

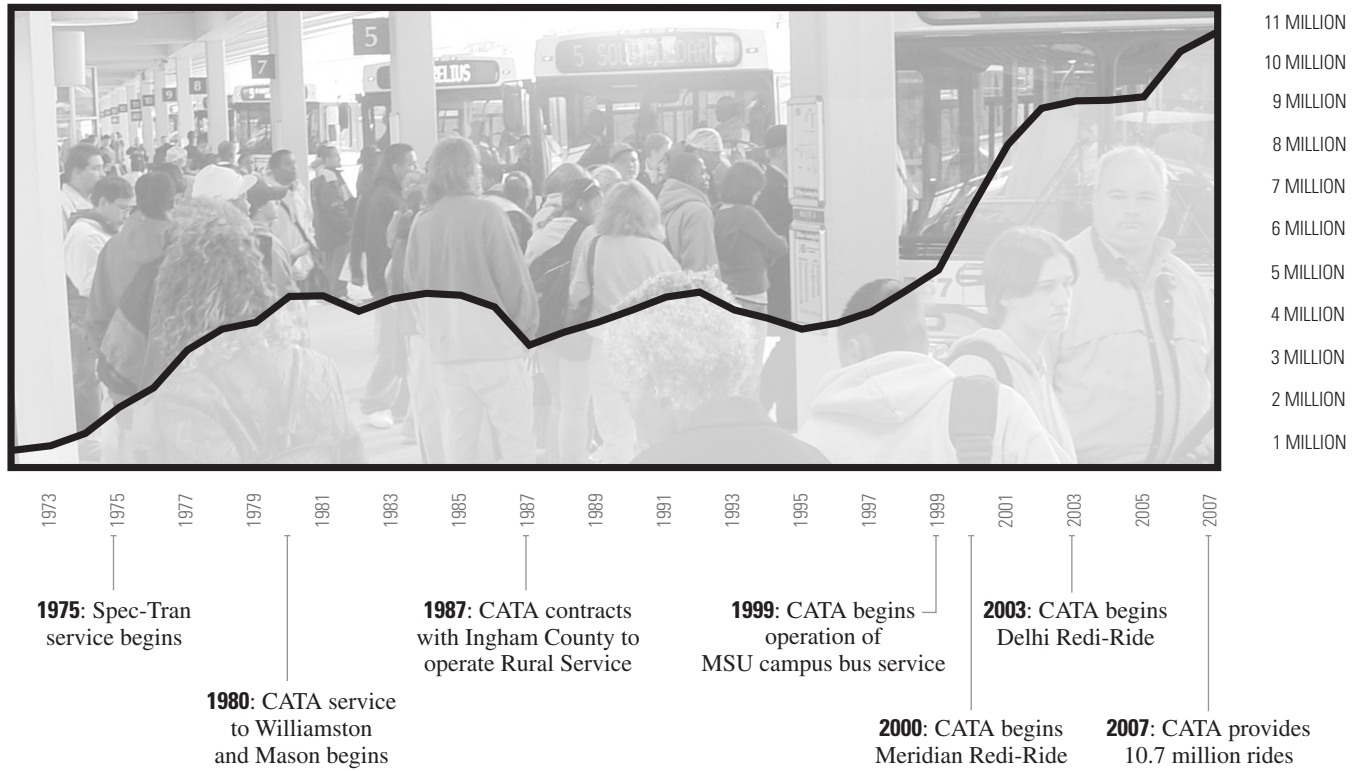
CATA FISCAL YEAR 2007 ANNUAL REPORT

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. Not only do individual customers benefit, but a strong public transportation system helps our community thrive – in business, education, volunteerism, recreation and health. CATA connects our communities to boost the economy we all share. With access to affordable and convenient transportation, people are able to lead productive lives that add value to living in our communities.



When
People Thrive,
 Communities
Thrive

CATA RIDERSHIP – 1972-2007



CATA LEADERSHIP

CATA BOARD OF DIRECTORS

Patricia Munshaw
Board Chair
Meridian Township

Pete Kuhnmuensch
Vice-Chair
City of Lansing

Joseph Sambaer
Secretary-Treasurer
Lansing Township

Pat Cannon
Meridian Township

Walter Dell
Delhi Township

Jean Golden
City of East Lansing

Ralph Monsma
City of East Lansing

R. John Strolle
City of Lansing

Dirck Terwilliger
City of Lansing

Non-Voting Representatives

Mark Grebner
Ingham County

Michael A. Rice
Michigan State University

CATA EXECUTIVE STAFF

Sandy Draggoo
CEO/Executive Director

Debbie 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

AMALGAMATED TRANSIT UNION (ATU) #1039 LANSING, MI

Michael Cullimore
President

Rudy Estrada
Vice-President

Kathleen M. Kelley
Recording Secretary & Financial Secretary

Committee Persons

Donald Bean

Phillip Bean

Alan Diana

Raymond Doty

Steven Soliz

Natalie Stone

LOCAL ADVISORY COUNCIL (LAC)

Alphonse Swain
Chairperson
Capital Area Center for Independent Living

Deb Wiese
Vice-Chairperson
Michigan Rehabilitation Services

Walter Dell
LAC Liaison
CATA Board Member

Elma Arnold
Citizen Representative

George Godby
Foster Grandparents

Donna Hobart
Tri-County Office on Aging

Mike Hudson
MSU Resource Center for Persons with Disabilities

Susan Langendonk
Ingham Intermediate School District

Suzanne Love
Citizen Representative

Paul Palmer
Citizen Representative

Jane Spitzley
Citizen Representative

Mitch Tomlinson
Peckham Vocational Industries Inc.

Capital Area Transportation Authority

Patricia K. Munshaw, Board Chair

Sandra L. Draggoo, CEO/Executive Director



March 2008

Our community's reliance on our services has never been stronger than it is now. Each day, seniors, persons with disabilities, students, commuters, and others depend on our work. We take that responsibility very seriously and work hard to respond to the growing demand for transportation while being good stewards of public funds.

Public transportation affords many benefits to every citizen, whether they ride the bus or not. Having a responsive public transportation system in place boosts existing businesses and is a key factor in new businesses deciding to relocate to our area. It literally helps keep the economy moving, by transporting employees and consumers to their destinations. It reduces traffic and parking issues and helps maintain clean air. For an increasing number of Ingham County residents – particularly those who cannot afford to own a car or who have disabilities – CATA is their only means of getting around.

A hallmark achievement occurred in FY07 ridership. Customers took 10.7 million rides – the highest in our 36 years of service to the community. We are thrilled so many are using our services! The record 2007 ridership is an increase of 6.5% from 2006.

Our organization continuously strives to improve the quality and efficiency of our operations and this year, as in 1991, the American Public Transportation Association (APTA), selected CATA as *America's Best!* CATA came in first among transit systems that provide between four million and 30 million rides. This distinctive award recognizes safe and efficient transportation delivery. We couldn't be more excited or proud of our employees and we couldn't have reached this high honor without strong community support. This is not just CATA's award – it belongs to the community.

The 2007 Annual Report highlights CATA's most significant accomplishments over the last year and outlines the dynamic services that together earned us *America's Best*.

Sincerely,

A handwritten signature in black ink that reads 'Patricia Munshaw'.

Patricia Munshaw
Board Chair

A handwritten signature in black ink that reads 'Sandy Draggoo'.

Sandy Draggoo
CEO/Executive Director

FY07 ACCOMPLISHMENTS

CATA Chosen #1 System in North America

The American Public Transportation Association (APTA) voted CATA "The 2007 Outstanding Public Transportation System of the Year" in its ridership class among North American transit systems. The award is based on a system's performance over a three-year period in numerous categories including service, safety, financial and community relations and recognizes outstanding achievements in efficiencies and effectiveness.

Customers Ride More Than Ever Before

CATA provided 10.7 million rides systemwide to customers during the past year – a 6.5% increase from FY 2006 and an all-time CATA record. Ridership increased 6.4% on fixed-route services and 8.4% on demand-response service. The record ridership reflects this community's increasing reliance on public transportation.

Hybrid-Electric Articulated Buses Join the Fleet

CATA added hybrid 60-foot articulated buses to its fleet in the summer of 2007 – a first for a Michigan transit system. The acquisition of hybrid "artics" raised the total of hybrid vehicles in service to ten; broadening CATA's efforts in fuel efficiencies and reduced maintenance costs.

Comprehensive Operational Analysis (COA)

The Perteet consulting firm's services were contracted by CATA to conduct an in-depth study of the CATA fixed-route system. The research evaluated overall and route-by-route performances, efficiencies and potential service opportunities. It also evaluated where service enhancements and expansion were needed and made recommendations for new routing. The consultants reported that the CATA system not only operates above national averages for passengers per hour, but that customer capacity issues are high enough on several routes to merit additional service to accommodate that high demand. Findings will be used in making recommendations for fixed-route service changes over the next five years.

CTC Security System Upgraded

All public transportation systems are required to meet Homeland Security requirements which focus most on passenger transfer facilities. Enhanced safety standards at the CATA Transportation Center (CTC) continued with the installment of a new high-tech security camera system.

The improved technology allows for panoramic-view recordings, zoom capabilities and a much higher resolution picture quality. This produces a clearer and more comprehensive vantage point of the facility's interior and exterior by on-site security personnel for an even safer environment for customers.

FY07 ACCOMPLISHMENTS

Funding for Fleet Tracking/ Data Devices Awarded

CATA received funding for two vehicle tracking systems in the 2006 Transportation Bill. Each system will allow for better monitoring of buses and streamline communication between operators and dispatchers. The Automatic Vehicle Location (AVL) System monitors the exact location of buses and allows dispatchers to adjust spacing between vehicles on a route for more efficient service. Mobile Data Terminal (MDT) devices transmit communications to all buses in text format, giving immediate written notification of trip changes to a Paratransit operator's manifest, including turn-by-turn directions. The MDT devices also reduce the demand on voice communications.

Website Redesign

CATA is redesigning its website to be more interactive and easier to navigate. New technology is now available that will improve site visitors' experience when they seek trip planning and other CATA information on the site. The redesign is now in the development stage. The new site is scheduled to go live by the end of 2008.

New Express Route Launched

CATA partnered with the cities of Lansing and East Lansing in launching the *Entertainment Express* – an express trolley service providing a unique option for getting to entertainment venues along Michigan and Grand River Avenues. Service operates Thursday through Saturday nights, between downtown Lansing and East Lansing. Funding for this route is provided by the Lansing Entertainment and Public Facilities Authority (LEPFA) and local business sponsors.

Service Improvements

In response to community needs, two service improvements were implemented in Fiscal Year 2007. Enhancements on Edgewood Blvd. were made with the addition of the *Edgewood Shuttle* in May 2007. This interim service met the need for bus service west of American Road. The shuttle connected customers with Routes 5, 8 and 9 at the South Pennsylvania Meijer and operated until a turnaround could be constructed to allow Route 5 buses to make a turn on the west end of Edgewood Blvd. With the completion of the turnaround in November 2007, the service provided by the shuttle was integrated with Route 5.

Further north, CATA introduced new service along west Lake Lansing Road on *Route 16 – W. Lake Lansing Rd – Eastwood Towne Center* in August 2007. The route was developed in conjunction with Lansing Township to provide service to healthcare facilities on Lake Lansing Road and area shopping destinations. The route also provides a link from downtown Lansing to Eastwood Towne Center.

CATA Leads Development of Regional Transit Plans

In conjunction with the tri-county area transit systems, CATA is working on updating the Transit Development Plan (TDP) – a five-year regional plan used by the Tri-County Regional Planning Commission in long-range planning. For the first time, a Regional Coordination Plan was developed to meet a new federal requirement to access grant money from Job Access and Reverse Commute (JARC) and New Freedom programs. CATA was designated as the grant recipient for the Lansing area urban funds. The State distributes the rural funding. Clinton Transit, CATA, EATRAN and the Tri-County Planning Commission contributed to the plan development and all of those entities adopted the new plan.

CATA PROGRAMS & SERVICES

Serving Greater Lansing since 1972, the Capital Area Transportation Authority was formed under Act 55 (Public Acts of Michigan 1963). The Authority's governmental membership includes the Cities of Lansing and East Lansing and the Townships of Delhi, Lansing, and Meridian. CATA's growth is really a growth in opportunity for thousands of area residents. Throughout the CATA service area employees, seniors, students and persons with disabilities step onto a CATA bus and step off into a wider world. At its beginning in 1972, CATA operated 14 fixed routes and provided 750,000 rides. Today, there are over 30 fixed routes and a variety of demand-response services designed to meet the varied transportation needs of our local population.

Fixed-Route Service

With over 30 fixed routes, odds are CATA serves a bus stop within easy walking distance of most residents' homes. Fixed-route service is what most people are familiar with – big buses traveling regular routes at scheduled times. Bus service on Michigan State University's campus operates during the fall and spring semester terms. Citizens can go online at www.cata.org to print out their own maps and schedules, pick up a printed schedule from a CATA display rack at many area locations, or call the CATA Customer Information Center at (517) 394-1000 for personal assistance.

Entertainment Express

This express trolley service provides a unique option for getting to entertainment establishments during an evening out on the town. The Entertainment Express operates Thursdays, Fridays and Saturdays, in the evening and late night; traveling between downtown Lansing and downtown East Lansing. Entertainment Express bus stops are identified by signs along the route. Passengers take the trolley to entertainment venues, hotels and restaurants along the Michigan and Grand River corridor.

Commuters Ride the Limiteds

During weekday morning and afternoon rush hours, CATA offers commuter services between the southern and eastern regions of the service area and downtown Lansing. *The Mason Limited* and the *Williamston/ Webberville Limited* pick up customers in their respective communities, and travel directly to downtown Lansing; making limited stops, to create a faster commute.

Spec-Tran Service

Spec-Tran is CATA's advance-reservation service for persons with disabilities who are unable to use fixed-route buses. Spec-Tran service is provided with small lift-equipped buses and low floor vans. Spec-Tran service operates seven days a week. Customers are certified in accordance with the Americans with Disabilities Act (ADA). Call (517) 394-CATA (2282) for more information.

CATA Rural Service

An advance-reservation, curb-to-curb service provided in the outlying areas of Ingham County, CATA Rural Service can be used for any trip purpose within the rural Ingham area. Rides are provided Monday through Friday, from 7 a.m. to 6 p.m. Call (517) 394-4178 or (800) 322-1390 for reservations and ride information.

CATA PROGRAMS & SERVICES

Redi-Ride Service

This is a curb-to-curb, advance-reservation service operating in Delhi and Meridian Townships and the Mason and Williamston areas. Rides are provided Monday through Saturday. Call (517) 394-4178 or (800) 322-1390 for more information or to reserve a ride.

CATA Connector Service

CATA Connector Service offers regularly scheduled small-bus service – connecting outlying communities and Lansing. No reservations are necessary. The service operates Monday through Saturday.

The *Mason Connector* operates between the Mason Meijer and the South Pennsylvania Meijer, via Cedar Street. The *Williamston/ Webberville Connector* travels from Webberville through Williamston to the Meridian Mall, via Grand River. Call (517) 394-4178 or (800) 322-1390 for more information.

Shopping Bus

CATA provides regularly scheduled transportation between area senior housing complexes, grocery stores, and shopping centers. The Shopping Bus operates Monday through Friday; traveling to major shopping locations each week. Reservations are not required. Call (517) 394-4178 for more information.

Customer Service and Trip Planning

CATA Customer Service representatives help customers plan the easiest and fastest route to their destination. Call (517) 394-1000 weekdays from 7 a.m. to 7 p.m., and weekends from 9 a.m. to 5 p.m., or send an email request to info@cata.org.

Accessibility

All CATA services and facilities are accessible to persons with disabilities. Service animals, such as guide dogs, are always welcome on CATA vehicles. Major intersections and bus boarding areas are announced on fixed-route buses. Passengers waiting at a bus stop hear the route name and number announced when the bus arrives at the stop. Large-print or audio route schedules are available through CATA Customer Service.

The CATA website provides information in formats that meet federal accessibility guidelines. CATA bus hailing kits are also available to customers. They are designed for use at bus stops served by more than one route. The kit allows the user to signal the number of their route to operators of approaching buses. The kit consists of 3.5" x 4" double-sided cards with a large printed route number and Braille tag.

Bike Racks and Lockers

All CATA fixed-route buses are equipped with easy-to-use bike racks. Bike 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. Call (517) 394-1000 for rental information.

CATA PROGRAMS & SERVICES

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 30 bus routes. Customer Service Representatives are available at the CTC on weekdays, from 7 a.m. to 7 p.m. and weekends, from 9 a.m. to 5 p.m. to assist with trip planning, service information, and bus pass sales. The Center also features Greyhound/Indian Trails operations.

MSU-CATA Transportation Center (MSU-CTC)

The first public transportation center at MSU – the MSU-CTC – is the main boarding center for CATA bus routes serving campus. CATA and MSU partnered to build this facility, located on the ground level of the parking ramp between North and South Shaw Lanes, just east of the MSU Planetarium. It is open 24 hours a day, 7 days a week.

The Way to Pay

Customers select the payment option that best meets their needs. For those who pay with cash, CATA fareboxes accept coins, \$1, \$5 and \$10 bills. Fareboxes do not accept Canadian coins. While drivers cannot make change, the farebox issues a CATACash Card for the remaining balance. The card can be used to pay for future fixed-route rides. The card cannot be redeemed for cash and is not valid on CATA Rural or Spec-Tran services. Transfer cards can be issued for those customers needing to transfer to a bus on another route without paying an additional fare.

Many customers choose to pay for their rides with multi-ride cards or passes for the added payment flexibility and convenience.

Clean Commute Options

CATA offers a free program dedicated to raising community awareness about the alternatives

to driving alone. Information is provided to help choose commute alternatives such as the bus, walking and biking. The objective is to improve air quality in the tri-county area. A ride matching service is available to those interested in car or vanpooling. For an application or more information, call (517) 393-RIDE (7433) or email cleancommute@cata.org.

Rider Alerts

CATA customers can get up-to-the-minute information on route changes by calling the Rider Alert phone line at (517) 367-7277 or by visiting www.cata.org. They can learn if their bus is on detour due to road construction, special events or weather-related conditions. The Rider Alert phone line is accessible 24 hours a day, 7 days a week.

www.cata.org

The CATA website is a popular 24/7 source for printable route and service information, online bus pass sales, fare information, and up-to-date news about CATA services.

Community Pride

Throughout the year, CATA looks for opportunities to serve area citizens. CATA programs such as Santa Free Rides, New Year's Eve Safe Ride Home, We Love Riders Week, and the CATA Senior Health Fair allow CATA to give back to customers and non-customers alike. CATA also participates in community-sponsored events such as Be a Tourist in Your Own Town, Silver Bells in the City, Great Lakes Folk Festival, East Lansing Art Festival, the Safety Council Patrol Picnic and holiday parades. Each year CATA employees give generously to the Capital Area United Way campaign, deliver Meals-on-Wheels on their noon hour and "adopt" Operation Santa families at a local elementary school – providing holiday gifts to those in need.

FISCAL YEAR 2007 DATA

	Fiscal 2007	Fiscal 2006	Change
Fixed-Route Service*	10,186,019	9,572,803	+ 6.4%
Demand Response Service	496,773	458,254	+ 8.4%
Directly Operated**	153,146	131,477	+ 16.5%
Purchased Transportation***	343,627	326,777	+ 5.2%
Total CATA Passenger Rides	10,682,792	10,031,057	+ 6.5%
Vehicle Hours	445,548	441,372	+ 0.9%
Vehicle Miles	6,145,165	6,081,579	+ 1.0%

* Includes fixed-route, community event and shuttle services.

** Includes Spec-Tran Direct, Lot Link, Night Owl, Delhi and Meridian Redi-Ride.

*** Includes Spec-Tran Supplemental service, CATA Rural Service and Shopping Bus.

CAPITAL AREA TRANSPORTATION AUTHORITY

STATEMENT OF NET ASSETS

Year ended September 30,

	2007	2006
ASSETS		
CURRENT ASSETS:		
Cash	\$ 1,062,517	\$ 223,021
Investments	13,664,671	10,495,120
Accounts receivable	240,081	295,677
Due from governmental units	1,385,653	3,416,364
Single business taxes receivable	15,522	141,118
Property tax receivable	33,851	12,186
Inventories	950,556	877,768
Prepaid expenses	399,163	413,102
TOTAL CURRENT ASSETS	17,752,014	15,874,356
CAPITAL ASSETS - net of depreciation	42,406,917	40,525,228
TOTAL ASSETS	\$ 60,158,931	\$ 56,399,584
LIABILITIES		
CURRENT LIABILITIES:		
Accounts payable	\$ 984,036	\$ 1,129,618
Accrued payroll	304,885	273,785
Accrued pension	473,783	525,849
Accrued interest	81,672	93,587
Accrued insurance	100,759	210,215
Accrued vacation, incentive and sick pay	912,833	892,602
Current portion of capital lease obligations	778,214	749,617
Reserve for workers' compensation claims	61,496	177,162
Reserve for health insurance costs	428,159	385,488
Other current liabilities	143,994	92,663
TOTAL CURRENT LIABILITIES	4,269,831	4,530,586
LONG TERM LIABILITIES:		
Capital lease obligations, net	4,359,717	5,137,930
Accrued severance pay	146,110	133,763
TOTAL LONG-TERM LIABILITIES	4,505,827	5,271,693
TOTAL LIABILITIES	8,775,658	9,802,279
NET ASSETS		
Invested in capital assets, net of related debt	37,268,986	34,637,681
Unrestricted	14,114,287	11,959,624
TOTAL NET ASSETS	\$ 51,383,273	\$ 46,597,305

CAPITAL AREA TRANSPORTATION AUTHORITY STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS

	Year ended September 30,	
	<u>2007</u>	<u>2006</u>
OPERATING REVENUES	\$ 6,380,060	\$ 6,114,470
OPERATING EXPENSES	<u>37,716,018</u>	<u>35,800,343</u>
Operating loss	-31,335,958	-29,685,873
NON-OPERATING REVENUES	<u>28,374,199</u>	<u>27,350,991</u>
Net loss before capital contributions	-2,961,759	-2,334,882
CAPITAL CONTRIBUTIONS - GRANTS	<u>7,747,727</u>	<u>10,387,593</u>
Change in net assets	4,785,968	8,052,711
NET ASSETS, BEGINNING OF YEAR	<u>46,597,305</u>	<u>38,544,594</u>
NET ASSETS, END OF YEAR	<u><u>\$ 51,383,273</u></u>	<u><u>\$ 46,597,305</u></u>



CAPITAL AREA TRANSPORTATION AUTHORITY

4615 Tranter Street • Lansing, Michigan 48910 • info@cata.org • www.cata.org

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