

MOVING FORWARD. MOVING TOGETHER.



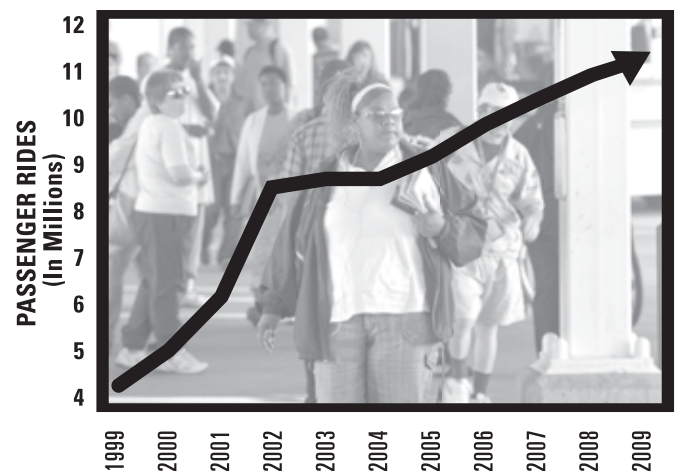
2010 Community Report



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GREENVILLE, MI
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PERMIT # 338

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

CATA Demand Grows with Community Need



About 277,000 people live in the CATA service area. Last year, passengers took 11.4 million rides on CATA. This is a remarkable level of use given our population base. CATA ridership more than doubled over the last ten years.



CAPITAL AREA TRANSPORTATION AUTHORITY

Peter A. Kuhnmuench, Board Chair • **Sandra L. Draggoo**, CEO/Executive Director

Dear Greater Lansing resident,

Our report to you this year is full of accomplishments and great hope despite the many challenges we are facing together as a community. That's because our work in public transportation reflects and responds to the community we serve. Yes, times are tough in our region, but when times get tough, we must keep going!

Passengers as well as non-passengers benefit from public transportation. A solid transportation system allows local businesses to prosper and attracts new businesses, helping our region grow and thrive. We encourage you to take the time to read this report to learn more about the many ways CATA serves our community.

Greater Lansing really depends on public transportation. Last year, people took a record number of rides on CATA. That number has grown while ridership on many transit systems across Michigan and the U.S. declined. Last year's CATA ridership equates to over 40 rides for every resident in the CATA service area!

CATA customers ride for many reasons. Affordable, accessible bus service is often critical to find a job, keep a job, and to stretch tight household budgets. Others choose to share the ride out of concern for the environment. For some, it's their only way to get around. Whatever the reasons, the demand is great!

CATA has continued to operate efficiently and in ways that keep our region green. This includes new ways of doing business that make good dollar sense while helping to maintain a cleaner environment. Looking into the future, CATA is partnering with other regional organizations and governments to plan a more efficient transportation system for the busiest Corridor: Michigan/Grand River Avenue.

We also want you to be aware that on Election Day, August 3, voters will be asked to renew the CATA operating millage for our community. The request renews and merges two previously approved operating millages that provide the foundational funding crucial to maintaining CATA services.

Please read on! You'll find useful information, new ideas, and stories straight from the hearts of people who benefit from our many services. We are honored to serve you and to share this information with you.

Sincerely,

Peter A. Kuhnmuench
CATA Board Chair

Sandra L. Draggoo
CATA CEO/Executive Director

4615 Tranter Street • Lansing, Michigan 48910 • (517) 394-1100 • FAX (517) 394-3733 • www.cata.org



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.

HEADLINING EVENTS

Record Numbers Depend on CATA

CATA realized an overall ridership increase for Fiscal 2009 despite the prevalence of economic factors that generally contribute to ridership declines: high unemployment and decreases in gas prices. According to the American Public Transportation Association (APTA), many transit systems experienced ridership declines or no increases during the last year.



Customers board buses at the downtown Lansing CATA Transportation Center (CTC).

Local Transportation Benefits from Stimulus Dollars

CATA and the Greater Lansing community were fortunate to be awarded \$7,133,486 as part of the national stimulus bill – the American Recovery and Reinvestment Act (ARRA) of 2009. The funding was allocated to CATA for capital expenditures that would create jobs and stimulate the economy. CATA is dependent on a number of capital funding sources – federal grants – to sustain its operations. The ARRA funds were used for the following projects:

ARRA funding, in combination with other federal grant funds, allowed CATA to purchase four 40-ft. hybrid buses, four small buses, and rehabilitate up to fifteen 40-ft. buses that will soon reach the end of their useful life (12 years old). Since 1999, CATA's fleet has grown by 39%, and CATA does not have enough space to accommodate its over 200-vehicle fleet in a protected environment (out of the elements), which helps maintain them in good condition and extends their life. The ARRA funds, in combination with other capital dollars, allow CATA to address this issue through a renovation and expansion of the existing vehicle storage facility. Additionally, adjacent land was purchased to allow for the expansion of the bus storage facility. New floor coating was applied in the maintenance area. ARRA funding enabled CATA to build a new boarding center near the MSU Hubbard-Akers-Conrad residence hall complex. Boarding center amenities include a procurement of three shelters.

Corridor Study Looks to the Future

In 2009, CATA brought together a coalition of agencies, municipalities, and community organizations interested in evaluating multimodal transportation enhancements between the Capitol and the Meridian Mall along the Michigan Avenue/Grand River Avenue Corridor. The analysis includes a combination of roadway, pedestrian, bike, and public transit improvements. The first phase helped shape the vision for the corridor.



Members of the Michigan Avenue/Grand River Avenue Corridor study technical committee review proposed station locations along the corridor.

In the second phase, the study team compiled a list of all types of transit options. That list was then narrowed down based on public input and a set of technical criteria. The four options selected for further analysis are Conventional Bus, center-running Bus Rapid Transit (BRT), Light Rail Transit (LRT), and Modern Streetcars.

The study has progressed to the third phase, which further refines and assesses the options. The evaluation focuses on ridership potential, service improvements, system cost, economic development potential, environmental considerations, and the effect on automobiles and non-motorized modes. The study is expected to be completed in the fall of 2010. The public is encouraged to follow the study progress to learn more and provide input by visiting www.migrtrans.org. Facebook users can follow the study at: www.facebook.com/TransportationStudy.

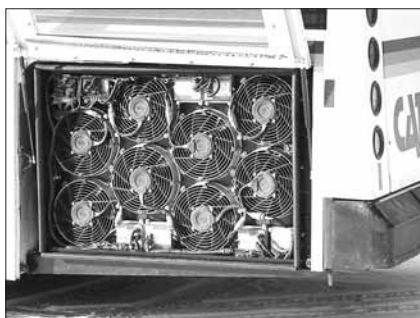
HEADLINING EVENTS

CATA Continues Green Efforts

Hybrid Vehicles

When fixed-route buses are retired, they are replaced with hybrid vehicles, as funding allows. Hybrid buses cut emissions by 90% compared to conventional buses. They are considerably more fuel-efficient, since vehicles are powered by electricity when operating at reduced speeds.

The latest additions to the CATA hybrid fleet are two medium-duty diesel-electric hybrid buses. The two new buses began service on Meridian Redi-Ride in April 2010 to address higher ridership in that area. The CATA vehicle fleet now has 21 diesel-electric hybrid buses. The Authority also uses five hybrid sport utility vehicles for street supervision. All vehicles were purchased with Federal capital funds.



miniHybrid Thermal System® cooling units installed in CATA buses.

miniHybrid Thermal System®

Notable efficiencies in bus fuel consumption continue to be achieved with the installations of miniHybrid Thermal System® engine cooling units. These were developed by Engineered Machine Products (EMP) in Escanaba, Michigan, for installation in Army tactical vehicles to increase fuel efficiency – reducing the overall amount of fuel used by the

military. CATA was one of the first transit systems in the U.S. to test the system in transit vehicles several years ago. They were so beneficial that in 2009, this technology became available in municipal transit bus production across the U.S. At the close of FY09, 33 CATA buses operated with the system in place – more than any other system in Michigan. The units have increased CATA vehicle fuel efficiency by 5-20%, depending on engine type. The units also reduce radiator maintenance and ambient fan noise. The system is installed on all new large buses CATA procures, and units are also being installed in the existing fleet.

Clean Commute Options

While expanding its membership to a record number of participants, CATA's Clean Commute Options Program also increased partnerships, adding a spectrum of environmental groups, alternative transportation providers, and businesses who contribute to a cleaner, greener environment. Companies from across the region have become "Clean Commute Business Partners," including employers such as Sparrow Hospital, Ingham Regional Medical Center, Accident Fund Insurance Company, Jackson National Life, Lansing Community College, Auto Owners Insurance, and the Army National Guard offices.

This past year, Clean Commute initiated a rewards program for car- and vanpoolers to help reduce single-occupancy vehicle trips. The City of Lansing provided free parking to Clean Commute vanpools and discounted parking rates to all registered carpools. Over the past year, participation in the Clean Commute Program grew to 1,300 registrants. That was a 100% increase over the previous year. Program participants' alternative commute efforts reduced pollution emissions by 37 tons in 2009!



Medium Duty Hybrid Bus introduction at Meridian Green Star event. Left to Right: Meridian Township Supervisor Susan McGillicuddy; State Rep. Mark Meadows; Meridian Commercial Recycling Group representatives Malinda Barr and Dennis Louney, and CATA CEO/Executive Director Sandy Draggoo.

CATA Named Green Star Business

CATA was named a Green Star business by the Meridian Commercial Recycling Group (MCRG) at an April press conference at Meridian Mall. MCRG is a volunteer, business-led committee based in Meridian Township. The Green Star Initiative recognizes businesses that are making an effort to green their operations and community by reducing waste, recycling, and offering eco-friendly products and services. For many years, CATA has recycled materials such as oil, tires, oil filters, scrap tin/metal, dry-cell and wet-cell batteries, light bulbs, light fixture ballast and capacitors, antifreeze, office paper, magazines, newspapers, cardboard, boxboard, printer cartridges, foam packing peanuts, ink toner cartridges and soda cans. Whenever feasible, recycled products such as paper and printer cartridges are ordered. The CATA Facilities Department uses green-rated trash bags. CATA Maintenance remanufactures parts whenever possible instead of buying new. CATA has taken wellhead protection measures on its grounds. Vehicles and equipment are auctioned for re-use. What's next? Oil-burning furnaces are being procured to burn used oil for clean, free heat in vehicle storage areas.

New Zone Fares Adopted

The CATA Board authorized extending service into Delta Township in the 1980s to give Ingham County residents access to work and business locations along W. Saginaw Highway. The Delta Township population and businesses have grown considerably since that time, as have the number of Delta Township boardings. Over the past 10 years, Delta Township was encouraged to fund existing and expanded public transportation services within the Township and into the Ingham County area. In July 2009, the CATA Board took steps to help address this funding issue. They approved a two-zone fare system, increasing the fares for CATA boardings in most of Delta Township. The fare zone system went into effect on January 2, 2010. **Fare Zone 1** covers the majority of the CATA service area with the exception of most of Delta Township. Standard CATA fares apply in this zone. **Fare Zone 2** covers most of Delta Township. Higher fares apply when boarding a CATA vehicle in this zone.

Why People Ride the Bus

Our community members depend on CATA for a variety of reasons – to get to work, school, medical appointments, shopping, worship services – wherever life takes them. Some make the choice to ride and leave their cars at home, enjoying the freedom from driving and parking hassles. Some ride to save money – a valuable benefit of public transportation, particularly now when economic conditions are moving people to reevaluate their daily commuting habits. Others ride out of concern for the environment. For many, CATA is a lifeline because they don't own a car or are unable to drive. CATA means mobility, freedom, and access. CATA helps many citizens to live independently, to make choices – to share in the life of our community.

When People Thrive, Communities Thrive

CATA service is much more than a bus ride. Take a look at the many ways CATA helps residents thrive by getting them where they need and want to go. Look at the many options CATA provides your neighbors, friends, and fellow citizens. You'll discover that CATA is meeting their needs in ways you may not have thought about. Someday you may want CATA to be there for you, too. Public transportation helps our community thrive – in business, education, volunteerism, recreation and health. Many rely on CATA to get to job interviews. Affordable and convenient transportation enables residents to lead productive lives that add value to living in our communities – connecting workers to work, shoppers to shops, and generally boosting the economy we all share.

Community Pride

CATA's community connection extends beyond service provision. Throughout the 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, the CATA Community Health Fair, Free Rides on Election Day, and Santa Free Rides allow CATA to give back to customers and non-customers alike. CATA also participates in many community-sponsored events to help enhance the lives of mid-Michigan residents.

CATA operates annual community event routes that are open to all.

- East Lansing Art Festival
- Be a Tourist in Your Own Town
- Great Lakes Folk Festival
- Silver Bells in the City

ELLA

Grandmother
Okemos Resident



"I had just moved here from St. Louis and didn't have a car. I was catching cabs and that gets to be very expensive. Now I use Meridian Redi-Ride about 3-4 times a week and Spec-Tran if I have to go farther. I use it for everything – going to the grocery store, to physical therapy, and my grandson uses it in the afternoon to come home from school. **CATA's a lifeline for me. I don't know what I would do without**

it. And I've gotten to know some of the drivers. CATA is more than a ride; it's the way we get around."

MATTHEW

Intern at Michigan
Dept. of Education
Lansing Resident

"I'm doing an internship in Lansing and I'm visually impaired so I need transportation to get to work. CATA was the service I heard about and I love it! It picks me up from my home and drops me off at my place of work. I use both the curb-to-curb Spec-Tran service and the CATA bus. I moved to Lansing in late January, so I've been using CATA since then. **CATA is convenient, especially when you're not able to drive. There's a large radius of area served. CATA drives everywhere I need to go.**"



FRANCINE

Freelance Landscaper
Mason Resident



"I've been riding the CATA Rural Service for two years. **The drivers are great with timing, they get to know you and they're interested in learning about you.** They're very professional and I've seen how well they help passengers with disabilities. It's a great experience. If you're having a bad day, seeing your driver makes your day better. I know these people and I value their attitude. They make the system familiar and comfortable for the passengers. It's been a great thing for me."

AMEY

Production, Peckham Inc.
Holt Resident

"I've been using the Spec-Tran service for over a year. The majority of the time I use it for work, but I also use it when I have a doctor's appointment or something like that. **I use CATA almost every day during the week.** My favorite drivers are Pat and Patty. I've only had Pat drive me about three times, but he was the very first driver I had. He's a super nice guy. I always make him blush because I tell him he's my favorite."



Public Transportation Supports Community and Business Goals

MAGGIE STRIZ CALNIN

Program Director, Greater Lansing Area Clean Cities

“Greater Lansing Area Clean Cities (GLACC) has found an excellent community partner in CATA and its Clean Commute Options program. GLACC works to reduce the region’s dependence on oil – helping our local economy and air quality. **CATA is also a leader in using alternative fuel vehicles, like their diesel hybrid-electric buses, which reduce fuel use and emissions.**

The Clean Commute Program has helped GLACC advance our Clear the Air for Schoolkids program, which helps school districts understand ways to reduce children’s exposure to harmful emissions and reduce their transportation departments’ fuel use. GLACC looks forward to many more years of collaboration with CATA and their Clean Commute Options program.”



ROGER DEHOEK



Real Estate Manager, Meijer Corporate Office – Grand Rapids

“Meijer’s partnership with CATA has been very, very good over the years. One of our goals at Meijer is to become greener. **Having bus service to the store helps facilitate that energy-**

conscious philosophy because it reduces fuel costs for everyone. What we’ve been able to do between Meijer and CATA is to provide a convenient, safe, clean and user-friendly environment for our customers. We’ve been working with CATA, which made enhancements to the bus stops at our stores. It’s about doing the right thing for the customer.”

GIL WHITE

Owner, Gilbert M. White REALTOR Inc. – Haslett

“As communities change and grow, so do our public transport needs. CATA provides different transportation options that help meet the needs of Greater Lansing. CATA is a community asset and a business-building asset. **One of the first things businesses look for when they make a decision to locate in an area is the strength of the public transportation system.** Helping people with their commute, providing ways to help bike and walk, and giving us environmentally friendly options are all ways CATA supports our community.”



Fixed-Route Service

CATA offers over 30 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. Route schedule brochures are available on buses and at various locations throughout the Greater Lansing area. You can go online at cata.org to print out your own trip itinerary, maps, and schedules, or call CATA’s Customer Information Center at 517-394-1000 for personal assistance. 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¢. Customers boarding fixed-route service in Zone 2 (Delta Township segment of Route 3) 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.

CATA also provides fixed-route service on the campus of Michigan State University. Many students, faculty, staff, and visitors use CATA to travel on and off campus.

Commuters Ride the Limiteds

CATA offers commuter services called “The Limiteds” from the Meridian Mall, Mason, Williamston, and Webberville to downtown Lansing during weekday morning and afternoon rush hours. The Limiteds travel directly to downtown, serving limited bus stops for a faster commute. The standard one-way fare for each of the Limiteds is \$1.25. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 60¢. Call 517-394-1000 for more information.

Entertainment Express

Catch the CATA trolley and ride the Entertainment Express. It’s your connection to food and fun along the Michigan–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 2:30 a.m. Customers can use their unlimited ride CATA fixed-route pass and get on and off the trolley as much as they want – visiting destinations along the route. The regular cash fare is \$1.25. Discount fare is 60¢. Visit catatrolley.org for more details.



People took 341,441 Spec-Tran rides last year. Spec-Tran curb-to-curb service is for individuals with disabilities who cannot use fixed-route service.

CATA Bike Racks and Lockers

CATA fixed-route buses are equipped with easy-to-use bike racks. Bikes ride at no cost. In addition, CATA offers a bike locker rental program. Lockers are located at the CATA Transportation Center in downtown Lansing and the East Lansing Division Street parking ramp. Visit cata.org or call 517-394-1000 for locker rental information and step-by-step directions on how to use the bike racks.

Spec-Tran Service

Spec-Tran is CATA's advance-reservation service for persons with disabilities who are unable to use fixed-route service. This curb-to-curb transportation is available in Lansing and East Lansing and in Delhi, Lansing, and Meridian Townships. CATA uses small buses equipped with lifts, as well as low-floor vans, for this service. 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 (ADA). The one-way fare is \$2.50. The one-way fare for Spec-Tran passengers boarding in Fare Zone 2 is \$5.00. Customers are given their fare rate when scheduling their rides. Call 517-394-CATA (2282) for eligibility and service information.

CATA Rural Service

This is an advance-reservation, curb-to-curb service for travel in the outlying areas of Ingham County. CATA Rural Service provides rides Monday through Friday, from 7 a.m. to 6 p.m. One-way regular fares range from \$2.25 to \$3.25, based on the length of the trip. Discounted fares range from \$1.00 to \$1.50 for Medicare cardholders, students, seniors, and persons with disabilities. Call 517-394-CATA (2282) or 800-322-1390 for fare and ride information.

Redi-Ride

CATA's Redi-Ride is an advance-reservation, curb-to-curb service operating in the cities of Mason and Williamston, and Delhi and Meridian Townships. Mason and Williamston Redi-Ride service operates Monday through Friday, 6:30 a.m. to 6:00 p.m., and Saturdays, 8:30 a.m. to 4:00 p.m. Delhi and Meridian Redi-Rides operate Monday through Saturday, 9:00 a.m. to 5:00 p.m. In Mason and Williamston, Redi-Ride service is usually available within 30 minutes of a customer's call. Service in Delhi and Meridian Townships requires a call at least 4 hours in advance. 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.

JOHN | Government Relations, Sparrow Health System Lansing Resident



"I've lived in Lansing and have used CATA for eleven years. Now with the Entertainment Express, I use it more – especially in the summer. It's convenient because of where the stops are on Michigan Avenue. **The trolley is always entertaining. My friends and I like it because it's convenient and cheap.** We use it before and after Lugnugs' games, or just to go out. It's fun to see the younger crowd using it. I'm very pro-Lansing and pro-local. We've got a lot of good things going on in the community!"

DANIELLE | MSU Student, Interdisciplinary Studies East Lansing Resident

"I'm an MSU sophomore and I've been using CATA for almost two years now. **I use the bus to go to classes, to the mall, and basically just getting around town.** I have a favorite bus driver. He's nice and really friendly. I've used the CATA Night Owl service on campus before and the Entertainment Express trolley on the Avenue. I like the trolley the best. The trolleys seem more personal because they're smaller and you have more contact with the driver."



MARY | Retired County Court Reporter Okemos Resident



"I've used Spec-Tran for the times we go to IHOP as a group. They come on time and it's a good ride. I've been using CATA for about a year and I plan on using it more in the future. **They have a good reputation.** I would like to rely on them for going to the doctor. I plan on using it more so I won't have to rely on other people."

It takes over 300 dedicated employees to keep CATA rolling.

CATA Passes & Tokens

Fixed-Route Cards, Passes & Tokens

• 10-Ride Cards

Good for 10 one-way trips on all CATA fixed routes. The farebox prints the number of rides left on the back of the card. Riding with friends and family? This card can be used to pay for multiple fares.

Adult	\$10.00
Student (with valid student ID)	\$.60
Value*	\$.60

• 31-Day Passes

Unlimited rides on all CATA fixed routes for 31 consecutive days, from the first day you use it – no matter when you buy it.

Adult	\$35.00
Student (with valid student ID)	\$18.00
Value*	\$18.00

• 5-Ride Zone 2 Cards

The 5-Ride Card is good for five one-way trips when boarding at Zone 2 bus stops. (CATA Cash Card credit will be issued for fare overpayments when used in Zone 1.) Riding with friends/family? This card can be used to pay for multiple fares.

Adult	\$12.50
Discount (with valid ID)**	\$.625

• Tokens

10-Pack	\$10.00
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• Student Semester Pass

This pass allows a student unlimited rides on all fixed-route buses for one semester.

Per Semester (with valid student ID)	\$50.00
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• MSU Commuter Lot Pass

Good ONLY on Route 32 for service between MSU Commuter Lot 89 and central campus.

One Semester	\$20.00
Both Semesters	\$33.00

Spec-Tran Punch Passes & Tokens

4 Rides	\$10.00
10 Rides	\$25.00
One-Ride Token	\$.250

CATA Rural Service (CRS)/ Connector Punch Passes

Good for 10 one-way trips on CRS Advance Reservation or Connector service.

Regular (Up to 10 miles)	\$22.50
Regular (Over 10 miles)	\$32.50
Discount** (Up to 10 miles)	\$10.00
Discount** (Over 10 miles)	\$15.00

Redi-Ride Passes

Good for 10 one-way trips on Redi-Ride service in the cities of Mason and Williamston, and in Delhi and Meridian Townships.

Regular	\$10.00
Discount**	\$.600

*All Medicare cardholders, seniors 62+ years with a valid CATA Club Card, and persons with disabilities with a valid CATA Club or ADA Card qualify for Value cards/passes.

**All Medicare cardholders, students with a valid college or CATA Student ID Card (not required for students 12 years and under), seniors 62+ years with a valid CATA Club Card, and persons with disabilities with a valid CATA Club or ADA Card qualify for the discount passes.

Connector Service

Connecting outlying communities with the urbanized area, CATA's Connector Service offers regularly scheduled small-bus service, Monday through Saturday. 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. You don't need a reservation for this CATA service. One-way regular fares range from \$2.25 to \$3.25, based on the length of the trip. Discounted fares range from \$1.00 to \$1.50 for Medicare cardholders, students, seniors, and persons with disabilities. Call 517-394-CATA (2282) or 800-322-1390 for more information.

Shopping Bus

CATA provides regularly scheduled bus transportation from area senior housing complexes to grocery stores and shopping centers. The Shopping Bus operates Monday through Friday. The fare is \$2.00 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 432-8888 (2-8888 from campus phones), and a small bus will arrive at your curb within 20 minutes. Rides are limited to on-campus locations. Fares are the same as fixed-route service.

CATA Service Area at a Glance

Did you know CATA operates many unique services – each tailored to the needs of its customers? CATA provides a variety of public transportation services in the Greater Lansing and outlying areas. The 559-square-mile service area spans all of Ingham County and extends into portions of Eaton County (Delta Township) and Clinton County.

In addition to fixed-route bus service, CATA also provides curb-to-curb, advance-reservation options. This chart shows CATA services provided in different geographic areas.

Service Types	Lansing	East Lansing	Lansing Township	Delhi Township (Holt)	Meridian Township (Haslett/Okemos)	MSU	Dansville	Leslie	Mason	Onondaga	Stockbridge	Williamston/ Webberville
Fixed-Route	X	X	X	X	X	X						
Limiteds	X	X			X				X			X
Entertainment Express	X	X				X						
Spec-Tran	X	X	X	X	X	X						
Rural Service							X	X	X	X	X	X
Redi-Ride				X	X				X			X
Connector	X			X	X				X			X
Shopping Bus	X	X	X	X	X							
Lot Link						X						
Night Owl						X						

Clean Commute Options

CATA Clean Commute Options is a free program available to all of those commuting into, or within, the tri-county area. Information is available to help people choose transportation alternatives that work best for them: riding the bus, carpooling, vanpooling, bicycling, walking, etc. In addition, a free online commute-matching service is offered at cata.org by selecting "Clean Commute Options." Registrants receive a complete list of potential bus routes, carpool or vanpool matches, and bike/walking route information. For updates on CATA's Clean Commute Options, visit "Clean Commute Options" on Facebook and Twitter. For an application or more information, call 517-393-RIDE (7433) or email cleancommute@cata.org. You will find information to help you share the ride and share the savings – all while contributing to a cleaner commute and a cleaner community!

CATA Transportation Center

The main boarding center for CATA, the CTC, is located in downtown Lansing on Grand Avenue, between Lenawee and Kalamazoo. This indoor facility is the transfer point for 17 of CATA's fixed routes. Customer Service representatives are available to sell bus passes and assist with trip planning and service information. The Center also features Greyhound/Indian Trails operations, a coffee shop, an ATM, security office, public telephones, restrooms, a TDD phone, bike racks, and bike lockers.

MSU-CATA Transportation Center (MSU-CTC)

The MSU-CTC is the main boarding center for CATA routes serving the MSU campus. It is located on the ground level of the Shaw Parking Ramp, between North and South Shaw, just east of the MSU Planetarium. The facility is open 24 hours a day, 7 days a week. CATA Customer Service representatives are accessible via direct phone lines in the building. Also available are bus schedules and maps, indoor seating areas, restrooms, a convenience store, an ATM, vending machines, and easy access to the Shaw Parking Ramp.

Customer Service and Trip Planning

Want personal service? CATA Customer Service Representatives help you plan the easiest and fastest route. Call 517-394-1000, weekdays from 7 a.m. to 7 p.m., and Saturday and Sunday from 9 a.m. to 5 p.m., or send an email request to info@cata.org.

Rider Alerts

CATA customers can find up-to-the-minute information on detours and service changes by visiting cata.org or by calling 517-367-7277, 24/7. You can also sign up at cata.org to receive new service alerts by email.

DANIEL

Retired Nurse
Lansing Resident



"I started using CATA back in the '80s. I've used CATA whenever my car broke down, or when I didn't have a vehicle. When I had health issues I was able to use the Spec-Tran service – that was pretty cool. It's nice to be able to have something to get from one side of town to the other. Rather than spend \$30 on a cab to go grocery shopping, I can spend \$2.50. It's nice to have a system that can get you around."

KEYONIA

Everett High School Student
Lansing Resident

"I've been using CATA for about two years. I use it to go to school, doctor appointments, shopping or just to go out. I use it for everything. We like riding the bus. I go from the north side to the south side to go to school, so I don't know what I'd do without the CATA system. It's a long bus ride but I don't mind. It's nice to get on the bus and have time to think, especially in the morning when it's quiet."



SUSAN

Vital Records Searcher, Michigan Department of Community Health
Haslett Resident



"I've been using CATA for about five years. I take it from the Meridian Mall to where I work downtown and they drop me off right in front of my building. I take the CATA Limited bus going home, which is just fantastic because I get back in about fifteen minutes. No parking and no hassles. I've made so many good friends! Some are my neighbors and people in my area I'd never met, but now we all know each other."

RANDY

Jobseeker
Lansing Resident

"I first got to Lansing about twenty years ago. When I started working I checked for bus lines and found the CATA system. I use CATA to look for work, take it to appointments, and to visit my family. I use it for pretty much everything. My experience with CATA has been great. The drivers are courteous. They'll answer your questions and they smile a lot. They all seem to really enjoy their jobs! It's been wonderful."



Average CATA weekday ridership exceeds 50,000 rides.

JOANNA

MSU Student – Accounting Major, Spanish Minor
East Lansing Resident



“I’ve been riding CATA for two years now, ever since I graduated from high school and started going to Michigan State. I like CATA a lot. It’s been really useful because I don’t have a driver’s license and it’s the only way I can live off campus and get to all my classes on time. It’s also really convenient for going between classes because some of my classes are really far apart. The bus drivers are all really nice so that’s very helpful. I really like the Semester Pass. **CATA makes my life so much easier.**”

VIVIAN

Receptionist at Thomas M. Cooley Law School
Lansing Resident



“I’ve been using CATA for twenty years. I rely on it a lot in the wintertime because **I don’t care for driving when it’s bad out. I use it for a combination for both work and social reasons – it’s nice.** A lot of times I’ll take it into East Lansing so I don’t have to worry about parking. It’s nice to go down to MSU and walk around down on the main strip there, or go to the mall.”

CATA Listening Sessions

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

Tuesday, July 13, 2010

11 a.m. – 1 p.m.

4 p.m. – 6 p.m.

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

Thursday, October 14, 2010

9 a.m. – 11 a.m.

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

1 p.m. – 3 p.m.

MSU-CTC – Shaw Parking Ramp just east of the MSU Planetarium

Wednesday, January 12, 2011

2 p.m. – 4 p.m.

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

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 if you have questions or concerns regarding discrimination.

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 passengers with visual impairments and others. Service animals are always welcome on CATA vehicles. CATA’s website, **cata.org**, provides information in formats that meet federal accessibility guidelines. Downloadable digital audio files are on the CATA website. Large print schedules and audio tapes are also available upon request. Bus hailing kits are available to customers for use at bus stops served by multiple routes. Call 517-394-1000 or email info@cata.org to request CATA information.

No-Service Days

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

- New Year’s Day
- Labor Day
- Easter Sunday
- Thanksgiving Day
- Memorial Day
- Christmas Day
- Independence Day

Identification Cards for CATA Discount Fares*

CATA Club Card

Anyone 62+ years or those with disabilities are eligible to receive a free CATA Club Card. Cardholders ride at the discounted rate and qualify for discounted passes. Applicants who qualify receive either a Lifetime Membership Card (if 62+ years or have permanent disabilities) or an Annual Membership Card if an individual has a temporary disability. For an application or for more information, call 517-394-1000.

CATA Student ID

Free CATA Student ID cards are available through local middle and high schools. The ID card allows students to ride at the discounted rate and to purchase discounted student passes. All students in grades 6 and above are eligible to receive a CATA Student ID card. Call 517-394-1000 for more information.

College Student ID

CATA accepts all valid college student ID cards as proof of eligibility for CATA discount fares and to purchase discount student passes.

Medicare Card

Anyone showing their valid Medicare Card qualifies to ride at the discounted rate and to purchase discount passes.

ADA Card

Persons with disabilities can show their ADA (Americans with Disabilities) Card to ride at the discounted rate or to purchase discount passes.

*Discount fares not available on Spec-Tran and Shopping Bus services.

New-Rider Guide for Fixed-Route Service

Planning Your Trip

If you like to work online, visit CATA's website – cata.org – to access the online Trip Planner feature. Enter where you plan to begin your trip, where you would like to go, and the day and time of your travel. You will be provided with a detailed trip plan, including departure times, bus stop locations, total trip time, fare amount, and transfer points if applicable.

You can also plan a trip by contacting a CATA Customer Service Representative at 517-394-1000 or email info@cata.org. Just call with your travel information in hand. If you want a personalized trip plan that shows your bus stops and schedule, we'll mail it to you.

If you prefer using bus schedules to plan your trip, you can pick up print schedules from display racks at many locations around town or view or print a complete schedule at cata.org.

Boarding

Get to your bus stop 5 minutes before the bus is expected. Some stops serve more than one route, so make sure you're getting on the right bus. The route name and number are displayed on signs on the front and side of the bus. When boarding, use the front door.

Paying

Use cash, CATA tokens, or a CATA pass or ride card to pay for a ride. Fareboxes accept \$1, \$5 and \$10 bills as well as all U.S. coins. Bus operators cannot give change, but fareboxes can issue a CATA Cash Card for the difference. This card can only be used on buses to pay fares. It is not redeemable for cash.

Leaving the Bus

When the bus is about a block from the CATA stop nearest your destination, signal the driver to stop. Just pull the yellow cord above the window (on some buses, push the yellow plastic strip along the window). Exit through the rear door and wait for the bus to depart if you are crossing the street.

Returning Home

In most cases, you will wait for your bus at the nearest bus stop on the opposite side of the street from where you got off. In instances when the bus does not travel in both directions (one-way streets or on loop routes), the best way to find the nearest bus stop for your return trip is to visit cata.org and go to 'Bus Stops Near a Location' under 'Schedules and Route Maps' or call Customer Service at 517-394-1000.

Transferring to Other Routes

You can transfer to other CATA routes at no cost. You must request a transfer card when boarding your first bus. The card is valid for 2 hours and may be used up to two times in that time period. Transfers may not be used to make a return trip. When transferring to a higher-fare service, such as CATA Rural Service, the difference in fare must be paid when you board that bus. Transfer cards are not accepted for payment at Zone 2 bus stops.

Vote Tuesday, August 3

Local Millage Maintains Service

Local funds are the largest contributor to CATA's operating budget. Local millage support is vital to CATA's ability to sustain the public transportation services for the Greater Lansing community.

The CATA proposal on the August 3 ballot asks for a total of 3.007 mills for five years (2011–2015). It renews and combines two previously approved millages and restores 0.0362 mills, which had been reduced by the Headlee Act Provision. This means that your CATA millage taxes would remain the same except for a Headlee adjustment that would equal an increase of \$1.81, annually, on a home valued at \$100,000.

JOHN | Musician Okemos Resident



"I started using CATA back in 1992. I used it throughout high school, when I went to Lansing Community College, and have continued to use it throughout my adult life. I use CATA in the Lansing area, primarily for work and school, and just getting around. **What I like about CATA is that it runs very regularly. It's an effective system.**"

JESSICA | Data Analyst, Department of Community Health WIC Division Lansing Resident

"I live in Lansing and have a lot of friends that are still in East Lansing. I like CATA because it's easy to just hop on the Entertainment Express trolley or the #1 to go out and see my friends. **It's really nice to be able to go out at night and not have to worry about driving.** It's great that I can go both to East Lansing and downtown Lansing. The trolley is adorable, it's just really fun to be on, and a little more fun than the normal bus."



ERIC | Thomas M. Cooley Law School Student Lansing Resident



"I've used CATA for the past 15 years – primarily for school. **My parents have always used it and I've grown up using it.** My experience with CATA has been good; it's just an easy way to get around, and it's convenient."

The following request will appear on the August 3 ballot:

CAPITAL AREA TRANSPORTATION AUTHORITY

MILLAGE PROPOSAL CAPITAL AREA TRANSPORTATION AUTHORITY (CATA) MILLAGE PROPOSITION

CITY of LANSING, CITY of EAST LANSING,
MERIDIAN TOWNSHIP, LANSING TOWNSHIP
and DELHI TOWNSHIP

Shall the public transportation authority, the Capital Area Transportation Authority (CATA), for continued service, as provided for by Public Act 55 of 1963, as amended, effective with calendar year 2011 replace both (i) an existing tax levy of 2.22 mills (approved by the voters in 2004 and authorized through 2010 and currently in the amount of 2.1838 mills pursuant to reductions caused by the operation of the provisions of the Headlee Act) and (ii) an existing tax levy of 0.787 mills (approved by the voters in 2008 and authorized through 2012), with (i) a renewal of 2.9708 mills (that being \$2.9708 per thousand dollars of taxable value), and (ii) an increase of 0.0362 mills (that being \$0.0362 per thousand dollars of taxable value) 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 2011 through 2015 inclusive, which is a period of five years? The purpose of the increase of 0.0362 mills is to offset the reductions caused by the operation of the provisions of the Headlee Act. If approved and levied, this millage would generate approximately \$18,001,980 in its first year.

YES	→	<input type="checkbox"/>
NO	→	<input type="checkbox"/>

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Donald Bean

Phillip Bean

Michael Cramer

Raymond Doty

David Stanfield

Natalie Stone

✂ Cut along dotted line and mail in

Let us serve you!

Need more detailed information about CATA services? Please complete this form and mail it to CATA or call in your request to 517-394-1000. You can also email us at info@cata.org.

Check the box(es) below to let us know the type of information you need:

Fixed-Route Bus Service

MSU Campus Service

Entertainment Express –
CATA Trolley

Bikes on Buses: How to use
bike racks

Commuter Routes:

Mason, Limited
 Williamston/Webberville,
Limited

Route 1, Limited

Spec-Tran

Schedules and service brochures are also available upon request in these formats:

Downloadable MP3 audio files at cata.org • Large print • Audiocassette tapes

Please print or type the following:

NAME _____

STREET NUMBER _____ APT # _____

CITY _____ MI ZIP CODE _____

DAYTIME PHONE _____

EMAIL _____



MAILTO: Capital Area Transportation Authority
Attn: Info Please
4615 Tranter Street
Lansing, MI 48910

✂ Cut along dotted line and mail in

✂ Cut along dotted line and keep by your phone

CATA Resource Directory

KEEP THIS NEAR YOUR PHONE!

Fixed-Route Service Information & Bus Pass Sales

517-394-1000 or cata.org

Walk-up assistance

CATA Transportation Center
420 S. Grand Avenue, Lansing

Mon–Fri: 7 a.m.–7 p.m.

Sat/Sun: 9 a.m.–5 p.m.

Michigan Relay Center Voice TDD

800-649-3777

CATA Administrative Offices

4615 Tranter Street, Lansing 48910

Ph. 517-394-1100

Fax 517-394-3733

Rider Alerts

517-367-7277 or cata.org

CATA Clean Commute Options

517-393-RIDE (7433)

Rural Service, Connector Service, Shopping Bus & Redi-Ride

517-394-CATA (2282) or 800-322-1390

Spec-Tran

517-394-CATA (2282)

Lot Link & Night Owl

517-432-8888

Website

cata.org

EMAIL

info@cata.org