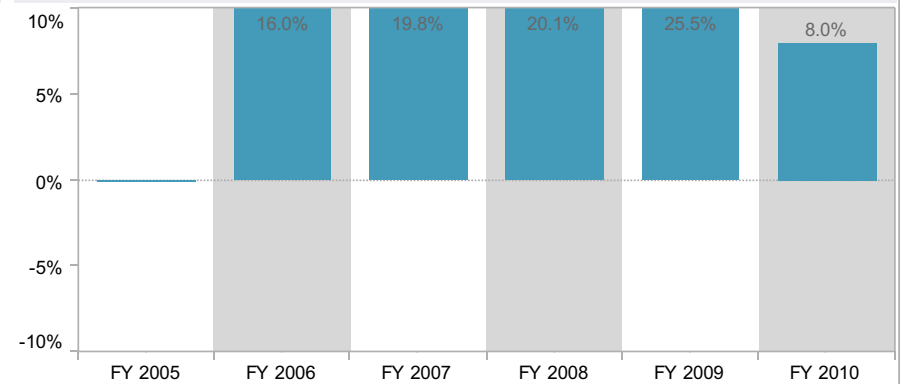
Change in Ridership - Circulator Routes



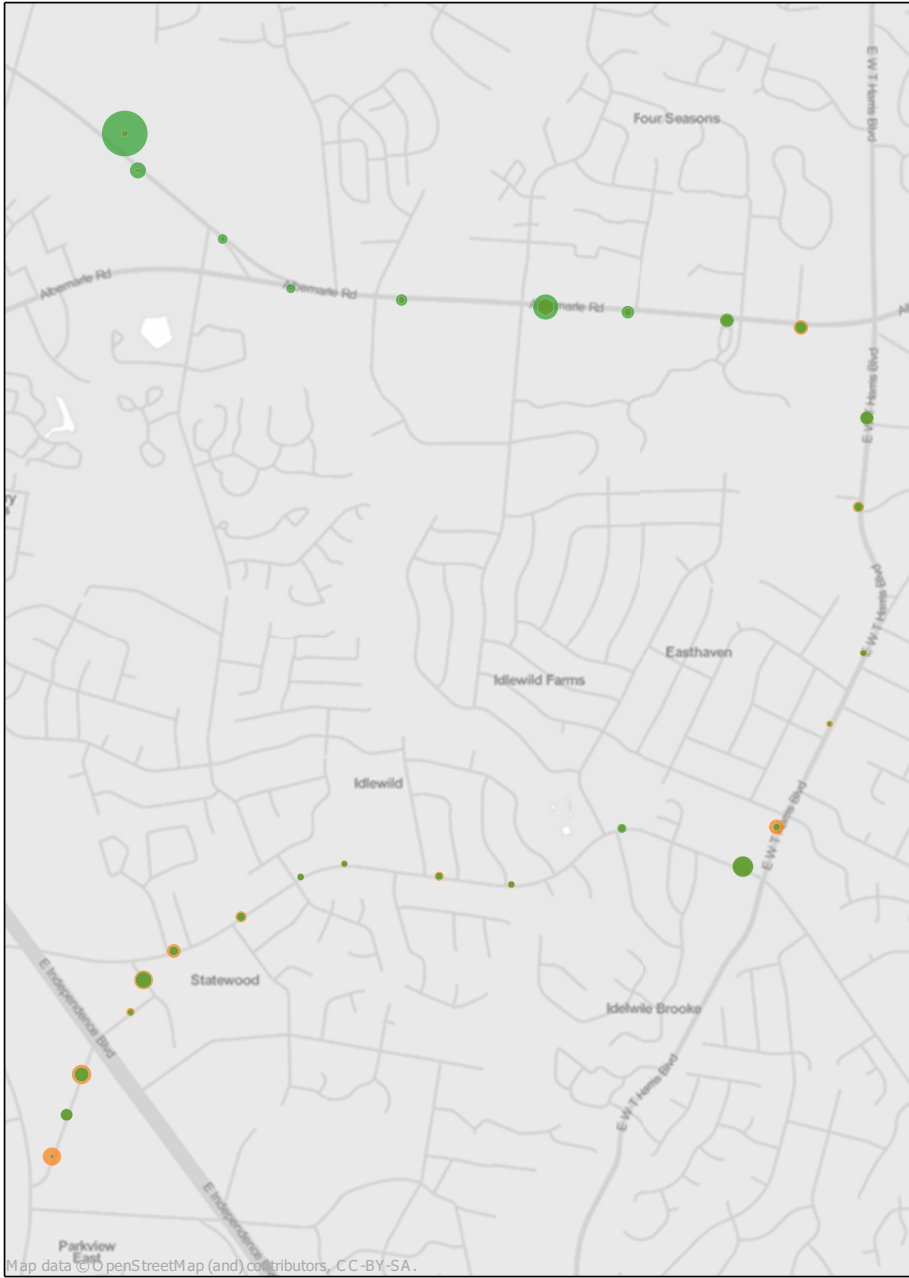
Change in Passengers per Hour by Route (Route 221)



Change in Passengers per Hour - Circulator Routes

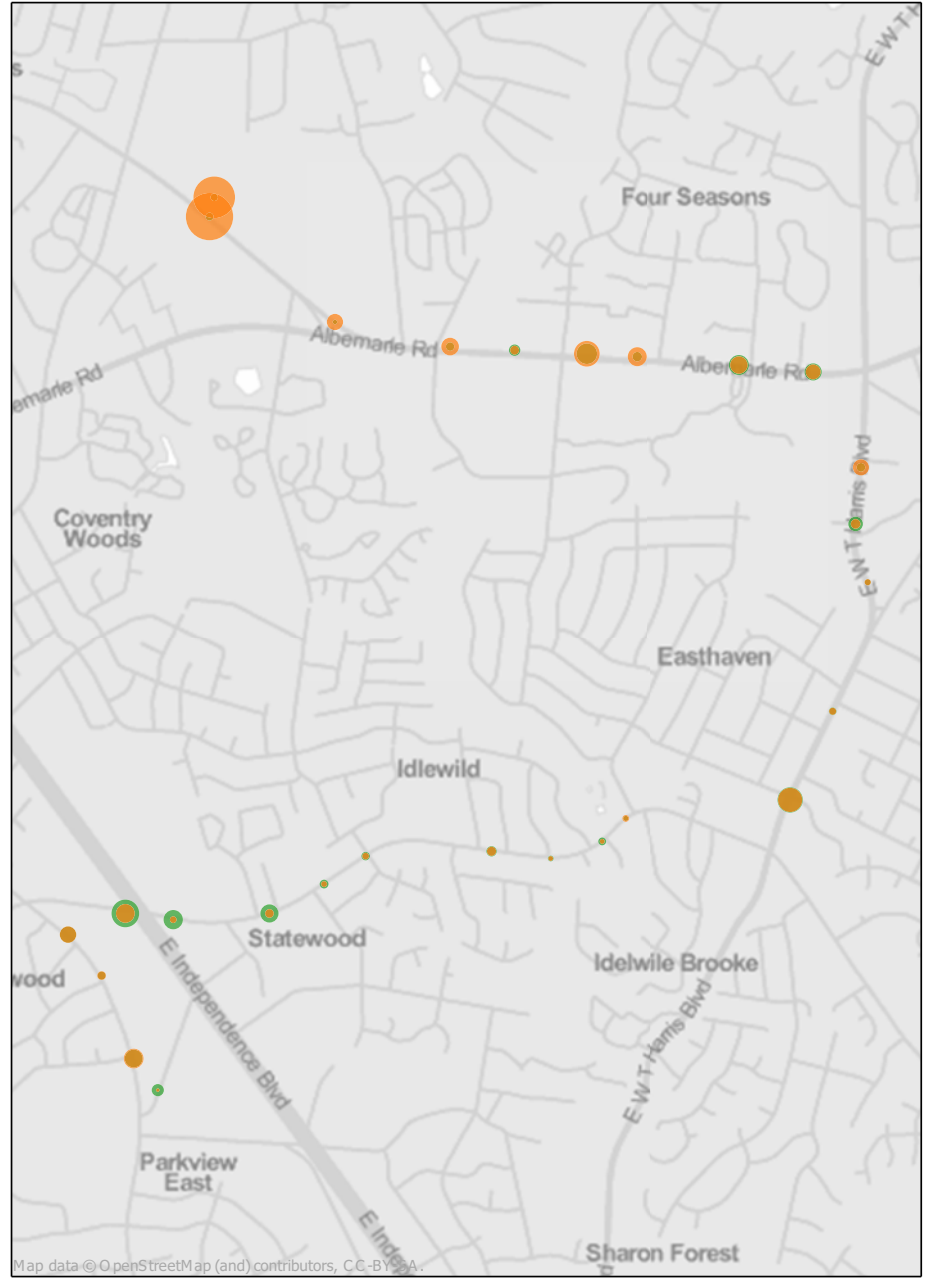


Route 221 - Outbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Route 221 - Inbound



Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Orange circle: Alightings
- Green circle: Boardings

Number of Boardings / Alightings:

0.0	50.0	100.0	150.0	222.5
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Route 222 Pence Road

Key Destinations: Eastland Community Transit Center (CTC), George E. Simmons YMCA, Pleasant View Apartments, Wal-Mart (Albemarle Rd), Target (Albemarle Rd)

Transfer opportunities: Routes 9, 221, 232, and 40x at Eastland CTC

Analysis Summary

Route 222 is a circulator route that provides connection from Albemarle Rd and Pence Rd neighborhoods to the Eastland Community Transit Center. The service frequency for Route 222 is every 60 minutes throughout the day for Weekdays, Saturdays, and Sundays. Based on the performance measures for transit services, Route 222 is considered to be an average route. The subsidy per passenger is below average compared to similar route types, and the overall performance score (0.98) is average.

Along the route, the highest ridership activity is located at Eastland CTC. Higher concentrations of ridership also occur at Harrisburg Rd & Pence Rd. Route 222 has significantly higher ridership during the weekday with approximately 150 additional passengers than Saturday, and Saturday has approximately 50 additional passengers than Sunday. Ridership overall is higher during the Midday and PM Peak hours for this route. The passengers per hour for Route 222 are much higher on Weekdays and Saturdays than on Sundays. Route 222 has significantly increased in ridership over the past few years, until FY10 which showed a 5.4% decrease (approx. 7,000 passengers). Passengers per hour have also followed a similar trend as ridership.

Service Span				Route Frequency					Trips					
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:10 AM	9:53 PM	15:43	Weekday	60	60	60	60	Weekday	6	12	7	7	32
Saturday	8:10 AM	8:57 PM	12:47	Saturday	0	60	60	60	Saturday	2	12	7	5	26
Sunday	8:30 AM	6:55 PM	10:25	Sunday	0	60	60	60	Sunday	1	12	7	1	21

Service Hours					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	2.3	4.8	3.2	2.5	13
Saturday	0.8	4.7	2.7	1.8	10
Sunday	0.4	4.7	2.7	0.4	8

Service Miles					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	41	82	48	48	219
Saturday	14	82	48	34	178
Sunday	7	82	48	7	144

Route Performance Monitoring

Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.74	\$2.06	\$1.29	0.98

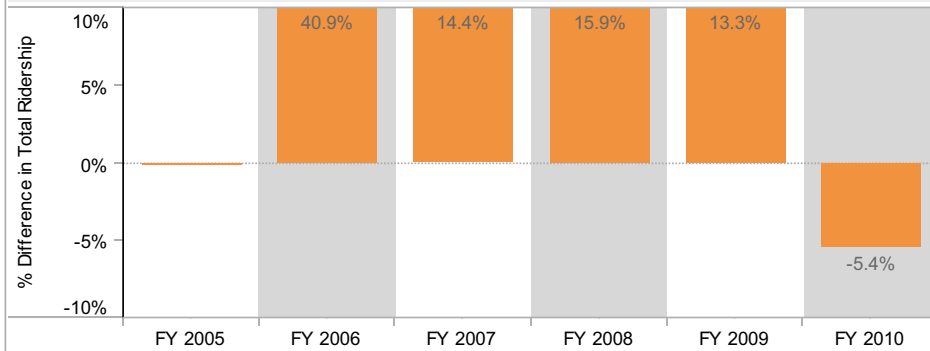
Boardings

Start Place	End Place	Weekday					Saturday					Sunday					Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	AM Peak	Midday	PM Peak	Evening	Total	
Eastland CTC	WT Harris & Hickory Grove	42	106	91	32	271	8	100	55	21	184	5	69	39	6	119	574
WT Harris & Hickory Grove	Pence & Harrisburg	22	48	28	11	109	4	35	28	7	74	0	24	14	1	39	222
Pence & Harrisburg	Target on Albemarle Road	7	23	15	7	52	2	18	10	7	37	0	16	12	1	29	118
Grand Total		71	177	134	50	432	14	153	93	35	295	5	109	65	8	187	914

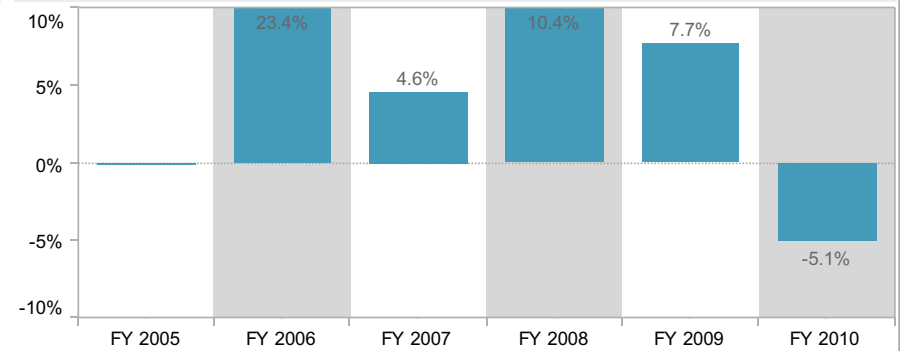
Passengers per Hour

Start Place	End Place	Weekday					Saturday					Sunday				
		AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total	AM Peak	Midday	PM Peak	Evening	Avg. Total
Eastland CTC	WT Harris & Hickory Grove	35	42	57	25	41	20	40	37	21	34	25	27	26	30	26
WT Harris & Hickory Grove	Pence & Harrisburg	44	48	47	22	42	20	35	47	18	34	0	24	23	10	22
Pence & Harrisburg	Target on Albemarle Road	12	18	15	10	14	10	15	17	18	15	0	15	20	10	15
Avg. Total		31	37	42	20	34	18	33	34	19	30	13	23	24	20	23

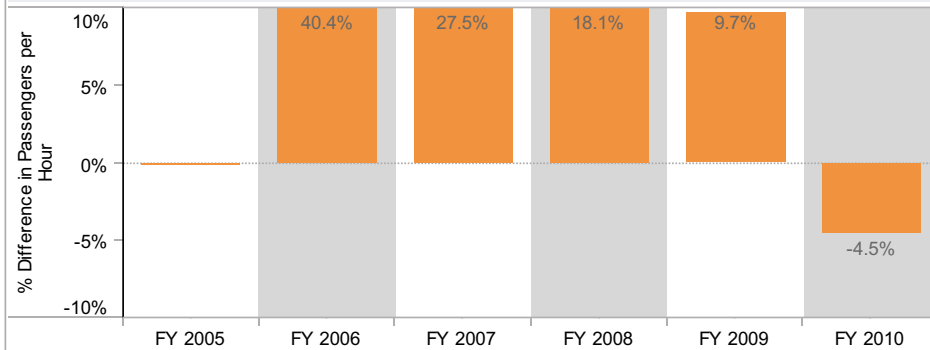
Change in Ridership by Route (Route 222)



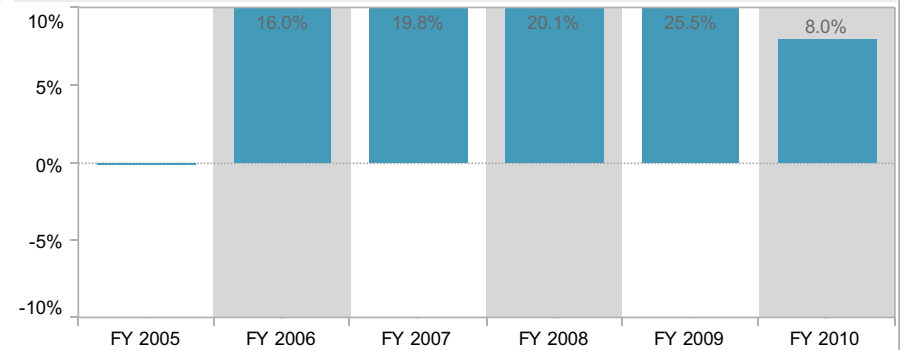
Change in Ridership - Circulator Routes



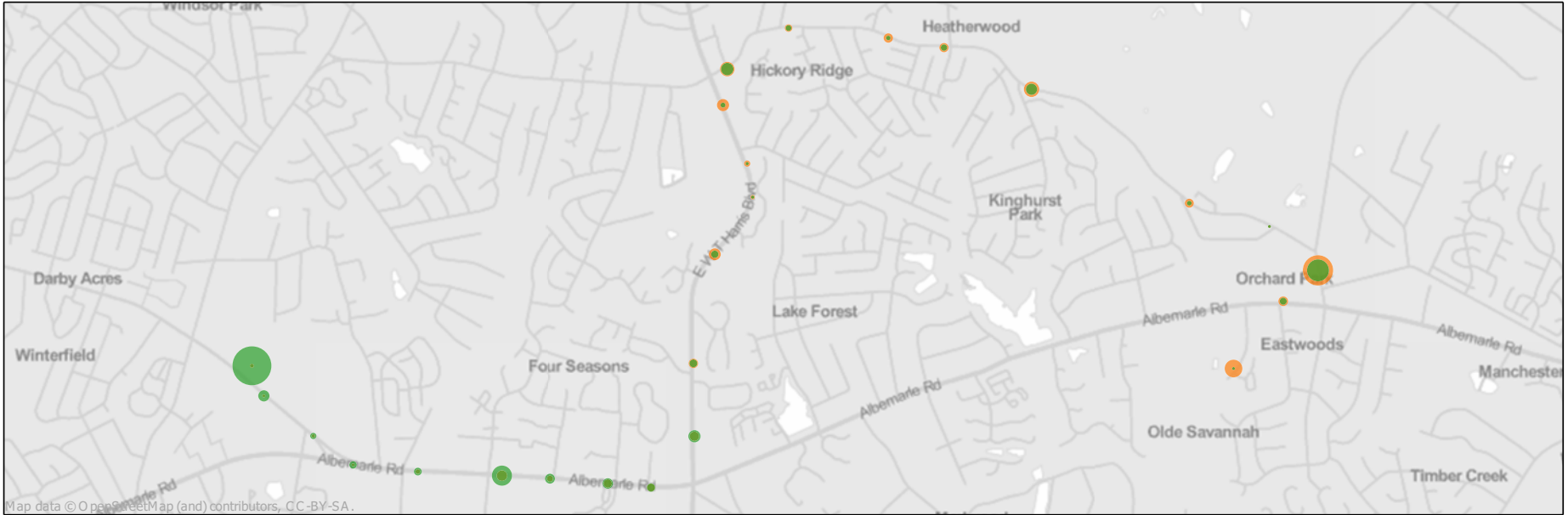
Change in Passengers per Hour by Route (Route 222)



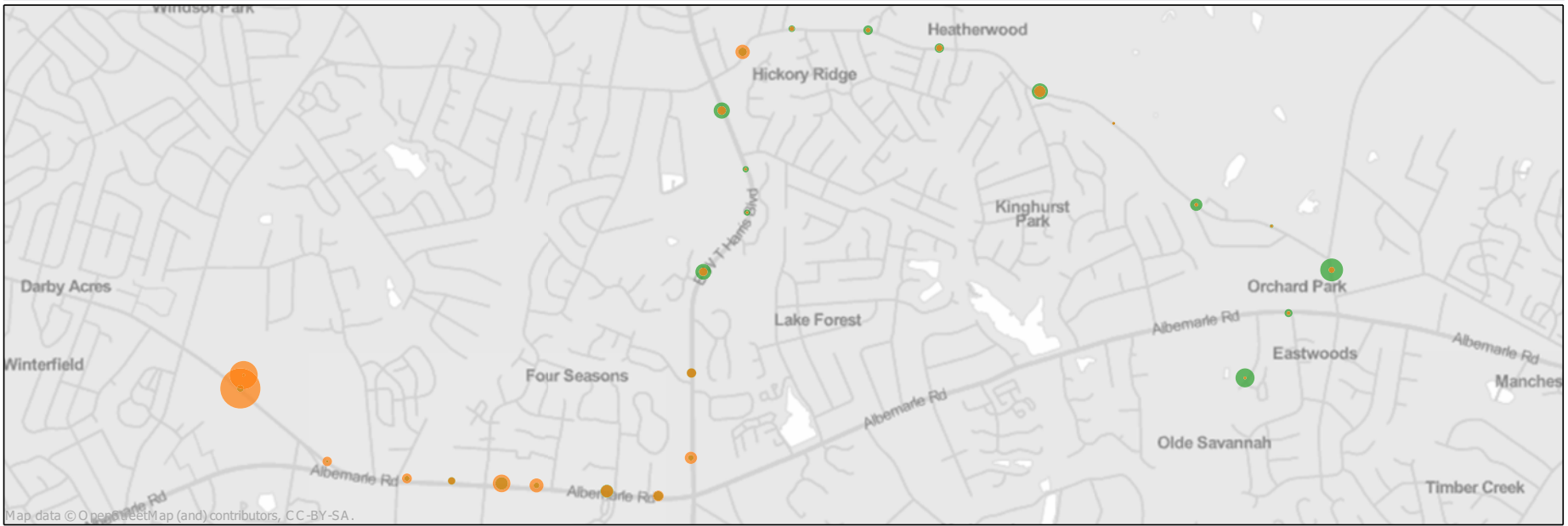
Change in Passengers per Hour - Circulator Routes



Route 222 - Outbound



Route 222 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 182.2
● 50.0	● 150.0	

Route 232 Grier Heights

Key Destinations: Eastland Community Transit Center (CTC), Windsor Park, Eastway Shopping Center, Department of Social Services, Grier Heights

Transfer opportunities: Routes 9, 221, 222, and 40x at Eastland CTC

Analysis Summary

Route 232 is a circulator route that provides connections between Randolph Rd, Eastway Dr, the Windsor Park neighborhood, and Eastland CTC. The service frequency for Route 232 is every 35 minutes during Weekdays and Saturdays, with 60 minute frequency on Sundays. Route 232 is considered to be an above average route, with an average subsidy per passenger of \$1.44 and an average overall performance score that is slightly above average (1.10).

Along Route 232, the location that has the highest ridership activity for Route 232 is Eastland CTC, as this is a major destination to make transfers to other services. The second highest ridership concentration is located at Eastway Dr and Eastway Shopping Center. The apartment complexes along Eastway Dr and Wendover Rd also generate significant ridership. Route 232 has significantly higher ridership during the weekday with approximately 200 additional passengers than Saturday, and Saturday has approximately 250 additional passengers than Sunday. The route has nearly 14 passengers per trip on Weekdays, 11 passengers per trip on Saturdays, and 9 passengers per trip on Sundays. The route has approximately 32 passengers per hour for Weekdays, and 26 passengers per hour on Saturdays and Sundays. Route 232 has continued to increase in ridership the last three years due to a change in service in FY08 which shortened the route and added major destinations (Department of Social Service and Eastland Mall). In FY10, Route 232 showed a 5.4% increase which was the smallest increase in the last 3 years (approx 12,000 passengers).

Service Span				Route Frequency					Trips							
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	5:50 AM	11:20 PM	17:30	Weekday	35	35	35	45	60	Weekday	11	21	12	9	2	55
Saturday	6:55 AM	10:52 PM	15:57	Saturday	35	30	30	55	60	Saturday	7	24	13	8	1	53
Sunday	7:08 AM	10:36 PM	15:28	Sunday	60	60	60	60	60	Sunday	4	12	7	7	1	31

Service Hours						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	4.9	9.4	5.7	3.9	0.8	25
Saturday	3.1	10.6	5.7	3.4	0.4	23
Sunday	1.7	5.3	3.2	3.0	0.5	14

Service Miles						
Day of Week	AM Peak	Midday	PM Peak	Evening	Late Night	Grand Total
Weekday	85	160	92	69	15	421
Saturday	54	183	99	61	7	404
Sunday	31	92	54	53	8	237

Route Performance Monitoring			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$1.44	\$2.06	\$1.29	1.10

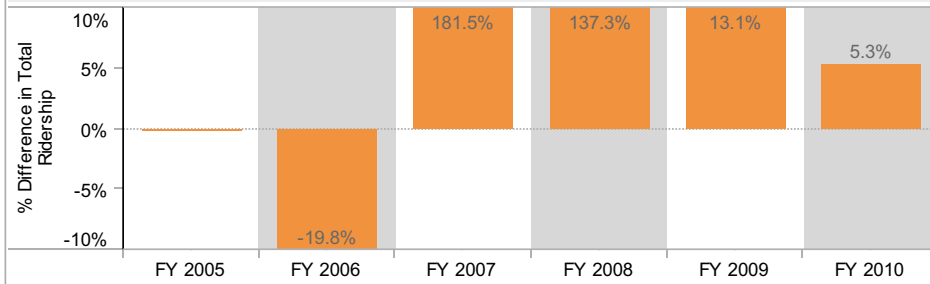
Boardings

Start Place	End Place	Weekday						Saturday						Sunday						Grand Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	AM Peak	Midday	PM Peak	Evening	Late Night	Total	
Eastland CTC	Sudbury & Enfield	42	85	58	21	4	210	17	70	40	17	3	147	8	35	21	14	0	78	435
Sudbury & Enfield	Eastway & Central	42	100	63	27	2	234	18	88	57	32	2	197	10	54	30	19	2	115	546
Eastway & Central	Billingsley & Randolph	6	35	20	4	0	65	2	22	13	5	0	42	7	14	6	3		30	137
	Sam Drenan and Skyland	27	73	55	24	2	181	13	80	37	25		155	4	48	28	14	3	97	433
Sam Drenan and Skyland	Billingsley & Randolph	13	55	32	11	1	112	6	29	16	8		59	2	18	6	3	2	31	202
Grand Total		130	348	228	87	9	802	56	289	163	87	5	600	31	169	91	53	7	351	1,753

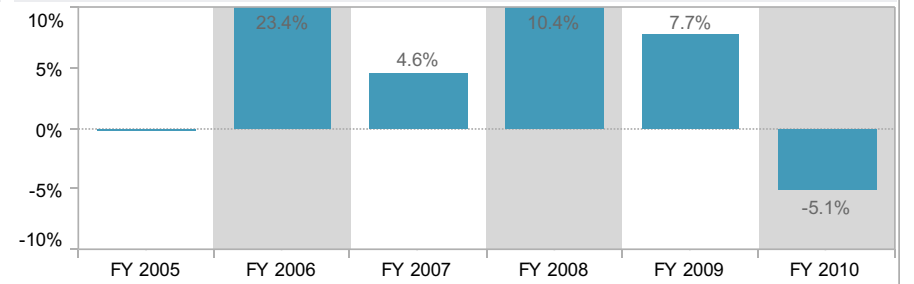
Passengers per Hour

Start Place	End Place	Weekday						Saturday						Sunday						Avg. Total
		AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	AM Peak	Midday	PM Peak	Evening	Late Night	Avg. Total	
Eastland CTC	Sudbury & Enfield	32	34	41	21	20	33	21	25	27	19	30	24	16	25	26	18	0	22	
Sudbury & Enfield	Eastway & Central	42	53	57	34	10	47	30	40	48	46	20	41	33	49	50	32	20	43	
Eastway & Central	Billingsley & Randolph	5	16	17	5	0	12	3	10	10	7	0	8	18	13	10	4		11	
	Sam Drenan and Skyland	34	46	42	34	20	40	22	40	37	42		37	13	48	40	28	15	36	
Sam Drenan and Skyland	Billingsley & Randolph	19	46	46	18	10	34	12	21	23	16		19	10	26	12	8	20	16	
Avg. Total		27	37	40	22	11	32	18	27	29	26	13	26	18	32	28	18	14	26	

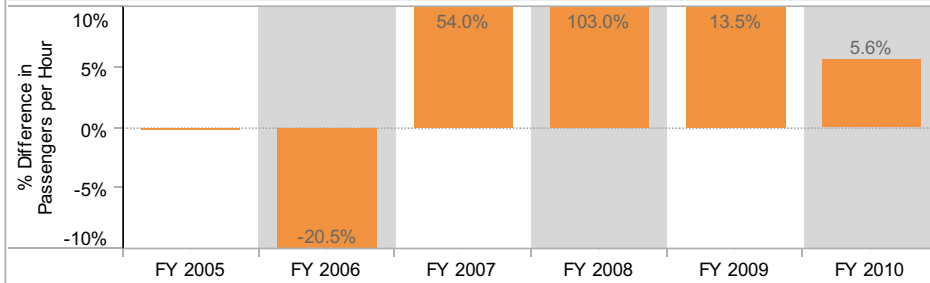
Change in Ridership by Route (Route 232)



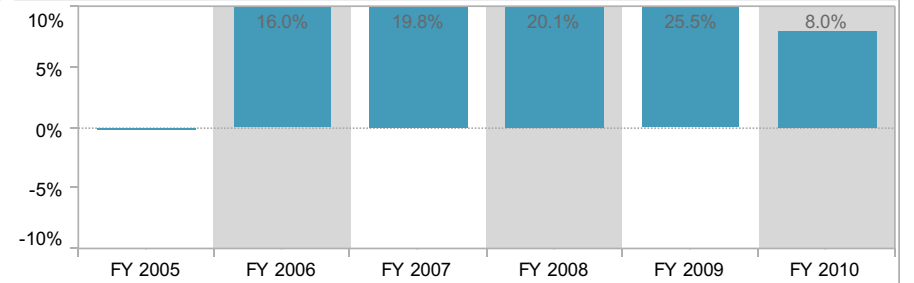
Change in Ridership - Circulator Routes



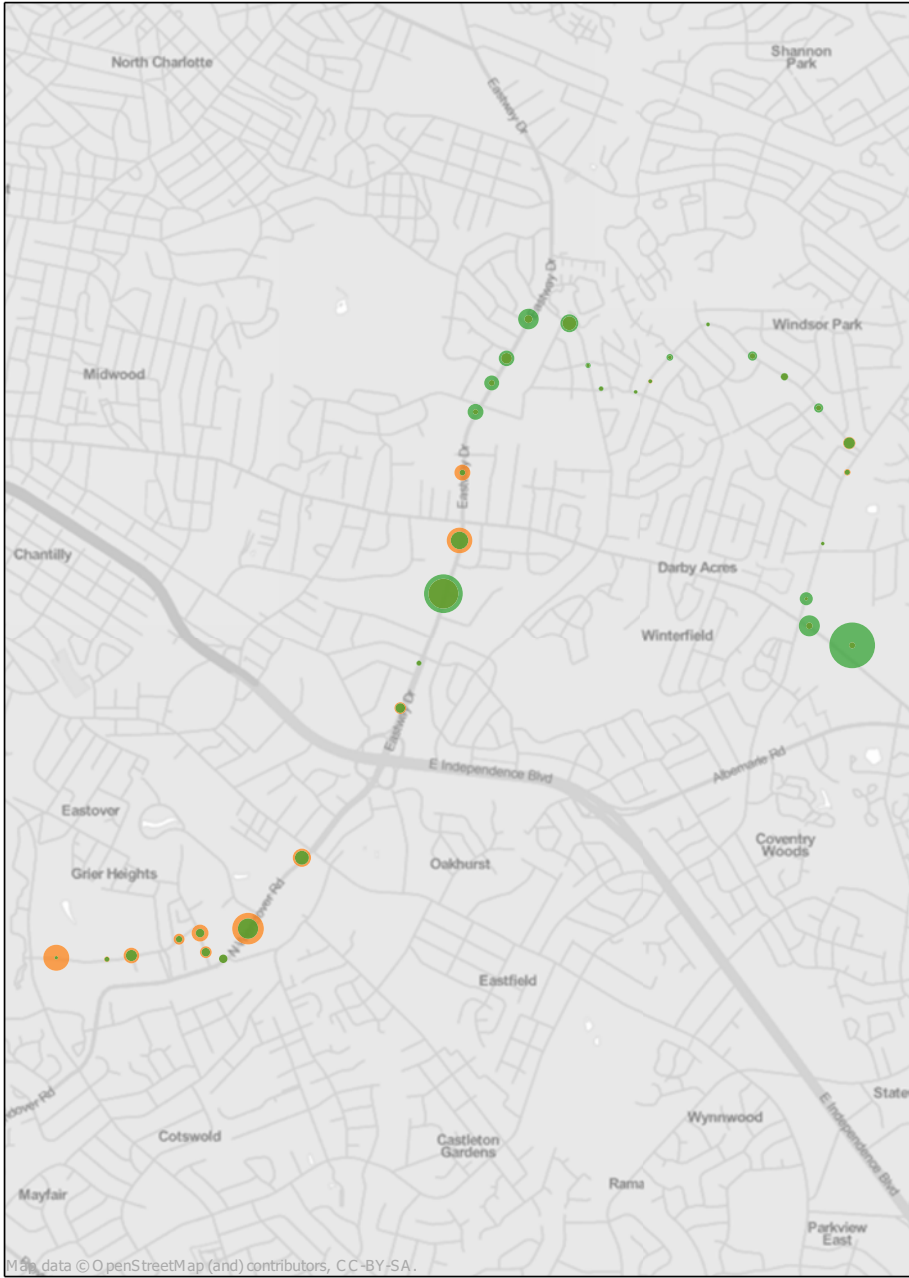
Change in Passengers per Hour by Route (Route 232)



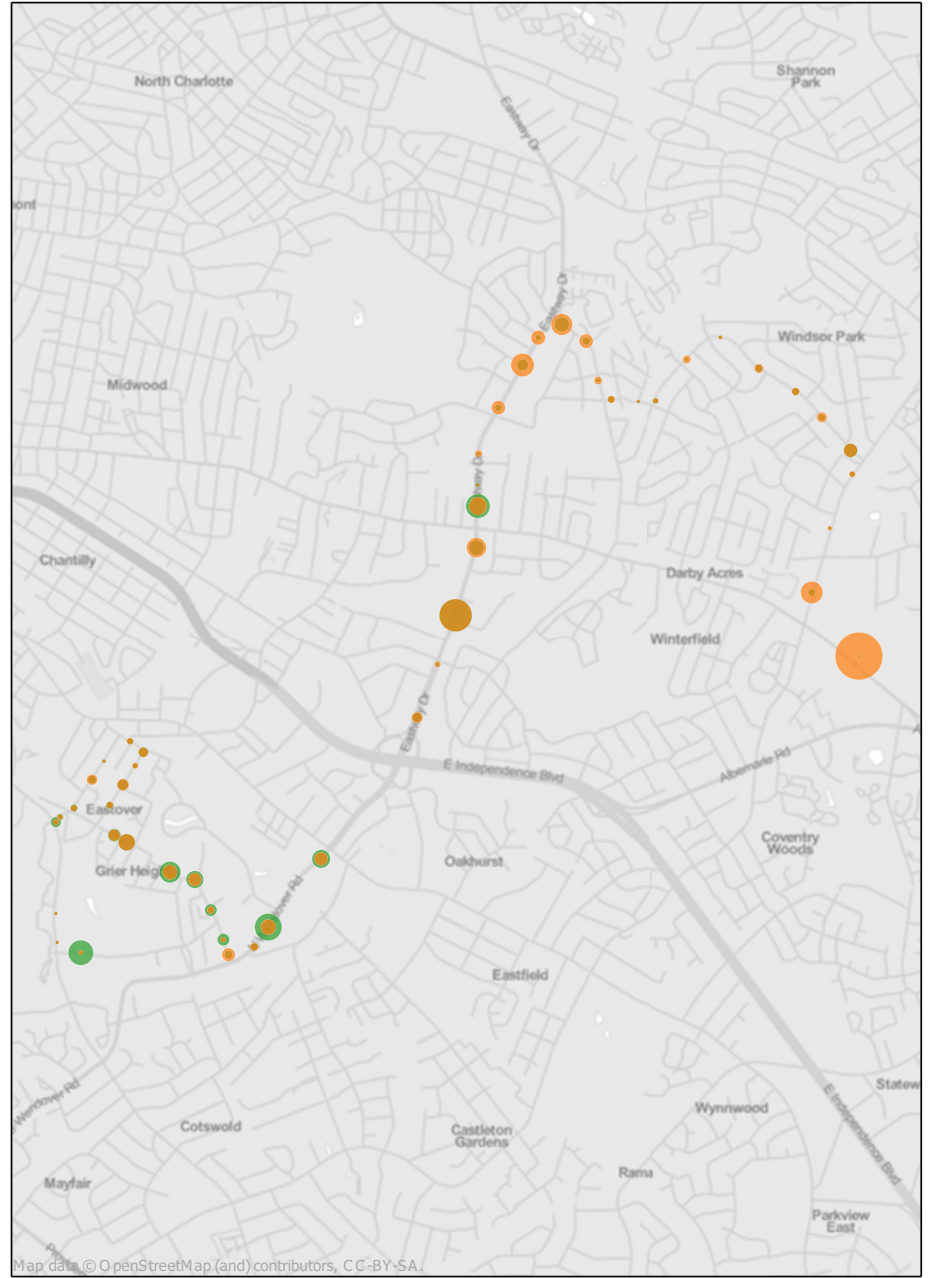
Change in Passengers per Hour - Circulator Routes



Route 232 - Outbound



Route 232 - Inbound



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Map data © OpenStreetMap (and) contributors, CC-BY-SA.

Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.0	● 100.0	● 200.0
● 50.0	● 150.0	● 267.6

Route 235 Jackson Park

Key Destinations: Amay James Center, Boulevard Homes, Jackson Park, Carolinas Healthcare Systems, Wal-Mart (Wilkinson Blvd), CPCC City View, CPCC West, Valerie C. Woodard Center

Transfer opportunities: Route 2 at Ashley Rd; Route 5 at Wilkinson Blvd; Route 8 at Freedom Dr; Route 10 at West Blvd; Route 34 at Freedom Dr; Route 60 at West Blvd

Analysis Summary

Route 235 is a circulator route that provides connections between the Amay James Center, West Blvd/Wilkinson Blvd/Ashley Rd, the Valerie C. Woodard Center, and the Boulevard Homes neighborhood. The service frequency for Route 235 is every 40 minutes throughout the day for Weekday and Saturday service. No Sunday service is provided. Saturday service only operates during Midday and PM Peak hours. Based on the performance measures for transit services, Route 235 is considered to be a poor performing route. The average subsidy per passenger is extremely high compared to similar route types (\$4.85), and the overall performance score (0.46) is also extremely low.

Along the route, the highest ridership stop is located at the Valerie C. Woodard Center, followed by Wilkinson Blvd & Ashley Rd, the Amay James Center, and Boulevard Homes. The weekday service span has an additional 9 hours more than Saturday. Route 235 has significantly higher ridership during the weekday with approximately 200 additional passengers per day than Saturday. The route has approximately 8 passengers per trip, and 14 passengers per hour for Weekday and Saturday service. Over the past few years, ridership has increased significantly, though FY10 did experience a 4.8% decrease (approx. 9,000 passengers).

<u>Service Span</u>				<u>Route Frequency</u>				<u>Trips</u>						
Day of Week	Start Time	End Time	Service Time	Day of Week	AM Peak	Midday	PM Peak	Evening	Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	6:10 AM	9:23 PM	15:13	Weekday	40	40	40	40	Weekday	9	18	10	7	44
Saturday	10:10 AM	4:41 PM	6:31	Saturday		40	40		Saturday		15	3		18

<u>Service Hours</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	4.8	10.2	5.8	4.0	25
Saturday		8.4	1.8		10

<u>Service Miles</u>					
Day of Week	AM Peak	Midday	PM Peak	Evening	Grand Total
Weekday	87	175	97	68	427
Saturday		145	30		174

<u>Route Performance Monitoring</u>			
Avg. Subsidy Per Passenger	Avg. Subsidy Per Passenger (Route Type)	Avg. Subsidy Per Passenger (System)	Average Index Score
\$4.85	\$2.06	\$1.29	0.46

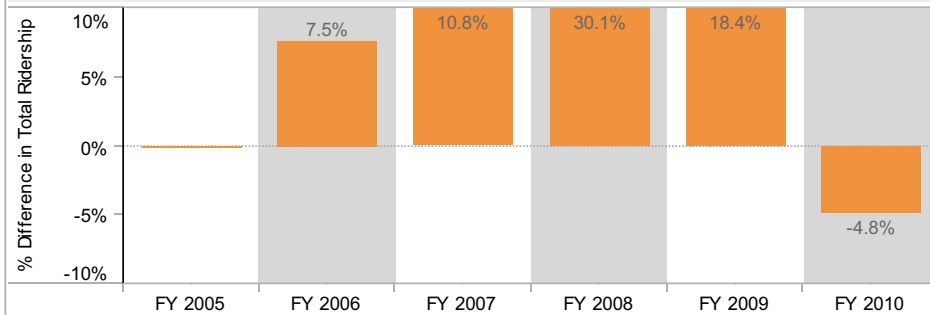
Boardings

Start Place	End Place	Weekday					Saturday			Grand Total
		AM Peak	Midday	PM Peak	Evening	Total	Midday	PM Peak	Total	
Amay James Center	Boulevard Homes	20	44	24	9	97	50	4	54	151
Boulevard Homes	Jackson Park	14	9	4	1	28	7	1	8	36
Jackson Park	Pruitt & Wilkinson	14	40	15	5	74	18	2	20	94
Pruitt & Wilkinson	Valerie C. Woodard Center	18	68	42	16	144	47	11	58	202
Grand Total		66	161	85	31	343	122	18	140	483

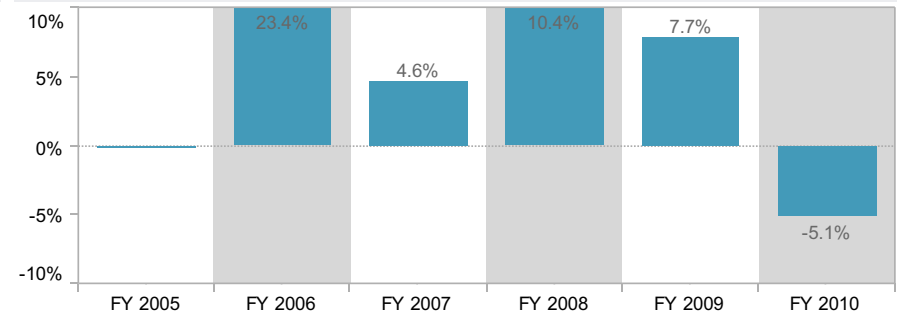
Passengers per Hour

Start Place	End Place	Weekday					Saturday		
		AM Peak	Midday	PM Peak	Evening	Avg. Total	Midday	PM Peak	Avg. Total
Amay James Center	Boulevard Homes	15	16	17	9	15	22	8	19
Boulevard Homes	Jackson Park	23	7	5	2	9	7	5	7
Jackson Park	Pruitt & Wilkinson	13	17	12	6	13	9	5	9
Pruitt & Wilkinson	Valerie C. Woodard Center	10	17	18	10	15	15	16	15
Avg. Total		14	16	15	8	14	15	10	14

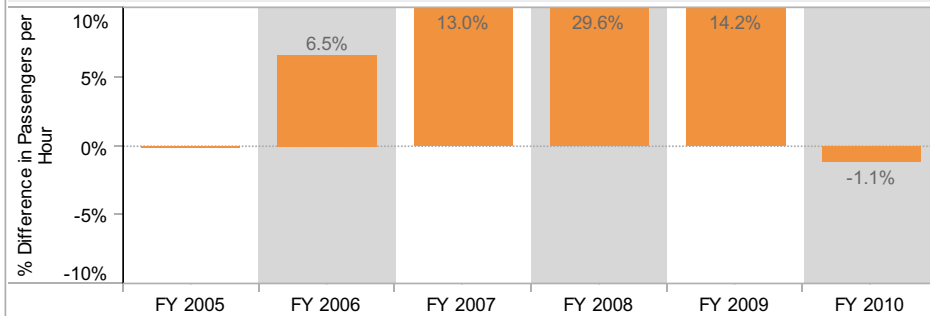
Change in Ridership by Route (Route 235)



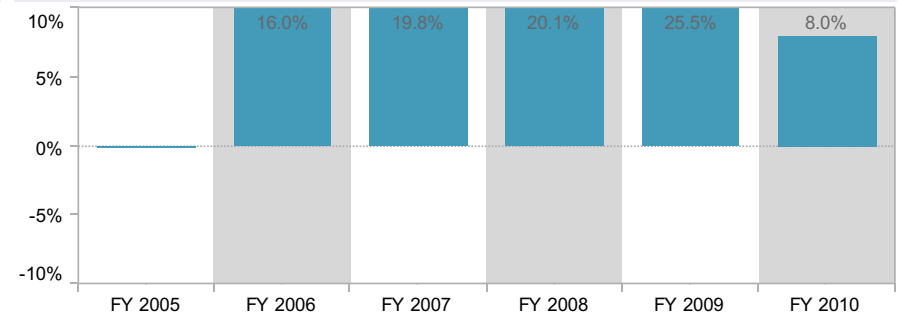
Change in Ridership - Circulator Routes



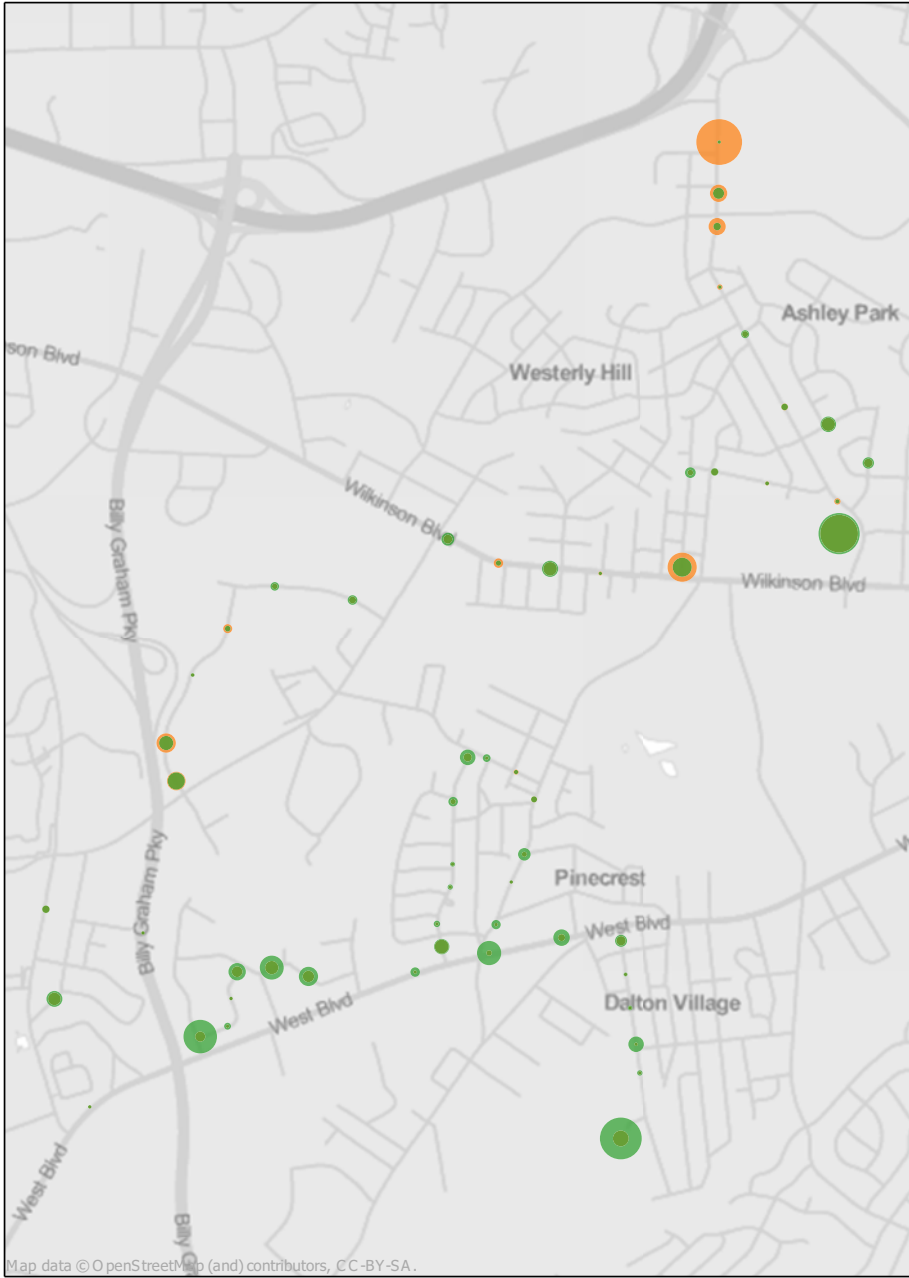
Change in Passengers per Hour by Route (Route 235)



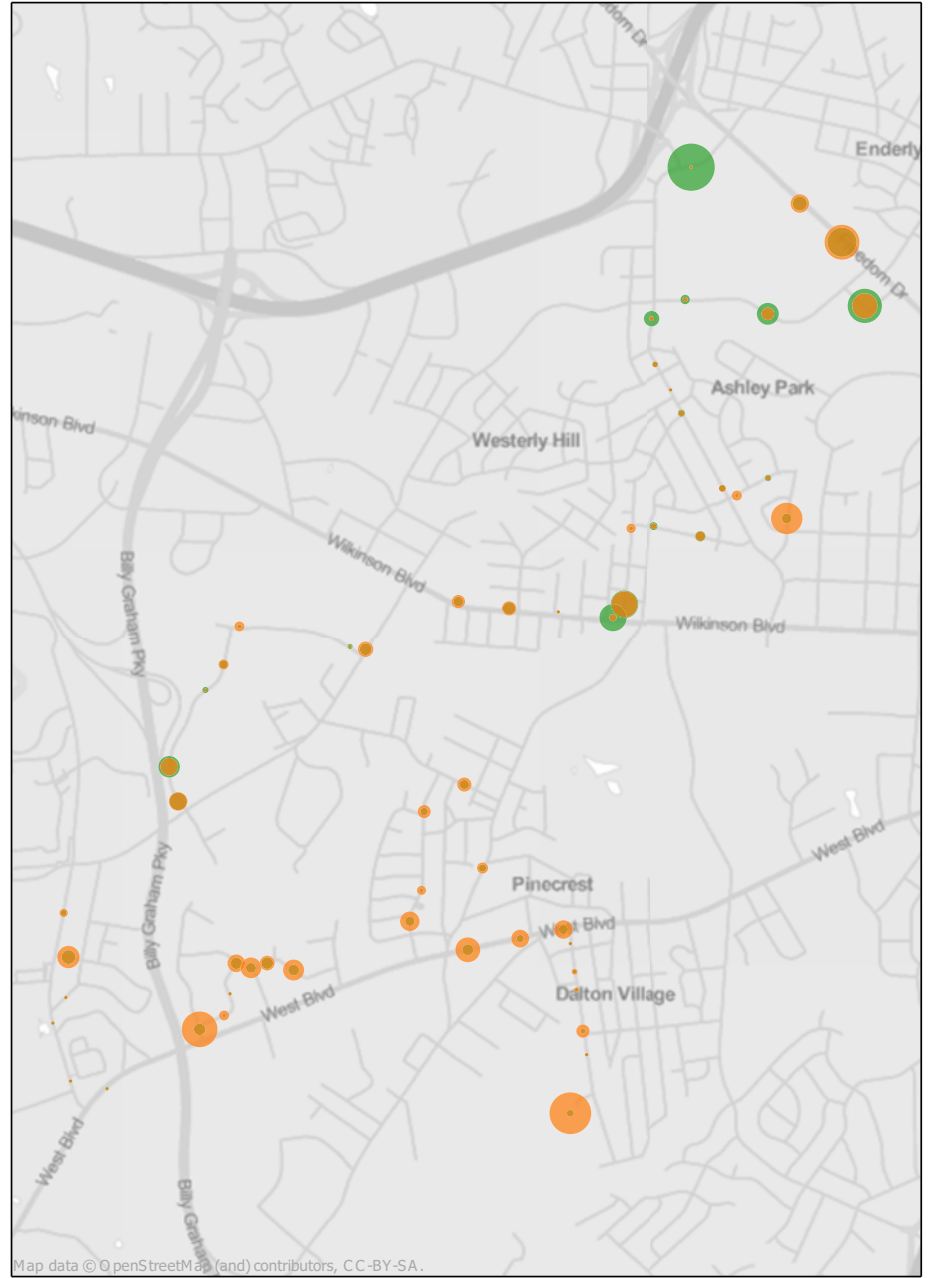
Change in Passengers per Hour - Circulator Routes



Route 235 - Outbound



Route 235 - Inbound



Legend:

- Alightings
- Boardings

Number of Boardings / Alightings:

● 0.00	● 20.00	● 40.00
● 10.00	● 30.00	● 47.15