

CATA 2012 ANNUAL REPORT

OCTOBER 1, 2011–SEPTEMBER 30, 2012

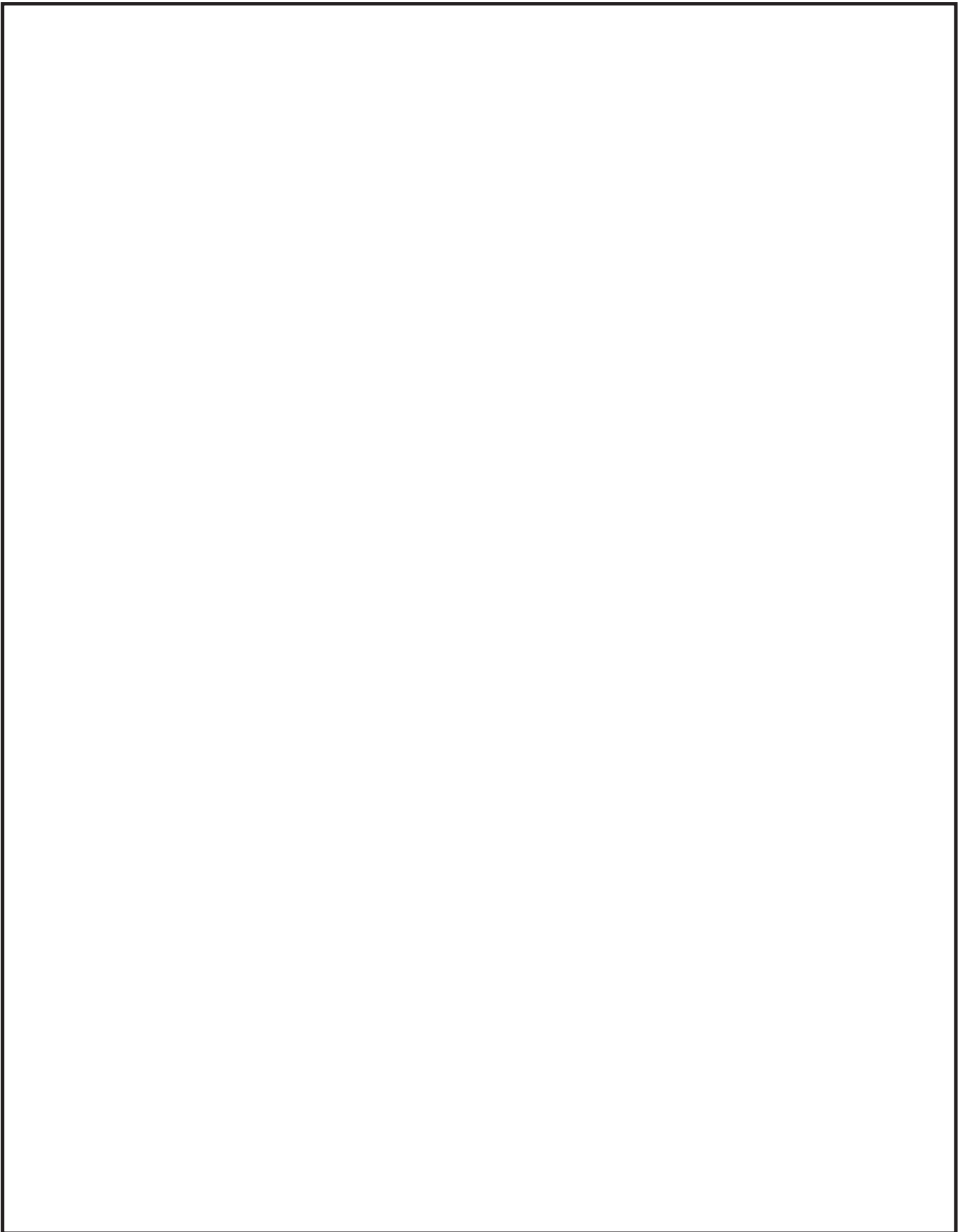


CATA

HONORING OUR PAST · CELEBRATING OUR FUTURE

40 YEARS

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.



FY 2012 CATA LEADERSHIP

OCTOBER 1, 2011–SEPTEMBER 30, 2012

2011/2012 CATA BOARD OF DIRECTORS AND CEO/EXECUTIVE DIRECTOR



Peter A. Kuhnmuench
Board Chair
City of Lansing



Joseph Sambaer
Vice Chair
Lansing Township



Patrick Cannon
Secretary-Treasurer
Meridian Township



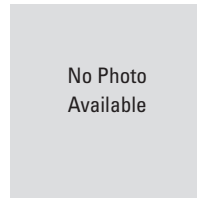
Sandra L. Draggoo
CEO/Executive Director



Douglas Lecato
Delhi Township



Robin Lewis
City of Lansing



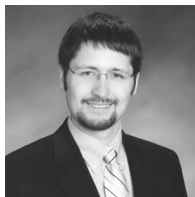
Thomas Maleck
Meridian Township



Ralph Monsma
City of East Lansing



Robert W. Swanson
City of Lansing



Nathan Triplett
City of East Lansing



Anne Wilson
City of Lansing



Mark Grebner
Ingham County
Non-Voting Representative



Michael A. Rice
Michigan State University
Non-Voting Representative

FY 2012 CATA LEADERSHIP

OCTOBER 1, 2011–SEPTEMBER 30, 2012

2011/2012 CATA EXECUTIVE STAFF

Sandra L. Draggoo
CEO/Executive Director

Debra Alexander
Assistant Executive Director

Craig Allen
Director of Maintenance

Janice Kidd
Director of Finance

Laurie Robison
Director of Marketing

Dwight D. Smith
Director of Operations

2011/2012 AMALGAMATED TRANSIT UNION #1039 LANSING, MI

Steven Soliz
President

Randy Steinhauer
Vice President

Kathleen M. Kelley
*Recording Secretary &
Financial Secretary*

Committee Persons

Donald Bean

Michael Cramer
(as of May 2012)

Brian Gould

Alan Jordan
(as of April 2012)

Greg Noble

David Stanfield

Natalie Stone
(through May 2012)

2011/2012 LOCAL ADVISORY COMMITTEE

Alphonse Swain
Chairperson
Equal Diversity

Deb Wiese
Vice Chairperson
Michigan Rehabilitation
Services

Patrick Cannon
LAC Liaison
CATA Board Member

Frank DeRose
Tri-County Office on Aging

Laura Fortino
(through June 2012)
Citizen Representative

Paul Palmer
Citizen Representative

Alicia Paterni
Capital Area Michigan Works!

Sandi Stevens
Foster Grandparents

Mitch Tomlinson
Peckham Vocational
Industries, Inc.

Brett VanDrie
Citizen Representative



CAPITAL AREA TRANSPORTATION AUTHORITY

Peter A. Kuhnmuench, Board Chair • **Sandra L. Draggoo**, CEO/Executive Director

March 2013

The past year marked CATA's 40th anniversary providing public transportation to the region. A lot has changed in 40 years! This 2012 Annual Report summarizes CATA's accomplishments and presents its audited financials. In addition, we include information about the various services CATA offers. We look forward to the challenges and opportunities yet to come ... and to another 40 years of service!

Thank you for being such great partners in our quest to deliver quality public transportation to everyone in our region.

Sincerely,

Peter A. Kuhnmuench
FY2012 Board Chair

Sandra L. Draggoo
CEO/Executive Director



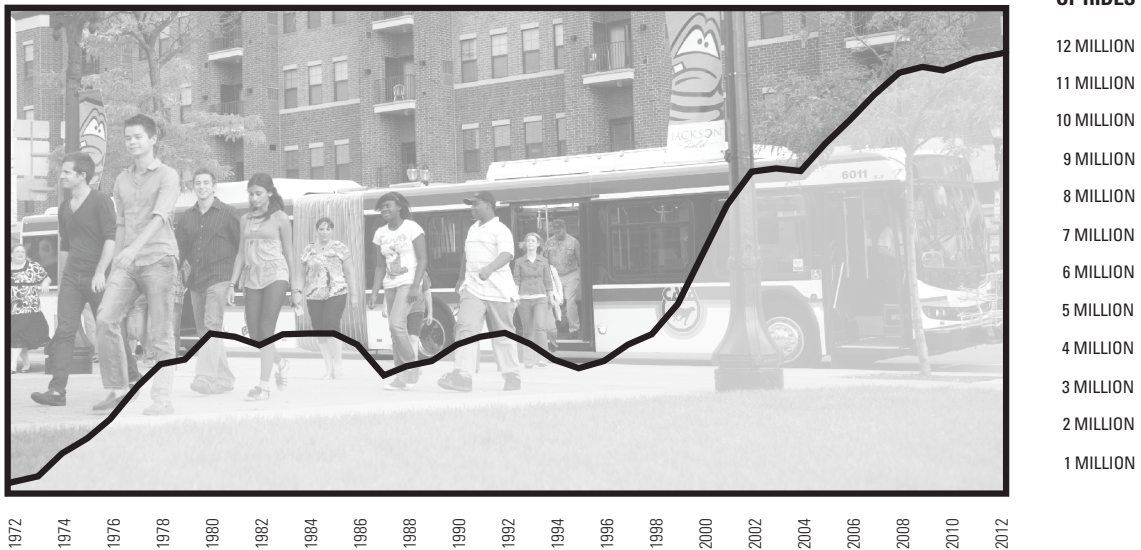
FY 2012 IN REVIEW

Greater Lansing's Transportation System Turns 40

2012 marked CATA's 40th anniversary as the area's public transportation provider. Throughout the year, CATA took time to remember those who contributed to our success. The Authority also hosted a well-attended employee appreciation event, held a public open house, celebrated the opening of an expanded facility and achieved record ridership. CATA's 40th anniversary was highlighted in several special events that honored the past and celebrated the future. Four decades of public service were represented at a rare reunion of retirees who gathered to reminisce about their careers with CATA. A ribbon-cutting ceremony marked the completion of the original storage expansion, and an open house showcased CATA's administrative and operational facilities, giving the public a glimpse at CATA's future.



11.86 MILLION RIDES FY12 – A NEW RECORD!



Ridership Trends Stay Strong

CATA's ongoing response to customer demand in fiscal 2012 translated to yet another banner ridership year. Passenger trips reached a new record high — 11,861,760 — surpassing last year's record by 40,000 rides. Growth in Paratransit services accounted for the primary gain in ridership as demand for curb-to-curb transportation continued to flourish with a 7 percent increase. Overall fixed-route ridership was relatively stable. Fiscal 2012 closed on a high note as CATA marked its third consecutive record-breaking year in ridership, paralleling the national trend for strong public transportation growth, and supporting economic recovery locally and throughout the country.

FY 2012 IN REVIEW

CATA Receives Grant for Multi-Modal Gateway Project

CATA submitted a competitive grant, in partnership with Michigan State University and the City of East Lansing. Last summer, the U.S. Department of Transportation awarded CATA a \$6.28 million grant for a new multi-modal station. The announcement was made during an outdoor press conference at the East Lansing Amtrak Station.



Funding will be used to replace the station, expand parking, provide boarding areas for intercity customers, and improve pedestrian and bike access. The project's total estimated cost comes to \$10.48 million, with matching funds provided by the Michigan Department of Transportation, and a long-term land lease of the property, valued at \$3.2 million, from MSU.

The Federal Transit Administration approved the project through fiscal 2012 Bus and Bus Facilities Program Livability Initiative funds. These long-awaited upgrades for the station include:

- Bus bays to accommodate intercity bus passengers
- Larger station, and interior and exterior passenger waiting areas
- Expanded parking to accommodate approximately 150 vehicles
- Improved site circulation

CATA is very excited to work in partnership with MSU, the City of East Lansing, and other community leaders to design and build this wonderful multi-modal landmark. The new facility is expected to be completed by late 2014.

Building Expansion Reflects Fleet Growth

CATA's directly operated fleet — the largest in its 40-year history — now has a storage facility to accommodate all of its vehicles. The expansion project, which started two years ago and cost nearly \$10 million, culminated with a ribbon-cutting ceremony and public open house in September 2012. Thanks to federal and state capital dollars, CATA was able to address its limited vehicle and facility storage issues. Storing vehicles in a secure environment decreases fuel consumption during startups and increases vehicle longevity.

- The original 60,000-square-foot area acquired in the late 1970s has doubled in size and is 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, and service vehicles.
- Eight commercial garage doors allow for lines of up to 18 large buses (40 feet in length) in preparation for early morning pullouts that start at 5 o'clock on weekdays.



FY 2012 IN REVIEW



First Fridays Spurs Community Pride

First Fridays celebrated its inaugural year in April 2012. Area businesses and patrons continue to explore the fun side of our community on the first Friday of each month.

The initiative was launched to spur economic development and showcase the Greater Lansing area while offering great deals and incentives to community residents and visitors. CATA is proud to support First Fridays by providing free transportation starting at 5:30 p.m. with the Entertainment Express and at 7:00 p.m. system-wide.

Throughout fiscal 2012, free fares were underwritten, in part, by the Team Lansing Foundation. Free fares invite non-riders to experience CATA and effectively build ridership.

New Buses and Equipment Possible through Grant Funding

Federal grant funding in excess of \$5 million was awarded to CATA in early fiscal 2012 for vehicle and equipment replacement. With a fleet of 208 buses and minivans, such funding allows for necessary vehicle replacements — repowering older buses, and rehabilitating CATA's oldest buses. New three-position bike racks earmarked for fixed-route buses replaced older and smaller racks to meet the growing demand for bicycles. Smaller racks will be placed on paratransit buses operating in the Redi-Ride service areas.

CATA Helps Raise Cultural Awareness

CATA's articulated buses were the catalyst for an unconventional means of poetic expression last year. The national initiative, Poetry In Motion®, celebrates poetry in public transportation systems via artistic displays in buses and subways. MSU's Residential College in the Arts and Humanities Center for Poetry collaborated with CATA to make Lansing/East Lansing the first cities in Michigan to join the national effort. A "moving reception" aboard a CATA bus in January introduced attendees to the program and excerpts of the published poetry. A series of poems, accompanied by original student-designed art, were reproduced on transit cards and displayed in a dozen buses through April 2012. The RCAH Center for Poetry plans to work with CATA to expand the Poetry In Motion program among even more CATA buses in spring 2013.

CATA SERVICES & PROGRAMS

Fixed-Route Service

Fixed-route service is what most people are familiar with — big buses traveling on regular routes at scheduled times throughout the Greater Lansing area. CATA operates 33 fixed routes, including campus bus service for Michigan State University, which runs 24/7 during the fall and spring terms. Steady demand for fixed-route service resulted in 11.4 million trips.

Entertainment Express

CATA's Entertainment Express is the trolley connection to the nightlife along the Michigan/Grand River Avenue corridor. Entertainment Express operates during the evenings and late nights, Thursday through Saturday, between the Lansing and East Lansing downtown districts. Entertainment Express bus stops, located near the corridor's entertainment venues and high-density residential areas, are marked by distinctive trolley bus stop signs along the route.

Entertainment Express continues to perform well six years after its inaugural cruise along the corridor. Three consecutive years of growth landed the service an impressive 31 percent increase, boosting ridership to yet another new record — 18,600 trips. Doubling service levels (beginning the latter part of fiscal 2011 through the First Fridays program and during Spartan Service periods) contributes to ridership growth.

Commuters Ride the Limiteds

During weekday mornings and afternoon rush hours, CATA offers commuter services between the southern and eastern regions of the service area and downtown Lansing. The Route 46 Mason Limited and the Route 48 Williamston/ Webberville Limited buses pick up customers in their respective communities and travel directly to downtown Lansing, making limited stops for a faster commute. The Route 41 Downtown Lansing/Meridian Mall Limited provides express service between the Meridian Mall and downtown Lansing.

Growth on each of the Limiteds resulted in a combined increase of 12 percent. Route 41, the strongest of the three services, accounted for the greatest increase at 16 percent and represented nearly half of the 46,000 trips generated by all three routes.

Spec-Tran

Spec-Tran is CATA's advance-reservation service for persons with disabilities who are unable to use fixed-route buses. Spec-Tran service offers small lift-equipped buses and low-floor vans. The service operates seven days a week and is partially funded by Ingham County. Customers are certified in accordance with ADA guidelines.

The fiscal year ended with a new ridership high for Spec-Tran — 360,000 trips — a 6 percent increase (21,800 rides) over last year.

CATA SERVICES & PROGRAMS

CATA Rural Service

This advance-reservation curb-to-curb service operates in the outlying areas of Ingham County. CRS can be used by the general public for any trip within the rural Ingham area. Rides are provided Monday through Friday. This service is funded by Ingham County. In fiscal 2012, 44,600 rides were provided on CRS.

Redi-Ride

Redi-Ride is a curb-to-curb advance-reservation service for the general public that operates within a defined jurisdictional area. There are four Redi-Ride services: Delhi Township, Meridian Township, Mason and Williamston. Rides are provided Monday through Saturday.

Ridership gains were realized across each of the four Redi-Ride services; an overall 14 percent increase compared to a year ago. In total, 60,500 rides were provided across the four services.

CATA Connector

Two CATA Connectors provide regularly scheduled small-bus service, connecting outlying Ingham County communities and the fixed-route system. No reservations are necessary. The service operates Monday through Saturday. The Mason Connector operates between the Mason Meijer and the South Pennsylvania Meijer via Cedar Street. The Williamston/Webberville Connector travels from Webberville through Williamston to the Meridian Mall via Grand River Avenue. Ingham County funds this service. It was a notable year for Connector Service as ridership closed at 19,800, attaining a significant 20 percent gain.

Shopping Bus

CATA provides regularly scheduled transportation between senior housing complexes, grocery stores and shopping centers. The Shopping Bus operates Monday through Friday, traveling to major shopping locations each week. Reservations are not required. This service is funded by a Michigan Department of Transportation grant. The number of trips taken by senior shoppers remained consistent aboard the Shopping Bus over the last two years. The fiscal year concluded with 10,400 rides attributed to the service — up 1 percent from 2011.

Lot Link & Night Owl

These general public advance-reservation services operate on the MSU campus during fall and spring semesters. Both services provide curb-to-curb transportation. The Lot Link travels between MSU's three main student parking lots and other campus locations. The Night Owl operates late at night and in the early morning when other CATA services are not running.

Significant growth in Lot Link ridership resulted in a 17 percent increase among the two services with a combined ridership of 14,800 in 2012.

CATA SERVICES & PROGRAMS

Accessibility

CATA vehicles and facilities are accessible to persons with disabilities. Service animals, such as guide dogs, are always welcome on CATA vehicles. Large fixed-route buses are equipped with audio systems that automatically announce major intersections and bus-boarding areas. Passengers waiting at bus stops hear route names and numbers when the bus arrives at the stop. The CATA website provides route schedules and service information in several accessible formats including MP3 files. Large-print and audio cassette tapes of all route schedules are available through CATA Customer Service. CATA bus-hailing kits are also available to customers. Kits contain route number cards designed to signal operators at bus stops served by more than one route.

Bike Racks and Lockers

CATA's large fixed-route buses and some small buses are equipped with free easy-to-use bike racks that accommodate two or three bicycles. 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.

CATA Transportation Center

The main boarding center for CATA is the CTC, located in downtown Lansing on Grand Avenue between Lenawee and Kalamazoo streets. This facility is the transfer point for half of CATA's fixed routes. To assist with trip planning, service information and bus pass sales, Customer Service Representatives are available at the CTC weekdays, 7:00 a.m. to 7:00 p.m., and weekends, 9:00 a.m. to 5:00 p.m. The Center also features Greyhound/Indian Trails operations, a security office, indoor seating, restrooms, maps and schedules, a coffee and snack shop, public telephones, change and vending machines and an ATM.

MSU-CATA Transportation Center

The MSU-CTC is the main boarding center for CATA bus routes on campus. CATA and MSU partnered to build this facility, located on the ground level of the parking ramp (Ramp 1) between North Shaw and South Shaw lanes. It is open 24/7 year-round and offers a number of amenities such as indoor seating, restrooms, maps and schedules, phone access to CATA Customer Service and the Ride Request Line, Sparty Convenience Store, ATM and vending machines.

CATA Clean Commute Options

CATA 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 — provides registrants with a complete list of potential bus routes, carpool and vanpool matches, bike buddies, bicycle and walking route information. Like [facebook.com/CleanCommute](https://www.facebook.com/CleanCommute) on Facebook and follow @CleanCommute via Twitter for the latest updates. Applications and additional information are available via email at cleancommute@cata.org or by calling (517) 393-RIDE (7433).

CATA SERVICES & PROGRAMS

cata.org and Trip Planner

CATA's website provides an extensive menu of detailed route maps and timetables, service and fare information, online bus pass purchasing, Rider Alerts, a fixed-route trip-planning program, CATA business opportunities, job openings and much more. The interactive Trip Planner utilizes customer input to produce a detailed transit travel plan that includes departure times, bus stop locations, total trip time and fare and transfer points.

Rider Alerts

CATA customers can receive current information regarding detours and service changes when they subscribe to Rider Alerts. By visiting cata.org, subscribers can register to obtain alerts via email and/or text message on routes that interest them. All notifications are published on CATA's website 24/7.

Facebook & Twitter

Social networking fans can stay connected to CATA and the public transportation industry via Facebook and Twitter. For the latest news about CATA, like us at facebook.com/rideCATA and follow us at twitter.com/rideCATA. You'll also want to check out CATA Clean Commute Options at facebook.com/CleanCommute and twitter.com/CleanCommute to stay current on local commuting issues and options for contributing to a cleaner environment.

Listening Sessions

Throughout the year, CATA hosts a series of informal one-on-one sessions to give customers an opportunity to share their thoughts and/or concerns with CATA representatives. Listening Session dates are displayed in all fixed-route buses and posted online at cata.org. Sessions are held at the CTC in downtown Lansing and at the MSU-CTC on the campus of MSU.

Community Pride

Throughout the year, CATA responds to opportunities to better serve area citizens. CATA programs such as **Santa Free Rides, New Year's Eve Safe Ride Home, Free Rides on Election Day, Bust the Bus** and the **Community Health Fair** allow CATA to give back to customers and non-customers alike. CATA also participates in community-sponsored events such as **Be a Tourist in Your Own Town, Silver Bells in the City, Community Connect, Trick-or-Treat on the Square, the Safety Council Patrol Picnic, East Lansing Art Festival, Greater Lansing Folk Festival** and **area parades**. CATA employees give generously to the **Capital Area United Way** campaign, deliver **Meals-on-Wheels** on their lunch hour and "adopt" **Operation Santa** families at a local elementary school to provide holiday gifts to those in need.

***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.*

CAPITAL AREA TRANSPORTATION AUTHORITY

STATEMENT OF NET ASSETS

Year ended September 30

ASSETS	<u>2012</u>	<u>2011</u>
CURRENT ASSETS:		
Cash	\$ 824,113	\$ 637,384
Investments	28,066,109	25,746,811
Accounts receivable	1,593,485	2,285,244
Due from government	4,821,021	6,448,459
Inventory	1,116,963	1,211,204
Prepaid expenses	<u>839,032</u>	<u>608,724</u>
TOTAL CURRENT ASSETS	37,260,723	36,937,826
CAPITAL ASSETS – net of depreciation	<u>48,114,804</u>	<u>43,810,669</u>
TOTAL ASSETS	<u>\$ 85,375,527</u>	<u>\$ 80,748,495</u>
LIABILITIES		
CURRENT LIABILITIES:		
Accounts payable	\$ 1,567,362	\$ 2,815,818
Accrued payroll	346,773	267,802
Accrued interest	14,917	29,286
Accrued vacation, incentive and sick pay	1,047,769	1,033,063
Current portion of capital lease obligations	938,426	903,940
Reserve for workers' compensation claims	131,581	63,502
Reserve for health insurance costs	584,086	571,012
Other current liabilities	<u>160,279</u>	<u>347,396</u>
TOTAL CURRENT LIABILITIES	4,791,193	6,031,819
LONG-TERM LIABILITIES:		
Capital lease obligations, net	0	938,426
Accrued severance pay	104,529	105,387
Other post-retirement benefits	2,063,715	1,179,877
TOTAL LONG-TERM LIABILITIES	2,168,244	2,223,690
TOTAL LIABILITIES	6,959,437	8,255,509
NET ASSETS		
Invested in capital assets, net of related debt	47,176,378	41,968,303
Unrestricted	<u>31,239,712</u>	<u>30,524,683</u>
TOTAL NET ASSETS	<u>\$ 78,416,090</u>	<u>\$ 72,492,986</u>

CAPITAL AREA TRANSPORTATION AUTHORITY STATEMENTS OF REVENUES, EXPENSES & CHANGES IN NET ASSETS

	Year ended September 30	
	<u>2012</u>	<u>2011</u>
OPERATING REVENUES	\$ 8,472,364	\$ 7,943,569
OPERATING EXPENSES	<u>48,351,528</u>	<u>44,663,765</u>
Operating loss	(39,879,164)	(36,720,196)
NON-OPERATING REVENUES	<u>33,454,757</u>	<u>33,041,484</u>
Net income (loss) before capital contributions	(6,424,407)	(3,678,712)
CAPITAL CONTRIBUTIONS – GRANTS	<u>12,347,511</u>	<u>9,303,326</u>
Change in net assets	5,923,104	5,624,614
NET ASSETS, BEGINNING OF YEAR	<u>72,492,986</u>	<u>66,868,372</u>
NET ASSETS, END OF YEAR	<u><u>\$ 78,416,090</u></u>	<u><u>\$ 72,492,986</u></u>

CAPITAL AREA TRANSPORTATION AUTHORITY

RESOURCE DIRECTORY

Fixed-Route Service Information & Bus Pass Sales

(517) 394-1000 or cata.org

Walk-up Customer Service Assistance

CATA Transportation Center
420 S. Grand Avenue, Lansing
Weekdays: 7:00 a.m.–7:00 p.m.
Weekends: 9:00 a.m.–5:00 p.m.

Michigan Relay Center Voice TDD

(800) 649-3777

CATA Administrative Offices

4615 Tranter Street, Lansing
(517) 394-1100

Rider Alert Line

(517) 367-7277 or 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

cata.org
cleancommute.org

Email

info@cata.org
cleancommute@cata.org

Facebook

facebook.com/rideCATA
facebook.com/CleanCommute

Twitter

twitter.com/rideCATA
twitter.com/CleanCommute

YouTube

youtube.com/CleanCommute



CAPITAL AREA TRANSPORTATION AUTHORITY

4615 Tranter Street • Lansing, Michigan 48910 • info@cata.org • cata.org

Customer Service: (517) 394-1000 • Administrative Offices: (517) 394-1100 • Fax: (517) 394-3733