

CATA'S **ROAD AHEAD**

SHAPING TRANSIT SERVICE THAT
MOVES WITH OUR COMMUNITY

COMPREHENSIVE OPERATIONAL ANALYSIS

PHASE 2 ENGAGEMENT SUMMARY

August 2026

Capital Area Transportation Authority



Table of Contents

CATA's Road Ahead Phase 2 Engagement Summary	1
Purpose & Approach	1
Public Survey Analysis	2
Purpose & Approach	2
Concept Feedback	6
Respondent Demographics	28
Key Findings	34
Public Pop-Up and Open House Events	36
Feedback from Social Media	41
Stakeholder Engagement	42
Key Engagement Findings	43
APPENDIX A: Public Survey	44
APPENDIX B: Facebook Comments	46

CATA's Road Ahead Phase 2 Engagement Summary

Purpose & Approach

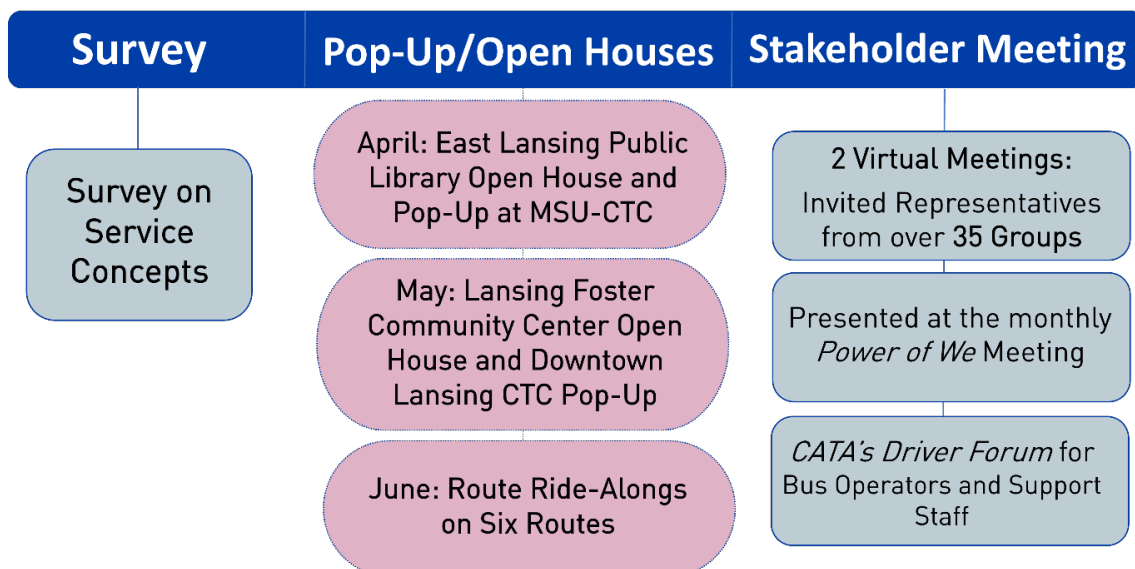
The Capital Area Transportation Authority (CATA) is conducting a Comprehensive Operational Analysis (COA) of its fixed-route and demand-response transit services with the goal of identifying route and service strategies that will improve efficiency and on-time performance, increase ridership and reduce barriers to mobility across the Tri-County region. Branded as CATA's Road Ahead, 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 and stakeholder 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.

While Phase 1 focused on gathering feedback on existing services and opportunities, Phase 2 of outreach and engagement shared two preliminary concepts to test different design ideas and solicited feedback from the public, bus operators, and other stakeholders. Feedback will be used to develop a recommended network based on popular elements of each concept.

Phase 2 occurred from March through June 2026 and was conducted through pop-up events, two open house events, a survey, and two stakeholder coordination meetings (**Figure 1**).

Figure 1: Summary of Phase 2 Engagement



Public Survey Analysis

Purpose & Approach

As part of the second phase of engagement, an online public survey was utilized to gather input on the service concepts. 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 open houses and pop-up events (**APPENDIX B**). The survey was also translated into CATA's Title VI languages: Spanish, Mandarin, Korean, Arabic, and Farsi, and available online or by requested paper copies.

The survey was available from April 15 through June 12, 2026, and received 355 responses, both from online and paper submissions. The survey reached 92 percent of the target survey sample size of 384 surveys, that was identified in the *Survey Sampling Plan* as part of the Phase I public survey.

Service Concepts

Phase 2 of outreach and engagement shared two preliminary concepts to test different design ideas and solicit feedback from the public, bus operators, the public, and other stakeholders. The two concepts share some features and differ on many others. Concept A is a more modest update of the existing network. Concept B introduces more substantial changes, including expanded cross-town service that bypasses downtown Lansing and more microtransit service branded as CATA Rydz in place of fixed-route service.

Maps with an overview of the service concepts shared with the public for survey input are included for reference in **Figure 2** and **Figure 3**.

Figure 2: Concept A Fixed Routes and Demand-Response Zones

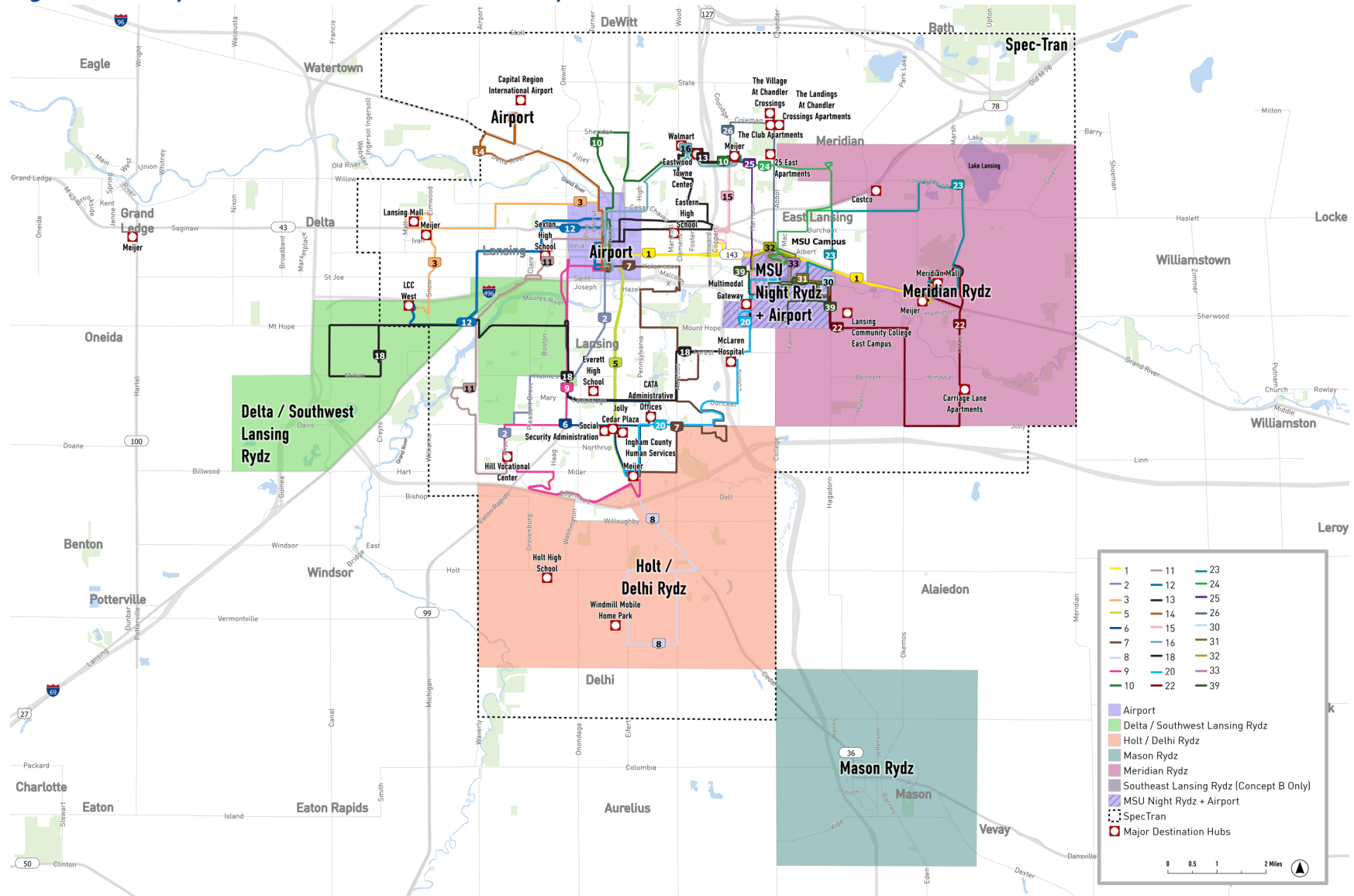
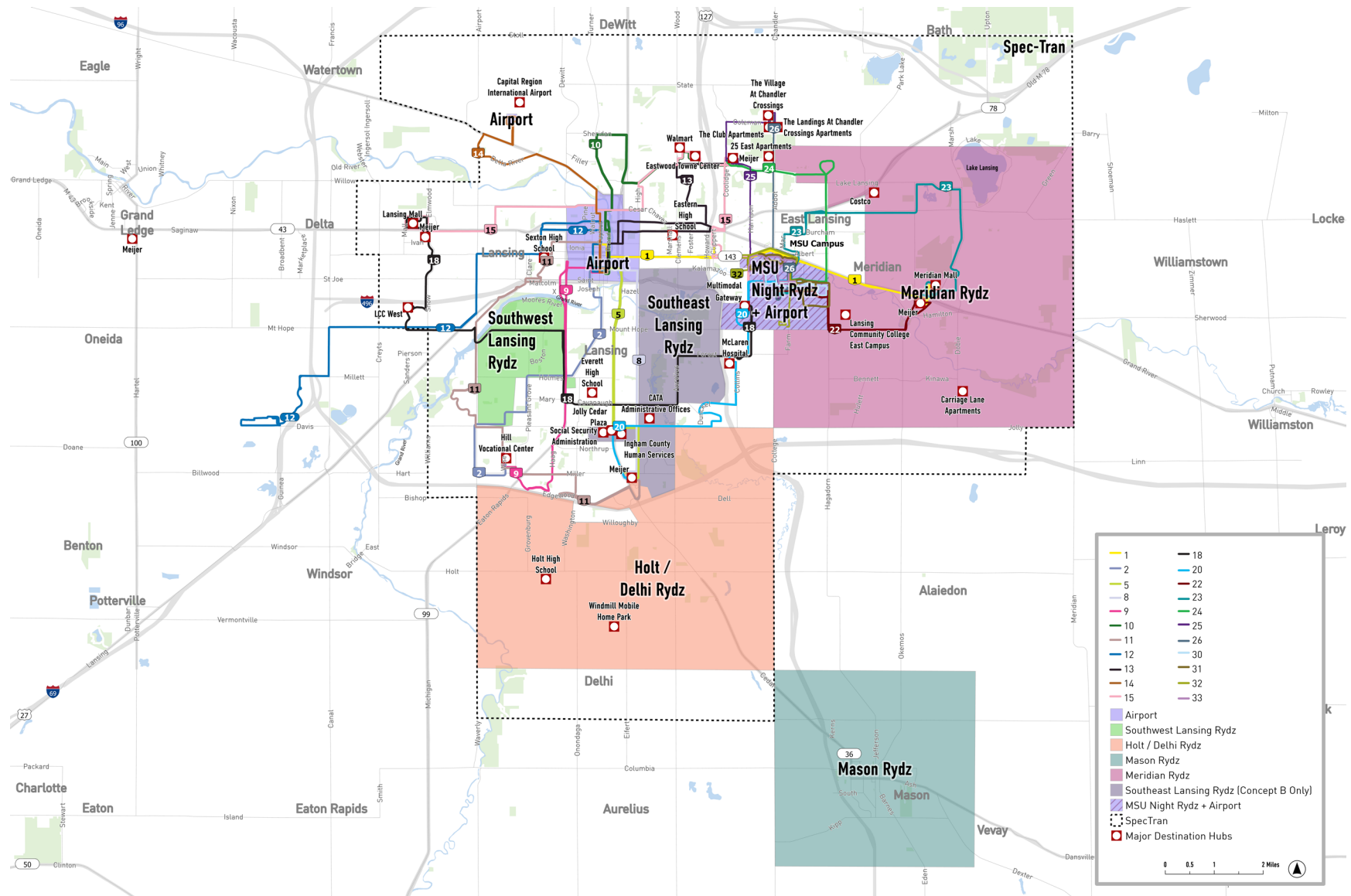


Figure 3: Concept B Fixed Routes and Demand-Response Zones



Outreach

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

- Sandwich board 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.
- Monthly Listening Bus sessions and additional ride-alongs.

The Listening Bus sessions entailed CATA representatives riding on buses to talk with riders and document their input. The April session occurred on Routes 18 and 26, the May session on Routes 12 and 13, and the June session on Routes 1 and 15. The project team also conducted additional ride-alongs on June 3, 2026, on Routes 3, 7, 9, 11, 13, and 15 to increase survey participation. These routes were selected based on the scope of the potential route changes in the two concepts, the number of survey comments to date, and on the schedule so that the project team could most efficiently utilize their time.

CATA also promoted the survey and pop-up events on its website and social media platforms (Instagram, Facebook, X, and LinkedIn) 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. The survey also received media attention online by WLNS, and the news on Local 6 News at 6, News 10 at 11:00 p.m., Fox 47 Morning News at 7, News at Noon, at 6:30 p.m., at 10:00 p.m., and Fox 47 news online. Additionally, the survey was provided to project stakeholders to be shared with their respective organizations and networks. Stakeholder groups also helped to share information about the survey and proposed changes, such as The Lansing Chamber on X, Meridian Township on Facebook, and the Tri-County Regional Planning Commission on LinkedIn.

To reach transit operators and staff, CATA promoted the survey internally at the Driver Forum on May 27 and at the All-Operators Training (AOT) that occurred from May 14 to June 19. CATA staff discussed the two concepts with the operators and had printed concepts and surveys to complete.

Common Themes

The following sections will break down opinions of proposed changes to specific routes and demand-response services by respondent type, whether they are a bus operator/CATA employee, a rider, a non-rider, or a representative from a stakeholder group.

Common trends include:

- Bus operators tend to prefer the status quo.
- Across groups, some respondents highlighted a preference for directly operated services, rather than contracting operations.
- There are only a few routes where all different types of groups (bus operator, rider, stakeholder, etc.) shared consensus on a proposed change or keeping the route as is.
- Common reasons for the varied comments from different groups include:
 - Bus operators/CATA employees tend to provide feedback on operations and safety, such as turning radii, corridor traffic, and pedestrian crossings.
 - Riders tend to focus on their experience.
 - Non-riders tend to focus on taxes and efficiency.
 - Stakeholders tend to focus on system design and data-driven decision making based on ridership.

Concept Feedback

Overall, across all types of respondents, the preferred concept preference was for preserving the current service or no preference (32 percent each), followed by a slight preference for Concept B (19 percent) over Concept A (16 percent) (**Figure 4**). There is a variation in preference by respondent type. The top choice for bus drivers was current service, while the top choice for riders was no preference for the overall concept preferred. The preferred concept varied across bus operators and riders as well: Bus operators slightly preferred Concept A while riders slightly preferred B overall (**Figure 5, Figure 6**).

Figure 4: Overall Concept Preference

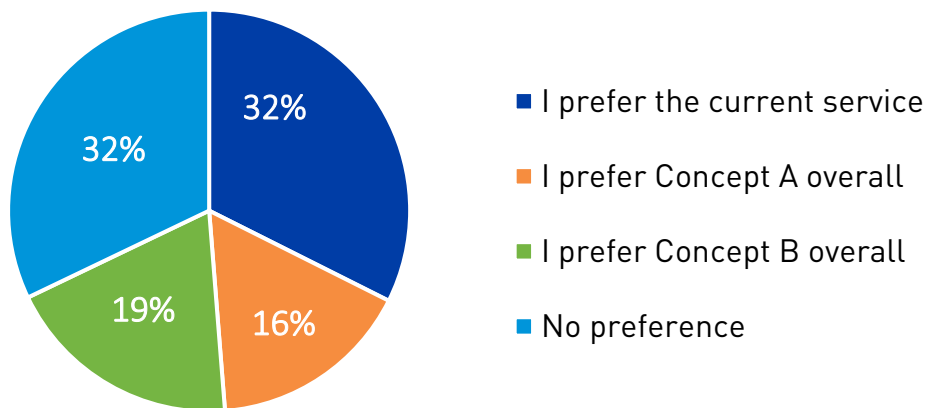


Figure 5: Overall Preference, Riders (n=263)

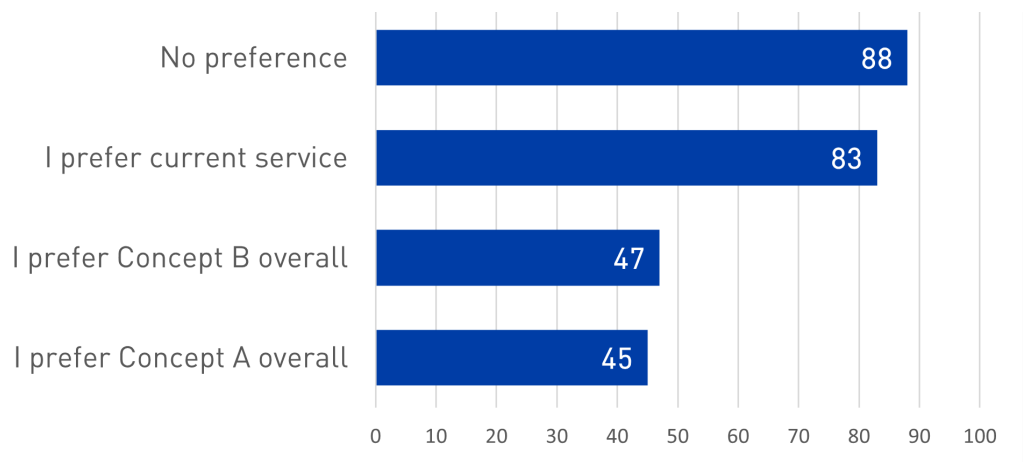
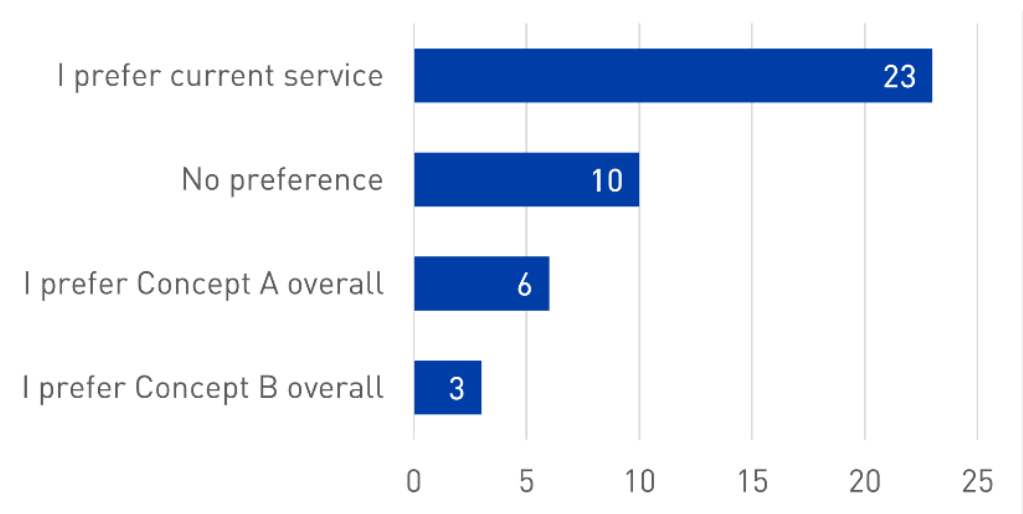


Figure 6: Overall Preference, Bus Operators (n=42)



Fixed-Route Service Feedback

Table 1 summarizes the service concepts and related comments for fixed routes. Each respondent could provide feedback on up to three routes. The responses have been grouped based on the respondent type: Bus Operator/CATA Employee, Rider, Non-Rider, Stakeholder Agency Representative.

Table 1: Fixed-Route Concepts Preference and Comments Summarized by Respondent Group

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
1 DOWNTOWN LANSING – MERIDIAN MALL	Preference: Split — 1 Current Service, 1 No Preference Comments: One operator feels changes do not improve passenger service and it should stay as-is; another supports eliminating the "giant loop."	Preference: Concept A (11), No Preference (8), Current Service (7), Concept B (4) Comments: Delays caused by the Frandor detour are a common complaint. Some prefer the route stay on Michigan Avenue and bypass Frandor altogether. Behavior at the Frandor stop is a concern. Others request extended Sunday/early-week service hours, a new stop between the East Lansing Target and a nearby business and removing the Capitol loop. One rider called Route 1 "the workhorse of Lansing area transit."	Preference: Concept B (3), Current Service (1), Concept A (1), No preference (1) Comments: One respondent believes bus stops brings crime and makes the Okemos Meijer unsafe.	Preference: Split — Concept A (1), Concept B (1), No Preference (1) Comments: A concern for converting Meridian Mall to on-demand service, noting impact on mall access for both customers and employees. Another says to split route into two separate – Route 1 for MSU area and the new Route 21 as a Meridian Express with limited stops on Michigan Ave or bypass via I-496 like Chicago's Red and Purple Express Lines.

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
2 S. WASHINGTON - PLEASANT GROVE	Preference: Split – 1 Current Service, 1 No Preference Comments: One operator supports getting off Burnaway/Seaway due to low ridership; another says routing through GM will not add passengers and would cause missed stops on Washington Avenue	Preference: Current Service (5), Concept A (2), Concept B (1), No Preference (1) Comments: Riders report persistent lateness and ask for schedule/route adjustments to address it. There is a request for extended Saturday/Sunday service from 5 a.m. through 11:30 p.m. One rider warns that removing Route 2 from their neighborhood would strand them from the transit network entirely.	N/A	N/A
3 WILLOW – LANSING MALL	Preference: Concept A (2 vs. 1 Current Service) Comments: A temporary stop near Logan's Roadhouse on Mall Drive is flagged as unsafe (located in a turn lane). One operator suggests using Willow to Waverly to Saginaw to Downtown pattern with adjusted frequency. Another says current route is fine and adding LCC overlap is unnecessary.	Preference: Concept A (12), Current Service (6), Concept B (6), No Preference (4) Comments: Much support for the LCC West extension in Concept A, with one rider calling it "genius" to connect unserved areas (Snow and Elmwood). Multiple riders want service restored to Marketplace Boulevard/Walmart on the west side, noting loss of this route has reduced employment and shopping access for long-term riders. One rider on Seaway Dr. reports a 1-hour trip to Lansing Mall and asks why there is not a connection to the airport from Jolly Rd. Also, a request to route outbound service on Pine Street (instead of Walnut Street) for easier boarding.	Preference: Concept B (1) Comments: The respondent empathizes with riders who lost the Lansing Mall-to-Walmart route and call for its restoration, but opposes using Delta Twp. funds; CATA should find alternative funding mechanisms.	Preference: Current Service (1) Comments: Route 3 should remain on Pine Street, which is heavily used in the Genesee neighborhood.

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
5 SOUTH CEDAR - EDGEWOOD	Preference: No clear preference (2 No Preference, 1 Current Service) Comments: One operator supports keeping current service for south Penn Meijer and Edgewood riders, and an express bus for Everett High instead of deviation trips. Others support removing Everett and the Edgewood deviation.	Preference: Concept A (7), Current Service (3), Concept B (2), No Preference (1) Comments: A request for more stops further down Holmes Rd. One rider asks for a safer crossing or alternative route near Michigan Works. General feedback on bus arrival time accuracy in the transit app.	N/A	Preference: Concept B (1) Comments: None
6 CEDAR - JOLLY CONNECTION	Preference: Split (1 Current, 1 Concept B, 1 No Preference) Comments: One comment expresses that the route does not need to serve S. Penn Meijer since four other routes already do but likes the Cavanaugh-MLK routing and believes the Social Security Office is a regular stop. Eliminate 6 due to high cost and low ridership.	N/A	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
7 AURELIUS - MILLER	Preference: Current Service (1 response) Comments: Route is good as-is; the only suggested change is to stay on Malcolm X in the Perkins neighborhood and avoid going into the neighborhood itself.	Preference: Current Service (11), Concept A (5), No Preference (1) Comments: Strong concern that Aurelius Rd. would lose service entirely under new concepts. Riders depend on this route for grocery access, medical appointments, and work commutes. One rider specifically uses it to reach a doctor's office on Patient Care Way, noting Spec-Tran is too unreliable as an alternative. Requests for more weekend service and faster trip times.	N/A	N/A
8 PENNSYLVANIA - HOLT	Preference: Concept A (2 vs. 1 Current Service, 1 Concept B) Comments: Another says changes would harm heavily-reliant passengers. Two operators support not going into Windmill subdivision and not traveling through Holt as efficiency improvements.	Preference: Current Service (14), Concept B (4), Concept A (3), No Preference (2) Comments: Some riders from Holt and Delhi Twp. are concerned about both proposed concepts requiring a transfer at Meijer, which they say dramatically increases trip times. One rider recounts the 2022 route split as a "nightmare" and fears repeating it. Delhi Twp. residents note this is their only fixed route. Riders also argue Pennsylvania Avenue is too urban a corridor to lose direct service. One rider calls for a Mason connection. Another asks that Holt High School be served. Concept B's elimination of the Holt section is widely seen as making CATA non-viable compared to Uber/Lyft for Holt residents.	Preference: Concept A (1) Comments: Need improved bus stop amenities and shelters.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
9 SOUTH MARTIN LUTHER KING JR.	Preference: Split (1 each: Concept A, Concept B, Current Service) Comments: One supports connecting to Meijer on S. Pennsylvania Avenue and a direct Miller Road alignment. Another says route is heavily used and should stay as-is, with concern about Harry Hill being the sole stop and loss of Miller Rd. service. A third says no need for Georgetown deviation; Hill may not be the best endpoint.	Preference: Concept A (21), Current Service (8), Concept B (2), No Preference (1) Comments: Riders overwhelmingly favor Concept A. Key concern is that Concept B would cut off access to food pantries, community services, and groceries for low-income residents on Miller Rd., with some noting the Catholic Charities food pantry. One rider requests that if Edgewood service is added in Concept A, Balfour Dr service be retained through directional coverage. Concern about removing LCC and state government complex stops. A request for Sunday evening service until 9:00 p.m.	N/A	N/A
10 NORTH LANSING - TURNER	Preference: Split (1 each: Concept A, Concept B, Current Service) Comments: Speed bumps going behind Walmart are flagged as problematic. One operator says the route is fine as-is and passengers can transfer on High St for Eastwood/Meijer; route overlap is unnecessary.	Preference: Current Service (3) Comments: None	Preference: Concept B (1) Comments: The respondent appreciates that Concept B would enable a one-seat downtown-to-Eastwood trip, which currently does not exist.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
11 WAVERLY – COLONIAL VILLAGE	Preference: Current Service (2 vs. 1 No Preference) Comments: Operators concerned that removing Colonial Village coverage would impact riders in the Mt. Hope/Boston Street area; not enough ridership to Harry Hill to justify changes. One operator supports changes to streamline to main streets since Colonial Village pickups are minimal.	Preference: Current Service (11), Concept B (4), Concept A (1) Comments: Seniors and mobility-limited riders who rely on stops along Waverly, Mt. Hope, Boston Boulevard and the Cambridge Downs/Colonial Village area for medical appointments, groceries, and errands do not want changes. Multiple riders express that both concepts would either strand them or significantly extend their commute. One rider notes the route's absence on weekends as a major hardship and supports Concept B for including a Rydz zone. Several riders request weekend service and longer hours. A parent raises concern that proposed changes remove access to the new Lewton School (PreK-8). One rider who commutes downtown daily says either concept would add roughly 45 minutes to an already long commute.	Preference: Concept B (1) Comments: Would like to be able to take child to Wexford school via bus service.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
12 W. MICHIGAN – WAVERLY – LCC	Preference: Split (2 Current Service, 2 Concept B, 1 Concept A) Comments: An operator worries GM extension will not add riders and eliminating St. Joe Street stops would hurt passengers; inquires if LCC could help fund service before eliminating. Others support Amazon job access, connection to Auto-Owners Insurance (a major employer just across the highway) and CATA Rydz for the Delta Twp. connection.	Preference: Concept B (6), Concept A (3), No Preference (1) Comments: Riders strongly support access to warehouse jobs in West Lansing (Amazon, Meijer, and others). One rider specifically supports GM job access enabled by the route change. Requests for increased service frequency — multiple riders say the route does not run often enough.	Preference: Concept B (2) Comments: Support for expanded service to the industrial/warehouse areas on the west side, described as "very underserved."	Preference: Concept B (1) Comments: Supports Concept A overall but B for Routes 12 and 18 for the west side. Says to keep Route 3 as-is, move 18 onto St. Joe Street in place of 12, and retain 12 to LCC for the transfer connection. Route 18 does not address the service gap in Dwight Rich area and sent a concept that shifts Route 9 to primarily run on Pleasant Grove to fill gap.
13 GROESBECK AREA	Preference: Split (1 Concept B, 1 Current Service) Comments: One operator supports exiting the Groesbeck neighborhood (low ridership) but warns against confusing back-and-forth at Walmart. Another says route should stay as-is; Eastwood was removed before for a reason, and passengers can transfer via Route 16. A third says stay on Lake Lansing, avoid Eastwood due to minimal ridership and unnecessary risk (same comment applies to Routes 15 and 16); also strongly opposes Delta Twp. service, should not be served without funding.	Preference: Concept A (3), Current Service (3), No Preference (1) Comments: Strong requests for weekend service and increased frequency. One rider prefers the current Frandor-area routing (Grand River–Coolidge–Saginaw) and says the proposed alignment would require significantly more walking to board.	Preference: No Preference (1) Comments: A question about the current routing logic — the respondent wonders why the bus zig-zags through Groesbeck via Hayford to Tulane when a straight shot down Fairview to Tulane then Wood would be faster with fewer stops and turns.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
14 NORTH GRAND RIVER – OLD TOWN	Preference: Split (1 Concept A, 1 Current Service) Comments: One operator warns that proposed changes would force passengers to cross busy high-speed roads. Another simply flags the need to consider timing in the proposed route.	Preference: Current Service (1), Concept A (1), Concept B (1) Comments: One rider prefers to keep the transfer point at Grand & Michigan (rather than going all the way to the CTC) because of timing advantages. They also oppose the Delta River Dr. inbound loop, which would increase their evening commute time. Another rider wants to confirm the Peckham Riverside stop is retained.	N/A	N/A
15 KALAMAZOO – FRANDOR	Preference: Current Service (1 response) Comments: Eastwood Towne Center does not need another bus route; Route 3 already covers Lansing Mall; passengers can transfer via Route 20 to the Multimodal Gateway. Should stay as-is or be combined with Route 13.	Preference: Current Service (6), Concept B (5), Concept A (3), No Preference (2) Comments: Riders request weekend service, more frequency (at least every 30 minutes vs. hourly), and a new stop between Shepherd and Holmes for seniors doing errands. One rider on E. Kalamazoo Street who does not have Rydz access asks for demand-response coverage if fixed-route is discontinued. One rider supports a shorter, more direct route. Another argues Route 15 should not change or be rerouted since it is an urban area and cannot be replaced by a Michigan Avenue route.	Preference: Concept B (1) Comments: Support for Concept B's more direct crosstown routing that avoids downtown.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
16 OLD TOWN - W. LAKE LANSING ROAD	Preference: Split (1 Concept A, 1 Current Service) Comments: Proposed changes add no value for passengers.	Preference: No Preference (3), Concept A (2), Concept B (2), Current Service (1) Comments: Coordinate with Catholic Charities and Cristo Rey Community Center, stops on High Street before changes made, as these are vital community resources. Another asks why Route 16 would be kept if Route 10 overlaps most of it, suggesting a possible southern extension on Larch/Cesar Chavez/New York. Requests for more departure times overall.	N/A	N/A
18 CAPITAL CITY CROSSTOWN	Preference: Concept B (3 vs. 1 Concept A, 1 Current Service, 1 No Preference) Comments: Serving industrial areas is seen as valuable, but one operator questions deviating to pick up Everett High students (who could walk to Route 5 on Cedar). Another supports industrial access but thinks it should connect to the CTC for broader system connectivity. One operator says changes add no value and MSU extension should be cut. One says "it needs to be removed." One supports the Meijer connection as an improvement.	Preference: Current Service (3), Concept B (1), Concept A (1) Comments: One rider's current commute (Mt. Hope & Washington to Akers Hall) works perfectly with the existing route; both concepts reroute away from that intersection, requiring multiple transfers. A rider using this route to reach the train station notes neither concept makes that connection easy from points east. Another rider finds afternoon MSU service confusing (sometimes requiring a transfer at the train station, sometimes not) and has missed connections as a result. One rider suggests a southward extension down Pleasant Grove to Hill Vocational Center to connect with Route 9. A detailed suggested routing was provided: Mt. Hope Avenue to Waverly Road to Jolly Road to Collins Road to McLaren Hospital.	Preference: Concept A (1) Comments: Desire for a dedicated route along Mt. Hope from Waverly to campus with a different route connecting to it to go through South Lansing.	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
20 SOUTH HARRISON – JOLLY -DUNLAP	Preference: Split (1 Concept A, 1 Current Service) Comments: Staging concern at Ramp 5 — no open bays when MSU is in session. Another says route is fine as-is; another South Pennsylvania Street Meijer route is not needed; Spartan Village has almost no ridership.	Preference: Current Service (3), Concept B (2) Comments: Detailed feedback on the northern terminus: ending at Ramp 1 or the Multimodal Gateway creates connectivity problems for people with mobility issues trying to connect to Route 1, and suggests a Kalamazoo–Beal–Michigan alignment instead. Another rider values the direct South Penn Meijer–to–McLaren Hospital connection in Concept A (currently requires three buses). One rider worries Concept A would make Route 20 congested with Okemos-bound riders bypassing Routes 5, 8, 9, and 1; they prefer 20 as-is. An MSU student highlights that Route 20 diverted into south campus neighborhoods would fill a major gap that students frequently cite.	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
22 MSU – HASLETT – OKEMOS	Preference: Concept A (2 vs. 1 Current Service) Comments: One appreciates a direct route to the mall from campus; Concept B could loop around the mall. Another says Routes 22/23 should stay as-is – riders have adapted. A third supports splitting the routes for clarity.	Preference: Current Service (6), Concept B (2), Concept A (2) Comments: One rider appreciates the 22/23 split, while another is worried about losing it for the “frequency by proximity” benefit: if you miss one bus you can walk across the street to catch another. A rider requests a new stop near 2851 Jolly Rd. (Civil & Environmental Engineering Lab). Concerns raised about buses using residential streets at excessive speeds in school zones (Alton, Burcham, Albert). Strong request for Sunday service in the Okemos/Haslett/East Lansing corridor, and increased evening and morning frequency.	N/A	Preference: Current Service (1) Comments: Concept B removes service from at least three student apartment complexes, which are a significant portion of riders on this route, as well as three multifamily complexes along Dobie Road. Another stakeholder requests that Route 22 be maintained into “deep south Haslett.”
23 MSU – OKEMOS – HASLETT	Preference: Current Service (2 vs. 1 Concept A) Comments: Routes 22/23 should stay as-is. One operator calls for GPS to be on for real-time estimates.	Preference: Concept A (2), No Preference (1), Current Service (1) Comments: Requests for increased morning and evening frequency, and limited Sunday service.	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
24 EAST LANSING – E. LAKE LANSING	Preference: Split (1 Concept B, 1 Current Service) Comments: Concept A leaves no restroom stop for drivers (except Meijer, which would cause delays). Another says current route is ideal and changes do not benefit passengers.	Preference: Concept B (8), Current Service (2), Concept A (1) Comments: Strong support for Concept B's directness to campus and a preference for higher service frequency. One rider notes a concern about frequency in summer under Concept B (not enough buses from the MSU Shaw hub to downtown). Another bought their home partly because Route 24 connects home to work – both concepts eliminate that, which they call "very disappointing." While another notes Concept B would eliminate their current 26-to-30 transfer and get them to work faster. One rider advocates for an East Lansing city circular route (Grand River – Hagadorn – Burcham – Abbot) as a complement, and worries about how students from the north would get to East Lansing High School. There is also concern for residents of the Carriage Lane Apartments. A rider also suggested a 50 to 60-minute trip duration built in for unexpected delays.	Preference: Current Service (1), Concept A (1) Comments: None	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
25 NORTH HARRISON	Preference: Current Service (1 response) Comments: Current route is ideal for Lake Lansing Meijer and MSU access with good transfer opportunities; no proposed change makes sense.	Preference: Current Service (2), Concept B (2), Concept A (1) Comments: Chandler Apartments residents rely on Route 25 during summer when Route 26 reduces hours; Concept A would eliminate that option. One rider requests a 10:40 p.m. weekday departure (currently Saturday-only). Another says Concept B is quicker to campus.	N/A	N/A
26 ABBOT – CHANDLER	Preference: Split (1 Concept A, 1 Current Service) Comments: It is one of the most crowded routes. Avoid the Abbot/Burcham turn, and a turn onto Abbot from Grand River raises similar safety concerns and would miss MAC Avenue stops. Another said Lake Lansing Meijer route is unnecessary. Another suggests moving the Chandler Crossing stop to Chandler/Abbott after the light.	Preference: Concept A (4), Concept B (1), Current Service (1), No Preference (1) Comments: Riders near Meijer support the Route 26 Meijer extension in Concept A. One rider asks about an east-west connection near the old Rite Aid/Abbott Rd Post Office. Strong request for later service — ideally until 2:00 a.m. A rider also suggested a 50 to 60-minute trip duration built in for unexpected delays.	N/A	N/A
30 SOUTH & EAST NEIGHBORHOOD	Preference: Current Service (1 response) Comments: Operator agrees with the concept direction and supports leaving it as-is.	Preference: Concept B (2) Comments: One rider feels the current route does not connect to enough nearby destinations.	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
31 BRODY & EAST NEIGHBORHOOD	Preference: Split (1 Concept B, 1 Current Service) Comments: Brody Hall access is important to one operator. Another says this is a heavily-used student route; removing Grand River service would be a big loss, and proposed changes create unnecessary overlap with Route 33 on Circle Drive.	Preference: Concept B (3), No Preference (1), Current Service (1) Comments: Concern that the "figure 8" pattern is impractical and the Kellogg Center stop only has one small shelter. One rider without car access warns Concept A disrupts their commute and daily life. Another notes Concept B retains the veterinary school stop (Wilson & Farm), which has strong ridership, while Concept A eliminates it. A rider prefers this route stays on Michigan Avenue west of Harrison Road for a transfer with Route 1 at Coolidge Road. A rider prefers Concept B for Routes 31 and 32, but Concept A for others.	N/A	N/A
32 COMMUTER LOT – SNYDER HALL	Preference: Split (1 No Preference, 1 Current Service) Comments: An operator says this route is heavily used for remote parking lots (not just Lot 89 but also Service Rd. near Hagadorn) and should stay as-is.	Preference: Concept A (3), Current Service (2) Comments: A is better for the MSU routes, but B is better for the greater Lansing area. A student notes that if Route 32 is the new campus route, it would be less direct to Ramp 1.	N/A	N/A
33 NORTH & SOUTH NEIGHBORHOOD	Preference: Split (1 Current Service, 1 Concept B) Comments: One operator says proposed changes cause unnecessary route overlaps and add no student value. Another supports a route from Brody down to Wilson and East Campus for a quicker trip.	Preference: Current Service (1), No preference (1) Comments: A rider asks how students will access buildings along Wilson Road if service is removed from that corridor. Another feels buses on MSU, especially this route, need more capacity to meet the demand in quantity of riders.	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
34 BRODY NEIGHBORHOOD – UNIVERSITY	Preference: Split (1 Current Service, 1 No Preference) Comments: One operator says Routes 34/35/36 should not be changed at all. Another suggests removing all three, citing very few weekend riders.	Preference: Concept A (1) Comments: Request for more routes serving Brody neighborhood generally.	N/A	N/A
35 SOUTH NEIGHBORHOOD	Preference: N/A Comments: One operator says Routes 34/35/36 should not be changed at all. Another suggests removing all three, citing very few weekend riders (Comment was provided for Route 34).	N/A	N/A	N/A
36 EAST NEIGHBORHOOD	Preference: N/A Comments: One operator says Routes 34/35/36 should not be changed at all. Another suggests removing all three, citing very few weekend riders (Comment was provided for Route 34).	N/A	N/A	N/A
39 UNIVERSITY VILLAGE	Preference: Current Service (1 response) Comments: Proposed changes would only add travel time for University Village riders; should stay as-is.	N/A	N/A	N/A

CATA COA | Phase 2 Engagement Summary

ROUTE	BUS RIDER, CATA EMPLOYEE	RIDER	NON-RIDER	STAKEHOLDER GROUP
46 MASON, LIMITED	Preference: Current Service (1 response) Comments: Should not change; outsourcing will reduce reliability. CATA Rydz should be eliminated.	Preference: Current Service (10) Comments: The most passionate responses of any route. Riders are concerned that 46 may be eliminated without an adequate replacement. Feedback highlights: it serves essential commuters between Mason and Downtown Lansing for work and school; riders with disabilities and those who cannot afford cars depend on it entirely; current schedule aligns precisely with typical 8:00 a.m. to 4:30 p.m. work hours. One rider advocates for more rush-hour and mid-day commuter services across the system, calls for CATA to think bigger (BRT, even commuter rail on the existing JAIL rail corridor), and argues this is a metro of 500,000 people should be expanding, not contracting. Multiple riders believe that Rydz is not an adequate substitute for fixed routes.	Preference: Current Service (1) Comments: A respondent notes a client depends on Route 46 to access the Mason Fairgrounds.	Preference: None Comments: A stakeholder recommends keeping Routes 46 and 48, for now, with better marketing and rebranding of the connector services with evening express service to downtown. They argue that even with low ridership, longer-distance routes are important for CATA to be truly regional and would like more long-distance routes in the future.
48 WILLIAMSTON – WEBBERVILLE, LIMITED	Preference: Current Service (1 response) Comments: Should not change; outsourcing will reduce reliability. CATA Rydz should be eliminated.	Preference: Current Service (4) Comments: Riders describe this as a lifeline for car-free residents in Webberville and Williamston. All respondents strongly oppose any elimination. Riders note many have depended on this route for years with no alternative.	Preference: Current Service (1), N/A No Preference (1) Comments: Rural route coverage is important and should be expanded across rural Ingham County.	

In summary, the routes that have **shared sentiment** among respondents across groups include:

- Route 9 – Concept A: Riders overwhelmingly prefer A and bus operators lean toward A. This is the route with the strongest preference for a change.
- Route 11 – Preference for current service from riders and operators due to seniors and mobility-limited riders who rely on stops along Waverly, Mt. Hope, Boston Boulevard., and the Cambridge Downs/Colonial Village area for medical appointments, groceries, and errands as well as access to Lewton School.
- Route 12 – Concept B: Riders, non-riders, and stakeholders lean toward Concept B for its access to industrial and warehouse employment opportunities. Operators are more divided in their preferences.
- Route 46 – Preference for current service from all four groups for commuters' dependence on this connection between Mason and Downtown Lansing for work and school.
- Route 48 – Preference for current service from all four groups as it is the only option for riders in Webberville and Williamston.

Routes that have **partially-shared sentiments** include:

- Route 1 – No shared preference on the concepts; however, there is agreement that the Frandor Shopping Center detour needs to be addressed.
- Route 3 – Concept A: Riders and operators lean toward A, for the LCC West extension. Stakeholders support keeping it on Pine Street, its current alignment. Non-riders support Concept B.
- Route 8 – Current Service (preferred for riders/operators) vs Concept A (non-riders); Riders are the most unified in strongly opposing change, while operators, non-riders, and stakeholders are more open to change.
- Route 18 – No shared preference on the concepts, but shared concern across groups is disruption to key existing connections (the train station, to Akers Hall, Route 9).
- Route 20 – Riders concerned about transfer burdens of the proposed alternative and operators worried about staging at Ramp 5; however, some express usefulness in proposed changes.
- Route 22 – Oppose Concept B: Riders and stakeholders alike are concerned with Concept B removing service from a significant student housing area and there is split support for current service or Concept A.

Other:

- A non-rider expressed frustration with the cost of CATA to taxpayers generally.
- One operator appears to have completed the survey multiple times and does not believe there should be any changes.
- There is confusion about CATA Rydz being an operating model versus a service model. At this stage, there has not been discussion about who would operate service, which can be directly operated by CATA staff.

Demand-Response Service Feedback

Table 2 summarizes input received about the demand-response service concepts. Overall, there were mixed sentiments about demand-response service, with enthusiasm by some and concern from others about microtransit replacing fixed routes.

Table 2: Demand-Response Service Concepts Preference and Comments Summarized by Respondent Group

SERVICE TYPE	BUS OPERATOR	RIDER	NON-RIDER AND STAKEHOLDER
CATA RURAL SERVICE	Preference: No Preference (1 response) Comments: Should be operated by CATA employees, not contracted out.	N/A	Preference: No Preference (1), Concept B (1) Comments: Should be expanded, including in Stockbridge.
CATA RYDZ	Preference: No Preference (2 responses) Comments: Operators say service should be run by CATA staff. One says it should be eliminated entirely as not worth the taxpayer's cost.	Preference: Concept B (2), Concept A (1), Current Service (1) Comments: One rider loves Rydz and wants it expanded. Another prefers Concept B for its extended crosstown coverage. Two concerns raised: one notes that Rydz is an expensive service (compared to just providing Uber credits) and the 24-hour pre-booking requirement does not work for unpredictable flight arrivals.	Preference: Concept B (1) Comments: Support for further expansion of Rydz, citing flexibility as the key benefit.
DELHI REDI-RIDE	Preference: Current Service (1 response) Comments: Should be CATA-operated; contracted drivers would lower service quality that customers have come to expect.	Preference: Current Service (2) Comments: None	N/A
MASON CONNECTOR	Preference: No Preference (1), Concept B (1) Comments: Should be CATA-operated; current Transdev contractors receive consistently poor feedback from customers.	Preference: Current Service (1) Comments: None	Preference: Concept B (1) Comments: None

CATA COA | Phase 2 Engagement Summary

SERVICE TYPE	BUS OPERATOR	RIDER	NON-RIDER AND STAKEHOLDER
MASON REDI-RIDE	Preference: No Preference (1 response) Comments: Should be CATA-operated to maintain service quality.	Preference: Current Service (3) Comments: None	Comment from Stakeholder: Redi-Ride vans could be deployed on fixed routes during late evenings when the vans are otherwise idle, and optimizing vehicle type (van vs. bus) to match projected ridership
MERIDIAN REDI-RIDE	Preference: Current Service (1 response) Comments: Should be CATA-operated to maintain service quality.	Preference: Current Service (3) Comments: Riders express concern about switching to a private contractor and the quality of service. They cite elderly and disabled users and questions whether vans can accommodate mobility devices, and warns that if service quality drops, they will vote against future millages.	Preference: Current Service (1) Comments: None
SPEC-TRAN	Preference: Current Service (1 response) Comments: Must be 100% CATA-operated; Transdev staff have low satisfaction ratings among Spec-Tran passengers.	Preference: Concept B (2), Current Service (1), Concept A (1) Comments: Riders request more vehicles and staff so drivers are not overstretched and wait times improve. One rider raises concern that eliminating fixed-route service in certain areas will shrink Spec-Tran's coverage area (since Spec-Tran can travel where fixed-route buses go), reducing access for people with disabilities. Another notes a positive outlook on Concept B for both Transdev and CATA operations.	Preference: Current Service (1) Comments: A representative from the Stockbridge Area Senior Center expresses deep gratitude for Spec-Tran, describing it as a vital lifeline for rural senior members who have no alternative transportation and would otherwise be "forgotten."

CATA COA | Phase 2 Engagement Summary

SERVICE TYPE		BUS OPERATOR	RIDER	NON-RIDER AND STAKEHOLDER
WILLIAMSTON/ WEBBERVILLE CONNECTOR	Preference: No Preference (1 response)		Preference: No Preference (2), Current Service (1)	Preference: No Preference (1)
	Comments: Should be CATA-operated; Transdev contractors receive poor customer feedback.		Comments: A wheelchair user describes a serious accessibility failure of a minivan replacing a cut-away shuttle for a manual wheelchair user, which was inadequate and potentially unusable for a power chair. Another notes that current pickup and drop off times do not align with Aldi's 1st and 2nd shift schedules, and requests additional service times.	Comments: A rural Ingham County resident is frustrated that rural areas receive a lower level of service despite paying higher taxes than Lansing residents, saying "CATA acts like we do not deserve the same level of service."

Overall, there is hesitancy in replacing fixed routes with microtransit demand-response services. One respondent, a former San Antonio resident, provided a detailed firsthand experience of microtransit replacing fixed routes, which then led to hour-long waits during peak times, frequent late arrivals, and inability to book return trips.

Key points for these on-demand services included the following:

- There is a desire for demand-response services to be directly operated by CATA. These comments were more common than comments about the service models or service areas themselves. These comments were mostly expressed by operators, but some riders shared this sentiment as well.
- There is not consensus about CATA Rydz, but those who do not currently depend on transit (non-riders and stakeholder groups) support expansion and those who do (riders and operators) are more skeptical and/or opposed.

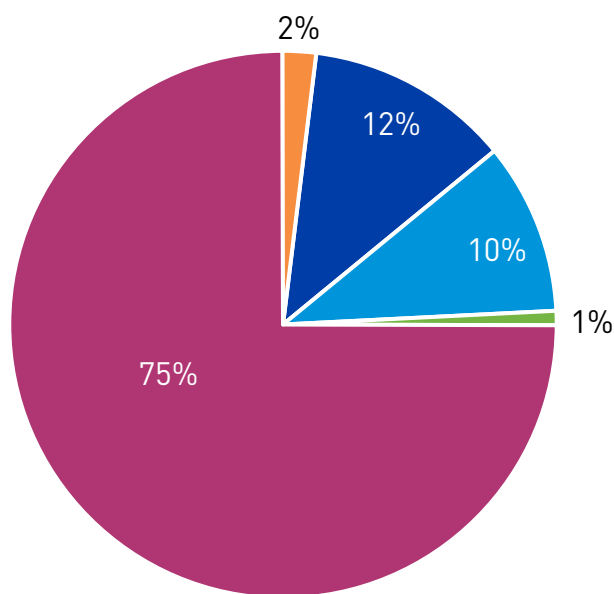
Respondent Demographics

Demographic questions were included to understand the identities and socioeconomic characteristics of respondents and to understand how respondents currently use CATA services. Participation in demographic questions is voluntary, and outreach relies on community channels. Response levels for these questions may not fully reflect respondent demographics.

Relationship to CATA

Majority of respondents are riders (75 percent), followed by bus operators/CATA employees (12 percent), and non-riders (10 percent) (**Figure 7**).

Figure 7: Respondents by Relationship to CATA Services



■ Bus Operator/CATA Employee ■ Non-rider ■ Other ■ Rider ■ Stakeholder/Agency Partner

All of the services offered are used or operated by at least one of the survey respondents, with the most common service used by the survey respondents being Route 1 (115 respondents) followed by Route 9 (49 respondents) and then Route 3 (42 respondents) (**Figure 8**).

Of the respondents who currently use CATA transit services, **Figure 9** shows the frequency in which respondents use CATA services. The most common frequency in use of CATA services by respondents is daily (48 percent), followed by a few times a week (27 percent) and so on in descending order of less frequent users.

Figure 8: CATA services used by respondents

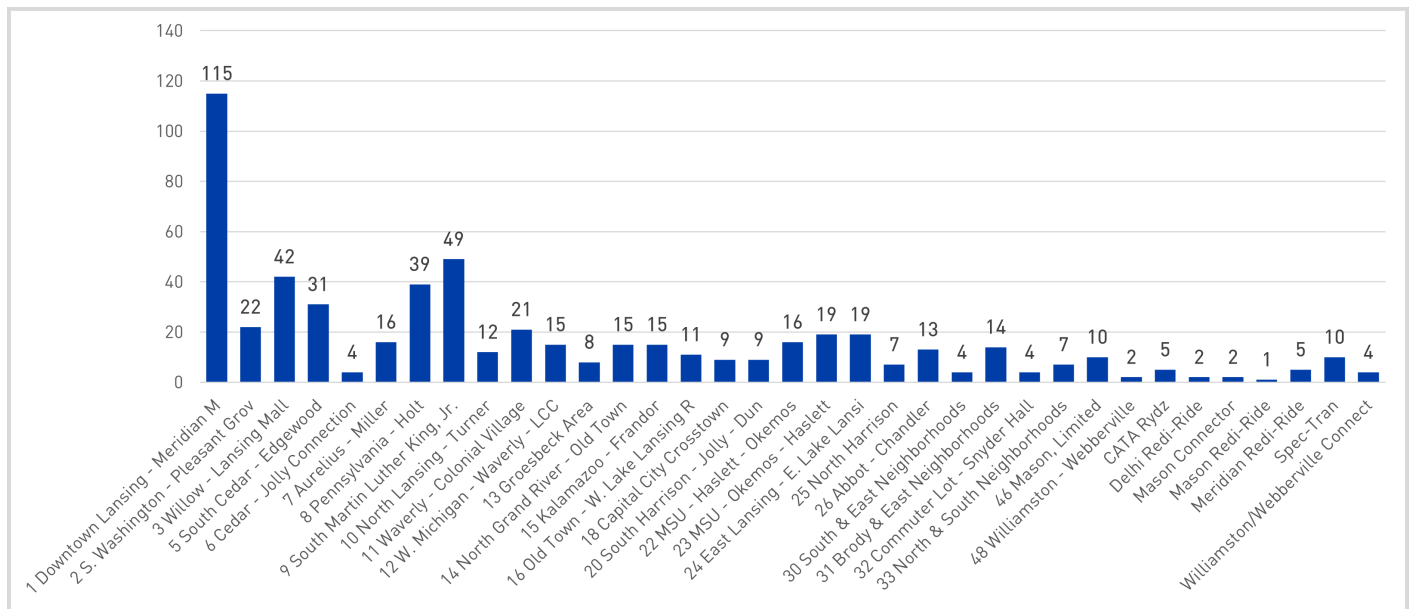
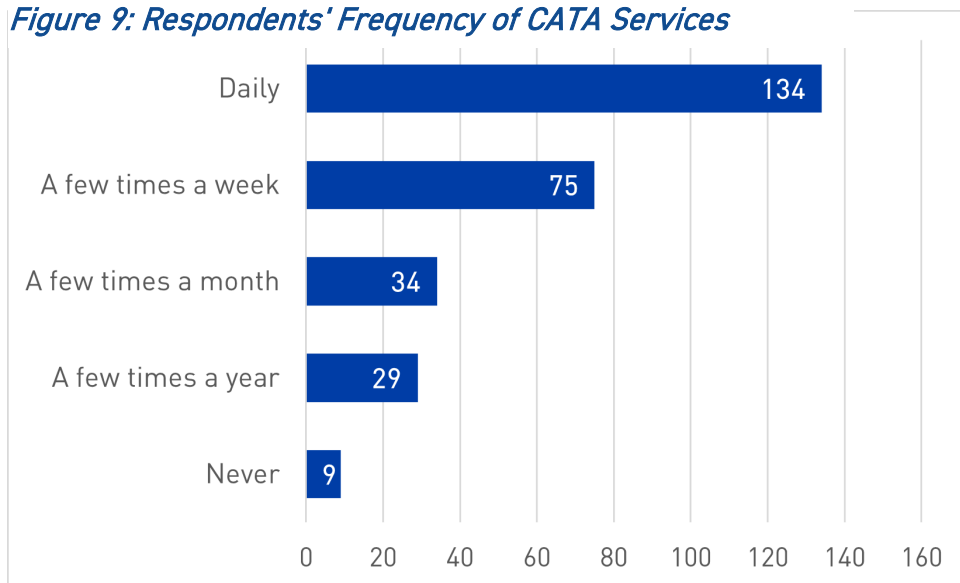


Figure 9: Respondents' Frequency of CATA Services



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 existing and potential CATA service area.

Respondents were from the following municipalities (**Figure 10**):

Within Ingham County*

- City of Mason (48854)
- Delhi Township (48842, 48910 or 48911)
- West/Southwest Lansing (Letts Community Center senior programming) (48911, 48917)
- West Lansing (48915)
- East Part of Lansing (Old Town, River Trail) (48912)
- Delta Township (48917, 48906, and 48911)
- East Lansing (48823, 48824, 48825)
- Central Lansing (48933)
- Leslie (49251)
- Okemos (48864)
- Stockbridge (49285)
- Webberville (48892)
- Williamston (48895)

Outside Ingham County

- Haslett (48840)
- City of DeWitt (48820)
- DeWitt Township (48820)
- City of Eaton Rapids (48827)
- City of Grand Ledge (48837)
- Schoolcraft (49087)
- Isabella County (48893)
- Ionia County (48849, 48851, 48875)
- Owosso (48869)

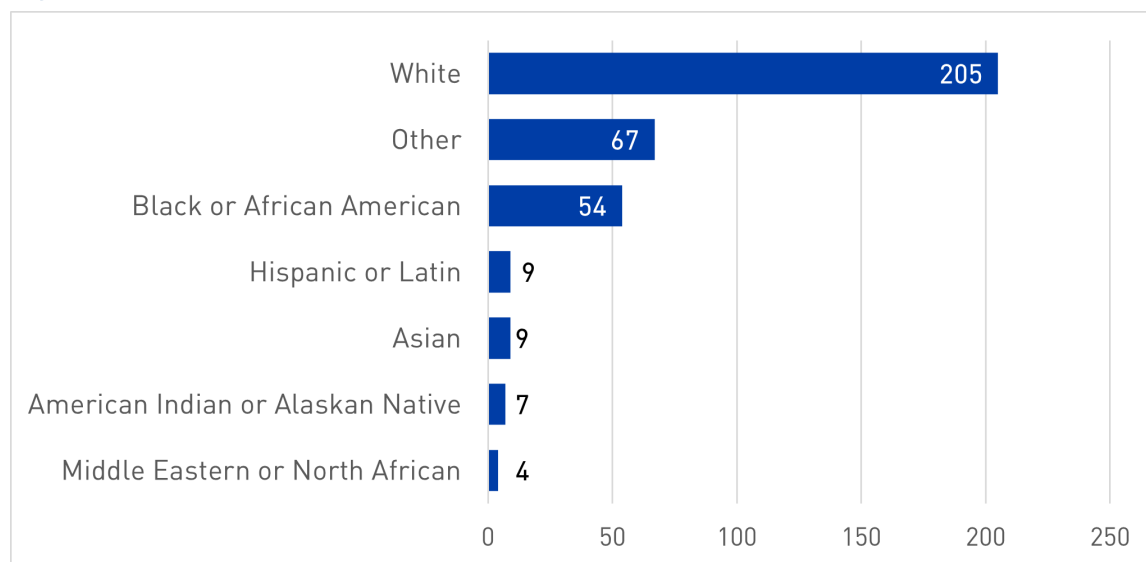
*At least part of the zip code area being in Ingham County.



Race & Ethnicity

The race and ethnicity of respondents to this survey aligned with the distribution seen in the public survey of Phase 1 of this project. A majority of survey respondents identified as white, consistent with the majority-white makeup of the three counties. The next largest group identified as Black or African American, followed by Hispanic or Latino, Asian, American Indian or Alaska Native, and Middle Eastern or North African. The option of 'Other' was often used to identify as two or more races/ethnicities or that the respondent did not answer this question. (Figure 11)

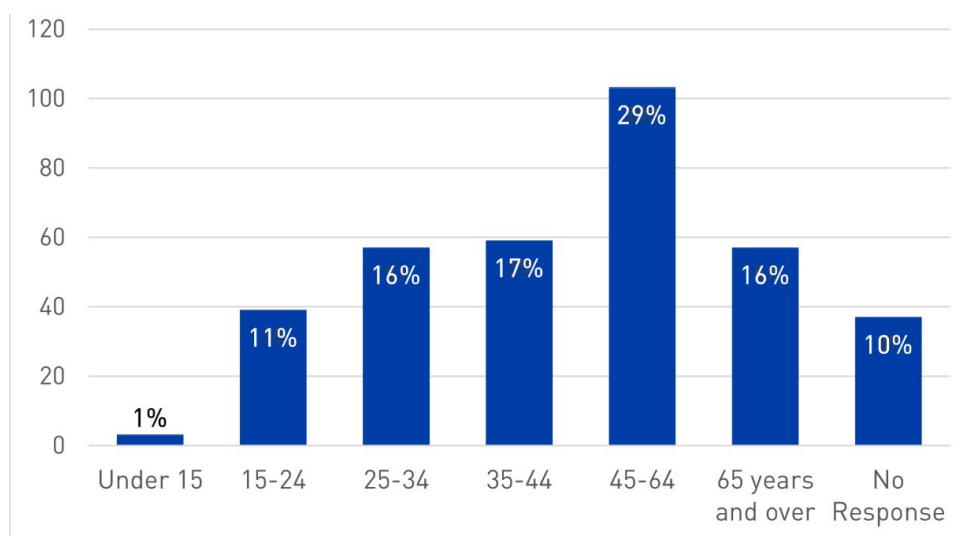
Figure 11: Race and Ethnicity of Respondents



Age Group

The highest number of respondents identified between the ages of 45 to 64 (29 percent), followed by ages 35 to 44 (17 percent), ages 25 to 34 (16 percent) and 65 years and older (16 percent), ages 15 to 24 (11 percent) and 15 years and older (11 percent), ages 15 to 24 (11 percent) (Figure 12).

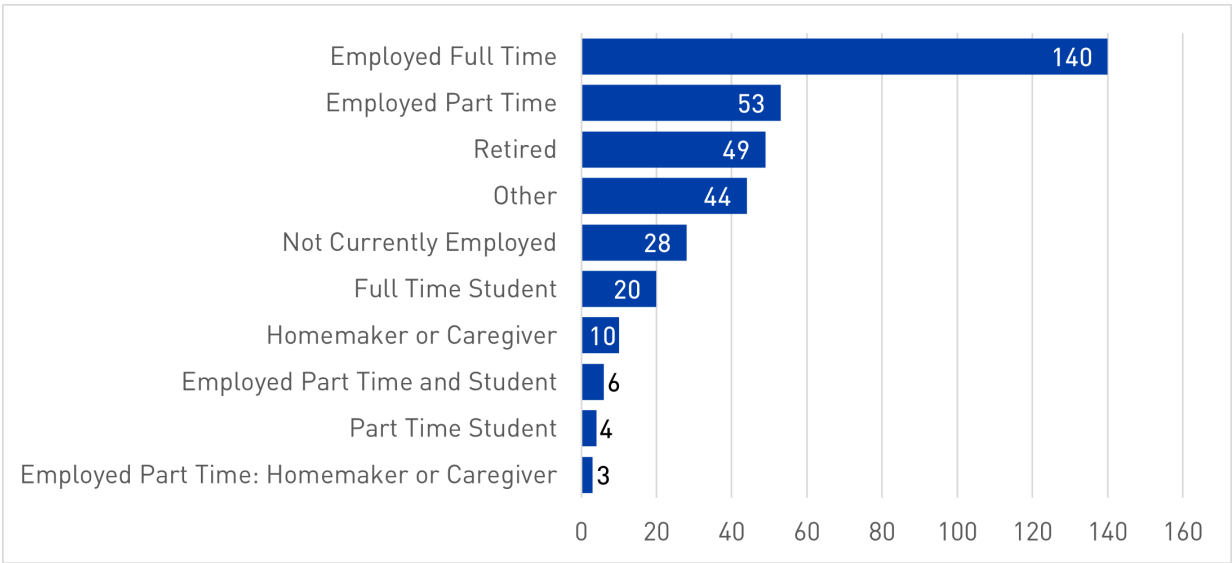
Figure 12: Age Distribution of Respondents



Employment Status

The largest number of respondents indicated that they are employed full-time, with the second highest number of responses being part-time workers. Respondents were able to select more than one option for this question. (Figure 13)

Figure 13: Employment Status of Respondents



Key Findings

Key findings in consensus across survey respondents include:

- **Minimize transfers** – There was concern that proposed changes would require transfers or concerns about changes that did not simplify routes enough.
- **Preserve various existing fixed routes** – The consensus across groups was to preserve **Routes 46 and 48** and limited routes operated by CATA staff. Riders also strongly expressed leaving **Routes 8 and 11** as is.
- **Prioritize vulnerable populations** – Seniors, people with disabilities, low-income riders, and car-free commuters consistently oppose changes that add transfers, increase walking distances, or remove service from their neighborhoods.
- **Keep fixed routes reaching apartments** – Do not want to remove fixed route services from apartment complexes, especially the student complex currently serviced by Route 22.
- **Connecting people to jobs is key** - There was consensus for greater access to employment, such as **Routes 12 and 18** that would connect riders to Amazon, GM, Meijer, and other warehouse/industrial uses on the west side.
- **Support for specific fixed route changes** - Despite slight preference in Concept B overall, there was a clear preference for **Route 9 Concept A**. This had the greatest number of votes for a single option.
- **Oppose outsourcing and contracted services** – Respondents of all groups expressed concern about outsourcing transit services, and preferred CATA operated services to Transdev, Via, and other contractors.
- **Skepticism about microtransit** replacing scheduled fixed routes. Stakeholders support it only as a complement and not as a replacement for fixed routes. While riders, operators, and non-riders question its effectiveness and responsiveness.
- **Frequency** of fixed route services and **responsiveness** of on-demand services, such as Spec-ran, remain to be a concern.

Unique issues or concerns related to each respondent group (bus operator, rider, stakeholder representative, or non-rider) included the following:

Operators:

- Operational concerns with turns.
- Physical stop safety concerns with people crossing where there are not available or appropriately positioned road crossings.
- Do not want to outsource services, especially Spec-Tran.

Riders:

- The loop into the Frandor Shopping Center on Route 1 causing delays.
- Weekend/evening service gaps.
- Opposition to forced transfers.

Non-riders:

- Emphasized bus shelter infrastructure (Shelters, seating, real-time updates, crossings).
- Taxpayer cost concerns.
- Openness to transit if reached desired destinations (school, work, etc.).

Stakeholders:

- Dwight Rich coverage gap.
- Fleet/vehicle optimization using demand-response vehicles on fixed routes to extend service hours and days.
- Minimize transfers.
- Recommend contacting specific organizations that serve or represent vulnerable populations, such as food banks and social services.

The greatest takeaway is to make targeted, evidence-based improvements for ridership and equity benefits, but to not change or remove CATA services that vulnerable riders currently depend on.

Public Pop-Up and Open House Events

Two pop-up and two open-house events were held on April 15 in East Lansing and May 12 in Lansing. The graphic below summarizes the locations for each event. Both pop-ups were held in high-traffic areas to engage directly with riders in transit.

East Lansing, April 15	• Open House at the East Lansing Public Library • Pop-up at the MSU-CTC/Ramp 1
Lansing, May 12	• Open House at the Foster Community Center • Pop-up at the Downtown Lansing CTC

Information about the two proposed service concepts with fixed-route and demand-response service area changes was shared during the events. There were interactive boards with information on CATA's Road Ahead and surveys and prompts to gather both general and location-specific feedback from CATA riders.

Figure 14: Image of the Open House Event at the East Lansing Public Library and from the Pop-up at Ramp 1 on the MSU Campus

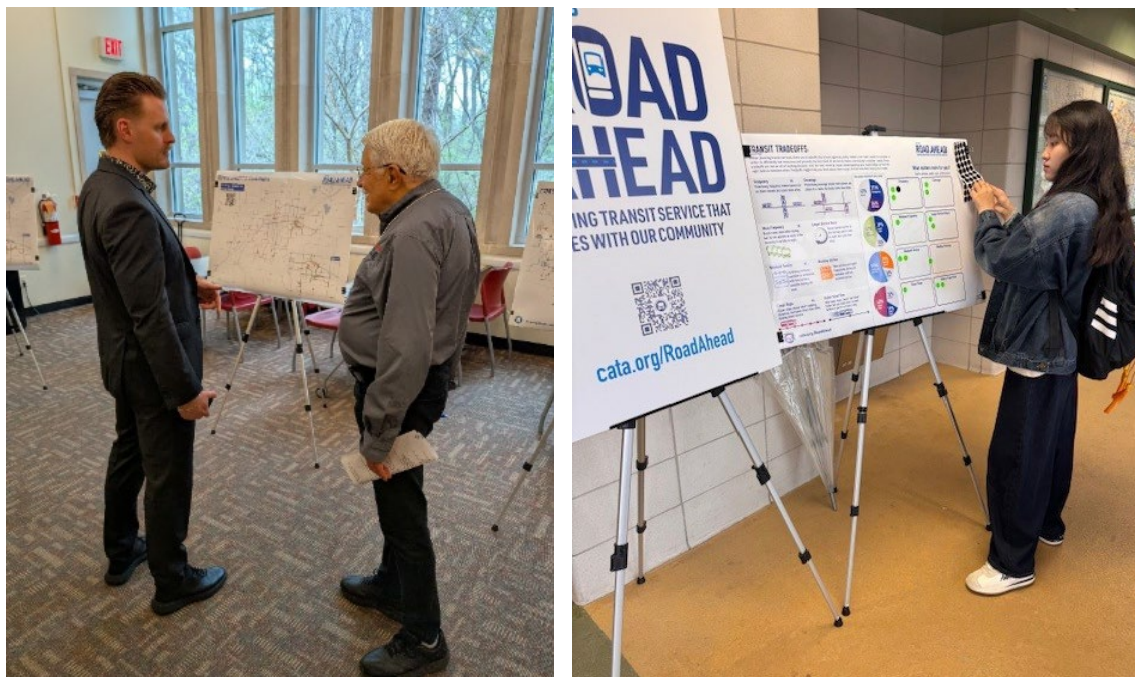


Figure 15: Images from the Open House at the Foster Community Center in Lansing



Figure 16: Images from the Pop-Up Event at the Downtown Lansing CTC



About 30 to 40 CATA riders and bus operators interacted with the project team and display boards at both pop-up events, and there were eleven attendees at the East Lansing open house and nine at the Lansing open house.

Feedback from East Lansing

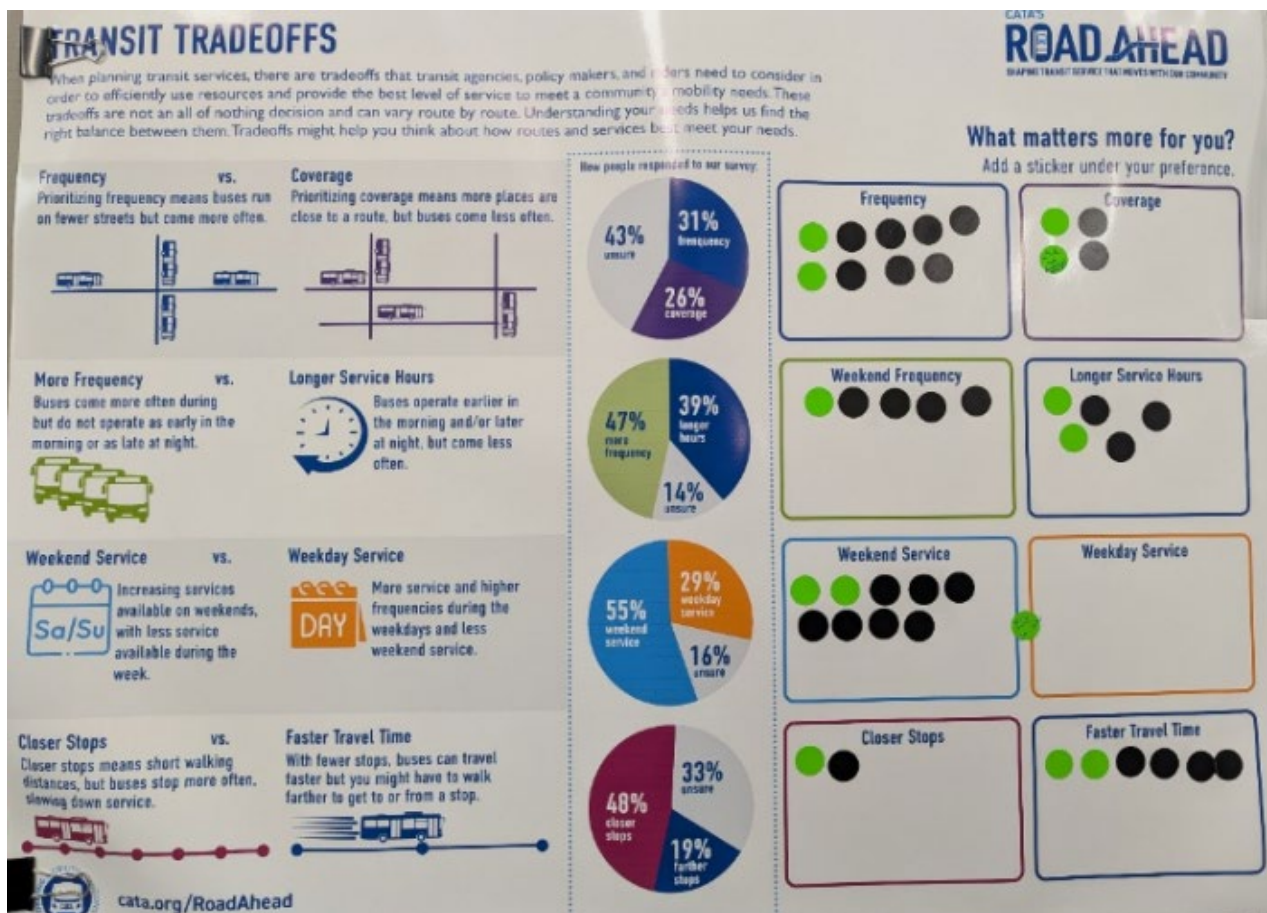
Transit tradeoffs preferences included:

- Frequency (9) over coverage (4)
- Weekend frequency (5) the same as longer service hours (5)
- Weekend service (9) over weekday service (1)
- Faster travel time (6) over closer stops (2)

Additional comments included:

- Increase late service on Monday, Tuesday, Wednesday and Sunday.

Figure 17: Image of Input from the East Lansing Open House (in green) and pop-up event (in black)

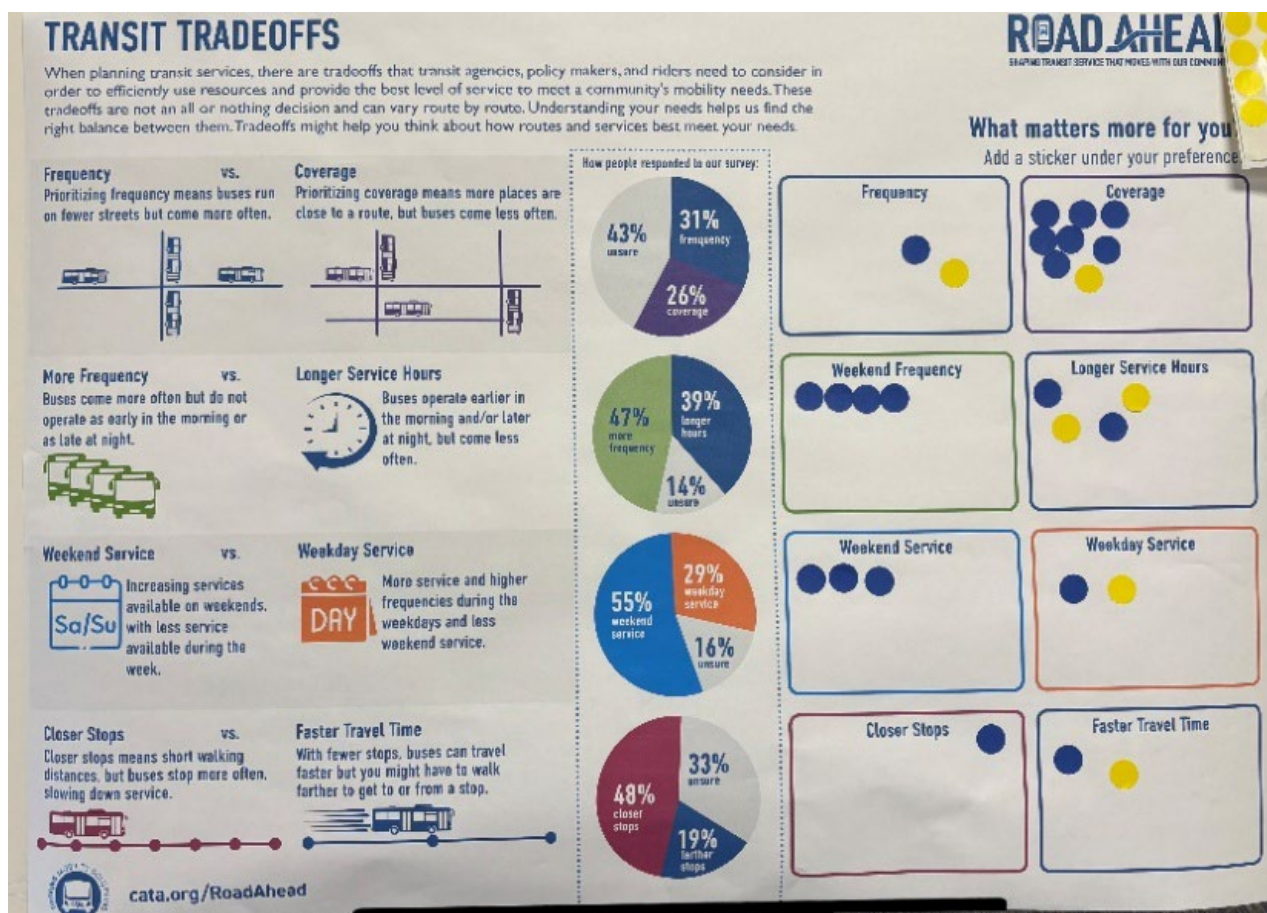


Feedback from Lansing

Transit preferences from the Lansing engagement varied only for frequency versus coverage, with a preference toward expanding coverage. The preferences included:

- Coverage (8) over frequency (2)
- Weekend frequency (4) the same as longer service hours (4)
- Weekend service (3) over weekday service (2)
- Faster travel time (2) over closer stops (1)

Figure 18: Image of Input from Lansing Open House (yellow) and pop-up event (blue)



Additional comments included:

- Extend Route 3 to Walmart.
- Add security cameras to the interior and exterior of buses.
- Check existing ridership and access to Knob Hill Apartments on Okemos Road (Route 22) in Concept B.
- Concerns about removing Route 11 at Waverly at Colonial Village, which is not served by Concept A or B routes.
- Concerns about residential street drop offs.
- Positive experience with the MSU routes as they are frequent and offer multiple route options for accessing places. While others feel more needs to be done to address the congestion of routes, such as Route 26, and extend the service to Lot 89 on Route 32 until after classes end.
- Consider a route along Waverly that connects the South Pennsylvania Meijer and either the Lansing Mall or the Airport.
- Improve communications for route detours and create maps for route detours, especially longer term detours.

Feedback from Social Media

Through CATA using social media to share information about the proposed concepts, the survey and in-person engagement opportunities, a handful of people shared input as comments on social media posts. There were 23 comments providing feedback on CATA services and the proposed concepts. The complete list of comments is included in **Appendix B**.

The key takeaways include:

- **Concern for Spec-Tran reliability:** Frustration with the 24-hour advance reservation requirement, the shared-ride model, outdated technology system/inaccuracy with the app, and consistent pick-up delays posing issues for commute trip especially.
- **Alternative solutions:**
 - If Route 8 is removed from Pennsylvania Avenue, Route 15 could take the Potter Walsh alignment and Route 7 could cover Potter Park.
 - Remove the Wise Road complex stop from Route 9 to reduce lateness.
 - Shift Route 5's Meijer on Penn start time earlier (6:10 a.m. instead of 6:20 a.m.),
 - Restore Route 3 service to Marketplace Boulevard
 - Route 2 should continue its current path and then turn onto Waverly and Jolly to Wise Road for better coverage and flexibility.
 - Route 16 should take Shiawassee to Penn, then New York to reach the North Penn area.
 - Route 15 and 23 seem repetitive.
 - Does not support removing Route 3 and does not believe the 15 is a substitute, concern with the effectiveness of a crosstown Meijer route.
- **Support for certain changes:**
 - Concept B Routes 22 and 23 favorable due to the connection from Okemos and Haslett to the Amtrak and bus station, which may increase ridership by avoiding the \$10.00 per day fee for parking. There was overall support for splitting Route 22 and 23, and the changes to Route 20.
 - Remove the downtown loop. Although there was support for the downtown loop's connection of the CTC to key locations in the downtown, more commentors believed this would improve efficiency.
 - Hopes that reducing routes means increasing frequency.
- **Concern with extending travel time:** For a rider who currently relies on Route 11 to commute home, with the proposed changes, they would then have to transfer between Routes 1 and 11, which they believed would extend travel time by 45 minutes based on timing of the routes.
- **Concern with some gaps in South Lansing.**

Stakeholder Engagement

In this phase of engagement, there were two stakeholder meetings. A virtual meeting was held on May 27, 2026, from 10:00 a.m. to 12:00 p.m. with representatives from local organizations and government entities to discuss the proposed service concepts. The project team also presented at the monthly *Power of We* meeting on May 15, 2026 from 2:00 to 4:00 p.m.

Both meetings entailed an overview of the service concepts, followed by an open discussion. The open discussion allowed stakeholders to offer input on the concepts and to share the challenges or proposed changes to the concepts.

Attendees of the CATA hosted virtual meeting included representatives from:

- City of East Lansing
- City of Mason
- Meridian Township
- Clinton Transit Board
- Tri-County Office on Aging
- Tri-County Regional Planning Commission (TCRPC)

Five key themes emerged in the discussion: Microtransit Pain Points and Aspirations, Service Gaps and Senior Mobility, Service Trade-Offs, Bus Rapid Transit, and Specific Route Changes.

Representatives from Mason were enthusiastic about microtransit improvements, such as the implementing “Mason Rydz” microtransit service, which can reduce the number of transfers riders need to take from low density areas. Also, there was an interest in expanding on-demand services in East Lansing for non-student, senior populations.

There was support for preserving the Shopping Bus for seniors and favored fixed route changes that improve access to groceries, such as proposed changes to Route 10.

In terms of tradeoffs, attendees agreed with expanding weekend service and there was no strong consensus on increased frequency versus expanded geographic coverage.

Key Engagement Findings

Overall feedback that surfaced during the various events and from the survey in Phase 2 included:

Operations and Infrastructure Overall

- Bus Operators/CATA employees are the most hesitant to changing services and routes; however, riders and other respondents also expressed concerns to system wide changes and the possibility of replacing fixed routes with microtransit options.
- Emphasize need to revise scheduling and avoid wait times by aligning with shift and peak demand times on MSU campus that cause capacity issues.
- Desire for continued bus stop and crossing improvements.
- Improve frequency of routes and install better mechanisms for real-time arrival updates, especially for those without smartphones.

Fixed-Route Changes Embraced

- Route 9 - Overwhelming support for the proposed Route 9 in Concept A and was the most favored route change.
- Route 12 – Leaning toward Concept B for industrial and warehouse access.
- Route 22 and 23 – Support for bidirectional operations, and concern in no longer reaching some key student apartment complexes.
- Route 1 – Mixed preferences but input oriented around the Frandor detour needing to be addressed to improve efficiency and agreement with removing the downtown loop.

Fixed-Route Preference for Current Service

- Route 46 and 48 – Strong preference to keep current service due to community dependence and lifeline status.
- Route 11 – Strong preference for maintaining current service due to senior and mobility-limited ridership.
- Additional concern about Route 8 serving key apartments and destinations.

Demand-Response Services

- Some support expansion of services like Rydz and Redi-Ride, citing flexibility and coverage benefits.
- Others prefer current services, emphasizing the importance of CATA-operated, high-quality, accessible demand-response options.
- Specific concerns include long waits, late arrivals, and booking issues on demand-response services, specifically on Spec-Tran and CATA Rydz microtransit service.
- Stakeholders favor demand-response service as a complement, not a replacement, and suggest vehicle optimization and expanded late-night service.

APPENDIX A: Public 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:

3. Do you have any additional feedback?

If not a rider, please proceed to Question 6

4. Which bus routes or services do you ride most often? Please provide up to three.

1st Route or Service

2nd Route or Service

3rd Route or Service

5. How often do you ride CATA's transit services?

- ☐ Daily
- ☐ A few times a week
- ☐ A few times a month
- ☐ A few times a year
- ☐ Never

6. What is your ZIP code?

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

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

8. What is your employment status?

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

9. What is your age group?

- ☐ Under 15
- ☐ 15-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-64
- ☐ 65 years and over

APPENDIX B: Facebook Comments

The comments from Facebook regarding the service concepts and current CATA services includes:

- Why not stay on Saginaw until Forestview and then go to Wood Rd. to Eastwood? [Route 15]
- I like a lot of the changes but this one ain't it. I think taking the 15 off Kalamazoo is a tough but fair call, but also Coolidge is barely a reasons to keep the route. Maybe if you're killing the 8 on Pennsylvania you could have the 15 take Potter Walsh over and the 7 take Potters Park?
- This is not a good plan at all for rte 15.
- Like direct access from Meijer to McLaren Hospital [Route 15]
- How about route 9? Get rid of the stop on wise road and thru the complex so it is not late. And with route 5 starting earlier go to Meijers on Penn at 6:10am instead of 6:20am and get rte 3 going back on marketplace blvd
- More morning drivers and on-demand service in South Lansing would be great! Hard to catch spac-Tran at 7:30 am when rides are so late. Out in Delta. Zone I like to schedule at 6:25 am sometimes I cannot find rides until 7 am sometimes the wait is like 30 minutes to get picked up in, unfortunately that's too late cause I cannot just call them and say be five minutes late. I gotta cancel it sometimes I have to wait an hour. Or another 30 minutes. To get picked up. With spac-Tran
- Concept B is great to where you can have a direct connect to the Amtrak and Bus Station from Okemos and Haslet that would improve ridership due to the fact people would not have to pay \$10 a day to park
- [Rydz Vehicle quantity] Probably not enough to be effective and fairly expensive when cost per passenger is considered. Microtransit is better where there is not an option for public transportation.
- Okemos residents should weigh in on the concept B proposal for route 22 thats cuts service on Okemos Rd south of Mt Hope. It also cuts Jolly and Dobie Rd service.
- Getting rid of the downtown loop is a good idea. Other buses should be covering that fine and the bus station is not that far away.
- It's the most consistent (Route 1) and it could maybe be every other bus instead of every single one. That would maybe help space them out more. I've seen route one buses pass each other because the bus in front reached capacity and slowed too much.
- only one I'd argue is *maybe* keeping the [Route] 1 on the loop? Just as a downtown collector; living downtown it's always nice having basically the entire business area connected to CTC.

- The 2 should continue its route to Waverly Rd and then go left to the new proposed route. The current proposal cuts off too many people from access to the system. If you are using data from the past 5 years to say that section of Waverly does not need service, your dismissing the fact that the apartment complex west of Waverly is supposed to be ready for occupants in the fall. When those 100+ units are filled, how far will the people have to walk to the bus?
- Also, the 9 should still go to Lansing Tech. It should just be modified to turn onto left onto Wise Rd from Jolly. This would speedup the 9 without making students transfer busses. With the 2 also going to Lansing Tech, the school is more accessible.
- Its good to hear that there's uninterrupted service to Lansing Tech. I still think it would be good for the 2 to continue its old route and then make a left onto Waverly, left on Jolly to Wise and return. I'm sure the residential stops do not get used as much, but overall, the service delivery would be better that way. Having the 2 go to Waverly is less repetition and gives more flexibility to the riders.
- Ugh. I rely on the #11 to get me home every single day, M-F, have for a couple of years, getting off it at Deerfield and Holmes and arriving at my home around 4:45pm. The new proposed route for #11 would make it unusable for me, and I would have to rely on the #2. Which would make me arrive home almost 45 minutes later every single day due to having to take the #1 all the way to the CTC, instead of transferring between the #1 and the 4:10pm #11 at LCC. If I have to go all the way to the CTC I'll always miss the 4:10pm #2 and have to wait for the one at 4:45pm. Then I'll reach my stop on Pleasant Grove around 5:05pm, plus an additional 10 minute walk to my house. Considering I catch my first bus at 5:49am, that extra 45 minutes makes for a very long day.
- Going find out really fast how bad of idea this really is. Maybe actually try listening to what people who use the bus the most at peak hours daily are saying instead
- I've asked them quite a bit about this and this is apparently what the feedback is calling for. A better southwest side transfer point a faster route 9, and more frequent service overall for this area. That's part of why their plan involves cutting the 8 from Pennsylvania- the 5 is always within a quarter mile, there's very very few people on the east side of Penn once you get south of Potter Park, very few people are riding from downtown to Holt etc. It's going to have nuances for sure but right now the south side has garbage service if you aren't on Penn, Cedar, or MLK, and MLK actually does not have a great deal of riders south of about Holmes either
- Why waste more money when the 9 goes there makes no sense
- The route that the 9 takes from downtown is different from the route the 2 takes. This would allow more students to have a direct route to school.
- The biggest improvement CATA could implement would be to extend service on Sunday so we're not operating on a 1930's style bus schedule.

- The area that you need to improve on, that has been the same for the last 30 years is Spectran. The same day service is needed in the area, why do not you explore what Grand Traverse County is doing for their same-day service? Why are we still working in a 24 hour in advance reservation time with a shared ride that takes you all over Ingham County at times. Not to mention that the technology you are using for the services is antiquated. This is the system that needs the most improving
- Just showing up on time would be nice, not in putting on the map that rider is picked up or dropped off when they are not! As the parent of an autistic adult so over him being picked up 30 to 45 minutes late, taking 90 minutes to get home, for a ride that takes 20. [Spec Tran]
- Maybe extend the service to Meijers in Dewitt Michigan [Route 1]