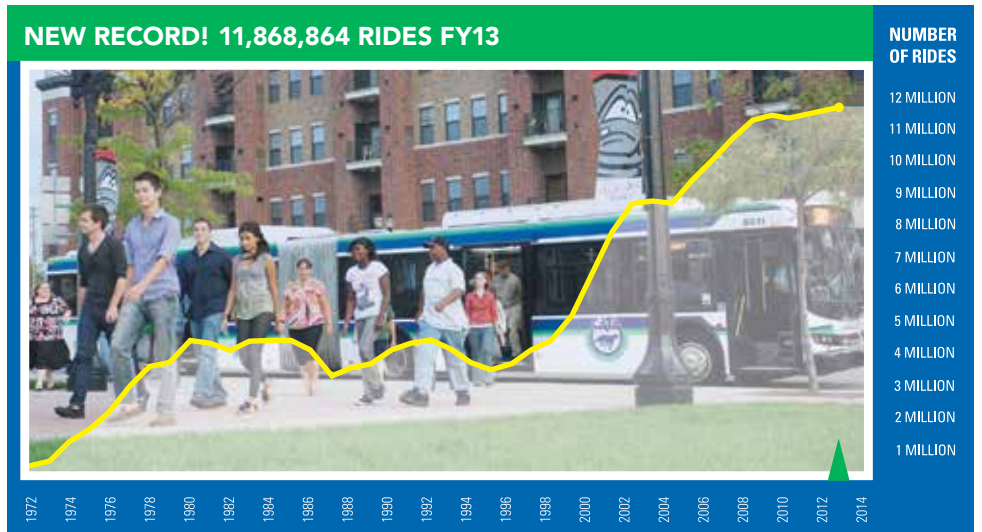




2014 COMMUNITY REPORT • MOVING YOU FORWARD WITH PRIDE

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

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910



See story on page 3.

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 1
The MSU-CTC is the main boarding center for CATA routes serving Michigan State University. It's open 24/7 and includes bus schedules and maps, a convenience store, restrooms, vending machines and access to MSU's Shaw Parking Ramp 1. Customer Service Representatives are accessible via direct phone lines.

CATA Administrative Offices 4615 Tranter Street, South Lansing
Service information and bus pass purchases are available Monday through Friday, from 8 a.m. to 5 p.m.



June 2014

Greater Lansing Residents:

The last year has proven to be a productive one for CATA! Along with sustaining a robust ridership base and attaining yet another record year, we have been diligent in managing a number of regional public transportation projects that will benefit not only our customers but the community at large in the not-too-distant future.

Most recently, the Bus Rapid Transit project — a preferred alternative transportation system utilizing high-capacity buses in dedicated lanes along the Michigan Avenue/Grand River Avenue corridor — was introduced to the community via a series of public meetings. Community input has been invaluable in evaluating the potential for BRT and spurring greater economic development in our area. We appreciate the critical feedback and will continue to keep residents and businesses apprised of our progress. Read more about the BRT project in this report.

The Amtrak Station in East Lansing will soon become the Capital Area Multi Modal Gateway, operated by CATA. The new facility will address capacity issues and offer a host of public transportation service options and improvements. Watch for construction activity on the site later this summer, and learn more about this and other projects in the pages to follow.

It has been four years since CATA appeared on a ballot in Ingham County. In August, voters will be asked to renew our base operating millage. This proposal would continue the 3.007 mills for 5 years starting in 2016. This funding represents 38 percent of our operating budget, which is essential to running services that provide nearly 12 million trips per year. Please take a moment to familiarize yourself with the facts so you can vote responsibly. Information is available in this report and at cata.org.

Ongoing enhancements to our services and fleet further our continued commitment to align ourselves with opportunities that contribute to the betterment of our customers and the community. We are proud to be spearheading such growth and are grateful for these opportunities as we remain respectful of our obligations to the region.

Moving forward with pride,

Patrick D. Cannon
CATA Board Chair

Sandra L. Draggoo
CATA CEO/Executive Director

CATA Mission Statement

CATA provides a variety of quality transportation services that are safe, timely and cost-efficient, responding creatively to the diverse mobility needs of the region, and delivered by dedicated employees in a professional manner.

CATA HIGHLIGHTS

Millage Renewal Proposal Slated for August Ballot

Voters in Lansing, East Lansing, and Delhi, Meridian and Lansing townships will be asked to renew CATA's base operating millage later this summer. The ballot proposal renews the existing millage that provides foundational funding needed to keep our community's public transportation system running. The proposal will be included on the August 5 ballot and asks for a renewal of 3.007 mills for five years (2016–2020). For a homeowner whose home is valued at \$100,000, the cost is \$150 per year. The funds represent 38 percent of CATA's operating budget — the largest single funding source — and would continue to offset operational expenses such as fuel, maintenance and labor.

The ballot language will appear as follows:

Shall the previously voter-approved millage of 3.007 mills (that being \$3.007 per thousand dollars of taxable value) be renewed and authorized to be levied by the Capital Area Transportation Authority (CATA), for continued service, as provided for by Public Act 55 of 1963, as amended, on real and personal property located within the City of Lansing, City of East Lansing, Meridian Township, Lansing Township, and Delhi Township for the years 2016 through 2020 inclusive, which is a period of five years? (The current levy of 3.007 mills was approved by the voters in 2010 and is authorized through 2015.) Based on currently available taxable value data, if approved and levied, this millage would generate approximately \$14,738,685 in 2016. Yes: ____ No: ____

Passenger Trips Reflect Stable Demand



As national and local economic indicators continued to portray a rebounding economy, CATA's annual ridership sustained yet another record year, peaking at 11,868,864 passenger trips — a 42-year high. While overall growth has softened in the last two years, a slight gain in CATA's

fixed-route service accounted for the additional 7,100 rides realized in FY13. Ridership among paratransit services remained relatively consistent compared to one year ago. Following the robust gains from the mid- to late 2000s, CATA has been successful in retaining and increasing historic ridership levels. In the last 10 years, CATA's total passenger rides have grown by 3.1 million trips — a 35 percent progression.



Bus Rapid Transit Moves Closer to Reality

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

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

Coming soon!

CAPITAL AREA MULTI MODAL GATEWAY
operated by CATA

An open house hosted by CATA last spring inspired public comment on facility design, accessibility and services in conjunction with the redevelopment of the current East Lansing Amtrak Station. The information-gathering phase was spurred by a \$6.28 million U.S. Department of Transportation grant earmarked for the new Capital Area Multi Modal Gateway, operated by CATA — the transportation gateway to Michigan's capital city region. In partnership with MSU and the City of East Lansing, CATA will oversee the \$10.5 million project. Matching dollars from the Michigan Department of Transportation and a land lease of the property from MSU comprise the balance of the funding. The Capital Area Multi Modal Gateway will address capacity issues with expanded parking and a new passenger station.

CATA HIGHLIGHTS

Vehicle Advancements Improve Riders' Experience



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

New vehicle acquisitions recently added another six 40-foot hybrid buses, reducing the overall age and increasing efficiencies of the fleet. With these additions, hybrids represent 41 percent of CATA's large-bus fleet and contribute to

ongoing clean-air initiatives, fuel efficiencies, noise-reduction efforts, and smoother performance goals. As funding allows, hybrids will continue to replace retired diesel buses.

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

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

Funding for an upgraded radio communication system acquired in 2013 has allowed for improved communications between bus operators and our Operations Center.

CATA's Community Outreach Benefits Those in Need

Promoting health is not a new concept for CATA. As the area's provider of public transportation, CATA impacts thousands of lives each day. The accessibility of our transportation center in downtown Lansing provides fitting opportunities to offer our customers and our community beneficial resources to which they may not otherwise



have access. Most recently, our annual spring health fair became the largest in our 15-year history, with nearly 30 participating agencies and organizations on hand at our downtown facility. In partnership with the MSU College of Osteopathic Medicine and

the Tri-County Office on Aging, the event provided a host of free screenings and resources — all open to the public at no charge.

Bus operators, maintenance workers and mechanics from Amalgamated Transit Union Local 1039 again joined forces with Kroger to wage war against hunger. The 6th annual Bust the Bus food drive held in April collected 1,346 pounds of nonperishable food items and \$1,800 in cash donations. Each dollar equates to nine pounds of food. Proceeds benefited the Greater Lansing Food Bank.

On June 18, CATA will host the second annual financial empowerment fair featuring Fifth Third Bank's mobile eBus. Area partners will come together at the CATA Transportation Center to bring financial, housing, banking and employment education resources to underserved areas of our community, stimulating a healthier financial region. The eBus, a mobile financial bus, is equipped with computer stations to permit confidential discussions of personal financial needs.



My Spec-Tran is CATA's new online ride management tool that recently became available to Spec-Tran customers. It allows customers to request, review and cancel Spec-Tran rides at their convenience — 24 hours per day, 7 days per week. You no longer need to speak with a CATA representative to book a trip or check your schedule. Simply go to myspectran.org, and input your client ID and password to get started.



CATA's automatic vehicle location system uses global positioning satellite technology to track bus travel patterns and locations. Reported in real time and updated at regular intervals, the data is used to monitor and enhance our operations by tracking on-time performance, measuring efficiencies and identifying interruptions in service. Soon, access to this real-time information will be available to our fixed-route customers for trip-planning purposes.

CATAnow provides immediate access to real-time projected departures from any of CATA's 1,300-plus bus stops. 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. Inquiries are conveniently made via a personal mobile device or computer in three easy steps.

1. **Obtain your bus stop number** posted at every stop and at cata.org
2. **Request departures**
text 76123
or
email catanow@cata.org
or
visit cata.org/catanow
3. **Receive real-time departures**
up to 15 minutes before your bus departs

CATAnow launches this summer with the installation of signs at all bus stops. Watch for announcements, "how-to" instructions online, and print brochures at CATA facilities and various schedule-rack locations. For more information, contact CATA's Customer Service at 517-394-1000.



CATA HIGHLIGHTS

Expect the Unexpected with CATA Acts of Culture

The local arts comprise many talented individuals who add dimension to our region's culture. CATA believes in the potential of the arts to engage residents and bring the community together. To promote this belief, CATA Acts of Culture was launched last summer with a spontaneous performance by the Indian Dance Troupe of Okemos at the CATA Transportation Center. As a unique platform for showcasing the arts, Acts of Culture performances are intended to make people think, smile,

You are experiencing



Driven by CATA. Sponsored by  #ActsofCulture



dance, grab their cameras and interact. People from diverse walks of life who are connected through public transportation can share an experience that helps make the Greater Lansing community a more vibrant place to live. Already, various dance,

musical and vocal performances have popped up across town to immerse our customers and the community in the arts. Look for more Acts of Culture this summer and fall.

Rider Alerts

CATA customers can 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 messages or email address. Alerts are also available 24/7 by visiting cata.org.

cata.org and Trip Planner

CATA's website includes 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.

CATA Bike Racks and 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 the bike racks.

Air Quality Awareness Ignites New Initiatives

The objective of CATA's Clean Commute Options program is to increase awareness of and commitment to improving air quality in the tri-county area. In addition to the regional programs available to commuters who chose to contribute to the effort, CCO has unleashed several new initiatives to generate awareness:



Come Clean for a Day on Casual Commute Day

The program's annual Clean Commute Challenge was revamped to appeal to a broader market and inspire greater participation among area commuters. The move proved to be successful, as evidenced by last month's Casual Commute Day. Bringing new meaning to casual Friday, the event challenged individuals to try clean alternative

modes of commuting. More than 900 commuters participated in the challenge, which promoted carpooling, vanpooling, biking, busing and walking.

Dump the Pump Day

Rising gas prices and air quality issues are nationwide concerns that are inspiring people to take action. CCO encourages area residents to join the nation in dumping the pump on June 19.



**I DUMPED
THE PUMP
FOR TRANSIT.**

One commuter who typically drives 20 miles round-trip can reduce carbon emissions by 20 pounds in one day by using public transportation instead.* Leave your vehicle at home, ride CATA and save money while helping the environment. A two-person household that downsizes to one car can save, on average, more than \$10,174 a year.*



Capital City's First Duathlon

Clean Commute Options will sponsor the first 5/10/5 Come Clean Duathlon on September 14, 2014, at Hawk Island County Park in south Lansing. The race will combine two five-kilometer

running events with 10 miles of biking, and call attention to the program's services and benefits of improved air quality. To register and learn more about the duathlon, visit comecleanduathlon.org.

Ozone Action Season Returns

Ground-level ozone, derived from sunlight interacting with atmospheric pollution during warmer temperatures, can lead to serious health issues. Levels increase in the summer months as pollution builds during stagnant air conditions associated with high-pressure areas. Higher ozone levels can result in breathing problems for children, people with asthma and chronic respiratory conditions, those who work or are active outdoors, and the elderly. Clean Commute's Ozone Action Season, which runs from May through September, educates the community about air quality and ways to combat ozone. Be aware of ozone alerts reaching orange or higher, and do your part to contribute to cleaner air by:



- Leaving your vehicle at home and choosing an alternative means of commuting
- Waiting to refuel vehicles or mow lawns until after 5 p.m. or on cooler days
- Reducing engine idling
- Combining errands

For more, visit cleancommute.org.

*American Public Transportation Association 2014 Transit Facts/April 2014 Transit Savings Report

VANESSA

Michigan State University Student



As a student living far from campus, I worried about how I would get to my classes. I really didn't want to drive and incur expensive parking fees. I was really glad to learn that CATA

runs right by my apartment! Route 26 comes so often during the day that I rarely have to wait much at all. My bus drops me off in the middle of campus; right where I need to be. Love the convenience—thanks CATA!

GEORGE

Retired Teacher



I've been riding CATA for at least 12 years, since I was no longer able to drive following an accident. I view each ride as a social experience; my social hour! I love talking to people on the bus and catching up

with my favorite drivers. As a retired teacher, I enjoy being around the students who ride. They teach me a thing or two every now and then. CATA is my connection to people, and that makes my days so much more enjoyable.

ANDREA

Marketing Associate, Netvantage Marketing



CATA is more than a means to my destination; it's a reliable start to my day. Rural Service picks me up at home and takes me to the Meridian Mall, where I transfer to Route 1 and continue on to

my office in East Lansing. It's the same routine every morning, and so comforting to see familiar faces and cheerful drivers who know my name. More power to CATA!

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 can use their CATA fixed-route pass to ride free of charge. For \$25, ride the trolley as often as you want for an entire year with the Entertainment Express Annual Pass. Visit catatrolley.org for more details. Fares are the same as fixed-route service.*



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 in Zone 1 and \$5 in Zone 2. Call 517-394-CATA (2282) for eligibility and service information.

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.

ANDREW

Director, Ingham Intermediate School District



CATA is a valuable community resource to many of the families and students in our service area. Students learn to use CATA to access education programs and services, employment and recreational options — all increased opportunities for learning and community engagement. Some of our school programs use CATA to reinforce the independence that can be gained through public transportation and train students to travel throughout their community.

DANYEL

Outreach Manager, NorthWest Initiative



CATA is so much more than a bus ride to me. Their services have been a critical part of my life as well as the lives of my clients. For more than 20 years, CATA has allowed me the independence to thrive during some difficult times. I've made some wonderful friendships with my drivers. At NorthWest Initiative, more than half of our clients rely on CATA. It's their only means of getting around, and CATA has been so supportive of our programs and helpful in aiding our clients in moving forward with their lives. A big hug to everyone at CATA!

ANNE

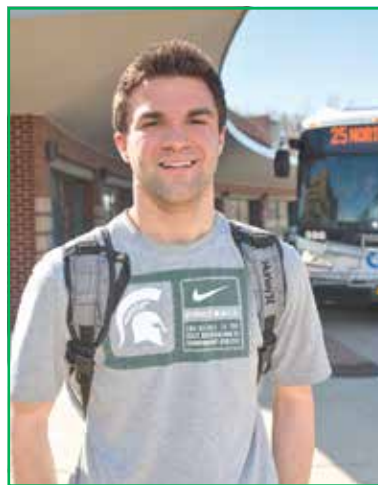
Chief, Communications Section, Office of Highway Safety Planning



I have had the pleasure of experiencing CATA on a personal and professional level. Spec-Tran solved my dilemma when knee surgery significantly limited my mobility. It was all surprisingly simple for me — the approval process, buying passes, and scheduling rides. The drivers were helpful and the riders enjoyable. As a communications manager, collaborating with CATA to promote our “catch a sober ride” campaign was a perfect union of two organizations that each promote safe transportation. Two thumbs up for CATA!

TYLER

Michigan State University Student



My semester bus pass has been a lifesaver. Between commuting to campus, around campus to classes, and to downtown Lansing for my internship, I have saved a great deal of money riding the bus. I depend on CATA every day—for the convenience, timeliness and cost savings. And on the weekends, my girlfriend and I like to ride the Entertainment Express trolley for a fun alternative to getting out. It's free with my bus pass and a relief to know we have easy, accessible transportation until 3 a.m. As often as I ride, taking CATA has become second nature.

Redi-Ride

CATA's Redi-Ride is an advance-reservation, curb-to-curb service operating in four 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. 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 4 hours in advance of the desired pick up 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 S. 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

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 travel options that best fit their transportation needs. A free online commute-matching service — at cleancommute.org — provides to registrants 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 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. Customers boarding fixed-route service in Zone 2 (Delta Township segment of Route 3 and Route 12) pay a higher fare of \$2.50. The discounted Zone 2 fare rate is \$1.25. 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 area. We offer services to all of Ingham County, and portions of Clinton and Eaton counties. The service area is defined by two zones:

Zone 1 covers the CATA service area described above with the exception of most of Delta Township in Eaton County. Standard fares apply in this zone.

Zone 2 covers most of Delta Township. Higher fares apply when boarding a CATA vehicle in this zone.

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** on their lunch hours, donate to the **Compassionate Feast** project and “adopt” **Operation Santa** families at a local elementary school, providing holiday gifts to children in need.

2013–2014 CATA Board of Directors



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Township



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City of Lansing



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Nathan Triplett
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Peckham Vocational
Industries, Inc.

Amalgamated Transit Union (ATU) #1039 Lansing, MI

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Kathleen M. Kelley
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Financial Secretary

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Donald Bean

Michael Cramer

Brian Gould

Alan Jordan

David Stanfield

Kelly Wojack

CATA Listening Sessions

Join us for Listening Sessions to 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!

Thursday, July 24, 2014
2 p.m. – 4 p.m. CTC*

Tuesday, October 21, 2014
10 a.m. – noon CTC*
2 p.m. – 4 p.m. MSU-CTC**

Wednesday, January 21, 2015
9 a.m. – 11 a.m. CTC*

Thursday, April 23, 2015
11 a.m. – 1 p.m. CTC*

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**

* 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 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.
- **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.

✂ 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: 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](https://www.facebook.com/rideCATA)

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