



Charlotte Area Transit System

FY2022 Preliminary Operating & Debt Service Budgets

FY2022-26 Capital Investment Plan

Budget Workshop
April 7, 2021

John M. Lewis, Jr. CATS CEO
Charlotte Area Transit System

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Charlotte Area Transit Overview



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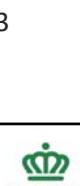
BUDGET HIGHLIGHTS

- ✓ CityLYNX Goldline Phase II
- ✓ Silver Line
- ✓ Battery Electric Buses (BEB)



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COVID 19 TRANSIT IMPACT

COVID-19 Impact:

- ✓ Employee Safety
- ✓ Ridership
- ✓ Revenue Shortfalls (Fares & Sales Tax)
- ✓ Cleaning Services
- ✓ PPE, Sanitizer, Mask
- ✓ Partitions & Driver Shields
- ✓ Facility Updates



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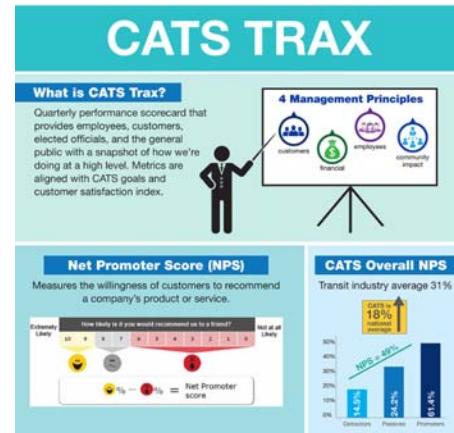
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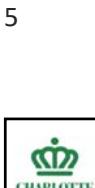
CATS' TRAX - IMPACT OF PERFORMANCE

- ✓ CATS Performance Outcomes
- ✓ Assigns Importance Scoring
- ✓ Industry Metrics



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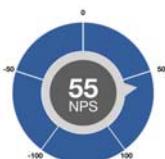
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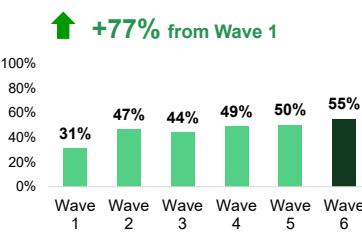
CATS' TRAX- CUSTOMER SATISFACTION

Ultimate Impact on Outcomes

Wave 6 Fixed Route NPS

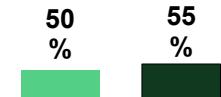


NPS Trend Over Time



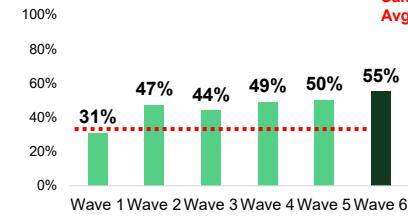
Comparison to Wave 5

↑ +10%



Wave 5 Wave 6 Comparison to Industry

57% higher than an industry
Industry Sampled Avg 35%



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FY2022 PRELIMINARY BUDGET SUMMARY

BUDGET SUMMARY		FY2021 Adopted Budget (millions)	FY2022 Preliminary Budget (millions)	Variance (millions)	Variance (%)
Operating Revenues		\$ 175.6	\$ 181.9	\$ 6.3	3.6%
CATS Control Account		\$ -	\$ -	\$ -	0.0%
Total Operating Revenue		\$ 175.6	\$ 181.9	\$ 6.3	3.6%
Operating Expenditures		\$ 175.6	\$ 181.9	\$ 6.3	3.6%
Transfer to Capital		\$ -	\$ -	\$ -	0.0%
Total Operating Expenditures and Transfers		\$ 175.6	\$ 181.9	\$ 6.3	3.6%
Debt Service Budget		\$ 50.9	\$ 62.1	\$ 11.2	22.0%
Capital Budget*		\$ 258.1	\$ 40.5	\$ (217.6)	-84.3%

* Note: FY2022 Preliminary Capital Budget excludes carry over amounts

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FY2022 PRELIMINARY STAFFING

- **City Positions**

579.75 Full Time Equivalent Regular City Positions

1.00 Service Level Change-Grant Funded GIS position

1.00 Temporary Position

- **Contracted Positions**

845.00 Full Time Equivalent Transit Management Of Charlotte Positions

- Bus Operations (Bus Operators, Maintenance & Administrative)

108.05 Full Time Equivalent Positions – Contracted Security Officers

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CHARLOTTE

FY2022-26 PRELIMINARY CAPITAL PROGRAM

\$120.7 million Funds 5-Year Capital Program

Key Capital Expenses (excluding Carryover):

- ✓ **State of Good Repair \$67.9 million**
 - Replace fixed route buses; STS Buses; Vanpool Vans
 - Facility Projects, Bus Shelter Improvements and Lighting Upgrades
- ✓ **Silver Line Light Rail Design \$19.8 million**
 - FY2020 \$9.0m
 - FY2021 \$21.2m
 - Total 3-year funding \$50m
- ✓ **Transit Safety & Security \$3.3 million**
 - Camera replacement, Guard Shacks and Access control replacement
- ✓ **Transit Long Range Capital Improvement \$ 22.0 million**
 - Hambright Park & Ride, Southend Station, ADA improvements
- ✓ **Transit Non-Revenue Vehicles \$2.2 million**
 - Non-Revenue Vehicle replacements
- ✓ **Transit New Equipment \$5.5 million**
 - Bus and Rail Equipment, Technology Upgrades



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APPENDIX:

Other Slides Presented at Budget Committee

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CATS' TRAX- SCORECARD

CATS TRAX FY20 Aggregate Scorecard					
Strategy	Metric	Performance Goal	Goal Points	Q4 Earned Points	
Customer Satisfaction	Overall Customer Satisfaction	90%	10.0	9.3	
	Overall Net Promoter Score	58%	10.0	10.0	
	Overall On-Time Performance	89%	7.0	7.5	
	Overall Ridership**	23,500,000	3.0	1.1	
	Overall Ridership**	100%			
			30.0	27.9	
Financial Stability	Taxpayer Subsidy Percentage, (CATS Policy <80%)**	<80%	8.0	7.6	
	Net Debt Service Coverage Threshold (CATS Policy >1.15)**	>1.15	7.0	7.0	
	Overall Operating Cost/Revenue Hour**	\$142.21	6.0	5.4	
	Overall Customers/Revenue Hour	21.0	6.0	2.9	
	Directly Generated Revenue**	3.0%	3.0	2.5	
			30.0	25.4	
Employee Success	Employee Engagement	80%	8.0	6.3	
	Employee Satisfaction	85%	8.0	5.7	
	Customer Satisfaction with CATS Employees	86%	5.0	4.9	
	Customer Satisfaction with Call Center Interactions	87%	4.0	3.9	
			25.0	20.8	
Community Impact	Economic Impact**	1.27	5.0	5.9	
	Community Perception of Community Value	85%	4.0	3.9	
	Access to Key Destinations*	24%	3.0	1.2	
	Jobs Created from Transit & Transit Infrastructure**	21,400	3.0	3.9	
	Jobs Created from Transit & Transit Infrastructure**	100%			
			15.0	14.9	
	Overall Performance Score	100.0	89.0		

CATS TRAX Scorecard updated 8/10/20

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FY2022 PRELIMINARY OPERATING & CAPITAL BUDGET

Budget Objectives

- Primarily Structural balanced budget
 - ✓ Impact of COVID-19 Pandemic
 - ✓ Maintain Service based on demand
- Accountability:
 - ✓ Compliance with MTC financial and business performance objectives with impact of COVID-19 Pandemic
- Mobility options for safe and affordable access to jobs, education, healthcare and other destinations
 - ✓ Continue to provide safe and affordable access with adjustments for social distancing with ongoing cleaning and personal protective equipment.

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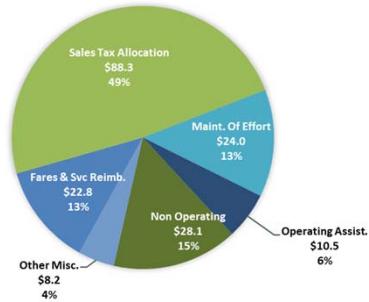
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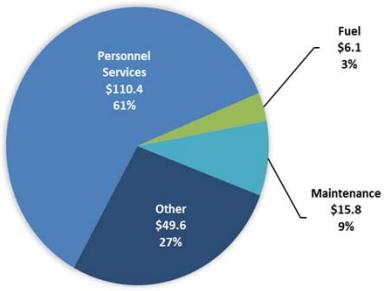


FY2022 PRELIMINARY BUDGET SUMMARY

Operating Revenue



Operating Expenses



Note: Amounts reported above in millions

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THANK YOU

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