

CITIZENS TRANSIT ADVISORY GROUP (CTAG) Agenda

February 15th, 2022 7:30 am to 9:00 am Charlotte-Mecklenburg Government Center WebEx Meeting

I.	Call to Order	Adam Pasiak, CTAG Co-Chairman
II.	Approval of January 18 th , 2022 Meeting Summary	<u>′</u>
III.	FY2023 Preliminary Operating & Debt Service Bu FY2023-27 Preliminary Capital Investment Plan	Idget &John Lewis, JrBlanche Sherman
IV.	<u>CEO Comments</u>	John Lewis, Jr.
V.	Other Business	

VI.

<u>Adjourn</u>

CITIZENS TRANSIT ADVISORY GROUP (CTAG) Meeting Summary November 16th, 2021 DISCUSSION SUMMARY (Approved on January 18, 2022)

- Present: Adam Pasiak, Mecklenburg County, CTAG Co-Chairman Michael Cataldo, Charlotte City Council Michael Young, Charlotte City Council Jeffrey Parker, Mecklenburg County Todd Steiss, Town of Davidson Kevin Walsh, Town of Huntersville Donald Rhodes, Town of Matthews Jessi Healey, Town of Mint Hill Tommy Fellers, Town of Pineville
- Staff: John Lewis Jr, Blanche Sherman, Krystel Green, Rachel Gragg, Allen Smith III, Paulus Ford

Meeting time 7:30 a.m. - 9:00 a.m.

I. <u>Call to Order</u>

The regular meeting of CTAG was called to order at 7:33 a.m. by Town of Davidson Representative's Todd Steiss.

- II. Approval of Meeting Summary from October 19th, 2021 Approved
- **III.** <u>Introduction of New Member</u> Michael Young was appointed by the Charlotte City Council.
- **IV.** <u>**Cancellation of December 2021 Meeting**</u> In light of the Christmas Holiday Season, CTAG voted to cancel the December 21st meeting.
- V. <u>CEO Comments</u> John Lewis, Jr., CATS CEO provided the following updates:
 1. Electric Bus Pilot The BEB Pilot will begin when all 18 buses have been received. While working through the manufacturing delays (COVID), we are still anticipating the arrival of the first of several electric buses. Our team will be monitoring this closely and hopefully, we will begin receiving some of the electric bus fleet in early 2022

2. Transit Funding Bill – The president has signed the Bipartisan Infrastructure Plan that has designated approximately \$39B for transit. There are several grant opportunities for multimodal programs, Rail, Bus Safety and Technology. CATS will be engaged in competing for these opportunities which include:

• Rail – Capital Investment Grants [5309 Program] and Rail Vehicle Replacement [5337 (f) Program]

 Bus – Bus and Bus Facilities [5339 (b) Program] and Low or No Emissions Grants [5339 (c) Program]

The Federal government will have substantial new funds to award in form of competitive grants to address "classic" infrastructure needs. The state governments will receive new formula funding to address "classic" infrastructure needs in their states. Also, local sources of revenue will be needed to match grants.

CATS will be pursuing all opportunities as will continue with the 2030 Transit Vision for City of Charlotte, Mecklenburg and surrounding counties.

3. Ridership – As COVID eases up and some of the major employers are starting to bring staff back to the uptown area, there has been a slow increase over the past few months in our ridership numbers. CATS marketing team is working on a promotion for the riders, alerting them to the cleaning and safety precautions that are in place, on both trains and buses, to inform riders that one of CATS top priority is providing safe and reliable transit services as we begin this new normal in our history.

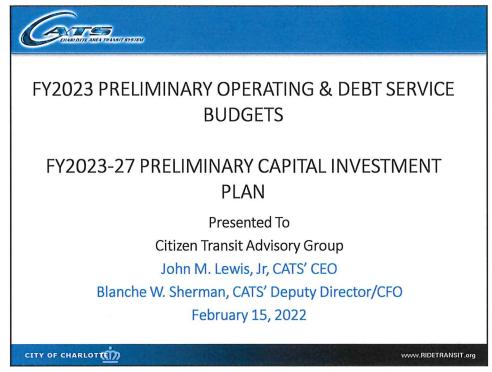
4. The budget cycle has begun for this fiscal year. As in previous years and budget cycles, CATS will begin the progress of preparing, to share with the board, the draft recommended budget for FY-23.

VI. <u>Other Business</u> – None

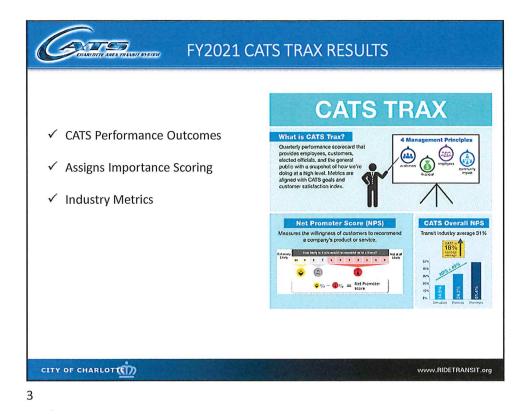
VII. <u>Adjourn</u>

The meeting was adjourned at 7:58am

Next CTAG Meeting: January 18^{TH} , 2022 at 7:30 am



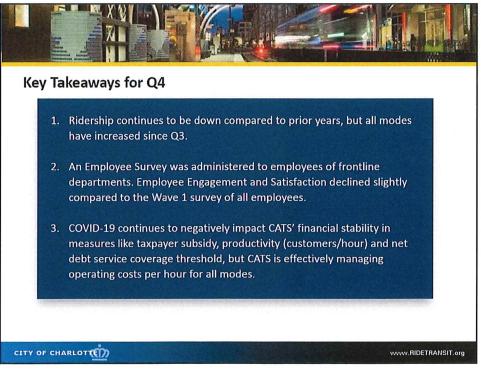


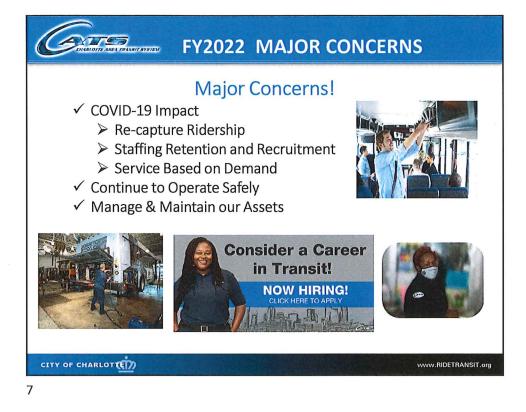


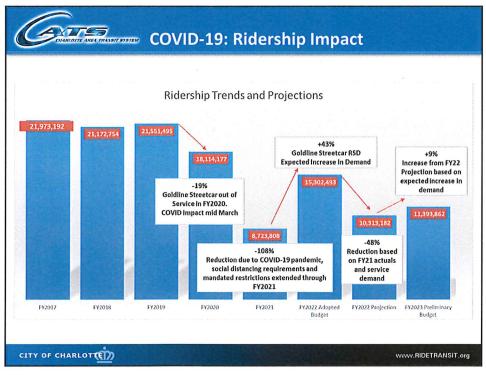
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Strategy	Metric	Performance Goal	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Goal Points	Q4 Ea Poin
The second second	Overall Customer Satisfaction	90%	84%	84%	84%	84%	9.0	8
	Overall Net Promoter Score	58%	58%	58%	58%	58%	9.0	10
Quality	Overall On-Time Performance	89%	94%	93%	93%	91%	7.0	7.
Customer Satisfaction	Overall Ridership**	18,427,708	2,220,561	4,474,809	6,448,253	8,687,151	3.0	1
Satisfaction	Overall Ridership**	100%	12%	24%	35%	47%		
	Confidence to Return*				67%	67%	2.0	1.
		a second second	There	and the second			30.0	28.
	Economic Impact**	1.27	1.05	1.24	1.26	1.27	5.0	5.0
	Community Perception of Community Value	85%	•	80%	80%	80%	15.0	14
Community Impact	Customers with Access to 15-minute or Better Service	45%	40%	42%	19%	22.0%	5.0	2.4
Inpact	Jobs Created from Transit & Transit Infrastructure**	30,600	12,228	14,480	17,420	20,239	5.0	3.3
					Carlo and	1	30.0	24.
	Taxpayer Subsidy Percentage, (CATS Policy <80%)**	<\$0%	87.2%	89.2%	90.8%	90.0%	4.0	3.9
	Net Debt Service Coverage Threshold (CATS Policy >1.15)**	>1.15	2.63	1.00	1.36	0.98	4.0	3.4
Financial	Overall Operating Cost/Revenue Hour**	\$174.62	\$140.80	\$167.61	\$175.59	\$174.72	4.0	4.0
Stability	Overall Customers/Revenue Hour	18.6	10.0	10.2	9.0	10.3	4.0	2
	Directly Generated Revenue**	4.0%	1.19%	2.69%	1.37%	3.0%	4.0	3.0
			1	- 07			20.0	16.
	Employee Engagement	80%	•	•	•	60%	7.0	5.3
Employee	Employee Satisfaction	85%	•			55%	5.0	3.2
Success	Customer Satisfaction with CATS Employees	86%	88%	88%	88%	8.8%	4.0	39
ouccess	Customer Satisfaction with Call Center Interactions	87%	82%	\$2%	82%	82%	4.0	3.9
		Contraction of			and the second		20.0	16.
	Overall Performance Score	0		the state		100	100.0	85.

- Rie	earned 28.1 out of 30 dership increased from las n across all modes.							
	CATS TR	AX FY2021 Deta	ailed Sco	recard				
Strategy	Metric	Performance Goal	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Goal Points	4th Quarter Points
and the second	Overall Customer Satisfaction - Fixed Route	88%	80%	80%	80%	80%	5.0	4.5
	Overall Customer Satisfaction - Rall	97%	89%	89%	89%	89%	3.0	2.7
	Overall Customer Satisfaction - Paratransit	87%	86%	86%	86%	86%	1.0	1.0
	Net Promoter Score - Fixed Route	45%	55%	55%	55%	55%	5.0	6.1
	Net Promoter Score - Rail	71%	64%	64%	64%	64%	3.0	2.7
	Net Promoter Score - Paratransit	42%	50%	50%	50%	50%	1.0	1.2
Customer	On-Time Performance - Fixed Route	85%	87%	87%	88%	87%	4.0	4.1
Satisfaction	On-Time Performance - Rail	98%	100%	100%	98%	99%	2.0	2.0
	On-Time Performance - Paratransit	88%	96%	91%	92%	86%	1.0	1.0
	Ridership - Fixed Route**	2,807,080	1,547,118	1,523,464	1,374,645	1,499,655	2.0	1.1
	Ridership - Rail**	1,744,998	639,924	696,602	563,949	699,156	1.0	0.4
	Ridership - Paratransit**	54,849	33,519	34,182	34,849	40,087	0.0	0.0
	Confidence to Return*	TBD	-		67%	67%	2.0	1.3
			and the state	The second state	1000	and the second	30.0	28.1

Note: The Customer Survey was conducted in early March 2020 and coincided with the beginnings of the U.S. response to COVID-19. The Confidence to Return Metric was calculated with the Customer Confidence Survey.



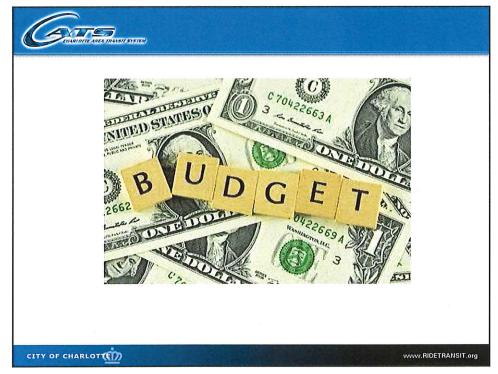




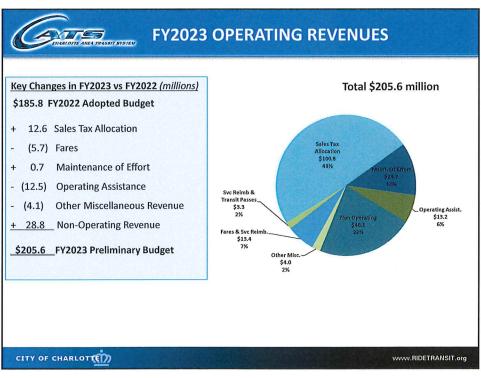
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		Service Re	ductions and	Anticipated Changes
Bus	Date	Service Level	Revenue Hours per Weekday	Description
	Feb-20	Pre COVID-19 pandemic	2,780	Pre pandemic
		Saturday w/ Express	1,855	Saturday with limited express
		Saturday w/ Express	2,128	Saturday with limited express
		New Based Schedule	2,144	frequency improvement to core routes
		Base Schedule	2,229	Minor frequency improvements
	Jun-21	Base Schedule	2,250	Minor frequency improvements
	Jul-21	Base Schedule	2,264	Added express service
	Aug-21	Base Schedule	2,208	discontinued services that was replaced by streetca
nama	Feb-22	Base Schedule	2,243	adjustments for on-time performance
Light Rail	Date	Service Level	Revenue Hours per Weekday	Description
		Pre COVID-19 pandemic	231	Pre pandemic without Streetcar
		Sunday (20 min)	116	initial reduction for pandemic
		15- minute all day	205	added layover for cleaning
12010424		15-minute all day	205	added layover for cleaning
		Sunday (20 min)	130	Sunday Service
	10000000000000000000000000000000000000	Base- 20 min	152	20-minute schedule with extended hours
	Aug-21	Base- 20 min	252	streetcar added
	Feb-22	Base- 20 min	252	

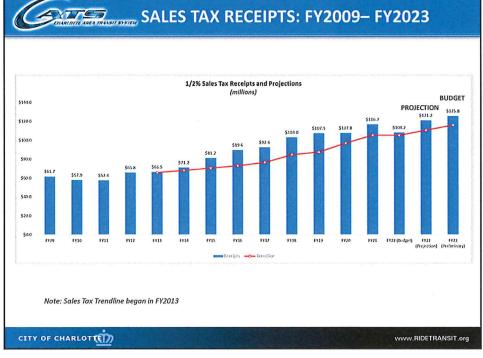




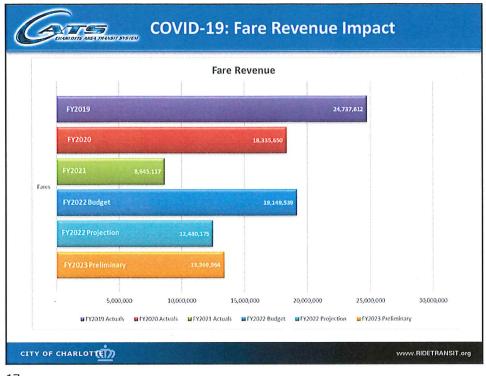


BUDGET SUMMARY	and the second se	Y2022	Y2023	Va	ariance	Varianc
	E	dopted oudget nillions)	liminary Judget hillions)	(m		(%)
Operating Revenues CATS Control Account	\$	185.8	205.6	\$ \$	19.7 -	10.69
Total Operating Revenue	\$	185.8	\$ 205.6	\$	19.7	10.69
Operating Expenditures Transfer to Capital	\$	185.8	\$ 205.6	\$	19.7	10.6%
Total Operating Expenditures and Transfers	\$	185.8	\$ 205.6	\$	19.7	10.65
Debt Service Budget	\$	62.1	\$ 18.1	\$	(44.0)	-70.99
Capital Budget*	\$	245.4	\$ 45.7	\$	(199.7)	-81.4

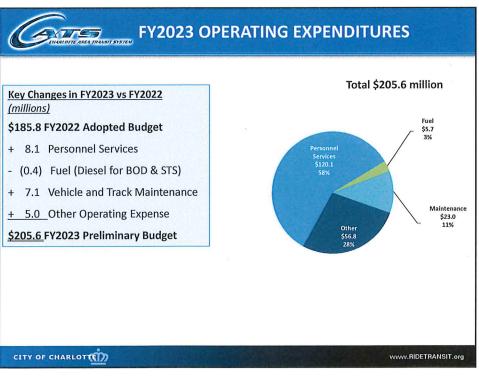


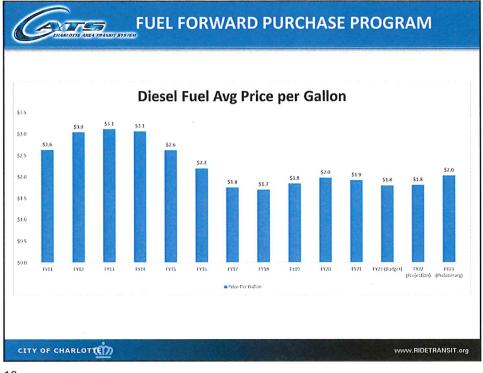


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	F	Y2021		Y2022		Y2022		FY2023
	A	ctuals		dopted Judget		ar End ojection		eliminary Budget
	(m	illions)	(m	illions)	(11	illions)	_ (millions)
Sales Tax Receipts	\$	116.7	\$	108.2	\$	121.2	\$	125.8
Sales Tax Trendline		(105.2)		(105.2)		(110.6)		(116.0
Sales Tax Above Trendline	\$	11.5	\$	3.0	\$	10.6	\$	9.8
Allocation of Sales Tax Trendline								
Transfer to Debt Service	\$	17.0	\$	16.9	\$	16.9	\$	15.2
Transfer to Operating		88.2		88.3		93.7		100.8
Subtotal	\$	105.2	\$	105.2	\$	110.6	\$	116.0
Allocation of Sales Tax Above Tre	endlin	e						
Transfer to Revenue Reserve	\$	-	Ś	-	Ś	-	Ś	-
Transfer to Control Account	•	11.5		3.0	r	10.6		9.8
Transfer to Capital		-		-		-		-
Transfer to Operating		-		-		-		-
Subtotal	\$	11.5	\$	3.0	\$	10.6	\$	9.8
Total Sales Tax Receipts	_	116.7	\$	108.2		121.2		125.8













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TITES Performance Objectives **Financial Performance Objectives** FY2020 FY2021 FY2022 FY2023 FY2022 Audited Adopted Year End Preliminary Actuals Actuals Budget Projection Budget SYSTEM SUBSIDY 83.1% 93.8% 83.4% 89.5% 89.8% ≤ 80% of Total Operating Cost OPERATING RATIO (W/O Capital Interest) 16.6% 10.5% 16.9% 6.2% 10.2% (≥ 20%) PASSENGERS PER HOUR (Bus ≥ 20 passengers per hour) 12.7 8.6 12.6 8.7 8.9 (Light Rail ≥ 90 passengers per hour) 97.4 44.4 72.7 52.8 66.7 ADMINISTRATIVE OVERHEAD 11.1% 15.37% 13.13% 14.85% 15.25% (≤15%) Restated GROSS DEBT SERVICE COVERAGE 5.74 6.15 6.54 7.17 8.48

1.47

1.50

FINANCIAL POLICY COMPLIANCE

Restated

1.15

1.51

1.54

www.RIDETRANSIT.org

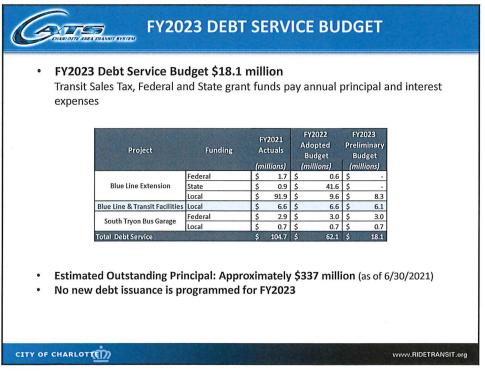
CITY OF CHARLOT

(>3.0)

(≥1.15)

NET DEBT SERVICE COVERAGE

21



FY2023-FY2027 PRELIMINARY CAPITAL PROGRAM

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Sources of Funds	FY2023	FY2024	FY2025	FY2026	FY2027	Total
Grants- Federal	\$ 25,233,161	\$ 19,281,862	\$ 14,274,362	\$ 16,499,538	\$ 17,046,329	\$ 92,335,252
Grants-State	2,512,798	1,126,781	1,145,322	1,302,802	1,559,108	7,646,811
Local 1/2% Sales Tax	17,998,712	5,979,432	5,010,173	2,981,636	11,033,209	43,003,162
Total	\$ 45,744,671	\$ 26,388,075	\$ 20,429,857	\$ 20,783,976	\$ 29,638,646	\$ 142,985,225

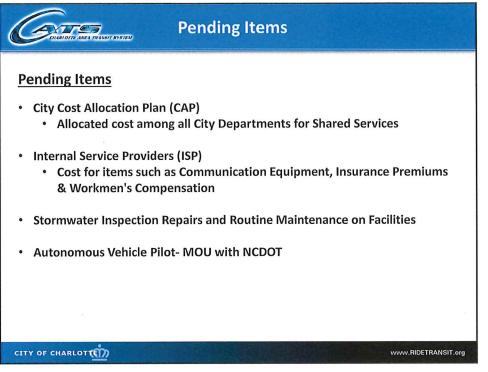
CAPITAL EXPENDITURES	FY2023	FY2024	FY2025	FY2026	FY2027	Total
State of Good Repair- Vehicle Replacement	\$ 19,666,943	\$ 21,905,699	\$ 13,383,086	\$ 15,591,085	\$ 24,556,365	\$ 95,103,178
State of Good Repair- Facilities & Others	1,800,000	1,625,000	1,351,000	1,079,000	1,570,000	7,425,000
Transit Safety & Security	348,897	326,136	2,396,339	686,339	736,339	4,494,050
Transit Long Range Capital Improvement	19,947,054	200,000	250,000	250,000	-	20,647,054
Non-Revenue Vehicle	390,530	650,740	70,000	833,212	1,319,942	3,264,424
Transit New Equipment	3,591,247	1,680,500	2,979,432	2,344,340	1,456,000	12,051,519
Total	\$ 45,744,671	\$ 26,388,075	\$ 20,429,857	\$ 20,783,976	\$ 29,638,646	\$ 142,985,225

Notes:

1. FY2023 Preliminary Capital Budget excludes carry over amounts 2. Excludes Grant-Funded Operating Projects

CITY OF CHARLOT





	Y2022	 2023	N-	rianco	Variance
	lopted	iminary	Ve	anance	variance
	udget illions)	udget illions)		nillions)	(%)
Operating Revenues CATS Control Account	\$ 185.8	\$ 205.6	\$ \$	19.7	10.6%
Total Operating Revenue	\$ 185.8	\$ 205.6	\$	19.7	10.6%
Operating Expenditures	\$ 185.8	\$ 205.6	\$	19.7	10.6%
Transfer to Capital	 -	 -		-	0.0%
Total Operating Expenditures and Transfers	\$ 185.8	\$ 205.6	\$	19.7	10.6%
Debt Service Budget	\$ 62.1	18.1	\$	(44.0)	-70.9%
Capital Budget*	\$ 245.4	\$ 45.7	\$	(199.7)	-81.4%



