

# CATA'S ROAD AHEAD

SHAPING TRANSIT SERVICE THAT  
MOVES WITH OUR COMMUNITY

## COMPREHENSIVE OPERATIONAL ANALYSIS

## PHASE 1 ENGAGEMENT SUMMARY

April 2026

Capital Area Transportation Authority



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# CATA's Road Ahead Phase 1 Engagement Summary

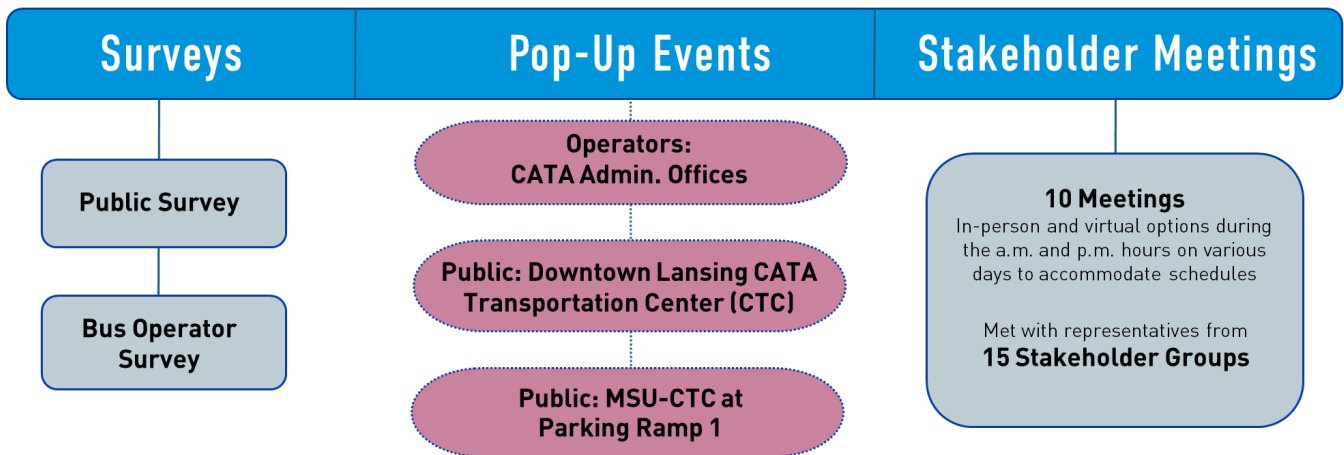
## Purpose & Approach

The Capital Area Transportation Authority (CATA) is conducting a Comprehensive Operational Analysis (COA) of its fixed-route and demand-response transit services with the goal of identifying route and service strategies that will improve efficiency and on-time performance, increase ridership, and reduce barriers to mobility across the Tri-County region. The COA will result in recommendations for service modifications that will guide CATA leadership and staff in decision-making under multiple budget scenarios. These recommendations will be rooted in data analysis, industry best practices, and stakeholder and public engagement.

CATA's Road Ahead includes three phases of outreach and engagement, providing multiple opportunities for public input that will provide additional context to data, and supports aligning transit service to the needs, desires, and challenges facing residents of the Tri-County region.

Conducted in January and February 2026, Phase 1 of outreach and engagement focused on gathering information from riders, the public, and stakeholders, to better understand what they think CATA is doing well and where there are service gaps or opportunities for improvement. Engagement was conducted through pop-up events, surveys, and stakeholder meetings (**Figure 1**).

**Figure 1: Summary of Phase 1 Engagement**



# CATA Bus Operator Engagement

## Purpose & Approach

The goal of outreach with CATA's bus operators was to develop a clearer understanding of existing issues, opportunities, and ideas for improvements to transit routes and services from the people who operate them every day.

Engagement was structured around in-person pop-up events designed to encourage informal, operator-led feedback in a familiar environment. Two pop-up events, specific to bus operators, were held on January 26, 2026, from 5:30 AM to 7:30 AM and 1:00 PM to 3:00 PM in the CATA Administration Offices operator's break room to meet with operators before or after their runs. At these events, project team staff met with operators to discuss their thoughts and shared the survey, which was available online via link and QR code, and in paper copies that could be completed at the events or submitted later. The pop-ups facilitated one-on-one and small-group conversations that included an overview of the project and open discussion. To support participation, an internal flyer was distributed via email to operators and posted around operator facilities. The project team also interacted with bus operators who were present at the public-facing pop-up events (see **Public Pop-Up Events**).

Topics discussed with operators included:

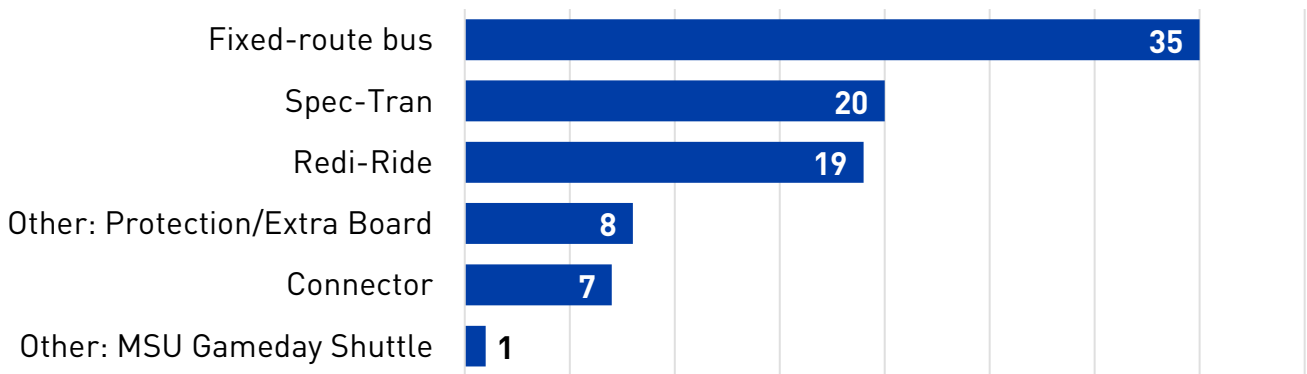
- Overcrowding on Michigan State University (MSU) routes.
- Turning difficulties at certain intersections.
- Schedule adherence on longer routes.
- Service gaps.
- Bus stop maintenance concerns (especially regarding snow).
- Shifting travel patterns away from declining malls (e.g., Lansing Mall and Meridian Mall) and shifting toward emerging destinations like Eastwood Towne Center.

The survey (**APPENDIX A**) received a total of 39 responses. The analysis compares survey results within service types, specifically fixed-route, demand-response, and other service types.

## Services Operated

Respondents were asked to indicate which routes and/or services they operate and their years of experience as an operator with CATA. Respondents were able to select multiple services and routes, as some respondents operate more than one. The majority of respondents (35 respondents, 87 percent) operate fixed-route service, followed by Spec-Tran (20 respondents), and Redi-Ride (19 respondents). Nine responses fell under “Other”, including Extra Board and MSU Gameday Shuttles (**Figure 2**).

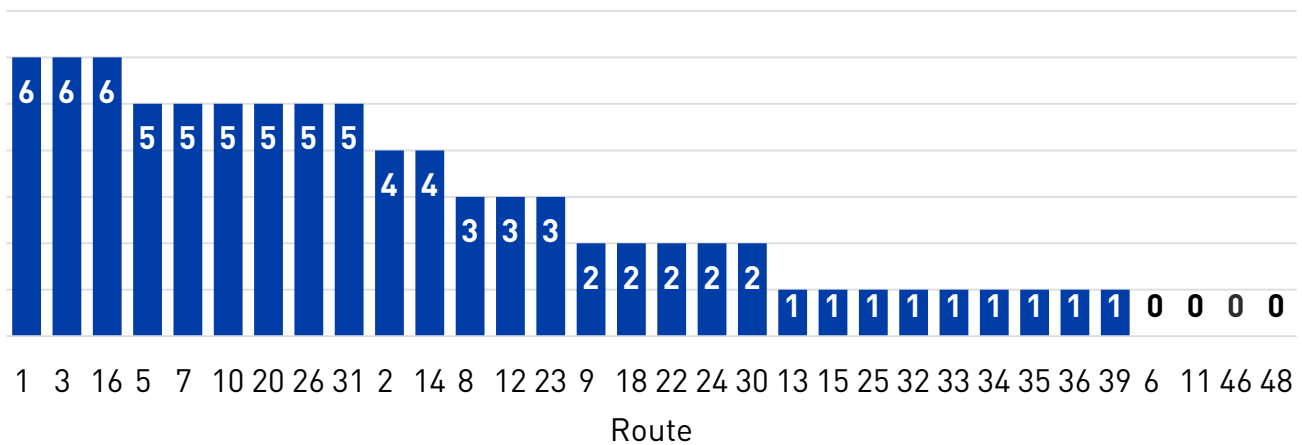
**Figure 2: Services Operated**



## Fixed Routes Operated

Across the 35 fixed-route operator respondents, 28 of the 32 fixed routes were represented, with Routes 1-Downtown Lansing/Meridian Mall, 3-Willow/Lansing Mall, and 16-Old Town/W. Lake Lansing/Eastwood receiving the most responses (**Figure 3**).

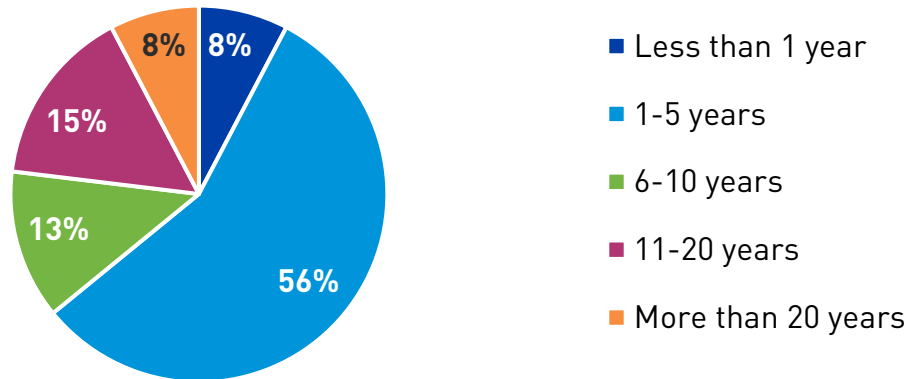
**Figure 3: Fixed Routes Operated**



## Operator Years of Experience

Respondents represented a high concentration of newer tenure staff. More than half of respondents reported one to five years of experience (**Figure 4**).

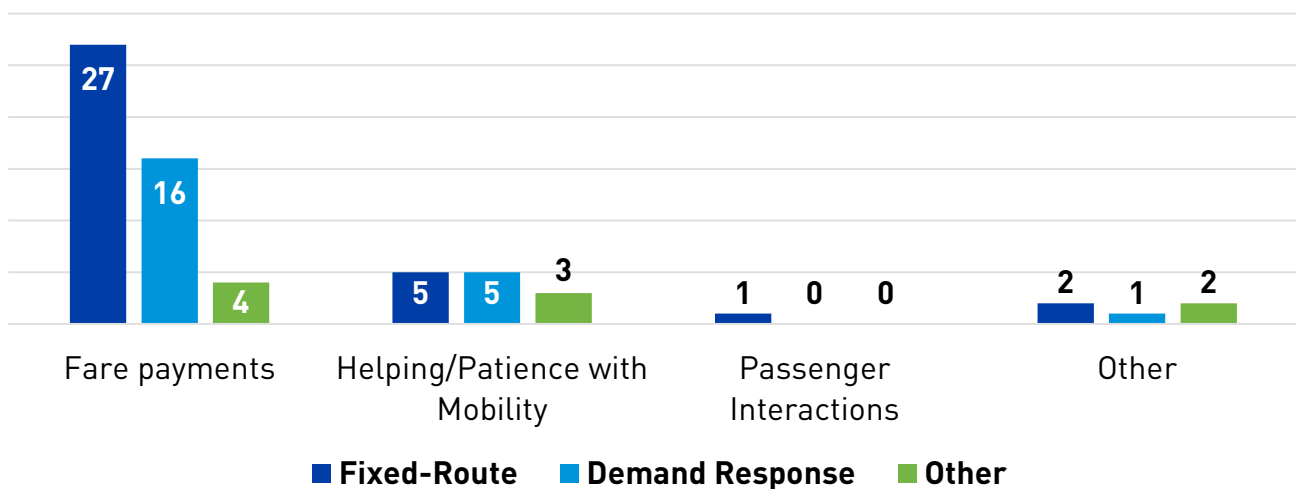
**Figure 4: Operator’s Years of Experience**



## Cause of Idle Time

Across both fixed-route and demand-response service, fare payments were the most frequently selected cause of dwell time, suggesting this issue is experienced across service types and is especially prominent. A secondary theme was the time required for helping and exercising patience with rider mobility needs, selected eight times overall. In contrast, passenger interactions were rarely identified as a cause of dwell time. Two “Other” responses included slow passenger loading due to wagons, wheelchairs, and carts and “Sitting at stops that are no people around” (**Figure 5**).

**Figure 5: Cause of Idle Time by Service**



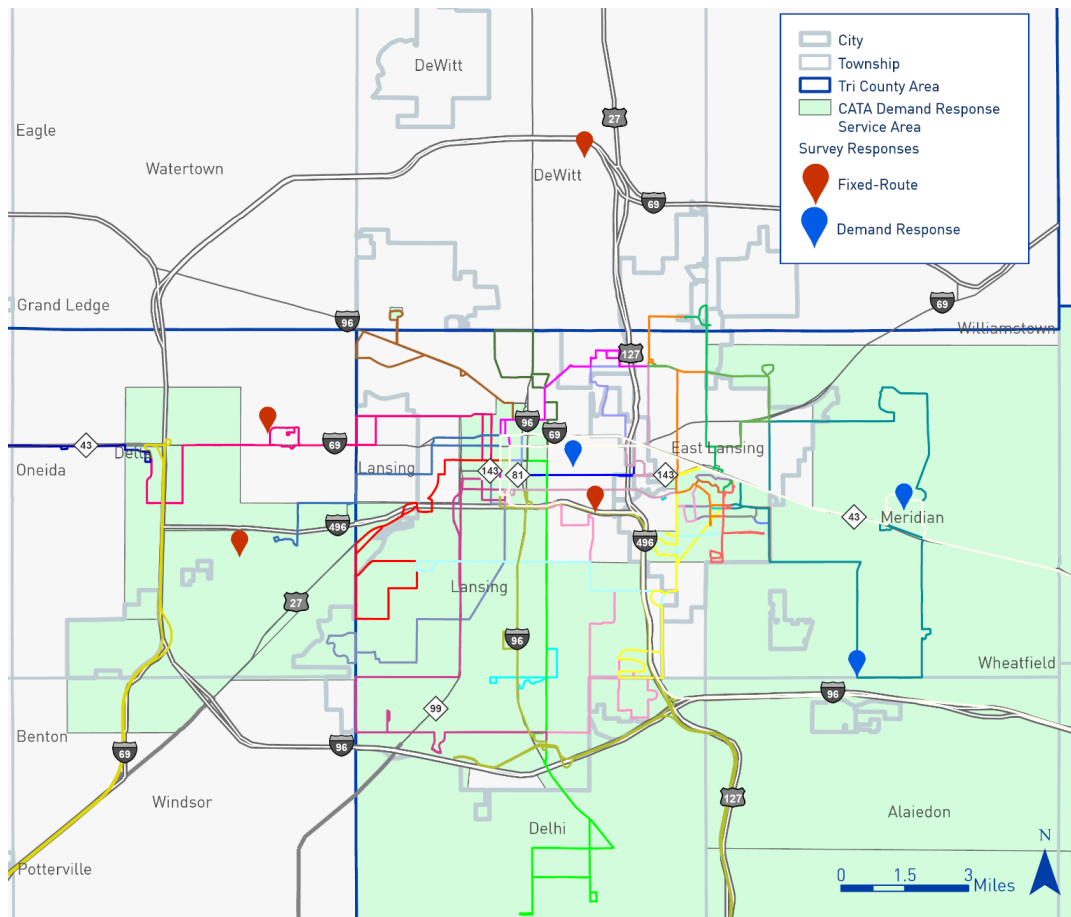
## Additional Service Locations

Operators were asked to indicate a location, street or destination where riders frequently request service to, or where the operator believes additional service would benefit riders (**Figure 6**). Operators were then asked to explain why they chose a location and to describe any additional locations. Fixed-route operators identified areas where additional service could be beneficial for riders. Delta Township was cited by multiple operators, specifically reinstating the Route 3-Willow/Lansing Mall extension that was discontinued in January 2026. DeWitt Township was identified as another area where passengers expressed a desire for expanded fixed-route service. Delhi Township and Meridian Township (on Jolly Road) were identified as having high ridership.

One operator identified the Delhi Manor Manufactured Home Community (Delhi Manor) as a low-income area with limited nearby service. The Route 8-Pennsylvania/Holt stop at Holt Road and Cedar Street was noted as the nearest stop, but one that is far from the neighborhood.

Demand-response operators suggested that riders in rural areas, in general, need better connections to and from the fixed-route bus network.

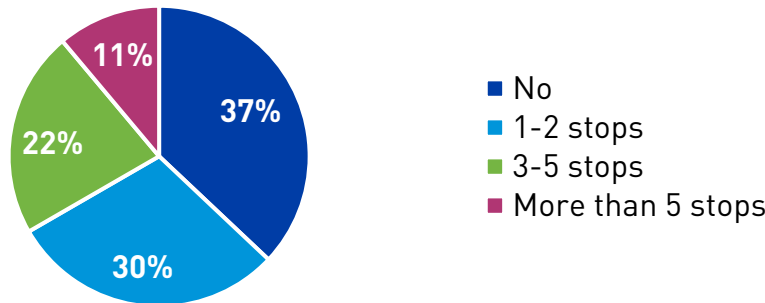
**Figure 6: Additional Service Locations**



## Stop Consolidation

Fixed-route bus operators were asked how many stops they think should be consolidated or removed on their routes. Not removing or consolidating any stops was selected by 37 percent of respondents, while 30 percent suggested one to two stops, 22 percent indicated three to five stops, and 11 percent felt more than five stops should be consolidated or removed (**Figure 7**).

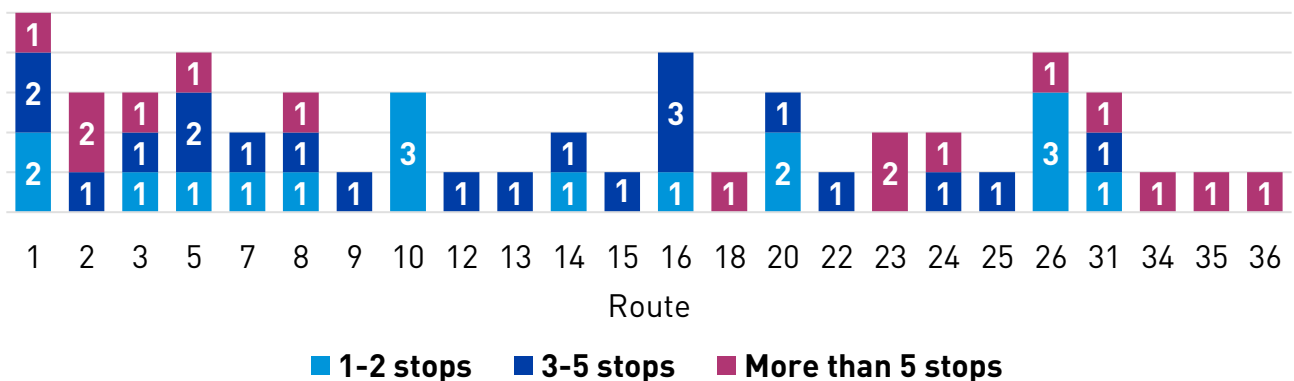
**Figure 7: Stop Consolidation**



Operators most commonly identified Routes 1, 5, 16, and 26 as having greater potential for stop consolidation. Across all routes, respondents who supported stop consolidation most favored removing between five or fewer stops. Consolidation of more than five stops was suggested by fewer respondents, appearing across routes (**Figure 8**):

- 1-Downtown Lansing/Meridian Mall
- 3-Willow/Lansing Mall
- 5-South Cedar/Edgewood
- 8-Pennsylvania/Holt
- 23-MSU/Okemos/Haslett
- 26-Abbot/Chandler
- 31-Brody/East Neighborhoods

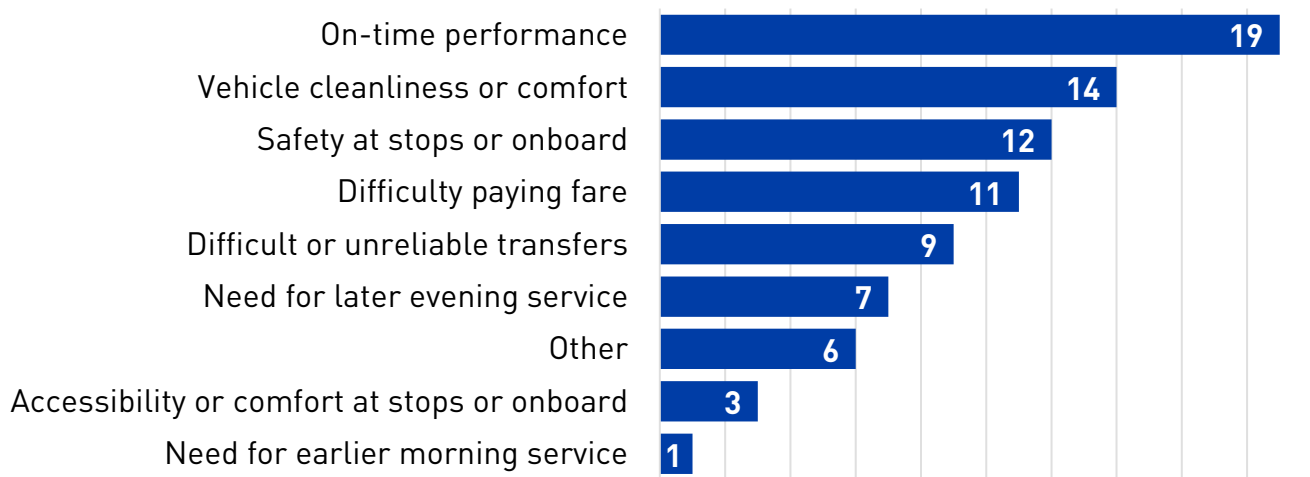
**Figure 8: Stop Consolidation by Fixed-Route Service**



## Passenger Concerns

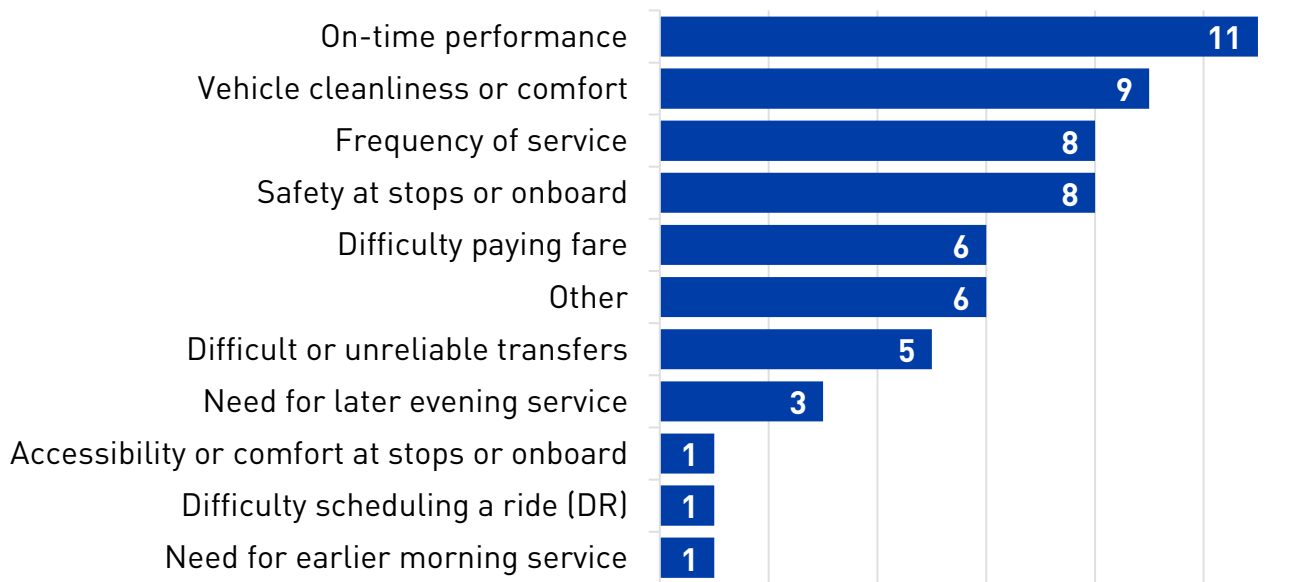
When asked what concerns operators most often hear from passengers, fixed-route operators most frequently cited on-time performance (19 responses), followed by vehicle cleanliness or comfort (14 responses), frequency of service (13 responses), safety at stops or on board (12 responses), difficulty paying fare (11 responses), difficult or unreliable transfers (9 responses), and need for later evening service (7 responses). Accessibility or comfort at stops and a need for earlier morning service were least commonly chosen, receiving only three and one responses, respectively (**Figure 9**). Six respondents selected “Other,” with passengers raising concerns about inadequate heating on buses, safety at the CTC, disruptive behavior by high school student riders, inaccuracies on Transit app, vehicle suspension issues, insufficient notice of detours, and too many stops on Route 1-Downtown Lansing/Meridian Mall.

**Figure 9: Fixed-Route Passenger Concerns**



Among demand-response operators, on-time performance was similarly the most common passenger concern (11 responses). This was followed by vehicle cleanliness or comfort (9 responses), frequency of service and safety at stops or on board (8 responses each), difficulty paying fare (6 responses), and difficult or unreliable transfers (5 responses). Need for later evening service received three responses, while difficulty scheduling a ride, need for earlier morning service, and accessibility or comfort at stops or on board were each selected only one time (**Figure 10**). Of the six “Other” responses, operators noted passengers’ concerns about the ten-minute pickup window for Redi-Ride, and other similar concerns as those provided for fixed-route service.

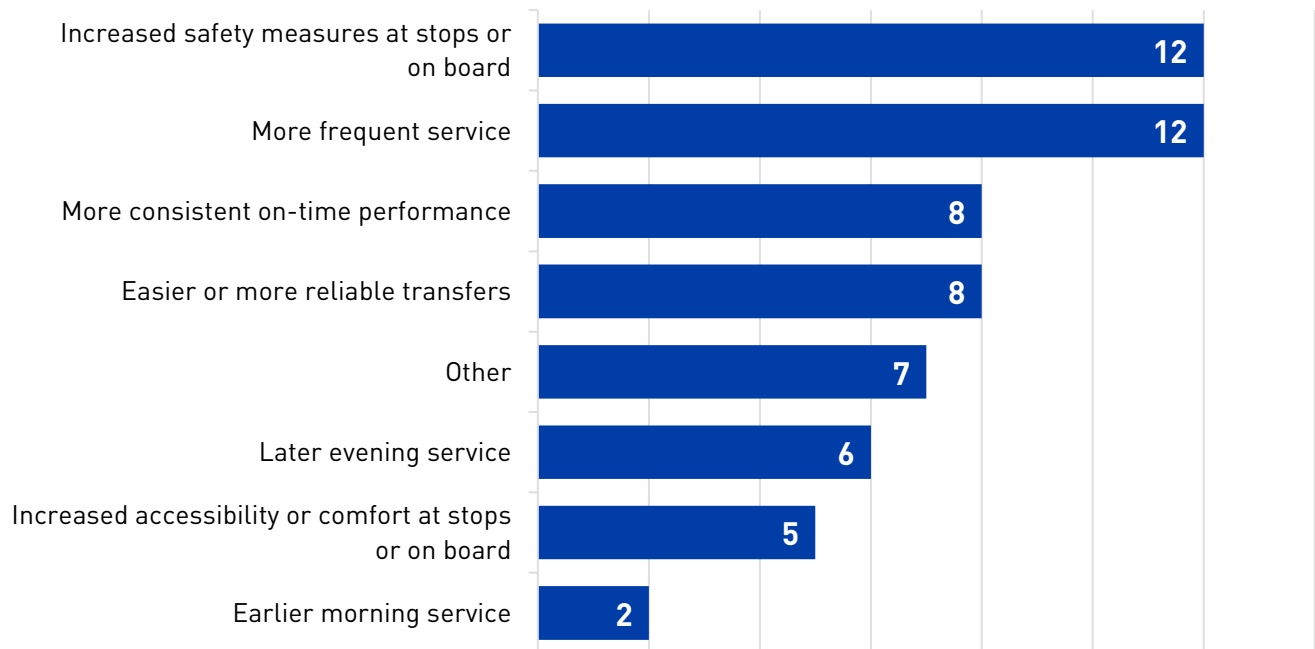
**Figure 10: Demand-Response Passenger Concerns**



## Service Enhancements

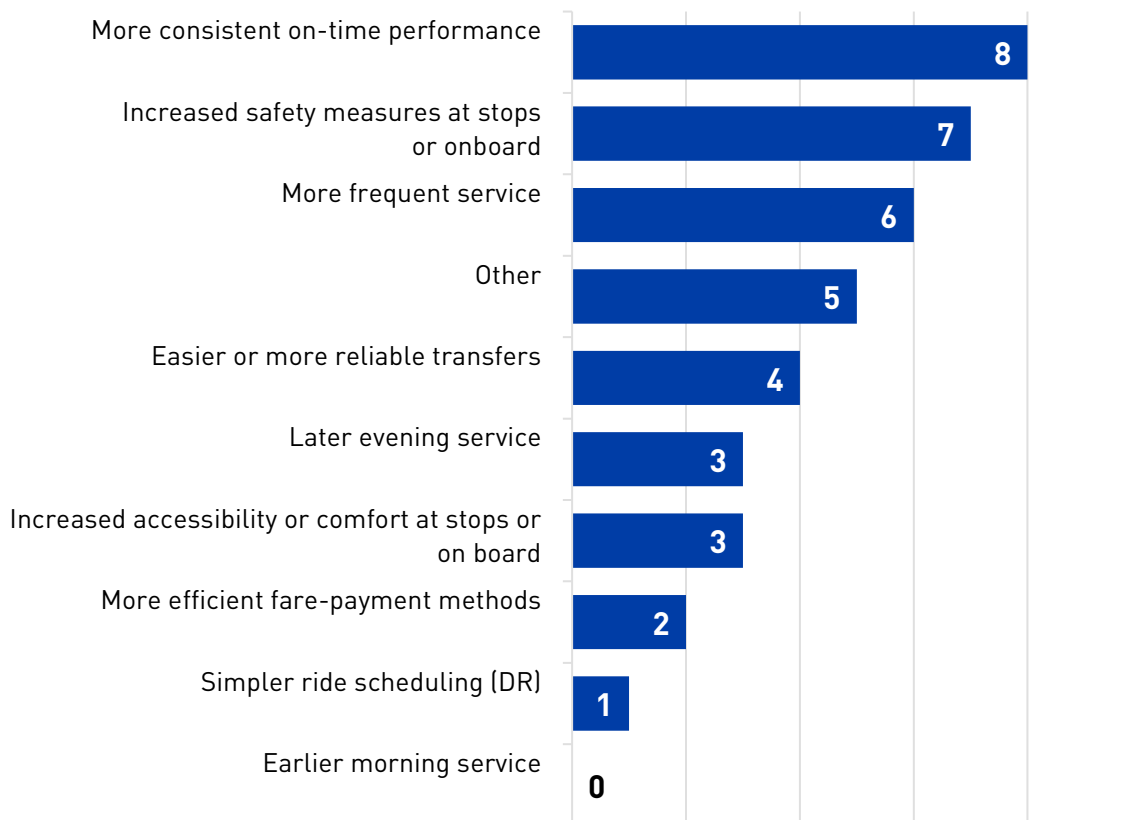
When asked what service enhancements would most benefit passengers, fixed-route operators most frequently cited more frequent service and increased safety measures at stops or on board, each receiving 12 responses. This was followed by more efficient fare-payment methods (9 responses), more consistent on-time performance and earlier or more reliable transfers (8 responses each), later evening service (6 responses), increase accessibility or comfort at stops or on board (5 responses), and earlier morning service (2 responses) (**Figure 11**). Seven operators indicated “Other” enhancements, including addressing safety concerns at CTC, disruptive behavior from high school student riders, incorrect and out of date information at bus stops and shelters, and unreliable transfers.

**Figure 11: Fixed-Route Service Enhancements**



Among demand-response operators, more consistent on-time performance was the most commonly selected enhancement, with eight responses, followed by increased safety measures at stops or on board (7 responses), more frequent service (6 responses), and easier or more reliable transfers (4 responses). Later evening service and increased accessibility or comfort at stops or on board each received three responses, while more efficient fare-payment methods and simpler ride scheduling were mentioned by two and one respondents respectively. No respondents selected earlier morning service (**Figure 12**). Five respondents selected “Other,” raising similar concerns to fixed-route operators including the need for more accurate information, snow clearing at stops and shelters, and better enforcement against intoxicated or violent passengers.

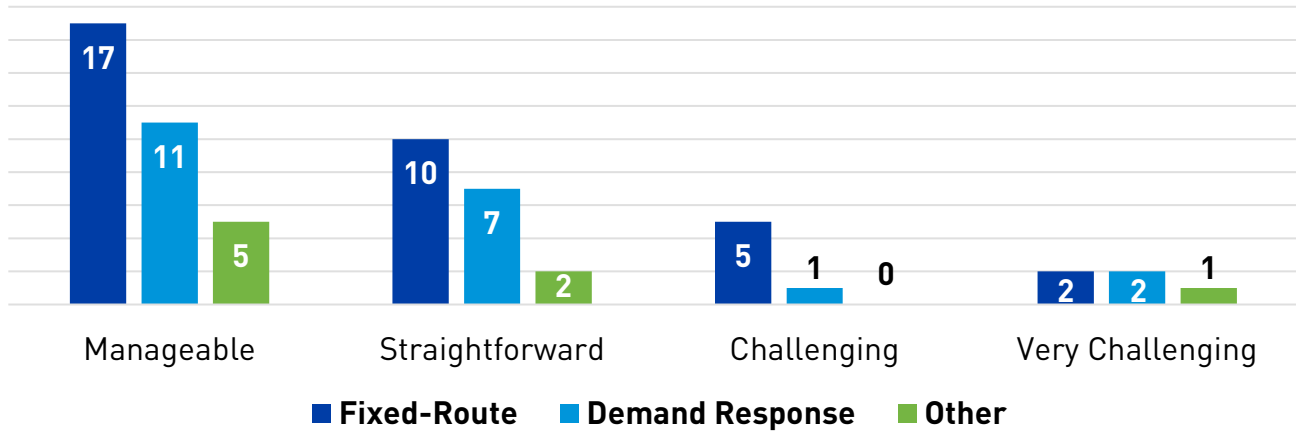
**Figure 12: Demand-Response Service Enhancements**



## Operator Experience

Respondents were asked to rate the overall manageability of their routes or services, from manageable to very challenging. Survey results show that at least half of operators found their work to be manageable across all service categories. The next most frequent response was that the work is straightforward, followed by challenging and very challenging (**Figure 13**).

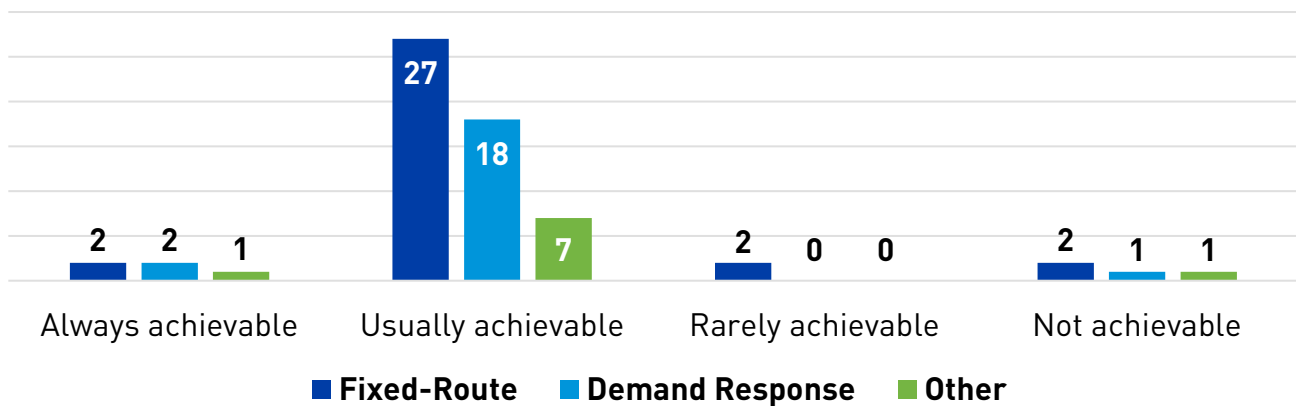
**Figure 13: Operator Experience**



## Runtime Feasibility

These findings align with how operators perceived runtime feasibility, where the highest proportion of respondents indicated that the scheduled runtime is usually achievable and only a small number of respondents felt runtime was rarely or not achievable, with two responses each (**Figure 14**). Among operators who expressed that their routes or services are challenging or very challenging, six had 11 to 20 years of experience, four had one to five, and one had six to ten years.

**Figure 14: Runtime Feasibility**



## Managing Routes and Services

Operators were then asked to explain the main factors influencing the manageability of their routes or services. Respondents who described their work as manageable identified farebox malfunctions as a source of stress, as passengers' frustration often falls on the operator. Insufficient layover time does not allow drivers to have a restful break during work hours: three to four hours of continuous driving leads to fatigue. Operators noted that extra board operators frequently changing work times also cause fatigue. Some also described the difficulty of staying on schedule during peak and high ridership periods and expressed a desire for improved coordination across systems and departments. Crowded buses, passengers being left at stops due to a lack of capacity, and late arrivals, especially near schools during dismissal times, were described as daily recurring challenges.

Operators who described their work as straightforward attributed their experience to strong support systems from coworkers and dispatching supervisors for being responsive and helpful. Route maps, automatic vehicle location (AVL) systems, and timesheets were mentioned to make operations easier to navigate, and some noted that the repetition of running the same routes builds confidence and ease over time. Some also mentioned that while most of their experience is positive, passenger misconduct or detours are occasional hurdles.

Operators who found their experience to be challenging or very challenging cited rider misconduct, such as drinking, smoking, or vaping onboard, verbal abuse toward drivers, and passengers expecting drop-off outside of designated stops, all of which contribute to stressful conditions. Insufficient travel time and heavy traffic at class dismissal was also mentioned to add pressure. At-capacity buses, having to leave passengers behind at stops, were mentioned as a common occurrence, specifically Route 5-South Cedar/Edgewood. Some weekend services with too few buses serve high-demand routes, and do not allow enough layover time before the next departure. Lastly, some operators raised concerns about operations during extreme weather conditions and bus and driver safety more broadly.

Several operators provided specific comments about particular routes:

- Route 5 was mentioned as especially difficult to operate on weekends. With only two buses serving the route, which has high ridership, including many passengers who require mobility assistance. Operators stated that additional buses in service could alleviate this challenge.
- Route 9 operators suggested that the route not loop back to Michigan and Grand Avenues, as this is the only route that does this. Rather, a change in the route to continue straight to Kalamazoo Street could improve timing.
- Route 26 was mentioned in the context of MSU game days, with operators suggesting additional bus capacity to handle event ridership.

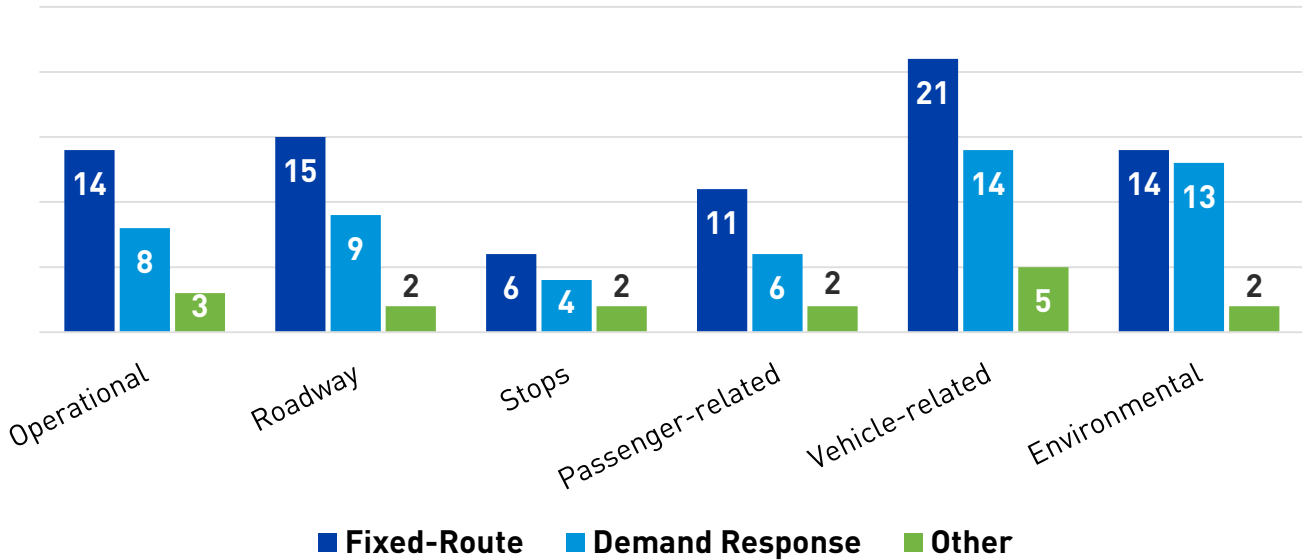
## Operational Challenges

Operators were also asked to identify operational challenges that they experience. For fixed-route operators, vehicle-related (mechanical issues, malfunctioning fareboxes, heating or air conditioning issues, etc.) challenges were most frequently mentioned, with 21 responses, followed by roadway (turns, congestion, merging) challenges (15 responses), and environmental (weather, construction, detours) and operational (schedule, timing) challenges (14 responses each). Passenger-related challenges received six responses, and stop-related (accessibility, visibility, space) challenges were the least frequent.

Demand-response operators identified similar challenges, with vehicle-related challenges again ranking highest, followed by environmental, roadway, operational, passenger, and stop-related challenges in descending order (**Figure 15**).

Across both service types, vehicle-related and environmental challenges consistently ranked as prominent concerns, which aligns with operator comments about extreme weather conditions, bus maintenance issues, and suspension problems noted earlier. Roadway challenges were also a concern, consistent with operator comments about traffic congestion at rush hour and school dismissal times.

**Figure 15: Operational Challenges by Service**



Additional comments about operational challenges were similar to operator experience comments, citing a lack of working heat or air conditioning on vehicles, cleanliness issues on buses, farebox malfunctions, and vehicle suspension issues. Other comments noted that detour communication could be improved, and specifically that the operations center is not always helpful during detours, and that detour information is not consistently communicated to extra board operators.

Operators were asked whether they experience operational challenges at specific locations. Several recurring locations and themes emerged from the responses:

- Route 5 was cited by multiple operators, with concerns centered on Everett High School, where boarding during school pickup can be time-consuming, and South Pennsylvania Avenue Meijer in the evening, where passengers are regularly left behind due to a lack of capacity. One operator suggested that a dedicated shuttle service to Everett High School would help prevent regular riders from being displaced by student ridership.
- Route 7 operators noted challenges in the Perkins neighborhood along South Holmes and Perkins Streets, both inbound and outbound.
- Route 14 was mentioned to have insufficient time between runs.
- Routes 24 and 26 were noted to have difficult turns at M.A.C. Avenue and Grand River Avenue.
- Route 26 was the most frequently mentioned route, with multiple operators citing the right turn from Grand River onto M.A.C. Avenue as particularly difficult, as well as the stop at The Landing, with one operator suggesting the stop be relocated to Chandler Road to improve access. M.A.C. Avenue and Burcham Drive were also noted to be challenging to operate.
- Route 34, 35, and 36 operators noted ongoing timing and routing concerns.
- The Cedar and Aurelius merge point and westbound Saginaw Street second stop past Waverly Road was flagged by multiple operators, where lane bottlenecking makes it difficult to operate in heavy traffic.
- Frequent issues at the Okemos and Mt. Hope intersection where a stop located in a right-turn lane.
- The CTC was noted as a location with persistent behavioral challenges, despite the presence of security and police.
- Ramp 1 was identified as needing better signage to prevent students from walking between buses or flagging down moving vehicles.
- The MSU area was noted as operationally challenging, particularly during home games, with operators citing the lack of on-site security as a concern. Grand River by campus was specifically mentioned to experience game day congestion.
- Lansing Public Schools pickup locations were also identified as a recurring operational challenge, with boarding taking a considerable amount of time.
- Redi-Ride, and Spec-Tran requests are too frequent to allow adequate travel time.

## Open-ended and In-person Comments

Operators were asked to share any additional comments at the end of the survey and asked for additional input at the bus operator pop-up events.

Survey responses largely echoed previous comments, especially about safety, vehicle condition, and high school rider conduct. In addition to requests for supervision of high school students, operators raised a need for rules regarding animals or large wagons on board.

Operators noted that maintenance requests are not always addressed in a timely manner, and that buses are operated without heat or with a poorly functioning radio. Several suggestions to stop infrastructure improvement included improved signage on service information, lighting, and shelters in need of repair. Another comment suggested sturdier material for fare passes so they do not bend or fall apart as quickly.

One commentor noted that Route 31-Brody/East Neighborhoods does not serve two stops along its route, westbound at Grand River Avenue and Collingwood Drive and westbound Michigan Avenue at Center Street, causing confusion for riders.

Some other broad comments included a suggestion for a public education campaign about transit system operations and on how to share the road with buses. At the pop-up events, operators offered recommendations that might benefit operations. These included more general comments and route-specific comments (**Table 1**):

- Consider making Ramp 1 a route endpoint rather than a midpoint.
- Shift service away from Lansing and Meridian Malls toward Eastwood Towne Center and other emerging destinations.
- Conduct more detailed per-trip ridership analysis to better understand overcrowding patterns, particularly on routes serving the MSU campus.
- Explore push button-activated bus stop lights to alert buses to waiting passengers.

Operators offered additional route specific opportunities to explore:

**Table 1: Route-Specific Operator Comments**

Route	Feedback
3	<ul style="list-style-type: none"> <li>• Turning radius issue from Shiawassee Street to Walnut Street.</li> </ul>
6	<ul style="list-style-type: none"> <li>• Consider a redesign to address the service gap at Cedar Street-Jolly Road and Martin Luther King Jr Boulevard-Jolly Road.</li> <li>• Concerns about the efficiency and effectiveness of this route due to low ridership, and its perceived role as a social service operator.</li> <li>• Ideas for increasing ridership include preserving connections to Route 5.</li> </ul>
7	<ul style="list-style-type: none"> <li>• People cross Jolly Road unsafely to access the bus stops for this route.</li> </ul>
8	<ul style="list-style-type: none"> <li>• Consider extending Route 8 down Holt Road past Cedar Street to reach the barber licensing/insurance testing center.</li> </ul>
9	<ul style="list-style-type: none"> <li>• The outbound stop at Miller Road past Coachlight is very dark and would benefit from a shelter with lighting.</li> </ul>
10	<ul style="list-style-type: none"> <li>• Turning radius issue from Gier Street to High Street.</li> </ul>
16	<ul style="list-style-type: none"> <li>• Consider shifting this route from High Street to New York Avenue due to difficulties with median planters on High Street.</li> </ul>
22	<ul style="list-style-type: none"> <li>• Challenges maintaining schedule adherence, especially in the afternoons due to heavy bi-directional traffic.</li> </ul>
23	<ul style="list-style-type: none"> <li>• Consider looping this route through the parking lot at Carriage Lane Apartments.</li> <li>• There are schedule adherence challenges on this route, particularly in the afternoons.</li> </ul>
26	<ul style="list-style-type: none"> <li>• Consider keeping this route on the roadway rather than entering The Landing property.</li> <li>• Reported difficulty with schedule adherence, especially in the afternoons.</li> <li>• Turning radius issue from Grand River Avenue to M.A.C. Avenue, Burcham Drive to Abbott Road, and at The Landing Apartments.</li> <li>• Capacity issues often leave students unable to board.</li> </ul>
30	<ul style="list-style-type: none"> <li>• Capacity issues often leave students unable to board.</li> </ul>
31	<ul style="list-style-type: none"> <li>• Capacity issues often leave students unable to board.</li> </ul>

## Key Findings

Key findings summarizing the most common themes from the operator survey include:

- Fare payment is the leading cause of idle time across fixed-route and demand-response service types. Operators also added that frustration from farebox malfunctions often were transferred from the rider to the operator.
- According to operators, on-time performance is the top passenger concern across both service types. Traffic congestion, school dismissal times, insufficient layover time, and, for demand-response services, high ride requests, were leading causes contributing to on-time performance challenges.
- Safety and passenger conduct are prominent concerns. Operators cited concerns about unhoused individuals in the CTC and in the staff break rooms, as well as disruptive behavior by high school student riders. Suggested mitigation strategies included increased supervision of high schoolers and involving appropriate authorities to address intoxicated, impaired, or violent individuals on board.
- Most operators found their work manageable and scheduled runtimes to be generally feasible.
- Service gaps and expansion opportunities were identified in Delta Township, DeWitt, Delhi Township, and Meridian Township where additional service may be beneficial. Route 5 was repeatedly identified as needing additional capacity, especially on weekends. Demand-response operators highlighted the need for better connections to fixed-route bus routes.
- Vehicle conditions are a priority. Vehicle-related challenges were the top operational concern across both services, with issues including heating and air conditioning failures, farebox malfunctions, suspension issues, and cleanliness.

# Public Survey Analysis

## Purpose & Approach

CATA's Road Ahead is about shaping transit service that moves with our community. To achieve this, input from riders and community members is crucial to understanding the realities of the transit experience, barriers to transit use, and desired improvements that would increase the usefulness of transit.

As part of the study, an online public survey was introduced. This form of data collection is a cost-effective way to broaden the reach of participants, as it can be more accessible and easier to share with those unable to attend in-person events. Paper copies were also made available and used at the pop-up events (**APPENDIX B**). This survey aims to equitably represent community input and inform recommendations for the plan. The survey was available from January 21, 2026, through February 20, 2026. There were 418 respondents, both from online and paper submissions. This exceeded the target survey sample size of 384 surveys, as identified in the *Survey Sampling Plan*.

The *Survey Sampling Plan* also identified demographic and geographic targets to understand the representation of residents in areas with a greater propensity and need for transit service. The response targets also prioritize responses from transit riders to understand current transit experiences and gaps.

## Outreach

To reach transit riders, the survey was promoted at the pop-up events held at transit centers during typically busier times. CATA also promoted the survey with:

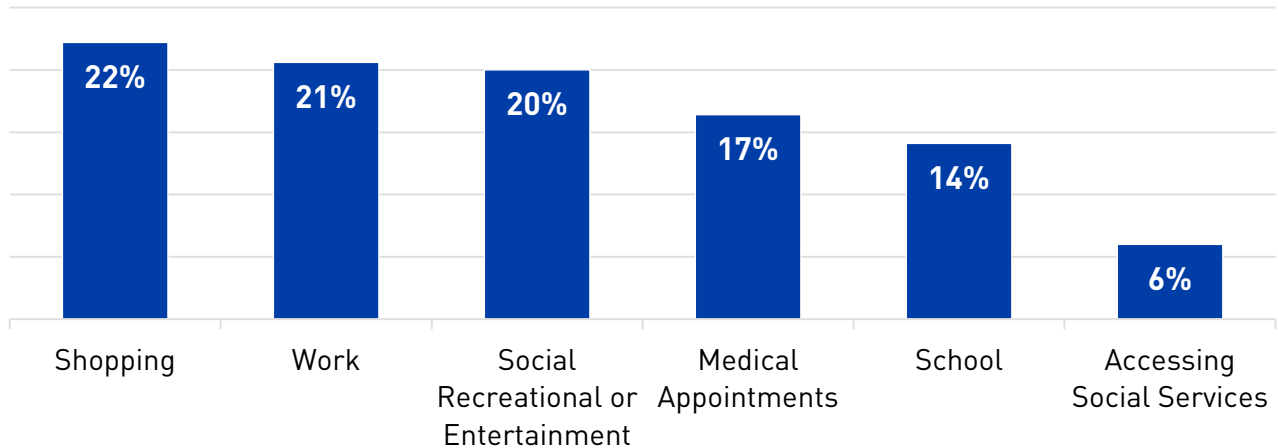
- Sandwich signs and flyers at all of CATA's facilities.
- Transit cards installed on every fixed-route bus.
- Printed flyers and public surveys provided to paratransit operators to distribute to riders.
- Transit app banners published along with an alert on all routes.
- A website homepage banner and alerts sent through CATA's Rider Alerts system by email and text.
- CATA Rydz push notifications and emails.
- A Listening Bus session held on February 19, 2026, included on board survey promotion.

CATA also promoted the survey and pop-up events on their website and social media platforms to reach a broader audience over the course of the survey period. This included paid social media advertisements on both Facebook and Instagram and organic social media posts across all of CATA's platforms. Additionally, the survey was shared with project stakeholders to be shared with their respective organizations and networks.

## Transit Destinations

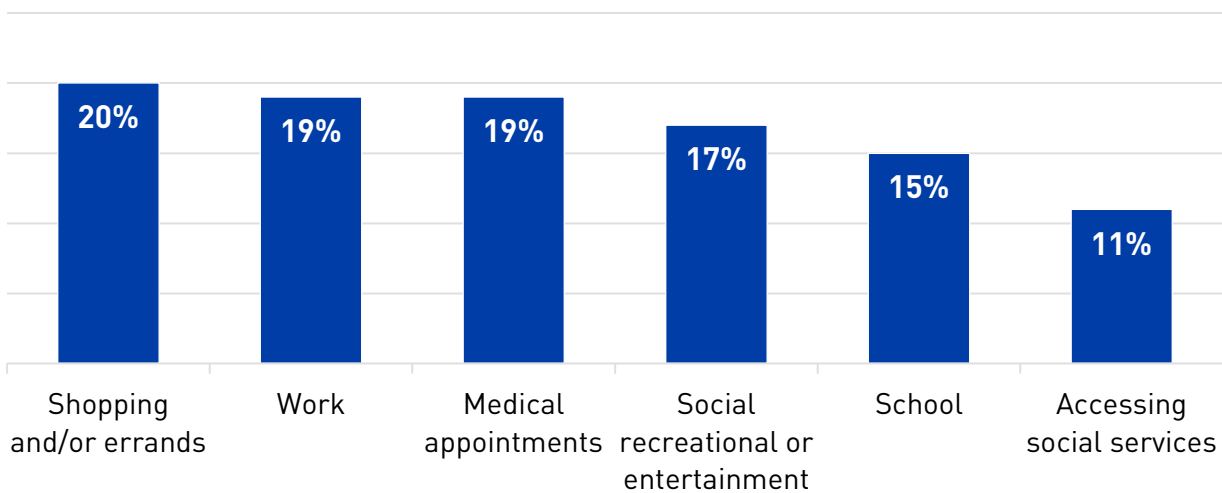
To understand the typical travel destinations of transit riders, respondents were asked to select the categories that best represent where they usually travel with transit services. Of the options provided, the most common purpose for using CATA’s services is to access shopping and/or complete errands, traveling to/from work, and accessing social recreational or entertainment destinations (**Figure 16**).

**Figure 16: Typical Transit Destinations**



For respondents who use CATA fixed-route service, the most common destinations cited included shopping and/or errands, medical appointments, and getting to and from work (**Figure 17**). This is generally consistent with overall system usage.

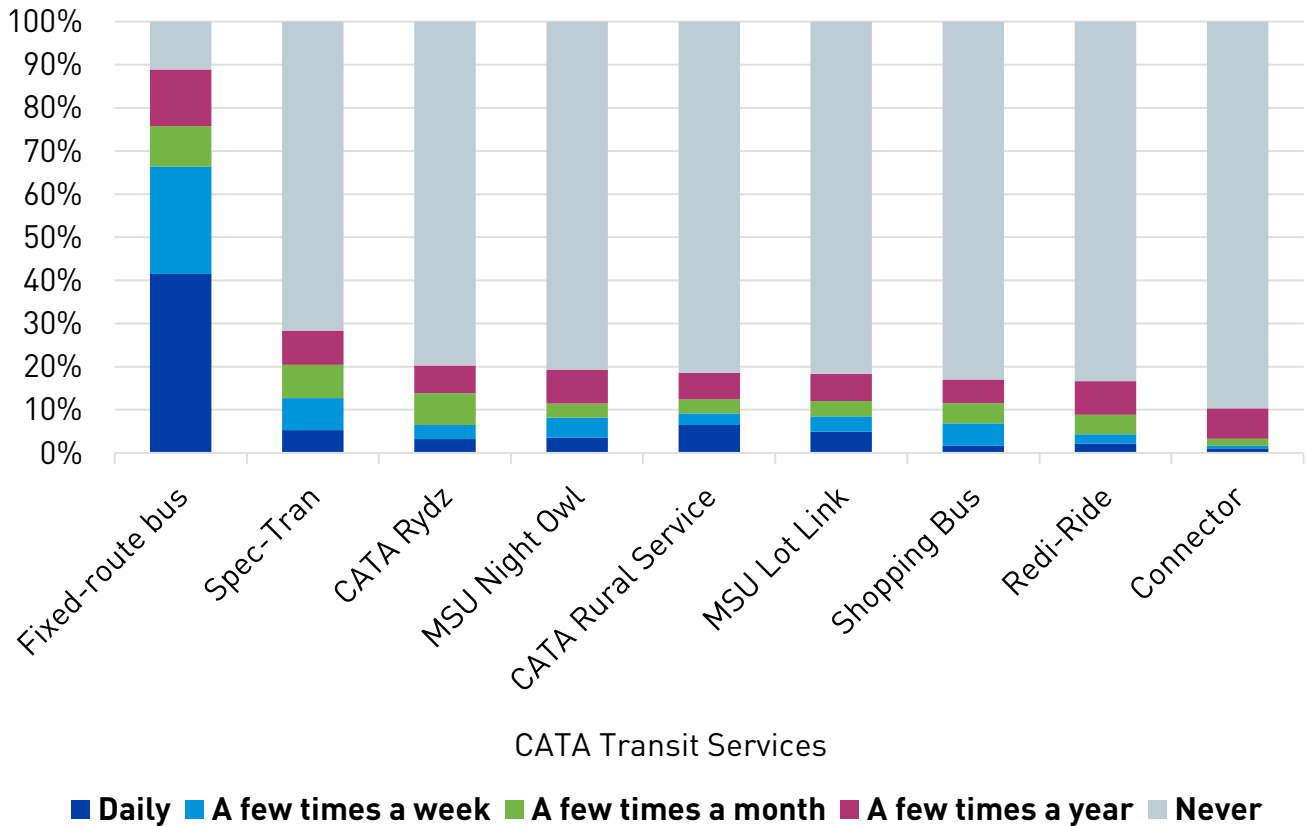
**Figure 17: Typical Destinations for Riders of Fixed Routes**



## Service Usage Pattern

CATA’s fixed-route bus services were the most common service used by respondents, followed by Spec-Tran and CATA Rydz (**Figure 18**). Most fixed-route riders use the service frequently: 42 percent of respondents who use fixed-route service ride it daily and 25 percent of respondents ride fixed-route service a few times a week. Spec-Tran and CATA Rural Service were used daily or a few times a week by 13 and 9 percent of respondents, respectively.

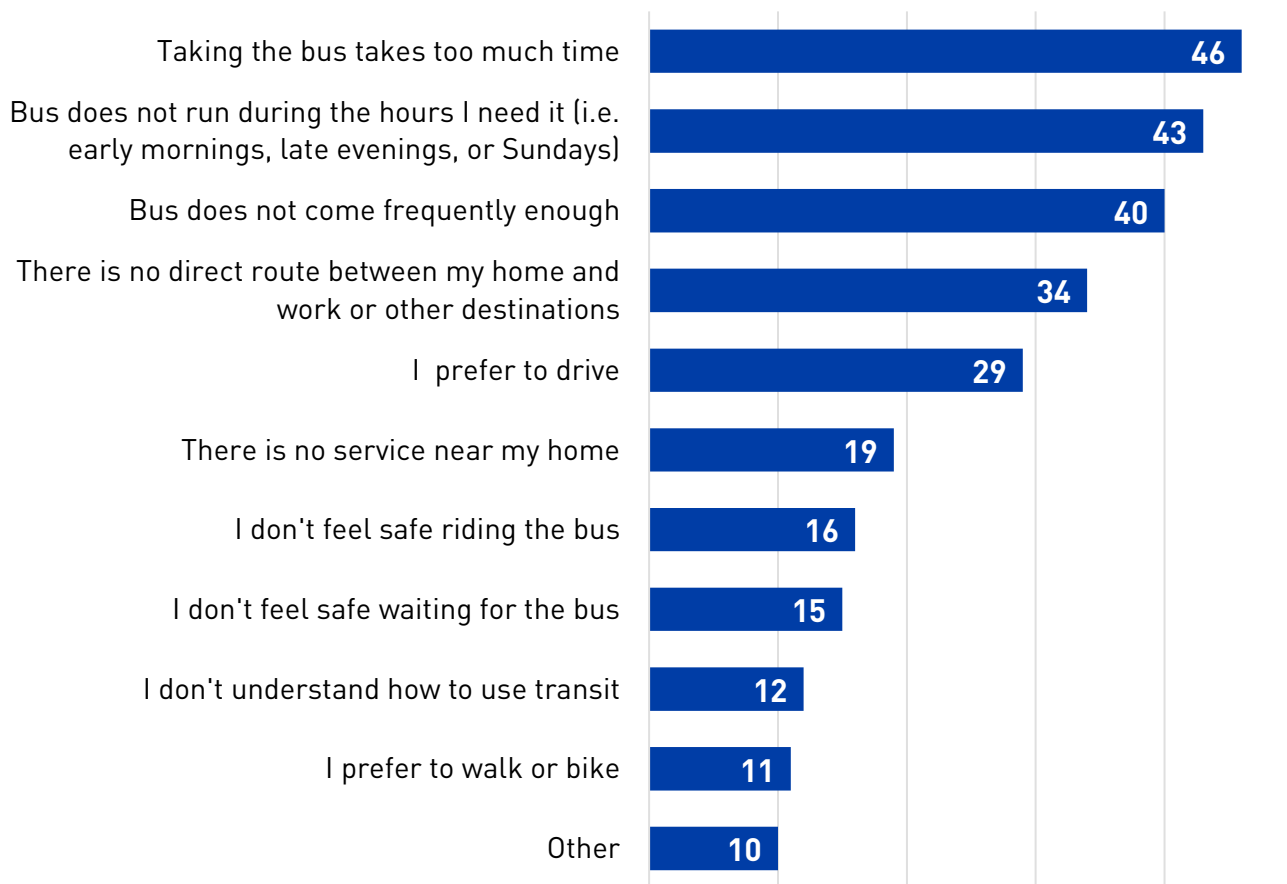
**Figure 18: Use of CATA Services by Service Type**



One question asked riders for the reasons they do not use transit service. Though there was an option to select “I currently ride transit,” some riders selected other options, likely to indicate why they do not ride more often. The most common reason was that the bus takes too much time (11 percent), followed by buses not operating during the hours needed (10 percent), and that buses do not operate frequently enough (10 percent). Another common reason was a lack of direct routes between home and work or other destinations (9 percent) (**Figure 19**).

Some of the responses for “Other” included concerns about on-time performance and reliability, winter weather related mobility challenges (e.g., salt or un-shoveled paths that can make access difficult for people who use wheelchairs), and the perception that drivers may not be as kind or helpful to persons with disabilities/older adults as riders would like.

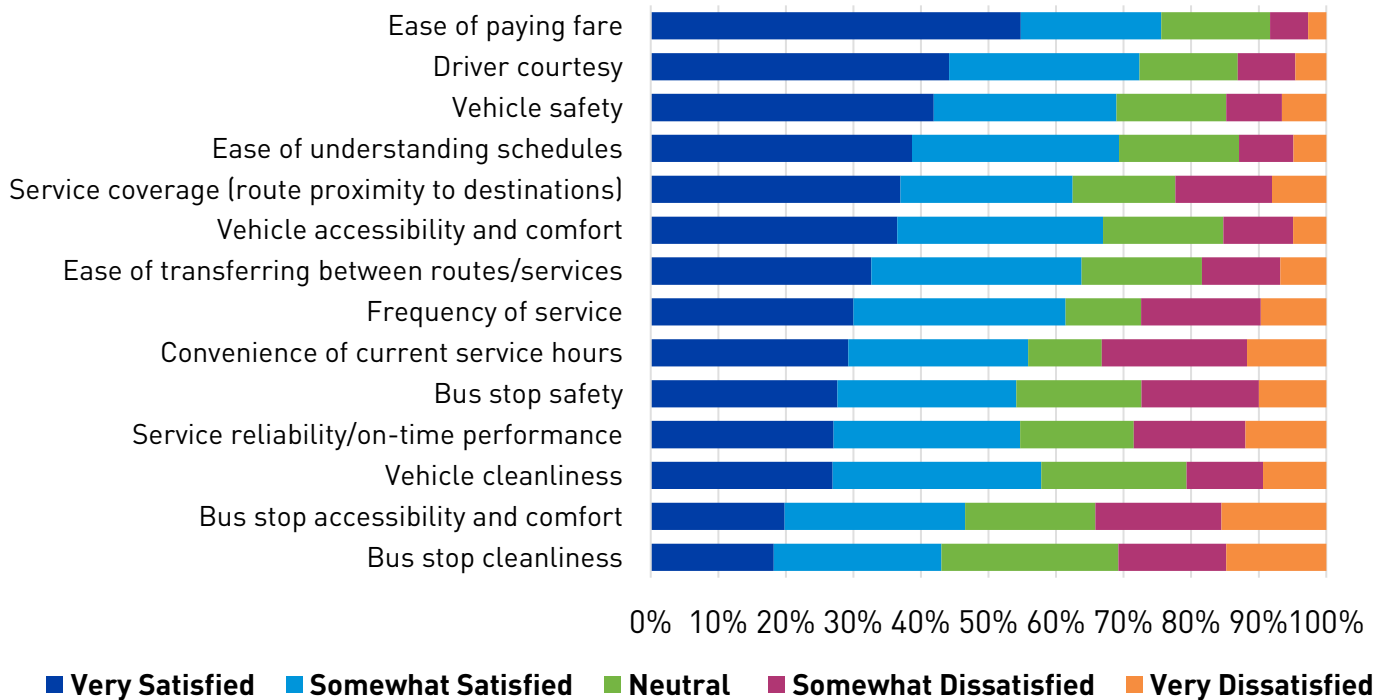
**Figure 19: Reasons Nonriders Do Not Use Transit**



## Satisfaction

Overall, riders expressed the highest satisfaction with fare payment, driver courtesy, and vehicle safety, and ease of understanding schedules. In contrast, infrastructure themes, particularly bus stop accessibility, comfort, and cleanliness, along with convenience of current service hours, frequency, and reliability represent the greatest areas for improvement. Occasional riders had lower levels of satisfaction with and greater levels of satisfaction with service reliability than the respondents overall (**Figure 20**).

**Figure 20: Levels of Satisfaction for Components of the Transit Experience, All Transit Types**



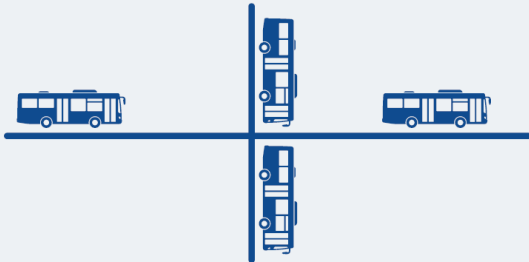
## Priorities for Improvement

Respondents were asked a series of questions about transit service trade-offs to understand how current and potential riders would prefer CATA to focus their resources. In many of the scenarios, more respondents preferred changes that would improve existing services, such as increased frequency and weekend services, rather than expanded coverage (**Figure 21**).

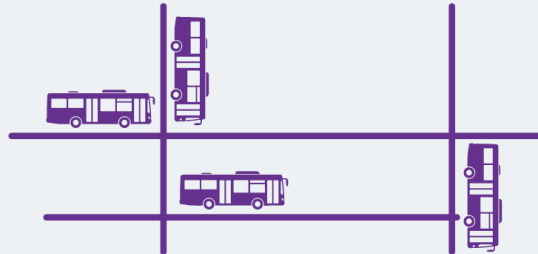
When asked about the trade-off of adding more weekend service versus increasing frequency during weekdays, the majority of respondents selected adding more weekend service. However, when asked “when would you most like to see frequency increase,” the weekday peak was the largest priority, followed by Sunday and then Saturday service. In terms of frequency of service hours, about half of respondents would like an increase in frequency during the weekday peak (morning and evening commute times), followed by an increase in frequency on the weekends.

Figure 21: Transit Service Improvements Trade-off Selections

**31% prefer more frequency** over  
 Prioritizing frequency means buses run on fewer streets but come more often.



**more service coverage (26%)**  
 Prioritizing coverage means more places are close to a route, but buses come less often.



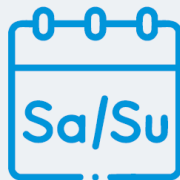
**47% prefer more frequency** over  
 Buses come more often during but do not operate as early in the morning or as late at night.



**longer service hours (39%)**  
 Buses operate earlier in the morning and/or later at night, but come less often.



**55% prefer more weekend service** over **more weekday service (29%)**



Increasing services available on weekends, with less service available during the week.



More service and higher frequencies during the weekdays and less weekend service.

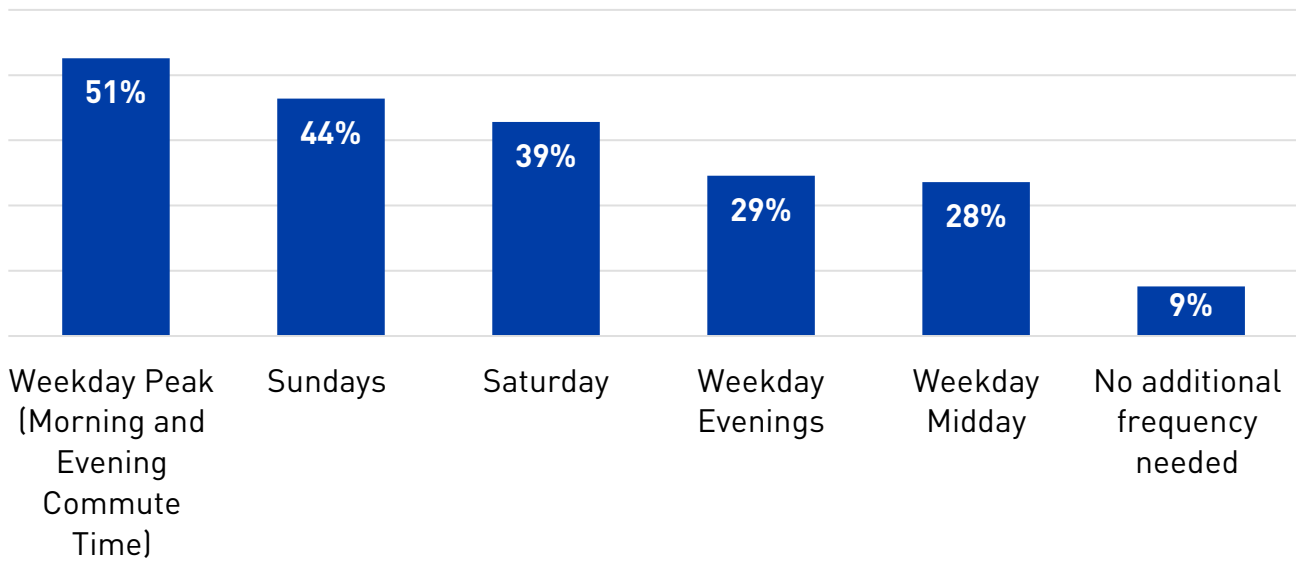
**48% prefer closer stops** over  
 Closer stops means short walking distances, but buses stop more often, slowing down service.



**faster travel time (19%)**  
 With fewer stops, buses can travel faster but you might have to walk farther to get to or from a stop.



**Figure 22: Desired Frequency Increase of Service Hours**

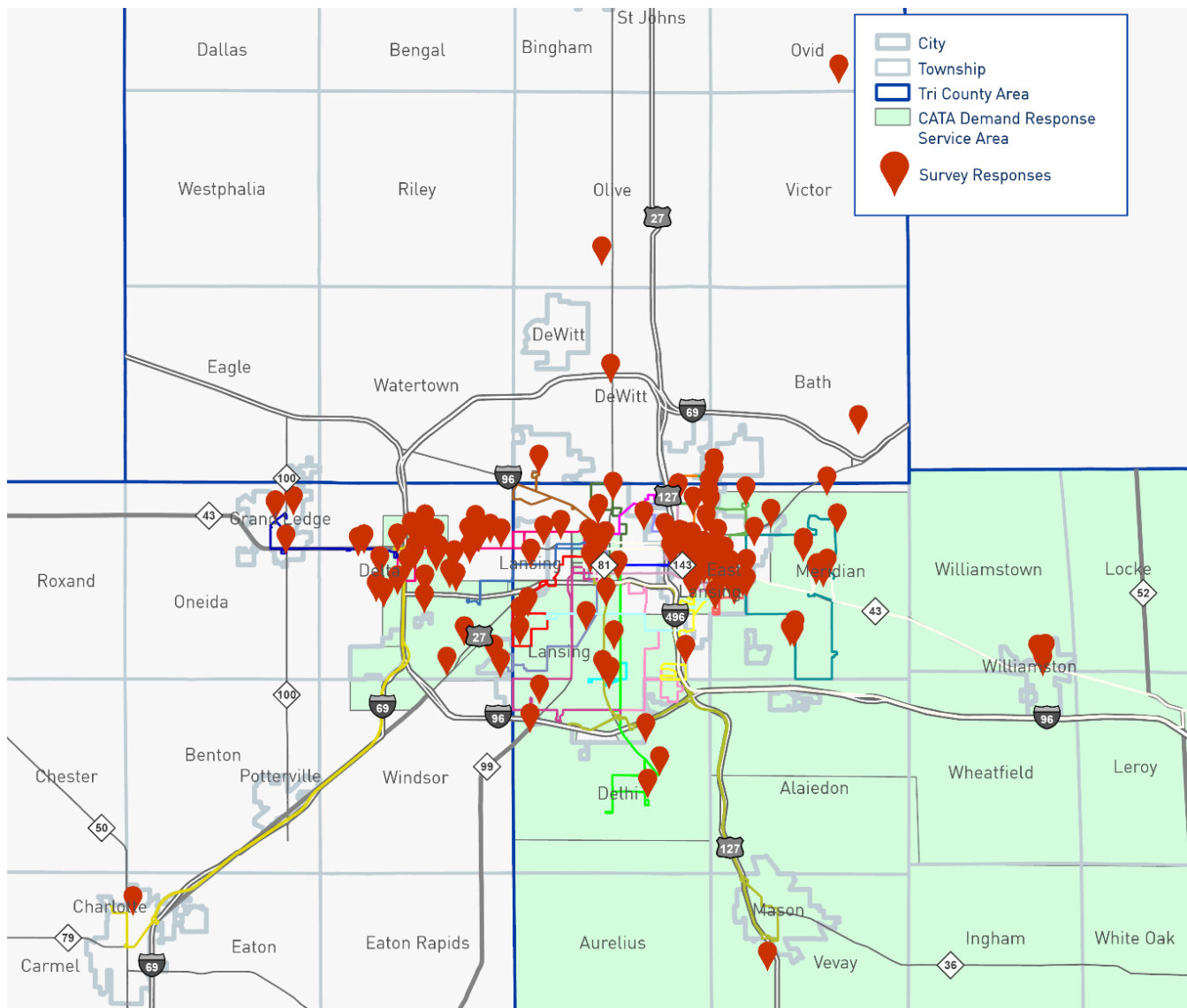


## Open Ended Responses

In the public survey, respondents were asked to pinpoint a location they would most like to see improved or new CATA service connections (**Figure 23**). Respondents primarily would like to see better stop amenities, more frequent and reliable service, and routes closer to their neighborhoods.

The largest cluster of responses is around East Lansing, with many locations on the MSU campus. Many of the comments in East Lansing expressed a lack of service to neighborhoods, limited access to shopping and sporting destinations and downtown Lansing, low frequency levels, and limited service hours. Some respondents also identified a desire for amenities at bus stops, such as bus shelters and benches.

**Figure 23: New/Improved CATA Service Connections**



Another cluster of comments were placed in Delta Township, particularly near West Saginaw Highway with comments appearing around shopping centers and schools and the Lansing Mall. Many of the comments in the area reflected a desire for more connections into Delta Township, citing that the area is a valuable part of the Tri-County region. Others felt that the discontinuation of the Route 3 extension cut off their access to the area. Most comments suggest a lack of service, transferability, and coverage as main concerns.

Other notable areas with comments include downtown Lansing, near the intersection of South Cedar Road and East Jolly Road in Lansing, and Meridian Township along Marsh Road. Outlying points were noted in the City of Charlotte, the City of Williamston, Vevay Township, Olive Township, and north of Greenbush Township. These comments were generally placed near schools, businesses, residential areas, or activity centers. Many of the comments indicate

a lack of coverage, low service frequency, and low service reliability, and a desire to increase the number or distance of routes. Some commentors stressed that buses were their only mode of transportation and that they would like longer hours and to be able to go farther distances.

Open-ended comments generally echoed the responses from earlier survey questions. Some respondents had experiences where they felt that the bus operator's music was too loud, other passengers were intoxicated and behaving aggressively, or bus operators were rude or not driving safely. Stops were mentioned frequently; respondents felt that stops were uncared for and unclean, and that more shelters to protect riders from the weather and provide comfort were needed. A few commentors mentioned that they felt unsafe at bus stops and asked for more security measures.

Common topics were concerns about service hours, frequencies, travel times, and stops. Most of the comments address expanded route coverage and service hours. Commentors brought up that they commute to work and/or school using CATA, and want more reliable, frequent service during work and school hours. Other comments expressed a desire for later weekday service hours, and more service and later hours on weekends. Many respondents would like bus stops closer to their residences or destinations. A general sentiment was that travel times are too long compared to automobile trips. Overall, many of the comments expressed issues with the buses and stops and transit centers, such as mechanical issues, lack of cleanliness, presence of unhoused individuals on buses and the CTC, lack of bus shelters and protection from summer and winter weather, and safety.

## Demographics

Demographic questions were included to understand the identities and socioeconomic characteristics of respondents and to evaluate how well responses align with the sample population identified in the *Survey Sampling Plan*. Because participation is voluntary and outreach relies on community channels, response levels may vary across priority areas and demographic groups.

**Table 2** lists the benchmark percentages for the following demographics: households with zero vehicles, persons with a disability, low-income households, youth population, and senior population, to be compared to the observed respondent percentages. This helps identify any gaps in outreach and identify populations that should be prioritized in future engagement activities.

Based on the findings for respondents in the target jurisdiction, representation in the survey is within 2 percentage points for the age metric categories. It also exceeds the target percentage for respondents without access to a vehicle. Results are generally well aligned with regional demographics.

**Table 2: Survey Sample Benchmarks**

Demographic Metric	Percentage of Population in Target Jurisdictions	Percentage of Respondents in Target Jurisdictions	Percentage of Respondents Overall
2023 HHs with 0 Vehicles (ACS 5-Yr): Percent	8%	49%	49%
2025 Youth Population (Under 24): Percent	19%	18%	24%
2025 Senior Population: Percent	16%	14%	14%

## Geographical Distribution

To assess the geographical representation, survey respondents were asked to provide their zip code. This is used as a metric to monitor survey participation and how it relates to the underlying distribution of need and potential across the service area.

**Figure 24** illustrates the geographical distribution of respondents by zip code. This map is offered in comparison to the Transit Need and Potential Map to show whether the areas of transit need and potential are reflected in survey respondents.

The priority areas and zip codes include:

Within Ingham County

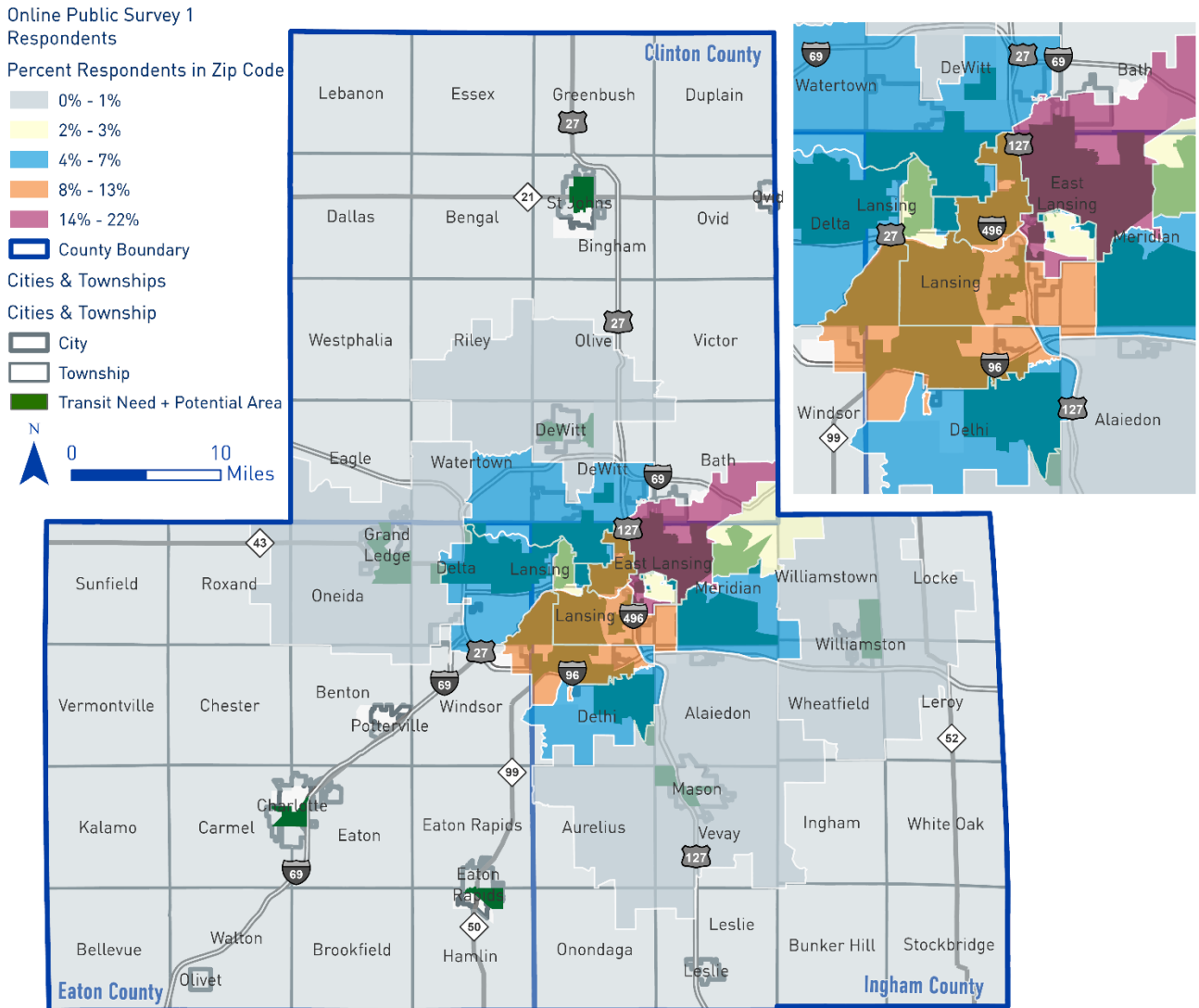
- City of Mason (48854)
- Delhi Township (48842, 48910 or 48911)
- West/Southwest Lansing (Letts Community Center senior programming) (48911, 48917)
- Delta Township (48917, other portions: 48837, 48906, and 48911)
- North parts of East Lansing (48823)

Outside Ingham County

- City of St. Johns (48879)
- City of DeWitt (48820)
- DeWitt Township (48820, 48906, 48808)
- Bath Township (Bath Township Senior Center) (48808)
- City of Charlotte (Eaton Area Senior Center) (48813)
- City of Eaton Rapids (48827)
- City of Grand Ledge (48837)

Based on zip code, 228 respondents reported living in these areas, which is 55 percent of all survey respondents. There were not any respondents from Bath Township, Charlotte, or Eaton Rapids.

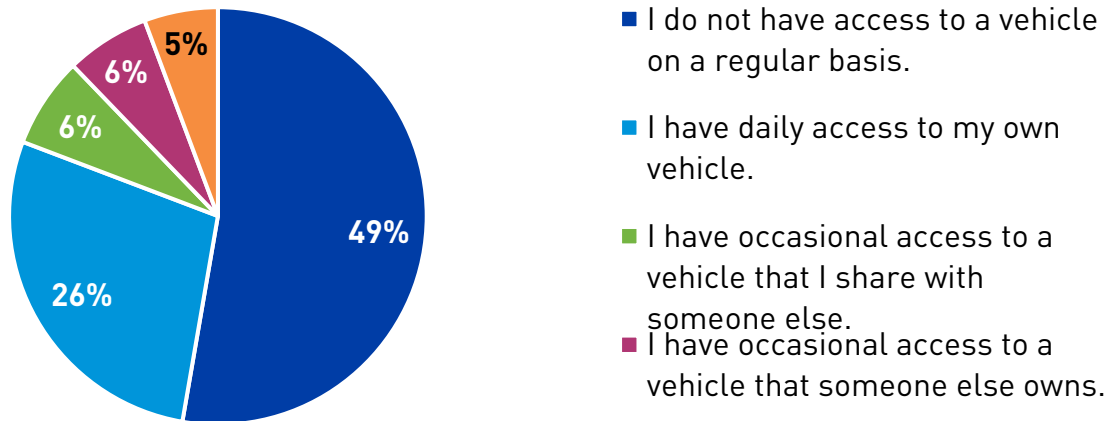
**Figure 24: Survey Respondents Overlay with the Transit Priority Area Map**



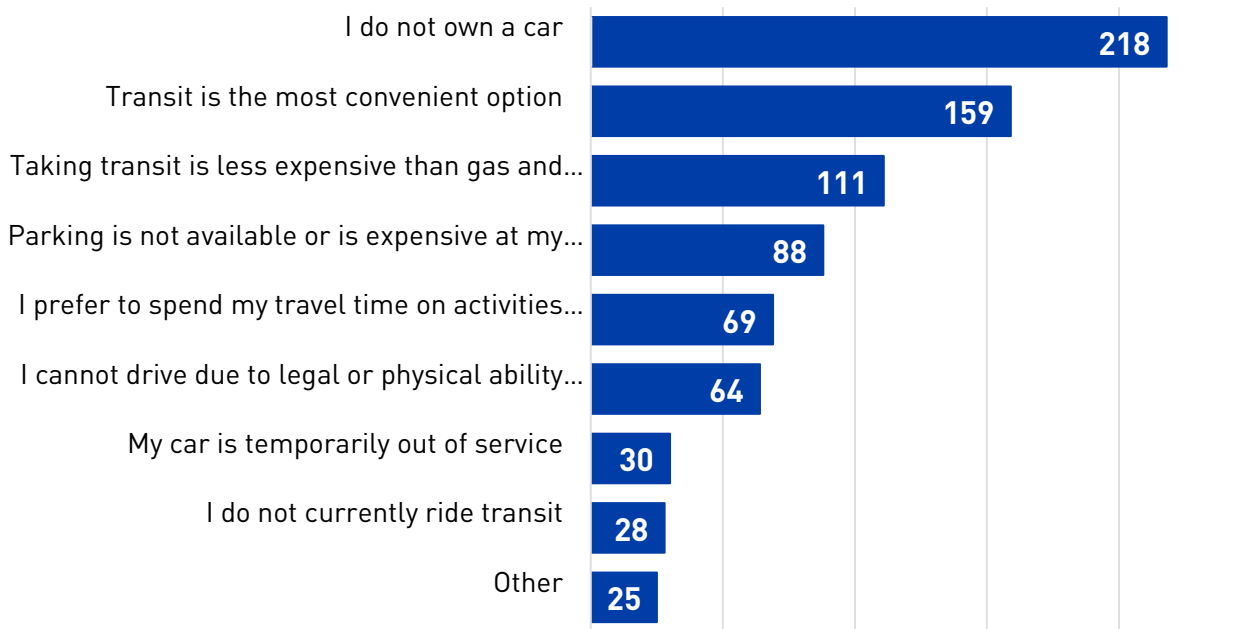
### Access to Vehicles

Almost half of respondents do not have access to a vehicle on a daily basis (49 percent), while a quarter of the respondents do have access to their own vehicle (26 percent) (**Figure 25**). The representation of people without access to a vehicle exceeds the targeted demographic metric of households with zero vehicles that aimed for 8 percent representation in target jurisdictions (**Table 2**). This over sampling is beneficial, as it suggests respondents are likely to rely on CATA’s services.

**Figure 25: Respondents' Access to a Vehicle**



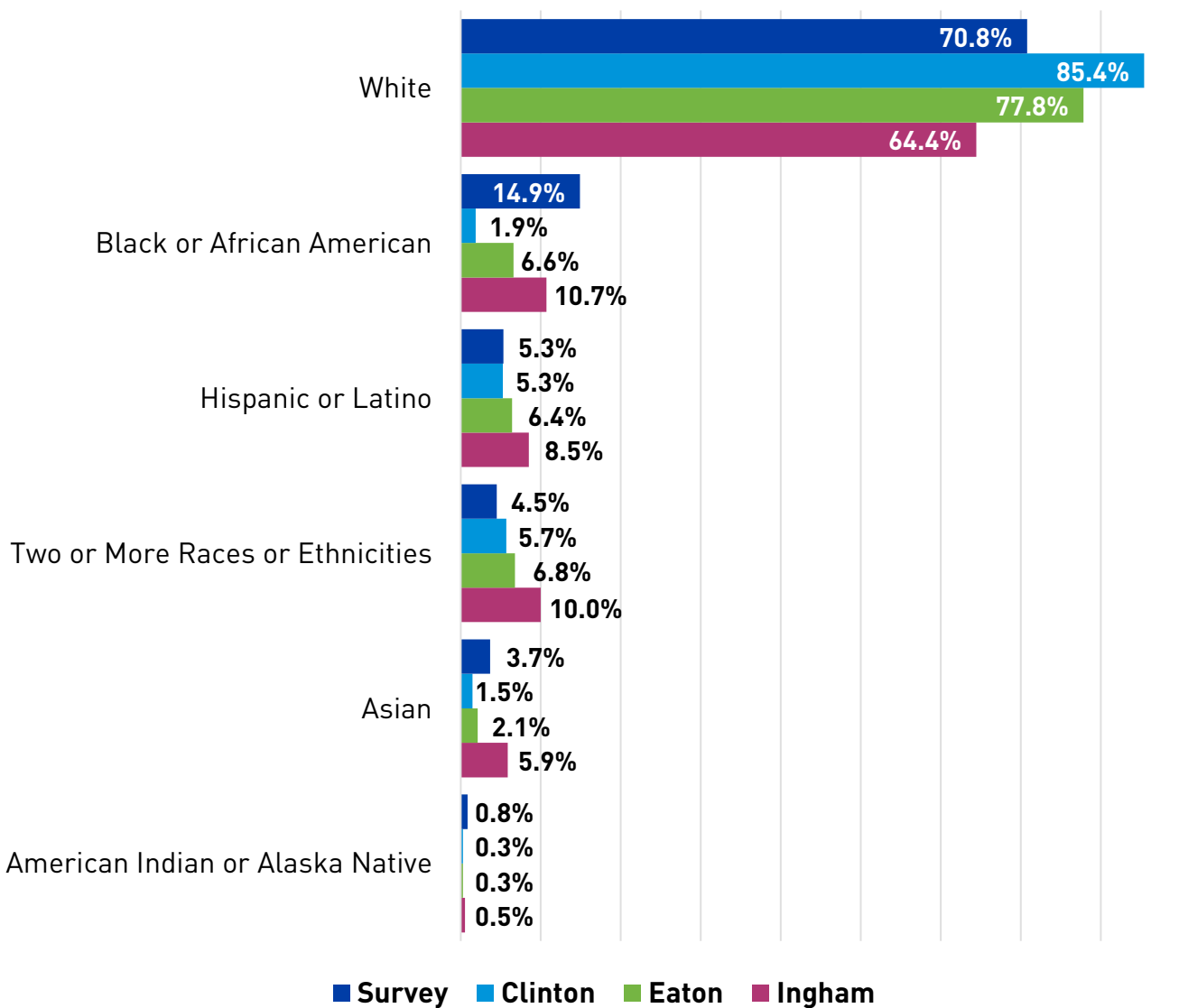
**Figure 26: Reasons for Transit Use**



## Race & Ethnicity

The racial and ethnic demographics of the survey respondents were compared to the 2024 ACS 5-year estimated demographics of Clinton, Eaton, and Ingham Counties. Overall, the demographics of survey respondents are closely aligned with the three counties. A majority of survey respondents (70.3 percent) identified as white, consistent with the majority-white makeup of the three counties. The next largest group identified as Black or African American (14.9 percent), followed by Hispanic or Latino (5.3 percent), two or more races or ethnicities (4.5 percent), Asian (3.7 percent), and American Indian or Alaska Native (0.8 percent) (Figure 27).

**Figure 27: Comparison of Race and Ethnicity of Respondents**

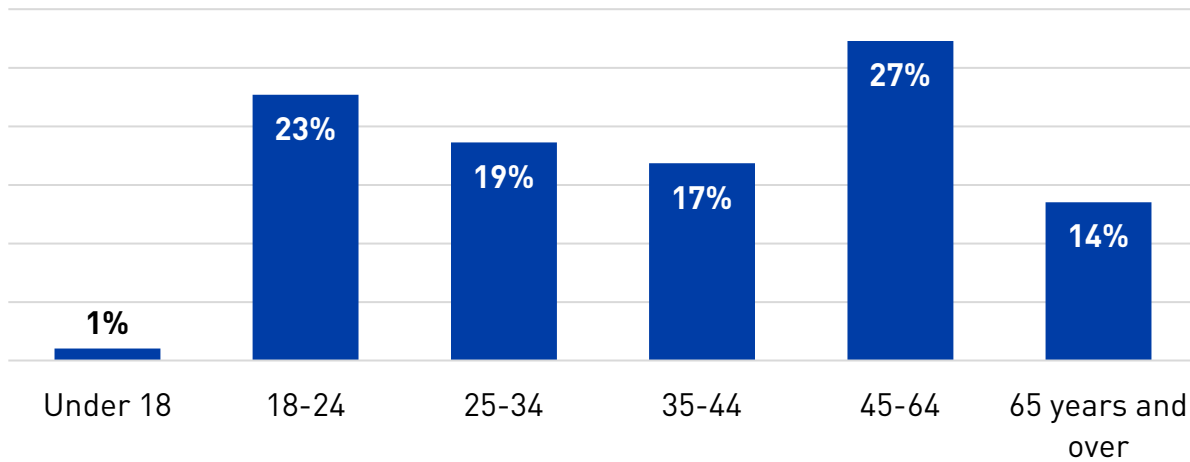


Source: 2024 American Community Survey (ACS) 5-year Estimates.

### Age Group

The highest number of respondents identified between the ages of 45 to 64, with the second greatest age group representation being between the ages of 18 to 24. **Table 3** shows the comparison of ages represented versus the target percentages. The senior population was within 2 percentage points of the target percentage. By the metrics set, the youth population was underrepresented by 18 percent; however, young adults ages 18 to 24 and 25 to 34 were well represented in the survey (**Figure 28**).

**Figure 28: Age of Respondents**



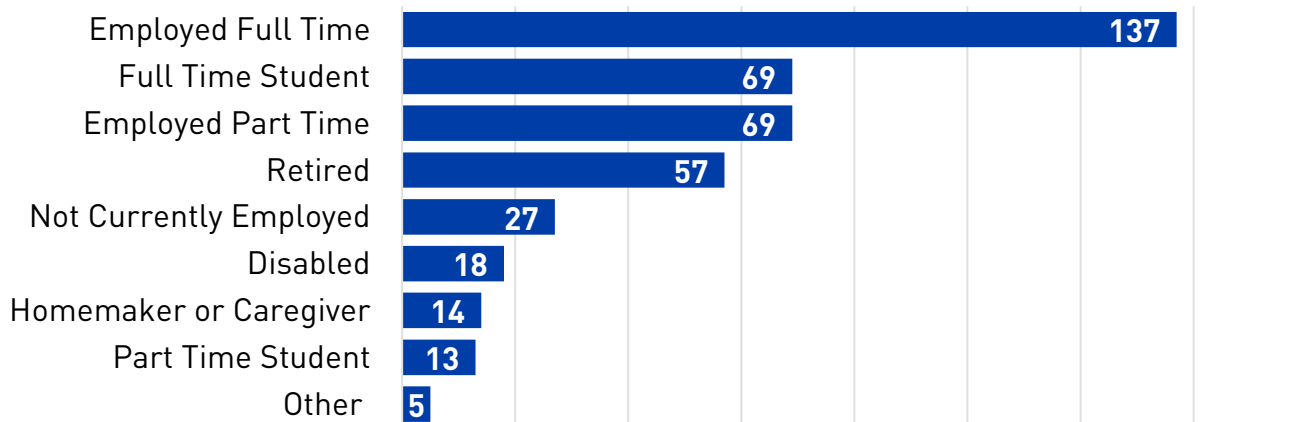
**Table 3: Age Representation Targets Compared to Actual**

Age Category	Target Percentage	Percentage Received	Gap Percentage
2025 Youth Population: Percent	19%	24%	5%
2025 Senior Population: Percent	16%	14%	-2%

## Employment Status

The largest number of respondents indicated that they are employed full-time, with the second highest number of responses being full-time students and part-time workers (**Figure 29**). Respondents were able to select more than one option for this question.

**Figure 29: Respondents' Employment Type**



## Key Findings

Key findings from the public survey include:

- The outreach generated clear, actionable feedback and successfully reached a transit-dependent population. Nearly half of respondents (49 percent) reported lacking daily access to a vehicle, compared to the 8 percent benchmark.
- Respondents prefer improving existing services rather than expanding coverage.
- Respondents prefer increased frequency during weekday peak (morning and evening commute) and on Sundays.
- The top two reasons respondents said they do not ride transit are that it does not operate at the times needed or there is no direct route to their destinations.
- The greatest areas for improvement in rider satisfaction are bus stop accessibility and comfort, bus stop cleanliness and safety, convenience of service hours, frequency of service, and service reliability.
- The most common trip purposes for transit riders are shopping and errands, travel to and from work, and social/recreational/entertainment destinations. Medical appointments were among the top destinations specifically for fixed-route bus riders.
- Respondents identified East Lansing and the MSU campus area as high-priority locations for new or improved service, citing limited neighborhood coverage, low service frequency, and limited service hours.
- Future engagement should also include targeted outreach in East Lansing and the MSU campus area and further explore trade-offs related to frequency, coverage, service hours, route directness for the proposed route scenarios.

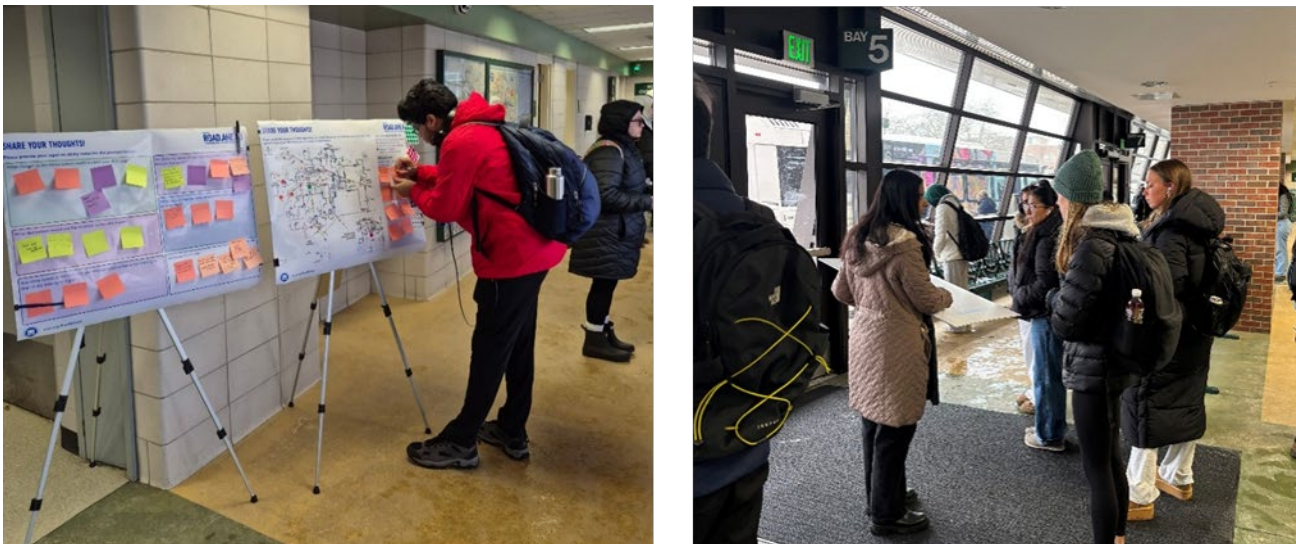
## Public Pop-Up Events

Two pop-up events were held at the Downtown Lansing CTC and the MSU-CTC/Ramp 1 with interactive boards providing information on CATA's Road Ahead with prompts to gather both general and location-specific feedback from CATA riders. These events also helped promote the survey, which people could fill out at the event, take with them and return to CTC staff, or take online by scanning a QR code.

**Figure 30: Images of the Pop-Up Event at the Downtown Lansing CTC**



**Figure 31: Images from the Pop-Up Event at the MSU-CTC/Ramp 1**



Route-specific feedback from participants on the MSU campus included:

- Making Route 33 an articulated bus (60-foot bus) to better accommodate demand
- Better connection to the Communications Arts building on campus
- Easier access from Grand River to Central Campus on the Route 1 bus

Several comments mentioned the frequency of fixed-route service. There were positive comments about the fixed routes that currently operate every 15 minutes. Desired improvements included:

- Increasing frequency of Route 31 due to capacity issues that leave students behind at stops.
- Increasing frequencies on Route 26 between 7:00 AM and 8:00 AM and after 7:00 PM to match daytime frequencies.
- Increasing Route 25 to be more frequent than every 30 to 40 minutes.

Additionally, many MSU riders use Transit app on their phones for route information and pointed out that it is not always accurate in terms of bus times or routes.

Many of the participants at the Downtown Lansing CTC pop-up completed the paper surveys and provided location-specific feedback, which included:

- Expanding weekend service to access doctor's offices and Sunday religious services, such as Route 7, 12, and 15.
- Increasing frequency for the Kalamazoo Street Corridor.
- Restoring or expanding service in certain areas, such as Mt. Hope & Creyts Roads for Amazon, better service along W. Saginaw Highway in Delta Township, and services related to Francis Park and Grand Ledge.

Additionally, riders requested lower cost bus pass options, text-to-read alerts when buses arrive, and more shelters and benches at stops, specifically at Frandor Mall, Malcolm X Street, and Perkins Street.

**Figure 32: Image of Transit Riders Completing the Survey at the Pop-Up Event, downtown Lansing CTC**



## Stakeholder Engagement

Stakeholder meetings were held with local organizations and government entities to provide information on CATA's Road Ahead and to gather input on upcoming planning efforts and projects, as well as to hear about mobility challenges in Greater Lansing.

To accommodate schedules, there were ten meeting times offered, with a combination of in-person and virtual meeting options. Meetings occurred on:

- January 26, 2026 -9:00 AM, 10:30 AM
- January 27, 2026 -10:00 AM, 1:00 PM
- February 4, 2026 -9:00 AM, 10:30 AM
- February 24, 2026 -10:00 AM
- March 13, 2026 -1:30 PM

Meetings provided representatives from stakeholder organizations with information about the project and process and with materials to help promote the survey and pop-up events. A large portion of the meeting was dedicated to open discussion, allowing stakeholders to offer input and opportunities, and to share the challenges their constituents are facing. Attendees included representatives from:

- EATRAN
- Clinton Transit
- TCRPC
- City of Lansing
- City of East Lansing
- Meridian Township
- Lansing EDC
- Lansing Community Development Office
- Capital Region International Airport
- Capital Area Michigan Works
- Refugee Development Center
- LEAP
- Peckham
- Disability Network
- Meridian Senior Center
- Michigan State University

**Figure 33: In-Person Stakeholder Meeting in Meridian Township**



The discussions during these revealed five key themes: Service gaps, needs, and barriers; operational challenges; rider experience; coordinated planning; and marketing and education.

### **1. Service Gaps, Needs, and Barriers**

- a. Airport connections are limited and shared rides may not appeal to some visitors.
- b. People have difficulties crossing county borders.
- c. There is a lack of park-and-ride options and MDOT carpool lots cannot accommodate buses.
- d. After 7:00 PM, there is limited service and low frequencies.
- e. During peak MSU class times, there is not enough capacity.
- f. Night service in the MSU campus area is important for student safety.
- g. Some routes, like Route 6, might have low efficiency and effectiveness but provide critical access to social services.
- h. There are not enough one-seat rides; riders have to make too many transfers.
- i. There is poor service alignment with second and third shifts at major employers.
- j. Connectivity challenges between MSU campus and areas to the west. Free MSU routes and fared non-MSU routes might be creating a barrier for students.
- k. Connections between MSU and Lansing Community College are important for people taking classes at both schools.
- l. There is a need for more direct service between MSU and downtown Lansing.

### **2. Operational Challenges**

- a. Operators struggle with schedule adherence on Routes 22, 23, and 26.
- b. Operators have concerns about challenging turns due to turning radii and unsignalized or unprotected turns.
- c. Locations on MSU's campus can be challenging to operate, including the intersections of North and South Shaw Lane and Farm Lane, the Ramp 1 area, the bridges over the Red Cedar River, and heavily utilized pedestrian crossings.

### **3. Rider Experience**

- a. Some demand-response riders have challenges with needing to make advanced reservations.
- b. Cross county transfers on demand-response riders can be inconvenient and frustrating.
- c. Some fixed-route and demand-response riders have a challenging time accessing vehicles when there is snow and ice on the ground.
- d. Free MSU routes and fared non-MSU routes might be causing confusion or creating a transfer barrier for students.

- e. CATA Rydz has a limited geography and 2-hour booking for the MSU/Airport Zone may be a barrier for some riders. Additionally, some people may not understand how to use the service.

#### **4. Coordinated Planning**

- a. Housing density is anticipated to increase with new developments in downtown Lansing, East Lansing, and Meridian Township, creating opportunities for transit service and transit-supportive development.
- b. Ongoing and planned developments on the MSU campus are anticipated to reduce parking supply.
- c. MSU's campus plan identifies potential road projects to complete over the next few years, including removing roads and making them bidirectional.

#### **5. Marketing & Education**

- a. Marketing for CATA Rydz and Redi-Ride should be increased to make more people aware of the services and should include clear instructions on how to use those services.
- b. More graphic communications would improve communications for people with limited English proficiency.
- c. Many people are not aware of the demand-response services that are available and how to use them
- d. There may be potential to market or align services to families to help children and teenagers, who are not yet driving, to access after school activities.

## Key Engagement Findings

Overall feedback that surfaced during the various events in Phase 1 included:

### Capacity and Frequency

- Significant capacity issues on routes serving the MSU campus, particularly Route 31, cause buses to regularly leave passengers behind at stops during peak times.
- More frequent service is needed throughout the region, with particular attention to early morning and evening hours. Routes 25, 26, and those serving Lot 89 were specifically cited as needing frequency improvements.

### Service Gaps and Coverage

- Limited weekend service restricts access to essential destinations such as medical offices, religious services, and employment sites. Routes 7, 12, and 15 were identified as candidates for expanded weekend service.
- There is a mismatch between service hours and shift worker schedules.
- Align service with new developments, including housing and industrial developments.
- Strengthen airport connections.

### Rider Experience and Amenities

- Riders requested more physical amenities at stops, including shelters and benches, particularly at locations such as Frandor Mall, Malcolm X Street, and Perkins Street.
- Real-time information is frequently inaccurate and causes difficulty in trip planning.
- Demand-response riders face challenges with making reservations.

### Operations and Infrastructure

- Accessing private lots and road design challenges can make it difficult for bus operators to maneuver. Overall, there is general sentiment that CATA is a responsive partner and actively seeks solutions with municipalities and other organizations.
- Improved regional coordination to help reduce transfers.
- Increase reliability and direct connections to major centers of activity.

# APPENDIX A: Operator Survey



## Operator Survey

Communities change over time, and transit services must evolve alongside them. CATA's Road Ahead is a year-long Comprehensive Operational Analysis to evaluate how well CATA's current transit services serve Greater Lansing while driving mobility solutions across the region. This effort examines both fixed-route and demand-response services to identify opportunities to improve efficiency, grow ridership and reduce barriers to mobility. CATA's Road Ahead is about shaping transit service that moves with our community.

As a bus operator, no one knows our routes like you do! Your input will help guide future transit services that better support how people live, work, learn, and travel throughout the region. Please complete this survey to help us understand how to improve CATA's services to better meet our rider's needs.

**1. What service(s) do you currently operate for CATA?**

Select all that apply.

- Fixed-route bus
- Connector (Mason or Williamston/Webberville)
- Redi-Ride (Delhi or Meridian)
- Spec-Tran
- Other:

**2. How many years have you worked as an operator with CATA?**

- Less than 1 year
- 1-5 years
- 6-10 years
- 11-20 years
- More than 20 years

**3. If you operate fixed-route service, which route(s) do you currently operate?**

**4. If you operate fixed-route service, are there stops that should be consolidated or removed? If so, how many?**

- No.
- Yes, 1-2 stops.
- Yes, 3-5 stops.
- Yes, more than 5 stops.

**5. What increases idle time at stops most often?**

- Fare payments
- Passenger Interactions
- Helping/Patience with Mobility of Passenger
- Other:

**6. What concerns do you hear most often from your passengers? Select all that apply.**

- On-time performance
- Frequency of service
- Difficulty scheduling a ride (demand-response services only)
- Difficult or unreliable transfers
- Need for earlier morning service
- Need for later evening service
- Difficulty paying fare
- Vehicle cleanliness or comfort
- Safety at stops or onboard
- Accessibility or comfort at stops or onboard
- Other:

**7. In your opinion, which improvements would most enhance service quality for riders? Select all that apply.**

- More consistent on-time performance
- More frequent service
- Simpler ride scheduling (demand-response services only)
- Easier or more reliable transfers
- Earlier morning service
- Later evening service
- More efficient fare-payment methods
- Increased safety measures at stops or onboard
- Increased accessibility or comfort at stops or on board
- Other:

8. Where would you most like to see improved or new CATA service connections?

9. Please briefly explain why you chose this location.

10. How would you describe your experience operating current routes or services?

- Straightforward
- Manageable
- Challenging
- Very Challenging

11. Please briefly explain the main factors influencing the level of ease or difficulty you experience operating your routes or services.

12. In your opinion, how realistic is it to perform your scheduled runtime?

- Always achievable
- Usually achievable
- Rarely achievable
- Not achievable

13. What types of challenges do you experience on your current route(s)? Select all that apply.

- Operational (schedule, timing)
- Roadway (turns, congestion, merging)
- Stops (accessibility, visibility, space)
- Passenger-related
- Vehicle-related (mechanical issues, malfunctioning fareboxes, heating or air conditioning issues, etc.)
- Environmental (weather, construction, detours)
- Other:

14. Are there specific locations where you experience operational challenges?

15. Do you have any additional comments that could help streamline operations or improve service for your passengers?

# APPENDIX B: Public Survey



## Public Transit Survey

Communities change over time, and transit services must evolve alongside them. CATA's Road Ahead is a year-long Comprehensive Operational Analysis to evaluate how well CATA's current transit services serve Greater Lansing while driving mobility solutions across the region. This effort examines both fixed-route and demand-response services to identify opportunities to improve efficiency, grow ridership and reduce barriers to mobility. With input from riders and community members, CATA's Road Ahead will help guide future transit services that better support how people live, work, learn and travel throughout the region. CATA's Road Ahead is about shaping transit service that moves with our community.

To do this, we need your help! Please complete this survey to help us understand your experience with CATA's services and your transportation needs.

**1. In a typical week, what do you most often use transit for? Select all that apply.**

- Getting to/from work
- Getting to/from school
- Shopping and/or errands
- Medical appointments
- Accessing social services
- Social, recreational, or entertainment (for example, dining out, meeting friends, going to the gym, etc.).
- Other:

**2. Thinking specifically about existing fixed-route bus services (buses that run on a set route and schedule), how satisfied are you with the following?**

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Frequency of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of current service hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service coverage (route proximity to destinations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service reliability/on-time performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of transferring between routes/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of understanding schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle accessibility and comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop accessibility and comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stop cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of paying fare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. How often do you ride the following CATA transit services?**

	Daily	A few times a week	A few times a month	A few times a year	Never
Fixed-route bus (buses that serve stops on a set route and schedule)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mason or Williamston/Webberville Connector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redi-Ride (Delhi, Meridian, Mason)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spec-Tran	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CATA Rural Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSU Lot Link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSU Night Owl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CATA Rydz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. If you ride a fixed-route bus, which bus route do you use most often?**

**5. Thinking specifically about demand response services (such as Connector, Redi-Ride, Spec-Tran, CATA Rural Service, MSU Lot Link, MSU Night Owl, Shopping Bus and CATA Rydz), how satisfied are you with the following?**

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Service reliability/on-time performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service coverage (route proximity to destinations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of scheduling rides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of paying fare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transferring between routes/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Where would you most like to see improved or new CATA service connections?**

**7. Please briefly explain why you chose this location.**

**8. If you had to choose, would you prefer:**

- Longer service hours (i.e., service until later at night or starting earlier in the morning).
- More frequent bus service/reduced wait time (i.e., service every 15 minutes).
- No preference/not sure.

**10. If you had to choose, would you prefer:**

- More bus stops along a route for shorter walking distances to/from destinations.
- Fewer bus stops along a route for faster bus travel times.
- No preference/not sure.

**12. If you had to choose, would you prefer:**

- To improve service schedules and/or reliability in existing coverage areas.
- To expand service to new areas.
- No preference/not sure.

**14. When would you most like to see frequency increase? Select all that apply.**

- Weekday peak (morning and evening commute times)
- Weekday midday
- Weekday evenings
- Saturdays
- Sundays
- No additional frequency needed

**9. If you had to choose, would you prefer:**

- Adding more weekend service.
- Increasing frequency during weekdays.
- No preference/not sure.

**11. If you had to choose, would you prefer:**

- Buses run more frequently but on fewer streets.
- Buses run on more streets but with less frequent service on any given street.
- No preference/not sure.

**13. For which existing route or service would you most like to see an increase in frequency/reduced wait time?**

**15. For which existing route or service would you most like to see longer service hours?**

**16. Which of the following best describes your access to a vehicle? Do not include rental vehicles.**

- I do not have access to a vehicle on a regular basis.
- I have occasional access to a vehicle that I share with someone else.
- I have occasional access to a vehicle that someone else owns.
- I have daily access to my own vehicle.
- Other:

**17. Which of the following reasons describe why you use transit? Select all that apply.**

- I do not own a car.
- Bus is the most convenient option.
- My car is temporarily out of service.
- I cannot drive due to legal or physical ability reasons.
- I prefer to spend my travel time on activities other than driving.
- Parking is not available or is expensive at my destination.
- Taking the bus is less expensive than gas and car maintenance.
- I do not currently ride transit.
- Other:

**18. If you do not currently ride transit, which of the following reasons describe why you do not? Select up to three.**

- Bus does not come frequently enough.
- Bus does not run during the hours I need it (i.e., early mornings, late evenings, or Sundays).
- There is no service near my home.
- Taking the bus takes too much time.
- There is no direct route between my home and work or other destinations.
- I don't feel safe riding the bus.
- I don't feel safe waiting at bus stops.
- I don't understand how to use the transit system.
- I prefer to drive.
- I prefer to walk or bike.
- I currently ride transit.
- Other:

**19. Is there anything else you would like to share?**

**20. What is your ZIP code?**

**21. How do you identify your race/ethnicity? Select all that apply.**

- Asian
- American Indian or Alaska Native
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Other:

**22. What is your employment status? Select all that apply.**

- Employed full time
- Employed part time
- Not currently employed
- Homemaker or caregiver
- Full time student
- Part time student
- Retired
- Other:

**23. What is your age group?**

- Under 18
- 18-24
- 25-34
- 35-44
- 45-64
- 65 years and over