

CATA DRIVES



JOBS



ECONOMY



COMMUNITY



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PERMIT # 290

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

2018 COMMUNITY REPORT

CEO CORNER

September 2018



Dear Residents of the Capital Region,

Eight months ago, I assumed the role of chief executive officer at CATA. It's been an exciting challenge, and I am pleased to report that we've made measurable progress toward a shared vision for a transit agency that is wholly tuned in to the voice of its customers and the public; one that demonstrates transparency and stewardship in both word and deed. We do so in an effort to instill the greatest degree of public confidence and trust in the authority and its leadership.

This issue of the Community Report – my first since being appointed CEO – features testimonials from actual members of our riding and business communities, with links to videos that tell a more in-depth story. You're invited to experience the report online in a new digital-magazine format at cata.org/2018CommunityReport.

Inside the pages of our 2018 report, you'll read about some of our latest efforts, including *Brad on the Bus*, a public-outreach campaign that commits CATA's leadership staff and me to more regularly using our services, meeting and listening to our customers, and communicating our plan to transform CATA into a cutting-edge mobility service provider. You have inspired our innovation.

We provide an update on *Shaping the Avenue* and how municipalities along the Michigan Avenue/Grand River Avenue corridor are engaging the public to guide future development and street design. We launched an online chat solution to improve our customers' overall experience with our services. In an effort to improve the quality and reliability of our contracted paratransit services, including but not limited to CATA Rural Service, Mason and Williamston/Webberville Connector, Mason Redi-Ride and Spec-Tran, CATA contracted with Transdev, an international paratransit service provider.

In our ongoing commitment to the advancement of our region's sustainability efforts, CATA will soon partner with the Lansing Board of Water and Light by investing in solar panels, which will give us energy cost-savings over the long term, and help us power a pilot bus-shelter initiative that is slated to get underway in the fall.

We funded a bike-share feasibility study to explore the possibility of a multi-region bike-share program; we amended our existing contract with Michigan State University to beef up service on campus by approximately 17 percent and provide fare-free transportation aboard our 30-series routes; and we launched *Route 17*, the new fare-free Grab & Go Express between downtown Lansing and Old Town. These changes are part of an unprecedented decision by our Board of Directors to increase fixed-route services by 5 percent and paratransit services by 2 percent.

Finally, in emphasizing our commitment to enhanced transparency, CATA published its proposed fiscal 2019 budget for public review and comment at cata.org/FY19Budget; we've invited private transit agencies, human-services organizations, and disadvantaged and underserved populations to review and weigh in on our fiscal 2019 Program of Projects – funded by federal and state grant dollars – published at cata.org/FY19POP, including a link for comment; and we published the Federal Transit Administration's final report of its fiscal 2018 Triennial Review of CATA, wherein 18 findings of non-compliance were issued, six of which were promptly closed. Monitor our progress at cata.org/triennialFY18 as we address each of the 12 remaining findings.

Sincerely,

A handwritten signature in black ink that reads "Bradley T. Funkhouser". The signature is written in a cursive, flowing style.

Bradley T. Funkhouser, AICP
Chief Executive Officer

How has CATA impacted your life or business? Tell us your story at <https://www.cata.org/2018CommunityReport> – we'd love to share it online or in print.

CATA DRIVES JOBS

SPEC-TRAN AND REDI-RIDE RIDER



ELIZABETH M.
RETIRED

"After being injured a few years ago, I didn't know how I was going to continue with daily errands. My mother recommended trying CATA, after using it for many years, and I couldn't be happier. I'm not able to walk far to a bus stop so the curb-to-curb services have really changed my life. The new Spec-Tran provider is amazing; there have been a lot of little changes that have made a huge difference. They're always checking in with you to make sure you're feeling safe and comfortable on your ride. It means the world to me, having the driver help me get where I need to go safely."

See my interview about my experiences riding CATA at cata.org/elizabeth.

TRANSDEV DELIVERS EXCEPTIONAL SERVICE

By Craig Frazier, Paratransit Supervisor

CATA provides 10 public transit services to meet the varied mobility needs of its community. In order to efficiently operate this array of urban and rural services, we awarded a five-year contract to Transdev to assist with a growing demand for paratransit services and improved quality. Transdev is an international third-party paratransit-service provider who is new to our region but well-established in the transit industry.

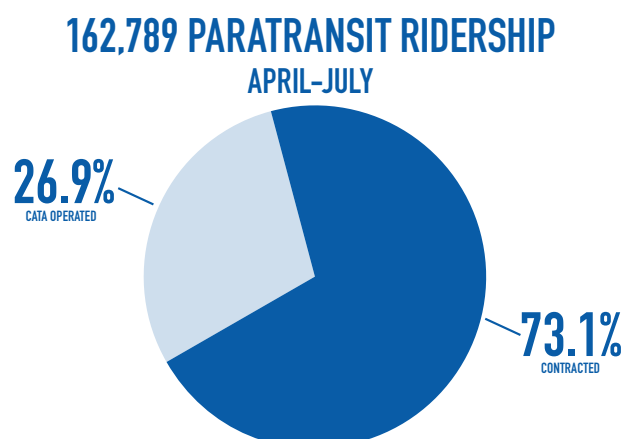
What does this mean for paratransit customers? Negotiated service offsets some inherent operational costs, allowing CATA to maintain reasonable fares without compromising service quality.



Transdev transported its first CATA passenger on April 2. In its first four months of service, the company proved its ability to meet customer expectations

on CATA's Rural Service, Mason and Williamston/Webberville Connector, Mason Redi-Ride and Spec-Tran. The transit company is applauded for noticeable improvements in service delivery and the caliber of its operators, reinforcing CATA's commitment to service excellence.

A recent Transdev initiative took this commitment further with the installation of cameras aboard paratransit vehicles. For the safety of drivers, passengers and the community, all small buses and minivans operated by Transdev are equipped with audio and video technology that, upon an unsafe driving maneuver like a sudden swerve or collision, records activities inside and outside the vehicle. This technology is powered by Lytx, in partnership with Transdev and CATA. Capturing warranted activities on vehicles allows for more in-depth operator training opportunities and efficient resolution of customer complaints.



SOLAR PANELS: INVESTING IN CLEAN ENERGY

By Norm VanAlstine, Facilities Manager

CATA's commitment to sustainable and energy-efficient practices is rooted throughout the organization. Our current fleet is powered by clean, low-sulfur diesel fuel and hybrid-electric technology to reduce fuel costs and carbon emissions. LED lighting on buses and in three facilities will, over time, substantially reduce utility and maintenance costs. An extensive recycling program reprocesses approximately 20 different materials, generating thousands of dollars back to CATA while reducing landfill waste.

As a responsible steward of public funds CATA actively looks for new opportunities to further reduce costs, improve efficiencies and contribute to a cleaner environment.

MI COMMUNITY SOLAR CATA will also align with the Lansing Board of Water & Light as the utility provider launches an innovative, community-wide renewable-energy project. The project is the first of its kind in the Greater Lansing region, with up to 1,000 solar panels available to BWL customers for lease over a 25-year period. Each panel is slated to produce 300 kilowatts of renewable, clean energy. Leased solar panels can offset utility charges in the form of earned electric-bill credits.

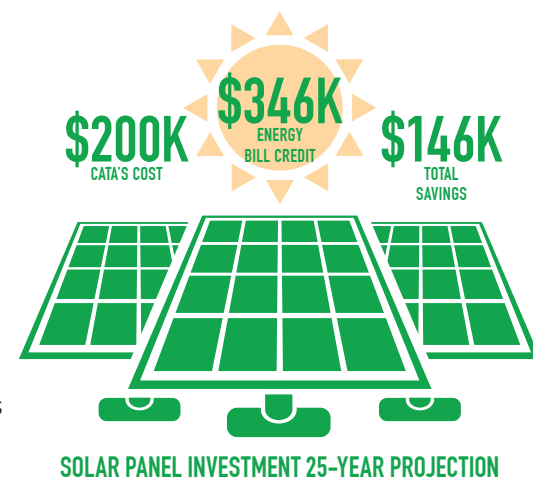
The solar park will be constructed at East Lansing's Burcham Park, a retired landfill located at Burcham Drive and Park Lake Road. As a BWL customer, the ability to tap into this resource eliminates the expense of installing and maintaining solar panels in exchange for cost savings.

CATA will lease 438 solar panels at a cost of \$200,000, reducing energy consumption by 57 percent at a single CATA facility.

The investment is anticipated to pay for itself in approximately 14 to 15 years, with continued cost savings through the remainder of the 25-year lease.

CATA is committed to exploring opportunities that save money and natural resources, support local initiatives and positively impact the communities we serve.

For more information on the East Lansing Community Solar Park, visit micommunitysolar.org.



FOUNDER AND EXECUTIVE DIRECTOR OF LANSING 5:01



CHRIS S.

"Lansing 5:01 believes that a robust and comprehensive public transit system, like CATA, is a critically important part of Lansing's ongoing evolution into a thriving region with a dynamic urban core. Public transportation allows employers to tap into larger workforces, contributes to strong business districts, increases property values and strengthens our community's efforts around sustainability."

View my video and find out how I think CATA contributes to our community at cata.org/chris.

CATA DRIVES ECONOMY

MICHIGAN AND GRAND RIVER AVENUES TAKE SHAPE

By Janet Arcuicci, AICP, System Planner

Shaping the Avenue was launched in fall 2016. Informed by The Capitol Corridor study, which was years in the making, the initiative sought to engage residents and business owners along Michigan and Grand River avenues to adopt design guidelines for their respective community's regulatory code. Newly-defined codes would articulate how buildings and streets should look in the future and incorporate transit-oriented development principles to encourage economic development, build community character, and improve comfort and safety for cyclists, drivers, pedestrians and transit users.

CATA partnered with officials from the cities of Lansing and East Lansing, and Lansing and Meridian townships whose jurisdictions include portions of the corridor. The goal of the project is to create nontraditional, form-based zoning codes or design guides in each municipality based on public feedback. Ideally, these codes will result in fewer usage restrictions, and focus on building frontages and street types. Form-based zoning codes will be used along the corridor as a means for truly shaping the avenue into unique places and community spaces.

As we've worked to create these codes, the corridor has dramatically changed and improved. Hop on Route 1 for a quick trip from the Capitol to Meridian Township, and you'll bear witness to developments and projects that have been completed since 2014 or are currently underway in the corridor.

The city of Lansing created a "street design manual" that was implemented this summer as a weeklong public-outreach initiative called *Imagine the Avenue*. Sponsored by CATA, it demonstrated the range of possibilities for the transformation of key corridors and their respective communities. Pending public feedback, the street design manual will be administratively adopted this summer. Proposed codes will also be presented to the East Lansing Planning Commission and City Council, and the Meridian Township Planning Commission and Township Board of Trustees. As codes are formally adopted, constituents are encouraged to continue to provide input to their government officials.

For more information, visit the project website at shapingtheavenue.com

ONLINE CHAT IMPROVES CUSTOMER EXPERIENCE

By Frederick Siler, Marketing Specialist

CATA's ongoing commitment to customer experience just took a giant step forward. Understanding that public transportation can be intimidating, CATA launched a live online-chat solution in August, putting answers to customers' most pressing questions right at their fingertips.

Live-chatting dramatically improves customers' online visits, especially when they are unsure about navigating our website or accessing specific types of service information. Not only does live-chat add convenience, it puts customers in charge of getting what they need, effectively and effortlessly. Tracking inquiries through live-chat enhances CATA's ability to improve customer service, as well as our analytics, and allows CATA to better understand the needs of those we serve.

Customers still have the option to call, email or stop by any CATA facility to get answers to questions. However, as more of our riders turn to their mobile devices for information, CATA recognizes the increasing demand for online chat.

Look for the live-chat icon at cata.org, weekdays between 8 a.m. and 5 p.m.

Let's chat!

SPEC-TRAN AND FIXED-ROUTE RIDER



KAREN C. RETIRED

"I first started riding CATA in 1974 when a ride was only 10 cents. It's still the best way to get around town. There are a lot of people in our community who, like me, cannot drive. Without CATA we wouldn't be able to get to shopping destinations, doctor's appointments or participate in daily activities. With Spec-Tran I get dropped off right outside my destination, which helps me avoid far walks when I don't have help. It truly is a great community service."

Watch my video at cata.org/karen and learn how CATA has helped me.

CATA RESOURCE DIRECTORY

FACILITIES

CUSTOMER EXPERIENCE CENTER CATA TRANSPORTATION CENTER (CTC)

The CTC is the central boarding hub and transfer point for 17 CATA bus routes that travel to and from downtown Lansing. Greyhound, Indian Trails and local taxi services are also available.

420 S. Grand Ave., Lansing 48933
Mon-Fri: 7 a.m. - 7 p.m.
Sat-Sun: 9 a.m. - 5 p.m.
517-394-1000

CATA ADMINISTRATIVE OFFICES

Headquartered in South Lansing, this facility is home to CATA's administrative staff, operations, maintenance and bus fleet.

4615 Tranter St., Lansing 48910
Mon-Fri: 8 a.m. - 5 p.m.
517-394-1100

CAPITAL AREA MULTIMODAL GATEWAY, OPERATED BY CATA

The Gateway offers seamless access to CATA, Amtrak, Greyhound, Indian Trails and local taxi services. Served year-round by Route 20 and by Routes 35 and 38 during MSU's fall and spring semesters.

1240 S. Harrison Road, East Lansing 48823
CATA, Greyhound and Indian Trails
Mon-Fri: 9 a.m. - 12 p.m., 1 p.m. - 6 p.m.

Amtrak
On-site kiosk
800-872-7245

MSU-CATA TRANSPORTATION CENTER (MSU-CTC)

The center is MSU's main indoor boarding facility for CATA Routes 26, 30-36 and includes restrooms, vending machines, bus schedules, maps and an ATM.

Shaw Parking Ramp (Ramp 1)
MSU Campus
East Lansing
24/7

CONTACT INFORMATION

Spec-Tran Mon-Sun: 8 a.m. - 5 p.m.
517-394-CATA (2282)

Rural Service Mon-Fri: 6:30 a.m. - 5 p.m.
517-394-CATA (2282) or 800-322-1390

Connector Mon-Sat: 6:30 a.m. - 5 p.m.
517-394-CATA (2282) or 800-332-1390

Shopping Bus Mon-Fri: 8 a.m. - 5 p.m.
517-394-CATA (2282)

Redi-Ride Mon-Sat: 6:30 a.m. - 5 p.m.
517-394-CATA (2282)

MSU Night Owl (Fall and Spring Semesters Only)
Mon-Fri: 2 a.m. - 7 a.m.
Sat-Sun: 2 a.m. - 9 a.m.
517-432-8888

MSU Lot Link (Fall and Spring Semesters Only)
Mon-Fri: 7 p.m. - 2 a.m.
Sat-Sun: 9 a.m. - 2 a.m.
517-432-8888

Clean Commute Options
Mon-Fri: 8 a.m. - 5 p.m.
517-394-1100 | cleancommute@cata.org

Michigan Relay Center Voice TDD
800-649-3777

WEBSITE

cata.org

FACEBOOK, INSTAGRAM & TWITTER

@rideCATA & @cleancommute



CATA DRIVES COMMUNITY

SPEC-TRAN AND FIXED-ROUTE RIDER



FAWN S.
RETIRED

"I've lived in Lansing all my life and started relying solely on CATA about 33 years ago for transportation. CATA provides a huge benefit to the community, delivering affordable transportation to people of all economic and social backgrounds. The drivers are friendly, courteous and helpful no matter who you are, so riding is easy and pleasurable."

Hear more about my experiences riding CATA at cata.org/fawn.

GREATER LANSING REGION EXPLORES BIKE-SHARING

By Janet Arcuicci, AICP, System Planner

CATA recently partnered with Michigan State University, the cities of Lansing and East Lansing, and Meridian Township to explore the feasibility of a new bike-share system in the region. Under such a system, riders would rent a bike from a network of outdoor bicycle stations located throughout the program's service area. Payment is made at a kiosk adjacent to a bank of distinctively-designed bikes – usually based on a short rental duration. Cyclists pedal to their destination and return the bike to another station nearest that location. In a "dockless" system, however, bikes may be untethered by either a station or an app.

The prospect of a local bike-sharing program would cultivate new trends in recreational and first-mile/last-mile transportation. First-mile/last-mile refers to a commuter's need for transportation to and from a point in a public transportation system, such as a bus stop or transit facility, to access the system.

In May 2018, the project partners initiated a feasibility study, which will determine if and how Greater Lansing can support a regional bike-share system. If the project is deemed feasible, the next step will entail gathering input from the public and regional stakeholders on tangibles such as preferred station locations and station design.

The completed feasibility report is expected later this year.

FISCAL 2017 RIDERSHIP CLOSES AT 10.2 MILLION

By Pam Latka, Marketing Manager

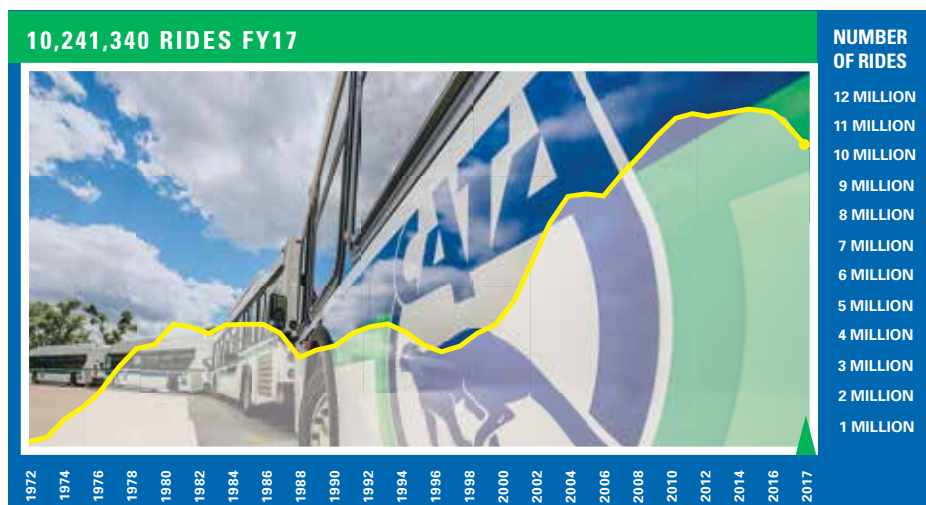
Ridership – the cumulative number of trips we deliver over a given period of time – is a key performance indicator for public transit agencies. Ridership measures the public's usage and perception of value regarding our services. For fiscal 2017, CATA recorded 10,241,340 trips – a 6 percent reduction in ridership compared to fiscal 2016. This downward trend aligned with the nation's 4.3 percent decline in annual bus ridership.

The American Public Transportation Association recently published an analysis of transit's changing landscape and impact on ridership. The study, *Understanding Recent Ridership Changes – Trends and Adaptations**, suggests four factors that influence declines in bus trips: 1) erosion of time competitiveness; 2) erosion of cost competitiveness; 3) reduced affinity; and 4) external factors.

As Uber, Lyft and bike-sharing services gain in popularity and market share, CATA continues to seek innovative ways to complement these mobility networks and adopt creative solutions such as regional partnerships to improve users' transit experience. Overall ridership is fluctuating, evidenced by month-to-month gains and losses in ridership. CATA realized a 5 percent increase in ridership for July.

CATA's trajectory into fiscal 2019 is optimistic. New leadership, coupled with out-of-the-box strategies and creative thinking, is sure to result in improved customer loyalty and competitiveness, which translates to growth in ridership.

*Download APTA's full report at bit.ly/RidershipChanges



CATA COMMUNITY SURVEY

CATA is continuously looking to improve our services and the value we deliver to the community. Please take 5 minutes and give us your candid feedback about your perceptions of CATA at:

www.cata.org/survey

You'll help inform CATA's future direction and decision-making. In return, you'll be entered to win one of three \$100 gift cards to Meijer, Amazon or Eastwood Towne Center.

Thank you.

Formed in 1972, the Capital Area Transportation Authority was twice voted the No. 1 transit system in America and continues to strive toward excellence. CATA provides public transportation services in Ingham, Eaton and Clinton counties.



CATA DRIVES YOU

'BRAD ON THE BUS' ENGAGES PUBLIC; SHAPES CATA'S VISION

By Lolo Robison, Director of Marketing and Customer Experience



CATA CEO Brad Funkhouser rides Route 1 and hams it up with gleeful student riders.

CATA's services cover 559 square miles of roadway throughout Ingham County, and portions of Eaton and Clinton counties. Though CATA's routes and services are regularly evaluated against specific performance standards, relying on data alone can result in service decisions that fail to meet customer needs.

"There's no better way to get to know our customers than seeing, first-hand, the quality of the services we deliver," said CATA CEO Brad Funkhouser, who regularly rides the system. "We're a new CATA. I'm listening. I want to hear from our customers, who know better than I do, how we're doing and what more we can do to improve our operations and service delivery."

Funkhouser recognized that in order to effectively quantify customer feedback and implement meaningful change, he needed a communication plan. Ideas percolated, and *Brad on the Bus* was born.

The campaign, which launched in April 2018, was intentionally designed to take advantage of Funkhouser's naturally fun-loving character. The video that launched the campaign captures his guy-next-door persona as he heads to downtown Lansing on a CATA bus. A series of scheduled bus rides and pop-up events earlier this year landed Funkhouser at local coffee houses and diners for engaging roundtable discussions with hundreds of customers and local residents. Issues brought to his attention are directed to CATA's leadership and staff. "They drive the conversation," Funkhouser said. "By telling their story about how CATA's services impact them and where improvements can be made, our customers and the public can help guide the future of public transit in the Greater Lansing region."

Check out the *Brad on the Bus* video at bit.ly/BradOnTheBus. Follow @Bradonthebus on Facebook for announcements about upcoming events.

FIXED-ROUTE RIDER



RYAN N.

"Before I moved out of state, I rode CATA. I've been back about a year and a half now and have been riding ever since. I've never felt the need to purchase another car. The drivers are always helpful and exceptionally accommodating to me and my service dog. I can drive, but I choose to ride the bus, because I can get anywhere I need to in the region. With a monthly pass, I can take unlimited rides, and I never have to worry about carrying change. Thanks for being so great, CATA!"

Check out my video interview about how CATA has helped me in situations at cata.org/ryan.

Tell us your story at cata.org/2018CommunityReport - we'll share it online or in print.

CATA RIDERS EMBRACE REAL-TIME APP

By Frederick Siler, Marketing Specialist

Recognizing the need for real-time data access, CATA launched Transit, a comprehensive transit tool that changes how commuters experience travel aboard buses and beyond.

Transit utilizes GPS-generated data to send real-time information to a customer's smartphone. The free app allows users to obtain real-time bus departures, get directions to bus stops, hail an Uber and, most importantly, track the location of their bus.

Since its fall 2017 launch, customers have embraced the app, generating more than 26,400 downloads in less than a year. This past spring, CATA's marketing campaign, "Download Transit and Win," received a Pinnacle Award by the Central Michigan Chapter of the Public Relations Society of America, for demonstrating excellence in public relations.

CATA continues to work with Transit to improve the app's functionality and accuracy. To download Transit for iPhone and Android devices, visit cata.org/transit.



FIXED-ROUTE RIDER



CHARLENE P. CHAMPS NETWORK HOME HEALTH AIDE

"I've been riding CATA for 25 years, and I still use it to go to work at CHAMPS Network. Getting around with CATA allows me to get to my patients without needing to constantly refill my car. Knowing someone else is doing the driving means I don't worry about my safety when traveling. Riding the bus gives me extra time to read and enjoy the scenery of Lansing. Without CATA I wouldn't be able to effectively provide companionship to my patients every day."

Hear more about how I use CATA to get to work at cata.org/charlene.

CATA PROGRAMS AND SERVICES

CATA SERVICE AREA

CATA provides a variety of public transportation services in the Greater Lansing and outlying areas. Our service area spans all of Ingham County and extends into portions of Eaton County (Delta Township) and Clinton County.

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

FIXED-ROUTE SERVICE

CATA's most recognized service is derived from 34 routes spanning the Greater Lansing area year-round and MSU campus during the academic year. More than 1,300 bus stops located throughout CATA's fixed-route service area provide convenient access to buses.

THE LIMITEDS

Express service ensures a quicker trip for commuters in Mason, Williamston and Webberville on The Limiteds. Two routes serve a limited number of bus stops during the morning and evening weekday rush for direct service to and from downtown Lansing.

ENTERTAINMENT EXPRESS

Connect to eight miles of local nightlife along the Michigan Avenue/Grand River Avenue corridor on CATA's Entertainment Express. Trolleys travel between downtown Lansing and East Lansing every Thursday, Friday and Saturday until 3 a.m. serving designated stops.

CATA RURAL SERVICE

Curb-to-curb service extends to the outlying areas of Ingham County via CRS for weekday transportation and connections to CATA's urban services. Ride reservations are required.

SPEC-TRAN SERVICE

For those unable to access fixed-route service due to a disability, Spec-Tran provides curb-to-curb mobility solutions. Rides are scheduled in advance for travel in small buses with lifts and low-floor vans. Customers must be certified in accordance with the Americans with Disabilities Act.

REDI-RIDE

CATA's ready when you are with same-day, curb-to-curb service within the township boundaries of Delhi and Meridian and city limits of Mason. Redi-Ride reservations are required in advance of your desired trip.

CONNECTOR

Regularly scheduled service from Mason, Williamston and Webberville makes it easy to connect to CATA's urban routes. Deviations from a Connector route are permitted when arranged in advance.

FIXED-ROUTE RIDER



KAYLA K.
MICHIGAN STATE UNIVERSITY STUDENT

"I never rode public transit before coming to MSU but with CATA, riding the bus has been an easy and fun transition. The drivers are always super sweet and helpful, making sure I know how to get where I'm going. The buses are reliable and really clean!"

Find out who I met on a CATA bus at cata.org/kayla.

SHOPPING BUS

Independence is but a bus ride away with CATA's Shopping Bus. Regularly scheduled transportation runs from area senior housing complexes to grocery stores and shopping centers. Reservations are not required.

LOT LINK & NIGHT OWL

These phone-ahead evening and weekend services operate on MSU's campus during fall and spring semesters. Rides are limited to campus locations.

CLEAN COMMUTE OPTIONS

Improving air quality in the tri-county area is the premise for CATA's CCO program. Register to access customized travel programs that combine public transportation, car-and-vanpool groups, biking and walking options to best address your commuting needs.

BIKES ON BUSES

Extend your commute beyond CATA's established routes when you bring your bike onboard. All CATA fixed-route buses, as well as select small buses, are equipped with bike racks that accommodate up to three bicycles free of charge. Bike lockers are also available for rent at the CATA Transportation Center in downtown Lansing.

CATA.ORG

CATA's responsive website puts you in the driver's seat with access to real-time trip planning, Rider Alerts, detailed service and fare information, bus pass purchases, career and business opportunities, the latest news, agency programs, leadership and important documents.

TRANSIT APP

CATA's preferred app provides mobile access to real-time information and a comprehensive trip-planning format that includes bus tracking, ride-sharing options and walking directions. The free app is available on iPhone and Android devices.

CATANOW

Obtain next-bus real-time departures by texting your bus stop number to 76123. Real-time departures are provided within 15 minutes of a bus departing a stop.

| FARES (one-way) | Regular | Discounted* | Children** |
|-----------------------------------|------------------|-------------|------------|
| Fixed Route | \$1.25 | 60 cents | Free |
| Limiteds | \$1.25 | 60 cents | Free |
| Entertainment Express | \$1.25 | 60 cents | Free |
| Spec-Tran | \$2.50 | NA | Free |
| Rural Service ¹ | \$2.25-\$3.25 | \$1-\$1.50 | Free |
| Redi-Ride – Meridian ² | \$2.50 | \$1.25 | Free |
| Redi-Ride – Delhi and Mason | \$1.25 | 60 cents | Free |
| Connector | \$2.25 | \$1 | Free |
| Shopping Bus | \$2 (round trip) | NA | Free |
| MSU Lot Link/Night Owl | \$1.25 | 60 cents | Free |
| MSU Routes 30-39 ³ | Free | Free | Free |

*Applies to Medicare cardholders, students, seniors age 62-plus and people with disabilities.
**Children under 42 inches ride free when accompanied by an adult.
¹ Fares depend on distance of trip.
² \$2.50 applies to adults not eligible for a discount and students. \$1.25 applies to Medicare cardholders, seniors age 62-plus and people with disabilities.
³ Free fares at MSU apply to students, faculty and staff.
Unlimited ride discount cards and passes available at cata.org and area pass-vendor locations.

NO-SERVICE HOLIDAYS

CATA does not operate on the following days:

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

COMMUNITY PRIDE

CATA's community connection extends beyond service provision. Each year, CATA looks for opportunities to connect even more with its community residents. Programs like Clean Commute Day, Come Clean Duathlon and Election Day Free Rides are a handful of programs where CATA pays it forward.

CATA also participates in many community-sponsored events and programs, such as:

- | | |
|-------------------------------|---------------------------------------|
| 911 Cell Phone Bank | Lansing Jaycees Stuff the Bus |
| Be a Tourist in Your Own Town | Lansing Kids Repair Program for Bikes |
| Capital City Clean Sweep | Safety Council Patrol Picnic |
| Holiday parades | Touch-a-Truck |
| Ingham ISD Transition Fair | Trick-or-Treat on the Square |
| Kids Connect | |

CATA employees give generously to the Capital Area United Way campaign, deliver Meals on Wheels over the lunch hour, and "adopt" Operation Santa families at a local elementary school, providing holiday gifts to children in need.

FOUNDER AND OWNER OF THE GILLESPIE COMPANY



SCOTT G.

“CATA is an important partner for developers in the region and our community. We work together to strategically locate bus stops to ensure ease of mobility throughout the region, which helps attract and retain young, professional talent. We hear time and time again about CATA’s importance in developing the region, especially the Michigan Avenue and Grand River Avenue corridor.”



Watch my video and learn more about my partnership with CATA at cata.org/scott.

LATE-BREAKING NEWS

- Michigan State University announced in July that it amended its current contract with CATA to provide fare-free boarding on all 30-series routes to students, staff and faculty. The service began Aug. 27 and will run on a trial basis for one year.
- CATA’s Board of Directors announced plans to purchase 19 40-foot and four 60-foot diesel buses from Nova Bus. These state-of-the-art buses will replace vehicles that have reached their useful life and are expected to improve service performance. Delivery is expected in late 2019. A Nova Bus is depicted below. Courtesy photo.



- At its August Board of Directors meeting, CATA announced a fare-free Grab & Go Express. Downtown Lansing and Old Town crowds with a hankering for broader lunchtime options or the need for a quick midday errand can take CATA’s new fare-free service to the two neighboring sections of the city on weekdays between 10 a.m. and 2:45 p.m. Service runs every 15 minutes. The Express will operate on a trial basis for one year.



- Meridian Redi-Ride customers now have an extra three hours of service Monday through Friday. CATA’s Board of Directors approved a proposal put forth by the Meridian Township Board of Trustees, starting service 1.5 hours earlier and running 1.5 hours later, as of Aug. 27. Meridian Redi-Ride operates from 7:30 a.m. until 6:30 p.m. during the week. Saturday service continues to operate from 9 a.m. until 5 p.m. A change in the fare structure was also implemented. The discounted fare increased to \$1.25 for Medicare cardholders, seniors and persons with disabilities. Adults not eligible for the discounted fare, as well as students, are required to pay \$2.50 per ride. New 10-ride Meridian Redi-Ride punch passes are available to residents – \$12.50 for the discounted pass and \$20 for the regular pass. The changes follow the addition in February of five new popular destinations located outside the township boundaries. A discount is available for eligible township residents through Meridian CARES.

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