



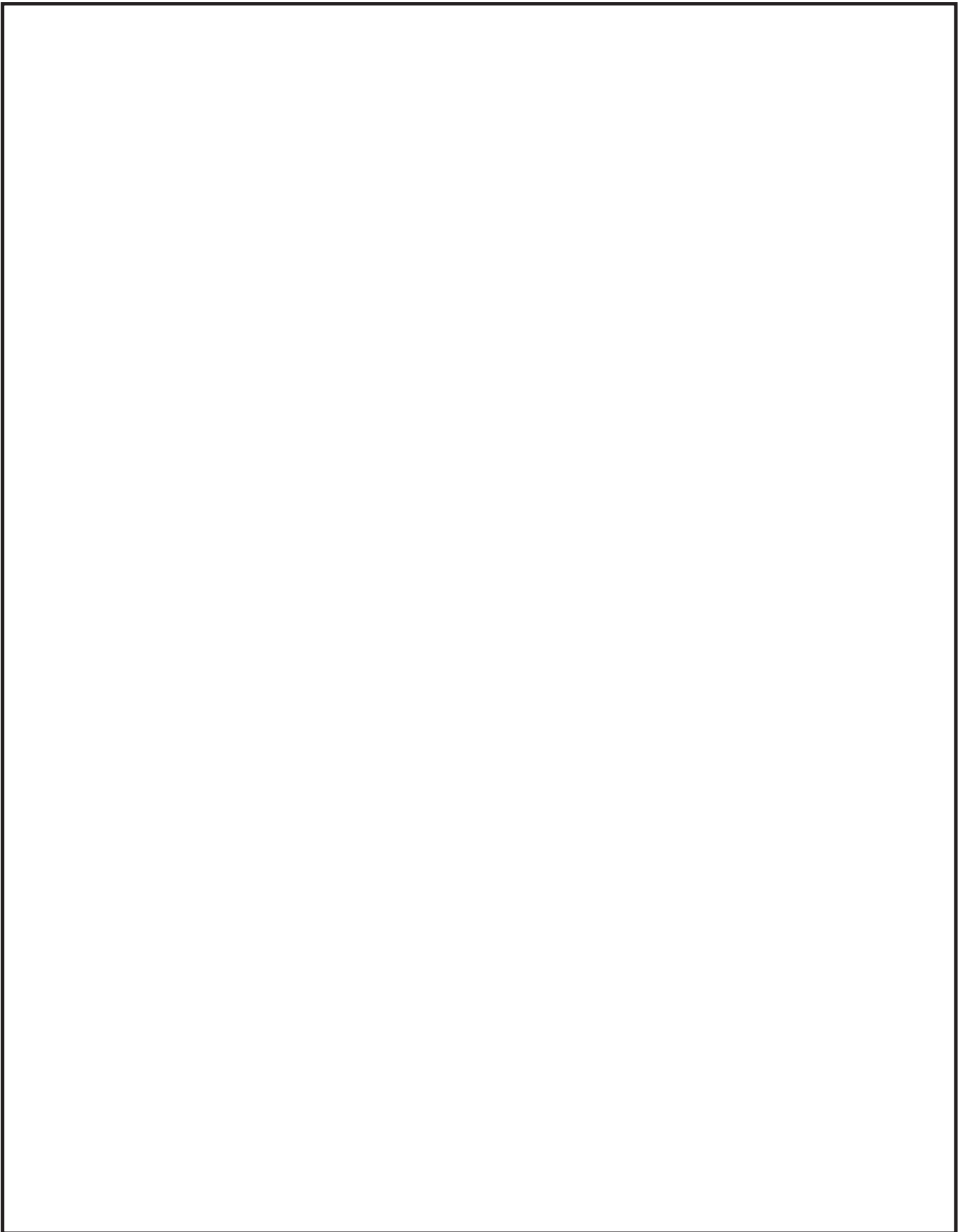
Approved by the CATA Board of Directors-April 19, 2017

CATA

**DRIVES JOBS
DRIVES ECONOMY
DRIVES COMMUNITY
DRIVES YOU**

2016 ANNUAL REPORT

OCTOBER 1, 2015 – SEPTEMBER 30, 2016



FY 2016 CATA LEADERSHIP

OCTOBER 1, 2015 – SEPTEMBER 30, 2016

2015/2016 CATA BOARD OF DIRECTORS AND CEO/EXECUTIVE DIRECTOR



Robert W. Swanson
City of Lansing
Board Chair
(as of August 2016)
Vice-Chair
(through July 2016)



Patrick Cannon
Meridian Township
Board Chair
(through July 2016)



Douglas Lecato
Delhi Township
Vice-Chair
(as of August 2016)
Secretary-Treasurer
(through July 2016)



Nathan Triplett
City of East Lansing
Secretary-Treasurer
(as of September 2016)



Sandra L. Draggoo
CEO/Executive Director



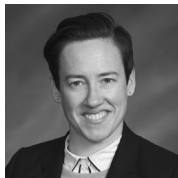
Julie Brixie
Meridian Township



Peter A. Kuhnmuench
City of Lansing



Robin Lewis
City of Lansing



Rory Neuner
City of East Lansing



Donna Rose
Meridian Township
(as of September 2016)



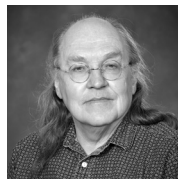
Joseph Sambaer
Lansing Township



Anne Wilson
City of Lansing



Sarah Anthony
Ingham County
Non-Voting Representative
(as of March 2016)



Mark Grebner
Ingham County
Non-Voting Representative
(through February 2016)



John Prush
Michigan State University
Non-Voting Representative



CAPITAL AREA TRANSPORTATION AUTHORITY

Robert W. Swanson, Board Chair • **Sandra L. Draggoo**, CEO/Executive Director

March 2017

Each year CATA's unwavering commitment to provide quality transportation services challenges us to do our very best in meeting the dynamic needs of our region. Ever-changing technological advancements increasingly influence how we communicate, conduct business and travel to our daily destinations. The various economic factors affecting business inevitably impact our annual ridership, funding and our level of responsiveness when ambitiously planning for the future of our community.

Not surprisingly, we prospered again in fiscal 2016 as we aggressively launched new technology, proudly opened a regional multimodal facility, painstakingly collaborated on solutions for the advancement of the Michigan Avenue/Grand River Avenue corridor and happily supported our community with our employees' talents, treasures and time. Please take a moment to read about these and other endeavors in the pages that follow.

We look forward to the challenges and rewards that await us in fiscal 2017. Each opportunity is incentive to work even harder, more efficiently, more collaboratively and for the betterment of our flourishing community. This gives us great motivation to continue our commitment to every rider and non-rider in the region, because CATA drives jobs, economy, community and you!

Sincerely,

Robert W. Swanson
Board Chair

Sandra L. 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.



FY 2016 CATA LEADERSHIP
OCTOBER 1, 2015 – SEPTEMBER 30, 2016

**2015/2016 CATA
EXECUTIVE STAFF**

Sandra L. Draggoo
CEO/Executive Director

Debbie Alexander
Assistant Executive Director

Andrew Brieschke
Director of Operations

Steve Lewis
Director of Maintenance

Laurie Robison
Director of Marketing

Joe St. Angelo
Director of Finance
(as of September 2016)

Erik Lindquist
Director of Finance
(through February 2016)

**2015/2016 AMALGAMATED
TRANSIT UNION LOCAL #1039
LANSING, MI**

OFFICERS

President

Kathleen M. Kelley
(as of April 2016)

David Stanfield
(February-March 2016)

Steven Soliz
(through January 2016)

Vice President

Michael Beech
(as of February 2016)

David Stanfield
(through January 2016)

**Recording Secretary &
Financial Secretary**

Kim Thomson
(as of April 2016)

Kathleen M. Kelley
(through March 2016)

COMMITTEE PERSONS

Donald Bean, Jr.

Michael Beech
(through January 2016)

Michael Cramer

Kate Gardner
(as of July 2016)

Brian Gould

Greg Mayes
(as of September 2016)

Randy Steinhauer
(through July 2016)

Kelly Wojak

**2015/2016
LOCAL ADVISORY
COMMITTEE**

Deb Wiese
Chairperson

Sandi Stevens
Vice-Chairperson

Doug Lecato
LAC Liaison

Lille Mae Flannery

Felix Fliss

George Hanley

JJ Jackson

Suzanne Love
(through April 2016)

Diana Paiz Engle

Paul Palmer

Mindy Rudolph

Mitch Tomlinson

Brett VanDrie

Teresa Weaver
(as of August 2016)

FY 2016 IN REVIEW

Gateway Brings New Vitality to the Region



The region embraced a significant milestone in centralizing public transportation options with the opening of the Capital Area Multimodal Gateway in November 2015. The new state-of-the-art station, which borders the western portion of Michigan State University, is served by intercity and local buses, rail and taxi services that provide seamless transportation across the state and beyond.

In the first year of operation, an estimated 128,000-plus bus and rail trips originated or concluded at the Gateway. Passengers of Greyhound, Indian Trails, Megabus, Amtrak and CATA Routes 20, 35 and 39 experienced the newly designed conveniences of outdoor boardings and indoor amenities, raising the bar for regional access to public transportation. The Gateway hosts the busiest of the 11 Amtrak Blue Water Line stations located along the sprawling 319-mile route, which runs between Port Huron, Mich., and Chicago, Ill. Along with the conveniences of 24/7 indoor waiting areas, staffed ticket and information stations, enhanced drop-off and boarding areas, travelers enjoy ample parking adjacent to the station. The pay-by-plate lot has space for 150 vehicles and is monitored by MSU Police.

A grand opening this past fall showcased the contemporary facility and celebrated the vitality the hub brings to the region. Funding for the project was provided by a \$6.28 million grant from the U.S. Department of Transportation, a \$566,000 grant from the Michigan Department of Transportation and a land lease from Michigan State University.

FY 2016 IN REVIEW

Redesigned Website Improves Mobile Experience

CATA first registered the cata.org domain in April 1996. The original website included informational material like bus maps, phone numbers and fare information. Over the last 20 years, the site has continually been updated to incorporate new features and functions. Today, cata.org includes trip planning, rider alerts, an online pass store and much more.

In April 2016, CATA restructured the website to follow responsive web design standards. Responsive websites adapt to all platforms, screen sizes and screen orientations enhancing customers' experience. The driving factor for this decision was the volume of mobile traffic recorded at cata.org. Website analytics revealed that over 60 percent of the site's traffic was from mobile devices. More concerning was a high bounce rate, meaning most users were leaving the site almost immediately after accessing the homepage due to functionality issues. The website needed to be upgraded to accommodate a major shift towards mobile usage among CATA customers.

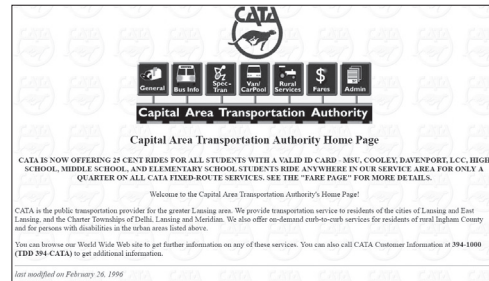
CATA spent \$127,000 in federal funds to redesign cata.org. Gravity Works, a local website design and development company in Lansing's Old Town, was selected for the upgrade. CATA identified mobile traffic, bounce rates and average time on the site as key performance indicators that determine the success of the project.

After the initial planning, Gravity Works created a blueprint of the new website based on site traffic and best practice. Existing information was restructured to streamline user experience.

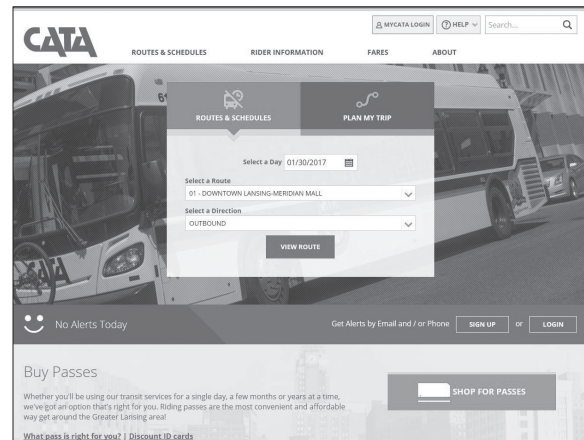
A major improvement was a newly structured rider alert system that brought the subscriber notification process in-house. Previously, our marketing agency posted all web notices, which added a step in our process flow, thus delaying our ability to promptly reach subscribers. With the new system, CATA staff can create and send alerts instantly. Riders are now informed within minutes of detours being issued as well as delays occurring on their routes.

After extensive testing, the newly designed website was launched on Aug. 16, 2016. Mobile traffic was positively impacted in all measured categories as a result of the changes. Compared to 2015, mobile traffic has grown by 10 percent, pageviews have increased by nearly 20 percent, average time per session has grown by over 9 percent and bounce rates have dropped by 21 percent.

This extensive redesign made a positive impact on mobile users. In the fall of 2016, CATA started working with Michigan State University Usability/Accessibility Research and Consulting to evaluate the redesigned website. CATA will continue to make improvements to perfect customer experience.



Original 1996 website homepage



New responsive website homepage

FY 2016 IN REVIEW

BRT Enters Final Stages of Environmental Review

Significant investments in housing, shopping and business expansion are evident along the Michigan Avenue/Grand River Avenue corridor. With more development planned in the coming years, our region must prepare for the increase in demand for public transportation options along the 8-mile artery and beyond. Using high-capacity buses, the proposed Bus Rapid Transit would connect downtown Lansing, East Lansing and Meridian Township, serve customers at sophisticated boarding stations and travel more efficiently along an improved roadway.



CATA hosted a series of BRT information sessions and gathered public feedback.

In fiscal 2016 CATA worked to complete the environmental assessment phase of the project. Several design options were studied. The social, economic and environmental impacts on the community were assessed. A series of public meetings and open houses allowed residents, bikers and business owners to express their support for, concerns about and opposition to the project. Assessment findings and public feedback were recorded in the draft Environmental Assessment which was submitted to the Federal Transit Administration, the Federal Highway Administration and the Michigan Department of Transportation in August 2016. Following their review, the draft EA will be made available and public hearings will be held to collect feedback. Follow our progress at cata-brt.org.

New Software Tool Helps Commuters Find Cleaner Transportation Options

Since 2006 CATA's Clean Commute Options program has been working to connect commuters to bus, bike and pedestrian routes as well as carpools and vanpools. Old software kept track of group carpools traveling into the Lansing area, but the program's capabilities were limited. In May CCO began looking for a new transportation demand-management software system that could improve the customer's experience.

The search led to new software, designed by RideAmigos, making clean commuting easier than ever. Commuters can enter their commute parameters and view carpools and vanpools, access information on bus routes, bike buddies and pedestrian paths; and compare time, distance, cost and carbon dioxide emissions for each mode. The ability to send emails directly to pool leaders without leaving the CCO website streamlines the communication process. Commuters are also gaining valuable information about their transportation behavior with the new trip calendar. They are able to log the date, time, distance and mode of travel for each trip they take. The system then calculates how much money the commuter saved, carbon dioxide emissions and calories burned. A running tally is displayed on each commuter's dashboard. This powerful tool allows commuters to view the impact of their efforts and helps customers make more informed commuting choices.

With new software CATA gains better insight into the habits of our commuters and allows CCO to challenge them to try new travel options, earn incentives for desired behavior and offer a welcoming, memorable experience. The upgrade will help CCO more effectively achieve its mission to improve regional air quality by decreasing instances of single-occupancy vehicle operations and educating the community about how their transportation choices affect the air we all breathe.

FY 2016 IN REVIEW

CATA Supports Disney Approach to Customer Service

Believing in the importance of the customer experience is vital to an organization's success. Even more vital is the commitment of its employees to adopting a company-wide approach to delivering top-notch customer service. For decades, when CATA operators depart for their run, they are reminded "if they don't like the driver, they won't like the ride." Annual all-operator training re-engages drivers and teaches by example. Administrative employees are reminded to smile before engaging with customers so they can *hear* the smiles.



The **WALT DISNEY** Company

This past summer, a Walt Disney World veteran, Dennis Snow, met with CATA's administrative staff to demonstrate the power of the Disney philosophy. The premise behind Disney's world-class customer service approach is that every experience can be improved. Organization-wide, CATA employees are groomed to "look at everything through the lens of the customer." This philosophy pushes employees to go the extra mile, look for opportunities to do better and take greater pride in their work.

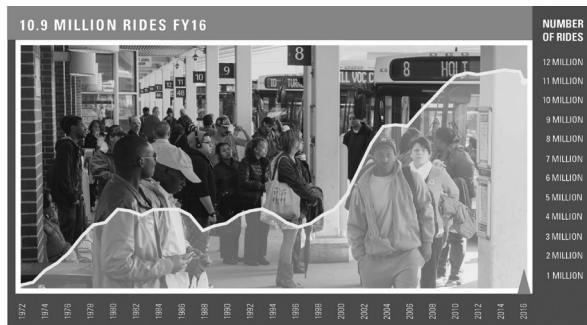
Building on the Disney philosophy, CATA recently implemented several programs and made improvements to services and its fleet to enhance overall customer experience:

- A new phone system provides greater efficiencies in incoming-call routing, significantly reducing hold times and providing Paratransit customers quicker access to department resources.
- More than half of Paratransit's minivan fleet was replaced by new vehicles, providing a more accommodating ride with low-floor and ramp amenities.
- Significant improvements in ride scheduling and vehicle routing and reporting have contributed to improved customer experience as well as CATA's ability to serve more efficiently.
- In the last year, CATA's new responsive website has improved the customer's online experience, particularly among mobile device users who represent over 80 percent of our riders.
- Our new regional multimodal hub is fully operational, offering travelers greater conveniences and amenities at the state-of-the-art Gateway.
- Our ongoing commitment to an exclusive hybrid large-bus fleet provides cleaner, smoother and more efficient rides to passengers.

As technology continues to influence passenger experience, CATA remains committed to exploring new opportunities to build customer satisfaction without sacrificing service-delivery quality.

FY 2016 IN REVIEW

Transportation Changes Seen Across the Nation



The transportation needs of the Greater Lansing area fluctuate each year as economic factors influence how we travel. CATA continues to work diligently to adapt to the community's needs and make reliable, affordable and safe public transportation available to the region. For the 10th consecutive year, CATA surpassed 10 million rides, logging a total of 10,896,146 passenger trips in fiscal 2016. As the economy continues to improve, more residents look to personal vehicles for transportation. The average price of gasoline dropped by almost a dollar over the past year, resulting in a decline in the number of public transit riders nationwide. The American Public Transportation Association reported that among its members bus ridership declined by almost 3 percent in fiscal 2016.

Ridership at CATA saw a 4.6 percent decrease overall, comparable to other Michigan agencies. However, strong ridership gains were recorded for Delhi and Delta Redi-Rides, with 14 and 11 percent increases respectively. MSU paratransit services also realized an increase — 11.8 percent overall. CATA has conducted route-specific surveys to identify how routes were being used and where ridership improvements might be made. Looking to 2017, CATA remains an integral part of the region. We will continue to identify the transportation needs of the community and adapt our services to provide reliable, affordable and safe transportation to our customers.

Come Clean Duathlon Celebrates Record-Breaking Event

CATA's Clean Commute Options prides itself on providing opportunities for people to test alternative, cleaner commute methods in a fun, carefree environment. One of these opportunities is the Come Clean Duathlon, an annual run-bike-run race that gives community members the chance to test non-motorized methods of transportation. Racers complete a 1.4-mile run, followed by 12.4 miles of biking, and finishing with a 5k run, all while taking in the beautiful scenery of Lake Lansing. Signs along the course help raise awareness among participants about the impact of their commuting choices on the region's air quality and offer tips on reducing pollution emissions.



Wave of duathlon racers at the start

At the third annual event the duathlon achieved record-breaking attendance with 227 racers and 75 volunteers. A post-event survey concluded that 90 percent of respondents rated the race "very good," which is a reflection of the event's outstanding volunteer support. Race profits exceeded \$13,000, which were donated to the Oak Park YMCA Triathlon Team, the Mid-Michigan Asthma Coalition and the Mid-Michigan Environmental Action Council.

The Come Clean Duathlon continues to be an exceptionally successful event for CATA. Those interested in registering for the Sept. 10, 2017, race can do so at comecleanduathlon.org.

FY 2016 IN REVIEW

CATA Employees Demonstrate Ongoing Community Support

When most people think of CATA, it is often in the form of buses and operators navigating the region's roads. Over the past 45 years, CATA has delivered a variety of quality public transportation services. For all but seven days a year our 330-plus employees work tirelessly to meet the transportation needs of the public. However, our commitment to the community goes far beyond customer service.

For over 25 years employees have dedicated their lunch hours to the Tri-County Office on Aging's **Meals on Wheels** program, delivering hot, nutritious meals to homebound individuals year-round five days a week. It's only fitting that CATA, who prides itself on providing mobility options, supports the efforts of a national organization that serves those faced with mobility challenges. In addition to food, employees will often serve up a friendly conversation, assistance with a simple chore or a Christmas carol or two.



CATA delivering meals and holiday cheer to the homebound

As the needs of our community members grow, so does CATA's support of the **Capital Area United Way's** annual workplace campaign. The campaign unites our employees as we strive to exceed our fundraising goal each year. This past fall, we broke a new record, raising \$41,300 — an average of nearly \$125 per employee. The commitment of our employees

has not wavered, even in trying financial times, which speaks volumes about CATA's passion for the community we serve.



Operation Santa gifts are sorted and ready for delivery

Our annual holiday **Giving Tree** project is another endeavor embraced by CATA. Over the last 20 years employees have purchased thousands of Christmas gifts and donated their time and talents to provide for local families in need. Through our longstanding participation in the **Operation Santa** program, nearly 800 children have had their dreams come true thanks to CATA. Employees are united in their desire to grant all the wishes of dozens of students and their siblings each year.

We also support land-beautification projects such as **Spartan Day of Service** with Michigan State University Alumni Association and the **Capital City Clean Sweep** with Downtown Lansing Inc. through volunteer participation. Employees assist with trash removal throughout the downtown Lansing area each spring.

Whether through food drives and deliveries, fundraisers or personal contributions, CATA employees unassumingly demonstrate year-round commitment to the Greater Lansing community.

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. Attractive fuel prices continued, in part, to influence the demand for public transportation which resulted in 10.4 million trips represented by fixed-routes. The impact was realized across the majority of routes. MSU campus ridership accounted for 2.7 million rides or 26 percent of total fixed-route ridership.

Entertainment Express

CATA's Entertainment Express is the trolley connection to nightlife along the Michigan Avenue/ Grand River Avenue corridor. Entertainment Express operates during the evening and late night 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. The unique late-night service provided 9,600 trips along the vibrant 8-mile corridor.

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. Rural ridership totaled 42,400 in fiscal 2016.

Commuters Ride the Limiteds

During weekday morning and afternoon rush hour, CATA offers commuter services between the southern and eastern regions of the service area and downtown Lansing. 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. These two routes provide a key service to a core group of commuters in urban areas. In fiscal 2016, 19,400 weekday passenger trips were attributed to these express routes.

Spec-Tran

Spec-Tran is CATA's advance-reservation, shared-ride, curb-to-curb transportation service for persons with disabilities. 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 Americans with Disabilities Act. Paratransit customers dependent on CATA for their mobility needs took 342,700 rides on Spec-Tran last year.

CATA SERVICES & PROGRAMS

Redi-Ride

Redi-Ride is a curb-to-curb advance-reservation service that operates within a defined jurisdictional area for the general public. CATA operated Redi-Ride service in five areas in fiscal 2016: Delta Township, Delhi Township, Meridian Township, Mason and Williamston. Rides are provided Monday through Saturday upon request.

Demand for Redi-Ride's curb-to-curb service in Delhi and Delta townships continued to generate double-digit increases while Meridian Township's demand remained fairly stable. These healthy performance indicators offset declines realized in Mason and Williamston. Redi-Ride service in Williamston was available throughout fiscal 2016. Combined, these five areas concluded the fiscal year with an overall 1.9 percent increase which equated to 80,010 rides.

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, which operated throughout the fiscal year, traveled from Webberville through Williamston to the Meridian Mall via Grand River Avenue. Ingham County funds this service which amounted to 15,700 rides combined.

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 residents continued to partake in curb-to-curb shopping excursions, represented by the 8,800 rides reported by fiscal year-end.

Lot Link & Night Owl

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

Students' preference for safe and convenient alternatives to traversing campus continued to grow for the third consecutive year. Combined, these two call-ahead services hit an 8-year ridership high with 18,100 trips documented.

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 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 card kits, designed for customers to signal operators at bus stops served by more than one route, are available upon request.

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 up to three bicycles. In addition, CATA offers a bike locker rental program. Lockers are located at the CATA Transportation Center in downtown Lansing.

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 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, change and vending machines and an ATM.

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 ride-request line, Sparty's Express convenience store, ATM and vending machines.

The Capital Area Multimodal Gateway, operated by CATA

The Gateway replaces the original Amtrak station in East Lansing with a state-of-the-art transportation facility, welcoming visitors and showcasing the region. The Gateway incorporates rail as well as city, regional and national bus lines. The large modern station provides convenient access to Amtrak Blue Water Line to Chicago, Ill. and Port Huron, Mich., taxi service and intercity buses — Greyhound, Indian Trails and Megabus served the hub in fiscal 2016. CATA serves the location year-round with Route 20 and Routes 35 and 39 service during MSU's fall and spring semesters. The facility is open 7 a.m. until 6 p.m. Monday through Friday and 7 a.m. until 2:30 p.m. on the weekends with access to information and ticket booths during these hours. Climate-controlled waiting areas are accessible 24/7. A pay-by-plate parking lot adjacent to the facility accommodates 150 vehicles and is patrolled by MSU Police.

CATA SERVICES & PROGRAMS

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 517-394-1100.

cata.org and Trip Planner

CATA's responsive website includes a fixed-route trip-planning program, Rider Alerts, detailed route maps and timetables, service and fare information, online bus pass sales, CATA business opportunities, job openings and much more.

CATANow

Fixed-route customers have immediate access to real-time projected departures from any of CATA's 1,300-plus bus stops with CATANow. Actual departures are provided within 15 minutes of a bus departing a stop. Requests are made via a text, an email or on CATA's website. All you need is a bus stop number and a mobile device or computer. CATANow gives customers the freedom to plan their trips when and where they want, utilize their time more efficiently and reduce their dependency on published schedules. For details, visit catanow.org.

Rider Alerts

CATA customers receive up-to-the-minute information regarding detours and service changes when they subscribe to Rider Alerts. Subscribers can visit cata.org to register for email and/or text alerts regarding pertinent routes. All notifications are published on CATA's website 24/7.

Facebook and Twitter

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 by following us at twitter.com/rideCATA.

Listening Sessions

CATA hosts a series of informal one-on-one sessions throughout the year 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 at cata.org. Sessions are held at the CTC in downtown Lansing and at the MSU-CTC on the MSU campus.

CATA SERVICES & PROGRAMS

Community Pride

CATA-sponsored programs allow us to give back to our community, customers and supporters:

Casual Commute Day

Come Clean Duathlon

Community Health Fair

Free Rides on Election Day

Santa Free Rides

Throughout the year, CATA also participates in community-sponsored events in support of local endeavors that bring value to the region served by public transportation.

Be a Tourist in Your Own Town

Capital City Clean Sweep

Delta Business Side Association Community Expo

East Lansing Art Festival

Holiday parades

Ingham ISD Transition Fair

Lansing Jaycees Stuff the Bus

MSU Science Festival

Safety Council Patrol Picnic

Silver Bells in the City

Touch-A-Truck

Trick-or-Treat on the Square

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>2016</u>	<u>2015</u>
CURRENT ASSETS:		
Cash	\$ 692,352	\$ 177,106
Investments	30,695,682	32,398,884
Accounts Receivable	1,450,282	1,588,526
Due From Government	4,780,373	6,210,350
Inventory	1,076,682	1,218,150
Prepaid Expenses	881,607	471,188
TOTAL CURRENT ASSETS	39,576,978	42,064,204
CAPITAL ASSETS - NET	<u>55,552,923</u>	<u>59,360,275</u>
TOTAL ASSETS	<u>\$ 95,129,901</u>	<u>\$ 101,424,479</u>
DEFERRED OUTFLOWS RELATED TO PENSION	3,712,665	1,220,642
LIABILITIES		
CURRENT LIABILITIES:		
Accounts Payable	4,126,908	2,744,018
Accrued Payroll	775,847	494,570
Accrued Vacation, Incentive and Sick Pay	956,115	2,214,413
Reserve For Workers' Compensation Claims	297,577	114,956
Reserve For Health Insurance Costs	289,000	339,000
Other Current Liabilities	11,474	436,930
TOTAL CURRENT LIABILITIES	6,456,921	6,343,887
LONG TERM LIABILITIES:		
Net Pension Liability	4,984,018	2,457,634
Accrued Severance Pay	78,792	78,792
Other Post Retirement Benefits	6,540,465	5,937,611
TOTAL LONG-TERM LIABILITIES	11,603,275	8,474,037
TOTAL LIABILITIES	18,060,196	14,817,924
DEFERRED INFLOW RELATED TO PENSION	913,322	1,217,762
Net Assets		
Invested In Capital Assets, Net of Related Debt	55,552,923	59,360,271
Unrestricted	24,316,125	27,249,160
Total Net Position	<u>\$ 79,869,048</u>	<u>\$ 86,609,431</u>

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

	Year ended September 30	
	<u>2016</u>	<u>2015</u>
OPERATING REVENUES	\$ 7,867,979	\$ 8,056,269
OPERATING EXPENSES	<u>51,974,943</u>	<u>51,083,888</u>
Operating Loss	(44,106,964)	(43,027,619)
Non-Operating Revenues (Expenses)	<u>33,911,457</u>	<u>35,198,154</u>
Net Income (Loss) Before Capital Contributions	(10,195,507)	(7,829,465)
CAPITAL CONTRIBUTIONS - GRANTS	<u>3,455,120</u>	<u>14,136,144</u>
Change in Net Position	(6,740,387)	6,306,679
NET POSITION, BEGINNING OF YEAR	<u>86,609,435</u>	<u>80,302,756</u>
NET POSITION, END OF YEAR	<u><u>\$ 79,869,048</u></u>	<u><u>\$ 86,609,435</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 a.m.–7 p.m.
Weekends: 9 a.m.–5 p.m.

Michigan Relay Center Voice TDD

(800) 649-3777

CATA Administrative Offices

4615 Tranter Street, Lansing
(517) 394-1100

CATA Clean Commute Options

(517) 394-1100

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

Instagram

instagram.com/rideCATA



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