



Charlotte Area Transit System FY2022 Preliminary Operating & Debt Service Budgets FY2022-26 Capital Investment Plan

Budget Workshop
April 7, 2021

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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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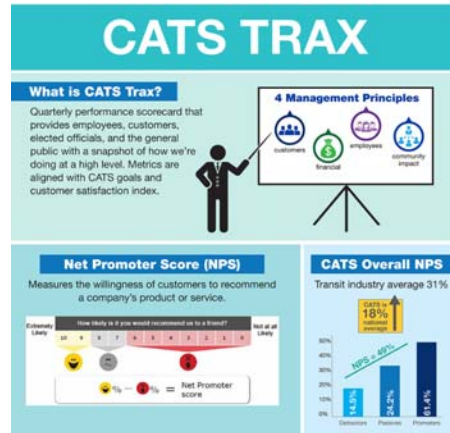
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CATS' TRAX - IMPACT OF PERFORMANCE

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



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CATS' TRAX- CUSTOMER SATISFACTION

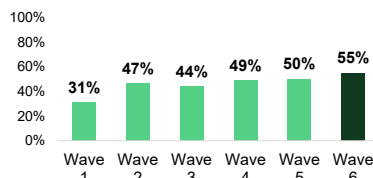
Ultimate Impact on Outcomes

Wave 6 Fixed Route NPS



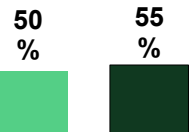
NPS Trend Over Time

↑ +77% from Wave 1



Comparison to Wave 5

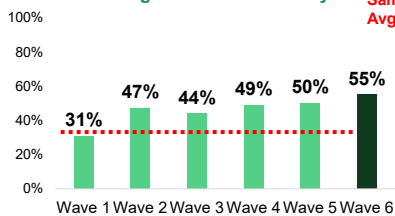
↑ +10%



Wave 5 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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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



APPENDIX:

Other Slides Presented at Budget Committee



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%		
Financial Stability			30.0	27.9
	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
Employee Success	Directly Generated Revenue**	3.0%	3.0	2.5
			30.0	25.4
	Employee Engagement	80%	8.0	6.3
	Employee Satisfaction	85%	8.0	5.7
	Customer Satisfaction with CATS Employees	86%	5.0	4.9
Community Impact	Customer Satisfaction with Call Center Interactions	87%	4.0	3.9
			25.0	20.8
	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

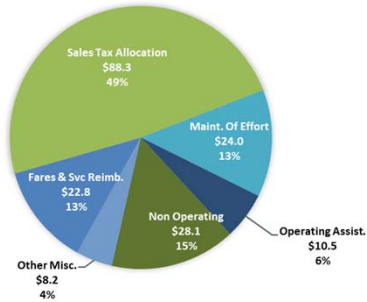
- Primarily Structural balanced budget
 - ✓ Impact of COVID-19 Pandemic
 - ✓ Maintain Service based on demand
- Accountability:
 - ✓ Compliance with MTC financial and business performance objectives with impact of COVID-19 Pandemic
- Mobility options for safe and affordable access to jobs, education, 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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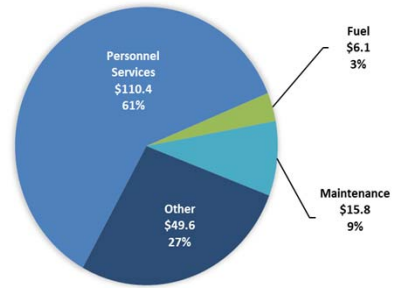


FY2022 PRELIMINARY BUDGET SUMMARY

Operating Revenue



Operating Expenses



Note: Amounts reported above in millions

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THANK YOU

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