



2019 COMMUNITY REPORT

High-tech bus shelters, such as the one shown here in front of the new Target store on Grand River Avenue in East Lansing, are examples of the modernization of CATA. To learn more about CATA's Bus Shelter Pilot Project, visit www.cata.org/shelters. We welcome your feedback.

PRESORTED STANDARD
US POSTAGE
PAID
LANSING, MI
48910
PERMIT # 290

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

CATA DRIVES

CEO CORNER



February 2020

Dear residents of the capital region:

It is a privilege to present to you CATA's 2019 Community Report, which serves as a reminder of our commitment to our strategic mission and objectives. Inspired by riders, employees, our Board of Directors and the public, we strive to meet the mobility needs of the region, through innovative solutions, in partnership with the communities we serve. Our overarching goals include regional mobility, customer experience excellence, organizational strength, community partnership and the creation of a dynamic workplace.

Inside the pages of this report, you'll find that we are diligently and collaboratively paving the way toward a future where seamless and innovative multimodal transportation solutions abound in the tri-county region. We've taken to heart the most critical needs of our customers and the public, and endeavor to exceed the expectations of those we serve. As stewards of the funds you've entrusted to us, we take great pride in highlighting our 2019 successes.

In 2020, CATA remains committed to providing fair and equitable opportunities for all: riders, employees and the community. Be assured, we do not take for granted the generous support and confidence of the public, which allow us to offer the highest quality transportation possible. We continue to look for opportunities to accommodate the citizens of our region, including an emphasis on its most vulnerable members.

We are single-mindedly focused on driving change and improvement at CATA. In so doing, we are unyielding in our commitment to drive jobs, the economy, our community and, most importantly, you.

Sincerely,

Bradley T. Funkhouser, AICP
Chief Executive Officer

CATA'S STRATEGIC GOALS

Goal No. 1 – Regional Mobility

Facilitate seamless and innovative multimodal transportation solutions throughout the tri-county area.

Goal No. 2 – Customer Experience Excellence

Employ best practices that lead to new and returning customers.

Goal No. 3 – Organizational Strength

Promote organization-wide efficiency and effectiveness. Lead by example toward continuous improvement.

Goal No. 4 – Community Partnership

Exhibit responsible leadership through community engagement and public service.

Goal No. 5 – Dynamic Workplace

Create a meaningful workplace that engages, empowers and values its employees.

Scan QR code to access
digital version of this report



CATA DRIVES COMMUNITY PARTNERSHIP

FOR SOME, CATA MEANS MORE THAN TRANSPORTATION

By Margaret Stephens, Customer Experience Manager

CATA's priority to drive community applies to all in its service region, including people facing homelessness. According to a 2018 street census, officially referred to as the Point in Time Count, there were 419 homeless people in Ingham County – down from 471 in 2016 and an all-time high of 535 in 2010. CATA is committed to assisting this vulnerable population, affording them the same dignity and respect owed all humankind. We work closely with Lansing leadership, Lansing Police Department and other community agencies to find shelter for those who have nowhere else to go. Additionally, CATA regularly works with community-outreach and mental-health organizations to make sure disadvantaged guests have access to much-needed resources.


Our Customer Experience staff is encouraged to reach out to and connect with community members who are struggling. I know firsthand about being embraced by organizations like CATA, because I became homeless as a teenager the year I graduated from high school.



I relied heavily on transit services and community-outreach organizations for assistance. For many years in my youth, I received a free bus pass to get me where I needed to go. I got a free coat and a pair of shoes each year from community organizations. If there were community-outreach organizations that could assist me, I went to my school counselors and told them what I needed. Otherwise, I wouldn't have made it.

I use my life experiences to help our homeless citizens. When I talk to them, I can relate to and understand what they're going through. Furthermore, our dedicated and caring CATA team members go above and beyond the call of duty to embody CATA's values to improve the lives of all members of our community.

People ask for my business card and how they could pay me back, but I don't want to be paid back. I just want to make sure people are OK, the way people made sure I was OK when I was in a similar situation.



EDMOND S.
MUSICIAN, MERIDIAN TOWNSHIP RESIDENT

"CATA drives community inclusion. People have to get out, do what they want to do and be a part of the community."

See the rest of Edmond's story at www.cata.org/edmond

CATA-CADL PARTNER ON INNOVATIVE PROJECTS

By Lolo Robison, Director of Marketing, Customer Experience & Public Information

Fostering partnerships is one of five strategic goals that helps CATA drive our community forward. In the spring of 2019, CATA staff approached the Capital Area District Libraries and offered bus passes to the ever-popular Library of Things.

Library members are invited to use their library card to check out a bus pass, which is good for up to 31 days following activation. The pass can be used for unlimited rides on all CATA fixed-route buses.

"Our objective is to encourage library patrons – many who are also CATA riders – to utilize our public services more often, and to remove barriers for those who otherwise wouldn't think to give public transportation a chance," explained CATA CEO Bradley T. Funkhouser.

Scott Duimstra, CADL Executive Director, agreed.

"We wanted to reach out to groups of individuals who are CATA and library users. We're serving the same audience. That's what we wanted to advertise – using the buses to get to our libraries, but also the multiple ways in which you can use a library card. To say that it's been popular is a pretty big understatement. It's been extremely popular."

CADL and CATA continue to find ways to further solidify a blossoming partnership. For example, CADL generously offered to fund Wi-Fi on 10 of CATA's newly procured Nova buses.

"It truly aligns with both of our missions," said Duimstra. "If you look at the CATA mission about providing innovative solutions in partnership with the communities they serve, this is one of those innovative solutions. And for us, our mission is to empower our diverse communities to learn and connect, and what better way to empower them than with access to Wi-Fi?"

"All the things people generally would do at a library, they can now do on the go as well."

CATA is also a sponsor of CADL's Summer Reading Program, designed to combat the "summer slide," which is defined as a decline in academic skills and knowledge that occurs over summer when school is not in session.

"When we look for community partners, we don't just look for anyone. We look for community partners that share the same mission and goals of the library," said Duimstra.

CATA actively seeks to empower the community by collaborating with organizations on innovative projects. Identifying solutions to the challenges many residents face – such as transportation, Wi-Fi access and services on the go – is a seamless way that allows CATA to contribute to the vibrancy of the region.



OZAY M.
ARTIST, CITY OF LANSING RESIDENT

"CATA drives accessibility to the city and opportunities to create in public spaces. To know that we have public transportation – and it's set up in such a way where everyone can access that – that's powerful."

Below the Stacks founders Ozay and Dustin wax poetic about CATA and the local art scene at www.cata.org/ozay

CATA DRIVES ORGANIZATIONAL STRENGTH

DRIVING CHANGE ONE VEHICLE AT A TIME

By Andrew Brieschke, Deputy CEO

Did you know that transit-oriented communities are five times safer than those without transit?

To that end, we take steps to repair and rehabilitate buses whenever possible, and retire those that have passed their useful-life benchmarks. Our 2019 vehicle upgrades took into consideration our customers' needs. With a one-to-one replacement strategy, CATA introduced 23 new Nova buses, 10 low-floor minivans, and four administrative vehicles, with new features that improve visibility for operators and increase customer comfort.

Replacing vehicles that no longer operate efficiently is a monumental task. CATA reviews the cost of every feature – from technology to design – to ensure the best use of taxpayer dollars with every change to the fleet. Each decision aligns with our standards and values.

Vehicle-upgrade benefits to riders:

- A rear window to brighten the interior
- Additional decals improve safety awareness
- USB ports at each seat (Wi-Fi is planned for future upgrades)

Vehicle-upgrade benefits to operators:

- Larger, unobstructed windshields; minimized blind spots; and a newly designed large-capacity front door
- Secondary battery-cutoff switch
- System-wide technology upgrades (Spec-Tran, Redi-Ride and CATA's Rural Service)

With plans to invest more in Nova buses, paratransit vehicles and a new shopping bus in 2020, CATA continues to balance the repairs and replacements of an aging fleet against other necessary expenditures. Always, we stand by our mission to ensure that the safest, most comfortable vehicles are on the roads.



MICHAEL D.
STUDENT, MICHIGAN STATE UNIVERSITY

“Everything I needed to do, I had to use CATA to do it. CATA does a great job of supporting students' pursuit of education.”

To learn about how CATA helps Michael succeed as a student, visit www.cata.org/michael

CATA RESOURCE DIRECTORY

FACILITIES

CATA TRANSPORTATION CENTER

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 Info Booth
Mon-Fri: 9 a.m. – 6:30 p.m.

Amtrak
On-site kiosk
800-872-7245

MSU-CATA TRANSPORTATION CENTER

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.
Sat-Sun: 8 a.m. – 5 p.m.
517-394-CATA (2282) or 800-322-1390

Connector – Mon-Fri: 6:30 a.m. – 5 p.m.
Sat-Sun: 8 a.m. – 5 p.m.
517-394-CATA (2282) or 800-322-1390

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

Redi-Ride – Mon-Fri: 6:30 a.m. – 5 p.m.
Sat-Sun: 8 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

www.cata.org

FACEBOOK, INSTAGRAM & TWITTER

@rideCATA & @cleancommute   

CATA DRIVES CUSTOMER EXPERIENCE

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	Delta Township (Holt)	Delta Township	Meridian Township (Haslett/Okemos)	MSU	Dansville	Leslie	Mason	Onondago	Stockbridge	Williamston/ Webberville
Fixed Route	X	X	X	X	X	X	X						
Limiteds	X	X				X				X			X
Grab & Go Express	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 has 33 routes that span 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 more efficient 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.

GRAB & GO EXPRESS

Want it? Go for it! Hop on a distinctive Grab & Go Express bus for quick daytime trips to favorite downtown Lansing and Old Town establishments. Weekdays, March to November. Rides are free.

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.

CATA RURAL SERVICE

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

REDI-RIDE

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

SHOPPING BUS

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

LOT LINK & NIGHT OWL

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



AMY B.
DIRECTOR OF SUSTAINABILITY,
MICHIGAN STATE UNIVERSITY

"CATA drives sustainable partnerships through the region in transportation and as a problem-solver and an innovator when it comes to providing large-scale transportation to the whole region."

Amy's priority is sustainability. Learn more about CATA's partnership with MSU Campus Sustainability at www.cata.org/amy

CLEAN COMMUTE OPTIONS

Improving air quality in the tri-county area is the primary objective of CATA's CCO program. To address your commuting needs, register at www.cleancommute.org and access customized travel programs that combine public transportation, car-and-vanpool groups, biking and walking options.

BIKES ON BUSES

Extend your commute beyond CATA's established routes when you bring your bike on board. 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.

VIDEO LIBRARY

CATA offers a series of instructional and interactive videos designed to introduce the community to and educate individuals about its services, facilities and fleet. Take a virtual tour of CATA's various centers and buses at www.cata.org/About/Facilities. Learn how to plan a trip, take a ride on a fixed-route bus and utilize a bike rack (available on CATA buses). These videos are accessible at www.cata.org/How-do-I.

WWW.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, 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. Actual 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
Grab & Go Express	Free	Free	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 and people with disabilities.

**Children under 42 inches ride free when accompanied by an adult.

¹Fare depends on trip distance.

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.

³Free fares at MSU apply to students, faculty and staff.

Unlimited-ride discount cards and passes available at www.cata.org and area pass-vendor locations.

HOLIDAYS

CATA does not operate on the following holidays:

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

COMMUNITY PRIDE

CATA's community connections extend beyond the provision of service. Each year CATA seeks opportunities to pay it forward through the following programs: Come Clean Duathlon, Free Rides on Election Day, Free Rides on Veterans Day and Bust the Bus ATU Food Drive.

CATA also supports and participates in many community events:

Be a Tourist in Your Own Town

Capital City Clean Sweep
East Lansing Art Festival
Ingham ISD Transition Expo
Kids Connect
Lansing BWL Adopt-a-River
JCI Lansing Stuff the Bus
Mason Holidays Celebration
MDOT Transportation Day

MiCareerQuest
MSUFCU Reality Fair
Safety Council – Safety Patrol Picnic
Silver Bells in the City
Team Up 2 Clean Up
Touch-a-Truck
Trick-or-Treat on the Capital Lawn
Williamston Holiday Light Parade

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.

Title VI: CATA services are provided in accordance with Title VI (of the Civil Rights Act of 1964), without discrimination based on race, color, national origin or other prohibited bases.

CATA DRIVES DYNAMIC WORKPLACE

DRIVER RECRUITMENT DIVERSIFIES WORKFORCE

By David Shelton, Human Resources Generalist

The deployment of public transportation services over a 559-square-mile footprint is no small feat. As CATA's plan for fiscal 2019 service expansions and improvements crystallized, so too did its need for more operators, especially as those with longevity became eligible for retirement.


CATA quickly set out to hire 40 new bus operators, ideally to cover all service runs and to diversify its workforce. Recruitment ads were distributed within less-traditional forums: community barber shops, college campuses and social media.

Six months and more than 60 interviews later, CATA hired 47 new operators, the result of an innovative outreach strategy that included partnerships with Michigan Works! – a local workforce-development association – as well as veterans- and minority-advocacy groups, such as Invest Vets.

Recent classes of operators comprised some who, at various points along their life journeys, faced and overcame adversity. Others completed CATA's rigorous driver-training program despite overwhelming odds. They are survivors who – due to their own personal experiences – are better attuned to the complications and struggles many of our customers contend with every day.

CATA's recruitment efforts show no sign of slowing down.

Enjoy working with the public? If you're flexible and adaptable, and have a desire to learn about and work with people, apply at www.cata.org/drive today.

EDUARDO G.
CATA RIDER, MERIDIAN TOWNSHIP RESIDENT

"I don't drive a car, but I use CATA. I love CATA and riding around the city. I like the CATA routes here. CATA's friendly with people."

Eduardo talks about CATA as his main mode of transportation at www.cata.org/eduardo

CENSUS 2020 FAST FACTS

WHAT IS THE CENSUS?
Every 10 years, the U.S. Census Bureau conducts a census to determine the number of people living in the United States.

WHAT WILL THE CENSUS ASK?
The Census asks for less personal information than most social media profiles. Items like name, gender, age, birthday, race/ethnicity, relationship to head-of-household, owner or renter and phone number are asked. **The Census will not ask about citizenship or immigration status.**

WHO GETS COUNTED?
Everyone living at the address matters. Everyone needs to be counted, including children.

HOW DO I FILL IT OUT?
You can respond online using the unique Census ID mailed to you. If you don't have internet access, you can respond by phone or mail.

HOW IS CENSUS INFORMATION USED?
Being counted helps communities create jobs, provide housing, fund K-12 education, prepare for emergencies and build schools, roads, hospitals and libraries.

YOUR ANSWERS ARE SECURE AND CONFIDENTIAL
The Census Bureau keeps your information confidential and secure. By law, individual-level census information cannot be shared with any agency. Also, cybersecurity measures keep your information safe. Any unlawful release of information is punishable by a \$250,000 fine and/or five years in prison.

CENSUS AND ELECTIONS
Census data determines how many seats your state gets in Congress. Also, state and local officials use census data to draw boundaries for state and local legislative districts and school districts.

LANGUAGE ASSISTANCE

- Online form: 12 non-English languages
- Paper form: English and Spanish
- Telecommunications help for the deaf
- Language guides (video and print): 59 non-English languages, also American Sign Language, Braille and large print

MICHIGAN BE COUNTED 2020 CENSUS Michigan.gov/census2020

KEY DATES

- MARCH 2020**
Census invitations mailed to households
- APRIL–JULY 2020**
Reminder letters/postcards sent if no response received
- JULY 2020**
Self-response deadline
- DECEMBER 31, 2020**
Census Bureau delivers count to President
- MARCH 2021**
States receive official count



DUSTIN H.
ARTIST, LANSING RESIDENT

"CATA opens up access and opportunities for folks to experience art and culture, and the connectivity of the city."

Below the Stacks founders Dustin and Ozay wax poetic about CATA and the local art scene at www.cata.org/dustin

Tell us your story at www.cata.org/2019CommunityReport – we just might share it online.

CATA DRIVES REGIONAL MOBILITY

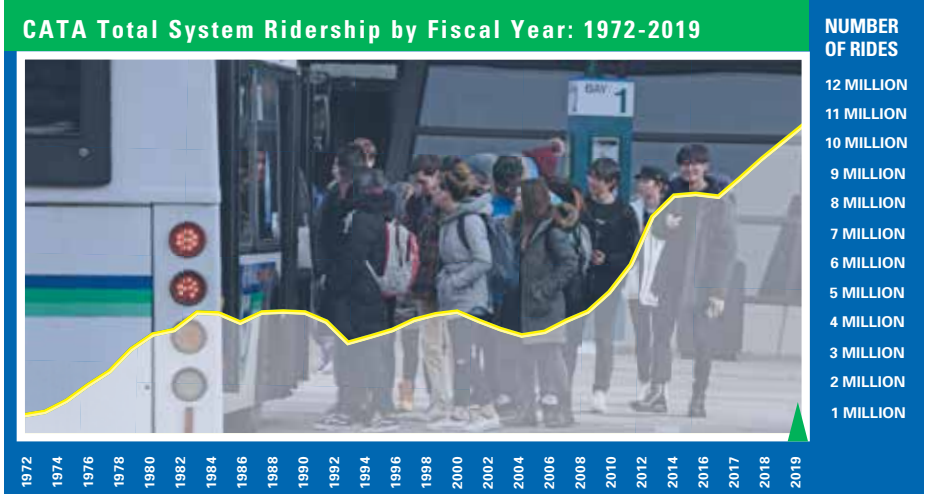
FY2019 RIDERSHIP ON THE RISE

By Matt Oudsema, Director of Planning & Development

Demand for public transportation is affected by a number of factors. Some – like fluctuating gas prices and weather conditions – are beyond a transit system’s ability to control. Other factors, such as improved awareness of the benefits of sustainable multimodal transportation solutions – including ridesharing and clean-commuting – can be influenced through public-education initiatives. This resulted in what appears to be a generational decline in car ownership and a burgeoning preference for transit network companies, such as Uber and Lyft. Nationally, transit ridership – primarily aboard buses – has steadily declined in recent years.

CATA hasn’t been immune to the declining-ridership phenomenon. Following four years of gradually decreasing ridership, however, CATA saw a shift in demand in fiscal 2018 when the total number of system-wide trips increased slightly. Then, in partnership with Michigan State University, CATA announced fare-free rides on all of its 30-series routes at the outset of the Fall 2018 semester, igniting a surge in campus ridership. CATA recorded 11,049,317 trips in fiscal 2019 – an astounding 40.6 percent boost in campus trips and, system-wide, a 6.4 percent jump in ridership – the agency’s strongest in 12 years.

As CATA continues to focus on regional mobility, customer experience excellence and community partnership, ridership is certain to prosper.



WORD ON THE STREET

We asked community members what CATA means to them. Hear why public transportation is a critically needed resource and how it positively impacts the citizens of our region at www.cata.org/wordonthestreet.

THE HONORABLE SARAH ANTHONY
STATE REPRESENTATIVE, 68TH HOUSE DISTRICT

“When we’re debating funding for public transportation across the state I often am the biggest cheerleader and I say, ‘If you want an example of public transportation that works in a region, come ride the CATA bus with me.’ You can see public transportation that is reliable; that is affordable.”

Guess which member of Sarah’s family was a CATA bus driver?
Hear her story at www.cata.org/sarah





WOLFGANG B.
ASSOCIATE VICE PRESIDENT
FOR ADMINISTRATION,
MICHIGAN STATE UNIVERSITY

"CATA helps us drive sustainability and fulfills our sustainability goals for our campus."



Hear why CATA is the ideal public transportation partner for MSU at www.cata.org/wolfgang

CATA TAKES PUBLIC OUTREACH ON THE ROAD

CATA leadership and staff are committed to ensuring that the voice of the customer – your voice – drives service delivery and excellence. As such, members of our executive staff will be available aboard buses to speak directly with our riders in an effort to learn more about their experiences with and perceptions of CATA, what we do well and where we have room for improvement.

We invite you to join us on the following dates and routes. Let us know if our service meets your transportation needs.

2020 Listening Bus Sessions

Wednesday, March 4 – Route 5 – 10 a.m. – 12 p.m.

Tuesday, April 7 – Route 26 – 2 p.m. – 4 p.m.

Thursday, May 14 – Route 17 – 11 a.m. – 1 p.m.

Monday, June 8 – Meridian Redi-Ride – 2 p.m. – 4 p.m.

Thursday, July 9 – Route 3 – 12 p.m. – 2 p.m.

Tuesday, August 11 – Route 9 – 10 a.m. – 12 p.m.

Wednesday, September 9 – Route 22 – 8 a.m. – 10 a.m.

Monday, October 5 – Route 31 – 1 p.m. – 3 p.m.

Thursday, November 5 – Route 8 – 12 p.m. – 2 p.m.

Tuesday, December 8 – Route 12 – 2 p.m. – 4 p.m.

Service Changes

CATA also solicits feedback from various sources to fairly and comprehensively evaluate service and service changes:

- Surveys
- Listening Sessions
- Operators
- Public Comment
- Elected Officials
- State Agencies
- Local Agencies
- Local Businesses
- CATA Data Resources
 - Ridership
 - Hours/Miles
 - Financials
 - Performance Metrics

Feedback is important, and there are many ways to give us yours. See www.cata.org/feedback.

BOARD OF DIRECTORS



Nathan Triplett
Chairperson
City of Lansing



Douglas Lecato
Vice Chair
Delhi Township



Dusty Fancher
Secretary/Treasurer
City of Lansing



Shanna Draheim
City of East Lansing



Jennie Gies
City of Lansing



Dion'trae Hayes
Lansing Township



Derek Melot
City of Lansing



Dan Opsommer
Meridian Township



Donna Rose
Meridian Township



Mark Grebner
Ingham County



John Prush
Michigan State University



City of
East Lansing
Board Appointee
Pending

EXECUTIVE STAFF



Bradley T. Funkhouser, AICP
CEO/Executive Director



Andrew Brieschke
Deputy CEO



Lolo Robison
Director of Marketing & Customer Experience/PIO



Patrick Lemon
Director of Finance



Rogelio Garza
Director of Operations



Dan Hodges
Director of Maintenance



Dan Goodemoot
Director of Information Technology Services



Matt Oudsema
Director of Planning & Development

LOCAL ADVISORY COMMITTEE

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LAC Liaison

Deb Wiese
Chairperson

Diana Paiz Engle
Vice Chairperson

George Hanley
Parliamentarian

Patrick Cannon

Lillie Mae Flannery

JJ Jackson

Geneva Smith

Kellie Blackwell

Kevin Brown

AMALGAMATED TRANSIT UNION LOCAL NO. 1039 – LANSING, MI

OFFICERS

Kathleen M. Kelley
President

Michael Beech
Vice President

Kimberley Thomson
Recording Secretary & Financial Secretary

COMMITTEE MEMBERS

Donald Bean, Jr.

Michael Cramer

Brian Gould

Miranda Hinton

Greg Mayes