



WHERE PUBLIC TRANSPORTATION GOES COMMUNITY GROWS

2015 COMMUNITY REPORT



PRESORTED STANDARD
 US POSTAGE
PAID
 LANSING, MI
 48910
 PERMIT # 290

Capital Area Transportation Authority
 4615 Tranter Street
 Lansing, MI 48910

CATA FACILITIES



CATA Transportation Center (CTC) 420 S. Grand Avenue, Downtown Lansing

The CTC is the primary boarding facility 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/Indian Trails intercity service, a coffee/snack shop, security office and amenities such as restrooms, bike racks and bike lockers.

MSU-CATA Transportation Center (MSU-CTC) at Shaw Parking Ramp

The MSU-CTC is the main boarding center for CATA routes serving Michigan State University. Open 24/7, it includes bus schedules and maps, a convenience store, restrooms, vending machines and access to MSU's Shaw Parking Ramp. Customer Service Representatives are accessible via direct phone lines.

CATA Administrative Offices 4615 Tranter Street, South Lansing

Service information and bus pass sales are available Monday through Friday, from 8 a.m. to 5 p.m.



June 2015

GREATER LANSING RESIDENTS:

Last summer, historic voter support renewed our base operating millage through 2020, extending our ability to deliver millions of rides to those we serve. This unwavering support from our five funding municipalities is a reminder that CATA exists for and because of local residents, who are the essence of this flourishing community. Thank you for trusting us as your public transportation provider for 43 years.

Our community's synergy in influencing strong economic development, sustainable lifestyles and improved quality of life is vital to the success of our region. CATA contributes to this success in abundance, reflecting our industry's national campaign message: "Where public transportation goes, community grows."

Our growth has been measured, in part, by the progress of several ongoing regional endeavors, such as the Bus Rapid Transit project and the Capital Area Multimodal Gateway, operated by CATA. Other new initiatives extended seamless transportation into Delta Township. In addition to providing a variety of quality transportation services to the Greater Lansing area, CATA recognizes its role in transforming our community and the lives of those residing in it. By stimulating economic and business development, increasing job access and mobility services, broadening regional access and assisting in times of need, CATA enhances the quality of life for hundreds of thousands of citizens.

As we move forward to dutifully fulfill our obligation to provide public transportation services, we remain committed to contributing to the betterment of our community, our customers and our stakeholders.

Sincerely,

Patrick D. Cannon
CATA Board Chair

Sandra L. Draggoo
CATA CEO/Executive Director



Capital Area Multimodal Gateway, operated by CATA, under construction.

NEW MULTIMODAL GATEWAY TAKES SHAPE

Demolition of property surrounding the long-standing Amtrak station commenced last summer to make way for the Capital Area Multimodal Gateway, operated by CATA. The expanded hub will replace the familiar train station in East Lansing, thanks to a \$6.28 million U.S. Department of Transportation grant, funds from the Michigan Department of Transportation and a land lease from Michigan State University. Uninterrupted rail and bus service to the station continues throughout the construction period. Upon its fall 2015 completion, the modern public facility will accommodate various modes of transportation — the Blue Water Amtrak rail line, local and intercity buses, bicycles and cabs — and provide new amenities for convenient, seamless travel to, from and within the capital city region. A newly designed lobby, well-lit covered bus- and train-boarding platforms, expanded long- and short-term parking and a designated bike storage area are among the planned enhancements. The gateway will be managed by CATA.

CATA HIGHLIGHTS

COMMUNITY INPUT ENCOURAGING FOR BRT ADVANCEMENT



Rendering of split-running alignment for proposed BRT along Michigan/Grand River avenues.

One of the region's most momentous public transportation undertakings, the Bus Rapid Transit project, made significant advancements this past year. One of its priorities focused on overall design considerations for the 8.5-mile route along the Michigan Avenue/Grand River Avenue corridor. Two dedicated lane alignment designs were painstakingly researched and evaluated, with input by and support from stakeholders, residents and other community members.

Both alignments provided for BRT buses in center-running lanes along the majority of the corridor; mixed bus and vehicular traffic between Bogue Street and Hagadorn Road in East Lansing; and a single dedicated lane in downtown Lansing on Grand, Lenawee, Capitol and Ionia. The alignment designs differed between Detroit Street (near U.S. 127) and Bogue Street. Traffic models were built to test the impact of both options. The results clearly demonstrated that a split-running alignment — a westbound dedicated bus lane directly north of the median and an eastbound lane along the south curb line — was the best option. The alternative — two dedicated bus lanes running side by side along the south curb line and all other traffic north of the median — forecast excessive delays and congestion issues.

In April, CATA's Board of Directors selected the split-running alignment option as the optimal solution for the portion of the corridor under review. The project was also adopted into the Tri-County Regional Planning Commission's fiscally constrained long-range plan, which is required before the Federal Transportation Administration can give the project environmental clearance. The Environmental Assessment report is slated to be presented at a fall public hearing and made available for public review. Once construction commences, the project is estimated to take one year to complete. Updates on the progress of the BRT project are available at cata-brt.org.

The BRT — high-capacity buses operating like a light-rail system in dedicated bus lanes — would serve 27 stations along the Michigan Avenue/Grand River Avenue corridor, allowing CATA to offer faster travel between downtown Lansing and Meridian Township, fewer stops, advanced traffic signal technology, station fare collection and improved boarding efficiencies.

HISTORIC VOTER SUPPORT RENEWS MILLAGE FUNDING



Residents of Lansing, East Lansing and Delhi, Meridian and Lansing townships voted overwhelmingly to renew CATA's base operating millage last August, with the millage passing in every precinct of every jurisdiction for the first time in CATA's history.

The 3.007-mill renewal, backed by 75 percent voter approval, extends the current millage another five years — through 2020. The millage represents 38 percent of CATA's operating budget, making it CATA's single-largest funding source. Funds offset operational expenses such as fuel, maintenance and labor.



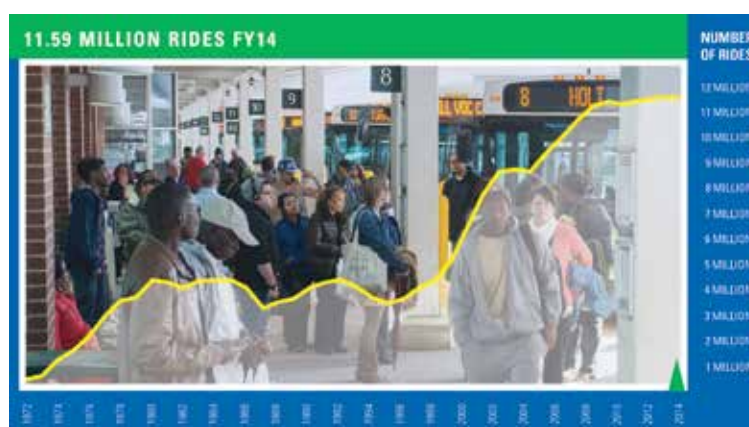
BOARD APPROVES SERVICE EXPANSION IN DELTA TOWNSHIP



An agreement with Lansing Community College last summer extended Route 12-West Michigan/Waverly to LCC's west campus, located in Delta Township. The added weekday service provides a direct link between LCC's main campus and west campus during fall and spring semesters, and an opportunity to capture new riders.

Seamless public transportation extended even farther west as a new partnership with Delta Township launched another Redi-Ride service. CATA's Board of Directors approved a three-year agreement to provide demand-response service throughout the township. Delta Redi-Ride enhances both access to jobs for township and urban residents working in the township as well as mobility services for persons with disabilities. With connections to Route 3 at the Lansing Mall and Route 12 at LCC West and Ollie's, Delta Redi-Ride brings a new level of service and commuting opportunities to the northeast portion of Eaton County.

The partnerships prompted the Board to suspend the Zone 2 fare structure in Delta Township. The double-fare requirement, initiated in 2010, applied to passengers boarding CATA's Route 3 or Spec-Tran in the township. Last August, however, the single fixed-route and Spec-Tran fares were reinstated.



RIDERSHIP TRENDS VARY BY SERVICE TYPE

Ridership has consistently surpassed 11 million passenger trips since the economic collapse in 2008. This established trend extended into FY2014, as 11,585,003 rides were provided in the tri-county area. While demand for CATA services on MSU's campus and across various paratransit services strengthened, an ease in overall growth coincided with a slight decline in national bus ridership figures over the same period. The nine MSU routes serving campus captured a 3 percent increase as student enrollment continued to reach new highs. Requests for paratransit services grew by nearly 5,000 trips. Michigan gas prices fluctuated as in past years, though the fourth quarter of 2014 saw gradual savings at the pump and may have influenced ridership.

WHERE PUBLIC TRANSPORTATION GOES,

Public transportation providers are instrumental in transforming communities and the lives of the residents they serve. We play a role in economic development, promoting sustainable lifestyles and improved quality of life. As an essential public service in the tri-county area, CATA's contributions to the region's growth go beyond simply transporting people from one location to another. CATA brings immeasurable value to the communities it serves by:



Community leaders and members review BRT plans at last spring's stakeholder group meetings.

STIMULATING ECONOMIC DEVELOPMENT

Implementing a BRT system in the Lansing area ensures greater mobility and accessibility, revitalizes the surrounding communities,

spurs investment among businesses and homeowners, and improves infrastructure — all vital to the long-term economic health of the region.

SPURRING JOB CREATION

Securing funding for new transportation projects generates new jobs and boosts the local economy.



Construction workers review blueprints for the Capital Area Multimodal Gateway, operated by CATA.

CONTRIBUTING TO SUSTAINABILITY

As a public transportation provider, moving people in clean machines — hybrid buses powered by ultra-low sulfur diesel fuel — reduces emissions up to 90 percent and increases fuel efficiency up to 40 percent. CATA's clean air initiatives continue as more hybrids are acquired to replace conventional diesel buses. Hybrid buses currently represent 51 percent of CATA's large-bus fleet.



BROADENING REGIONAL ACCESS

The Capital Area Multimodal Gateway, operated by CATA, promises commuters more flexibility in reaching their destinations as centralized, seamless public transportation services attract more people to the area and provide viable options for those traveling beyond our service boundaries.



BUILDING COMMUNITY PRIDE

Acts of Culture is CATA's unique platform for showcasing the arts at various community venues served by public transportation. Each day, public transportation connects people from all walks of life; CATA brings people together to share experiences that make our community a more vibrant and desirable place to live.



Top Left: The Michigan State University Youth Chorale awaits introduction at a CATA Acts of Culture event.

Bottom Left: The Youth Chorale performs.

Right: Root Doctor performs at an Acts of Culture event.



COMMUNITY GROWS



Delta Township, Meijer, LEAP and CATA officials celebrate the launch of Delta Redi-Ride.

INCREASING JOB ACCESS & MOBILITY

Introducing Redi-Ride service in Delta Township last fall permits increased access to jobs for township and urban residents working in the northeastern portion of Eaton County. As a curb-to-curb service, Delta Redi-Ride fosters greater mobility, particularly among persons with disabilities.

ENCOURAGING PERSONAL ADVANCEMENT

Preparing to board at the CATA Transportation Center, riders represent some of the 50,000 average weekday trips taken to gain access to the area's abundant educational, recreational and career opportunities.



ASSISTING IN TIMES OF NEED

When the community is in crisis, CATA is called upon by police, fire, emergency management and rescue personnel to assist with small- and large-scale evacuations, multivehicle accidents, missing-persons searches, warming and cooling shelters, and service detours during presidential visits.



A catastrophic fire at Friendship Manor in East Lansing last January displaced 71 residents. CATA responded by providing shelter and transportation to the Lansing Center. Photo: A firefighter offers blankets to a woman waiting to board a CATA bus. Photo by Matthew Dae Smith for the Lansing State Journal.

PROVIDING MOBILITY SOLUTIONS

Transporting large volumes of people in a short period of time requires solid logistical planning and the right equipment. CATA has the resources to provide service to various events throughout the year — such as MSU football and basketball games, commencements, art festivals and holiday events.



Michigan State fans take advantage of the basketball shuttle service operated by CATA — a partnership with MSU that benefits the community, the university and 15,000 ticketholders on game day.

INSPIRING BUSINESS DEVELOPMENT



Every dollar invested in public transit — whether through taxpayer support or infrastructure enhancement — generates \$4 in economic activity. Employers such as Sparrow Hospital, Lansing Community College, Michigan State University, our shopping malls and grocery stores — even the State of Michigan — want to be near public transportation. That's because CATA connects them to top talent and a strong employment base. Not only does CATA help retain existing employers, we weigh heavily in the decision-making process for relocating businesses. More and more Americans, including those in the communities we serve, seek transit-centric lifestyles.

CATA SERVICES AND PROGRAMS

cata.org

CATA's website provides a 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.

Rider Alerts

Receive up-to-the-minute information about detours and service changes by subscribing to Rider Alerts at cata.org. Automatic service alerts pertaining to your routes are sent to your phone via text message or email. Alerts are also available 24/7 at cata.org.

Bike Racks & Lockers

CATA fixed-route buses are equipped with easy-to-use bike racks that hold up to three bikes. Bikes ride at no cost. In addition, CATA offers a bike locker rental program 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.

SIMON

Lansing Community College Student



I was excited about taking classes at LCC West but had no idea how I would get there since I don't have a car. Then CATA extended service on Route 12 to west campus last fall — problem solved!

I take three buses to get there and, thanks to CATA's reliable services that easily connect with each other, I have never been late for class.

ERIN

Michigan State University Student



I ride CATA because it's too convenient not to! I tried walking but found taking the bus cuts my commute time to class in half. And it's so easy to figure out how to use the campus service. If I'm not sure how to get somewhere, I ask. All

the bus drivers are so willing to help. Honestly, my bus pass is one of the best purchases I make each semester at MSU!

IVÓN

Food Preparation Employee/Student



Busing and walking — my preferred ways to commute! We are a one-vehicle family so the majority of the time I let my husband take the car. I hop on the bus and then walk the rest of the way to work and class. CATA really is an advocate

for clean, healthy commuting. When the weather is nice, we have to enjoy it and CATA allows me to do just that and stay fit!

CATA SERVICES AND PROGRAMS

Fixed-Route Service*

CATA offers 32 fixed routes in the Greater Lansing area. Fixed-route service is what most people are familiar with — big buses traveling regular routes at scheduled times. Days of operation and service hours vary by route.

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

Commuters Ride “The Limiteds”

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

Entertainment Express



Catch the CATA trolley and ride the Entertainment Express. It's your connection to food and fun along the Michigan Avenue/Grand River Avenue corridor between downtown Lansing and East Lansing. The corridor features over 70 dining and entertainment nightspots. The service runs every Thursday, Friday and Saturday year-round, from 7:30 p.m. until 3 a.m. Customers with a CATA fixed-route pass ride at no additional charge. Or, for \$25, purchase an Entertainment Express Annual Pass and ride as often as you want for an entire year. Visit catatrolley.org for more details. Fares are the same as fixed-route service.*

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 Service

Spec-Tran is CATA's advance-reservation, curb-to-curb service for persons with disabilities who reside near 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.

CATANow

For immediate access to real-time projected 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 their trips when and where they want, utilize their time more efficiently, and reduce their dependency on published schedules. For details, visit catanow.org.



DOROTHY

Senior Community Member



I am so blessed to have the ability to visit my church friends in the hospital, bring food to their homes and keep them company. Spec-Tran gives me this ability. For the past three years, I have relied on CATA to take me everywhere. The drivers are so caring and helpful. I was on the bus during a bad storm and the driver kept checking to be sure we were OK. He assured us that he would get us home safely, and he did! He was so comforting, just like a good friend.

WILLIAM

Retired Property Manager and Designer



I am a huge advocate of CATA. I have used Spec-Tran, Meridian Redi-Ride and various fixed routes for many years. Their staff is knowledgeable and helpful in making sure my rides are pleasant experiences. I take great pride in educating my friends and neighbors about CATA's services because I believe everyone should know what a great public transportation system we have in this area. I have been known to take groups of seniors from my complex out for a bus ride just to show them what I mean.

JEREMY

Executive Director, Mid-Michigan Environmental Action Council



A community's public transportation system is a great indicator of that community's environmental health and overall quality of life. CATA exemplifies how good public transit can foster healthy, happy communities. I began riding CATA as an MSU freshman. It was the first time I felt comfortable with and confident in a bus system's accessibility and reliability. Now, as the executive director of Mid-MEAC, I advocate for green transportation. A key component of that advocacy is our partnership

with CATA to highlight their Clean Commute Options and Mid-MEAC's Smart Commute Challenge — initiatives aimed at reducing mid-Michigan's carbon footprint.

MICHAEL

Community Volunteer



CATA lets me be independent so I can volunteer at the food bank or Volunteers of America and then go out for some fun with a friend. I experiment by going to new places so I ride a lot of CATA routes and Delta Redi-Ride. I just figure out where I want to go and which bus will take me there. When I'm on the bus, I don't worry at all. I like my alone time, and I know the drivers will help me if I ask. Sometimes I get to see my friends who go to LCC on

the buses and then we can catch up on things.

Redi-Ride

CATA's Redi-Ride is an advance-reservation, curb-to-curb service operating in five areas. Mason and Williamston Redi-Rides operate within each city's service area Monday through Friday, 6:30 a.m. to 6 p.m., and Saturday, 8:30 a.m. to 4 p.m. Service is usually available within 30 minutes of a customer's call. Meridian Redi-Ride operates in Meridian Township Monday through Saturday, 9 a.m. to 5 p.m. Delhi Redi-Ride serves Delhi Township Monday through Friday from 7 a.m. to 6 p.m. and Saturday from 9 a.m. to 5 p.m. Delta Redi-Ride operates in Delta Township Monday through Friday, 6 a.m. to 9 p.m., and Saturday from 9 a.m. to 5 p.m. Rides are scheduled in the order requests are received and are limited to availability of space on the bus. Calls to request trips should be made at least four hours in advance of the desired pickup times. Transportation is not provided to or from schools when school bus transportation is available to a student. Fares are the same as fixed-route service.* Call 517-394-CATA (2282) or 800-322-1390 for more information or to reserve a ride.

Connector Service

Connecting outlying communities with the urbanized area, the Connectors offer regularly scheduled service Monday through Saturday. Buses make regular and requested stops along established routes. Deviations of up to one mile may be possible if the trip is arranged in advance. The Mason Connector travels between the Mason Meijer and the South Pennsylvania Meijer, serving bus stops along Cedar Street. The Williamston/Webberville Connector serves stops between Webberville and the Meridian Mall along Grand River Avenue, with stops in Williamston. Fares are the same as CRS.** Call 517-394-CATA (2282) or 800-322-1390 for more information or to request a ride that deviates from the route.

Shopping Bus

CATA provides regularly scheduled weekday service from area senior housing complexes to grocery stores and shopping centers. The fare is \$2 round-trip. Reservations are not required. Call 517-394-CATA (2282) or 800-322-1390 for information.

Lot Link & Night Owl

These phone-ahead evening and weekend services operate on MSU's campus during fall and spring semesters. Call 517-432-8888, and a small bus will arrive at your curb within 20 minutes. Rides are limited to campus locations. Fixed-route fares apply.*

Clean Commute Options



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, bicycle and walking route information. Visit @cleancommute on Facebook and Twitter for the latest updates. For an application or for more information, call 517-393-RIDE (7433), or email cleancommute@cata.org.

FARES

* **Fixed-Route Fares:** The standard one-way fare for fixed-route service is \$1.25. Medicare cardholders, students, seniors and persons with disabilities pay a reduced fare of 60 cents. Children under 42 inches ride free. Unlimited-ride discount cards and passes are also available at cata.org and at area CATA pass vendor locations.

** **CRS Fares:** One-way regular fares range from \$2.25 to \$3.25, based on the length of the trip. Discounted fares range from \$1 to \$1.50 for Medicare cardholders, students, seniors and persons with disabilities. Children under 42 inches ride free. Ten-ride punch passes are also available at cata.org and at area CATA pass vendor locations.

CATA SERVICE AREA

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.

COMMUNITY PRIDE

CATA's community connection extends beyond service provision. Each year, CATA looks for opportunities to "connect" even more with its community residents. CATA programs such as **Safe Ride Home** on New Year's Eve, **CATA Community Health Fair**, **Free Rides on Election Day**, **Santa Free Rides**, **Casual Commute Day** and **Bust the Bus** allow CATA to give back. CATA participates in many community-sponsored events, such as **Community Connect**, **Trick-or-Treat on the Square**, **Safety Patrol Picnic**, **East Lansing Art Festival**, **Be a Tourist in Your Own Town**, **Silver Bells in the City** and area parades. 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.

2014–2015 CATA BOARD OF DIRECTORS



Patrick D. Cannon
Board Chair
Meridian Township



Robert W. Swanson
Vice Chair
City of Lansing



Douglas Lecato
Secretary/Treasurer
Delhi Township



Julie Brixie
Board Member
Meridian Township



Peter A. Kuhnmuensch
Board Member
City of Lansing



Robin Lewis
Board Member
City of Lansing



Ralph Monsma
Board Member
City of East Lansing



Joseph Sambaer
Board Member
Lansing Township



Nathan Triplett
Board Member
City of East Lansing



Anne Wilson
Board Member
City of Lansing



Mark Grebner
Ingham County
Nonvoting
Representative



John Prush
Michigan State
University
Nonvoting
Representative

CATA LEADERSHIP



Sandra L. Draggoo
CEO/Executive
Director

Debbie Alexander
Assistant Executive
Director

Craig Allen
Co-director of
Maintenance

Andrew Brieschke
Director of Operations

Steve Lewis
Co-director of
Maintenance

Erik Lindquist
Director of Finance

Laurie Robison
Director of Marketing

LOCAL ADVISORY COMMITTEE (LAC)

Deb Wiese
Chairperson
Michigan Rehabilitation
Services

Sandi Stevens
Vice Chairperson
Citizen Representative

Doug Lecato
LAC Liaison
CATA Board Member

Lillie Mae Flannery
Citizen Representative

Felix Fliss
Tri-County Office on Aging

George Hanley
Citizen Representative

JJ Jackson
Citizen Representative

Suzanne Love
Citizen Representative

Diana Paiz-Engle
Citizen Representative

Paul Palmer
Citizen Representative

Mindy Rudolph
Citizen Representative

Mitch Tomlinson
Peckham Vocational
Industries Inc.

Brett VanDrie
Citizen Representative

AMALGAMATED TRANSIT UNION (ATU) #1039 LANSING, MICH.

OFFICERS

Steven Soliz
President

David Stanfield
Vice President

Kathleen M. Kelley
Recording Secretary &
Financial Secretary

COMMITTEE PERSONS

Donald Bean

Michael Beech

Michael Cramer

Brian Gould

Randy Steinhauer

Kelly Wojak

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

CATA LISTENING SESSIONS

Join us for Listening Sessions, and share your thoughts and concerns with CATA representatives. Feel free to stop by at any time during the sessions. We want to hear from you!

Monday, July 20, 2015
2 p.m. – 4 p.m. CTC*

Tuesday, October 20, 2015
9 a.m. – 11 a.m. CTC*
2 p.m. – 4 p.m. MSU-CTC**

Thursday, January 14, 2016
10 a.m. – 12 p.m. CTC*

Monday, April 18, 2016
1 p.m. – 3 p.m. CTC*

Wednesday, July 13, 2016
3 p.m. – 5 p.m. CTC*

Monday, October 18, 2016
8 a.m. – 10 a.m. CTC*
1 p.m. – 3 p.m. MSU-CTC**

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

** MSU-CTC – Shaw Parking Ramp 1

NO-SERVICE DAYS

CATA operates year-round, with the exception of the following holidays:

- New Year's Day
- Memorial Day
- Labor Day
- Christmas Day
- Easter
- Independence Day
- Thanksgiving Day

ACCESSIBILITY

- CATA vehicles and facilities are accessible to persons with disabilities.
- Fixed-route buses are equipped with an audio system that announces major destinations and transfer points to assist visually impaired passengers and others.
- Service animals are always welcome on CATA vehicles.
- **cata.org** provides information in formats that meet federal accessibility guidelines and include downloadable MP3 audio files of all schedules and service brochures.
- Large-print schedules are available upon request.
- Bus-hailing kits are available for customers' use.

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: 517-394-CATA (2282)

Mon-Sun: 8 a.m. – 5 p.m.

Rural Service Connectors Shopping Bus Redi-Ride

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

Lot Link: 517-432-8888

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

Night Owl: 517-432-8888

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

Rider Alerts: Subscribe or access 24/7 at cata.org

Website: cata.org

Facebook: Facebook.com/rideCATA

Twitter: Twitter.com/rideCATA

Michigan Relay Center Voice TDD: 800-649-3777

Clean Commute Options: cleancommute.org

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

Twitter.com/cleancommute
Facebook.com/cleancommute
Youtube.com/cleancommute



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.