



# 2016 COMMUNITY REPORT



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 US POSTAGE  
**PAID**  
 LANSING, MI  
 48910  
 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 executive offices, as well as its Bus Storage Facility, 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 new 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 ample parking and three climate-controlled waiting areas. Routes 20 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 2016

**DEAR GREATER LANSING RESIDENT:**

Whether you're a frequent rider, an occasional commuter or someone who never steps foot on a bus, we are proud to proclaim that CATA in some way affects your life — and, we can confidently say, the impact is for the better.

This report highlights various CATA activities during the past year that have contributed to the progress and vibrancy of our community. They range from staging events such as the Come Clean Duathlon, which promotes healthy living and environmental stewardship, to stimulating development through projects like the Capital Area Multimodal Gateway, Operated by CATA, which improves delivery of public transportation in Greater Lansing and creates a welcoming first impression for visitors to our region.

We are also working to transform the Michigan Avenue/Grand River Avenue corridor while at the same time meet the strong demand for bus rides between the Capitol in downtown Lansing and Marsh Road in Meridian Township. Read more on pages 4 and 5 about CATA's progress toward the proposed BRT.

In the meantime, of course, we continue to deliver on our core mission of providing safe, timely and cost-efficient transportation to Greater Lansing residents. Despite falling gasoline prices, CATA ridership held relatively steady in 2015. Learn more on page 3.

We are also working to make it easier to stay up to date on CATA services and initiatives. For example, to better accommodate the growing number of customers who access [cata.org](http://cata.org) from a mobile device, we recently unveiled a brand-new responsive website design. We encourage you to check it out.

Clearly, Greater Lansing views public transportation as vital to keeping our community moving forward. As you read through this report, you'll find stories about residents from various walks of life who relate how CATA touches their lives. They range from people who rely on CATA services to deliver them safely to their doorsteps late at night, to nonriders who nonetheless value public transportation's role in improving our community's quality of life.

All of us at CATA are proud to serve Greater Lansing and are truly thankful for the support of its citizens. We vow to continue delivering on our promise to respond creatively and cost efficiently to the region's diverse mobility needs.

Sincerely,

**Patrick D. Cannon**  
CATA Board Chair

**Sandra L. Draggoo**  
CATA CEO/Executive Director

# CATA HIGHLIGHTS



## GATEWAY BRINGS NEW VITALITY TO REGION

As construction on the Capital Area Multimodal Gateway nears completion, appreciation for the role it plays in welcoming visitors to the community continues to build. The facility, operated by CATA, replaces East Lansing's historic Amtrak station as the region's new Gateway, showcasing rail as well as intercity and national bus lines.

The hub's opening commenced last fall with taxi and intercity bus service — MegaBus, Greyhound and Indian Trails — moving to the new state-of-the-art facility. Amtrak's Blue Water rail service moved to the new building just after the first of the year. The final phase of the project — the demolition of the original station — commenced in the spring. CATA's Route 20 serves the Gateway year-round. Route 39 will provide service during MSU's fall and spring semesters.

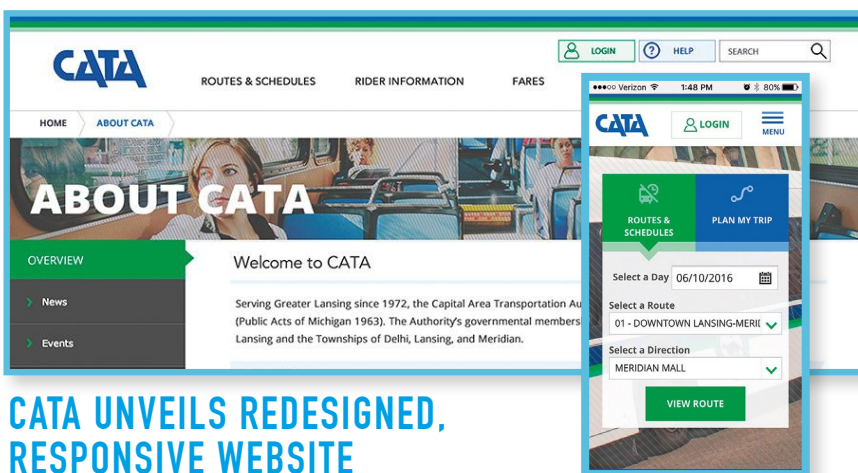
The Gateway's 7,733 square feet of contemporary design gives passengers access to canopied and well-lit bus-boarding bays, short-term drop-off and pickup areas, convenient ticket and information booths, vending services and 24/7 access to three climate-controlled waiting areas. Following completion of soil remediation work, 150 parking spaces and pay-by-license meters will be installed.

The Gateway project was funded by a U.S. Department of Transportation grant in the amount of \$6.28 million. The Michigan Department of Transportation contributed \$566,000, and Michigan State University contributed a land lease on behalf of the project.

### METER RATES

- 30 minutes or less ..... \$1
- Each hour or fraction thereof ..... \$2
- 24-hour maximum ..... \$10
- Weekly maximum ..... \$50

*Combinations of weeks and days will be permitted (for example, parking for one week and three days would cost \$80)*



## CATA UNVEILS REDESIGNED, RESPONSIVE WEBSITE

Smartphones have emerged as the device of choice among public transportation users. A recent survey conducted by EPIC-MRA revealed that 80 percent of regular CATA riders on non-MSU routes and 99 percent on MSU routes own a smartphone. An analysis of

CATA's website traffic showed that 71.5 percent of site visitors use a mobile device, such as a smartphone or tablet, compared with 28.5 percent who use a desktop computer.

"To better accommodate the growing number of customers who access cata.org from a mobile device, we plan to unveil a brand-new responsive website design this summer," said CATA CEO/Executive Director Sandy Draggoo.

A responsive website design ensures an optimal user experience, because the site adjusts its layout to the viewing environment of a wide range of devices, including desktop computer monitors, tablets and mobile phones. It eliminates the need to resize, pan or scroll, resulting in easier reading and navigation. Excess content and visual clutter are also reduced, allowing users to more easily find the tools and information they seek.

The site is being designed, in accordance with federal accessibility guidelines, to provide a simplified navigation structure, including quick access to commonly used tools. Important alerts and emergency notifications will be prominently displayed, but only when needed. New visitors and infrequent riders will see CATA's core services, while experienced riders will be able to quickly check route schedules. The trip-planning function is being redesigned for use with mobile devices, allowing potential riders to use a smartphone to obtain bus information. Additional features will allow CATA to communicate about bus passes, career opportunities, news, events and more.



CATA ridership remains steady.

## NATIONAL TREND LEAVES ITS MARK ON RIDERSHIP

The economy, market population, demographics, weather and even road construction inevitably cause fluctuations in ridership. One key variable that has impacted public transportation ridership across the country is the declining price of gasoline.

The steady and significant drop last year in the per-gallon cost of gasoline negatively affected transit ridership nationwide. The American Public Transportation Association reported declines in total passenger trips in 2015 approaching 3.5 percent between October and December 2015 and 3 percent as of early March 2016.

The impact on CATA's total ridership was not as significant: At the close of fiscal 2015, 11,432,364 rides had been recorded — a 1 percent decline relative to fiscal 2014 year-end. Nearly half of CATA's urban fixed routes exhibited increases, though their growth was tempered by declines on several high-ridership routes. Paratransit services reported an overall increase of 10,200 rides, due in large part to healthy ridership gains on Delta Redi-Ride in its inaugural year of operation in Delta Township. Despite the impact of low fuel prices, CATA continued to maintain its strong ridership position, providing more than 11 million passenger trips for the eighth consecutive year.

## 7 BASICS OF BUS RAPID TRANSIT

Michigan Avenue / Grand River Avenue BRT Project

Transportation Efficiency • Economic Development  
Safety Improvements • Environmental Sustainability



### 1 RUNNING WAYS

BRT operates in dedicated side or center-running lanes for a majority of the route.

High-frequency bus service minimizes passenger wait time.

Security and safety will be increased through lighting or monitoring features.

Dedicated lanes give buses uninterrupted travel, increasing reliability.

Streetscaping, pedestrian amenities, and bicycle facilities promote healthy lifestyles.



### 2 STATIONS

Stations will include fare-ticketing machines, covered waiting areas, level boarding, and real-time transit information.

### 3 VEHICLES

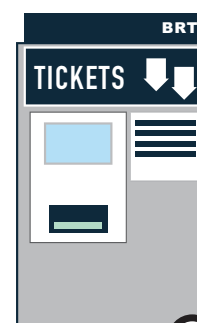
BRT vehicles will be 60 feet long to accommodate more riders, and include features like doors on both sides of the buses and interior bike storage.



### 4 FARE COLLECTION

Fare payment will occur at BRT stations.

Level boarding platforms and wider and additional doorways provide greater accessibility.



Automated fare collection systems at stations reduce boarding time.



### 5 INTELLIGENT TRANSPORTATION SYSTEM (ITS)

Technology is used to help improve system operation and passenger experience, including transit priority at intersections, real-time arrival information for waiting passengers, and safety and security enhancements.

Sophisticated traffic signal management can minimize delays by holding green signals for buses approaching an intersection.



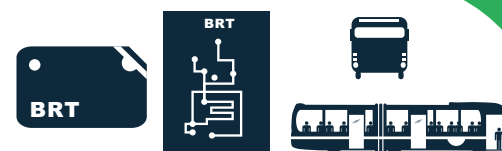
### 6 SERVICE AND OPERATION PLAN

Improved safety for automobiles, bus riders, and pedestrians. Medians and additional signalized intersections reduce accidents and allow for safe pedestrian crossing.



### 7 CATALYST FOR ECONOMIC DEVELOPMENT

Transit improvements can have a positive impact on property, such as increasing property value and supporting diverse types of development.



### MICHIGAN AVENUE / GRAND RIVER AVENUE BRT PROJECT

- 8.5-mile long BRT line from downtown Lansing through Lansing Township, and East Lansing into Meridian Township.
- BRT hybrid articulated buses will operate in exclusive bus-only lanes.
- Service every 6 minutes.
- 27 stations.
- Will provide improved transit travel time reliability and increased capacity.
- Improved automobile travel times due to removal of bus from automobile lanes.



Residents, business owners and stakeholders provide input about BRT.

## BRT UPDATE

Since 2009 CATA has worked on a way to provide more automobile and transit capacity in the Michigan Avenue/Grand River Avenue corridor, which runs from the Capitol to Marsh Road in Meridian Township.

A November 2015 survey of 680 regular CATA riders conducted by EPIC-MRA revealed that one in five Route 1 customers is unable to ride the bus because it is too full, with the highest percentages of respondents representing those from the lowest income groups and those without access to a vehicle.

While CATA could solve the overcapacity problem by putting additional buses in the corridor, doing so would only worsen traffic congestion. CATA buses currently operate along the corridor route every 9 minutes. If CATA increased the number of Route 1 buses to address overcrowding, they would stop every 6 minutes. Each time a bus stops, drivers of other vehicles following it are inclined to move from behind the bus into another lane, presenting safety concerns.

While one of CATA's project goals is to identify a corridor solution that accommodates all modes of travel, another objective is to provide transportation capacity that encourages and facilitates continued growth in the Michigan Avenue/Grand River Avenue corridor. The projected increase in jobs, population and housing along the corridor will require more transportation. New buildings and developments currently under construction are expected to attract 10,000 additional people who will live, work, travel and shop in the corridor.

Bus Rapid Transit (known as BRT) separates buses from automobiles and provides dedicated lanes for both. Most of the time, the bus lanes would be in the center of the road with a median (of varying size depending on available space), and automobiles would occupy the outer lanes so they have access to destinations along the corridor. Buses would stop at 27 stations whose platforms are elevated to the height

of the bus floor for quick, smooth boarding. To further ensure boarding efficiency, each station would be fully accessible to customers with disabilities; fare payment would occur at the station prior to boarding; and riders with bicycles would bring them aboard the bus and park them on wall-mounted racks. To make this happen, CATA's current Route 1, which provides 1.7 million customer trips each year and 6,900 trips each weekday during the school year, would be eliminated, as would the Entertainment Express and a portion of Route 48. The money CATA uses to operate these services today would be used to operate the BRT.

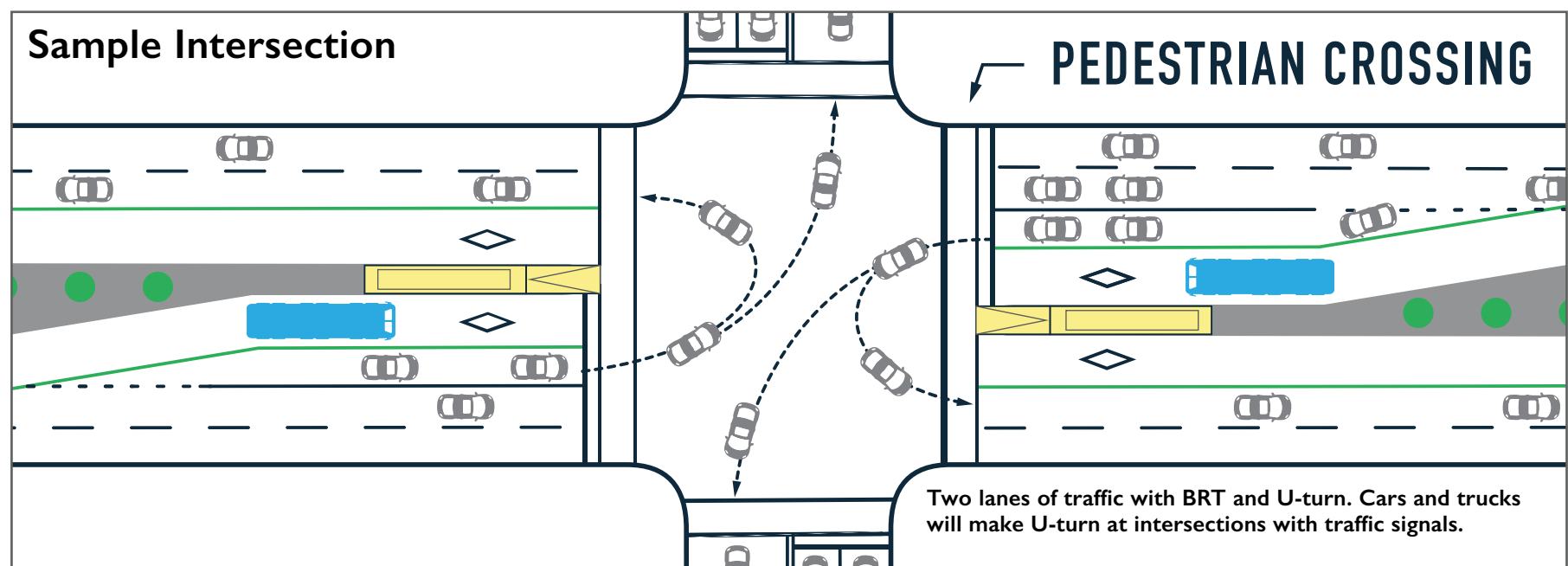
The BRT solution allows automobiles to operate in their own lanes without the interruption of stopping buses. As more people choose public transit, BRT also allows CATA to add buses in the corridor without impacting other transportation modes. The benefits of BRT are not exclusive to vehicles. It also provides improvements for those who choose to walk. All stations will be at signalized intersections, including the addition of nine new signalized intersections, mainly in areas where there are long stretches of roadway without safe crossing options. While not encouraged, as pedestrians cross the street at points along the corridor between signals, they would safely wait on a median for traffic to clear before progressing to the other side.

Medians would add a change to traffic movements. Motorists wishing to turn left would go to the next signalized intersection and make a U-turn to get safely to their destination. Studies conducted by the Federal Highway Administration show that adding medians reduces auto-to-auto accidents by 39 percent and auto-to-pedestrian accidents by 47 percent. Traveling a few tenths of a mile more to make a U-turn is a short distance to ensure safety and prevent accidents.

CATA is about one-third of the way through the rigorous process the Federal Transit Administration requires for a project of this size. The current phase, called the "environmental assessment," will determine whether BRT would cause significant environmental issues. This phase is scheduled for completion by the end of 2016.

The BRT project is an opportunity to bring federal funding back to Michigan to improve roads. If not awarded to CATA, these funds will be forfeited and awarded to another community, specifically for major infrastructure projects such as light rail, streetcar and BRT. The cost to construct the BRT infrastructure, buy BRT buses and build stations totals \$133 million. This money would come entirely from the federal and state government. Existing revenue, including funding that is currently used to operate Route 1, Entertainment Express and part of Route 48, will be used for BRT operations.

[Get the facts about the BRT at www.cata-brt.org.](http://www.cata-brt.org)



## SUZANNE

Retiree, Lansing



I moved to Lansing 40 years ago without a car, deciding to put off buying one until I saw what the bus system was like. My garage still sits empty. Through the years, I've been able to get just about everywhere I

want to go on a CATA bus: errands, doctor's appointments, shopping and, before I retired, to work every day. I also use it just to enjoy a ride. CATA affords me the flexibility to hop aboard a bus and explore my community.

## RASHELL

Student, Michigan State University



I ride CATA because of the convenience and safety it offers. I've been using it since I was a freshman at MSU. I immediately learned that it's the best way to get around because MSU is such a large

campus. I've also worked jobs on campus where I didn't get out until 2 a.m., and I relied on CATA's Night Owl service to get me safely to my doorstep.

## KEVIN

Assistant Director for State Finance,  
Michigan Department of Treasury



I'm all about trying to reduce my carbon footprint. Especially in the winter, I'll commute to work on CATA four or five times a week so I don't have to deal with driving in bad weather. I've

always believed that you can judge the quality of life in a city by its public transportation system. I'm happy to say that CATA is reliable, on time and offers a diversity of routes.

## CATA SERVICES AND PROGRAMS

### cata.org

CATA's new responsive website will feature 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.

### Bike Racks & Lockers

Bike racks can be found on all CATA fixed-route buses and on 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](http://cata.org) or call 517-394-1000 for locker rental information and step-by-step instructions on how to use our bike racks.

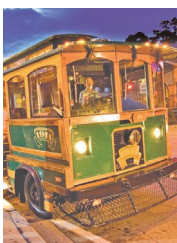
### Fixed-Route Service\*

CATA offers 32 fixed routes in the Greater Lansing area. Fixed-route service is what most people are 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 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 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. Customers with a CATA fixed-route pass ride at no additional charge. Fares are the same as fixed-route service.\*

### CATA Rural Service (CRS)\*\*

This is an advance-reservation, curbside 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, curbside service for people 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](http://catanow.org).

## MARK

Graduate Student, Michigan State University



I love CATA because it is everywhere. I ride whenever I can, especially on MSU's campus and to downtown Lansing. The convenience and ease of CATA's services make driving a car (and paying for parking) obsolete. Whether I am in for a day at the library, or heading downtown for the night, I can always rely on CATA's services to get me around Greater Lansing. My CATA bus pass is one of

my favorite purchases each semester because I know that my life gets easier and less expensive when I'm riding CATA.

## DIANA

Promotion Agent, Michigan Historical Museum



I've used CATA for more than 30 years. During that time, I have seen an evolution in services to meet both the changing needs of the community as a whole and the variety of needs of the individual customer. The fixed-route buses, Redi-Ride services, rural service and Spec-Tran — each is available to me, so I can choose the transportation that meets my needs in getting to any particular destination in the Greater

Lansing area. Great public transportation options — yet the staff maintains a caring, small-town feel.

## CHRIS

Small Business Owner, Meridian Township/Okemos Resident



Lansing has the foundation required to become a premier community: the state capital, a major university and high-quality health care providers. Connecting these key elements to our residential and shopping districts via a progressive public transportation system is essential to bring it all together. Adding the Bus Rapid Transit system to the Michigan Avenue/Grand River Avenue corridor will prepare us for the next 50 years

of new housing and business development. In my opinion, the BRT vision is a safety, beautification and efficiency game-changer. The end result should be a better path for buses, cars, bikes and pedestrians.

## TIM

Owner, TimBarronsRadioMichigan.com



I do not ride CATA, yet I happily do my part to fund CATA services via my home taxes and other real estate taxes. High-quality, customer-focused public transportation is a critical piece of any community's infrastructure. Award-winning services such as what CATA provides boost the quality of life for all, users and nonusers alike, and is a source of community pride. Studies have shown an undeniable linkage between the

quality of a market's public transportation and property values, as well as the attraction and retention of the modern workforce.

### Redi-Ride

CATA's Redi-Ride is an advance-reservation, curb-to-curb service operating in five areas, six days a week.

In Mason, Redi-Ride operates Monday through Friday from 6:30 a.m. to 6 p.m. Service in the city of Williamston is available weekdays from 7:30 a.m. to 5 p.m. while Saturday service is provided in both areas 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. 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. Fares are the same as fixed-route service.\* Call 517-394-CATA (2282) for more information or to reserve a ride.

### Connector Service

Connecting outlying communities with the urbanized area, Connectors offer regularly scheduled service Monday through Saturday. Buses make regular and requested stops along established routes. Deviations of up to 1 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) 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 round-trip fare is \$2. Reservations are not required. Call 517-394-CATA (2282) 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](http://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 517-393-RIDE (7433), or email [cleancommute@cata.org](mailto:cleancommute@cata.org)

## FARES

\* **Fixed-Route Fares:** The standard one-way fare for fixed-route service is \$1.25. Medicare cardholders, students, seniors and people 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](http://cata.org) and at 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 for Medicare cardholders, students, seniors and people with disabilities. Children under 42 inches ride free. Ten-ride punch passes are also available at [cata.org](http://cata.org) and at area 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 our **Casual Commute Day, Come Clean Duathlon, Community Health Fair, Free Rides on Election Day** and

**Santa Free Rides** allow CATA to give back. CATA participates in many community-sponsored events, such as **Be a Tourist in Your Own Town, Kids Connect, Delta Side Business Association Community Expo, East Lansing Art Festival, holiday parades, MSU Science Festival, Safety Council Patrol Picnic, Silver Bells in the City, Touch-a-Truck** and **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.

## 2015–2016 CATA BOARD OF DIRECTORS



**Patrick D. Cannon**  
Board Chair  
Meridian Township



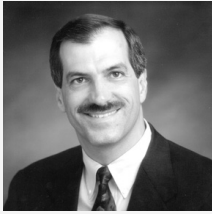
**Robert W. Swanson**  
Vice Chair  
City of Lansing



**Douglas Lecato**  
Secretary-Treasurer  
Delhi Township



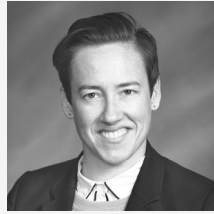
**Julie Brixie**  
Board Member  
Meridian Township



**Peter A. Kuhnmuench**  
Board Member  
City of Lansing



**Robin Lewis**  
Board Member  
City of Lansing



**Rory Neuner**  
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



**Sarah Anthony**  
Ingham County  
Nonvoting  
Representative



**John Prush**  
Michigan State  
University  
Nonvoting  
Representative

## 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!

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

**Thursday, January 12, 2017**  
10 a.m. – 12 p.m. CTC\*

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

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

**Monday, April 10, 2017**  
12 p.m. – 2 p.m. CTC\*

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

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

\*\* MSU-CTC – Shaw Parking Ramp

## 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 Sunday
- 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.
- The **cata.org** website 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.

*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.*

## CATA LEADERSHIP



**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

**Vacant**  
Director of Finance

## LOCAL ADVISORY COMMITTEE (LAC)

**Deb Wiese**  
Chair  
Michigan Rehabilitation  
Services

**Sandi Stevens**  
Vice Chair  
Citizen Representative

**Doug Lecato**  
LAC Liaison  
CATA Board Member

**Lillie Mae Flannery**

**Felix "Bud" Fliss**

**George Hanley**

**JJ Jackson**

**Diana Paiz-Engle**

**Paul Palmer**

**Mindy Rudolph**

**Mitch Tomlinson**

**Brett VanDrie**

## AMALGAMATED TRANSIT UNION (ATU) #1039 LANSING, MI

### OFFICERS

**Kathleen M. Kelley**  
President

**Mike Beech**  
Vice President

**Kim Semperger**  
Recording Secretary &  
Financial Secretary

### COMMITTEE PERSONS

**Donald Bean**

**Michael Cramer**

**Kate Gardner**

**Brian Gould**

**Randy Steinhauer**

**Kelly Wojak**

✂ 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.  
517-393-RIDE (7433)  
cleancommute@cata.org

### MICHIGAN RELAY CENTER VOICE TDD

800-649-3777

### WEBSITE

cata.org

### FACEBOOK & TWITTER

/rideCATA & /cleancommute

