

2026 COMMUNITY REPORT



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ON THE COVER:

CATA's second full-size battery-electric bus — a New Flyer Xcelsior CHARGE NG™ — advances the Authority's commitment to achieving net zero emissions by 2035.



Transit to Trails connects public transportation and outdoor recreation through enhanced bus shelters and wayfinding signs that guide visitors between the Lansing River Trail and nearby bus stops. Learn more at cata.org/TransitToTrails.

The Community Report is published annually by the Capital Area Transportation Authority, 4615 Tranter Street, Lansing, MI 48910.

To request a printed copy, call **517-394-1100** or email **marketing@cata.org**. Requests must include full name, complete mailing address and phone number.

CATA'S MISSION:

To meet the mobility needs of our region by providing innovative solutions in partnership with the communities we serve.

View online at
cata.org/CommunityReport.



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TITLE VI STATEMENT: CATA services are provided in accordance with Title VI of the Civil Rights Act of 1964, without discrimination on the basis of race, color or national origin.



A WORD FROM OUR CEO

Dear Capital Region Resident,

Public transportation plays a vital role in connecting people to employment, education, healthcare and essential services. As our communities continue to evolve, CATA remains focused on providing safe, reliable and accessible transportation while addressing the challenges and opportunities that lie ahead. Our strategic goals — regional mobility, customer experience excellence, organizational strength, community partnership and dynamic workplace — remain the foundation for our work and our vision for the future.

One of our most important initiatives this year has been CATA's Road Ahead, a COA or systemwide transit study that is helping establish a long-term roadmap for mobility throughout the Capital Region. Through this effort, riders, residents, employees and community stakeholders are shaping the next chapter of public transportation while ensuring decisions reflect the needs of the communities we serve.

Partnerships remain critical to advancing our mission. Through the Federal Section 5310 Program and collaborations with housing providers, local governments and community organizations, CATA is helping better connect transportation, housing and other essential community resources. These partnerships help expand access, reduce barriers and improve quality of life throughout the region.

We made significant investments to improve the customer experience and strengthen our system. The launch of our redesigned website and enhanced digital tools has made transit information easier to access while improving accessibility for all users. We expanded our zero-emission fleet with two full-size battery-electric buses, advancing our commitment to sustainability and innovation while continuing to provide reliable service throughout the region.

We also advanced the activation of the former Greyhound building at 511 S. Washington Ave. As we gradually bring the space online, we began hosting CATA Board of Directors meetings there, creating additional opportunities for customers and community members to attend, participate and engage in the public process.

As you explore this year's Community Report, you will see how CATA continues to strengthen partnerships, improve mobility and expand access across the region. While public transportation systems across the country continue to face funding challenges, rising operating costs and uncertainty surrounding long-term investment, we remain committed to responsible stewardship, innovation and delivering the reliable service our community depends on. Thank you for your continued support. We are proud to serve the Capital Region and look forward to continuing to build a more connected community.

Sincerely,

Bradley T. Junkhouser

CATA'S

ROAD AHEAD

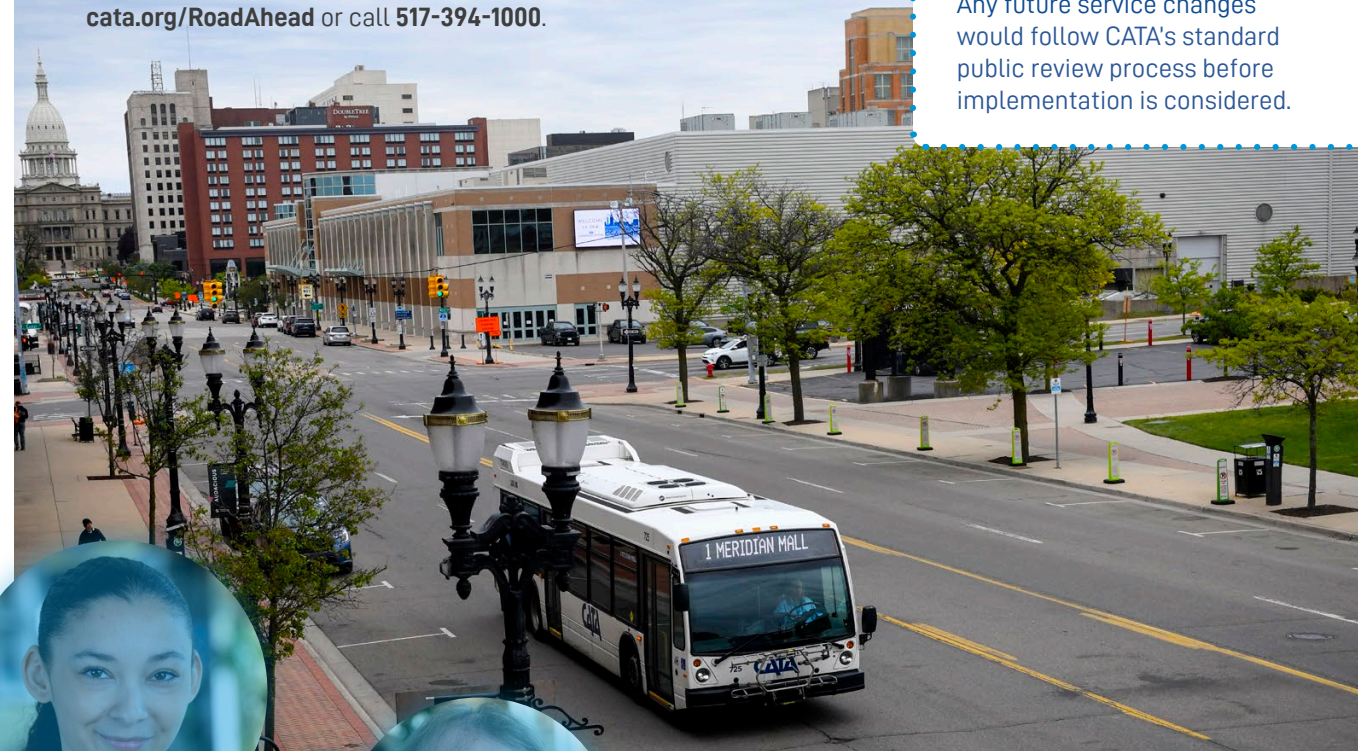
SHAPING THE FUTURE OF TRANSIT

Communities change, travel patterns evolve and transit services must adapt to meet the needs of the people they serve.

CATA's Road Ahead is a Comprehensive Operational Analysis (COA) evaluating CATA's fixed-route, paratransit and microtransit services. The study is exploring opportunities to improve efficiency, grow ridership and reduce barriers to mobility throughout the region.

Unlike annual budget and service planning processes, CATA's Road Ahead is a long-range planning effort designed to help guide future transit investments and service decisions over multiple years. Community feedback from riders, employees, community partners and residents continues to help shape the process as the study enters its final phase.

To learn more, view project materials or request information, visit cata.org/RoadAhead or call 517-394-1000.



PROJECT PHASES

Phase I **Completed**

Understanding Today's Transit System

Phase II **Completed**

Exploring Future Concepts

Phase III *Late Summer 2026*

Developing Recommendations

Final Report *Fall 2026*

Presentation to the CATA Board of Directors

WHAT HAPPENS NEXT?

Any future service changes would follow CATA's standard public review process before implementation is considered.

WORD ON THE STREET

Hear what community members have to say about CATA and the value of public transportation at cata.org/CommunityReport.



MOVING BEYOND BOUNDARIES

Life doesn't stop at a county line.

Whether commuting to work, visiting a favorite restaurant or accessing essential services, people move between communities every day. That's why CATA and its partners continue working to strengthen regional mobility and create a more connected transit experience.

Another step forward came in 2026 when CATA entered into a new interlocal agreement with Clinton Transit. The partnership helps coordinate services, identify transfer opportunities and improve connections between the two systems.

Riders can also connect between CATA and EATRAIN at the Meijer on West Saginaw Highway, providing a convenient transfer point for trips that cross county lines.

As communities grow increasingly connected, transit agencies are working together to ensure mobility keeps pace — helping connect people to opportunities throughout mid-Michigan.

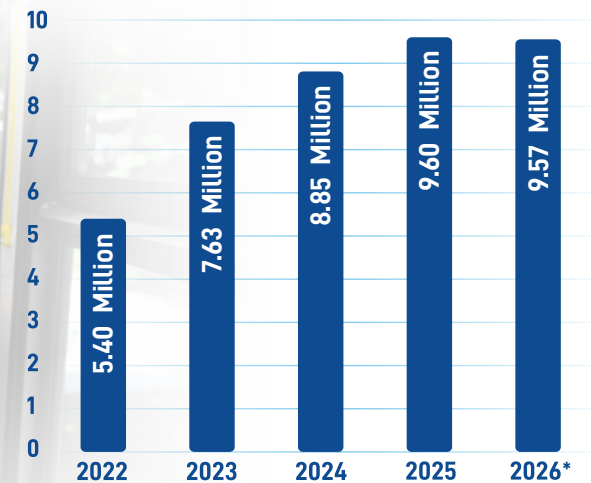
“ If you have a chance to use public transit, utilize it. Take advantage of it. I don't know what I would do without public transportation. ”

– **Lance Thomas,**
Resident/Veteran, Grand Ledge



ANNUAL RIDERSHIP

Number of Rides Per Year (in Millions)



*Fiscal 2026 is projected as of May 2026.

SUPPORTING THE REGION'S WORKFORCE, ONE RYDZ AT A TIME

Getting to work doesn't always fit a 9-to-5 schedule.

To help meet the needs of third-shift workers and others traveling outside traditional transit hours, CATA launched **CATA Rydz Late-Night** in August 2025. Supported by grant funding, the service helps fill a transportation gap between Lansing and Delta Township during late-night and early-morning hours.

Riders can reserve trips in advance between the Lansing Late-Night and Delta Township zones, helping connect them to jobs, services and other destinations.

By aligning service with shift schedules and major employment hubs, CATA Rydz Late-Night supports the region's workforce while expanding access to reliable transportation.

For many riders, CATA Rydz Late-Night provides a dependable connection to work and opportunity. It's one more way CATA is helping redefine what it means to get to work, no matter the hour.



Schedule rides through the CATA Rydz app, Transit app or by calling **517-686-6644**. View all service zones and additional details at cata.org/CATARydz.



I use CATA's rural service. It has been the best thing that has ever happened to me because otherwise I would have to depend upon other people. I am so thankful for CATA.

– Dolores Eisele,
Resident,
Stockbridge



THE ROUTE LESS TRAVELED

CATA's service area extends far beyond the communities most people associate with public transit.

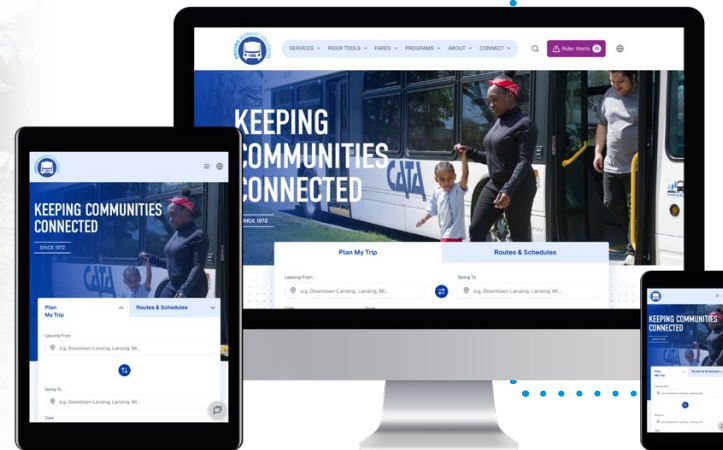
CATA Rural Service (CRS) provides advance-reservation transportation in areas of Ingham County where traditional fixed-route bus service is not available. Using smaller vehicles and flexible scheduling, CRS connects rural residents to the broader CATA network.

As one of CATA's curb-to-curb services, CRS helps ensure mobility remains accessible in both urban and rural communities.

For more details or to schedule a ride, visit cata.org/RuralService or call **517-394-2282**.

A MORE ACCESSIBLE DIGITAL EXPERIENCE

CATA launched a redesigned website in April 2026, marking the Authority's first major website overhaul in nearly a decade. Funded in part through federal grants, the year-long project modernized CATA's online presence while prioritizing accessibility. The new website complies with the Web Content Accessibility Guidelines (WCAG) 2.1 AA, helping ensure riders of all abilities can easily access transit information and services.



NEW WEBSITE FEATURES

- Updated trip-planning tools
- Improved navigation
- Mobile-friendly design
- Streamlined online forms and resources

Questions about the website?
Contact webmaster@cata.org.

NEW CATA RIDER ALERTS!

As part of the website redesign, CATA introduced a new Rider Alerts system with more ways to personalize service updates.

PERSONALIZE YOUR ALERTS

- Choose text, email or both.
- Receive alerts for the routes and bus stops you use.
- Customize notifications based on the days and times you travel.
- Update your preferences anytime.

NOTE: Riders who subscribed on the previous website before April 2026 will need to subscribe again on the new website.

Subscribe or manage your preferences at cata.org/Subscribe.

PAY YOUR WAY

FROM CASH TO CONTACTLESS — READY TO RIDE



NEW: Tap a debit or credit card.



NEW: Use Apple Pay or Google Pay on a phone or smartwatch.



Manage tickets and accounts digitally in Transit app or the CATA Mobile Pay app.



Buy and load prepaid fare cards at CATA locations and reload at select stores.



Purchase passes online or in person.



Pay with cash when boarding.

Many of these options are available across CATA services, though some contactless features depend on vehicle equipment and may vary by service.

Learn more about each payment option at cata.org/Fares.

ON THE ROAD TO **ZERO EMISSIONS**



POWERING PROGRESS WITH CLEAN TRANSIT

CATA's journey toward achieving zero greenhouse gas emissions by 2035 gained momentum this year through investments in cleaner transportation options.

The Authority's first full-size battery-electric bus, manufactured by Gillig, debuted in late 2025. A second battery-electric bus from New Flyer recently joined the fleet, expanding CATA's experience with emerging transit technologies.

The road to zero emissions extends beyond electric buses. Supported by federal and state

grant funding, CATA expects to add 13 new Hybrid Electric Flex buses by the end of 2026 and another eight in early 2027. These next-generation buses can operate on electric power in certain environments, helping reduce fuel consumption and emissions.

By combining electric and hybrid technologies, CATA is taking a practical, phased approach to reducing emissions while continuing to provide reliable transit service throughout the region.



New Flyer Electric Bus



Gillig Electric Bus

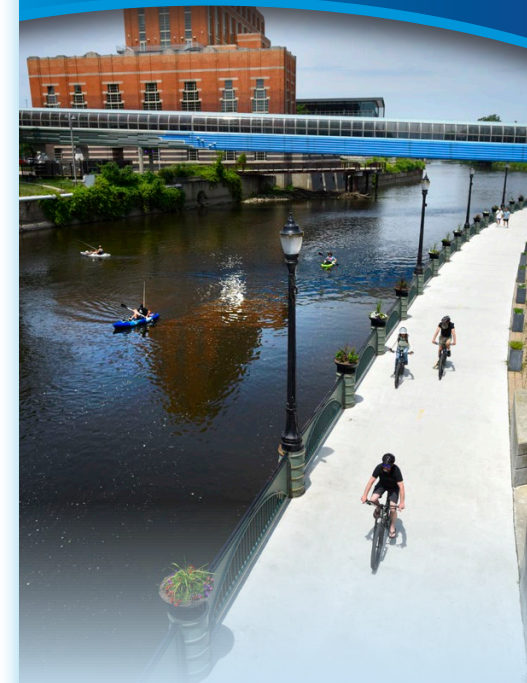
TODAY'S GREEN FLEET:

- ▶ **NEW: 2** full-size battery-electric buses
- ▶ **17** hybrid vehicles
- ▶ **11** electric support vehicles
- ▶ **3** battery-electric full-size vans

COMING SOON:

- ▶ **13** Hybrid Electric Flex buses arriving by the end of 2026
- ▶ **8** additional Hybrid Electric Flex buses arriving in early 2027

BETTER AIR FOR THE PLACES WE SHARE



CATA provides public transportation to help reduce single-occupancy trips in support of cleaner air.

An electric powered bus emits
181 FEWER
metric tons of
CO₂ than a
diesel bus.

Learn more at
cata.org/ZeroEmissions.

ROLLING THROUGH HISTORY

A MOBILE TRIBUTE TO *Rosa Parks* AND THE CIVIL RIGHTS MOVEMENT

In honor of the 70th anniversary year of the Montgomery Bus Boycott, CATA gave one of its older buses a new purpose as a rolling tribute to Rosa Parks and the Civil Rights Movement. Wrapped to resemble the original Montgomery City Lines bus preserved at The Henry Ford Museum of American Innovation, the vehicle connects the community to one of the most pivotal moments in American history.

CATA worked with The Henry Ford Museum to ensure historical accuracy and partnered with the Dr. Martin Luther King Jr. Commission of Mid-Michigan to promote awareness and appreciation of the Civil Rights Movement.

The bus officially debuted on Rosa Parks' birthday, Feb. 4, 2026, recognized nationally as Transit Equity Day.

Inside, visitors can explore transit cards highlighting Rosa Parks' life and key milestones in the Civil Rights Movement. The tribute bus has since appeared at community events and area schools, creating opportunities for learning and reflection. When not being used for special events, the bus operates on regular fixed routes, bringing its message of courage, equality and opportunity directly into the community.

70TH ANNIVERSARY OF THE MONTGOMERY BUS BOYCOTT

A 381-day bus boycott followed Parks' arrest on Dec. 1, 1955. Montgomery's buses were desegregated on Dec. 20, 1956, ending the boycott.



Visit cata.org/RosaParksTribute for more information and a closer look at the tribute bus.

We understand that **transportation can be an equalizer and an uplifter**, and we recognize that it needs to be available for everyone. If we take care of each other, all of us will be better.

— **Elaine Hardy**,
Chairperson,
Dr. Martin Luther
King Jr. Commission
of Mid-Michigan



A LANDMARK'S NEXT CHAPTER: A HISTORIC TRANSPORTATION HUB RETURNS TO COMMUNITY USE

The former Greyhound bus station at 511 S. Washington Ave. is beginning a new chapter.

Since acquiring the property in late 2024, CATA has been restoring and activating the historic building while preserving its distinctive Streamline Moderne architecture. Roof and HVAC replacements, technology upgrades, updated office and meeting spaces and modernized internal layouts are preparing the facility to serve as a contemporary hub while maintaining its historic character.

As staff begin occupying portions of the building, the facility is once again becoming a place where people gather, collaborate and connect. **CATA Board meetings are now held at the site on the third Wednesday of each month**, marking one of the first public uses of the revitalized space.

Located across from the CATA Transportation Center (CTC), the building sits at the center of a corridor experiencing significant investment, including new housing, civic facilities and cultural destinations. Future plans include space for CATA administrative functions, community partners and a Community Resource Center designed to improve access to information and services.

By preserving this landmark, CATA is honoring its transportation heritage while investing in the future of the capital region.

A BOARD ROOM WITH HISTORY

The CATA Board Room at 511 S. Washington Ave. showcases original architectural renderings, historic photographs and restored bucket seats from the former Greyhound bus station.

The space connects today's decision-making with a landmark that has served the Lansing community **since 1950**.



1950 illustrated rendering of the Lansing Greyhound Terminal.
Courtesy of Schmidt Associates & McFarland Publishing

CONNECTING PARTNERS, STRENGTHENING COMMUNITIES

No single organization can meet every need in a community. Transportation, housing, education, public safety and social services are all connected, making cooperation essential to addressing challenges and improving quality of life.

The CATA Community Partnership is a collaboration that brings together representatives from schools, nonprofit organizations, public safety agencies, social service providers and other community partners that serve many

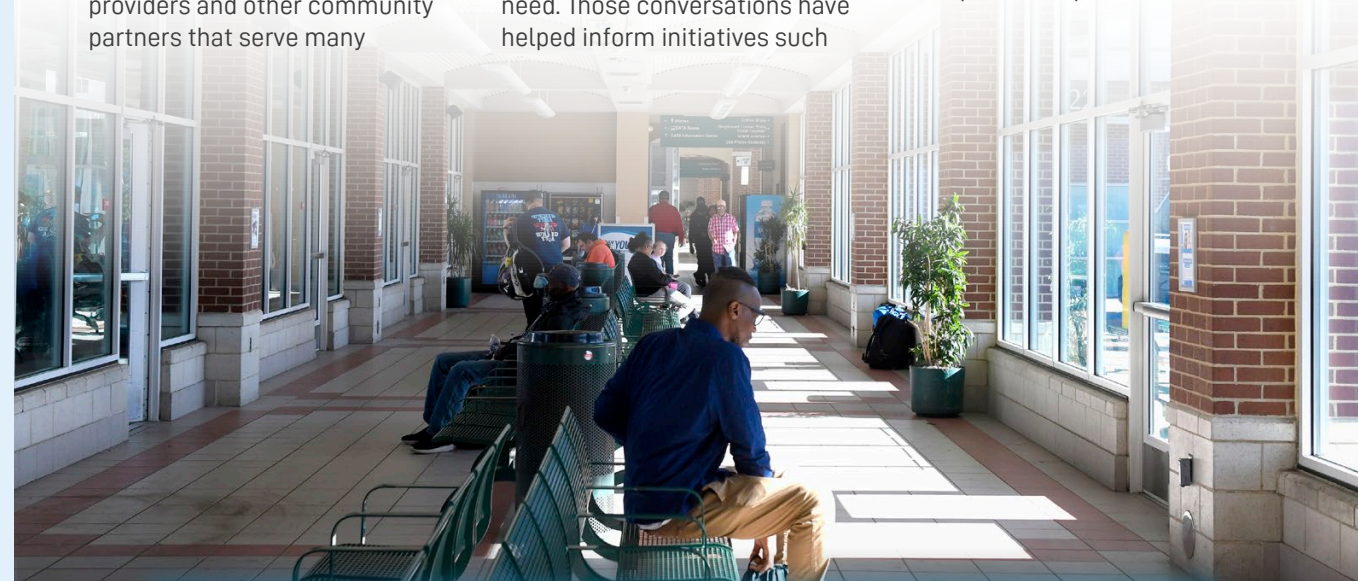
of the same individuals and families throughout the region. Facilitated by CATA, the group meets quarterly to discuss emerging issues, share resources and identify opportunities for coordinated action.

Each partner brings unique expertise to the table. By working together, organizations can better understand community needs, close service gaps and connect people with the support they need. Those conversations have helped inform initiatives such

as the 24-hour warming bus on Route 1 during Code Blue events and efforts to improve community safety and accessibility.

By bringing organizations together, CATA creates opportunities for partnerships that lead to stronger services, more coordinated responses and a greater impact throughout the community.

The collaboration serves as a forum for problem-solving and partnership.



The difference CATA makes in our community ... **This isn't just a bus pass, this is hope.** This is dignity. This is decency. This is a chance at a life that all of us want, and it all starts here at CATA.

– **Mike Karl,**
Founder and CEO,
Cardboard Prophets



CATA's Transportation Center, where they come and catch the bus has been huge ... helping us to accommodate the people to feed them and **bring them what they need.**

– **Linda Karl,**
Administrative Assistant,
Cardboard Prophets



A LEGACY OF CULTURE AND COMMUNITY

Lansing's Latino community has helped shape the region's cultural, educational and civic life for generations. Today, Latino students account for more than 20 percent of enrollment in the Lansing School District, reflecting a vibrant and growing community.

CATA helps connect students and families to educational opportunities through service to Lansing School District high schools. Guillermo Lopez,

Lansing School Board of Education president and a longtime community advocate, says the influence and presence of Latino residents in Lansing continues to grow. He credits strong community partnerships with broadening access and strengthening belonging, describing CATA as "part of the essence of Lansing," supporting connection, opportunity and equity for all.

For decades, CATA has supported Lansing's Latino community through transportation, community engagement and partnerships. That commitment includes sponsoring cultural celebrations and community events, supporting transportation access through bus pass donations and partnering with organizations such as the Cristo Rey Community Center and Cristo Rey Church, including support for the annual Cristo Rey Fiesta. CATA also shares transit information through Adelante Forward Magazine, helping connect Latino residents with transit services and community resources.

“CATA is a fixture in Lansing, because you see them all over. You see the bus stops, you see the buses, specialty rides, you see them now providing transportation for schools in Lansing. **CATA is always there.** It's part of the essence of the Lansing community.”

– **Guillermo Lopez,**
President, Lansing School
Board of Education



TRANSLATION SERVICES

Access transit information in your preferred language with Language Line, available by phone or at a CATA Information Booth.

Learn more at cata.org/LanguageLine or call 517-394-1000.

HELP IS ALWAYS WITHIN REACH

Youth in crisis can access support anytime using **TEXT4HELP** — a service offered through Safe Place® program — to find the nearest site. All CATA vehicles, the CATA Transportation Center (CTC) and the Capital Area Multimodal Gateway are designated Safe Place locations. When CATA's facilities are closed support is also available through a 24-hour crisis hotline for Gateway Youth Housing Services, operated by Child and Family Charities.

Get help by text (under age 18):

Text “SAFE” and your location to **4HELP (44357)**, then reply “2Chat” to connect with a licensed mental health professional. Provide as many location details as possible (street address, city, state).

Get help by phone (ages 12 through 24):

Call the 24-hour crisis hotline for Gateway Youth Housing Services at **1-877-833-3689**.

If you're in immediate danger, call **911**.

For more information, visit cata.org/SafePlace.



“**[Public] transportation is so valuable.**

We rely on public transportation to help us get our kids to where they need to go.

– **Mandi Woodward,**
Youth and Family
Drop-In and
Education Center
Coordinator, Child
and Family Charities



“The partnership between CATA's Safe Place and Child and Family Charities has been vital for us to get services out to youth who otherwise **wouldn't have the means** to get to our drop-in center.

– **Antonio Botello III,**
Director of Youth and
Family Support Services,
Child and Family Charities



“We've worked with CATA for a long time and **this relationship is so important to our clients.** Having the bus [stop] right there is awesome.

– **Andrea Calabrese,**
Chief Operations Officer,
Child and Family Charities



DRIVING SAFETY FORWARD EVERY SHIFT. EVERY TRIP. EVERY TIME.



LOOK AHEAD.



LOOK AROUND.



LEAVE ROOM.



COMMUNICATE.



CATA applies LLLC's proactive driving principles to prevent incidents and promote safety.

EXTENDING THE REACH OF TRANSIT

From accessible vehicles to travel training, the Federal Section 5310 Program helps expand transportation options for seniors and individuals with disabilities across mid-Michigan. CATA receives federal funding through the program and works with local organizations to support transportation projects that improve mobility and accessibility.

ORGANIZATIONS THAT HAVE RECEIVED FUNDING SINCE 2024

Vehicles:

- Retired & Senior Volunteer Programs of Ingham, Eaton & Clinton Counties (RSVP)
- Lansing Housing Commission
- Mason Community Services
- Senior CommUnity Care of Michigan PACE
- Ingham County Medical Care Facility

Travel Training: *Helping individuals build confidence using public transportation.*

- Disability Network Capital Area (DNCAP)

These investments help address mobility needs beyond traditional transit service, creating greater access and independence throughout the region.

Learn more or apply for future funding opportunities at cata.org/5310Program.



Whether it is helping us with Spec-Tran passes or [getting a van through the] 5310 program, **without CATA, we could not fulfill our mission.**

– **Carol Wood,**
Executive Director, RSVP

For people with disabilities and anyone to have access to public transportation, **it really is freedom for them.**

– **Jenna McBride,**
Executive Director, DNCAP



DYNAMIC WORKPLACE



Launched in 2026, the employee-led initiative creates opportunities for employees to connect with one another, and the communities CATA serves.

In its first year, CATA One has partnered with the Greater Lansing Food Bank, supported

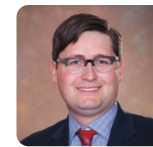
local families during the holidays and explored ways to assist organizations such as Lifeboat Addiction Services. These efforts strengthen connections among employees while creating a positive impact throughout the region.

Beyond community service, CATA One encourages professional growth, open dialogue and employee well-being, helping foster a workplace where employees feel supported, valued and empowered to contribute.

MISSION STATEMENT: *To foster a culture of belonging and respect where every employee feels valued, supported and empowered to thrive.*

CATA LEADERSHIP

BOARD OF DIRECTORS



Nathan Triplett
Chairperson
City of Lansing



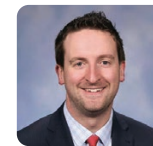
Shanna Draheim
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City of East Lansing



Phil Deschaine
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Meridian Township



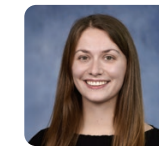
Kellie Blackwell
Delhi Township



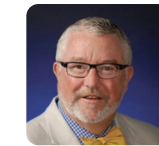
Jack Schmitt
City of East Lansing



Mark Grebner
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Chelsea Dowler
City of Lansing



Derek Melot
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Eric Tans
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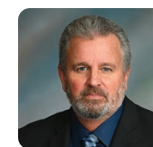
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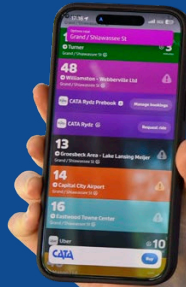
Andrew Olson

ACCESS CATA ON THE GO

Download Transit for:

- Live Bus Tracker
- Service Alerts
- Upcoming Departures
- Automatic Detour Detection
- Mobile Ticketing
- CATA Rydz
- Trip Companion

Learn more at cata.org/Transit.



transit

SHARE YOUR FEEDBACK

WE VALUE YOUR INPUT AND OFFER
MULTIPLE WAYS TO CONNECT:



Submit a form at
cata.org/Feedback



Email
info@cata.org



Call
517-394-1000



Visit a CATA
Information
Booth



Attend a
Listening
Bus Session



Participate in
CATA's Road Ahead
transit study

DISCOVER MORE STORIES

Visit cata.org/CommunityReport
to access full video testimonials,
additional Community Report content
or to be featured in a future issue.



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@rideCATA