

MOVING PEOPLE IN A REGION ON THE MOVE

2009 Community Report



When People Thrive, Communities Thrive.

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

**AVERAGE CATA WEEKDAY RIDERSHIP
EXCEEDS 50,000 RIDES.**





Capital Area Transportation Authority

Dear Greater Lansing resident,

When we look back at the past year we think about buses full of people, calendars filled with projects, and hearts full of gratitude for a community that demonstrates its support for public transportation. There is much to report to you! Please take the time to read this report in full. The pages are filled with service information and stories from individuals touched by public transportation.

Talking about those full buses – meeting the needs of our community is a growing job for us! About 277,500 people live in the CATA service area. Last year's CATA ridership equates to over 40 rides for EVERY county resident. That is incredibly high usage considering our population base!

Customers ride for many different reasons. This past year we've heard from many in our area who are struggling in this challenging economy. We've heard how important it is to have affordable, accessible bus service to find or keep a job and to stretch tight household budgets. Others choose to share the ride out of concern for the environment. For some, it's their only way to get around. The demand is great! People took over 11.3 million rides last year. That's 2.6 million more rides than they did just five years ago!

Voters approved a CATA millage increase in November of 2008 to address a serious funding gap. We would like to extend our sincere gratitude for their support. That gratitude is extended on behalf of the Greater Lansing community as a whole. Public transportation benefits this area in so many ways, from filling the basic personal transportation needs of getting to school, work, healthcare or shopping to higher-level benefits such as environmental and economic development impacts. Thank you to those who supported public transportation – helping us meet that growing need.

In this Community Report, we take a closer look at the services CATA provides, and at the people we serve. We hope you will find this information useful. When some people think of CATA, they think of our buses, but CATA is really about the people who benefit from our many services, living fuller, more independent lives. We are honored to serve them and the Greater Lansing community.

Sincerely,

Patricia Munshaw
CATA Board Chair

Sandy Draggoo
CATA CEO/Executive Director

4615 Tranter Street • Lansing, Michigan 48910 • (517) 394-1100 • Fax (517) 394-3733 • cata.org

Patricia Munshaw • Board Chair Sandy Draggoo • CEO/Executive Director

CATA MISSION STATEMENT

CATA provides a variety of quality transportation services that are safe, timely and cost-efficient, responding creatively to the diverse mobility needs of the region, and delivered by dedicated employees in a professional manner.



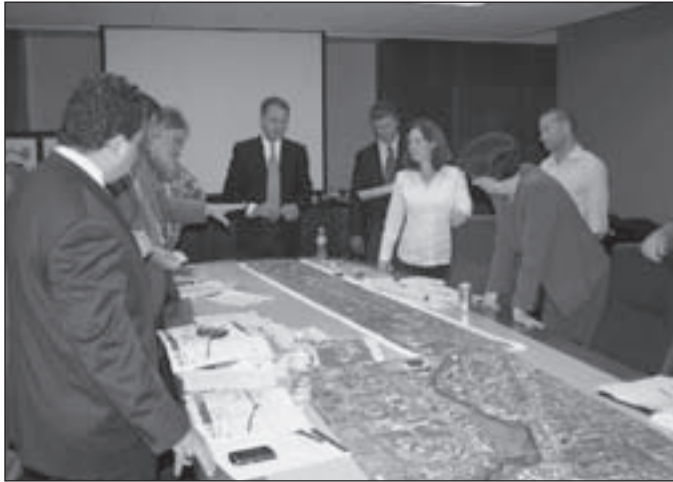
HEADLINING EVENTS

Community Addresses Operating Funding Shortage

In November 2008, voters approved a CATA millage increase request by a 64.4% margin. This financial support – a 0.787-mill increase over five years (2008–2012) — allowed CATA to maintain service levels when record numbers depend on public transportation.

State Funding Gap Widens

State funding went from covering 50% of CATA’s operating expenses in 1998 to 31% last year. This contributed to a CATA operating fund gap that threatened service delivery until local voters approved the millage increase in November 2008. The State of Michigan recently notified CATA that fiscal year 2010 funding will drop below 30%..



Local community officials began planning for a more vibrant and connected Michigan/Grand River corridor.

CATA Partners on Michigan/Grand River Avenue Transportation Study

CATA recently brought together a coalition of agencies, municipalities and community organizations to evaluate long-term multimodal transportation enhancement options along the Michigan/Grand River Avenue seven-mile corridor. The east-west roadway extends from downtown Lansing to the Meridian Mall and flows through the cities of Lansing, East Lansing, and Lansing and Meridian Townships. The study is the first phase of an extensive project aimed at improving access and mobility along this corridor. Such improvements will contribute to the overall economic and environmental development of the community. Options to be evaluated include a combination of roadway, pedestrian, bike, and transit improvements. Local and regional traffic patterns, parking availability and constraints, current and future land use, safety, signage, and esthetics will all be examined. Throughout the project, the public will have the opportunity to follow the study’s progress, provide input and learn about the alternatives by going to www.MiGRTrans.org. Facebook users can become a fan by searching “Michigan/Grand River Avenue Transportation Study”. The study is funded by federal capital grants.

Local Public Transportation Benefits from Stimulus Dollars

CATA was fortunate to be awarded \$7.1 million as part of the national stimulus bill earlier this year. This funding was allocated to CATA for capital expenditures that create jobs and stimulate the economy. This funding can be used for purchases such as new buses and facility renovation. CATA is dependent on a number of capital funding sources to sustain its operation. These dollars allow CATA to retain an adequate vehicle fleet to meet demand while securing more efficient buses to meet and exceed environmental standards—all for the benefit of the Greater Lansing area. This funding will also be used for customer enhancements such as bus shelters and benches at bus stops.

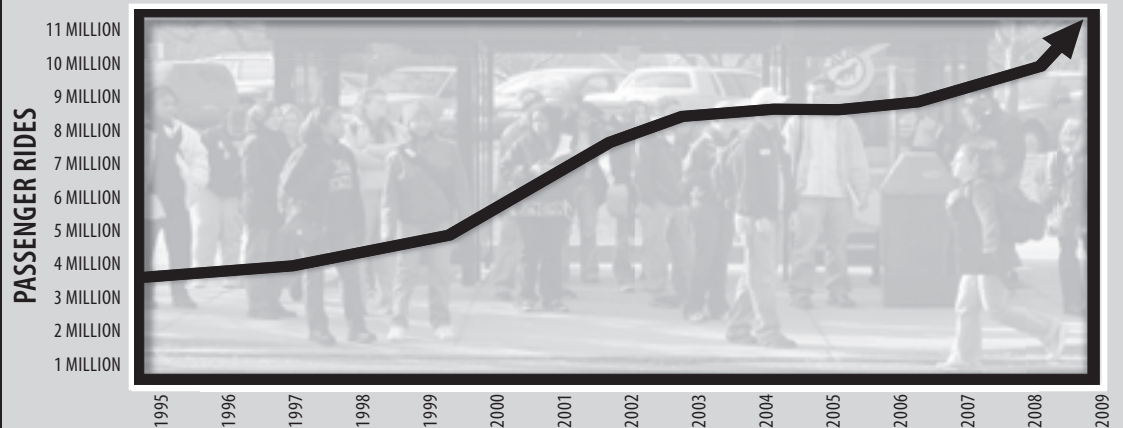
Bus Information Technology System

CATA launched development of an automated vehicle location/mobile data terminal system. Full implementation is expected to take several years. Ultimately, new cellular and GPS technology will allow CATA to track the precise location of each CATA vehicle. Immediate and long-term benefits will be realized because adjustments can promptly be made to service on the street. Data collected from this automated tracking will be used to improve transit planning and develop even more efficient route schedules. Communications between bus operators and dispatch will be streamlined with the introduction of data terminals in buses and supervisor vehicles.

CATA & Google Transit

CATA introduced online trip planning last year with the launch of its redesigned website. This same access to dynamic CATA transit data extended CATA trip planning options to Google Maps. In addition to obtaining driving directions, Google provides users with a CATA bus trip itinerary. By selecting the PUBLIC TRANSIT link (found on the left side of the screen just above Google’s driving directions), you can obtain a CATA route map overview and written trip plan that includes route names, departure times, transfer points and bus stop locations.

CATA Ridership 1995–2009



About 277,000 people live in the CATA service area. Last year, passengers took over 11.3 million rides onboard CATA buses. This is a remarkable level of use given our population base. Over the last ten years, CATA ridership increased two and a half times.



HEADLINING EVENTS

New Fare Zones Adopted

The CATA Board authorized extending service beyond the CATA funding area into Delta Township in the 1980s to give Ingham County residents access to work and business locations along W. Saginaw Highway. The Delta Township population and business developments have grown considerably since that time and so have the number of Delta Township boardings.

In July 2009, CATA's Board of Directors approved a two-zone fare system which will increase the fares for CATA boardings in most of Delta Township to establish a more financially equitable transportation system. The new zone fare system will go into effect on January 2, 2010. Customers boarding in Zone 2—most of Delta Township—will be required to pay a higher fare. Route 3 passengers boarding in this zone will pay \$2.50 for a full fare and \$1.25 for the discounted rate. Spec-Tran customers boarding in Zone 2 will pay \$5.00 for a one-way ride. Fares in Zone 1 will not increase.

CATA's Continuing Environmental Initiatives

Hybrids

The first three hybrid buses were introduced at CATA in 2006. This year CATA welcomed 11 new hybrid buses – two 60-ft. articulated buses, seven 40-ft. buses and two 28-ft. medium-duty buses. The 11 buses were purchased with federal funds. By February, 2010, CATA should have a total of 21 diesel-electric hybrid buses in its fleet: five 60-ft. articulated buses, fourteen 40 ft. buses and two new 28-ft. medium-duty hybrid buses. As buses are retired over the next two years, they will be replaced with hybrid vehicles as funding allows. Hybrid buses cut emissions by 90% compared to conventional buses. Such vehicles are also considerably more fuel-efficient, as they are powered by electricity when operating at reduced speeds.

Mini Hybrid Thermal Systems

Notable efficiencies in bus fuel consumption have been achieved with the Mini Hybrid Thermal System. The units were originally developed by EMP in Escanaba, Michigan, for installation in Army tactical vehicles to increase fuel efficiency and reduce the overall amount of fuel used by the military. The advanced engine technology was recently extended for use on municipal transit buses. The Mini Hybrid fan system achieves nearly all the benefits of a full hybrid bus. CATA partnered with EMP in 2006 and began installation of the electric fan system the following year. To date, 26 CATA buses now operate with the system in place – more than any other system in the country. The units have increased CATA's fuel efficiency 5% to 20%, depending on the type of engine. The units also reduce radiator maintenance and ambient fan noise. CATA plans to install more units in non-hybrid buses this year.

Clean Commute Options

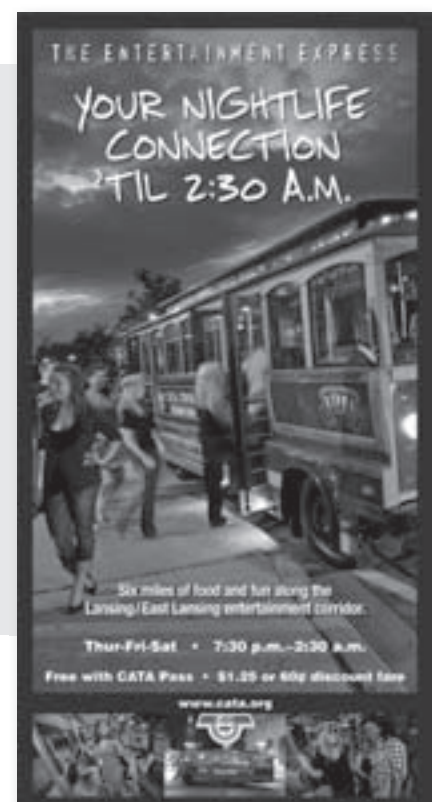
While expanding its membership to a record number of participants, CATA's Clean Commute Options program also increased partnerships; adding a spectrum of environmental groups, alternative transportation providers, and businesses who strive to contribute to a cleaner, greener environment. Companies from across the region have become "Clean Commute Business Partners," including employers such as Accident Fund Insurance Company, Auto Owners Insurance, Ingham Regional Medical Center, Jackson National Life, LCC, and Sparrow Hospital. Clean Commute Options assists individuals and local groups in establishing programs to improve area air quality. There is no fee for these services. The federally funded program provides public education about clean commuting and assists in developing alternative commuting options—public transportation, car/vanpooling, bike riding, or walking. Clean Commute Options now offers an online commuter matching service. Commuters looking for individuals to share a ride should visit www.cata.org and click on "Clean Commute Options" on the CATA homepage. Over the past year, participation in the Clean Commute program grew to 1,030 registrants – an increase of 100% over the previous year.



Catch the (New) Trolleys

People love the CATA trolleys! The two old trolleys are ready for retirement and will be replaced this fall by two new trolley vehicles, which are almost identical in appearance to those now operating on the street. These popular vehicles are used on the Entertainment Express route and other CATA services. The new vehicles were purchased using federal funds.

The CATA Entertainment Express trolley offers late-night service to entertainment venues along the Michigan/Grand River Avenue corridor between downtown Lansing and East Lansing, looping through the Washington Sq. and Albert St. downtown districts. It runs every 30 minutes from 7:30 p.m. until 2:30 a.m., Thursdays, Fridays and Saturdays, year-round. Customers catch the trolley at over 20 Entertainment Express bus stops along the Avenues. This service is more than a fun ride. It supports economic development along the route, and the trolley is an eye-catching symbol of the growing vibrancy of nightlife along the Lansing–East Lansing entertainment corridor.



The Entertainment Express trolley connects residents and visitors with local nightlife.

Why People Ride the Bus

Our community members depend on CATA for a variety of reasons – to get them to jobs, school, medical appointments, shopping, worship services – wherever life takes them. Some make the choice to ride and leave their cars at home, enjoying the freedom from driving and parking hassles. Some ride to save money – a valuable benefit of public transportation, particularly now when economic conditions are moving people to reevaluate their daily commuting habits. Others ride out of concern for the environment. For many, CATA is a lifeline because they don't own a car or are unable to drive. CATA means mobility, freedom, and access. CATA helps many citizens to live independently, to make choices – to share in the life of our community.

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. Look at the many options CATA provides your neighbors, friends, and fellow citizens. You'll discover that CATA is meeting their needs in ways you may not have thought about. Someday you may want CATA to be there for you too. Public transportation helps our community thrive – in business, education, volunteerism, recreation and health. Affordable and convenient transportation enables residents to lead productive lives that add value to living in our communities – connecting workers to work, shoppers to shops, and generally boosting the economy we all share.

**PEOPLE TOOK
348,301 SPEC-TRAN RIDES
LAST YEAR.**

**SPEC-TRAN CURB-TO-CURB
SERVICE IS FOR INDIVIDUALS WITH
DISABILITIES WHO CANNOT USE
FIXED-ROUTE SERVICE.**

Title VI

CATA services are provided in accordance with Title VI (of the Civil Rights Act of 1964), without discrimination based on race, color, national origin, or other prohibited bases. Call CATA at 517-394-1100 if you have questions or concerns regarding discrimination.



Mindy

Stay-at-Home Mom
Okemos Resident

"We moved here in July of 2005, and I pretty much began using CATA for about 95% of my getting-around, as I've gradually lost most of my sight. I use Spec-Tran, Meridian Redi-Ride, and the

fixed-route service. My son often travels on the bus with me. He and his buddies love it. CATA is just amazing! My husband and I have lived in two Ohio cities, and believe me, they have nothing to compare. CATA, for someone in my position, was life-changing.

I never experienced such complete service; such kind and helpful drivers who go 100% – not just for me, but for everyone. CATA is great. They work with me to make me feel independent again."

Taylor Heins

Director, Greater Lansing Go Green! Initiative
City of Lansing Resident

"Go Green! is a joint effort of the City of Lansing and the Board of Water & Light to reduce overall greenhouse gas emissions in the City of Lansing.

We're encouraging people to make the Go Green! Personal Pledge to commit to five ways of saving energy, and one of these is using alternative transportation.

That's where CATA has been a great partner – especially the Clean Commute Options program. It not only gets the word out to the public about their need to get involved, but CATA provides people with a key piece: actually giving them ways to do it."



Rosie

Retired
Lansing Resident

"I don't drive because of a medical condition, so I depend on CATA's Spec-Tran and Redi-Ride services. Now that I'm no longer working, I mainly use them for little trips like getting my nails done, getting to my gym, going to church, or going to the

doctor. I have been using CATA for at least seven years. ***I love the idea that it doesn't cost that much, so it is in my budget.*** I also like that it takes you from door-to-door. The drivers are friendly and I don't have to clean off a car in the winter. I meet a lot of different people with different disabilities, which lets me know I am not alone and I am blessed that my own disability isn't worse. I hope that Lansing always has CATA."

Moreno

Private Locator/Real Estate Investor
Haslett Resident

"Practically all my life, I've been riding CATA – probably more than 30 years. ***I use it for everything from recreation to business – for basic living, really.*** I've owned many cars,

and have vehicles, but by planning ahead, it's more convenient for me to ride CATA. And it's a lot less expensive – trying to find parking and paying for gas – for me to use the transit system. I live in Haslett but a lot of my work is in Lansing, when I am looking at real estate. In one day I might be on the west side, covering about 10-15 miles or so, then maybe to the north, south and east, seeing what's available. Taking the bus to all these areas works very well for me."



CATA Passes & Tokens

Fixed-Route Cards, Passes & Tokens

5-RIDE ZONE 2 CARDS

The new 5-Ride Card is good for five one-way trips when boarding at Zone 2 bus stops. (CATA Cash Card credit will be issued for fare over-payments when used in Zone 1.) Riding with friends/family? This card can be used to pay for multiple fares.

Adult \$12.50
Discount (with valid ID)** \$6.25

10-RIDE CARDS

Good for 10 one-way trips on all CATA fixed routes. The farebox prints the number of rides left on the back of the card. Riding with friends/family? This card can be used to pay for multiple fares.

Adult \$10.00
Student (with valid student ID) \$6.00
Value* \$6.00

31-DAY PASSES

Unlimited rides on all CATA fixed routes for 31 consecutive days, from the first day you use it – no matter when you buy it.

Adult \$35.00
Student (with valid student ID) \$18.00
Value* \$18.00

TOKENS

10 Pack \$10.00

STUDENT SEMESTER PASS

This pass allows a student unlimited rides on all fixed-route buses for one semester.

Per Semester (with valid student ID) \$50.00

MSU COMMUTER LOT PASS

Good ONLY on Route 32 weekdays 7 a.m. to 2 a.m. for service between MSU Commuter Lot 89 and central campus.

One Semester \$20.00
Both Semesters \$33.00

MSU EMPLOYEE PASS

Beginning August 2009, MSU Employee ID Cards can be used to pay fares on CATA campus routes. This fare option is restricted to on-campus routes and is only available to eligible MSU employees.

Spec-Tran Punch Passes & Tokens

4 Rides \$10.00
10 Rides \$25.00
One-Ride Token \$2.50

Rural Service (CRS)/Connector Punch Passes

Good for 10 one-way trips on CRS Advance Reservation or Connector service.

Regular (Up to 10 miles) \$22.50
(Over 10 miles) \$32.50
Discount** (Up to 10 miles) \$10.00
(Over 10 miles) \$15.00

Redi-Ride Passes

Good for 10 one-way trips on Redi-Ride service in the cities of Mason and Williamston, and in Delhi and Meridian Townships.

Regular \$10.00
Discount** \$6.00

*All Medicare cardholders, seniors 62+ years with a valid CATA Club Card, and persons with disabilities with a valid CATA Club or ADA Card qualify for Value cards/passes.

**All Medicare cardholders; students with a valid college or CATA Student ID Card (not required for students 12 years and under); seniors 62+ years with a valid CATA Club Card; and persons with disabilities with a valid CATA Club or ADA Card qualify for the discount passes.

Fixed-Route Service

CATA offers over 30 fixed routes in the Greater Lansing area. Fixed-route service is what most people are familiar with – big buses traveling regular routes at scheduled times. Days of operation and service hours vary by route. Route schedule brochures are available on buses and at various locations throughout the Greater Lansing area. You can go online at www.cata.org to print out your own trip itinerary, 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 \$1.25. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 60¢. Unlimited ride discount cards and passes are also available at www.cata.org and at area CATA pass vendor locations.

CATA also provides fixed-route service on the campus of Michigan State University. Many students, faculty, staff, and visitors use CATA to travel on and off campus.

Note: Beginning January 2, 2010, new CATA Zone fares will go into effect. Customers boarding fixed-route service in Delta Township (Route 3) will pay a higher fare of \$2.50. The discounted fare rate will be \$1.25.

CATA Service Area at a Glance

Did you know CATA operates many unique services – each tailored to the needs of its customers? CATA's growth since its beginnings in 1972 is really a growth in opportunity for thousands of Ingham County area residents. Each day, schoolchildren, employees, seniors, and people with disabilities step onto a CATA bus and step off into a wider world.

In addition to fixed-route bus service, CATA also provides curb-to-curb, advance-reservation options. This chart shows CATA services provided in different geographic areas. CATA's comprehensive transportation service system spans a 559-square-mile service area.

Service Types	Lansing	East Lansing	Lansing Township	Delhi Township (Holt)	Meridian Township (Haslett/Okemos)	MSU	Dansville	Leslie	Mason	Onondaga	Stockbridge	Williamston/ Webberville
Fixed-Route	X	X	X	X	X	X						
Limiteds	X	X			X				X			X
Entertainment Express	X	X										
Spec-Tran	X	X	X	X	X	X						
Rural Service							X	X	X	X	X	X
Redi-Ride				X	X				X			X
Connector	X			X	X				X			X
Shopping Bus	X	X	X	X	X							
Lot Link						X						
Night Owl						X						

Commuters Ride the Limiteds

CATA offers commuter services from the Meridian Mall, Mason, Williamston, and Webberville to downtown Lansing during weekday morning and afternoon rush hours. The Limiteds travel directly to downtown Lansing, making only limited stops for a faster commute. The Route 1, Limited, the latest CATA commuter service, began service on August 31. This new Limited makes three trips each in the morning and evening, transporting commuters between downtown Lansing and the Meridian Mall. The standard one-way fare for each of the Limiteds is \$1.25. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 60¢. Call 517-394-1000 for more information.

Entertainment Express

CATA's Entertainment Express is your connection to food and fun at nightlife destinations along the Michigan/Grand River Avenue corridor, between downtown Lansing and East Lansing. The Avenues feature many dining and entertainment venues that stay open to the wee hours.

The CATA trolley runs year-round, every Thursday, Friday and Saturday, from 7:30 p.m. until 2:30 a.m., serving over 20 Entertainment Express stops along the Avenues. Customers can use their unlimited ride CATA Semester or 31-Day pass and get on and off the trolley as much as they want, visiting dining and entertainment venues along the route. The regular cash fare is \$1.25. Discount fare is 60¢. Visit the Express page at www.cata.org for more details.

CATA Bike Racks and Lockers

CATA fixed-route buses are equipped with easy-to-use bike racks. Bikes ride at no cost. In addition, CATA offers a bike locker rental program. Lockers are located at the CATA Transportation Center in downtown Lansing and the East Lansing Division Street parking ramp. Visit www.cata.org or call 517-394-1000 for locker rental information and step-by-step directions on how to use the bike racks.

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 lifts, as well as low-floor vans, for this service. Spec-Tran service operates seven days a week during the same hours as CATA's fixed-route service. Spec-Tran customers must be certified in accordance with the Americans with Disabilities Act (ADA) to use this service. The one-way fare is \$2.50.

Note: *The one-way fare for Spec-Tran passengers boarding in Fare Zone 2 will be \$5.00 beginning January 2, 2010. Customers will be given their fare rate when scheduling their rides. Call 517-394-CATA (2282) for information about eligibility and service.*

Maryette

Charter House Part-Time Volunteer
Haslett Resident

"I've been riding CATA buses since 1984. ***I don't have a car, and I need to get to work and home, go to the grocery store, and do other kinds of shopping.*** I took Meridian Redi-Ride to

see my mom, too – right to her door. The CATA drivers are very nice, and I called CATA to give a good report about one of the drivers who helped me make better use of CATA services. They posted what I said right on the driver bulletin board!"



Pete

MSU Sophomore
Mechanical Engineering

"I'm from Lansing, and would occasionally ride CATA to football games and such, but this past year I commuted to campus from Delta Township, then took CATA all around to my classes and into East Lansing.

It's really convenient. ***I've really been impressed with how clean the buses are and how green they are.*** I'm now living in Abbot Hall, which is pretty far away from the Engineering Building. And, my other classes are also pretty far away, so I bought the \$50 pass each semester."



Regina

Salvation Army Store Production Worker
Lansing Resident

"I've been riding CATA since I moved up here to go to school in 1994. ***I ride CATA for everything – to get groceries, and get back-and-forth to work.*** My daughter and I take it to do our

shopping together. She's my girl, and we ride the bus a lot together. CATA has been great!"

Identification Cards for CATA Discount Fares*

CATAclub Card

Anyone 62+ years or disabled is eligible to receive a free CATAclub Card. Cardholders ride at the discounted rate and qualify for discounted passes. Applicants who qualify receive either a Lifetime Membership Card (if 62+ years or have permanent disabilities) or an Annual Membership Card if an individual has a temporary disability. There is a \$5 fee to replace a lost or stolen card. Expired Lifetime Membership Cards are replaced at no charge. For an application or for more information, call 517-394-1000.

CATA Student ID

CATA Student IDs are available through local middle and high schools free of charge. The ID allows students to ride at the discounted rate and to purchase discounted student passes. All students in grades 6 and above are eligible to receive a CATA Student ID. There is a \$5 fee to replace a card. Call 517-394-1000 for more information.

College Student ID

CATA accepts all valid college student IDs. Students who show their college ID are allowed to ride at the discounted rate and to purchase discounted student passes.

Medicare Card

Anyone showing their valid Medicare Card qualifies to ride at the discounted rate and to purchase discounted passes.

ADA Card

Persons with disabilities can show their ADA (Americans with Disabilities) Card to ride at the discounted rate or to purchase discounted passes.

*Spec-Tran and Shopping Bus services are excluded.

Beckie Beard

Director of Purchasing
Lansing Community College



“CATA does a tremendous job for LCC. We have one of the major downtown bus stops on our campus and have sold CATA bus passes for many years. **Anything we can do to take the parking pressure off at LCC is much appreciated, and CATA has a huge role in that.** We also appreciate that CATA provides many of our students and staff with a clean commute. That’s important to us as a community partner, and also because LCC is a signatory to the American College and University Presidents Climate Commitment – a sustainability initiative that includes many quality-of-life efforts, like green programs and energy conservation. CATA is, of course, the leader in helping our community broaden participation.”



Marnie

Meijer Cashier
Holt Resident

“I’ve been taking CATA anywhere I need to go for a very long time. I grew up in Holt and started riding CATA when I was 18 to get to classes at LCC. I’m 37 now and I depend on CATA to get to work and to take my 10-year-old son to childcare. Redi-Ride picks us up and I drop him off in Holt and then continue on to my job at the Meijer on South Pennsylvania. **Sharing a ride gives me a little one-on-one time with my son.** I appreciate the door-to-door service, and the drivers are very friendly.”

Jackson National Life Insurance employees

Denise Goron

Human Resources, Associate Product
Discounts & Special Projects

Danielle Weller

Corporate Responsibility Specialist



“When gas prices began to climb about two years ago, we were looking for an alternative commute program for our associates and trying to figure out how to administer it. CATA approached us with the Clean Commute program and we said: ‘This is it! It’s perfect.’ CATA does everything to make it work. Many of our 1,400 employees commute from similar areas around Michigan, so car- and vanpooling makes sense. **In addition to the cost savings, many of our associates are interested in clean commuting for environmental reasons or for the camaraderie. It is an ongoing benefit to our associates.**”

CATA Rural Service

This is 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 regular fares range from \$2.25 to \$3.25, based on the length of the trip. Discounted fares range from \$1.00 to \$1.50 for Medicare cardholders, students, seniors, and persons with disabilities. Call 517-394-CATA (2282) or 800-322-1390 for fare and ride information.

Redi-Ride

Redi-Ride is an advance-reservation, curb-to-curb service operating in the cities of Mason and Williamston, and Delhi and Meridian Townships. Mason and Williamston Redi-Ride service operates Monday through Friday, 6:30 a.m. to 6:00 p.m. and Saturdays, 8:30 a.m. to 4:00 p.m. Delhi and Meridian Redi-Rides operate Monday through Saturday, 9:00 a.m. to 5:00 p.m. 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 4 hours in advance. Transportation is not provided to or from schools when school bus transportation is available to a student. Fares are the same as fixed-route service. Call 517-394-CATA (2282) or 800-322-1390 for more information or to reserve a ride.

Connector Service

Connecting outlying communities with the urbanized area, CATA’s Connector Service offers regularly scheduled small-bus service, Monday through Saturday. The Mason Connector travels between the Mason Meijer and the South Pennsylvania Meijer, serving bus stops along Cedar Street. The Williamston/Webberville Connector serves stops between Webberville and the Meridian Mall along Grand River Avenue, with stops in Williamston. You don’t need a reservation for this CATA service. One-way regular fares range from \$2.25 to \$3.25, based on the length of the trip. Discounted fares range from \$1.00 to \$1.50 for Medicare cardholders, students, seniors, and persons with disabilities. Call 517-394-CATA (2282) or 800-322-1390 for more information.

Shopping Bus

CATA provides regularly scheduled bus transportation from various senior housing complexes to grocery stores and shopping centers. The Shopping Bus operates Monday through Friday. The fare is \$2.00 round-trip. Reservations are not required. Call 517-394-CATA (2282) or 800-322-1390 for information.

Lot Link & Night Owl

These phone-ahead evening and weekend services operate on MSU’s campus during fall and spring semesters. For a ride, call 432-8888 (2-8888 from campus phones), and a small bus will arrive at your curb within 20 minutes. Rides are limited to campus-to-campus locations. Fares are the same as fixed-route service.

Clean Commute Options

CATA Clean Commute Options is a free program available to all of those commuting into, or within, the Tri-County Area. Information is available to help people choose the commute alternatives that work best for them: riding the bus, bicycling, walking, etc. In addition, a free ride-matching service is provided to those interested in forming carpools or vanpools. Visit the online ride-matching service at www.cata.org. Registrants receive a complete list of potential bus routes, carpool or vanpool matches, and bike/walking route information. For updates on CATA's Clean Commute Options, visit "Clean Commute Options" on Facebook and Twitter. For an application or more information, call 517-393-RIDE (7433) or email cleancommute@cata.org.

Community Event Routes

CATA operates annual community event routes that are open to all. Transfers to other CATA bus routes may be made at boarding centers or bus stops. Customers use their CATA fixed-route pass or pay 50¢ for a roundtrip.

- East Lansing Art Festival
- Be a Tourist in Your Own Town
- Great Lakes Folk Festival
- Silver Bells in the City

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 17 of CATA's fixed routes. Customer Service representatives are available to sell bus passes and assist with trip planning and service information. 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.

MSU-CATA Transportation Center (MSU-CTC)

The MSU-CTC bus station is the main boarding center for CATA 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. The phone is a direct connection to MSU-CTC's Customer Service representatives. Also available are schedules and maps, indoor seating areas, restrooms, a convenience store, an ATM, vending machines, and easy access to the Shaw Parking Ramp.

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. CATA programs such as Safe Ride Home on New Year's Eve, the CATA Community Health Fair, Free Rides on Election Day, and Santa Free Rides allow CATA to give back to customers and non-customers alike. CATA also participates in community-sponsored events and parades to help enhance the lives of mid-Michigan residents.



Christine

"Grandma"
Haslett Resident

"Without CATA, I would be stranded at home. I've been using CATA for more than 15 years. I use Spec-Tran for appointments, and take Redi-Ride to do my shopping. I would be completely homebound if it weren't for my daughter and CATA. With my wheelchair, the buses are helpful. And I like talking with a lot of the drivers. They often cheer me up!"

Rob Corbett

Resource Analyst,
Department of Natural Resources – Lansing
Saranac Resident

"When I started with the Department, I was commuting in my car every day. I did that for six months, then, I joined a CATA vanpool that originated in Grand Rapids. I'm now in a vanpool that runs from Saranac, Ionia and Portland. When I first started it was very scary, because as Americans we're attuned to the independence that an automobile gives you. It's a little scary to give up that control. Well, it took me about two weeks to get over that. An extra hour of sleep in the mornings and afternoons, and I could still drive on my own whenever I wanted! **I found my cost for a month was what I had been putting in my gas tank every week.** Those of us in the vanpool are a real community – very connected and supportive."



Creshia

Retiree
Lansing Resident

"I couldn't get out to do anything without CATA. I have multiple sclerosis and use a wheelchair. I have been using Spec-Tran for at least three years to go to the grocery store, doctor appointments, and to visit relatives. I ride with my caretaker and like to socialize with the drivers and other riders."

John

Certified Nurse Assistant
Haslett Resident

"I've been riding CATA for over a year. I use it to get back and forth to work, and to just about anywhere I need to go around the city, like the grocery store or other places to run errands. I work with many elderly people, and I use the bus to visit with those who are hospitalized. **I depend on CATA.** I had a truck at one point. I sure don't miss paying the gas prices!"





Marlon

Lansing Resident

"I have used CATA since moving to Lansing from Chicago in 1988. I had a stroke in 2000 and am on disability, so I currently use Spec-Tran to pay bills, go to the grocery store, or get to the Ingham County Human Services Building.

CATA is convenient and it takes you basically anywhere.

Jamie

Student
East Lansing Resident

"I've been riding CATA Redi-Ride for a couple of years now – first to get to classes at Career Quest, and for the past couple of months, to get to my health care administration internship at Health Care Solutions.

Compared to the price of owning and operating a car, you can't beat CATA.
I've owned 8 or 9 cars, and by taking CATA I figure I'm saving at least \$20 or \$30 a week."



Kathy

Volunteer
Lansing Resident

"My car died about three years ago, and I've ridden CATA since then. ***CATA is vital.*** I couldn't get around without it. I take it to my doctor appointments and to shop at the Food Bank twice a week. ***I use Spec-Tran to get to my***

appointments, because the drivers are so reliable, and they can take me right to the office. CATA fixed-route buses get me around town. I use a walker, and people are always very helpful and considerate."

Daniel

Property Analyst, Michigan Department of Treasury

Renee

Social Worker, National Council on Alcoholism
Lansing Residents



"We used the bus system in Buffalo, and when we moved here about a year ago, we specifically wanted to be on a bus route. While CATA's system is not as big, we've been very impressed with the way the routes work, and the price is great! It's easy to transfer at the downtown CATA station. There are also good bus pass options. ***And the new CATA online trip planner is wonderfully easy, giving you the best routes to take.***"

Dan says, "We share a car, so we usually carpool in the morning, and Renee takes the car because she needs it for her job. I take CATA home every day. Renee takes the bus when we have car issues or if I need the car. We find it so convenient and efficient."

www.cata.org

Downloadable audio files of all bus schedules and service brochures are now accessible on CATA's website. The interactive Trip Planner and Rider Alert features allow customers to access the most current fixed-route travel information. Enter where you are starting your trip and where you would like to go and when. The Trip Planner will provide a detailed trip plan, including the cash fare required if you don't have a CATA pass. You can sign up for automatic notices of route detours and other service changes. The site also offers route and service information, online bus pass sales, fare information, and up-to-date news about CATA services and events.

Customer Service and Trip Planning

Want personal service? CATA Customer Service Representatives help you 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 email request to info@cata.org.

Rider Alerts

CATA customers can find up-to-the-minute information on detours and service changes by visiting www.cata.org or by calling 517-367-7277, 24/7. You can also sign up online to receive new service alerts by email.

Accessibility

CATA vehicles and facilities are accessible to persons with disabilities. New downloadable audio files, as well as large-print and audio route schedules, are available for persons with visual impairments. Fixed-route buses are equipped with an audio system that announces major destinations and transfer points to assist visually impaired passengers and others. Service animals are always welcome on CATA vehicles. CATA's website, www.cata.org, provides information in formats that meet federal accessibility guidelines. Bus hailing kits are available to customers for use at bus stops served by multiple routes. Call 517-394-1000 or email info@cata.org to make your CATA information request.

No-Service Days

CATA operates year-round, with the exception of the following holidays:

- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

New-Rider Guide for Fixed-Route Service

Planning Your Trip

If you like to work online, visit CATA's website – www.cata.org – to access the online Trip Planner feature. Enter where you plan to begin your trip, where you would like to go, and the day and time of your travel. You will be provided with a detailed trip plan, including departure times, bus stop locations, total trip time, fare amount, and transfer points if applicable.

You can also plan a trip by calling a CATA Customer Service Representative at 517-394-1000. Just call with your travel information in hand. If you want a personalized trip plan that shows your bus stops and schedule, we'll mail it to you.

If you prefer using bus schedules to plan your trip, you can pick up print schedules from display racks at many locations around town or view or print a complete schedule at www.cata.org.

Boarding

Get to your bus stop 5 minutes before the bus is expected. Some stops serve more than one route, so make sure you're getting on the right bus. The route name and number are displayed on signs on the front and side of the bus. When boarding, use the front door.

Transferring to Other Routes

You can transfer to other CATA routes at no cost. You must request a transfer card when boarding the first bus. The card is issued by the farebox, printed with the date, time and expiration time. It is valid for 2 hours and may be used up to 2 times in that time period. Transfers may not be used to make a return trip. When transferring to a higher fare such as CATA Rural Service, the difference in fare must be paid when you board. Transfer cards are not accepted for payment at Zone 2 bus stops.

Paying

Use cash, CATA tokens or a CATA pass or ride card to pay for a ride. Fareboxes accept \$1, \$5 and \$10 bills as well as all U.S. coins. Bus operators cannot give change, but fareboxes can issue a CATA Cash Card for the difference. This card can only be used on buses to pay fares. It is not redeemable for cash.

Leaving the Bus

When the bus is about a block from the CATA stop nearest your destination, signal the driver to stop. Just pull the yellow cord above the window (on some buses push the yellow plastic strip along the window). Exit through the rear door and wait for the bus to depart if you are crossing the street.

Returning Home

In most cases, you will wait for your bus at the nearest bus stop on the opposite side of the street from where you got off. In instances when the bus does not travel in both directions (one-way streets or on loop routes), the best way to find the nearest bus stop for your return trip is to visit www.cata.org (*Bus Stops Near a Location* under *Schedules and Route Maps*) or call Customer Service at 517-394-1000.



Residents receive information from healthcare agencies at the CATA Community Health Fair.

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

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!

Wednesday, January 13, 2010
7 a.m.–9 a.m.

Monday, April 19, 2010
9 a.m.–11 a.m.

Thursday, July 13, 2010
4 p.m.–6 p.m.

The Listening Sessions listed above are held at the CATA Transportation Center (CTC), 420 S. Grand Avenue, in downtown Lansing.



The Entertainment Express trolley helps fuel local businesses from Downtown Lansing to East Lansing.



Front Row: (Left to right) J. Sambaer; P. Munshaw; P. Kuhnmuench; S. Draggoo, CEO/Executive Director **Back Row:** R. Monsma, R. Swanson, M. Rice, P. Cannon, W. Dell, M. Grebner, A. Wilson **Not Pictured:** R. Lewis, N. Triplett

2008-2009 CATA Board of Directors

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Alicia Paterni

Capital Area
Michigan Works!

Jane Spitzley

Citizen Representative

Mitch Tomlinson

Peckham Vocational
Industries Inc.

✂ Cut along dotted line and mail in

Let us serve you!

Need more detailed information about CATA services? Please complete this form and mail it to CATA or call in your request to 517-394-1000. You can also email us at info@cata.org.

Check the box(es) below to let us know the type of information you need:

- Fixed-Route Bus Service
- MSU Campus Service
- Entertainment Express Trolley
- Bikes on Buses: How to use bike racks
- Commuter Routes: Mason, Limited; or Williamston/Webberville, Limited; or Route 1, Limited (*circle those of interest*)
- Spec-Tran
- Rural Service
- Redi-Ride: Mason, Williamston, Meridian Township, Delhi Township (*circle those of interest*)
- Connector Service: Mason, Williamston/Webberville (*circle those of interest*)
- Shopping Bus
- CATA Clean Commute Options: Carpooling or vanpooling information

Schedules and service brochures are also available upon request in these formats:
Downloadable audio files at www.cata.org • Large print • Audio cassette tape

Please print or type the following:

NAME _____

ADDRESS _____

DAYTIME PHONE _____

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



✂ 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 or www.cata.org

WALK-UP ASSISTANCE

CATA Transportation Center
420 S. Grand Avenue, Lansing

Mon-Fri: 7 a.m.-7 p.m.

Sat/Sun: 9 a.m.-5 p.m.

MICHIGAN RELAY CENTER VOICE TDD

800-649-3777

CATA ADMINISTRATIVE OFFICES

4615 Tranter Street, Lansing 48910

Ph. 517-394-1100

Fax 517-394-3733

RIDER ALERTS

517-367-7277 or www.cata.org

CATA CLEAN COMMUTE OPTIONS

517-393-RIDE (7433)

RURAL SERVICE, CONNECTOR SERVICE, SHOPPING BUS & REDI-RIDE

517-394-CATA (2282)

or 800-322-1390

SPEC-TRAN

517-394-CATA (2282)

LOT LINK & NIGHT OWL

517-432-8888

WEBSITE

www.cata.org

E-MAIL

info@cata.org

✂ Cut along dotted line and mail in