



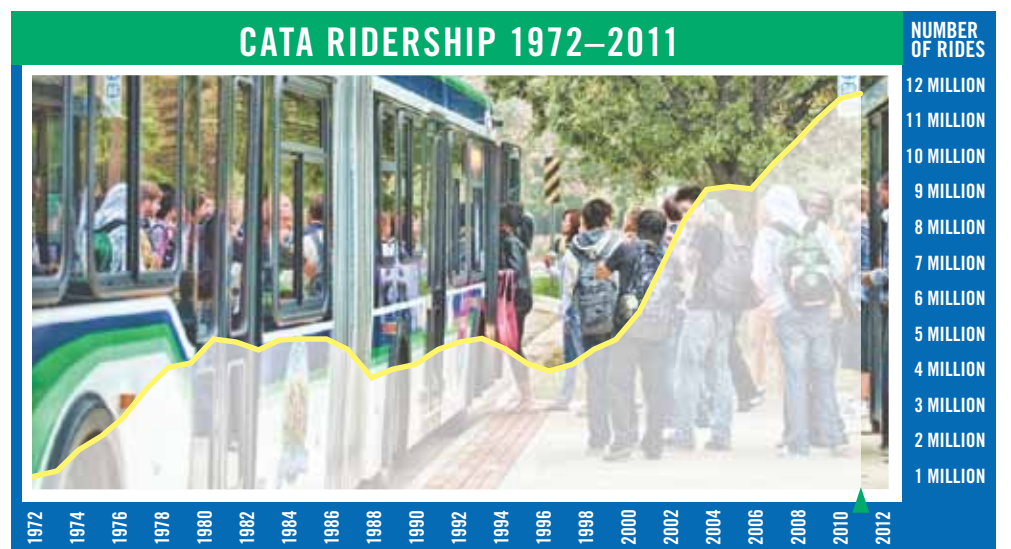
# Greater Lansing On the Move.



## 2012 COMMUNITY REPORT • 40TH ANNIVERSARY EDITION

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US POSTAGE  
**PAID**  
LANSING, MI  
48910  
PERMIT # 290

Capital Area Transportation Authority  
4615 Tranter Street  
Lansing, MI 48910



### CATA Facilities

**CATA Transportation Center (CTC)** 420 S. Grand Avenue, Downtown Lansing  
The CTC is CATA's primary boarding facility and transfer point for 17 routes traveling downtown. Customer Service Representatives assist visitors with trip planning, service information and bus pass purchases seven days a week. The Center includes Greyhound/Indian Trails intercity service, a coffee/snack shop, security office, bike racks, lockers and other public facility amenities.

**MSU-CATA Transportation Center (MSU-CTC)** at the Shaw Parking Ramp 1  
This main boarding center for CATA routes serving MSU is open 24/7 and includes bus schedules and maps, a convenience store, public facility amenities and access to MSU's Shaw Parking Ramp 1. Customer Service Representatives are accessible via direct phone lines.

**CATA Administrative Offices** 4615 Tranter Street, South Lansing  
Service information and bus pass purchases are available weekdays 8 a.m. to 5 p.m.



August 2012

### **Greater Lansing Residents:**

Forty years ago, gas was 55 cents per gallon. You could purchase a brand-new home for \$27,550, and digital watches were all the rage. It was 1972 – the year that the Capital Area Transportation Authority was formed, delivering 732,609 rides throughout Lansing and East Lansing, as well as Delhi, Delta, Lansing and Meridian townships.

Fast-forward to 2012, and the average cost of a gallon of gas in Ingham County is now about \$3.60. The average price tag for a new home has increased tenfold; mobile devices help us keep track of time, reigning supreme in the realm of technology; and CATA is on track to deliver 12 million rides to service areas that today include rural localities.

Still, the significance of fuel prices, home values, time and technology – as they relate to public transportation – continue to directly impact our operational success, while at the same time challenge us to evolve for the betterment of our remarkable community.

For example, CATA buses are now fueled, in part, by electric power using hybrid technology. Today, nearly 25 percent of our large fleet is comprised of hybrid buses. Fuel continues to take a big bite out of our operational costs, as even hybrid buses require diesel fuel to operate when traveling at higher speeds. However, CATA's use of ultra-low sulfur diesel fuel to power buses has numerous environmental and cost-saving advantages.

In addition to fuel, 21st-century residential home values – regardless of price – continue to provide funding for local transportation services. In turn, CATA's presence in the community results in reciprocal benefits to homeowners in the form of increased property values and the freedom of mobility for those in need. Furthermore, as the county's primary transportation provider, CATA also helps to improve Michigan's employment picture, not only on behalf of our own bus operators, maintenance employees and administrative personnel, but for tens of thousands of workers in other industries who rely on us and with whom we partner.

Of course, CATA will always be sensitive to the influences of time and technology, both of which are critical to our business. Our customers trust us to publish reliable, accurate schedules and maps, to be on time, and now, for real-time service information. Thanks to GPS and recently installed Automated Vehicle Locator technology, CATA's customers will soon be able to access actual departure times specific to bus stops via our website, email or text messages. Read about these exciting new developments inside!

Over the years, CATA has been recognized for a number of accomplishments. We were twice voted the best transportation system in America, opened a state-of-the-art transportation center in downtown Lansing, built and sustained a strong partnership with Michigan State University, and increased the number of passenger trips we delivered in 2011 to 11.8 million – a record high! We continue to work tirelessly with other community partners to obtain federal approval for our Bus Rapid Transit project along the Michigan/Grand River Avenue corridor. As we work to put the finishing touches on renovating and expanding our bus storage facility (featured on the cover and on this page), we look forward to celebrating this new achievement with you!

While we take great pride in the numerous advances we've made over the past 40 years, we've never lost sight of the people who've made possible our many successes. We are indebted to those in federal, state and local governments who have lent their political savvy and clout and, years ago, helped us get off the ground – many of whom continue to advocate on behalf of CATA and the people who depend on our services. We are equally grateful to business and agency leaders who understand that a community's vitality is linked to its public transportation system. We thank our customers, who give us purpose, provide us with candid feedback, and challenge us to work harder, better, faster, stronger. We pay homage to local taxpayers, who collectively fund a portion of our services, ensuring mobility for the entire community. Finally, we thank our dedicated employees – some of whom have made the daily commitment to serve CATA and its customers for all of the past 40 years.

As we honor our past, the CATA Board of Directors and employees are humbled by the trust and confidence you have placed in our Authority. CATA is undeniably woven into the fabric and landscape of the Greater Lansing community. We are driven by a steadfast desire to provide access to all through public transportation.

Climb aboard and join us as we celebrate the next 40 years!

Sincerely,

**Peter A. Kuhnmuensch**  
CATA Board Chair

**Sandra L. Draggoo**  
CATA 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.



**40**  
YEARS

## Clare Loudenslager: A Pioneering Legend

By Sandy Draggoo

How the world turns!

No, I'm not writing about a "soap opera" but about how, like the rest of the world, so much has changed at CATA.

Back in 1974, I began working at CATA – certainly not as the CEO, but as the executive secretary to the executive director, Clare Loudenslager. He was hired to turn a "struggling group of rag-tag buses and employees" into something that we might one day be proud of. For a lesser man, it would have been an impossible sell. After all, we were housed in an old run-down garage on Mill Street (now the REO Transportation Museum), and the condemned house next door was our office building.

But Clare's vision for CATA was to make it an award-winning, nationally recognized transportation leader. He worked tirelessly to secure funding for transit systems throughout the state of Michigan. We trained our employees and instilled in them a deep sense of commitment to the customer, and pride in our company and community. We were pioneers – Clare, and all the rest of us. Even today among employees who've been around since the early years, we are rewarded,

knowing that our efforts – our sweat and tears – helped lay the groundwork for all that CATA has achieved and all the accomplishments yet to come.

Many of us still laugh as we tell stories about our "non-power-steering" buses and "pumping ether" to them on freezing mornings to get them chugging up the hill on Mill Street (now Museum Drive). I could go on and on about our 40-year history. Yet, as we compare our humble beginnings on Mill Street to the facility on Tranter Street where we moved in 1978 – and then again to our current, modern-day facility – I see with awe that the future is a celebration of the past. More important, we recognize that your support and that of our community helped make one man's vision for CATA a reality. You are the key to all of our future successes.

*Sandy Draggoo has served as the Capital Area Transportation Authority's CEO/Executive Director for 27 of her 38 years with the agency. She credits her predecessor with much of her success, though she is herself an accomplished industry and community leader.*



Clare Loudenslager (left) and Sandy Draggoo in a photo from the early 1980s.

## Perfect Attendance

Andy Hildebrant and Ed Fuller have a lot in common.

Both have enjoyed longstanding careers as mechanics at CATA and possess a remarkable work ethic – evidenced by impressive attendance records, the ability to work as a team even on different shifts, and their insistence on an orderly and clean work area – and both recently retired, Andy after 34 years of service without missing a day of work in 28 of those years, and Ed after 23 years during which he was also rarely absent.

"People were counting on us," Hildebrant explained. "We didn't want to let anyone down."

For them as maintenance workers, the element of the unknown was a challenge that was part of the intrigue at CATA.

"You never knew what awaited you at the start of your shift," said Fuller, who enjoyed identifying the cause of a mechanical issue and correcting it. "It was a lot like piecing a puzzle together, and I've always enjoyed that."

Hildebrant and Fuller were excellent problem solvers, always willing to go the extra mile and sleuthing for clues despite the often physical nature of their work.

And although technology, not to mention the tools and knowledge of the trade, are constantly evolving – for example, the fleet now consists of 17 different vehicle models – at its essence, the job didn't change much over the years, according to Fuller and Hildebrant.

"It was hands-on," said Hildebrant. "You were tired when you got home, but you felt like you did something worthwhile during the day."

While they had little contact with CATA's customers, passenger and operator comfort and safety were always their highest priority.

"There were quite a few drivers who would thank us for ensuring customer satisfaction," Hildebrant said.

The mechanics plan to take similar approaches in retirement, doting on grandchildren – Hildebrant has eight, and Fuller has nine.



CATA Retirees Ed Fuller (left) and Andy Hildebrant (right) share a laugh with CEO/Executive Director Sandy Draggoo as she recognizes them for exemplary attendance.

## Operator's Pursuit of Happiness

Thirty-six years is an extraordinary amount of time to devote to a single employer, but for Mike Cullimore, the time flew.

"It was a dream job," says the bus operator, who retired this year.

Rewind 37 years and Cullimore was working in construction in Muncie, Indiana.

"The housing market crashed, and I lost my job," he says. "I needed to start over."

With a couple of dimes in his pocket and two kids in tow, Cullimore relocated to Lansing and moved in with his mother.

"A friend convinced me to come to work at CATA, so I gave it a try."

He's never looked back.



Mike Cullimore, CATA operator. Photo courtesy of Derek Berggren and *The State News*.

"Sandy Draggoo hired me in March 1976," he recalls. "She was the personnel director at that time. When I first met her, I was intimidated. I hadn't had an interview in so long. Then in June 1977, I was elected to the union committee. She and I didn't get along at first, but over the years we developed a fantastic relationship."

In total, Cullimore spent 34 years of his 36-year career at CATA on the union executive committee – including seven as president.

"It was a challenging opportunity. I negotiated contracts and settled grievances. Then, for 10 years, I was in Dispatch, which gave me a good handle on how the organization worked. Back then, CATA was a small operation with 50 to 60 drivers. We were a family. It was fun and uncomplicated." Today there are four times as many operators.

Even in retirement, Cullimore dedicates himself to others. "I'm enjoying time with my father and father-in-law – both of whom are in their 80s – and my grandchildren and my family."

Asked what wisdom he'd hand down to CATA's new generation of operators, Cullimore says, "Pursue the dream. Take care of the people. Without them, there is no job; no career. Treat customers as you would want to be treated. Cooperate with management and understand that we're all here to serve the public."

# CATA HIGHLIGHTS

## Riding High with Record Ridership

Passenger trips totaling 11,821,761 in fiscal 2011 marked a new CATA record and raised the bar for future ridership goals. This new 40-year high surpassed the previous year's 11.35 million rides by 4 percent – nearly 475,000 additional rides. The increase in demand for CATA services was evident over most of the year. CATA's previous ridership high was set in 2009 at 11,373,800.

A new goal of 12 million rides in fiscal 2012 is on the horizon. Projected year-to-date ridership of 9.4 million through June 2012 is just slightly above last year's record-breaking figure for the same 9-month period. Help us reach our goal while building community pride – experience your public transportation system and, if you haven't done so in a while, take a ride on CATA! Or consider new ways you can benefit from transit and hop on board.



Buses exit the new 127,000-square-foot storage facility on Tranter Street in the early morning.

## Building Expansion Reflects Fleet Growth

CATA's fleet – the largest in its 40-year history – now has a storage facility to accommodate all its vehicles! Final touches are under way for the expansion project that started nearly two years

ago. Thanks to federal capital dollars, CATA was able to address its limited storage issue. Storing vehicles in a secure indoor environment decreases fuel consumption during startups and increases vehicle longevity.

- The original 60,000-square-foot area acquired in the late 1970s has grown to approximately 127,000 square feet. It's now equivalent to the length of 2.5 football fields!
- Approximately 200 vehicles will be housed in the new storage facility. This includes roughly 160 buses ranging from 25 feet to 60 feet in length, transport vans, department vehicles, and service trucks.
- Each of eight commercial garage doors allows for a lineup of up to 18 large buses (40 feet in length) in preparation for early-morning pullouts that start at 5 o'clock on weekdays.

## Community Pride is Celebrated

Area businesses and patrons continue to explore the fun side of our community on the first Friday of each month with *First Fridays*. The initiative was launched more than a year ago to spur economic development and showcase the Greater Lansing area, while offering great deals and incentives to community residents and visitors. A number of local organizations partnered to bring *First Fridays* to life.

CATA is proud to support *First Fridays* by providing free transportation starting at 5:30 p.m. with the Entertainment Express and at 7 p.m. system-wide (all fixed-route and Spec-Tran services). The free fares are underwritten, in part, by the Team Lansing Foundation. Increased ridership on *First Fridays* indicates that people continue to be interested in checking out what's happening in and around town. For a list of participating businesses and the specials they offer, visit [LansingFirstFridays.com](http://LansingFirstFridays.com).



## CATA Receives \$6.28 Million for Multi-Modal Gateway Project

The U.S. Department of Transportation recently announced a \$6.28 million grant to CATA, in partnership with Michigan State University and the City of East Lansing. Funding will be used for the Capital Area Multi-Modal Gateway Project to renovate the East Lansing Amtrak Station, which will serve as the transportation gateway to Michigan's capital city region. The project's total estimated cost comes to \$10.48 million, with matches provided by the Michigan Department of Transportation and Amtrak in the amount of \$500,000 each, and MSU via a long-term land lease of the property, valued at \$3.2 million.



The Federal Transit Administration approved the project through fiscal 2012 Bus and Bus Facilities Program Livability Initiative funds. These are long-awaited upgrades for the station. The announcement of the funding is very good news for CATA and public transportation, as well as MSU and the City of East Lansing.

## Corridor Update: BRT Funding Next Step

In conjunction with regional partners from both the public and private sectors, CATA spearheaded a study to address transportation concerns along the Michigan/Grand River Avenue corridor. Our research showed that Bus Rapid Transit (BRT) – high-capacity buses operating in dedicated center-running bus lanes – is the Locally Preferred Alternative to address transportation issues along the eight-mile stretch of roadway between the Capitol in downtown Lansing and the Meridian Mall. BRT systems in other cities have served as a catalyst for economic development and revitalization along key corridors. Funding and community support are key to BRT becoming a reality for the region. CATA continues to work with the Federal Transit Administration to gain finalization of admission into the Small Starts program, which would provide substantial funding for the project.

**The Overall Goal of the Corridor Project:** *Provide and maintain a safe and sustainable multi-modal transportation system along the Michigan/Grand River Avenue corridor for the efficient and safe movement of people and goods that supports local and regional goals for land use, stimulates economic development and investment, ensures social equity, promotes environmental quality and enhances the overall quality of life.*



## Buses to Accommodate More Bicyclists

CATA was awarded federal grant dollars to replace bike racks on more than half of our fixed-route fleet. The project was one of several in the state of Michigan that were earmarked for federal support through Transportation Enhancements funds. The new racks accommodate up to three bicycles, replacing current racks designed to carry only two. New bike parking loops will also be placed along primary CATA routes. Thanks to the Tri-County Bicycle Association's commitment to the grant's local match requirement, the balance of the costs associated with this project have been covered. Watch for new racks in the coming months.



## CATA HIGHLIGHTS (CONT.)

### Find your summer fun in the sun!

Route 18–Hawk Island/Trappers Cove



Swimming, exploring, picnicking and a host of other family fun activities are more accessible this summer since CATA resumed bus service to Hawk Island Park on **Route 18–Hawk Island/Trappers Cove**. In addition to serving one of Ingham County’s most visited parks, the route travels to new destinations, giving customers even more options for summer fun. The bus operates every 30 minutes on Fridays, Saturdays and Sundays through September 2, traveling between the South Pennsylvania Meijer and Trappers Cove and College Towne Apartments (located east of Dunkel Road) via Pennsylvania Avenue and Cavanaugh Road.

Bus stops are located at the entrance of Hawk Island Park and east of Aurelius Road as a transfer point to **Route 7–Aurelius** for travel to Fenner Nature Center. At Trappers Cove, passengers can connect with **Route 20–S. Harrison/Jolly/Dunkel** for activities on MSU’s campus and in downtown East Lansing.

Regular CATA fixed-route fares apply – all CATA fixed-route passes are accepted. Children under 42 inches tall ride for free. CATA customers on Routes 5, 8, 9, Mason Connector or Delhi Redi-Ride can transfer to the **Hawk Island/Trappers Cove** bus at the South Pennsylvania Meijer free with a transfer. Passengers traveling to Hawk Island Park on Route 18 do not pay the park entrance fee. The complete Hawk Island Park schedule and route map are available online at [cata.org](http://cata.org).

### When Mother Nature Comes Knockin’

Michigan’s winter weather is unpredictable, and we’re subject to Mother Nature’s wrath. Nonetheless, CATA is prepared – and now so are our customers. To raise awareness and educate the public about CATA’s snow route service in advance of the cold season,

permanent snow route bus stops have been installed on primary roads and will remain in place year-round. Snow detours are published in print schedules and on CATA’s website at [cata.org](http://cata.org). When secondary roads become impassible due to winter storm conditions, detours may be implemented on a case-by-case basis on Routes 2, 3, 7–11, 13, 20–24 and 26. Once implemented, snow detours will remain in effect throughout the business day. Buses will indicate that they are on snow detour by displaying “On Snow Detour” in the destination sign above the windshield. When significant snowfall occurs, check [cata.org](http://cata.org) for route-by-route detour postings, listen for announcements on your local TV or radio stations, or watch for CATA’s Rider Alert notices (subscribe to email and text alerts at [cata.org](http://cata.org) regarding detours that may affect your routes).



## New-Rider Guide for Fixed-Route Service

### Planning Your Trip

Visit [cata.org](http://cata.org) to access the online Trip Planner. Enter where you plan to begin your trip, where you would like to go, and the day and time of your travel. A detailed plan will include your departure times, bus stop locations, total trip time, fare and transfer points if applicable. Printable bus schedules are also available online. For assistance, contact a CATA Customer Service Representative at [info@cata.org](mailto:info@cata.org) or 517-394-1000 and provide the same trip details as above, or pick up a printed schedule from display racks at over 250 locations around town.

### Boarding the Bus

Arrive at your bus stop 5 minutes before the bus is expected. Some stops serve more than one route, so make sure you’re boarding the right bus. The route name and number are displayed on the front and side of the bus. When boarding, use the front door and have your fare or bus pass ready.

### Paying Your Fare

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

As the bus passes the CATA stop just before your stop, pull the yellow cord above the window. This tells the driver you want to get off at the next stop. Exit through the rear door and wait for the bus to depart if you are crossing the street.

### Transferring to Other Routes

You can transfer to other CATA routes at no cost. You must request a transfer card when boarding your first bus. The card is valid for 2 hours from the time it was issued and may be used up to two times in that time period for travel in one direction. Transfers may not be used to make a return trip. When transferring to a higher-fare service, such as CATA Rural Service, the difference in fare must be paid when you board that bus. Transfer cards are not accepted for payment at Zone 2 bus stops.

### Returning Home

The best way to find the nearest bus stop for your return trip is to visit [cata.org](http://cata.org) and go to “Bus Stops Near a Location” under “Schedules and Route Maps” or call Customer Service at 517-394-1000. In most cases, you will wait for your bus at a bus stop on the opposite side of the street near where you got off.

### [cata.org](http://cata.org) and Trip Planner

CATA’s website includes a fixed-route trip-planning program (see “Planning Your Trip” above), detailed route maps and timetables, service and fare information, online bus pass sales, Rider Alerts, CATA business opportunities, job openings and much more.

### CATA Bike Racks and Lockers

CATA fixed-route buses are equipped with easy-to-use bike racks that hold up to three bikes. 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 [cata.org](http://cata.org) or call 517-394-1000 for locker rental information and step-by-step instructions on how to use the bike racks.

### Rider Alerts

CATA customers can receive up-to-the-minute information on detours and service changes by subscribing to the online service at [cata.org](http://cata.org). Automatic service alerts pertaining to your routes are sent to your email address. Alerts are also available 24/7 by visiting [cata.org](http://cata.org) or calling 517-367-7277.

# BRUCE

*Programmer Analyst,  
Michigan State  
University*



I use CATA to get back and forth to work. I work at MSU and live in downtown Lansing. I take the #1 bus every day. It works out well for me because I don't need to have a second car. I just leave the one at home for my wife to

use, which means I don't pay for parking. Riding CATA is really a health benefit as I find I walk a lot more when I ride the bus!

# KIM

*Public Health Nurse,  
Ingham County  
Health Department*



As a child, I rode CATA and considered it a privilege. As an adult, I recognize that CATA provides a remarkable service that is affordable, accessible and safe for our community. This valuable resource allows our families to obtain vital

services like health care and employment that otherwise would be difficult to reach. For this, we are very grateful.

# CHAD

*Owner, Cravings  
Gourmet Popcorn*



I've always really believed in public transportation. It's good for the environment and good economically for yourself. I've lived in Lansing the majority of my life. I rode CATA when I was going to college and used it

when I didn't have a car when I was just out of school. And now, our store is right on the bus line. It's convenient for people to get off the bus and come in and buy some popcorn.

## CATA Services and Programs

### Fixed-Route Service\*

CATA offers 33 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. CATA also provides fixed-route service on the campus of MSU during fall and spring semesters. There are more than 1,300 bus stops and shelters located throughout CATA's fixed-route service area for convenient access to the routes.

### Commuters Ride the Limiteds

CATA offers commuter routes called "The Limiteds" that travel between the Meridian Mall, Mason, Williamston, Webberville and downtown Lansing during weekday morning and afternoon rush hours. The Limiteds serve select bus stops along each route for a faster commute. Fares are the same as fixed-route service.\*

### Entertainment Express

Catch the CATA trolley and ride the Entertainment Express. It's your connection to food and fun along the Michigan/Grand River Avenue corridor, between downtown Lansing and East Lansing. The corridor features over 70 dining and entertainment nightspots. The service runs every Thursday, Friday and Saturday year-round, from 7:30 p.m. until 2:30 a.m. (3:00 a.m. when MSU is in session).



Customers can use their CATA fixed-route pass to ride free. For \$25, ride the trolley as often as you want for an entire year with the Entertainment Express Annual

Pass. Visit [catatrolley.org](http://catatrolley.org) for more details. Fares are the same as fixed-route service.\*

### Spec-Tran Service

Spec-Tran is CATA's advance-reservation, curb-to-curb service for persons with disabilities who reside near, but are unable to use, fixed-route service. CATA uses small buses equipped with lifts, as well as low-floor vans, for this service. Spec-Tran 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. The one-way fare is \$2.50 in Zone 1 and \$5.00 in Zone 2. Call 517-394-CATA (2282) for eligibility and service information.

### CATA Rural Service (CRS)\*\*

This is an advance-reservation, curb-to-curb service for travel in the outlying areas of Ingham County. CRS provides rides Monday through Friday, from 7 a.m. to 6 p.m. Call 517-394-CATA (2282) or 800-322-1390 for specific fare and ride information.

# BOB

*President & CEO,  
Lansing Economic  
Area Partnership*



CATA is an economic development tool for our region. It pulls employers and employees together. It's easy to forget that a lot of people don't have cars. CATA does a great job with its regular routes, connecting employers with

employees throughout our region. CATA also is key to attracting high-end, creative labor, as the New Economy workforce has high expectations for a well-functioning mass-transit system. And CATA delivers.

# YVONNE

*Database  
Administrator,  
State of Michigan*



I ride CATA when the weather's bad or I'm running late. Otherwise, I prefer the freedom of riding my bike. With CATA you can do both, as their buses have bike racks. CATA has impressed me for the 20-plus years I've lived in Lansing, but

recently they outdid themselves. Through the Clean Commute Options program, I was put in contact with CATA staff members who worked with me to determine if my new utility bicycle would safely fit the bike racks on the buses. Now that's customer service!

## CATA Service Area

CATA provides a variety of public transportation services in the Greater Lansing area. CATA's service areas include Ingham, Clinton and Eaton counties. We offer services to all of Ingham County and portions of Clinton and Eaton counties. The service area is defined by two zones.

**Zone 1** covers the CATA service area described above with the exception of most of Delta Township in Eaton County. Standard fares apply in this zone.

**Zone 2** covers most of Delta Township. Higher fares apply when boarding a CATA vehicle in this zone.

## 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**, **Santa Free Rides**, and **Bust the Bus** allow CATA to give back to customers and non-customers alike. CATA also participates in many community-sponsored events such as **Homeless Connect**, **Trick-or-Treat on the Square**, **First Fridays**, **Safety Patrol Picnic**, **East Lansing Art Festival**, **Be a Tourist in Your Own Town**, **Great Lakes Folk Festival**, **Silver Bells in the City** and area parades. CATA employees give generously to the **Capital Area United Way** campaign, deliver **Meals on Wheels** on their lunch hours and "adopt" **Operation Santa** families at a local elementary school, providing holiday gifts to children in need.

## MITCH

*President & CEO,  
Peckham Industries*



CATA has been a wonderful partner and a valuable community resource. Peckham understands the critical nature of public transportation in terms of community development and improved employment. Nearly 40 percent of our clients depend on public transportation to get to and from work. Spec-Tran service, in particular, allows many to achieve their work goals and live with greater independence and self-sufficiency.

## TING

*Intern,  
Hospitality Business*



I didn't have a car in my first two years here, and the bus was my main transportation. I took it everywhere. I still use it to get around. Where I live, we have lots of service and I take advantage of it. I always have a schedule with me. It not only saves money, but it also saves time. If I stay and go to graduate school at MSU, I'll probably continue to ride CATA.

### Redi-Ride

CATA's Redi-Ride is an advance-reservation, curb-to-curb service operating in four areas. **Mason and Williamston Redi-Rides** operate within each city's service area Monday through Friday, 6:30 a.m. to 6 p.m., and Saturday, 8:30 a.m. to 4 p.m. Service is usually available within 30 minutes of a customer's call.



**Meridian Redi-Ride** operates in Meridian township Monday through Saturday, 9 a.m. to 5 p.m. **Delhi**

**Redi-Ride** serves Delhi township Monday through Friday from 7 a.m. to 6 p.m. and Saturday from 9 a.m. to 5 p.m. 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, the Connectors offer regularly scheduled service Monday through Saturday. Buses make regular and requested stops along established routes. Deviations of up to one mile may be possible if the trip is arranged in advance. The **Mason Connector** travels between the Mason Meijer and the S. 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. Fares are the same as CRS.\*\* Call 517-394-CATA (2282) or 800-322-1390 for more information or to request a ride that deviates from the route.

### Shopping Bus

CATA provides regularly scheduled weekday service from area senior housing complexes to grocery stores and shopping centers. 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. Call 517-432-8888 and a small bus will arrive at your curb within 20 minutes. Rides are limited to campus locations. Fixed-route fares apply.\*

### Clean Commute Options

Clean Commute Options is a free program dedicated to improving air quality in the tri-county area. The program provides individuals traveling to or within Ingham, Eaton and Clinton counties with travel options that best fit their transportation needs. A free online commute-matching service – at [cleancommute.org](http://cleancommute.org) – provides to registrants a complete list of potential bus routes, carpool and vanpool matches, bike buddies, bicycle and walking route information. Visit @cleancommute on Facebook and Twitter for the latest updates. For an application or more information, call 517-393-RIDE (7433) or email [cleancommute@cata.org](mailto:cleancommute@cata.org).

## Fares

\***Fixed-Route Fares:** 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 cents. Children under 42 inches tall ride free. Customers boarding fixed-route service in Zone 2 (Delta Township segment of Route 3) pay a higher fare of \$2.50. The discounted Zone 2 fare rate is \$1.25. Unlimited ride discount cards and passes are also available at [cata.org](http://cata.org) and at area CATA pass vendor locations.

\*\***CRS Fares:** 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. Children under 42 inches tall ride free. 10-Ride Punch Passes are also available at [cata.org](http://cata.org) and at area CATA pass vendor locations.

## DOUG

*CEO, Capital Area  
Michigan Works!*



From an economic perspective, public transportation is incredibly important. The members of our business community rely on CATA's services to bring the workforce to them. CATA is an integral piece connecting the workforce and businesses to help the Greater Lansing region grow and thrive.

## MONA & CALI

*MSU Student  
accompanied  
by her  
Service Animal*



I use a guide horse, Cali. We've ridden lots of different transportation systems in other cities, and CATA's Spec-Tran service is so much more accommodating of my needs. I'm very particular about the transportation companies I use, and I really prefer CATA. Drivers are very considerate of us, and I cannot tell you how much I appreciate their "go with the flow" assistance.

## 2011–2012 CATA Board of Directors



**Peter Kuhnmuench**



**Joseph Sambaer**



**Patrick Cannon**

### BOARD OFFICERS

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City of Lansing

**Joseph Sambaer**  
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**Robin Lewis**



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City of Lansing

**Nathan Triplett**  
City of East Lansing

**Anne Wilson**  
City of Lansing



**Robert Swanson**



**Nathan Triplett**



**Anne Wilson**

### NON-VOTING REPRESENTATIVES

**Mark Grebner**  
Ingham County

**Michael Rice**  
Michigan State University



**Mark Grebner**



**Michael Rice**

## CATA Leadership



**Sandy Draggoo**  
CEO/Executive Director

**Debra Alexander**  
Assistant Executive  
Director

**Craig Allen**  
Director of  
Maintenance

**Laurie Robison**  
Director of  
Marketing

**Janice Kidd**  
Director of Finance

**Dwight D. Smith**  
Director of  
Operations

### Local Advisory Committee (LAC)

**Alphonse Swain**  
Chairperson

**Deb Wiese**  
Vice-Chairperson  
Michigan  
Rehabilitation  
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**Patrick Cannon**  
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CATA Board Member

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Representative

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**Laura Fortino**  
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Representative

**Paul Palmer**  
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Representative

**Alicia Paterni**  
Capital Area  
Michigan Works!

**Sandi Stevens**  
Foster Grandparents

**Mitch Tomlinson**  
Peckham Vocational  
Industries Inc.

**Brett VanDrie**  
Citizen  
Representative

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

#### OFFICERS

**Steven Soliz**  
President

**Randy Steinhauer**  
Vice-President

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

#### COMMITTEE PERSONS

**Donald Bean**

**Michael Cramer**

**Brian Gould**

**Alan Jordan**

**Greg Noble**

**David Stanfield**

## 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 16, 2012

9 a.m. – 11 a.m.

CATA Transportation Center (CTC)\*

1 p.m. – 3 p.m.

MSU-CTC\*\*

### Thursday, January 17, 2013

11 a.m. – 1 p.m.

CTC\*

### Wednesday, April 10, 2013

8 a.m. – 10 a.m.

CTC\*

### Monday, July 15, 2013

3 p.m. – 5 p.m.

CTC\*

\*CTC – 420 S. Grand Ave. in downtown Lansing

\*\*MSU-CTC – Shaw Parking Ramp 1

## 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

## Accessibility

- CATA vehicles and facilities are accessible to persons with disabilities.
- 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.org provides information in formats that meet federal accessibility guidelines and includes downloadable MP3 audio files of all schedules and service brochures.
- Large-print schedules and audio tapes are available upon request.
- Bus hailing kits are available for customers' use at bus stops served by multiple routes.

**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.

✂ Cut along dotted line and keep by your phone or computer

## CATA Resource Directory

### Customer Service Center & Fixed-Route Info:

CATA Transportation Center (CTC)  
420 S. Grand Avenue, Lansing 48933  
Mon-Fri: 7 a.m. – 7 p.m.  
Sat-Sun: 9 a.m. – 5 p.m.  
Ph: 517-394-1000  
Email: info@cata.org

### CATA Administrative Offices:

4615 Tranter Street, Lansing 48910  
Mon-Fri: 8 a.m. – 5 p.m.  
Ph: 517-394-1100 • Fax: 517-394-3733

### Spec-Tran: 517-394-CATA (2282)

Mon-Sun: 8 a.m. – 5 p.m.

### Rural Service Connectors Shopping Bus Redi-Rides

517-394-CATA (2282)  
or 800-322-1390  
Mon-Sat: 6:30 a.m. – 5 p.m.

### Lot Link: 517-432-8888

Mon-Fri: 7 p.m. – 2 a.m.  
Sat-Sun: 9 a.m. – 2 a.m.

### Night Owl: 517-432-8888

Mon-Fri: 2 a.m. – 7 a.m.  
Sat-Sun: 2 a.m. – 9 a.m.

### Rider Alerts: 517-367-7277 or cata.org, accessible 24/7

### Clean Commute Options:

cleancommute@cata.org  
517-393-RIDE (7433)  
Mon-Fri: 8 a.m. – 5 p.m.

### Website: cata.org

### Facebook: Facebook.com/rideCATA

### Twitter: Twitter.com/rideCATA

### Michigan Relay Center Voice TDD: 800-649-3777

