

# When People Thrive, Communities Thrive

## 2007 Community Report



**Connecting People. Connecting Communities.**

Capital Area Transportation Authority  
4615 Tranter Street  
Lansing, MI 48910



PRSRPT STD MAIL  
U.S. POSTAGE  
**PAID**  
RAVENNA MI  
PERMIT NO. 320



## Capital Area Transportation Authority

Dear Friend,

Intense pride and joy! That is how our Capital Area Transportation Authority (CATA) employees felt after hearing that North America's premier public transit organization, the American Public Transportation Association (APTA), declared CATA America's Best! CATA came in first among transit systems who provide between 4 million and 30 million rides. On Tuesday, October 9, APTA will formally present the 2007 award to CATA at the APTA Annual Conference in Charlotte, North Carolina. We won #1 in 1991 and now again in 2007! It is highly unusual to ever win this award two times, but we did it! We couldn't be more excited or proud! This is the highest honor in our industry.

The second "record" was the fact that CATA, provided over 10,000,000 rides in 2006, for the first time ever. That record is a hallmark achievement for our system and for those we serve. We are thrilled so many are using our services! This record ridership level is an increase of 7.2% from 2005, when we hit a record 9.3 million rides. In attaining this record, CATA topped the one million ride mark five separate months over the past year. We have been in a consistent growth pattern for two years.

Our community's reliance on our services has never been stronger than it is now. Each day seniors, persons with disabilities, students, commuters, and others depend on our work. We take that responsibility very seriously and work hard to respond to the growing demand for transportation.

CATA is vigilant in our stewardship of taxpayer dollars. Our organization continuously strives to improve the quality and efficiency of our operations. We also work hard in our role as planner for this region's mobility management. Land use, environmental considerations, traffic mitigation, accessibility, economic development, and shrinking financial resources are just a few of the important issues that benefit from solid transportation planning.

Please take a few moments to read the stories of people we serve and see all the services we provide. We hope you will find this information useful. Customer stories demonstrate the value of a solid public transportation system. You will also see stories that demonstrate the importance of transportation to the quality of life for extended family members. It's all about helping people maintain their independence. The people featured in this report could be your neighbors, your co-workers, your customers, your family, your friends or yourself. Please read on and you will see why: When People Thrive, Communities Thrive.

Sincerely,

Sandy Draggoo  
CATA CEO/Executive Director

Patricia Munshaw  
CATA Board Chair

4615 Tranter Street • Lansing, Michigan 48910 • (517) 394-1100 • FAX (517) 394-3733 • www.cata.org  
Patricia Munshaw • Board Chair      Sandy Draggoo • CEO/Executive Director

### CATA MISSION STATEMENT

CATA provides a variety of transportation services that are safe, timely and cost-efficient, that respond to the diverse mobility needs of the region and that are delivered by courteous employees.



Sandy Draggoo and Pat Munshaw celebrate 10 million rides.



## Who Rides the Bus?

Thousands and thousands of area residents will depend on the Capital Area Transportation Authority again this year to get them to jobs, school, medical appointments, shopping, worship services ... wherever life takes them. Some choose to ride—leaving their cars at home—enjoying the freedom from driving and parking hassles. Some ride for the cost savings—a valuable benefit of public transportation—particularly now when higher gas prices are moving people to reevaluate their daily commuting habits. Some ride out of concern for the environment. For others in our community, CATA means mobility, freedom, and access to opportunities. CATA provides many citizens with the means to live independently, to make choices—to share in the life of our community.

CATA helps build vital, livable neighborhoods. CATA feeds the economy by moving our workforce and consumers. CATA also keeps mid-Michigan's environment cleaner, and reduces traffic on crowded roadways.

## When People Thrive, Communities Thrive

CATA service is much more than a bus ride. Take a look at the many ways CATA helps residents thrive by getting them where they need and want to go. By looking at the many options CATA provides area residents, you'll discover that CATA is meeting the needs of people in ways you may not have imagined. These are also ways that help our community thrive—in business, education, faith, recreation and health. With access to affordable and convenient transportation, people are able to lead productive lives that add value to living in our communities—and CATA connects our communities to boost the economy we all share.

## Thriving for 35 Years

CATA's growth is really a growth in opportunity for thousands of area residents. In Lansing and East Lansing and Delhi, Lansing, and Meridian townships, schoolchildren, employees, seniors, and people with disabilities step onto a CATA bus and step off into a wider world. At its beginning in 1972, CATA operated 14 bus routes and gave 750,000 rides. The number of bus routes has more than doubled since then. CATA also now makes thousands of curb-to-curb, advance-reservation trips, crisscrossing a 600-square-mile service area. Last year, passengers took a record 10 million rides on CATA.



### Doris

Retiree  
East Lansing resident

"I've been riding the bus for 61 years. When I was working, I almost always took the bus. Back then, I was the librarian for many elementary schools in Lansing, and sometimes had to be at three or four schools every day. I could get there by bus. And they didn't have as many routes as they do today. When drivers notice my age, now, they immediately put down the steps to make it easier for me. And sometimes I use Spec-Tran on days when it's harder for me to walk. I also use the bus to get to Okemos Meijer, buy my groceries, and have Spec-Tran pick me up. But, I really like best to take #23, the regular route, over to the MSU Clinic, because I never know how long my appointments will take. ***I like the independence of it.***"



### Edith

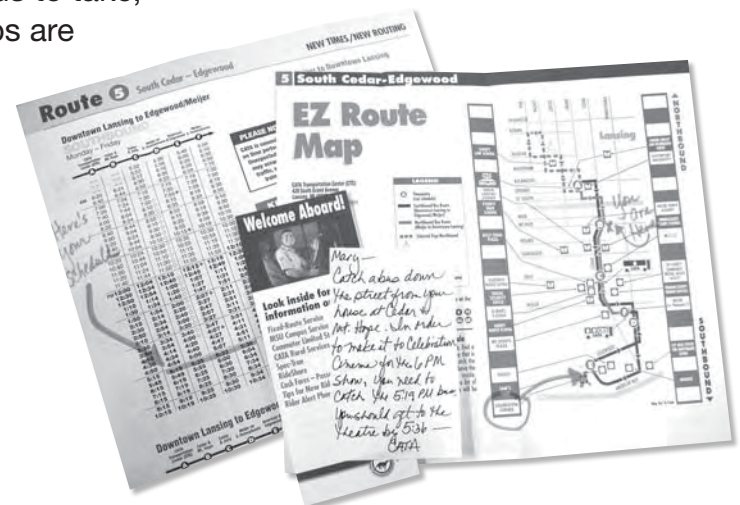
Retiree  
Lansing resident

"The first time I rode a CATA bus was 33 years ago, when the bus took me home from a hospital stay. I've been riding since, although I also drove my car to work at Michigan State. I use Spec-Tran now. I have a wheelchair and a walker, and I'm losing my sight, but I still have all my chores done by eight in the morning. I take Spec-Tran to teach at my church, to go out to a restaurant with my friends, and to get to my beauty shop. I have a friend who I tell, ***'Listen, if you want to be independent, just ride with CATA!'*** I'm proud of CATA, and one thing I like is the special lift. That helps so much."

## Personalized Trip Planning

Not sure how to get from here to there on a CATA bus?

Call CATA for your free Custom Trip Planning Kit, which includes information specific to your travel needs. Your personal trip plan will include which bus to take, where *your* bus stops are located, and what time you need to catch your bus. Call 517-394-1000 for your free kit.





## Kirt

Entrepreneur/Athlete with disabilities

“Many people at Riverfront Towers take the Shopping Bus to the Lake Lansing Meijer just about every week, and I’m a regular rider. I’m a former national champion in springboard diving at MSU, but since then have had a kidney transplant and am a leg amputee, too. Now I get to go to the Transplant Games – Olympic style – with competitors who have had organ donations. I’ve been a world-class athlete and now I compete with an even better class of athlete. **A lot of the people here are seniors; we also have some folks who are blind, and people like me who are physically challenged. People just could not do without the Shopping Bus.** The other routes are nice, but to be picked up and dropped off right here at our apartment complex, that’s great.”

champion in springboard diving at MSU, but since then have had a kidney transplant and am a leg amputee, too. Now I get to go to the Transplant Games – Olympic style – with competitors who have had organ donations. I’ve been a world-class athlete and now I compete with an even better class of athlete. **A lot of the people here are seniors; we also have some folks who are blind, and people like me who are physically challenged. People just could not do without the Shopping Bus.** The other routes are nice, but to be picked up and dropped off right here at our apartment complex, that’s great.”



## The Stanley Family

Leslie residents

“My nine-year-old boys use CATA Rural Service every day. They take the bus to visit Grandma and Grandpa in Leslie. **I trust CATA every time my boys board.** Not only does CATA make it so I have one less trip to make during my busy day, they save me time, money and gas. The triplets are fascinated with riding the bus because they make new friends every time they board.”

“My nine-year-old boys use CATA Rural Service every day. They take the bus to visit Grandma and Grandpa in Leslie. **I trust CATA every time my boys board.** Not only does CATA make it so I have one less trip to make during my busy day, they save me time, money and gas. The triplets are fascinated with riding the bus because they make new friends every time they board.”



## Frank

Carpet cleaning company employee  
Lansing resident

“I’ve been taking the bus to work and back for about two months. I transfer at the downtown transportation center, where I have time to get an orange juice and a doughnut. **I sit back and watch my surroundings. There’s no worries, really, and it gets me there on time.**”

“I’ve been taking the bus to work and back for about two months. I transfer at the downtown transportation center, where I have time to get an orange juice and a doughnut. **I sit back and watch my surroundings. There’s no worries, really, and it gets me there on time.**”



## Leelyn

Library of Michigan  
Williamston resident

“I started living in rural Williamston in 1987. I drove to work for a while, but I hated the drive, and then we had to start paying for parking, which cost us. I also had a fairly old car that I wanted to keep, so in the winter of 1988, I started taking the Williamston/Webberville Limited, and I’ve been riding it since then. Once in Lansing, I just have to walk a couple blocks to work. **I definitely enjoy taking the bus.** We have a gang of us that ride in the back of the bus. We commiserate, or chat, or read. It’s a bunch of nice people.”

“I started living in rural Williamston in 1987. I drove to work for a while, but I hated the drive, and then we had to start paying for parking, which cost us. I also had a fairly old car that I wanted to keep, so in the winter of 1988, I started taking the Williamston/Webberville Limited, and I’ve been riding it since then. Once in Lansing, I just have to walk a couple blocks to work. **I definitely enjoy taking the bus.** We have a gang of us that ride in the back of the bus. We commiserate, or chat, or read. It’s a bunch of nice people.”

## CATA Fixed-Route Service

Live in the urban area of Greater Lansing? With over 30 fixed routes, odds are CATA serves a bus stop within easy walking distance of your home. Fixed-route service is what most people are familiar with—big buses traveling regular routes at scheduled times. Route schedule brochures are available on buses and at various locations throughout the Greater Lansing area. You can go online at [www.cata.org](http://www.cata.org) to print out your own maps and schedules or call **CATA’s Customer Information Center at 517-394-1000** for personal assistance. The standard one-way fare for fixed-route service is \$1. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 50¢. Unlimited ride discount passes are also available at [www.cata.org](http://www.cata.org) and at area pass vendors.

CATA also provides fixed-route service on the Michigan State University campus. Many students, faculty, staff, and visitors find CATA is the best and most convenient way to travel on and off campus.

## Entertainment Express

This express trolley service links the two cities of Lansing and East Lansing. The Express is a unique option for getting to entertainment venues. It operates Thursdays, Fridays and Saturdays, in the evening and late-night hours. Look for Entertainment Express bus stop signs along the route. Passengers can take the trolley to entertainment venues, hotels and restaurants along the Michigan and Grand River corridor. The standard fixed-route one-way fares apply and all fixed-route passes are accepted.

## CATA Bike Racks and Lockers

CATA fixed-route buses are equipped with easy-to-use bike racks. Rack use is free. In addition, CATA offers a bike locker rental program. Lockers are located at the CATA Transportation Center in downtown Lansing, the East Lansing Division Street parking ramp, and at Lansing Community College on Shiawassee Street. **Call 517-394-1000 for rental information.**

## Commuters Ride the Limiteds

CATA offers commuter services from Mason, Williamston and Webberville to downtown Lansing during weekday morning and afternoon rush hours. The Mason Limited and the Williamston/Webberville Limited pick up customers in those communities, and then travel directly to downtown Lansing, making limited stops for a faster commute. The standard one-way fare is \$1. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 50¢. **Call 517-394-1000 for more information.**



# Headlining Events

## October 2005 – September 2006

### CATA: Voted America's Best

CATA was thrilled to hear it was selected *America's Best* by the American Public Transportation Association (APTA). This prestigious award – formally called the *2007 Outstanding Public Transportation System Achievement Award*, is presented to only four transit systems in North America each year. CATA was voted #1 in the competitive 4 million–30 million annual passenger trips category.

The award recognizes outstanding achievements in efficiency and effectiveness. The formal presentation will occur at the APTA Annual Meeting in Charlotte, North Carolina, in October 2007. This conference brings together more than 2,000 transit industry professionals from across North America and beyond. CATA is the only Michigan system to win the award more than once. The first time CATA was voted #1 was in 1991.



CATA earned the 2007 award by demonstrating stellar performance over the past three-year period in the following award evaluation areas: operations, safety, customer service, community relations, policy and administration, marketing, minority and women advancement, attendance, employee costs and financial management. "This is kind of like winning the Emmy. It's the best of the best," said APTA President William W. Millar.

This award validates the hard work and dedication of CATA employees. It affirms the choice thousands of customers make when riding the CATA system. It demonstrates the positive outcomes that occur when a community maintains its support of a strong public transportation system. Our community's reliance on our services has never been stronger. We promise to continue our stewardship of that important support – helping move this community forward.



### CATA Director Receives National Award

Sandy Draggoo, CATA CEO/Executive Director, was recognized by the Transportation Research Board (TRB). She was chosen as the 2006 recipient of the *Sharon D. Banks Award for Innovative Leadership in Transportation*. The award was presented to Sandy at the January 2006 TRB National Meeting in Washington, D.C. in recognition of her leadership role in the remarkable growth in Ingham County public transportation and her ability to stay connected with her employees, constituents, and community. The selection committee cited her as a highly effective and respected leader who has motivated and collaborated with the people who develop and provide the services her agency delivers—CATA's nearly 300 employees, its Board, and the leaders of the Amalgamated Transit Union Local 1039. Her work at the state and national level was also recognized.

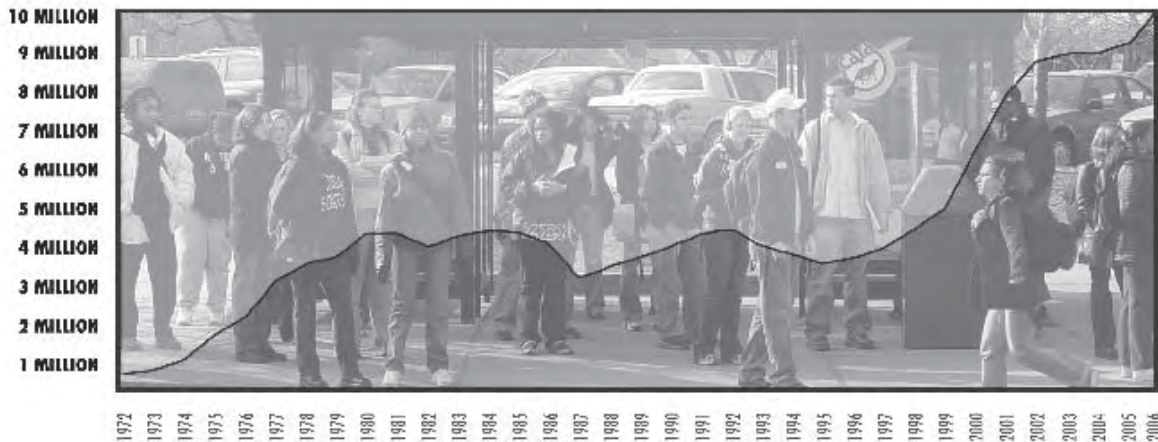


# Headlining Events

October 2005 – September 2006

## CATA RIDERSHIP: 2006 A RECORD HIGH!

LAST YEAR, CUSTOMERS TOOK OVER 10 MILLION RIDES USING CATA.



## Over 10 Million Rides – New CATA Record

CATA provided more than 10 million rides during the past year. Increases in ridership occurred on almost all CATA services. That record ridership demonstrates how much this community trusts and relies on its public transportation system.

## Renovation Completed – On-Time and On-Budget

CATA moved its administrative offices to its current location, 615 Tranter Street, Lansing, in 1976. In recent years CATA personnel had outgrown the facility, and a number of employees had been housed in a trailer as well as in office space within a storage building on CATA property. In July 2005, the CATA Board of Directors authorized a contract with Moore Trosper Construction of Holt to renovate and expand the CATA administrative facility. The project added over 11,000 square feet of new space to the existing building. Additions were made to the north and south ends of the main floor, and a second story over the south wing was created. Renovations were made to the main floor of the existing building, expanding office space and centralizing personnel. The project was completed on-time and on-budget in December of 2006.



## MSU Partnership Renewed

CATA and MSU reached an agreement for CATA to continue operation of campus service for the next five years. The contract was approved by the CATA Board in August of 2006. Meeting the transportation needs of this “small city” is only possible with the good partnership between MSU and CATA, which has created a transit system and university model unlike any other in the country. Since 1999, CATA ridership has soared from 850,000 annual rides on campus routes to over 3.2 million rides in FY06.



# Headlining Events


October 2005 – September 2006

**May–September  
Is Ozone Action Season**

Watch for ozone alerts of orange or higher.  
**Take Action!**

Bus • Carpool • Bike • Walk  
Don't top off your gas tank • Don't leave your engine idling  
Fuel up after 5pm • Don't mow your lawn on Ozone Action Days

Clean Commute Options • 517-393-RIDE (7433) • www.cata.org



## CATA Clean Commute Options Program

CATA's Clean Commute Options program launched in February 2006. This free program is dedicated to raising awareness about the alternatives to driving alone. The goal is to improve the air quality in this region through emissions reduction. Information is provided to help people choose a commute alternative such as taking the bus, walking and biking. In addition, a free ride-matching service is available to those interested in carpooling or vanpooling. In its first year, the Clean Commute Options program enrolled 431 participants. Call 517-393-RIDE (7433) or e-mail [cleancommute@cata.org](mailto:cleancommute@cata.org) for applications and additional information.

## Helping Keep the Air Clean

CATA was the first transit system in the state of Michigan to add 40-foot diesel-electric hybrid buses to their fleet. The three hybrids joined the fleet in August 2006. These new buses offer greater fuel economy, reduced emissions, cost savings in vehicle maintenance, and a smoother and quieter ride for passengers. Four additional hybrids were acquired in December and three more are ordered to arrive in the summer of 2007.

Hybrids reduce emissions up to 90% compared to conventional diesel buses on the road today. CATA uses ultra-low sulfur diesel fuel, which produces 20% cleaner emissions than conventional diesel fuel. The new hybrids will significantly reduce those already lower emissions levels. In recent years, the Lansing tri-county area has been classified non-attainment for ground-level ozone by the U.S. Environmental Protection Agency. The most recent air quality monitoring data demonstrates that this area is now meeting the federal 8-hour ozone standard. Hybrids will help keep our air clean.



## Informing the Public

Over the past year, CATA implemented several marketing and outreach programs aimed at increasing ridership. In September 2005, a direct-mail piece was mailed to all residents living within three blocks of a CATA fixed route. Then, beginning in June 2006, a mailing and ad campaign targeted residents in the out-county area, Williamston, and Delhi Township. The materials detailed local CATA services and trip planning resources.



# Headlining Events

October 2005 – September 2006

## Entertainment Express Links Cities

This year, CATA partnered with the cities of Lansing and East Lansing and private businesses to bring about another responsive transportation service. The CATA Entertainment Express trolley service links the two cities and provides a unique option for getting to entertainment venues along the Michigan–Grand River Avenue corridor.



Lansing Mayor Virg Bernero, East Lansing Mayor Sam Singh (at podium), and CATA Board Vice-Chair Pete Kuhnmuensch



## CATA-MSU Host National Conference

CATA and MSU hosted the *American Public Transportation Association's Transportation & University Communities Conference*, March 18–21, at the Kellogg Hotel and Conference Center. This was the first time APTA hosted a conference on a university campus while school was in session. The conference attracted university professionals from all over the United States. Topics centered on creating and maintaining an effective and efficient campus transportation system, forging community relationships with community transit systems, and maximizing partnership opportunities.

## Emergency Preparedness

Throughout the year, CATA participated in several emergency preparedness exercises. These exercises are in partnership with various regional partners, including MSU, Ingham County and local municipalities. CATA also responds to support police and fire departments and human service agency efforts in times of emergency.



## CATA Spec-Tran Service

Spec-Tran is CATA's advance-reservation service for persons with disabilities who are unable to use fixed-route service. Curb-to-curb transportation is available in Lansing and East Lansing and in Delhi, Lansing, and Meridian townships. CATA uses small buses equipped with wheelchair lifts, as well as low-floor vans. Spec-Tran service operates seven days a week. Spec-Tran customers must be certified in accordance with the Americans with Disabilities Act (ADA). The one-way fare is \$2. **Call 517-394-6230 for eligibility and service information.**

## CATA Rural Service

An advance-reservation, curb-to-curb service for travel in the outlying areas of Ingham County, CATA Rural Service provides rides, Monday through Friday, from 7 a.m. to 6 p.m. One-way fares range from 85¢ to \$2.60, based on the length of the trip. **Call 517-394-4178 or 800-322-1390 for fare and ride information.**

## CATA Redi-Rides

Redi-Rides are an advance-reservation, curb-to-curb service, operating in the cities of Mason and Williamston, and Delhi and Meridian townships. Redi-Rides operate Monday through Saturday. In Mason and Williamston, Redi-Ride service is usually available within 30 minutes of a customer's call. Service in Delhi and Meridian Townships requires a call at least four hours in advance. Transportation is not provided to or from schools when school bus transportation is available to a student. Standard CATA fares apply. **Call 517-394-4178 or 800-322-1390 for more information or to reserve a ride.**

## CATA Connector Service

To provide connections between outlying communities and Lansing, CATA's Connector Service offers regularly scheduled small-bus service (no reservation necessary) Monday through Saturday. The Mason Connector travels between the Mason Meijer and the South Pennsylvania Meijer via Cedar Street. The Williamston/Webberville Connector travels between Webberville and the Meridian Mall via Grand River Avenue, with stops in Williamston. One-way fares range from 85¢ to \$2.60, based on the length of the trip. **Call 517-394-4178 or 800-322-1390 for more information.**

**IT TAKES NEARLY 300  
DEDICATED EMPLOYEES  
TO KEEP CATA ROLLING.**



### Ramiro

Retiree  
Lansing resident

"I just moved up north from Texas a couple months ago. I use CATA a lot, and it's pretty nice. ***It's a lot better than the public transportation system***

***where I came from. It's more convenient and more comfortable.*** I use Spec-Tran to get to and from dialysis three times a week, for doctor appointments, and to do my shopping. I have a lot of relatives here who have offered to give me rides wherever I have to go, but CATA gives me the independence to do what I have to do."



### Caron

State Office of Management and Budget  
Lansing resident

"I've been riding Route 12 since April of last year, and I ride it five days a week. I really like using CATA. The stop is not too far from my house, and

it takes very little time to get to and from work. In the evening I have a short walk downtown to catch the bus back home, and walking is great exercise. I started using the bus because it was costing me more than \$700 a year to park downtown, plus the cost of gas. ***I found out it was more economical to take CATA.*** A 31-day pass is only \$30."



### Dave

Mason resident

"I started taking CATA when I went completely blind 27 years ago, in 1980. Since I've moved from Laingsburg to Mason I've used CATA quite a bit.

I use the Mason Connector and Mason Redi-Ride to get around town, and sometimes Rural Service. When I was on dialysis I used Spec-Tran quite a bit, and when I was going to Michigan State I used Spec-Tran. For the past four years, I've been building a two-story 1,400-square-foot addition on my house, so I often use CATA to shop for building supplies. I also use it for doctor appointments. ***The drivers are so accommodating.*** I think anybody would be able to get just about everywhere they need to go on CATA."



### Dorene

Michigan Department of Natural Resources  
Holt resident

"I started using the bus when my car broke down last August, and it also made sense because gas prices were so high – the same with downtown parking

rates. ***It cost me a little over a thousand dollars for the year, so I gave myself a \$1,000 raise.*** I also don't have to worry about the weather conditions – a bus is pretty big and can go through almost any kind of weather. I have a daughter in college, so I can use that money we save. She also uses CATA every day to get back and forth to school."



## Zela

Retiree  
Lansing resident

"I'm 89 years old, and live with my sister. I have a walker, but I don't use it any more than I have to. I want to keep going on my own as long as I can.

For five years we've been taking Spec-Tran everywhere. We take it to Meridian Mall, and we take it to Wal-Mart. We take it to visit people at Friendship Manor, a retirement home. All I can say is they've got wonderful drivers. They've all been real nice to me, going out of their way to help me in and out, so I won't fall. ***If anybody ever said anything against CATA to me, I think there'd be a fight!***



## Doug

State Department of Information Technology  
Lansing resident

"I've been using CATA since about 2001. It's just easier to get anywhere. Even when I had my car, I would take CATA, and I began to realize that taking

the bus is a lot cheaper. You can't beat CATA for unlimited rides a month for 30 bucks. I don't even have a car anymore. The bus stop is only about a block from my house, and I can doze and not pay much attention on the way to the office, and I can just doze on my way home.

***I always say I would hate to get a job that wasn't on a route, because then I'd have to drive and start paying attention.*** I burn the candle at both ends and in the middle at the office. There's never any time to sit back and relax, except when I'm on CATA."



## Gary

Retiree  
Holt resident

"I started using Spec-Tran two years ago to get to my dialysis treatments and doctor appointments. Back then, when my health changed, I didn't know what

I was going to do. Someone suggested I call CATA, and I did. It's really helped. I still have my car, but now that I'm in a wheelchair, it's much more convenient to use Spec-Tran. I liked the experience so much I even started using the bigger CATA bus to go places. ***I can take my four grandkids to the zoo and the Michigan Museum.*** The drivers are always great. They go out of their way to help you. They even laugh at my cornball jokes."

## CATA Shopping Bus

CATA provides regularly scheduled transportation from senior housing complexes to grocery stores and shopping centers. The Shopping Bus operates Monday through Friday, traveling to nine major shopping locations each week. The fare is \$1.50 round trip. Reservations are not required.

**Call 517-394-4178 for more information.**

## Clean Commute Options

CATA offers a free program dedicated to raising community awareness about the alternatives to driving alone. The objective is to improve air quality in the tri-county area. A ride-matching service is available for car or vanpooling. **For an application or more information, call 517-393-RIDE (7433) or e-mail [cleancommute@cata.org](mailto:cleancommute@cata.org).**

*It all adds up to clean air!*

## MSU-CATA Transportation Center (MSU-CTC)

The MSU-CTC is the main boarding center for CATA bus routes serving the MSU campus. It is located on the ground level of the Shaw Parking Ramp, between North and South Shaw Lanes, just east of the MSU Planetarium. The facility is open 24 hours a day, 7 days a week. Convenient amenities include direct phone link access to CATA's Customer Service Representatives, schedules and maps, indoor seating areas, restrooms, a convenience store, an ATM, vending machines, and easy access to the Shaw Parking Ramp.

## CATA Transportation Center (CTC)

The main boarding center for CATA, the CTC, is located in downtown Lansing on Grand Avenue, between Lenawee and Kalamazoo Streets. This indoor facility is the transfer point for 15 of CATA's fixed routes. Customer Service Representatives are available weekdays, from 7 a.m. to 7 p.m., and weekends, 9 a.m. to 5 p.m., to assist with trip planning, service information, and bus pass purchases. The Center also features Greyhound/Indian Trails operations, a coffee shop, an ATM, security office, public telephones, restrooms, a TDD phone, bike racks, and bike lockers.

## Community Pride

CATA's community connection extends beyond service provision. Throughout the year, CATA looks for opportunities to "connect" even more with its community residents. Annual CATA programs such as Santa Free Rides, New Year's Eve Safe Ride Home, We Love Riders Week, and the CATA Senior Health Fair allow CATA to give back to customers and non-customers alike. CATA participates in community-sponsored events such as Be a Tourist in Your Own Town, Silver Bells in the City, East Lansing Art Festival, Great Lakes Folk Fest, the Safety Council Patrol Picnic, Meals-on-Wheels, and holiday parades to help enhance the lives of mid-Michigan residents.

## www.cata.org

Online customers can visit [www.cata.org](http://www.cata.org) for printable route and service information, online bus pass purchasing, fare information, and up-to-date news about CATA services and events.

## Customer Service and Trip Planning

Riders trust CATA Customer Service Representatives to help them plan the easiest and fastest route. **Call 517-394-1000**, weekdays, from 7 a.m. to 7 p.m., and Saturday and Sunday, from 9 a.m. to 5 p.m., or send an **e-mail request to [info@cata.org](mailto:info@cata.org)**.

## Rider Alert Line

CATA customers can get up-to-the-minute information on detours and service changes by calling **517-367-7277** or by visiting [www.cata.org](http://www.cata.org). The Rider Alert Line is accessible every day, round-the-clock.

## Accessibility

CATA vehicles are accessible to persons with disabilities. Large-print or audio route schedules are available. Service animals such as guide dogs are always welcome on CATA vehicles.

**FEBRUARY 2006 MARKED  
THE FIRST TIME IN  
CATA'S HISTORY  
THAT AVERAGE WEEKDAY  
RIDERSHIP EXCEEDED 50,000.**



### Jennifer

Meijer Bakery employee  
Okemos resident

"I take the 23, the 25, and the 24, to a variety of places. I take CATA to go shopping, to go to work, and to go home. I've taken CATA since before I can remember, about 20 years. My first memories of riding were when I was about four, because my Mom always took the bus. CATA's always there. It's convenient to take CATA anywhere I want to go in the Lansing-Okemos area. **No matter where you want to go, there's a bus for you.** The drivers are pretty nice and they'll help you know where your bus stop is or how to get places."



### Helen

Servite nun  
Lansing resident

"I've been riding CATA for five years. I use it to go to church every week, but I also use CATA often to take my clients to doctor appointments, to the drugstore, or to do other things they need to do. I take care of five clients. **I don't know what many people would do without CATA, to be honest.** Every Christmas, I bake a batch of cookies and take them to the CATA office, just to say thank you."

## CATA Listening Sessions

Join us for Listening Sessions to share your thoughts or concerns with CATA representatives. Feel free to stop by at any time during the sessions. We want to hear from you!

Tuesday	October 23, 2007	7 AM – 9 AM 2 PM – 4 PM	CTC MSU-CTC
Wednesday	January 16, 2008	5 PM – 7 PM	CTC
Thursday	April 17, 2008	10 AM – 12 PM	CTC

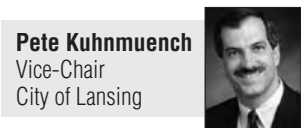
Sessions are held at the CATA Transportation Center (CTC), 420 S. Grand Avenue in downtown Lansing, and at the MSU-CTC Ramp 1 on Shaw Lane at MSU.



## CATA Board of Directors



**Patricia Munshaw**  
Board Chair  
Meridian Township



**Pete Kuhnmuensch**  
Vice-Chair  
City of Lansing



**Joseph Sambaer**  
Secretary-Treasurer  
Lansing Township



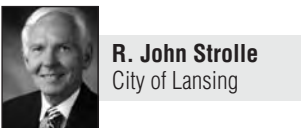
**Pat Cannon**  
Meridian Township



**Ralph Monsma**  
City of East Lansing



**Walter Dell**  
Delhi Township



**R. John Strolle**  
City of Lansing



**Jean Golden**  
City of East Lansing



**Dirck Terwilliger**  
City of Lansing

### Non-Voting Representatives



**Mark Grebner**  
Ingham County



**Michael A. Rice**  
Michigan State  
University

## CATA Executive Staff



**Sandy Draggoo**  
CEO/Executive Director

**Debra Alexander**  
Assistant Executive Director

**Craig Allen**  
Director of Maintenance

**Pat Gilbert**  
Director of Marketing

**Martin Mecher**  
Director of Finance

**Dwight D. Smith**  
Director of Operations

## Amalgamated Transit Union (ATU) #1039 Lansing, MI

### Officers

**Michael Cullimore**  
President

**Rudy Estrada**  
Vice-President

**Kathleen M. Kelley**  
Recording Secretary &  
Financial Secretary

### Committee Persons

**Donald Bean**

**Phillip Bean**

**Alan Diana**

**Raymond Doty**

**Steven Soliz**

**Natalie Stone**

## Local Advisory Committee (LAC)

**Alphonse Swain**  
Chairperson  
Capital Area Center  
for Independent Living

**Deb Wiese**  
Vice-Chairperson  
Michigan Rehabilitation  
Services

**Walter Dell**  
LAC Liaison  
CATA Board Member

**Elma Arnold**  
Citizen Representative

**Suzanne Love**  
Citizen Representative

**George Godby**  
Foster Grandparents

**Paul Palmer**  
Citizen Representative

**Donna Hobart**  
Tri-County Office on Aging

**Jane Spitzley**  
Citizen Representative

**Mike Hudson**  
MSU Resource Center for  
Persons with Disabilities

**Mitch Tomlinson**  
Peckham Vocational  
Industries Inc.

**Susan Langendonk**  
Ingham Intermediate  
School District

✂ Cut along dotted line and mail in

### Let us serve you!

More detailed information about CATA services is available at [www.cata.org](http://www.cata.org). If you don't have access to the Internet, we'll be glad to mail you the information. Please complete the form below and mail it to CATA, or call 517-394-1000 and a Customer Service Representative will assist you.

Check the box(es) for more information:

- Fixed-Route Bus Service**
- Entertainment Express**
- Bikes on Buses:** How to use bike racks
- Limiteds:** Commuter Routes – Mason, Williamston/Webberville (circle those of interest)
- Spec-Tran**
- Rural Service**
- Redi-Rides:** Mason, Williamston, Meridian Township, Delhi Township (circle those of interest)
- Connector Service:** Mason, Williamston/Webberville
- Shopping Bus**
- CATA Clean Commute Options:** Carpooling or vanpooling information

Please print or type the following:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

DAYTIME PHONE \_\_\_\_\_

E-MAIL \_\_\_\_\_



MAIL TO:  
Capital Area Transportation Authority  
Attn: Info Please  
4615 Tranter Street  
Lansing, MI 48910

✂ Cut along dotted line and mail in

✂ Cut along dotted line and keep by your phone

## CATA RESOURCE DIRECTORY

**KEEP THIS NEAR YOUR PHONE!**

### FIXED-ROUTE SERVICE INFORMATION & BUS PASS SALES

- 517-394-1000
- [www.cata.org](http://www.cata.org)

### WALK-UP ASSISTANCE AVAILABLE AT CATA Transportation Center

420 S. Grand Avenue, Lansing  
Weekdays: 7 AM–7 PM  
Weekends: 9 AM–5 PM

### MICHIGAN RELAY CENTER VOICE TDD

800-649-3777

### CATA ADMINISTRATIVE OFFICES

4615 Tranter Street, Lansing 48910  
517-394-1100

### RIDER ALERT LINE

517-367-7277 or [www.cata.org](http://www.cata.org)

### CATA CLEAN COMMUTE OPTIONS

517-393-RIDE (7433)

### RURAL SERVICE, CONNECTOR SERVICE, SHOPPING BUS & REDI-RIDES

517-394-4178 or 800-322-1390

### SPEC-TRAN

517-394-6230 (Reservations)  
517-367-7272 (Cancellations)

### WEB SITE

[www.cata.org](http://www.cata.org)

### E-MAIL

[info@cata.org](mailto:info@cata.org)