

MOVING PEOPLE. MOVING COMMUNITIES.

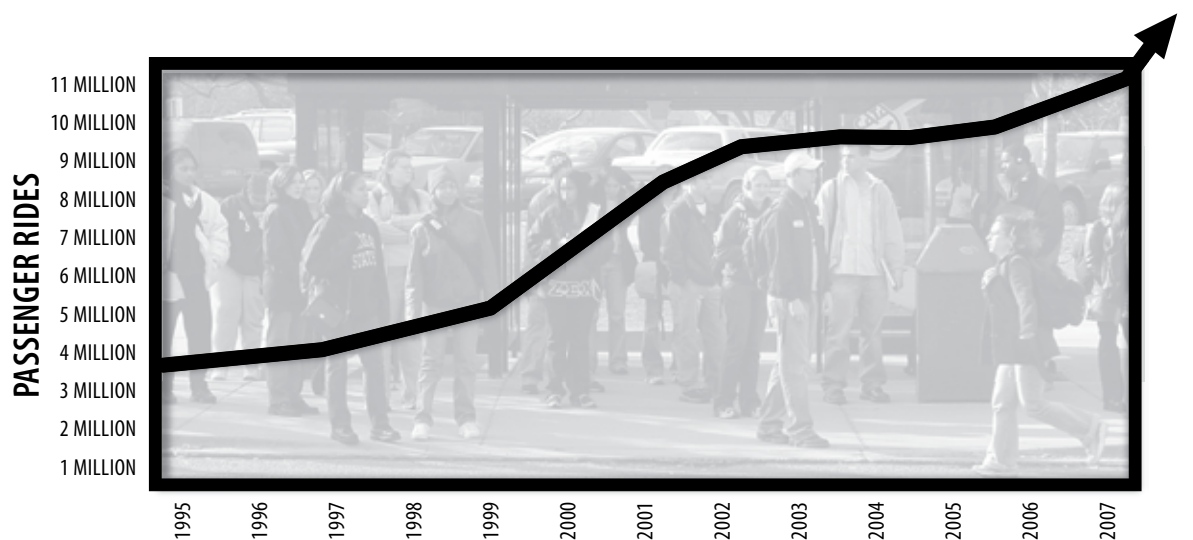
2008 Community Report



When People Thrive, Communities Thrive.

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

Exploding Demand for CATA Service



There are roughly 277,000 people who live in the CATA service area. This year, passengers will take a record 11 million rides onboard CATA buses. This is a remarkable level of use given the population base. Over the last ten years, CATA ridership increased two and a half times. Even after bus fares were raised in April 2008, ridership continued its dramatic rise. Passengers took nearly 20% more rides that same month compared with April 2007. Since August 2007, seven of the twelve months have shown double-digit increases in urban fixed-route ridership compared to last year.

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Capital Area Transportation Authority

Dear Friend,

It is an exciting time at the Capital Area Transportation Authority. The excitement comes from serving more people in our community than ever before. Many people are boarding our buses who are using CATA for the first time. They use our services as a way to avoid high gas prices and to help stretch household budgets. People who have used our services for some types of rides over the years are now riding more often as a way to save money.

This all adds up to more people on buses – especially on routes in the urban areas. As you can see from the chart on this report cover, we will break another CATA ridership record – by giving over 11 million rides this year! That is phenomenal, given the Ingham County population of around 277,000.

People from all walks of life use our services. Some take CATA to work every day. Others take the bus to the doctor or to buy groceries. For many, including people with disabilities and seniors, CATA transportation, and especially Spec-Tran, our curb-to-curb service, is a vital link to living a full and independent life.

In this Community Report, we take a closer look at the services CATA provides, and at the people we serve. We hope you will find this information useful. When some people think of CATA, they think of our buses, while others may think of that phenomenal 11 million rides. But CATA is really about each individual who benefits from our many services, living a fuller, more independent life. We urge you to read more about the transportation services now available and learn more about what those services mean to individuals, to area organizations, and to the health of our community.

Also in this report, you will read about a funding gap that CATA is facing and what we are doing to address it. State funding has not kept pace with increased costs. We are doing all we can to cut costs and generate revenue to continue to meet the community's need for transportation. Some cost increases, such as fuel, are hitting us particularly hard as we use over 1 million gallons a year to keep the buses rolling. We raised bus fares in April. We continue to emphasize efficiency in our operations. Our cost-containment efforts are one of the major reasons we were honored as Best in America this past year. But these efforts aren't enough to fill that funding gap. Faced with major service cuts, the CATA Board voted to place a millage increase on the November 4 ballot to maintain our services. Please take the time to read more and learn about our area transportation and the funding challenges it faces. We are always proud to serve you!

Sincerely,

Patricia Munshaw
CATA Board Chair

Sandy Draggoo
CATA CEO/Executive Director

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

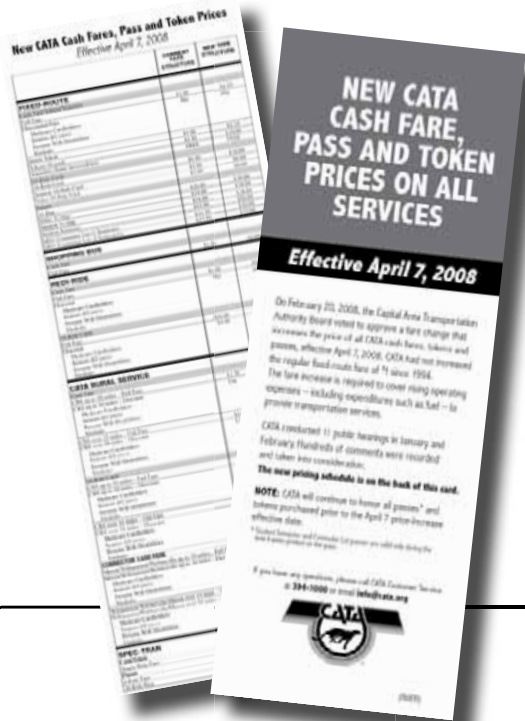
Patricia Munshaw • Board Chair Sandy Draggoo • CEO/Executive Director

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.



HEADLINING EVENTS



Fare Increase – One Step Toward Filling the Revenue Gap

CATA increased the price of all CATA service cash fares, tokens and passes on April 7, 2008. The regular fixed-route cash fare increased from \$1.00 to \$1.25. Discount cash fares for students, seniors, Medicare cardholders and persons with disabilities increased from 50¢ to 60¢. Spec-Tran fares increased from \$2.00 to \$2.50 per ride. CATA Rural Service, Redi-Ride, Connector and Shopping Bus fares and passes also increased.

CATA Environmental Initiatives Help Clean the Air, Boost Efficiency

CATA pioneered environmental actions to maintain cleaner air in our community. These same initiatives increased fuel efficiency and reduced the cost of fleet operations.

CATA was the first in the state to use full-size hybrid diesel-electric buses in service. The hybrids cut emissions by 90% compared to conventional buses. Ten CATA hybrid buses are on the road today. All vehicles are purchased with state and federal funds. When buses are retired, they're replaced by hybrids with 20% better fuel economy. The hybrids also reduce maintenance costs. All CATA buses use ultra-low sulfur diesel fuel. It produces 20% cleaner emissions than conventional diesel fuel.



Research Finds Highly Efficient Service Delivery

CATA conducted an in-depth Comprehensive Operational Analysis (COA) of the CATA fixed-route system in 2007. The consultants reported that the CATA system not only operates above national averages for passengers per hour, but that customer capacity issues are serious enough on several routes to merit additional service to accommodate that high demand.

Efficient Operations Earn CATA “Best in America” Award

The American Public Transportation Association named CATA the best public transportation system of its size in North America in 2007, largely based on its record of efficient and effective operations in 2004–2006.



HEADLINING EVENTS

CTC Security System Upgraded

Enhanced safety measures were implemented at the CATA Transportation Center (CTC). This phase involved the installation of a new security camera system. The new system gives on-site security personnel a clearer and more comprehensive view of the facility's interior and exterior to help provide an even safer environment for our customers.



NEW Trip Planning Feature!



Website Redesign

CATA's redesigned website (cata.org) is planned to launch this fall. The new site will be more interactive and easier to navigate, making it more usable for site visitors. New technology is now available that will improve visitors' experience when they seek fixed-route trip planning and other CATA information on the site. Visit cata.org and learn more about CATA services.



Who Rides the Bus?

This year, a record number of people will take over 11 million rides on CATA. They will depend on the Capital Area Transportation Authority to get them to jobs, school, medical appointments, shopping, worship services ... wherever life takes them. Some choose to ride – leaving 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 higher gas prices are moving people to reevaluate their daily commuting habits. Some ride out of concern for the environment. For others, 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 imagined. Someday you may want CATA to be there for you, too. Public transportation helps our community thrive – in business, education, faith, recreation and health. 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.

Thriving for 36 Years

The number of bus routes has more than doubled since CATA began in 1972. CATA will provide more than 11 million rides this year.

**PEOPLE TOOK
337,478 SPEC-TRAN RIDES
LAST YEAR.**

**SPEC-TRAN
IS FOR INDIVIDUALS
WITH DISABILITIES
WHO CANNOT USE
FIXED-ROUTE SERVICE.**



Soji Adelaja, Ph.D.

John A. Hannah Professor in Land Policy
Director, Land Policy Institute
Michigan State University

“People are a lot more reliant on public transportation now because of the increase in fuel prices. But that's just part of the efficiency

story. Public transportation is much more efficient than the alternative of thousands of additional cars on the road. It's a simple equation of people miles per gallon. **Any reduction in public transportation services makes it much more difficult and more expensive for people to get around, and that hurts our region's economic development.** In thriving cities around the country, public transportation is an essential and common element of economic growth and success. If you want more people downtown, public transportation can get them there. If you want thriving businesses, public transportation is a critical ingredient. If you want to reduce our dependency on foreign oil, look to public transportation to help.”

Gary

Exhibit Designer
Lansing



“CATA does so much more than just benefit the people who take the bus. Every person who lives in the city has benefited from CATA. CATA gave over 10 million rides last year. Can you imagine what traffic and MSU campus would be like if all those people were driving? It wouldn't be a beautiful campus and Lansing wouldn't have the quality of life it does. We were a three-car family. When one of our cars died, we decided to become a two-car family, share the ones we had, and start taking the bus. I regularly take CATA to work, and to some appointments with clients. I've even taken it to lunch. **We've got beautiful, top-of-the-line, clean, efficient buses. The number one system in the country. I'm proud of that.** We can't downgrade that. CATA is a great deal for all of us, whether we ride the bus or not.”



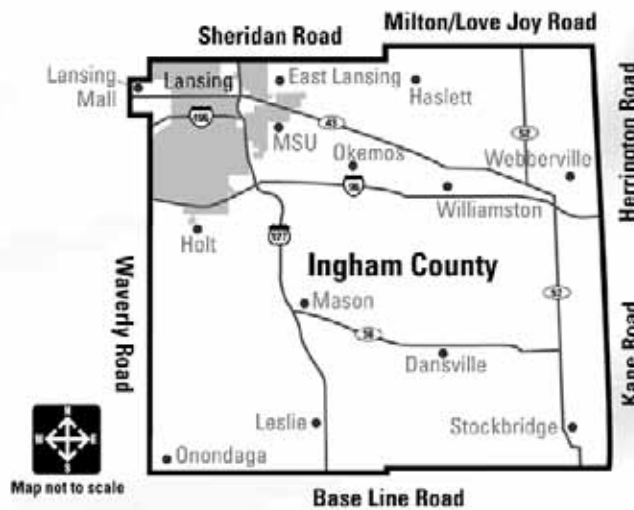
Nicholas

Professional Exploration Program
Administrative Assistant, Cooley Law School
East Lansing Resident

“I've been using CATA since I moved back here after graduating from Central Michigan University in 2004. I just walk right out of my apartment and jump

on the bus. I take it to work at Cooley, to Eastwood Towne Center, sometimes to Meijer, and also to meet my friends when we get together. **I have a car, but I honestly haven't started it in two weeks. I figure I've saved \$50-\$60 a month for two years.** I love CATA. It's very convenient, and a lot easier than driving. I'll be leaving to go to school in West Virginia, and I'm worried they won't have public transportation where I'm going.”

CATA Service Area at a Glance



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										
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							
Lot Link						X						
Night Owl						X						

CATA Services at a Glance

Did you know CATA operates many unique services – each tailored to the needs of its customers? CATA's growth since its beginnings in 1972 is really a growth in opportunity for thousands of Ingham County area residents. Each day, schoolchildren, employees, seniors, and people with disabilities step onto a CATA bus and step off into a wider world.

In addition to fixed-route service, CATA also makes thousands of curb-to-curb, advance-reservation trips. This chart shows the scope of services provided by area. CATA's comprehensive transportation service system spans a 559-square-mile service area.

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¢. 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. Campus service operates 24/7 during fall and spring semesters. Many students, faculty, staff, and visitors use CATA to travel on and off campus.

Commuters Ride the Limiteds

CATA offers commuter services from Mason, Williamston and Webberville to downtown Lansing during weekday morning and afternoon rush hours. The Mason Limited and the Williamston/ Webberville Limited pick up customers in those communities, and travel directly to downtown Lansing, making limited stops for a faster commute. The standard one-way fare is \$1.25. Medicare cardholders, students, seniors, and persons with disabilities pay a reduced fare of 60¢. Call 517-394-1000 for more information.

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/family? This card can be used to pay for multiple fares.

Adult	\$10.00
Student (with valid student ID)	\$6.00
Value*.	\$6.00

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

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 weekdays 7 a.m. to 7 p.m. for service between MSU Commuter Lot 89, Spartan Village, and central campus.

One Semester	\$20.00
Both Semesters	\$33.00

TOKENS

10 Pack	\$10.00
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Spec-Tran Punch Passes & Tokens

4 Rides	\$10.00
20 Rides	\$50.00
One-Ride Token	\$2.50

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

Redi-Ride Punch Passes

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

Regular	\$10.00
Discount**	\$6.00

*All Medicare cardholders, seniors 62+ years with a valid CATAclub Card, and persons with disabilities with a valid CATAclub 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 CATAclub Card; and persons with disabilities with a valid CATAclub or ADA Card qualify for the discount passes.

CATA Bike Racks and Lockers

All CATA fixed-route buses are equipped with easy-to-use bike racks. Rack use is free. 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. Step-by-step directions on how to use the bike racks, as well as locker rental information, is available online at cata.org or call 517-394-1000.

Entertainment Express

This express trolley service links the two cities of Lansing and East Lansing, providing a unique way to get to entertainment venues along the Michigan and Grand River corridor. The trolley operates Thursdays, Fridays and Saturdays – 7:30 p.m. to 2:30 a.m. Entertainment Express bus stops are identified by signs along the route. The standard fixed-route one-way fares apply, and all fixed-route passes are accepted.

Spec-Tran Service

Spec-Tran is CATA's advance-reservation service for persons with disabilities who are unable to use fixed-route service. 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 service 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) to use this service. The one-way fare is \$2.50. Call 517-394-CATA (394-2282) 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 (394-2282) or 800-322-1390 for fare and ride information.

Redi-Ride

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 four 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 (394-2282) or 800-322-1390 for more information or to reserve a ride.

Amelia

MSU Senior, Human Resources Management
Okemos



"I've been riding CATA for all four years of my Michigan State career. I lived on campus for two years, and now I live about 10–15 minutes away. I use CATA for most of my transportation, not only for classes, but for going to the mall and shopping, and things like that. I really enjoy CATA because they have a lot of routes, and that makes it easier to get to your destination without riding around for an hour to get there. ***CATA is reliable and easy to use. It's simple, the prices are reasonable, and it's just been great.***"

**AVERAGE WEEKDAY CATA RIDERSHIP
EXCEEDS 49,000 RIDES.**

ID Cards

That get you discounted fares/passes on most services*

CATAclub Card

Anyone 62+ years or disabled is eligible to receive a free CATAclub 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. There is a \$5 fee to replace a lost or stolen card. Expired Lifetime Membership Cards are replaced at no charge. For an application or more information, call 517-394-1000.

CATA Student ID

CATA Student IDs are available through local middle and high schools free of charge. The ID 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. There is a \$5 fee to replace a card. For details, call 517-394-1000.

College Student ID

CATA accepts all valid college student IDs. Students who show their college ID are allowed to ride at the discounted rate and to purchase discounted student passes.

Medicare Card

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

ADA Card

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

*Spec-Tran and Shopping Bus excluded.

Margaret

Retiree
East Lansing



"My friends and I from the apartments take the Shopping Bus once a week to Meijer, and another group nearby goes to Kroger. We usually leave at nine and come back around eleven.

The Shopping Bus is really critical to us because we don't drive anymore and have no other way of getting our groceries. We really appreciate it. I had hoped to use big CATA buses when I moved here, because I used to be a great walker, but now I'm not able to walk very well. I can't say enough about the drivers. They help us with our groceries, but if they see a need, they take care of everything. Once in a while I take Spec-Tran to my doctors' appointments, and that also helps me get where I need to go."



Kevin

Customer Service Representative
Holt

"I started riding Spec-Tran just after the service started, maybe in the late 1980s. I have always used it to get to work because of its dependability

and ability to go curbside-to-curb. On weekends or other occasions not work related, I use mainline buses. **Some people I ride with just don't realize how lucky we are to have Spec-Tran.** I lived outside of this area for about five years, and you really needed to know someone with a car if you wanted to go anywhere. With CATA, I can get everywhere I want to go. I've got good drivers, and safe vehicles that don't scare me. It's just a good service all the way around."

Sally

Retiree
Haslett



"I've been riding CATA since 1990. I mostly ride Meridian Redi-Ride, but I also use fixed-route buses when I need to get around Lansing. The Redi-Ride takes many of us to the Senior Center in Okemos. **I don't drive, so CATA is the way I get everywhere I want to go.** If it weren't for CATA, I'd have to be like a pioneer and walk everywhere, and you better believe that would be a lot of walking!"

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 via Cedar Street. The Williamston/Webberville Connector travels between Webberville and the Meridian Mall via Grand River Avenue, with stops in Williamston. 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 (394-2282) or 800-322-1390 for more information. No reservations necessary.

Shopping Bus

CATA provides regularly scheduled bus transportation from various senior housing complexes to grocery stores and shopping centers. The Shopping Bus operates Monday through Friday. The fare is \$2.00 roundtrip. Reservations are not required. Call 517-394-CATA (394-2282) 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. For a ride, call 432-8888 or 28888 (from a campus phone) and a small bus will arrive at your curb within 20 minutes. Rides are limited to campus locations. Fares are the same as fixed-route service.

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 the commute alternatives that work best for them, including: riding the bus, bicycling, walking, etc. In addition, a free ride-matching service is provided to those interested in forming carpools or vanpools. For an application or more information, call 517-393-RIDE (393-7433) or e-mail cleancommute@cata.org.

Community Event Routes

CATA operates annual community event routes that are open to all. Transfers to other CATA bus routes may be made at boarding centers or bus stops. Fares are 50¢ per roundtrip or use your CATA fixed-route pass.

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

CATA Transportation Center (CTC)

The main boarding center for CATA, the CTC, is located in downtown Lansing on Grand Avenue, between Lenawee and Kalamazoo streets. This indoor facility is the transfer point for 16 of CATA's fixed routes. Customer Service Representatives are available to assist with trip planning, service information, and bus pass purchases. 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 bus station 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 Lanes, just east of the MSU Planetarium. The facility is open 24 hours a day, 7 days a week. Amenities include direct phone link access to CATA's Customer Service Representatives, schedules and maps, indoor seating areas, restrooms, a convenience store, an ATM, vending machines, and easy access to the Shaw Parking Ramp.

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 and the CATA Senior Health Fair allow CATA to give back to customers and non-customers alike. CATA participates in community-sponsored events and holiday parades to help enhance the lives of mid-Michigan residents.

cata.org

Online customers can visit the CATA website at cata.org. The redesigned site will be launched this fall. It will offer custom trip itineraries, wherein visitors enter their trip origin and destination and the Trip Planner does the rest. You can sign up for automatic notices of detours and other service changes. The site also offers route and service information, online bus pass purchasing, fare information, and up-to-date news about CATA services and events.

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 e-mail request to info@cata.org.



Elma

Retiree/Volunteer
Lansing

"I've been riding buses in the Lansing area since 1942. Back then, I rode the bus to get to work and to ride to events. I performed as "Stars" the clown. These days ***I take CATA everywhere, and I've used it umpteen times to take my great-grandchildren to Impression 5, the state capitol, and other fun.*** One day a week I take CATA to my volunteer job, answering the information desk phone at Lansing City Hall. I've been doing that for 17 years, since I retired from the Bank of Lansing. CATA drivers are always professional and enjoyable to ride with. I know a lot of people who ride Spec-Tran, but I'm still able to ride regular routes, and know many of them by heart. Sometimes I ride the bus just for fun, to go sightseeing by myself or with friends."

Cornelius

Recovery House Manager
Reo Town, Lansing



"I moved to the Lansing area from Flint about a year ago and I rode the buses in Flint when I was there. I now use CATA for all my needs – to attend meetings, classes, doctors' appointments. I'm studying to be a substance abuse counselor, and will be going to MSU in the fall to pursue a master's in social work. I find CATA is excellent. ***The hours of service, timing for buses, driver courtesy and customer service are the best I've seen.***"



Douglas

Network Programmer
Holt

"I was partially paralyzed in a trampoline accident when I was 17, so I don't drive. I've been riding CATA since 1994 – mostly Spec-Tran to get back and forth to work in East Lansing. I sometimes use fixed-route buses to get around town for other reasons, and sometimes Delhi Redi-Ride to go grocery shopping. My experience with CATA has been exceptional. In order to be successful, there are some components you need: you need to get to work and to trainings, you need to be healthy – so you need to get to doctors' appointments, and you need to stay connected with family. CATA helps me do all that. It's not just a ride from point A to point B. It's a lot beyond that, and ***without CATA, I would not be as successful as I am today.***"



Doris

Retiree
East Lansing

"I use CATA Spec-Tran because I've been living here at Burcham Hills since last June, receiving rehabilitation. I have a condo not too far away, and I have a car in the garage. **I am unable to drive right now, so I take CATA to all my appointments**, like seeing doctors and to visit my condo. I think CATA is just a wonderful service. The drivers are very congenial and very helpful."

Laurie Brewis

Chief Human Resources Officer
Ingham Regional Medical Center



"CATA's wide array of transportation services offers solutions to our employees and patients. From commuter vanpooling to rural busing to a variety of downtown stops, **the CATA system makes it affordable and convenient for our patients to reach us**. They've made access easy for the disabled and disadvantaged. We're proud to work in collaboration with an organization that cares as much about the community as we do."



Ricardo

Business Owner/Actor
Lansing

"I've been riding CATA for about 15 years. I started taking the bus because I didn't have a driver's license at the time. **I've stuck with CATA over the years**

because it's great quality, dependable, and useful transportation. I have my own business, but I'm also a community actor, and I use CATA to get to meetings, rehearsals and different productions we're doing around town. I also use it to go to medical and other appointments – I just get on the number 10 bus to the downtown transportation center and go wherever I need to go. I'm very pleased with the service. It helps me, and it's not costly."

Rider Alerts

CATA customers can get up-to-the-minute information on detours and service changes by visiting cata.org or by calling 517-367-7277. Rider Alerts are accessible every day, round-the-clock. If you sign up online, new service alerts will be sent to your e-mail as soon as they are posted on the site.

Accessibility

CATA vehicles and facilities are accessible to persons with disabilities. Large-print or audio route schedules are available for persons with visual impairments. 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's website, cata.org, provides information in formats that meet federal accessibility guidelines. Bus hailing kits are available to customers for use at bus stops served by multiple routes.

No-Service Days

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

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

IT TAKES NEARLY 300 DEDICATED EMPLOYEES TO KEEP CATA ROLLING.

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!

Wednesday, October 15, 2008

8 a.m. – 10 a.m. CTC
Noon – 2 p.m. MSU-CTC

Monday, January 19, 2009

7 a.m. – 9 a.m. CTC

Thursday, April 23, 2009

11 a.m. – 1 p.m. CTC

Sessions are held at the CATA Transportation Center (CTC), 420 S. Grand Avenue in downtown Lansing, and at the MSU-CTC/Ramp 1 on Shaw Lane at MSU.

Vote Tuesday, November 4

Election Day, November 4, 2008, is a critical day for public transportation in the Greater Lansing area. Voters will decide the outcome of a CATA millage request. That decision will affect many area citizens and organizations.

The proposal asks for a 0.787-mill tax increase for five years (2008–2012). For a home valued at \$100,000 this equals \$39.35 per year – far less than what most people now pay for a tank of gas. It will allow CATA to maintain existing services, meet the rising cost of fuel and other operational expenses, and match service to meet growing demands. Millage funds are for operational expenses – not capital building projects or bus purchases.

The Funding Gap

Earlier this year, CATA raised the price of all fares and bus passes and further tightened its belt on an already lean operation, but those actions are not enough to maintain services. The dramatic rise in fuel prices hit CATA hard. When the price of fuel goes up by \$1 per gallon, it increases CATA operating costs by more than \$1 million per year. In 1998, state funding covered 50% of CATA operating expenses. This dropped to 31% in 2008.

If the Millage Fails

If the millage fails, CATA will have to make significant cuts in transportation service, and the effects will be felt throughout our community. Some service cuts will need to be implemented as early as this coming winter, with additional cuts made in the fall of 2009. Weekday evening service will likely be cut. So will all Saturday and Sunday service on most routes. Some bus routes may be eliminated, and others will run less often. When regular bus service cuts are made, corresponding cuts will be made to Spec-Tran service for individuals with disabilities. Without continued public support, the world of many area residents will shrink, as CATA has no choice but to reduce service levels to those last seen in the mid-1980s.

These service cuts would be felt by thousands of area citizens, as well as businesses, schools and medical facilities. Having to cut service, when the demand is growing, would significantly impact our community.

The following request will appear on the November 4 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, levy additional taxes in an amount not to exceed 0.787 mill (that being \$0.787 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 2008 through 2012 inclusive? If approved and levied, this millage would generate approximately \$4,750,000 in 2008.

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

New Rider Guide for Fixed-Route Service

Planning Your Trip

Call a CATA Customer Service Representative at (517) 394-1000. Be ready with the following information:

- Address of where you are going
- What day and time you want to arrive
- Where you'll begin your trip

If you want a personalized trip plan that shows your bus stops and schedule, we'll mail it to you. You can go online at cata.org to plan your trip or pick up a print route schedule in display racks at many locations around town.

Boarding

Get to your bus stop 10 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 the front and side of the bus. When boarding, use the front door.

Paying

Use cash, token or a CATA pass.

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 leave if you are crossing the street.

Returning Home

Wait for your bus at the bus stop across the street from where you got off.





Front Row: (Left to right) J. Sambaer; P. Munshaw; P. Kuhnmuench; S. Draggoo, CEO/Executive Director. **Back Row:** R. Swanson, M. Rice, W. Dell, P. Cannon, J. Strolle, A. Wilson, R. Monsma. **Not Pictured:** J. Golden, M. Grebner.

CATA Board of Directors

Patricia Munshaw
Board Chair
Meridian Township

Pete Kuhnmuench
Vice-Chair
City of Lansing

Joseph Sambaer
Secretary-Treasurer
Lansing Township

Pat Cannon
Meridian Township

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Delhi Township

Jean Golden
City of East Lansing

Ralph Monsma
City of East Lansing

R. John Strolle
City of Lansing

Robert W. Swanson
City of Lansing

Anne Wilson
City of Lansing

CATA Leadership

Sandy Draggoo
CEO/Executive Director

Debra Alexander
Assistant Executive Director

Craig Allen
Director of Maintenance

Pat Gilbert
Director of Marketing

Martin Mecher
Director of Finance

Dwight D. Smith
Director of Operations

Non-Voting Representatives

Mark Grebner
Ingham County

Michael A. Rice
Michigan State University

Amalgamated Transit Union (ATU) #1039 Lansing

Officers

Michael Cullimore
President

Steven Soliz
Vice-President

Kathleen M. Kelley
Recording Secretary &
Financial Secretary

Committee Persons

Donald Bean

Phillip Bean

Michael Cramer

Raymond Doty

David Stanfield

Natalie Stone

Local Advisory Committee (LAC)

Alphonse Swain
Chairperson
Capital Area Center for
Independent Living

Elma Arnold
Citizen Representative

George Godby
Foster Grandparents

Donna Hobart
Tri-County Office on Aging

Susan Langendonk
Ingham Intermediate
School District

Deb Wiese
Vice-Chairperson
Michigan Rehabilitation
Services

Walter Dell
LAC Liaison
CATA Board Member

Suzanne Love
Citizen Representative

Paul Palmer
Citizen Representative

Jane Spitzley
Citizen Representative

Mitch Tomlinson
Peckham Vocational
Industries Inc.

✂ Cut along dotted line and mail in

Let us serve you!

More detailed information about CATA services is available at cata.org. If you don't have access to the Internet, we'll be glad to mail you the information. Please complete this form below and mail it to CATA, call 517-394-1000, or e-mail info@cata.org and a Customer Service Representative will assist you.

Check the box(es) for more information:

- Fixed-Route Bus Service**
- Entertainment Express**
- Bikes on Buses:** How to use bike racks
- Limiteds:** Commuter Routes – Mason or Williamston/Webberville (circle those of interest)
- Lot Link & Night Owl**
- Spec-Tran**
- Rural Service**
- Redi-Ride:** Mason, Williamston, Meridian Township, Delhi Township (circle those of interest)
- Connector Service:** Mason, Williamston/Webberville
- Shopping Bus**
- CATA Clean Commute Options:** Carpooling or vanpooling information

Let us know if you need large print or audio tapes of these materials.

Please print or type the following:

NAME _____

ADDRESS _____

DAYTIME PHONE _____

MAIL TO:
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
- cata.org

WALK-UP ASSISTANCE AVAILABLE AT

CATA Transportation Center
420 S. Grand Avenue, Lansing

Weekdays: 7 a.m.–7 p.m.

Weekends: 9 a.m.–5 p.m.

MICHIGAN RELAY CENTER VOICE TDD

800-649-3777

CATA ADMINISTRATIVE OFFICES

4615 Tranter Street, Lansing 48910
517-394-1100

RIDER ALERT LINE

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 (394-2282)
or 800-322-1390

SPEC-TRAN

517-394-CATA (394-2282)

LOT LINK & NIGHT OWL

517-432-8888

WEBSITE

cata.org

E-MAIL

info@cata.org