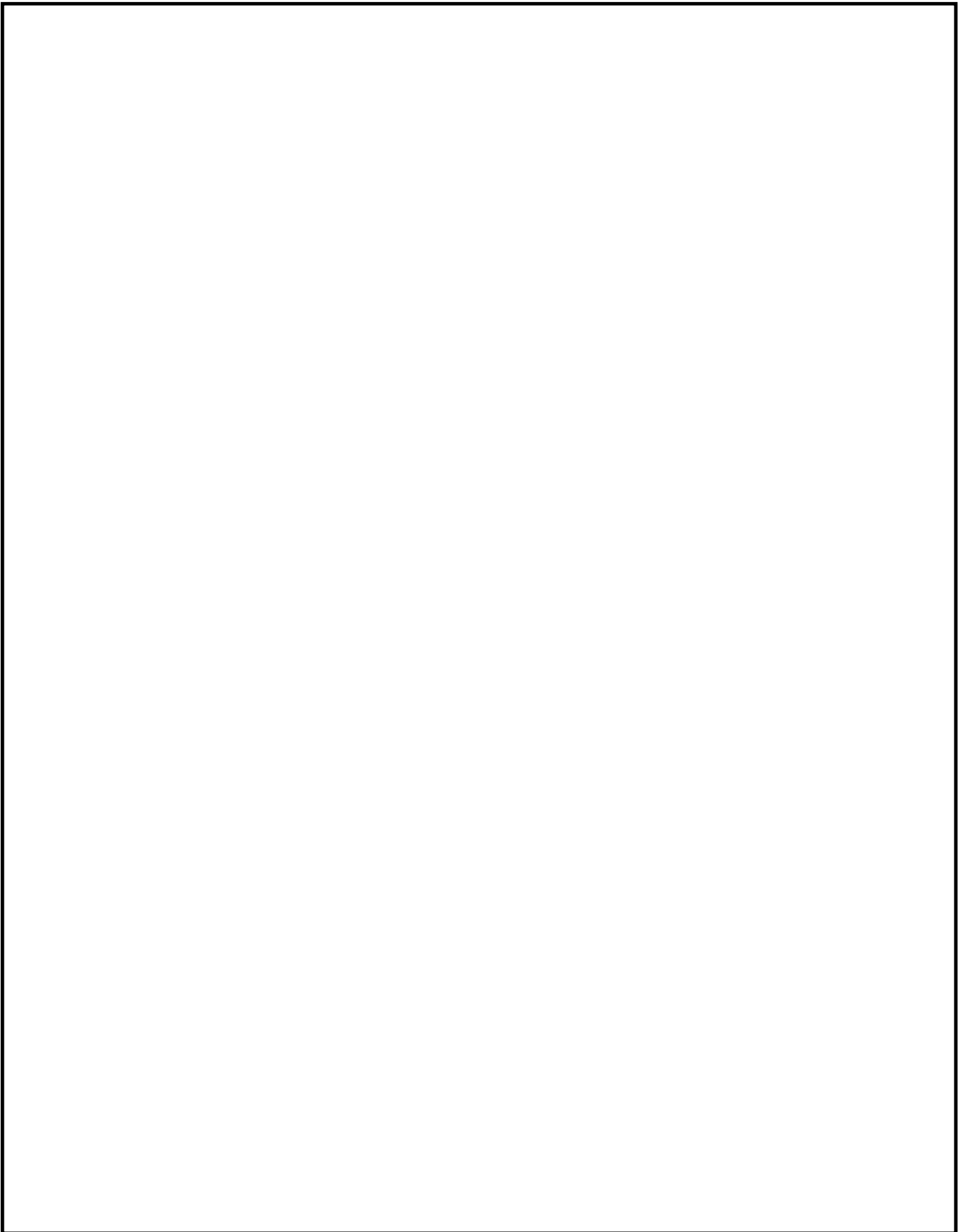


CATA 2013 ANNUAL REPORT

OCTOBER 1, 2012–SEPTEMBER 30, 2013



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 2013 CATA LEADERSHIP

OCTOBER 1, 2012–SEPTEMBER 30, 2013

2012/2013 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



Julie Brixie
Meridian Township
(as of Jan. 2013)



Douglas Lecato
Delhi Township



Robin Lewis
City of Lansing



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



John Prush
Michigan State University
Non-Voting Representative
(as of Jan. 2013)



Michael A. Rice
Michigan State University
Non-Voting Representative
(through Dec. 2012)

NOT PICTURED: Thomas Maleck, Meridian Township *(through Nov. 2012)*



CAPITAL AREA TRANSPORTATION AUTHORITY

Joseph D. Sambaer, Board Chair • **Sandra L. Draggoo**, CEO/Executive Director

March 2014

With the approval of CATA's Board of Directors, we present the fiscal 2013 Annual Report for your reference.

Fiscal 2013 has proven to be a productive year for CATA! Along with sustaining a robust ridership base, we have been diligent in managing a number of regional public transportation projects that will benefit not only our customers but the community at large in the not-too-distant future. These endeavors, featured in this report, will contribute to our economic development. We are proud to be spearheading this progress.

Enhancements to our services and fleet further our ongoing commitment to align ourselves with opportunities that contribute to the betterment of our customers and the community. We are grateful for these opportunities and remain respectful of our obligations to the region.

Sincerely,

Joseph Sambaer
FY2014 Board Chair

Sandra L. Draggoo
CEO/Executive Director



FY 2013 CATA LEADERSHIP
OCTOBER 1, 2012–SEPTEMBER 30, 2013

**2012/2013 CATA
EXECUTIVE STAFF**

Sandra L. Draggoo
CEO/Executive Director

Debbie Alexander
Assistant Executive Director

Craig Allen
Co-Director of Maintenance

Greg Barowski
*Co-Director of Maintenance
(as of Aug. 2013)*

Janice Kidd
Director of Finance

Laurie Robison
Director of Marketing

Dwight D. Smith
Director of Operations

**2012/2013 AMALGAMATED
TRANSIT UNION (ATU) #1039
LANSING, MI**

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

**2012/2013
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
(through June 2013)

Felix Fliss
Tri-County Office on Aging
(as of Sept. 2013)

Suzanne Love
Citizen Representative

Paul Palmer
Citizen Representative

Alicia Paterni
Citizen Representative

Sandi Stevens
Citizen Representative

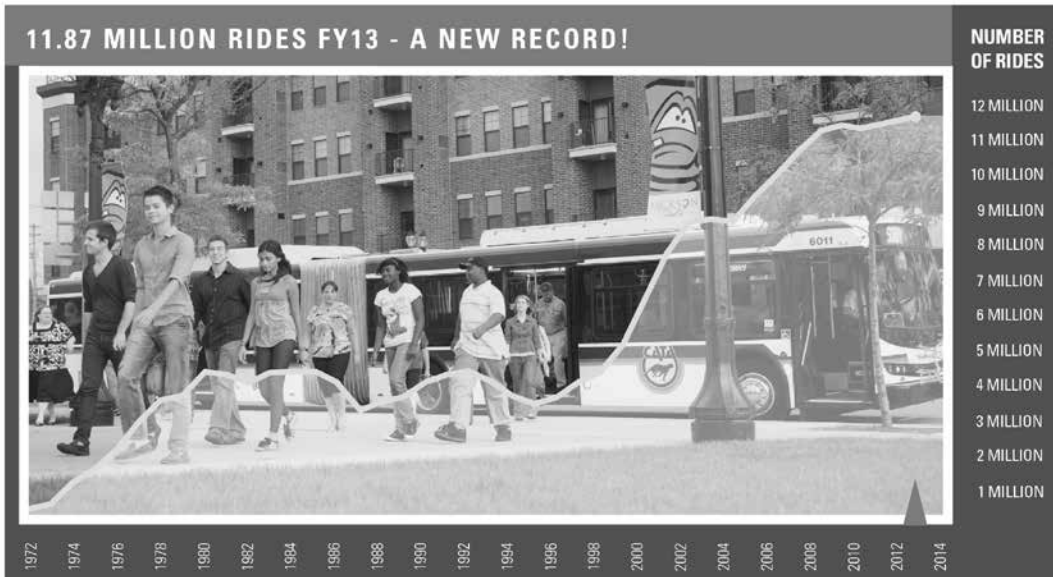
Mitch Tomlinson
Peckham Vocational
Industries, Inc.

Brett VanDrie
Citizen Representative

FY 2013 IN REVIEW

Passenger Trips Reflect Stable Demand

As national and local economic indicators continued to portray a rebounding economy, CATA's annual ridership sustained yet another record year, peaking at 11,868,864 passenger trips—a 42-year high. While overall growth has softened in the last two years, a slight gain in CATA's fixed-route service accounted for the additional 7,100 rides realized in FY2013. Ridership among paratransit services remained relatively consistent compared to year-ago. Following the robust gains realized between 2000 and 2008, CATA has been successful in retaining and increasing historic ridership levels. In the last 10 years, CATA's total passenger rides have grown by 3.1 million trips—a 35 percent progression.



BRT Moves Closer to Reality

A multi modal transportation system emerging along the area's most traversed corridor moved closer to becoming a reality in fiscal 2013. The Michigan/Grand River Avenue Bus Rapid Transit endeavor, four years in development, addresses transportation concerns along the 8-mile stretch of roadway between the Capitol building and Meridian Mall. BRT—high-capacity buses operating like a light-rail system in dedicated center-running bus lanes—was selected as the Locally Preferred Alternative in 2011. As the facilitator of the project, CATA moved forward to secure Federal Transit Administration approval while building shareholder and community support. In April 2013, CATA received FTA approval to advance to Project Development. The green light enabled CATA to proceed with an environmental assessment as well as engineering and design considerations. A series of public meetings will inspire collaborative planning sessions that encourage insightful dialogue among residents and stakeholders for input in design planning. Results will aid in obtaining FTA ratings and position the BRT for future federal funding.

The BRT would serve 28 stations along the corridor, allowing CATA to offer faster travel between downtown Lansing and Meridian Township, fewer stops, advanced traffic signal technology and improved boarding efficiencies, which will contribute to the area's economic development. Similar BRT systems have been effective catalysts in spurring economic development within corridor regions. Follow the progress of the project's development at cata-brt.org.

FY 2013 IN REVIEW

Multi Modal Gateway Planning Underway

An open house hosted by CATA last spring inspired public comment on facility design, accessibility and services in conjunction with the redevelopment of the current East Lansing Amtrak Station. The information-gathering phase was spurred by a \$6.28 million U.S. Department of Transportation grant earmarked for the new Capital Area Multi Modal Gateway, operated by CATA—the transportation gateway to Michigan’s capital city region. In partnership with MSU and the City of



Coming soon!

CAPITAL AREA MULTI MODAL GATEWAY
OPERATED BY CATA

East Lansing, CATA will oversee the \$10.5 million project. Matching dollars from the Michigan Department of Transportation and a land lease of the property from MSU comprise the balance of the funding. The Multi Modal Gateway will address capacity issues with expanded parking and a new passenger station. Added amenities will vastly improve bike, pedestrian and intercity bus service access and enhance boarding accommodations. Fiscal 2013 planning focused on demolition and temporary facility logistics. Groundbreaking is planned for the summer of 2014 with the grand opening slated for 2015.

Superhero Antics Tout Benefits of Public Transportation



To raise awareness of the benefits of public transportation as a viable, affordable and sustainable option, and to inject CATA’s public image with personality and humor, a new ridership campaign full of heroic antics debuted in

fiscal 2013. CATAMAN, an animated superhero, reinforces a strong image of public transportation among riders and nonriders alike. His bold appearance has elicited positive reactions both locally and nationally. The campaign’s message reminds our community that CATA is “saving your day, one ride at a time.”

Race Raises Awareness of Air Quality

Area residents supportive of improving air quality turned out for CATA’s Clean Commute Options (CCO) inaugural Clean Commute 5K walk/run this past spring. The event, held at Ingham County’s Hawk Island Park, kicked off Ozone Action Season which runs May through September.

The race helped raise awareness of clean air initiatives and highlighted local organizations supportive of the program.



Proceeds benefited the Mid-Michigan Asthma Coalition. CCO will sponsor a duathlon in September 2014, combining walking/running with biking to call attention to clean commuting options.

FY 2013 IN REVIEW

Vehicle Advancements Improve Riders' Experience

Ongoing advancements in CATA's fleet continued to improve the quality of the ride for both passengers and operators.

New vehicle acquisitions added 10 40-foot hybrids and 16 diesel small buses to the fleet this past year. All 26 vehicles replaced existing buses, reducing the overall age of the fleet. With these additions, hybrids represented nearly 40 percent of CATA's large bus fleet and contributed to our ongoing clean air initiatives, fuel efficiencies, noise reduction efforts and smoother performance goals. The process of replacing buses with hybrids continues in 2014 with additional acquisitions in the works.

CATA was the first transportation agency in the state to treat its fleet with Surface Aide, an antimicrobial product that helps guard against the transmission of common germs. The treatment adheres to the vehicle's interior surfaces and forms an invisible shield, much like hand sanitizers do, to act as a barrier to bacteria. The application is invisible, odorless, non-toxic and environmentally friendly, minimizing the presence of microbes over an extended period.

With advancements in our automatic vehicle location system and GPS technology, we moved forward in developing CATAnow, which gives customers access to real-time next-bus information. Inquiries can soon be made via text, email or CATA's website simply by referencing a bus stop number.

Funding for an upgraded radio communications system acquired in 2013 will allow for improved communications between bus operators and our Operations Center in 2014.

Expect the Unexpected with CATA Acts of Culture

The local arts are comprised of many talented individuals who add dimension to our region's culture. CATA



believes in the potential of the arts to engage residents and bring the community together. To promote this belief, CATA Acts of Culture was launched last summer with a spontaneous performance by the Indian Dance Troupe of Okemos at the CATA Transportation Center. As a unique platform for showcasing the arts, Acts of Culture performances are intended to make people think, smile, dance, grab their cameras and interact. People from diverse walks of life who are connected through public transportation can share an experience that helps make the Greater Lansing community a more vibrant place to live. Already, various dance, musical and vocal performances have popped up across town to immerse our customers and the community in the arts. Look for more Acts of Culture in 2014.

CATA SERVICES & PROGRAMS

Fixed-Route Service

Fixed-route service is what most people are familiar with—big buses traveling regular routes at scheduled times throughout the Greater Lansing area. CATA operates 32 fixed routes, including campus bus service for Michigan State University, which runs 24/7 during the fall and spring terms.

Overall demand for fixed-route service remained relatively constant, resulting in 11.36 million rides—up slightly from 11.35 million trips a year ago. Increases were realized across nearly half of CATA's routes.

Entertainment Express

CATA's Entertainment Express is the trolley connection to the nightlife along the Michigan Avenue/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 continued to be a valued late night service along the corridor. The trolleys accounted for 15,500 trips in fiscal 2013. Free rides on the first Friday of each month (First Fridays) gave entertainment seekers the opportunity to experience public transportation in vintage style at no charge.

Commuters Ride the Limiteds

During weekday morning 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 Route 48 Williamston/ Webberville Limited buses pick up customers in their respective communities and travel directly to downtown Lansing, making fewer stops along the way to ensure a faster commute. The Route 41 Downtown Lansing/Meridian Mall Limited provided express service between the Meridian Mall and downtown Lansing until August 2013 when the service concluded.

Together, these routes operated 10 trips per day and represented 38,400 rides. In August, the ridership on Route 41 was absorbed by Route 1 Downtown Lansing/Meridian Mall.

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 the ADA.

CATA's demand-response service delivered 360,700 Spec-Tran trips at the conclusion of the fiscal year, setting a new record high.

CATA SERVICES & PROGRAMS

CATA Rural Service (CRS)

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. Requests for transportation to and from rural areas increased by 7 percent, climbing to 47,800 rides for the year.

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.

In total, the four Redi-Rides account for the second largest percentage of paratransit services, second only to Spec-Tran. In fiscal 2013, ridership peaked at 58,900 trips.

CATA Connector

CATA Connectors provide regularly scheduled small-bus service, connecting outlying Ingham County communities and Lansing. 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.

The Connectors sustained last year's substantial growth and increased ridership by an additional 200 trips to conclude the year with 20,000 passenger rides.

Shopping Bus

CATA provides regularly scheduled transportation between area 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.

Senior shoppers remained relatively consistent in their use of the Shopping Bus for the third consecutive year. Ridership reached 10,100, dropping just slightly from last year's total.

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. The two campus services combined provided 12,800 rides over fiscal 2013.

CATA SERVICES & PROGRAMS

Accessibility

CATA vehicles and facilities are accessible to persons with disabilities. All buses are equipped with wheelchair ramps or lifts. Service animals, such as guide dogs, are always welcome on CATA vehicles. Large fixed-route buses have automated audio systems that announce major intersections and bus-boarding areas. Passengers waiting at bus stops hear route names and numbers announced 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 schedules are also available through Customer Service. CATA bus-hailing kits, designed for customers to signal operators at bus stops served by more than one route, are available upon request. The kits contain individual cards displaying each of CATA's route numbers.

Bike Racks and Lockers

CATA's large fixed-route buses and some high seating capacity small buses are equipped with free, easy-to-use bike racks that accommodate up to three bicycles. Bike lockers are also available for rent at the CATA Transportation Center in downtown Lansing.

MSU-CATA Transportation Center

The MSU-CTC is the main boarding center for CATA bus routes serving 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 Transportation Center

The main boarding center for CATA, the CTC, is 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 on weekdays, 7 a.m. to 7 p.m., and weekends, 9 a.m. to 5 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.

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 options that best fit their transportation needs. A free online commute-matching service—accessible at cleancommute.org—provides registrants with a complete list of potential bus routes, carpool and vanpool matches, bike buddies, and information about pedestrian and bicycle-friendly routes. Like us at facebook.com/cleancommute and follow twitter.com/cleancommute for the latest updates. Applications and additional information are available via email at cleancommute@cata.org or by calling 517-393-RIDE (7433).

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.

CATA SERVICES & PROGRAMS

cata.org and Trip Planner

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

Facebook & Twitter

Social networking fans can stay connected to CATA and the public transportation industry via Facebook and Twitter. Find out about CATA's latest news and events by liking us on facebook.com/rideCATA and following 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, Compassionate Feast, Fifth Third Financial Empowerment Fair** 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 POSITION

Year ended September 30

ASSETS	<u>2013</u>	<u>2012</u>
CURRENT ASSETS:		
Cash and cash equivalents	\$ 2,580,414	\$ 824,113
Investments	32,379,589	28,066,109
Accounts receivable	1,662,545	1,792,485
Due from government	1,392,595	4,622,021
Inventories	933,947	1,116,963
Prepaid expenses	<u>650,168</u>	<u>660,301</u>
TOTAL CURRENT ASSETS	39,599,258	37,081,992
NONCURRENT CAPITAL ASSETS – net of depreciation	<u>50,336,730</u>	<u>48,114,804</u>
TOTAL ASSETS	<u>\$ 89,935,988</u>	<u>\$ 85,196,796</u>
LIABILITIES		
CURRENT LIABILITIES:		
Accounts payable	\$ 3,419,109	\$ 1,388,631
Accrued payroll	357,577	346,773
Accrued interest	0	14,917
Accrued vacation, incentive and sick pay	877,073	1,047,769
Current portion of capital lease obligations	0	938,426
Other current liabilities	30,495	148,279
Reserve for workers' compensation claims	181,657	131,581
Reserve for health insurance costs	396,099	584,086
Unearned revenue	<u>0</u>	<u>12,000</u>
TOTAL CURRENT LIABILITIES	<u>5,262,010</u>	<u>4,612,462</u>
LONG-TERM LIABILITIES:		
Post-retirement benefit obligation	3,275,761	2,063,715
Accrued severance pay	107,534	104,529
TOTAL LONG-TERM LIABILITIES	<u>3,383,295</u>	<u>2,168,244</u>
TOTAL LIABILITIES	<u>8,645,305</u>	<u>6,780,706</u>
NET POSITION		
Net investment in capital assets	50,336,730	47,176,378
Unrestricted	<u>30,953,953</u>	<u>31,239,712</u>
TOTAL NET POSITION	<u>\$ 81,290,683</u>	<u>\$ 78,416,090</u>

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

	Year ended September 30	
	<u>2013</u>	<u>2012</u>
OPERATING REVENUES	7,736,305	8,472,364
OPERATING EXPENSES	<u>48,159,588</u>	<u>48,351,528</u>
Operating loss	(40,423,283)	(39,879,164)
NONOPERATING REVENUES (expenses)	<u>33,569,966</u>	<u>33,454,757</u>
Net loss before capital contributions	(6,853,317)	(6,424,407)
CAPITAL CONTRIBUTIONS - GRANTS	<u>9,727,910</u>	<u>12,347,511</u>
Change in net position	2,874,593	5,923,104
NET POSITION, BEGINNING OF YEAR	<u>78,416,090</u>	<u>72,492,986</u>
NET POSITION, END OF YEAR	<u><u>81,290,683</u></u>	<u><u>78,416,090</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