



2017 COMMUNITY REPORT

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 LANSING, MI
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 PERMIT # 290

Capital Area Transportation Authority
 4615 Tranter Street
 Lansing, MI 48910

CATA FACILITIES

- **CATA Administrative Offices**
4615 Tranter St., Lansing
 Headquartered in South Lansing, this facility is home to CATA's Administrative offices, as well as Operators, Maintenance Employees, and its Bus Storage Facilities, which houses CATA's entire fleet. Other administrative departments include Clean Commute Options, Customer Service, Grants, Facilities, Finance, Human Resources, Information Technology, Maintenance, Marketing, Operations, Paratransit, Planning, Purchasing, and Safety and Training. The offices are open to the public Monday through Friday from 8 a.m. to 5 p.m.
- **Capital Area Multimodal Gateway, Operated by CATA**
1240 S. Harrison Road, East Lansing
 As the region's primary multimodal transportation facility, the state-of-the-art Gateway offers seamless access to rail, city, regional and national bus lines, and local taxi services. The modern station is staffed weekdays 7 a.m. to 6 p.m. and weekends 7 a.m. to 2:30 p.m. with 24/7 access to pay-by-plate parking and three climate-controlled waiting areas. Routes 20, 35 and 39 serve the Gateway.
- **CATA Transportation Center (CTC)**
420 S. Grand Ave., Downtown Lansing
 The CTC is the central boarding hub and transfer point for 16 routes that travel downtown. Friendly customer service representatives assist visitors with trip planning, service information and bus pass purchases seven days a week. The CTC includes Greyhound and Indian Trails intercity services, a coffee/snack shop and security.
- **MSU-CATA Transportation Center (MSU-CTC)**
Shaw Parking Ramp, MSU Campus, East Lansing
 The MSU-CTC is the main boarding center for CATA routes serving Michigan State University. Open 24/7, it includes bus schedules and maps, and a Sparty Store. Customer service representatives are accessible via direct phone lines.



June 2017

DEAR GREATER LANSING RESIDENT:

Forty-three years ago, I embarked on a career in public transportation, beginning as the Executive Secretary to the CEO. I still recall with clarity the thoughts that raced through my head as I approached the old, condemned building on Mill Street (currently Museum Drive) for my job interview. An overgrowth of weeds and tall grasses poked through cracks in the greying asphalt. Four faded-blue rollup garage doors – all with full rows of missing wood paneling – stood guard in a futile battle to protect the agency's bus bays against outdoor elements. Another interviewee might have heeded the warning signs, turned on her heels and walked away, but I turned the doorknob, walked in and never looked back, except to celebrate CATA's numerous successes.

We've come a long way since our early days on Mill Street, though our accomplishments pale in scope against the impact we've made through the provision of safe, timely and cost-efficient, quality public transportation services.

Today, the REO Museum stands in place of our original office building and bus garage – a testament to the fact that time does indeed change all things. It's been a terrific, albeit sometimes bumpy ride as CATA's chief executive officer these past 32 years. I give heartfelt thanks to our hard-working employees and board members past and present, and, of course, to our countless friends – legislators, government officials, municipal and community leaders, and fellow transit pioneers. Together, we've made immeasurable strides to address our region's diverse mobility needs. There is still so much to be done.

The beat goes on, as you'll see inside. Read on page 3 about our employees' volunteerism and charity on behalf of the communities we serve, and get the latest regarding our efforts to enhance your online experience. On pages 4 and 5, we summarize our ridership trend, and provide an update on the Bus Rapid Transit and Capital Area Multimodal Gateway projects; and announce the implementation of Shaping the Avenue – a community visioning project.

As I write my final report to the community, I look forward to my upcoming retirement in February 2018, and to helping CATA transition to a new era and a new chief executive officer. With measured pride and peace of mind, I leave the Authority in far better condition than it was when I first climbed aboard 43 years ago. As changes in technology, legislation, funding, the environment and the economy continue to influence our industry, you can be sure that CATA's commitment to service excellence and its focus on people – those who ride and those who make rides possible – will drive our future direction.

Sincerely,

Sandra L. Draggoo
CATA CEO/Executive Director

CATA EMPLOYEES DISPLAY ONGOING COMMUNITY SUPPORT



**NEARLY
800**
CHILDREN RECEIVED
GIFTS THROUGH
OPERATION SANTA

**FOR
30+
YEARS**

EMPLOYEES HAVE VOLUNTEERED
THEIR LUNCH HOUR TO
DELIVER MEALS ON WHEELS



\$514,634
DONATED BY
EMPLOYEES TO CAPITAL
AREA UNITED WAY SINCE 2004

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

For more than 30 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 five days a week year-round. It's only fitting for CATA to support the efforts of a national organization that serves those faced with mobility challenges. In addition to food, employees serve up a friendly conversation, assistance with simple chores or, during the holidays, a Christmas carol or two!

Our giving spirit extends beyond the donation of time. As the needs of our community grow, so does CATA's support of the Capital Area United Way's annual workplace campaign. The campaign unites us as we strive to exceed our fundraising goal each year. In fact, over the course of 13 years, CATA has participated in fundraising activities for United Way and raised nearly \$515,000 – an average of about \$40,000 a year. Even in trying financial times, employee giving at CATA has not wavered – an indication of our commitment to the community we serve.

Employees also dig deep into their pockets to support our annual holiday Giving Tree project. Over the past 20 years, we've collectively purchased thousands of Christmas gifts and donated time, talent and treasure to provide for local families in need. Through our long standing participation in the Operation Santa program, nearly 800 children have had their holiday wishes granted.

We also support land beautification projects such as Spartan Day of Service with Our Savior Lutheran and the Capital City Clean Sweep through volunteer participation. Employees assist with trash removal scattered across landscapes and streetscapes in the downtown Lansing area and public facilities each spring.

Food drives, fundraisers for the homeless, coat, hat and glove collections – CATA employees demonstrate their commitment and service to our community's underserved and critically needed support initiatives.



ENHANCING CUSTOMERS' ONLINE EXPERIENCE

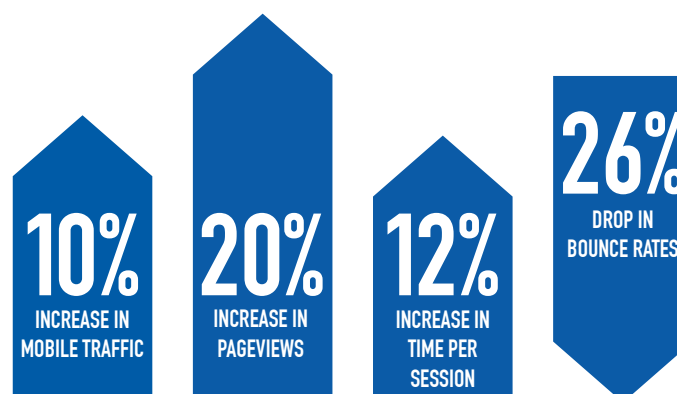
Since first registering its website domain, CATA has continuously incorporated updates to improve customer experience. In conjunction with the recent launch of a mobile-friendly site, CATA's Clean Commute Options program converted its rideshare software to make clean commuting attainable for more people. Creating a modern and convenient online experience for our customers helps CATA fulfill its mission to provide quality transportation services to the community.

In April 2016, CATA hired Gravity Works, a local website design-and-development company in Lansing's Old Town, to make necessary website upgrades to accommodate the major shift towards mobile usage. Gravity Works restructured existing information to streamline user experience. Notable improvements include a restructured rider alert system that allows CATA to create and send alerts instantly. Riders are now informed within minutes of detours or delays on their routes.

Since the website was launched last summer, mobile traffic has grown by 10 percent, pageviews have increased by nearly 20 percent, average time per session has grown by over 12 percent and bounce rates have dropped by 26 percent. With expertise from Michigan State University Usability/Accessibility Research and Consulting, CATA will continue to evaluate and improve its website to perfect customer experience.

In addition to website improvements, CATA's Clean Commute Options program recently converted its rideshare software, improving its ability to connect commuters to carpools and vanpools destined for the Greater Lansing area. In May 2016, CCO transitioned to RideAmigos, a software solution designed to connect commuters to clean modes of transportation. Commuters enter their commute parameters and compare information about carpools, vanpools and routes for walking, biking and taking the bus.

CCO will soon begin hosting the Emergency Ride Home program online, allowing participants to access vouchers 24/7 while also reducing the amount of paper used in the CCO program. This upgrade aligns with CCO's mission to improve air quality by decreasing single-occupancy vehicles and educating the community about how their transportation choices affect air quality.



**KEY WEBSITE PERFORMANCE INDICATOR
IMPROVEMENTS SINCE AUGUST 2016 UPGRADE**

WILLIAMSTON–WEBBERVILLE SERVICE RESTORED

Four months after Connector service in Williamston and Webberville was suspended due to ridership declines, CATA's Board of Directors voted to restore service. Support from the Ingham County Commissioners and the community spurred the restoration of the Connector service in these rural communities.

Starting July 10, 2017, the Connector will resume travel along Grand River Avenue, serving dedicated bus stops between downtown Webberville and the Meridian Mall. The route will include new stops at Okemos Meijer and M52 at Highview in Webberville and a demand-response service option within the city limits of Williamston. The bus will deviate from the route to serve passengers needing to be picked up or dropped off within Williamston as part of their travels to destinations along Grand River Avenue or to connect to CATA's fixed-route and CRS services. Advance reservations are required for this segment of the service which can be made by calling 517-394-CATA (2282).

Service will operate weekdays 7:15 a.m. until 5:40 p.m. and Saturdays 7:20 a.m. until 4:35 p.m. As with the Mason Connector, the regular fare is \$2.25 for a one-way trip. The discounted fare is \$1. Service details are available at cata.org under paratransit services.

RIDERSHIP MIRRORS NATIONAL TREND



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 2016. As the economy continues to improve, more residents look to personal vehicles for transportation, 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 overall increase of 11.8 percent.

CATA has conducted surveys to identify how routes are being used and where ridership improvements might be made.

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.

SHAPING THE AVENUE: UNIQUE PLACES AND COMMUNITY SPACES

Hop on Route 1 and take a ride down Michigan Avenue/Grand River Avenue from the Capitol to Meridian Mall – you'll find several great places to stop, shop and enjoy our beautiful Michigan summer. As all cities do, our hometowns along the corridor have seen change over the years – some with new buildings, outdoor cafés, improved sidewalks and bike lanes. Other areas are still in transition – a community vision in progress.

CATA is partnering with Lansing, Lansing Township, East Lansing and Meridian Township to look at the corridor from a regional perspective and consider improvements that might be made. How is each place unique? Is there a sense of continuity? Is the corridor safe for pedestrians, bicyclists and transit users? Can we encourage higher densities of jobs, housing and mixed-use developments around transit stops to improve the local economy? These are a few of the questions community leaders are asking and looking to address.

The partnership is formally referred to as Shaping the Avenue – unique places and community spaces. The municipalities will be working together to update and coordinate their land-use zoning ordinances along the Michigan Avenue/Grand River Avenue corridor to support a better environment for residents, businesses, motorists, bicyclists, pedestrians and transit users, also known as transit-oriented development.

Traditionally, development over time is guided through land-use zoning ordinances that focus on regulating the type of uses and site layouts that a property owner can consider. Form-based codes are a nontraditional way of zoning, which are less restrictive about the types of uses and more concerned with building frontages and street types. Form-based zoning will be used along the corridor as a means for truly shaping the avenue into a cohesive set of unique places and community spaces, linked by infrastructure that improves mobility for cars, bikes, pedestrians and transit users.

A technical committee comprised of public- and private-sector representatives from each of the communities guides the initiative. For more information, visit the project website at www.shapingtheavenue.com.

PROPOSED BRT PROJECT TABLED

The CATA Board of Directors recently resolved to suspend the proposed Bus Rapid Transit project until adequate federal funding is available. The absence of Small Starts Capital Investment Grant funding in President Donald Trump's preliminary FY2018 budget proposal, as well as the need to invest an additional \$720,000 to complete the Environmental Assessment, prompted the decision to table the project.

CATA will use corridor study findings to guide future improvements and address the region's current and long-term mobility challenges.

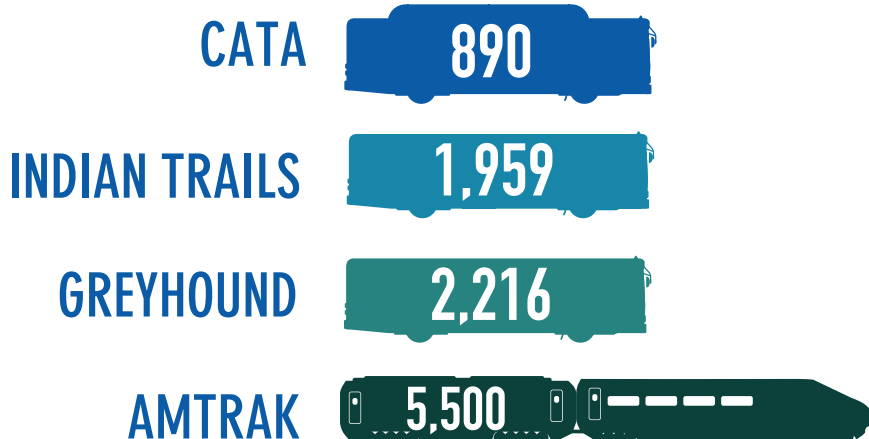
Funds that were allocated to the project will be set aside for other capital projects including customer enhancements.

GATEWAY RAISES BAR FOR REGIONAL TRAVEL



The opening of the Capital Area Multimodal Gateway in November 2015 represented a significant milestone in the centralization of public transportation options. The new state-of-the-art station, which borders the western portion of Michigan State University, is served by intercity and local buses, and rail and taxi services, providing 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, Amtrak and CATA Routes 20, 35 and 39 experience the newly designed conveniences of outdoor boardings and indoor amenities, raising the bar for regional access to public transportation travel. The Gateway hosts the busiest of the 11 Amtrak Blue Water service 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 patrolled parking accommodations adjacent to the station. The pay-by-plate lot has a capacity of 150 vehicles and is monitored by MSU Police. A grand opening this past fall showcased the contemporary facility and celebrated the new 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.

2016 MONTHLY GATEWAY ARRIVALS / DEPARTURES



CATA LISTENING SESSIONS

Join us for Listening Sessions, and share your thoughts and concerns with CATA representatives. Stop by any time during the sessions listed below. All sessions are held at the CATA Transportation Center 420 S. Grand Ave. in downtown Lansing, unless otherwise indicated.

Tuesday, July 11, 2017
2 p.m. – 4 p.m. CTC

Wednesday, October 18, 2017
9 a.m. – 11 a.m. CTC
2 p.m. – 4 p.m. MSU-CTC†

Tuesday, January 23, 2018
1 p.m. – 3 p.m.

Monday, April 9, 2018
10 a.m. – 12 p.m.

Wednesday, July 25, 2018
8 a.m. – 10 a.m.

Thursday, October 18, 2018
3 p.m. – 5 p.m.

†MSU-CTC – Shaw Parking Ramp

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.
- 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 include downloadable MP3 audio files of all schedules and service brochures.
- Large-print schedules are available upon request.
- Bus-hailing kits are available for customer use.

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 with 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
420 S. Grand Ave., 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 St., Lansing 48910
Mon-Fri: 8 a.m. - 5 p.m.
Ph: 517-394-1100 | Fax: 517-394-3733

SPEC-TRAN

Mon-Sun: 8 a.m. - 5 p.m.
517-394-CATA (2282)

RURAL SERVICE

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

CONNECTOR

Mon-Fri: 6:30 a.m. - 5 p.m.
Sat: 8 a.m. - 5 p.m.
517-394-CATA (2282)

SHOPPING BUS

Mon-Fri: 6:30 a.m. - 5 p.m.
517-394-CATA (2282)

REDI-RIDE

Mon-Fri: 6:30 a.m. - 5 p.m.
Sat: 8 a.m. - 5 p.m.
517-394-CATA (2282)

MSU LOT LINK

Mon-Fri: 7 p.m. - 2 a.m.
Sat-Sun: 9 a.m. - 2 a.m.
517-432-8888

MSU NIGHT OWL

Mon-Fri: 2 a.m. - 7 a.m.
Sat-Sun: 2 a.m. - 9 a.m.
517-432-8888

CLEAN COMMUTE OPTIONS

Mon-Fri: 8 a.m. - 5 p.m.
517-394-1100 | cleancommute@cata.org

MICHIGAN RELAY CENTER VOICE TDD

800-649-3777

WEBSITE

cata.org

FACEBOOK, INSTAGRAM & TWITTER

@rideCATA & @cleancommute





CONSTANCE
RETIREE

“Every year I renew my driver’s license for emergencies, but I haven’t owned a car in almost 40 years. I use CATA every day to visit friends and family all around town. I also use the beautiful CATA Multimodal Gateway to travel outside of the Lansing area. Not owning a car and, instead, using CATA for transportation has made being on a budget much easier.”



CECE
MICHIGAN STATE UNIVERSITY STUDENT

“Getting around the huge campus is much easier with CATA. I have used public transportation in other cities, and CATA is, by far, a superior service. I love that with CATAnow I am able to always know when my bus is coming. CATA has made navigating a new town more manageable.”



CATA SERVICES AND PROGRAMS

CATA provides a variety of public transportation services in the Greater Lansing and outlying areas. Our service area spans all of Ingham County and extends into portions of Eaton County (Delta Township) and Clinton County.

CATA.ORG

CATA’s responsive website features accessible content, real-time schedule information, an enhanced fixed-route, trip-planning program; detailed route maps and timetables, service and fare information, online bus pass sales, Rider Alerts, CATA business opportunities, job openings and much more.

CATANOW

For immediate access to projected real-time departures from any of CATA’s 1,300-plus bus stops via text, email or web, try CATAnow. Actual departures are provided within 15 minutes of a bus departing a stop. CATAnow gives customers the freedom to plan trips, utilize their time more efficiently, and reduce their dependency on published schedules. For details, visit catanow.org.

BIKE RACKS & LOCKERS

Bike racks can be found on all CATA fixed-route buses and select small buses. Each easy-to-use rack can accommodate up to three bicycles free of charge. In addition, CATA offers a bike locker rental program at the CATA Transportation Center in downtown Lansing. Visit cata.org or call 517-394-1000 for locker rental information and step-by-step instructions on how to use our bike racks.

FIXED-ROUTE SERVICE

CATA offers 32 fixed routes in the Greater Lansing area. Fixed-route service is what people are most familiar with – big buses traveling along predetermined routes at scheduled times. Days of operation and service hours vary by route. CATA also provides fixed-route service on the MSU campus during fall and spring semesters. More than 1,300 bus stops and shelters are located throughout CATA’s fixed-route service area for convenient access to our routes.*

COMMUTERS RIDE “THE LIMITEDS”

CATA offers commuter routes called “The Limiteds”, which travel to the Meridian Mall, Mason, Williamston, Webberville and downtown Lansing during weekday morning and afternoon rush hour. The Limiteds serve select bus stops along each route for a faster commute. Fixed-route fares apply.*

ENTERTAINMENT EXPRESS

Catch the CATA trolley and ride the Entertainment Express. It’s your connection to 8 miles of local nightlife, food and fun along the Michigan Avenue/Grand River Avenue corridor between downtown Lansing and East Lansing. The service runs every Thursday, Friday and Saturday year-round from 7:30 p.m. until 3 a.m. Fixed-route fares apply.*

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.**

SPEC-TRAN

Spec-Tran is CATA’s advance-reservation, curb-to-curb service for people with disabilities who reside near a fixed-route service but are unable to take advantage of it. CATA uses small buses equipped with lifts for this service, as well as low-floor vans. 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. Call 517-394-CATA (2282) for eligibility and service information.

REDI-RIDE

CATA’s Redi-Ride is an advance-reservation, curb-to-curb service operating in four areas, six days a week. In Mason, Redi-Ride operates Monday through Friday from 6:30 a.m. to 6 p.m. and Saturday from 8:30 a.m. to 4 p.m. Rides are usually available within 30 minutes of a customer’s call. In Meridian Township, service is available Monday through Saturday, from 9 a.m. to 5 p.m. 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. In Delta Township, Redi-Ride operates Monday through Friday from 6 a.m. to 9 p.m. and Saturday from 9 a.m. to 5 p.m. (Delta Redi-Ride will end September 30, 2017, at the conclusion of the service contract).

CATA requires that trips in the township service areas be scheduled a minimum of four hours in advance of the desired pickup times. Monday rides needed before 10:30 a.m. must be scheduled no later than 5 p.m. on Saturday. Rides needed Tuesday through Friday before 10:30 a.m. or before noon on Saturday must be reserved before 5 p.m. the day before. Rides are scheduled in the order requests are received and are limited to availability of space on the bus. Redi-Ride is not available for trips to or from schools when school-bus transportation is available to a student. Fixed-route fares apply.* Call 517-394-CATA (2282) for more information or to reserve a ride.



KEVIN
RETIREE

“CATA has had a great and positive impact on my life. The staff members are always extremely helpful. They help me find my way to doctor appointments and around town. I use the fixed-route buses for all my transportation needs. I always have good service from the drivers and the great customer service staff.”



KELLIE
COMMUNITY RELATIONS SPECIALIST,
DISABILITY NETWORK CAPITAL AREA

“I feel very fortunate that we have CATA in our community. We have a positive relationship with CATA at the Disability Network and Spec-Tran provides myself and others an easy and reliable way to get to work. Spec-Tran is an amazing service at our center. We truly appreciate the service that CATA provides to the community.”





SUZY
EXECUTIVE DIRECTOR,
LANSING AREA SAFETY COUNCIL

“CATA is a tremendous partner in our community. Not only does CATA provide a safe and affordable way for people to get to school and work, CATA shares resources with community agencies and their clients. Many of our clients travel to our safety classes using CATA services. CATA keeps people moving, which helps keep the community moving forward!”



LOIS
RETIREE

“I love CATA because the Spec-Tran service provides safe and affordable transportation for senior citizens like me. The drivers are well-trained and are very courteous to passengers who need help. With CATA, not only am I able to travel to all of my shopping destinations, doctor appointments and recreational activities, I am also able to visit my grandchildren.”



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.*

SHOPPING BUS

CATA provides regularly scheduled weekday service from area senior housing complexes to grocery stores and shopping centers. The round-trip fare is \$2. Reservations are not required. Call 517-394-CATA (2282) for information.

CONNECTOR

The Connectors offer regularly scheduled service (no reservations needed) to connect communities with Lansing’s urbanized area. In Mason, Connector buses travel along Cedar Street between the Mason Meijer and the South Pennsylvania Meijer serving stops along the route and at the 55th District Court. The Williamston/Webberville Connector resumes service on July 10, 2017, serving stops along Grand River Avenue between the Meridian Mall and Webberville as well as the Okemos Meijer. Both Connectors operate Monday through Saturday. Requests for service deviations – up to one mile from the Mason Connector route and within the city limits of Williamston – may be made if the trip is arranged in advance. Some restrictions apply. Connector fares apply. *** Call 517-394-CATA (2282) for more information or to request a ride that deviates from the route.

CLEAN COMMUTE OPTIONS

CATA’s 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 transportation options that best fit their needs. A free online commute-matching service at cleancommute.org gives registrants access to a

complete list of potential bus routes, carpool and vanpool matches, bike buddies, and information about bikeable and walkable routes. Visit @cleancommute on Facebook and Twitter for the latest updates. For an application or for more information, call 517-394-1100 or email cleancommute@cata.org.

COMMUNITY PRIDE

CATA’s community connection extends beyond service provision. Each year, CATA looks for opportunities to “connect” even more with its community residents with programs such as:

- Casual Commute Day
- Come Clean Duathlon
- Community Health Fair
- Free Rides on Election Day
- Santa Free Rides

CATA also participates in many community-sponsored events, such as:

- Be a Tourist in Your Own Town
- Capital City Clean Sweep
- Delta Side Business Association Community Expo
- East Lansing Art Festival
- Holiday parades
- Ingham ISD Transition Fair
- Kids/Community Connect
- Lansing Jaycees Stuff the Bus
- Safety Council Patrol Picnic
- Silver Bells in the City
- Touch-a-Truck
- Trick-or-Treat on the Square

CATA employees give generously to the Capital Area United Way campaign, deliver Meals on Wheels over the lunch hour, and “adopt” Operation Santa families at a local elementary school, providing holiday gifts to children in need.

FARES

*Fixed-Route Fares: The standard one-way fare is \$1.25. The discounted fare^ is 60 cents. Unlimited –ride discount cards and passes are also available at cata.org and area 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 to \$1.50. Ten-ride punch passes are also available at cata.org and area pass-vendor locations.

***Connector Fares: The standard one-way fare is \$2.25. The discounted fare^ is \$1. Ten-ride punch passes are also available at cata.org and area pass-vendor locations.

^Medicare cardholders, students, seniors and people with disabilities qualify for the discounted fare.

Note: Children under 42 inches ride free on all CATA services with the exception of Spec-Tran.



OSCAR
RETIREE

“I have been riding CATA for 18 years, and I use both fixed-route and Spec-Tran. When I came to Lansing in 1998 from Miami I was surprised how helpful and knowledgeable the drivers and staff are. Every trip with CATA is a great experience.”



MAURICE
BEHAVIOR SPECIALIST,
BEEKMAN CENTER

“I see CATA as a pillar in our community. CATA provides a vital service that our students and volunteers use and need. Many students do not have the money or ability to get a driver’s license and would not have reliable transportation without CATA. Thanks to CATA, our students live with the independence they have learned here at the Beekman Center.”





MILES AND MILESTONES — A NOTE FROM THE CHAIR

At a time when transit general managers' tenures are as fleeting as the latest fad, Sandy Draggoo's 32 years as CATA's chief executive officer (43 years total) is both remarkable and rare. Currently the longest-serving transit CEO in the nation, according to the American Public Transportation Association, Sandy took CATA's ridership from 4.5 million trips in 1985, when she first became CEO, to 10.9 million in fiscal year 2016 – a 143.5 percent increase. Since taking the helm, she has consistently garnered taxpayer support for CATA's services, securing seven millage renewals and three millage increases over the course of her career. A tireless advocate for women, Sandy received the Lansing Regional Chamber of Commerce's ATHENA Award in 1998, as well as its Diana Award for business achievement. She was honored in 2010 by the Michigan Women's Hall of Fame for contributions to transportation in our great state. Over the past three decades, Sandy has been at the forefront of CATA's proudest moments:

- Named in 2003 by the American Public Transportation Association CEO of the Year, representing both the United States and Canada
- In 1991 and 2007, CATA received APTA's Outstanding Achievement Award as the No. 1 public transportation system of its size
- Spearheaded the construction of a new transportation center in downtown Lansing, which opened in 1997
- Negotiated public transportation services in 1999 and opened the Ramp 1 MSU-CTC in 2004 on Michigan State University's campus
- In 2006, CATA was the first transit agency in the state to acquire hybrid buses (currently, 67 percent of CATA's fleet comprises hybrid buses)
- Celebrated, in 2016, the grand opening of the Capital Area Multimodal Gateway, operated by CATA

These are but a handful of Sandy's many contributions to CATA and the industry. On behalf of an extremely grateful board and community, I applaud and thank her for her many years of outstanding service to public transportation and the Greater Lansing community. We wish her the very best in retirement.

Robert W. Swanson
CATA Board Chair

2017-2018 CATA BOARD OF DIRECTORS



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⁺⁺ Nonvoting Representative

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LAC Liaison

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Vice Chairperson
(through June 7, 2017)

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