



CATA BOARD MEETING

September 16, 2026



AECOM



PROJECT RECAP: WHAT IS A COMPREHENSIVE OPERATIONAL ANALYSIS (COA)?

Systemwide evaluation of all services that identifies opportunities for adjustments that align with goals and that improve:

Ridership

**Rider
Experience**

**Operational
Efficiency**

Equity

**Budget
Resiliency**

PROJECT SCHEDULE



ENGAGEMENT PROCESS

**3 Open Houses
with 26
Attendees.**

**Ride-alongs on 9
bus routes.**

**3 Operator
Engagement
Sessions.**

**10 Meetings
with 15
Stakeholder
Groups.**

**4 Pop-Up Events
engaging over
70 people.**

**1 Virtual Open
House with 9
attendees, 70
YouTube views.**

**418 Public Survey
Responses, 39 Bus
Operator (Phase 1).**

**355 Public Survey
Responses
(Phase 2).**

**5 Online
Forms
(Phase 3)**



WHAT WE HEARD: IMPROVEMENT OPPORTUNITIES



Higher frequency service.



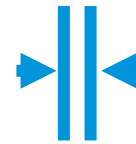
Faster travel times.



**Operational issues:
overcrowding, on-time
performance, tight turns.**



**Easier demand-response
service scheduling.**



**Address service gaps to key
destinations and at certain times.**



**Challenges transferring between
CATA and MSU routes.**



Bus stop improvements.



**Providing transit service to
new developments.**

SERVICE EVALUATION

**Daily
Ridership**

**Population &
Jobs Served**

**Key
Destinations**

**On-time
Performance**

**Frequency &
Hours**

**Revenue
Hours &
Miles**

**Public
Comments**

**Stakeholder
Input**

**Operator
Feedback**

WHAT MAKES A STRONG BUS ROUTE?



Serves a strong anchor and a robust mix of ridership generators.



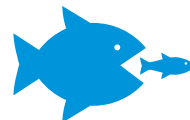
Operates at regular intervals.



Operates along a direct path.



Has symmetrical routing.

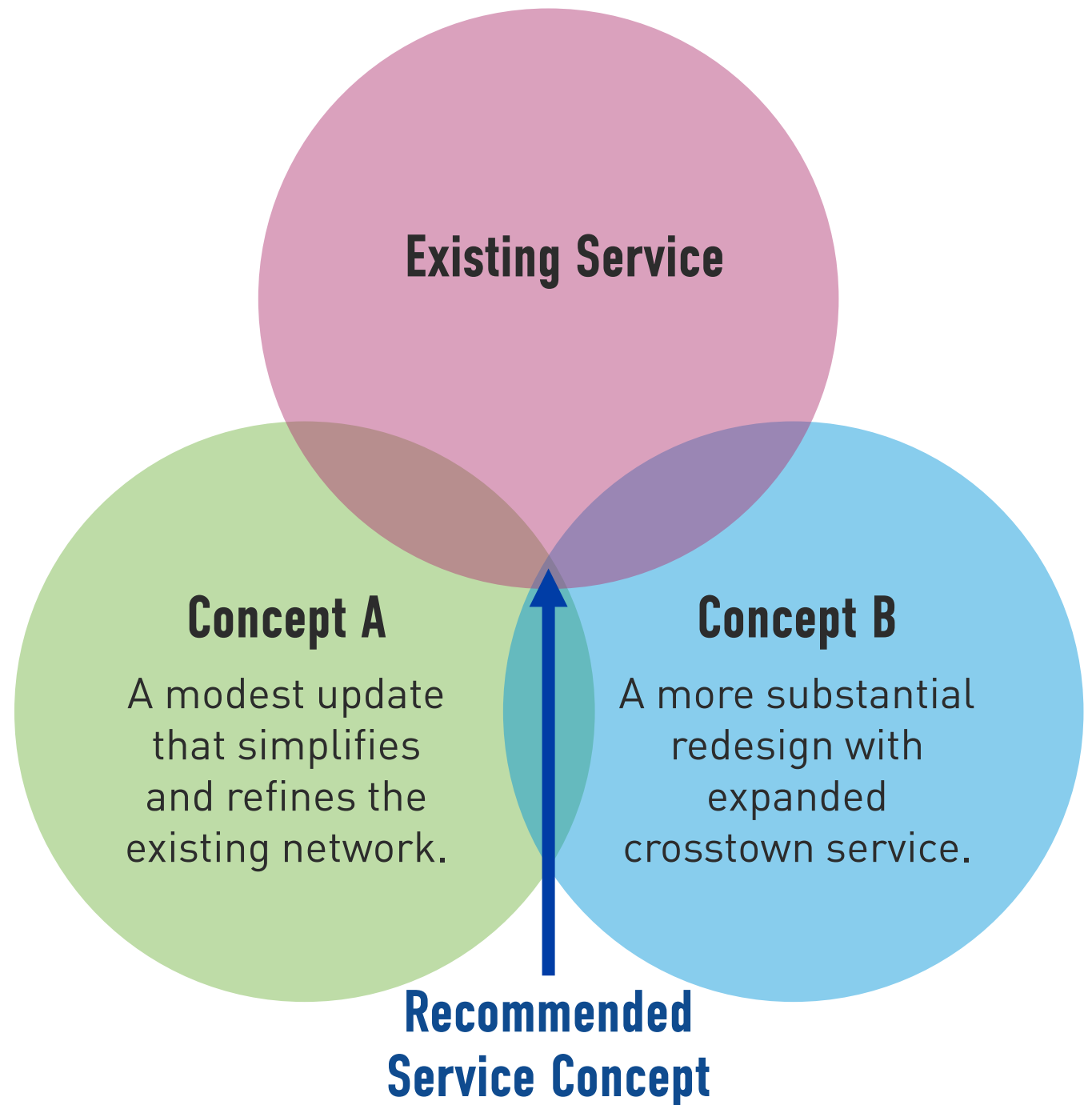


Complements does not compete with demand-response services.

PRELIMINARY SERVICE CONCEPTS

Two Service Concepts:

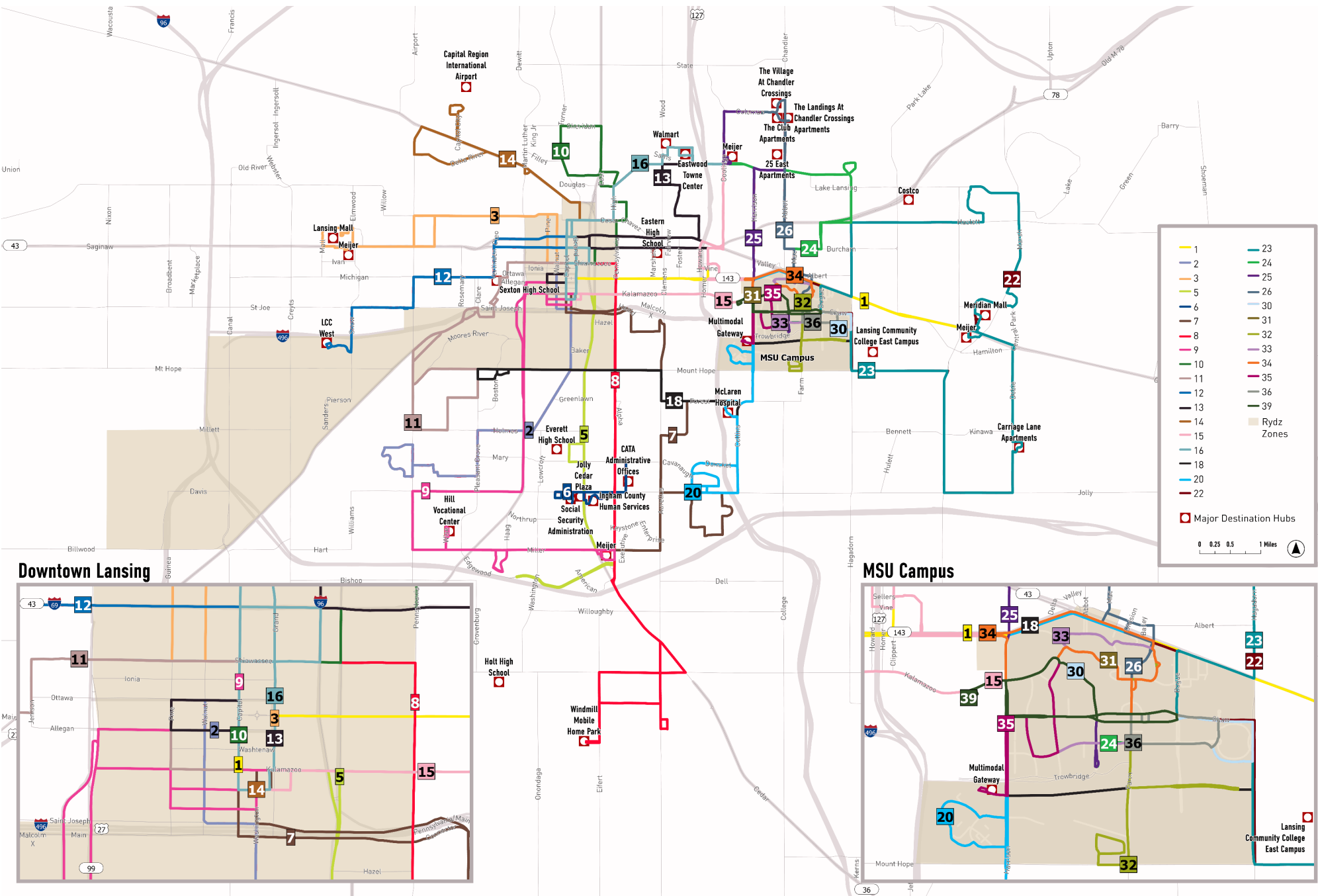
- Not meant as recommendations to choose from.
- Helped gather feedback on what people liked or disliked, **which was used to develop a hybrid concept.**



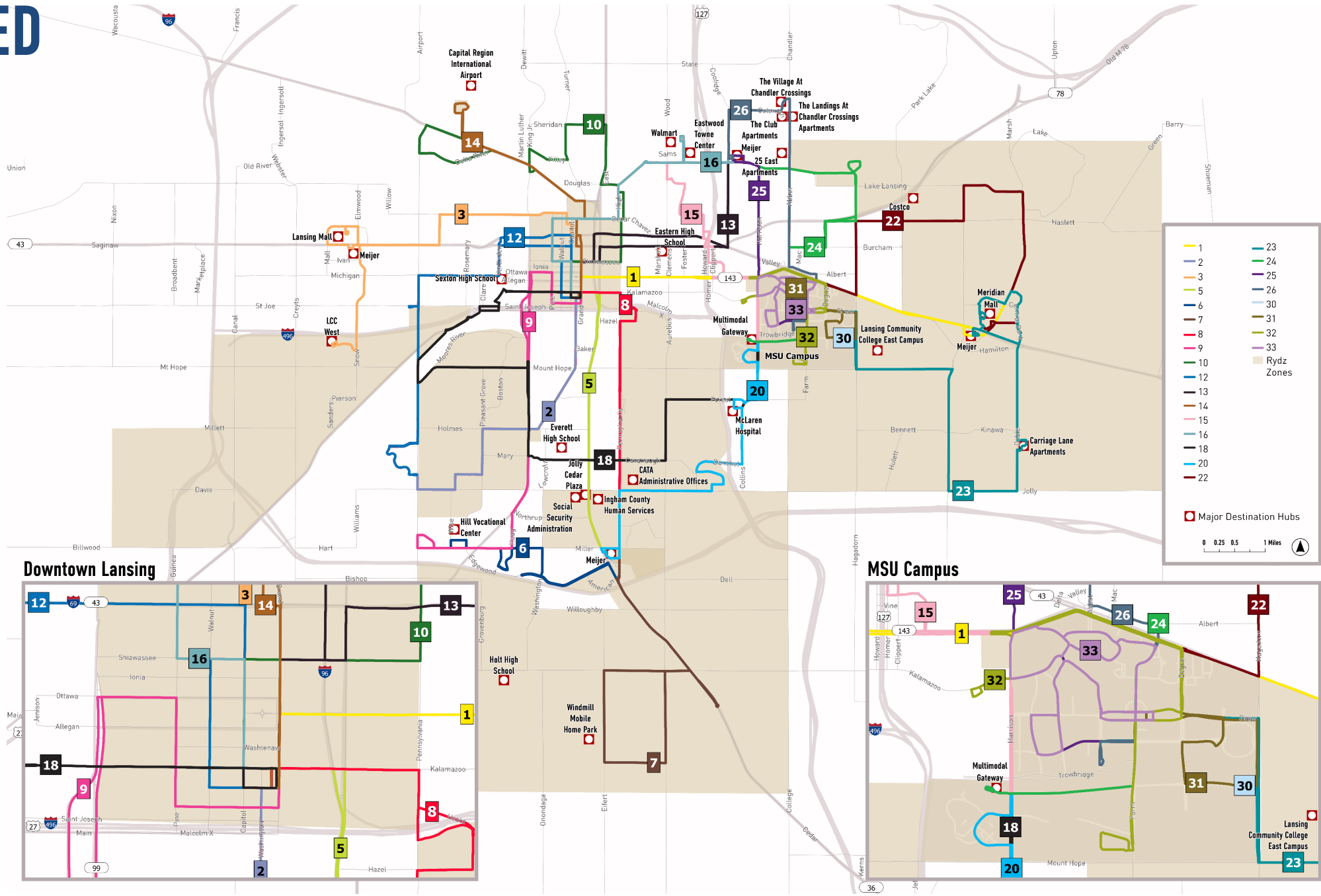
RECOMMENDATIONS & BUDGET SCENARIOS



EXISTING FIXED-ROUTE NETWORK



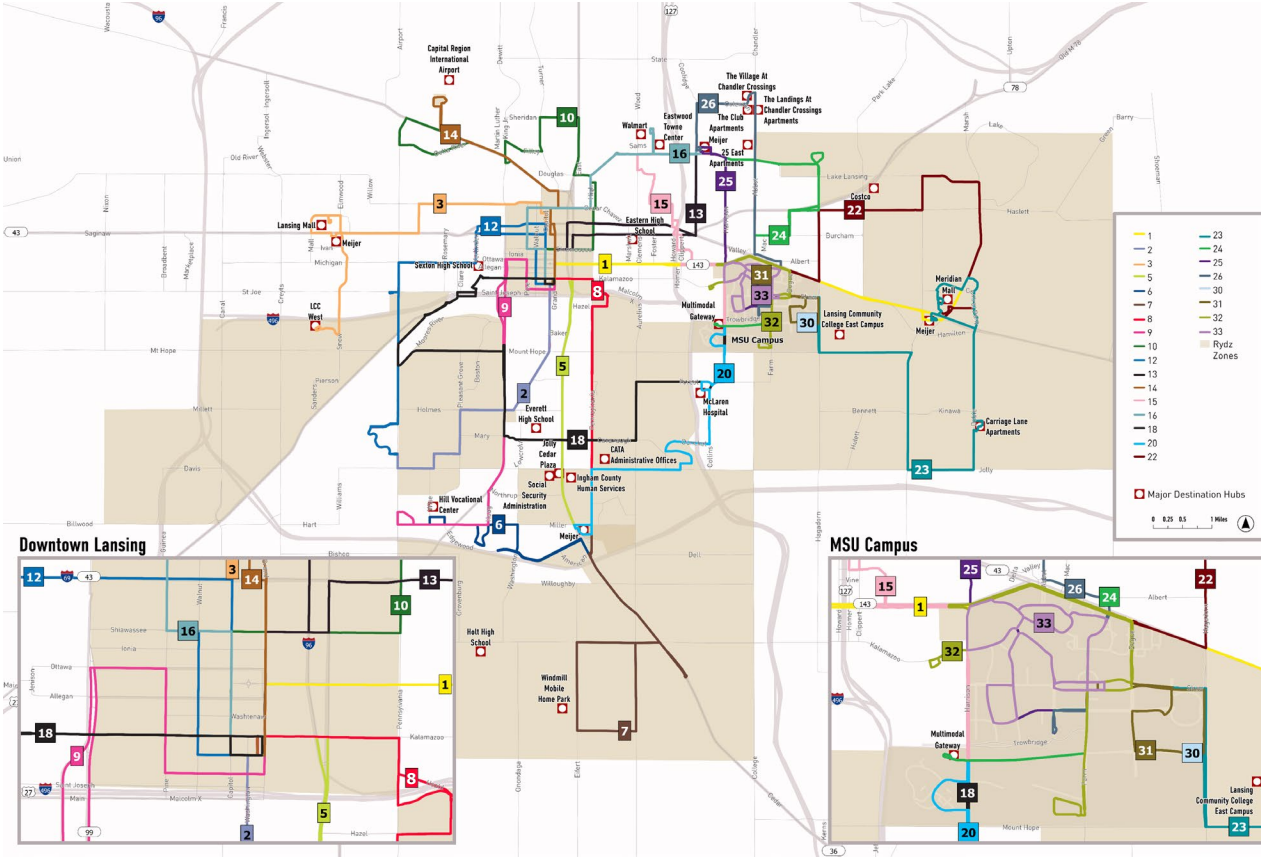
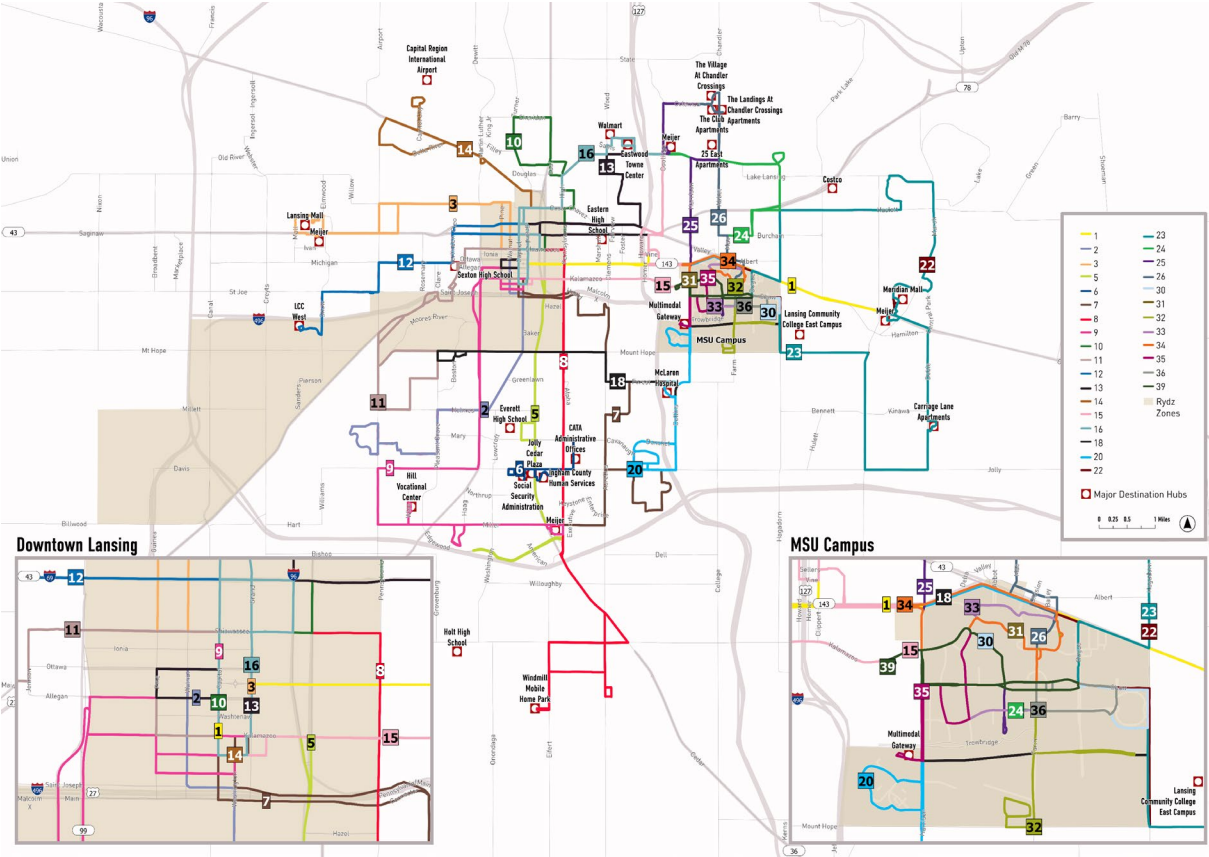
RECOMMENDED FIXED-ROUTE NETWORK



EXISTING AND RECOMMENDED NETWORKS

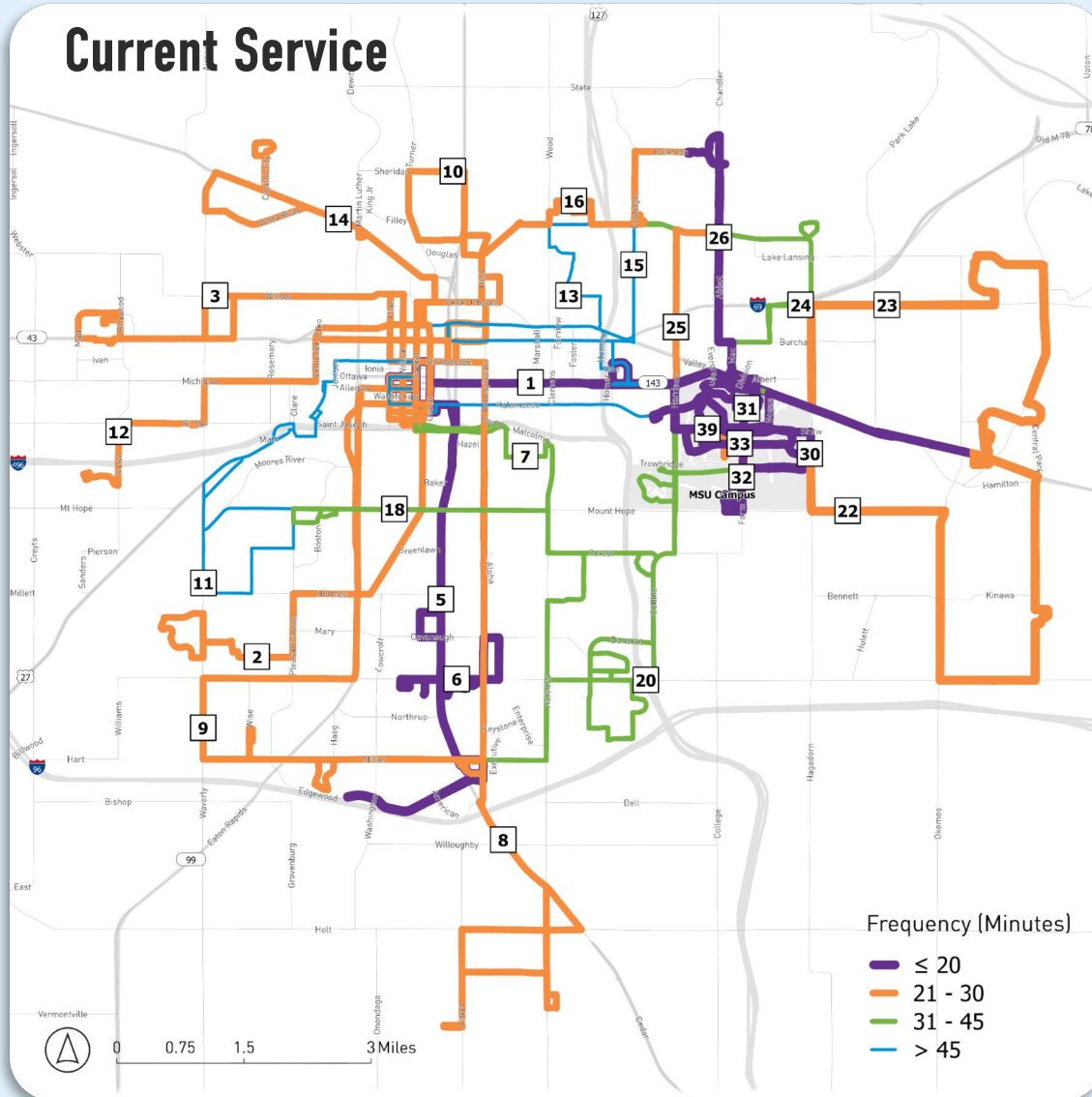
Existing

Recommended

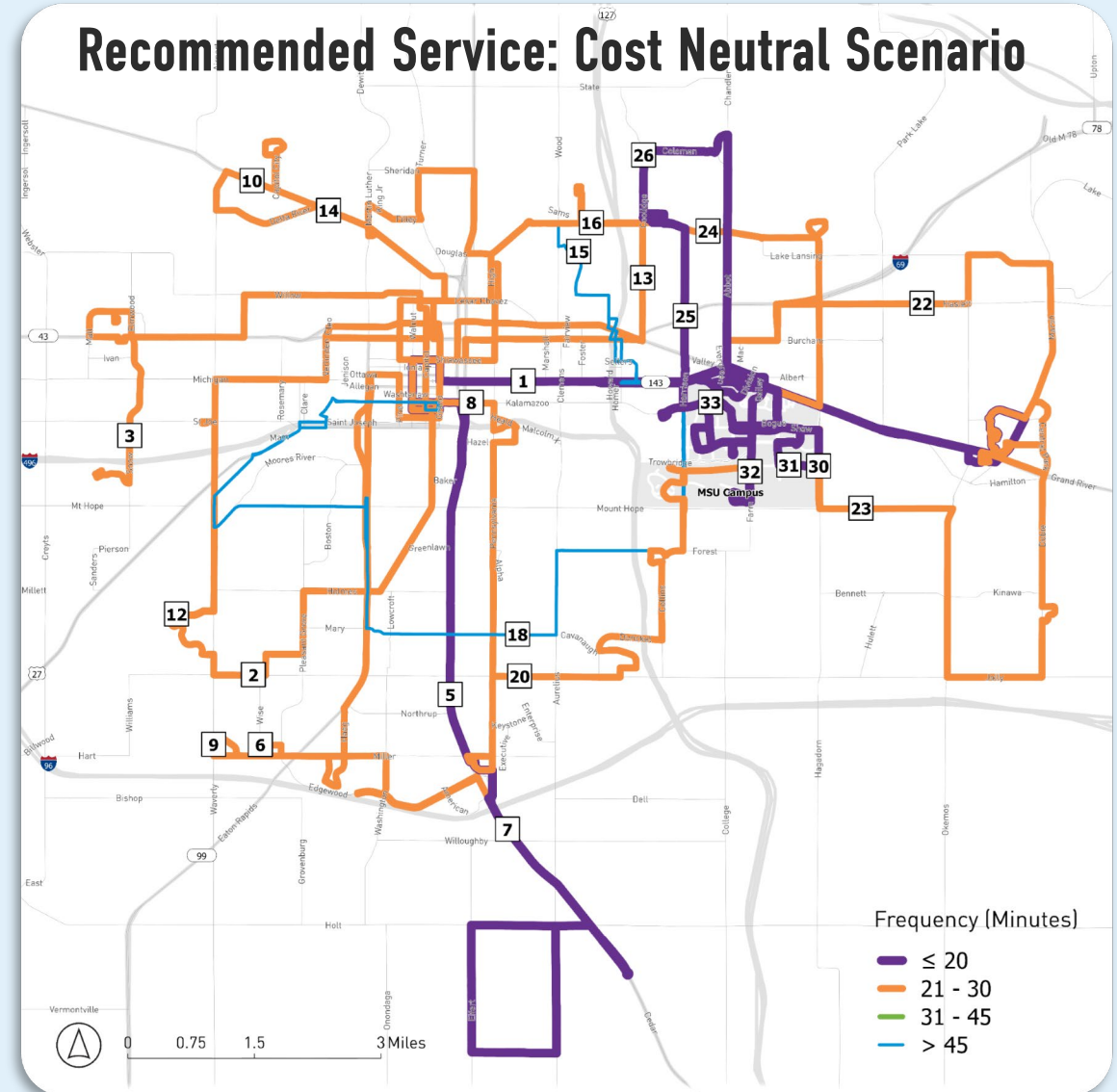


PEAK PERIOD SERVICE FREQUENCY

Current Service



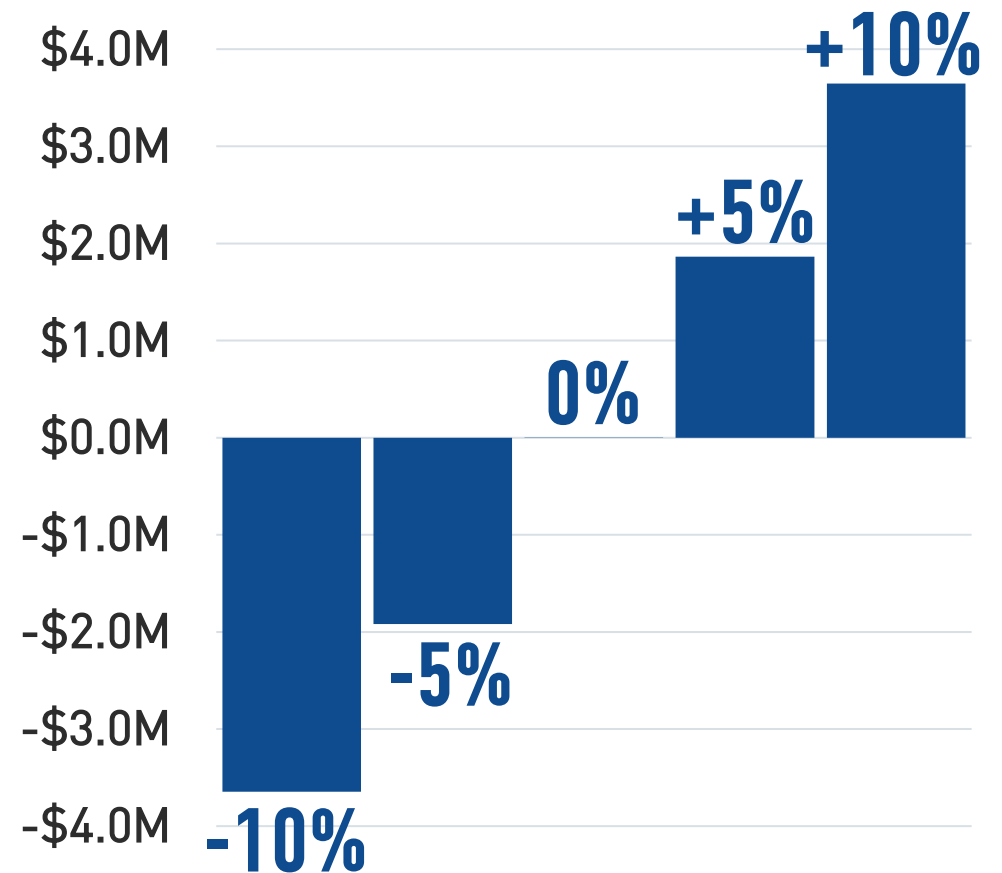
Recommended Service: Cost Neutral Scenario



BUDGET SCENARIOS

Key Principles for Changes

- Maintain peak period service to the extent possible.
- In a financial efficiency scenario, reduce frequencies to maintain service span.
- For funding surplus scenario, prioritize increasing service span on key routes.

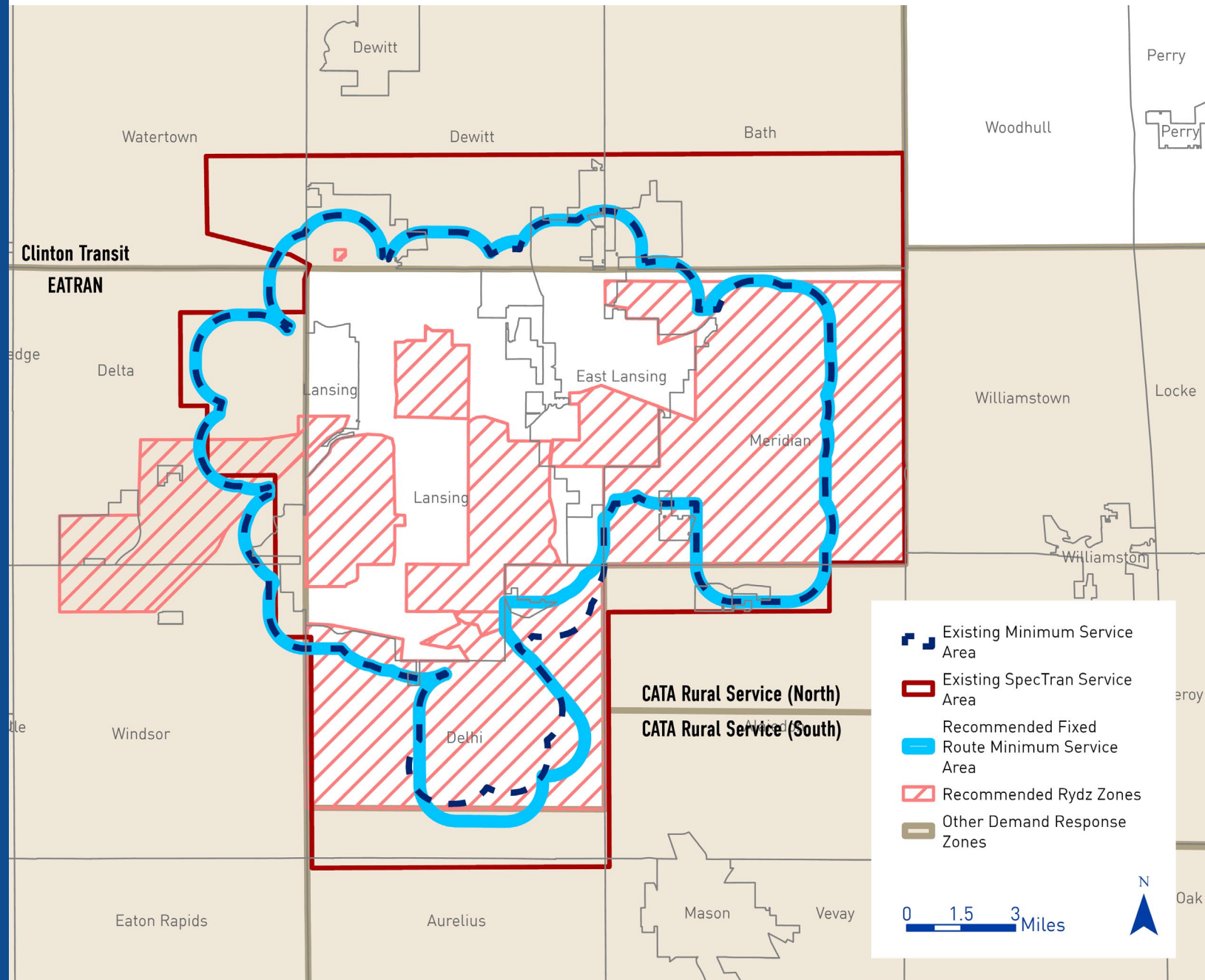


KEY STRATEGIES FOR SERVICE LEVEL SCENARIOS

- Frequency of service
- Coverage
 - Provide service to more parts of the service area
- Span of service
 - Add or reduce hours of service in the morning, peaks and evenings
- Days of the week
 - Service levels on weekdays, Saturdays and Sundays

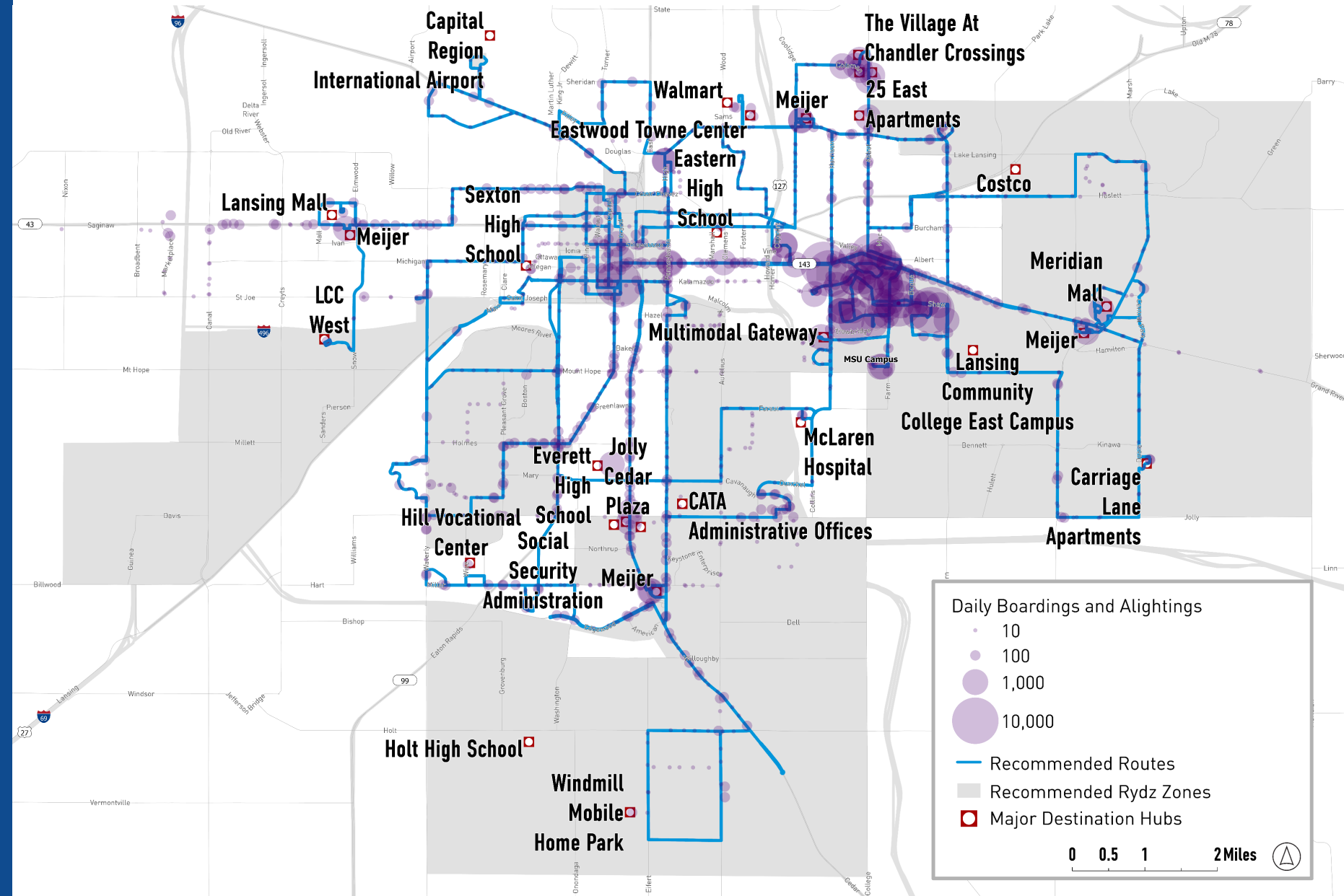
DEMAND-RESPONSE SERVICE: SPEC-TRAN

- CATA currently provides ADA complementary paratransit service.
- Budget Scenarios:
 - Baseline scenario maintains paratransit service boundaries.
 - In scenarios that include financial efficiencies, explore options providing paratransit within the required $\frac{3}{4}$ mile of fixed route service.
 - All recommendations should consider rider needs.



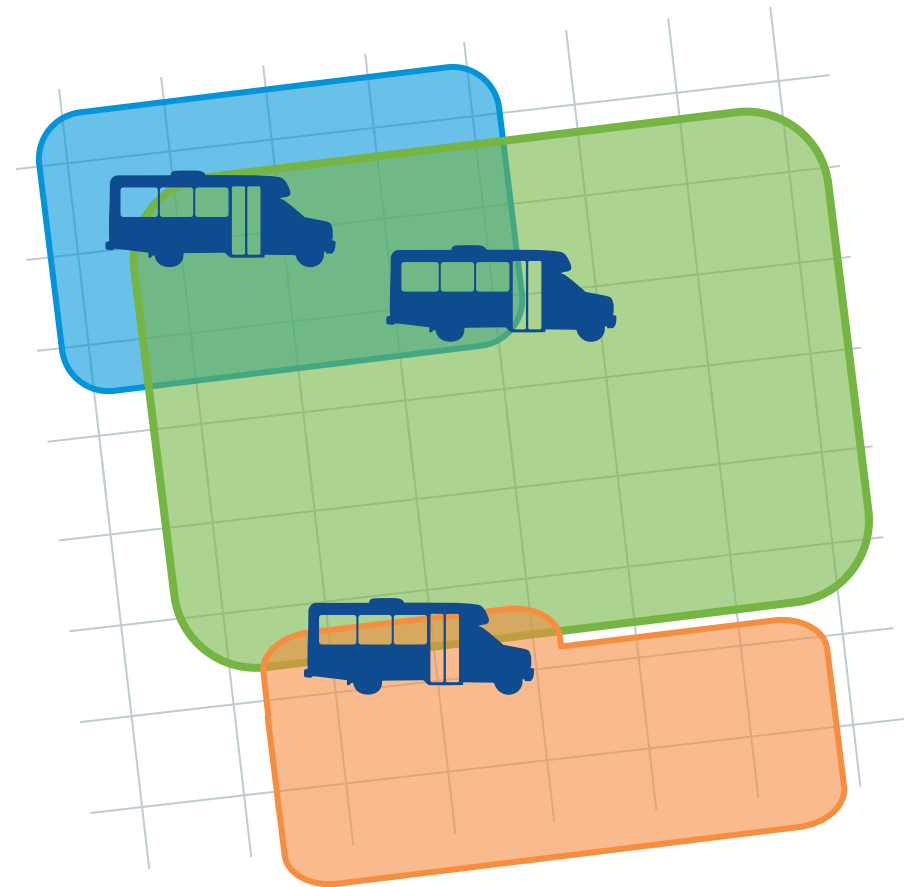
DEMAND-RESPONSE SERVICE: MICROTRANSIT

- Provides more efficient service in areas with lower ridership.
- Complements fixed-route service, not competing.
- Adds an app-based booking option alongside a call-in option.
- Microtransit is a service model that can be directly operated by CATA or through a contract.
- For financial efficiency scenarios, wait times may be impacted



DEMAND-RESPONSE DELIVERY CONCEPTS

- Commingling paratransit and microtransit trips.
- Consolidating to one booking and payment app.
- TNC overlay on microtransit service.
 - TNC collaboration in low ridership zones or at low ridership times.
 - Continue to operate with ADA accessible vehicles.



IMPLEMENTATION PROCESS



- Recommendations will guide long-term planning—they will not automatically result in service changes.
- CATA will implement recommendations over time based on available funding, resources, and community needs.
- Any implementation would follow CATA's standard public input process, with additional opportunities for feedback.

KEY FINDINGS AND RECOMMENDATIONS

Key Findings

- CATA currently operates a strong fixed route network with a hub and spoke system
- Fixed route and demand response services combined provide coverage to most parts of the service area
- Some routes operate longer travel patterns and out of direction travel

Key Recommendations

- Improve efficiency of service and on-time performance
- Develop routes with more bi-directional trips and stronger anchors
- Right size service delivery based on ridership and the transit markets being served
- Focus on frequency on stronger corridors while maintaining coverage
- Develop various scenarios that allow CATA to provide mobility options for future funding levels

NEXT STEPS

- Conduct Title VI Analysis.
- Finalize fixed-route and demand-response recommendations.
- Finalize budget scenarios.
- Incorporate innovative service scenarios.
- Package implementation strategies.
- Document in the final plan.

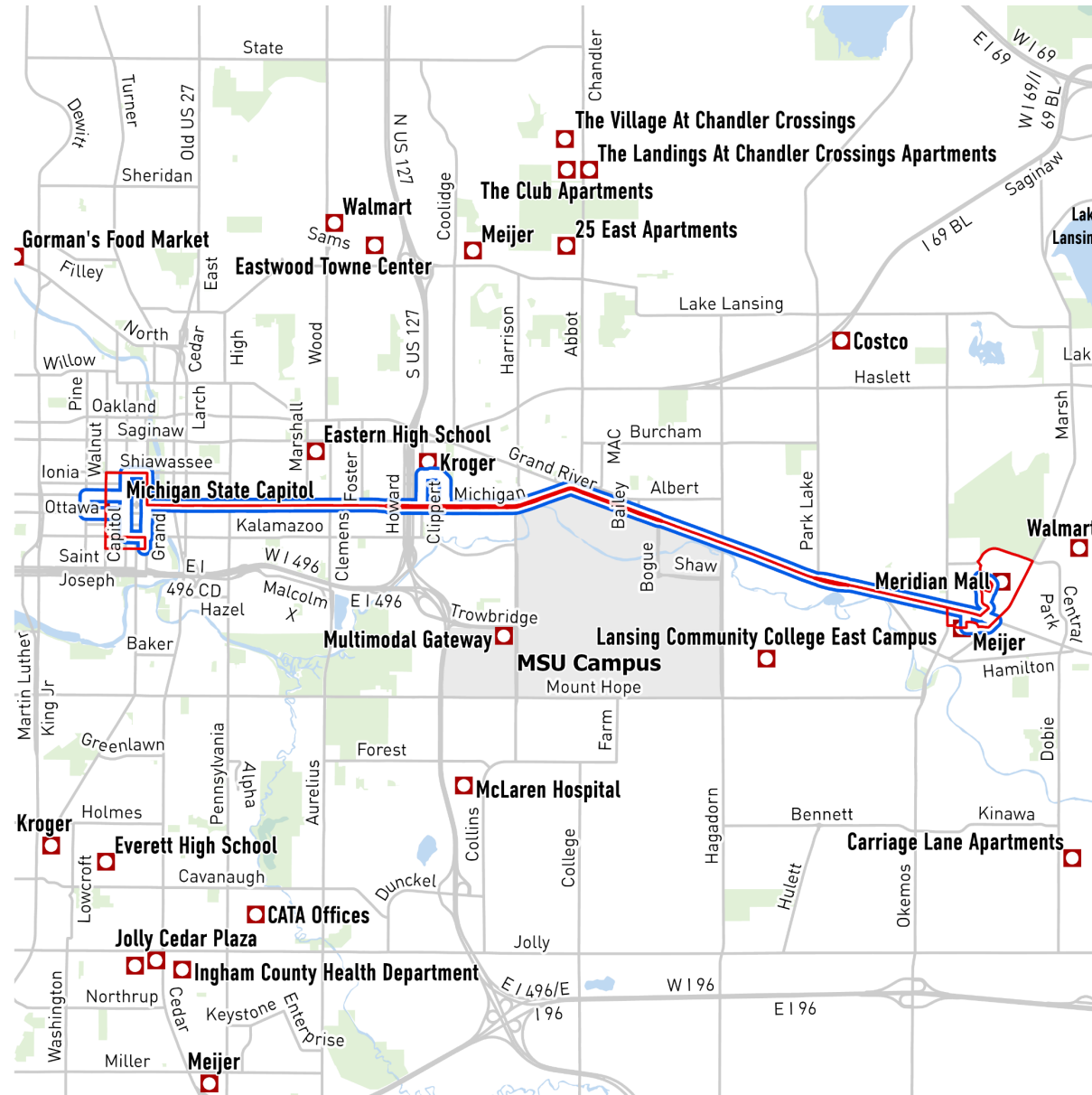


APPENDIX

Route and Service Profiles



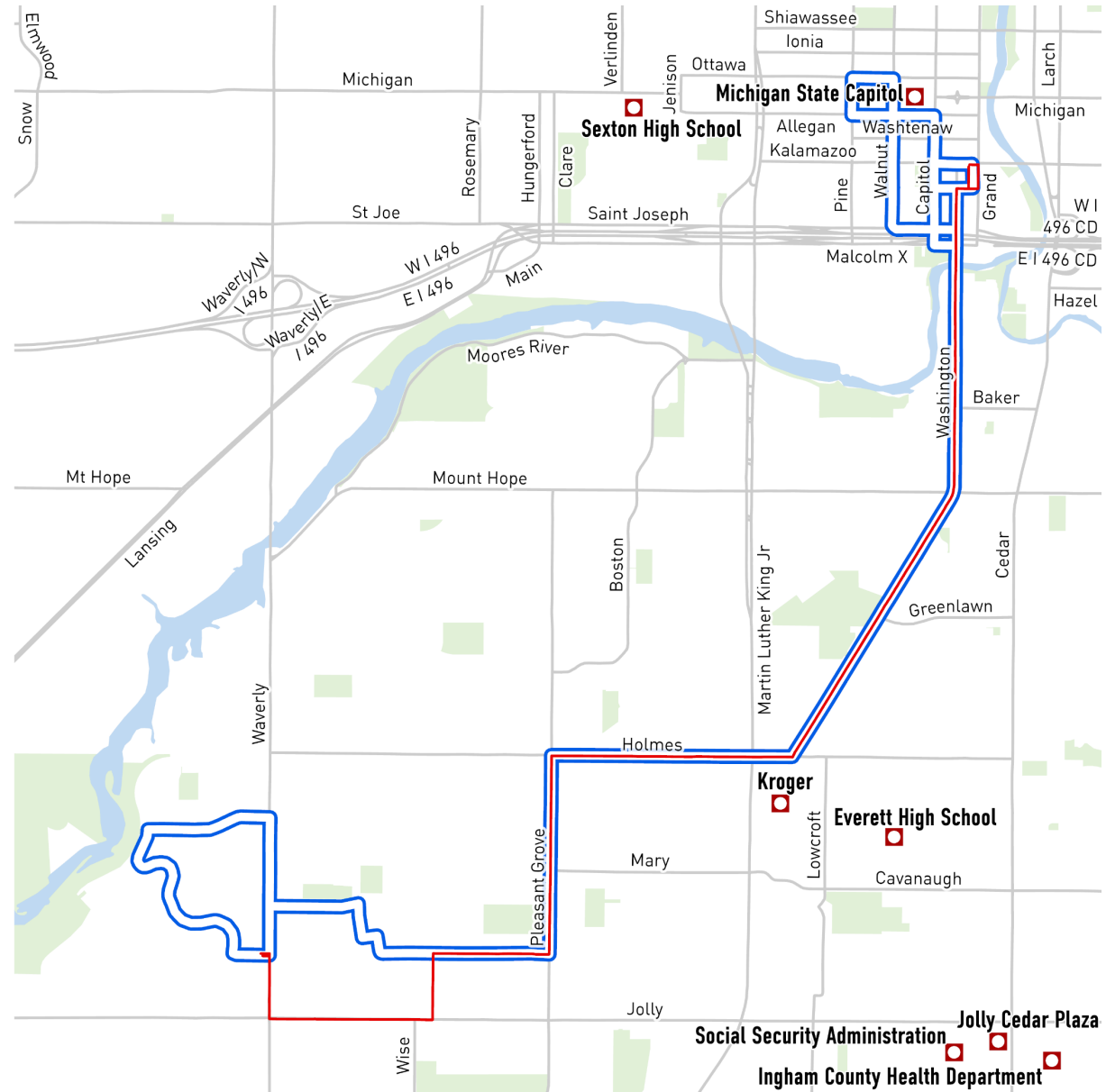
In downtown Lansing, Route 1 would be restructured from operating as a large one-way loop, to providing bi-directional service linking LCC, the Capitol, and the CTC, via Walnut Street. Buses would serve Frandor from Michigan Avenue, rather than entering the shopping center. On the outer end of Route 1, the end-of-line loop would be restructured to avoid unprotected left turns.



2 S. Washington - Pleasant Grove

In downtown Lansing, Route 2 would be simplified by ending the route at the CTC. Frequent service to the Capitol and other downtown destinations would be available on connecting routes. On the outer end of Route 2, service would be shifted from Sumpter Street to Jolly Road to reach more ridership generators. Neighborhoods west of Waverly Road would be served jointly with Route 12 through an interline of the two routes.

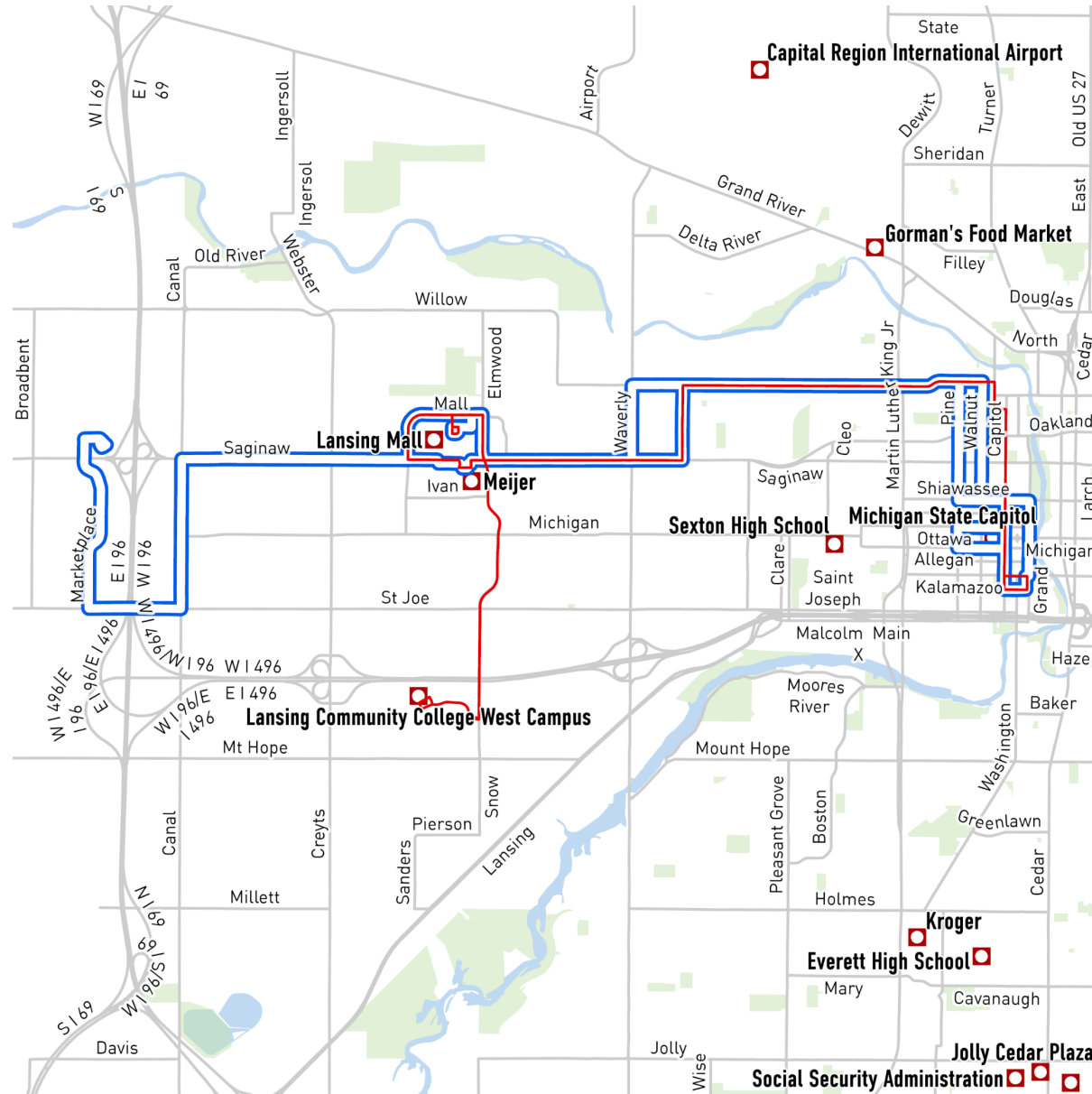
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



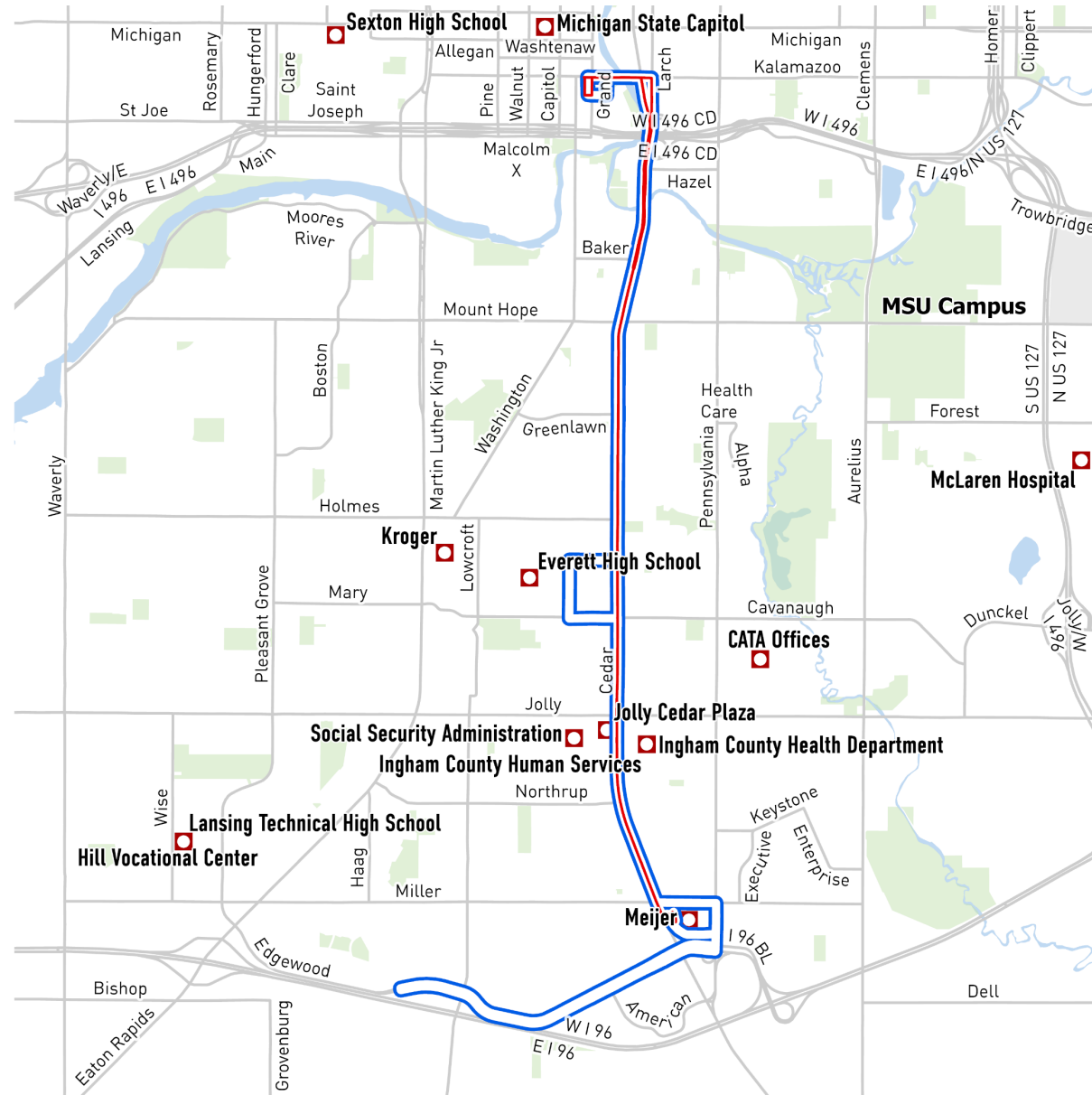
3 Willow-Lansing Mall

In downtown Lansing, Route 3 would be simplified by operating bi-directionally along Capitol Avenue. North of Shiawassee Street, service would shift from Pine and Walnut Street to Capitol, Maple, and Seymour Avenue to take advantage of the traffic signal at Willow and Grand River. On the outer end of Route 3, the route would be extended from the Lansing Mall area to LCC West Campus via Snow Road, allowing for new connection opportunities.

-  Current Route
-  Preliminary Recommendation
-  Major Destination Hubs



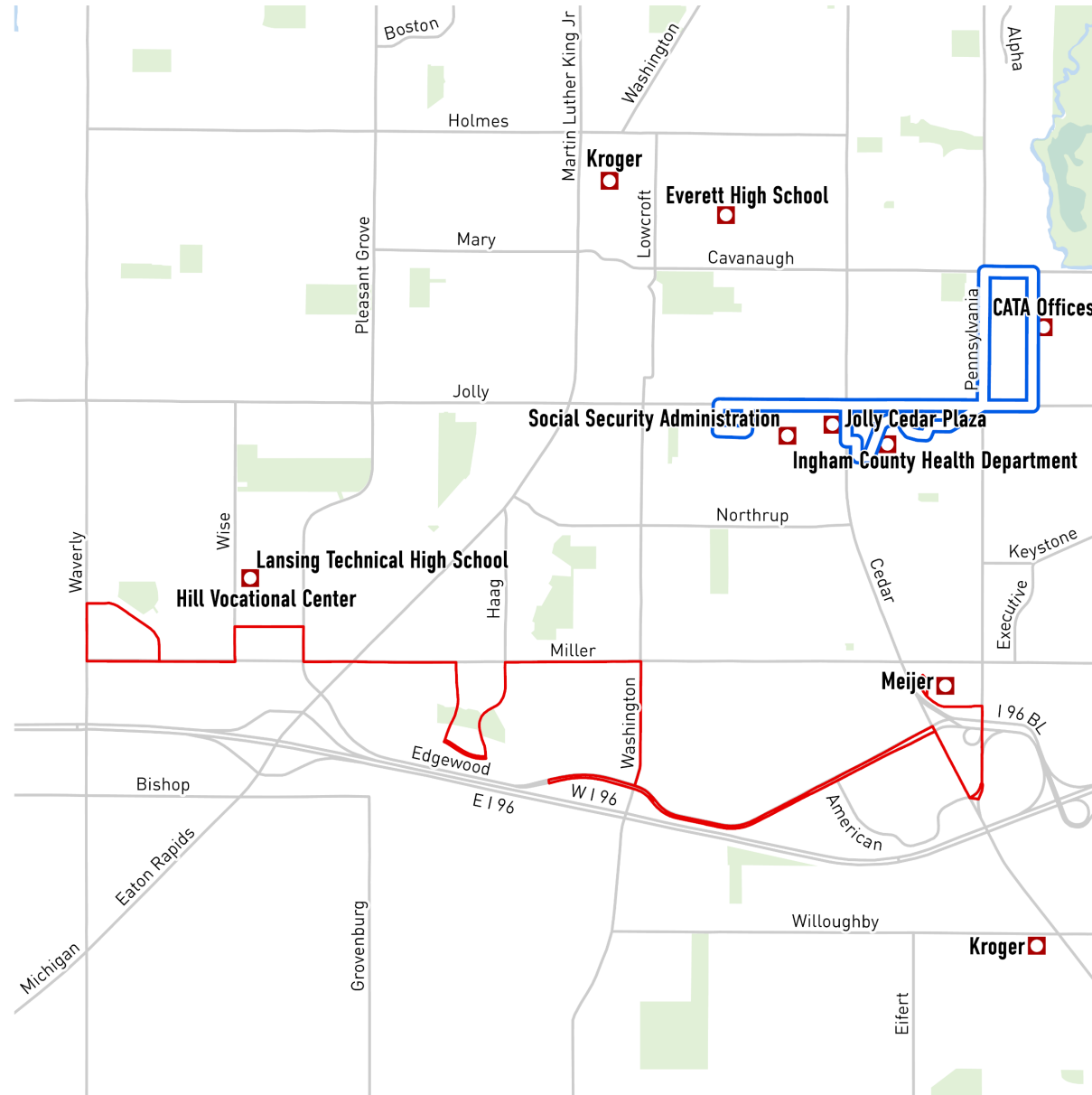
The alignment of Route 5 would remain largely unchanged between downtown Lansing and Meijer on Miller Road. Deviations to Everett High School would be eliminated, with coverage to the high school picked up by Route 18. On the outer end of Route 5, service along Edgewood Boulevard would be eliminated and picked up by Route 6.



6 Cedar-Jolly Connection

Current Route 6 is eliminated, with coverage picked up by a new Southeast Lansing Rydz zone. The route number is instead applied to a new route combining the southernmost parts of current Route 5 and Route 9.

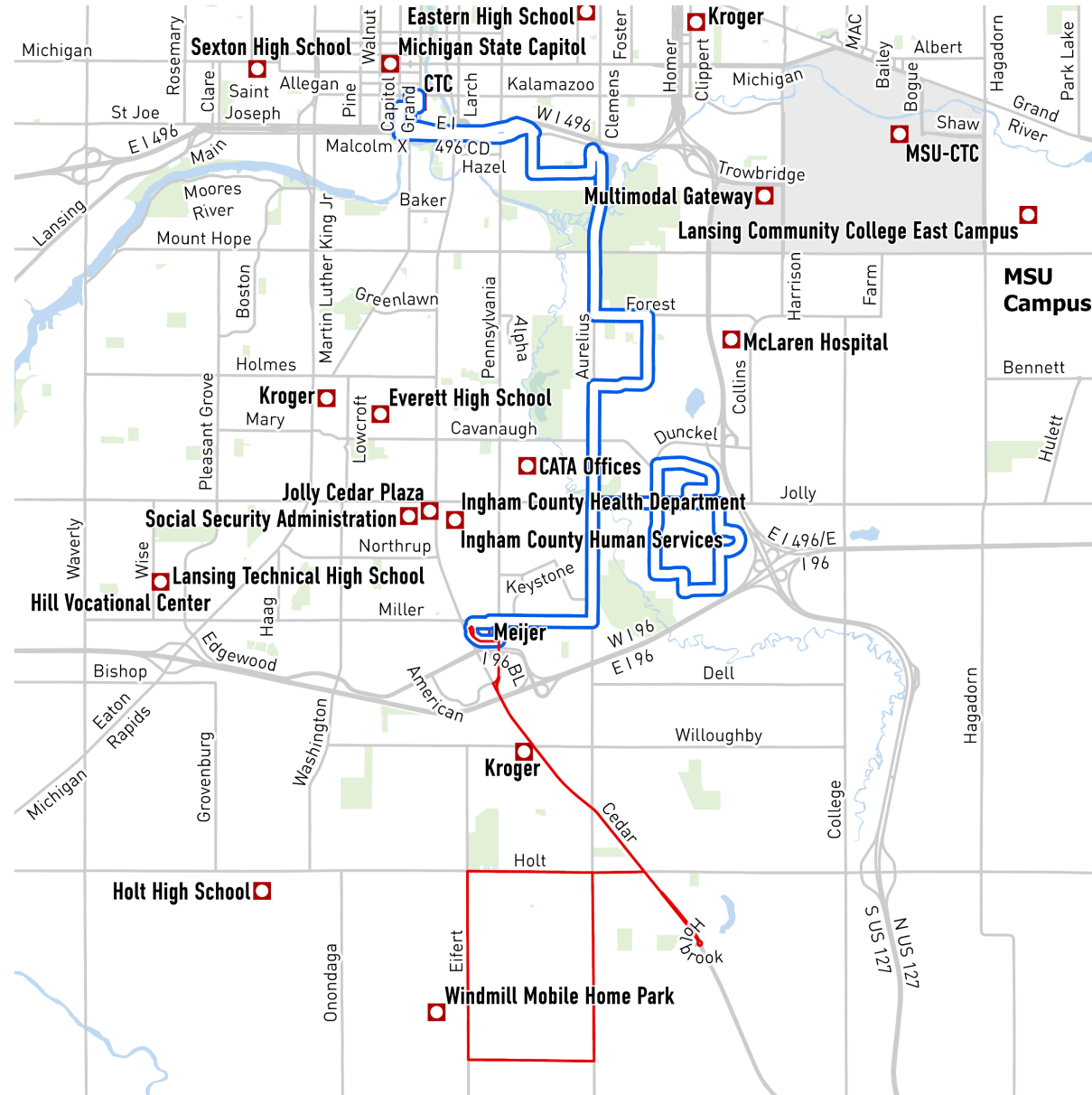
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



7 Aurelius-Miller

Current Route 7 is eliminated. The route number is instead applied to a new route serving Holt. Service to the Potter Walsh neighborhood would be picked up by Route 8. The Aurelius Road corridor would be served by a new Southeast Lansing Rydz zone, Route 18, and Route 20.

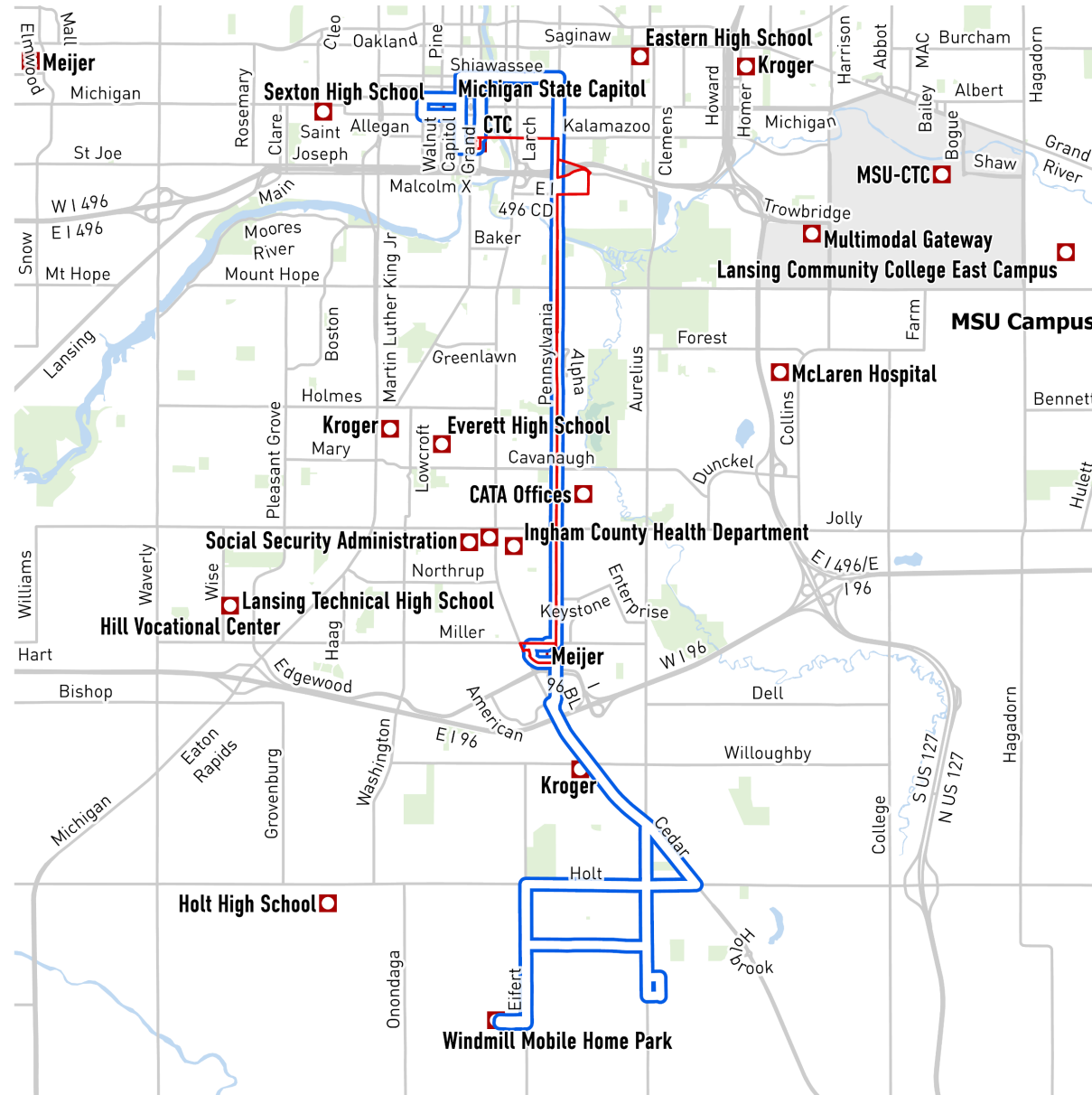
-  Current Route
-  Preliminary Recommendation
-  Major Destination Hubs



8 Pennsylvania-Holt

Route 8 would be restructured to operate between downtown Lansing and Meijer on Miller Road only. Service to Holt would be picked up by Route 7. In downtown Lansing, Route 8 would be simplified by ending the route at the CTC. Frequent service to the Capitol and other downtown destinations would be available on connecting routes. From downtown, the Route would serve the Potter Walsh neighborhood via Kalamazoo Street before continuing to Meijer via Pennsylvania Avenue.

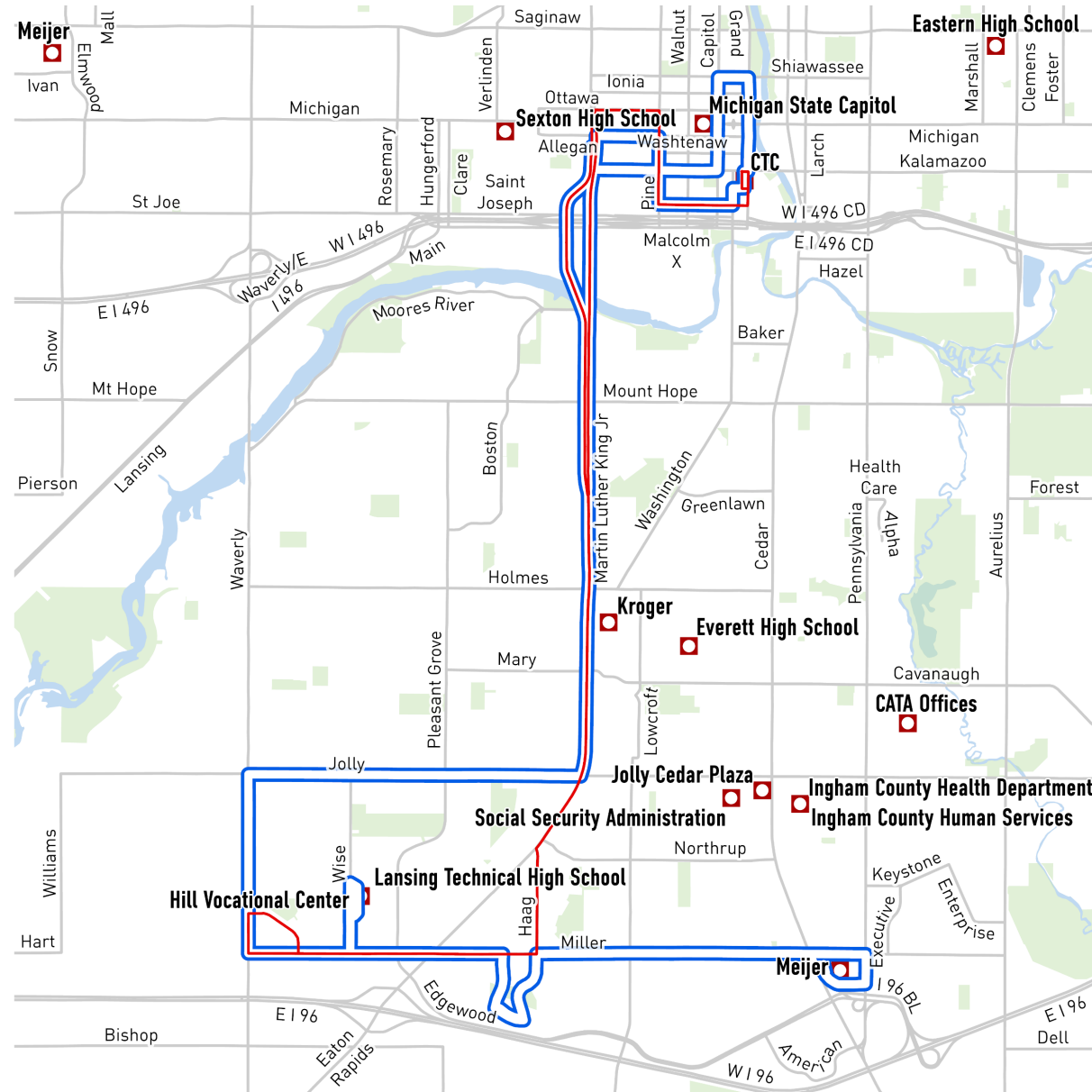
- Current Route
- Preliminary Recommendation
- Major Destination Hubs



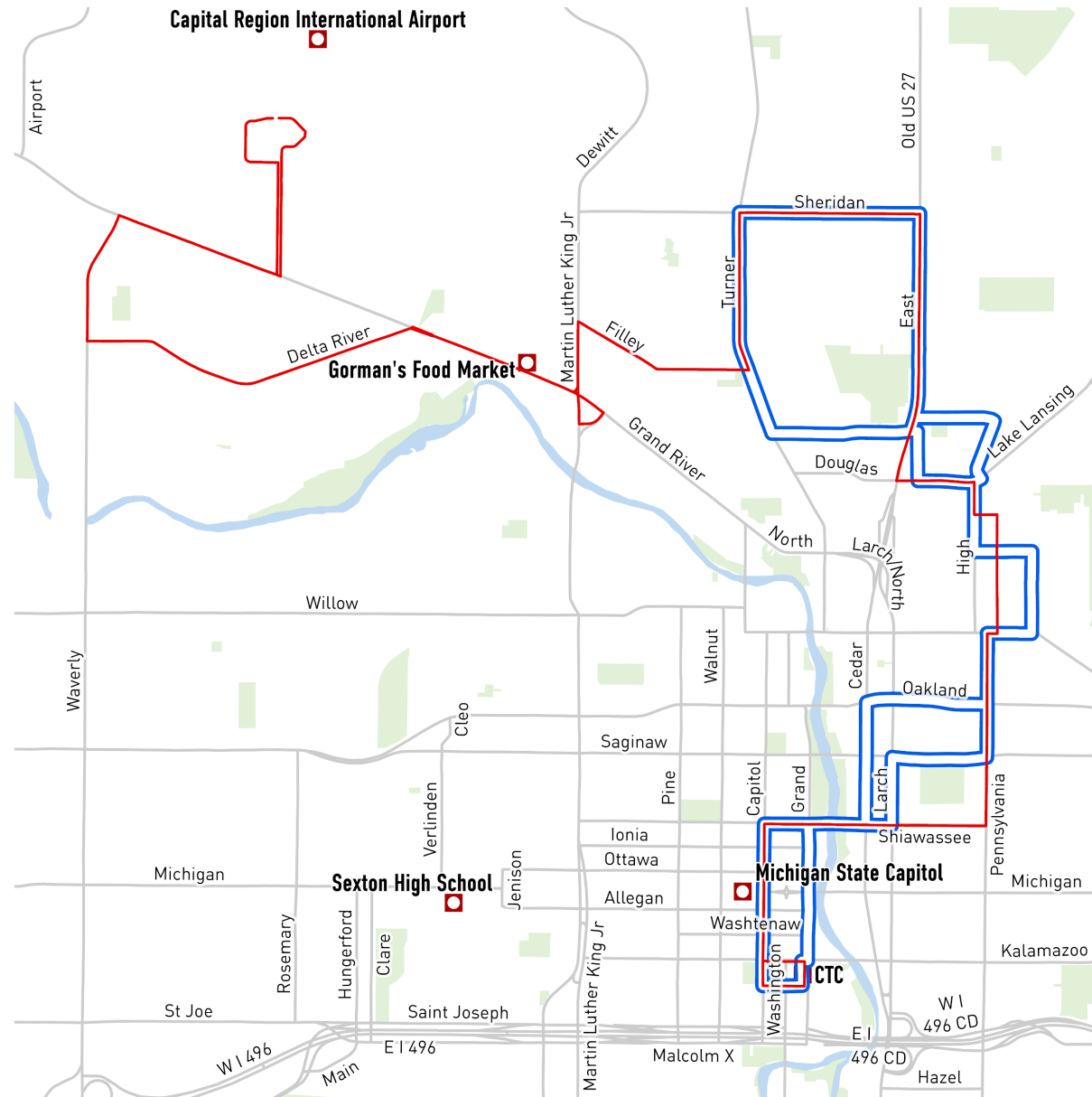
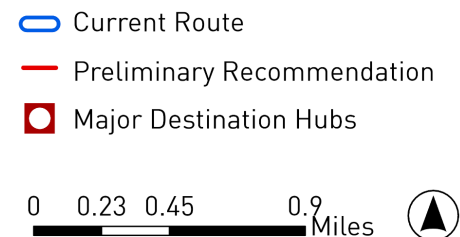
9 South MLK-Miller

In downtown Lansing, Route 9 would be extended to Ottawa Street and simplified by operating bi-directionally along Pine Street and Hillsdale Street. South of Jolly Road, service would shift from Waverly Road to MLK Jr. Boulevard, Haag Road, and Miller Road, ending at Waverly and Coachlight Common Street. One-seat ride service to Lansing Technical High School will be provided through an interline with Route 6 at Waverly and Coachlight Common Street.

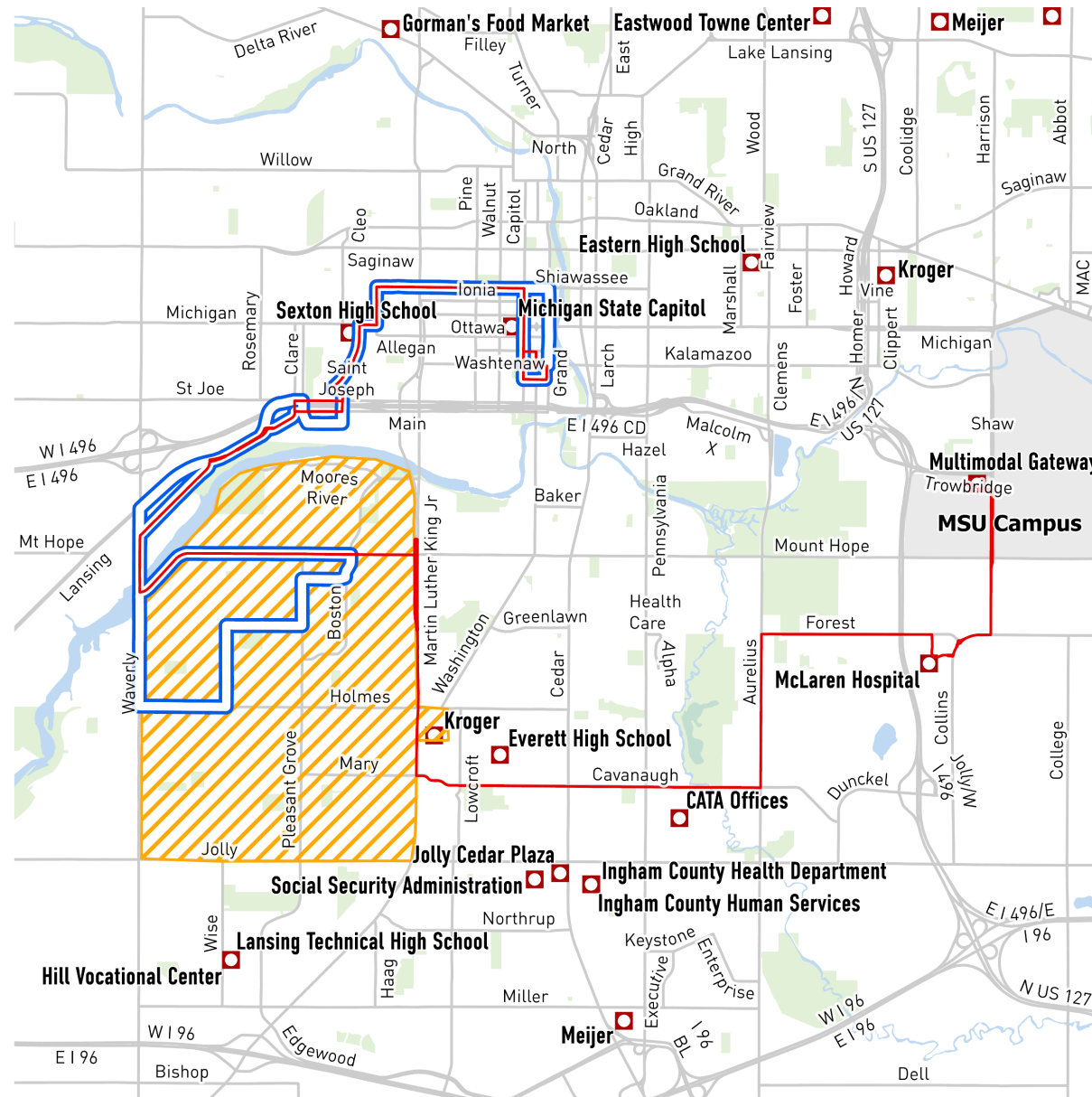
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



In downtown Lansing, Route 10 would be simplified by operating bi-directionally along Capitol Avenue. From Thomas Street, the route would be restructured to operate bi-directionally and extended to the airport via Filley Street, Grand River Avenue, and Delta River Drive.



0 0.42 0.85 1.7 Miles

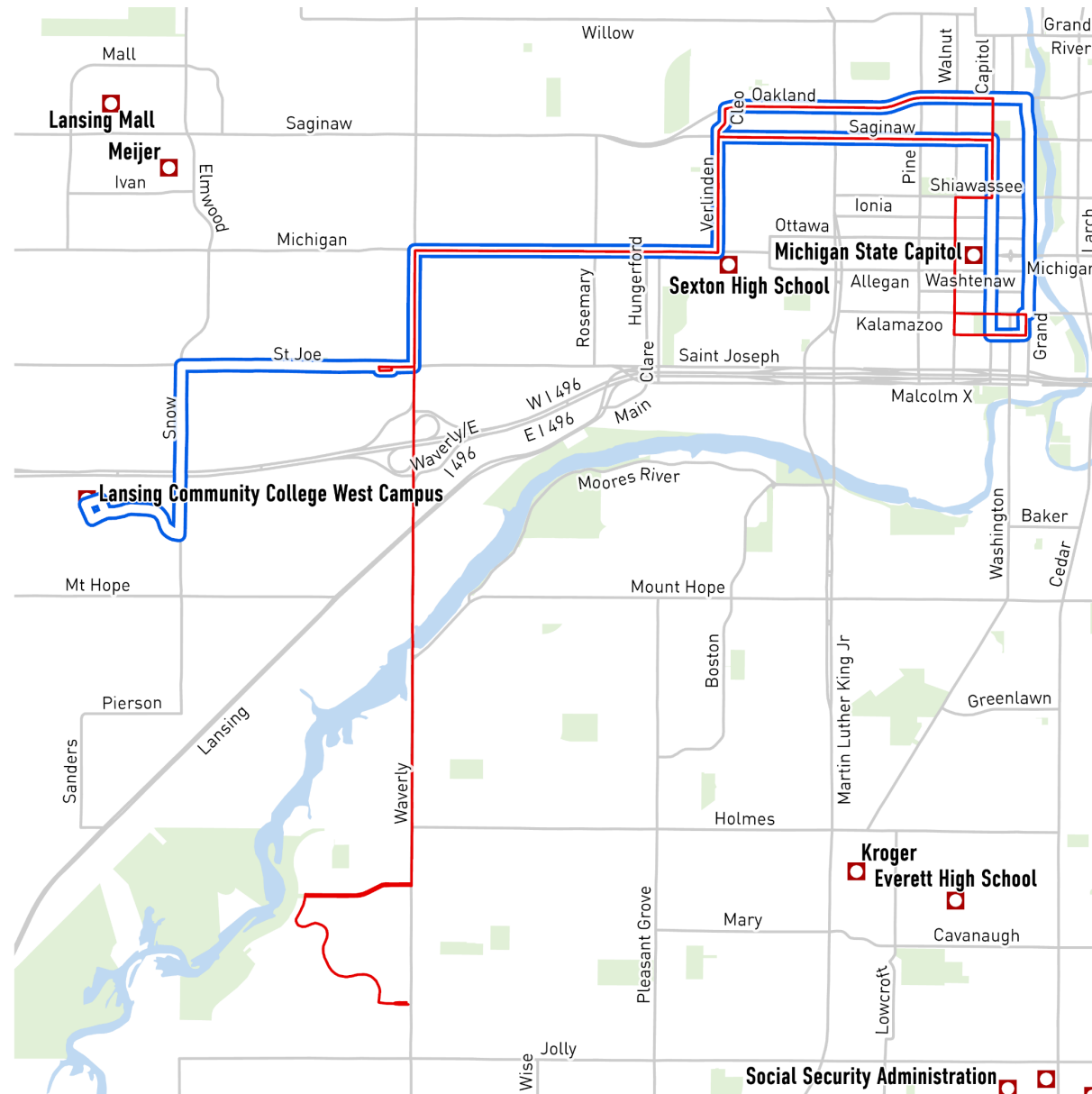


12 W. Michigan-Waverly-LCC West

In downtown Lansing, Route 12 service would shift from Grand and Capitol Avenue to providing bi-directional service along Walnut Street. From Southfield Shopping Center, the route would be restructured to serve Waverly Road and Seaway Drive instead of LCC West. Service to LCC would be picked up by an extension of Route 3.

- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs

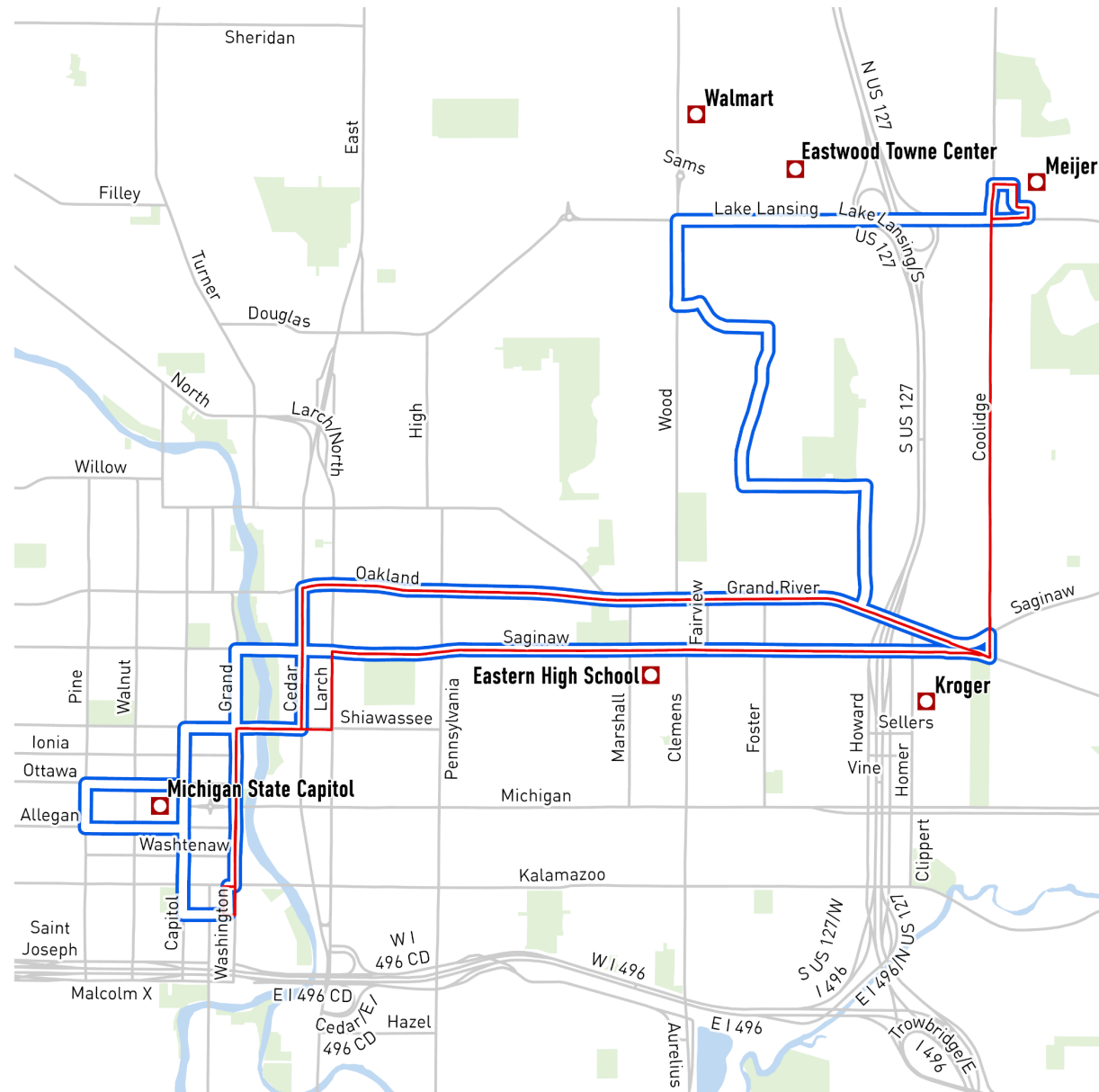
0 0.28 0.55 1.1 Miles 



13 Groesbeck Area

In downtown Lansing, Route 13 would be restructured from operating as a large one-way loop, to providing bi-directional service along Grand Avenue between LCC and the CTC. Frequent service to the Capitol and other downtown destinations would be available on connecting routes. Near Frandor, the route would shift from Chester Road, Hayford Avenue, and Lake Lansing Road, to Coolidge Road to create a more similar alignment in the inbound and outbound direction. Chester Road and Hayford Avenue service would be picked up by Route 15.

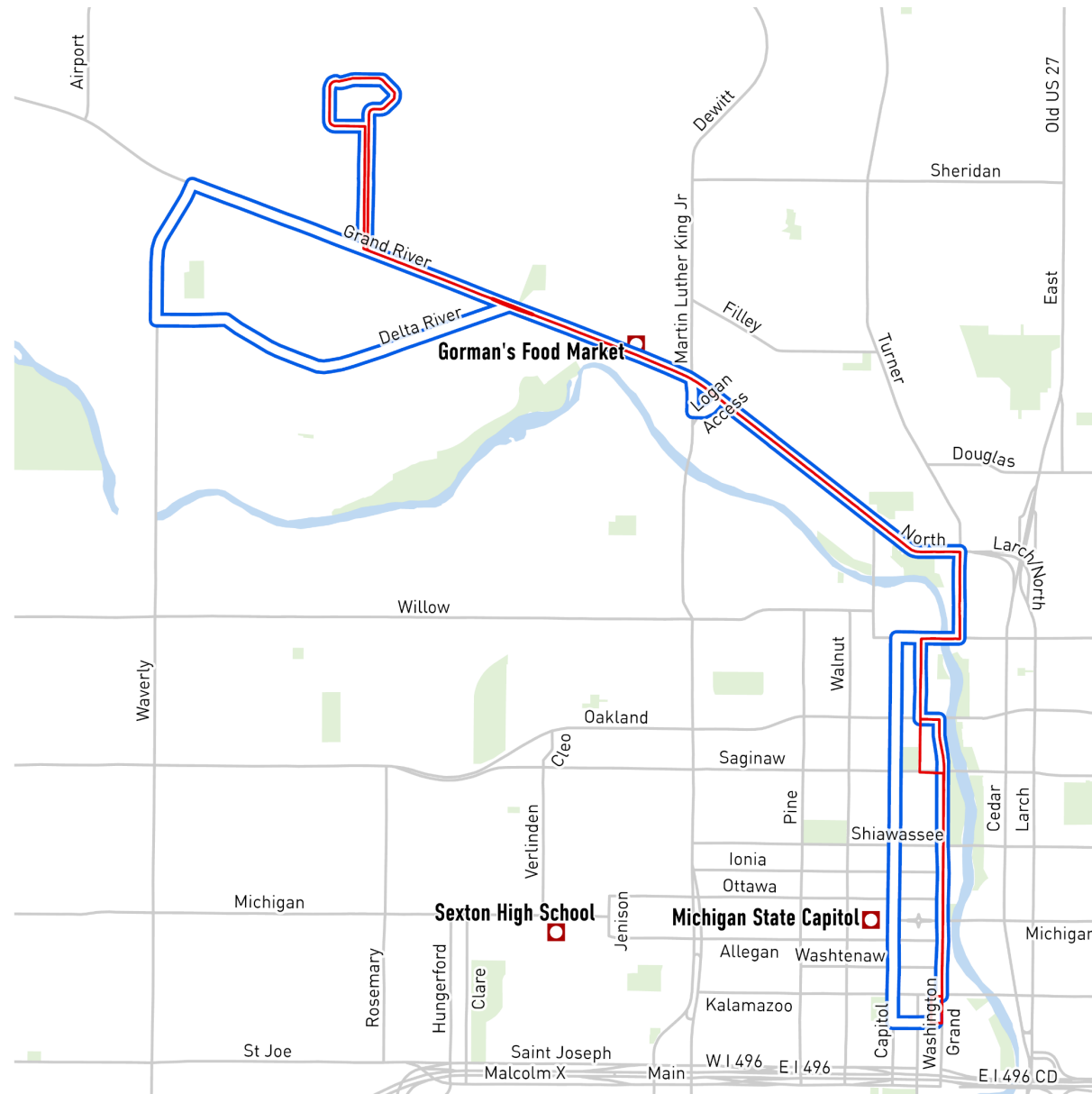
-  Current Route
-  Preliminary Recommendation
-  Major Destination Hubs



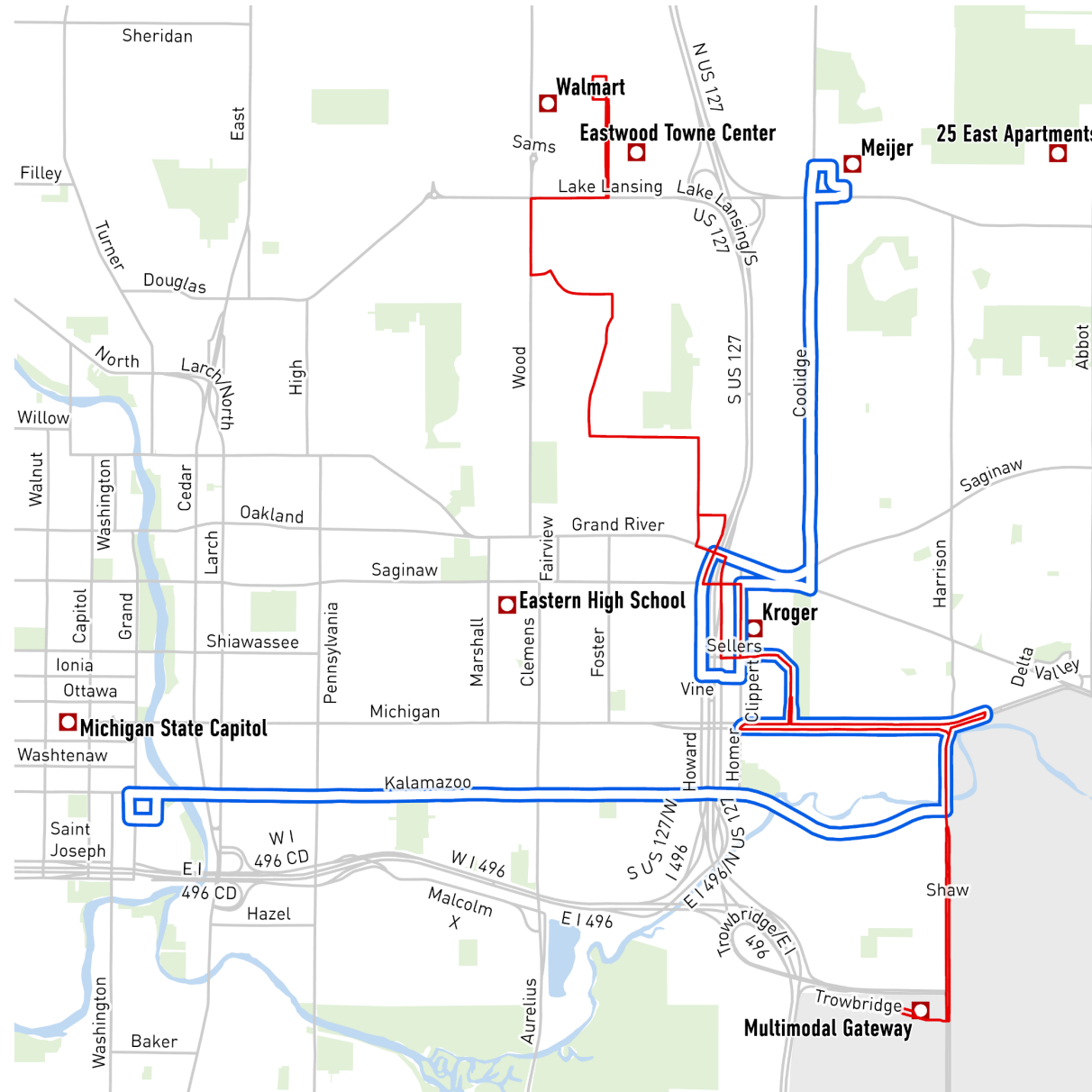
14 North Grand River-Old Town-Airport

Route 14 would be simplified with streamlined service between downtown Lansing and the airport. Service to the Delta River neighborhood would shift to Route 10. An interline between Route 14 and Route 10 would allow for bi-directional service and one-seat rides for Delta River, airport, and Grand River riders.

- Current Route
- Preliminary Recommendation
- Major Destination Hubs



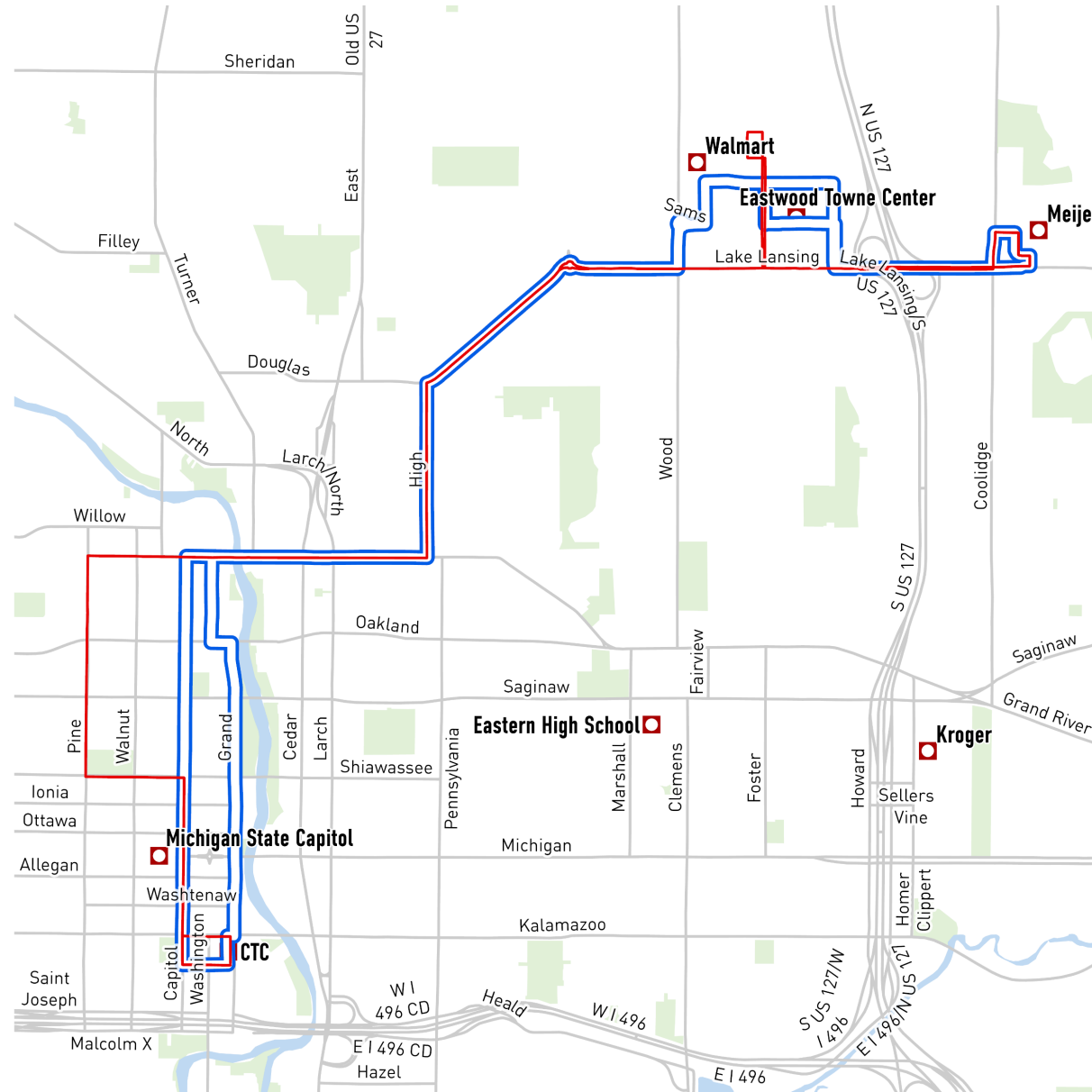
Route 15 would be restructured to connect the Capital Area Multimodal Gateway to Walmart on Centre Boulevard, via the Frandor Shopping Center and Hayford Avenue.



16 Old Town-W. Lk Lansing-Eastwood

In downtown Lansing, Route 16 would be restructured from operating as a large one-way loop, to providing bi-directional service along Capital Avenue, Shiawassee Street, Pine Street, and Cesar Chavez Avenue.

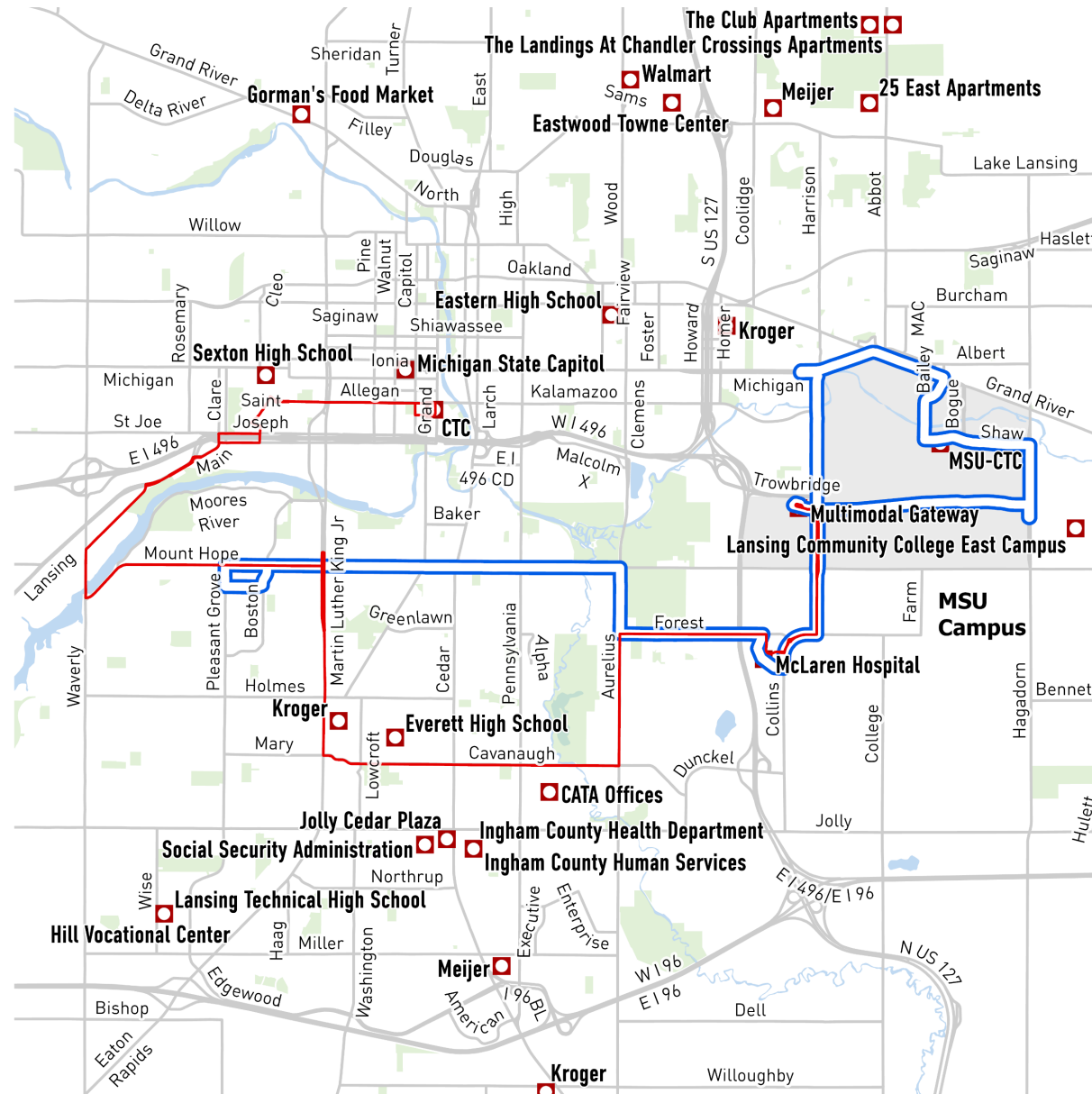
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



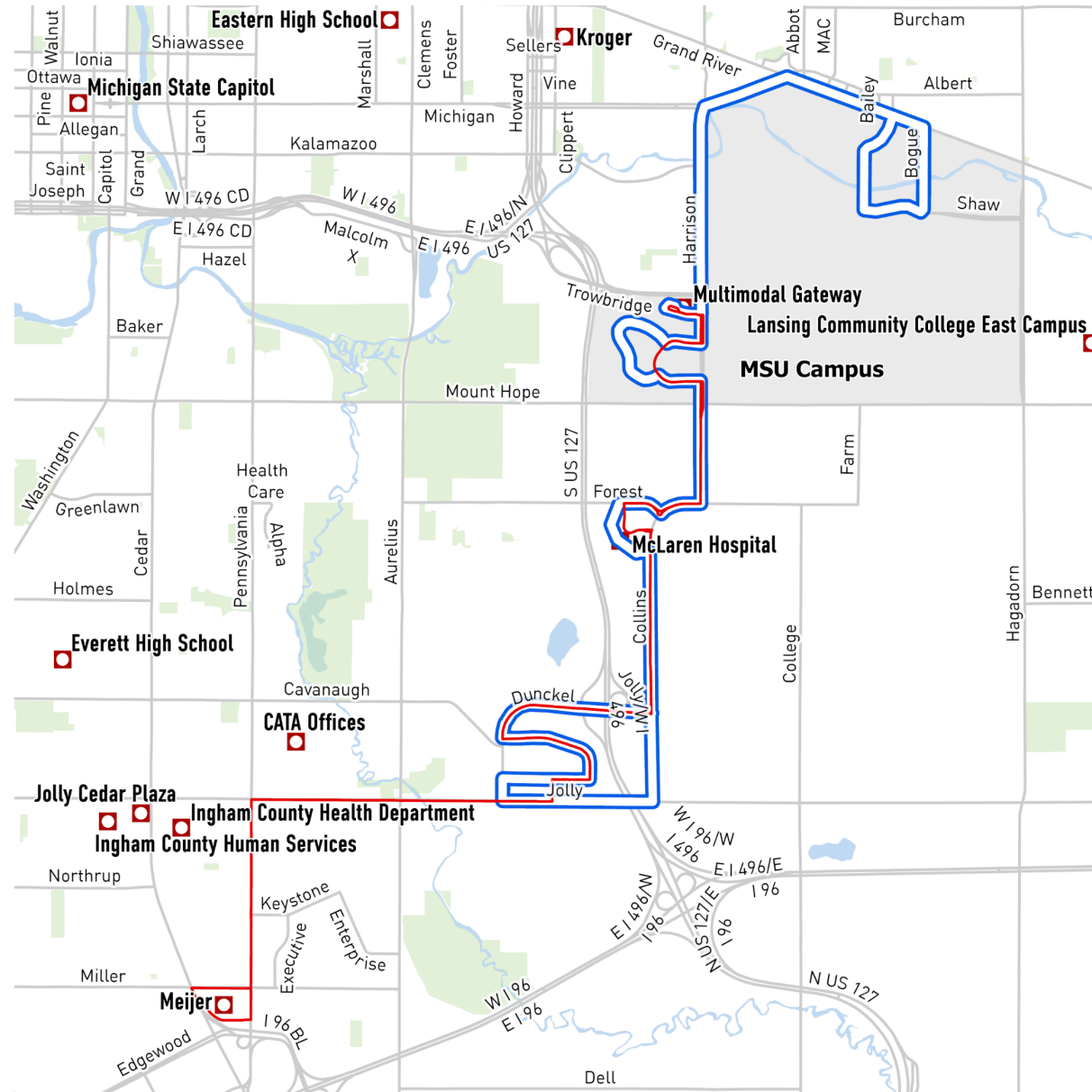
18 Capital City Crosstown

Route 18 would continue to provide cross-town service but would be substantially restructured due to its poor performance. From Harrison Road, the route would terminate at the Capital Area Multimodal Gateway rather than circulating around MSU campus. MSU connections would be available via routes 15 and 24. East of MLK Jr. Boulevard, service would shift from Hope Avenue to Cavanaugh Road to serve more destinations like Kroger and Everett High School. West of MLK Jr. Boulevard, Route 18 would follow a similar alignment to the current Route 11, but use Kalamazoo rather than Shiawasee Street to reach the CTC.

- Current Route
- Preliminary Recommendation
- Major Destination Hubs



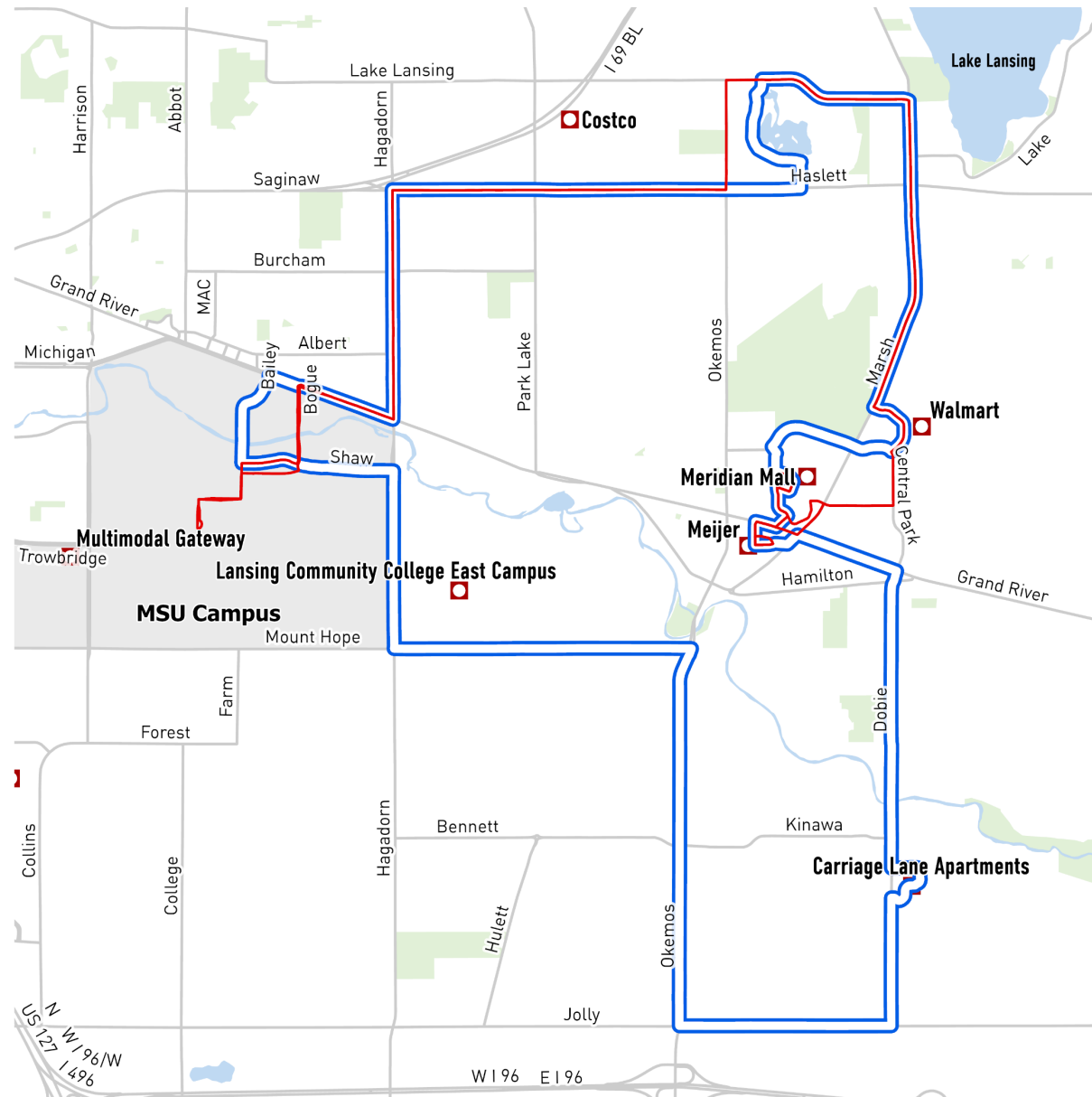
Route 20 would be restructured to operate between the Capital Area Multimodal Gateway and Meijer on Miller Road, via McLaren Greater Lansing Hospital and Trappers Cove Trail. One-seat ride service to MSU and downtown East Lansing would be provided via an interline with Route 24.



22 MSU-Haslett-Okemos

Instead of providing clockwise and counter-clockwise service along the same loop, Route 22 and 23 would be restructured so that Route 22 provides bi-directional service along the northern half of the loop and Route 23 provides bi-directional service along the southern half of the loop. Route 22 service would also be shifted from Lac Du Mont Drive to Okemos Road, and from Farm Lane to Bogue Street to streamline the route. Route 22 and 23 would be interlined at MSU Ramp 5, and at the Okemos Meijer, to allow riders to continue using the two new services as one continuous loop.

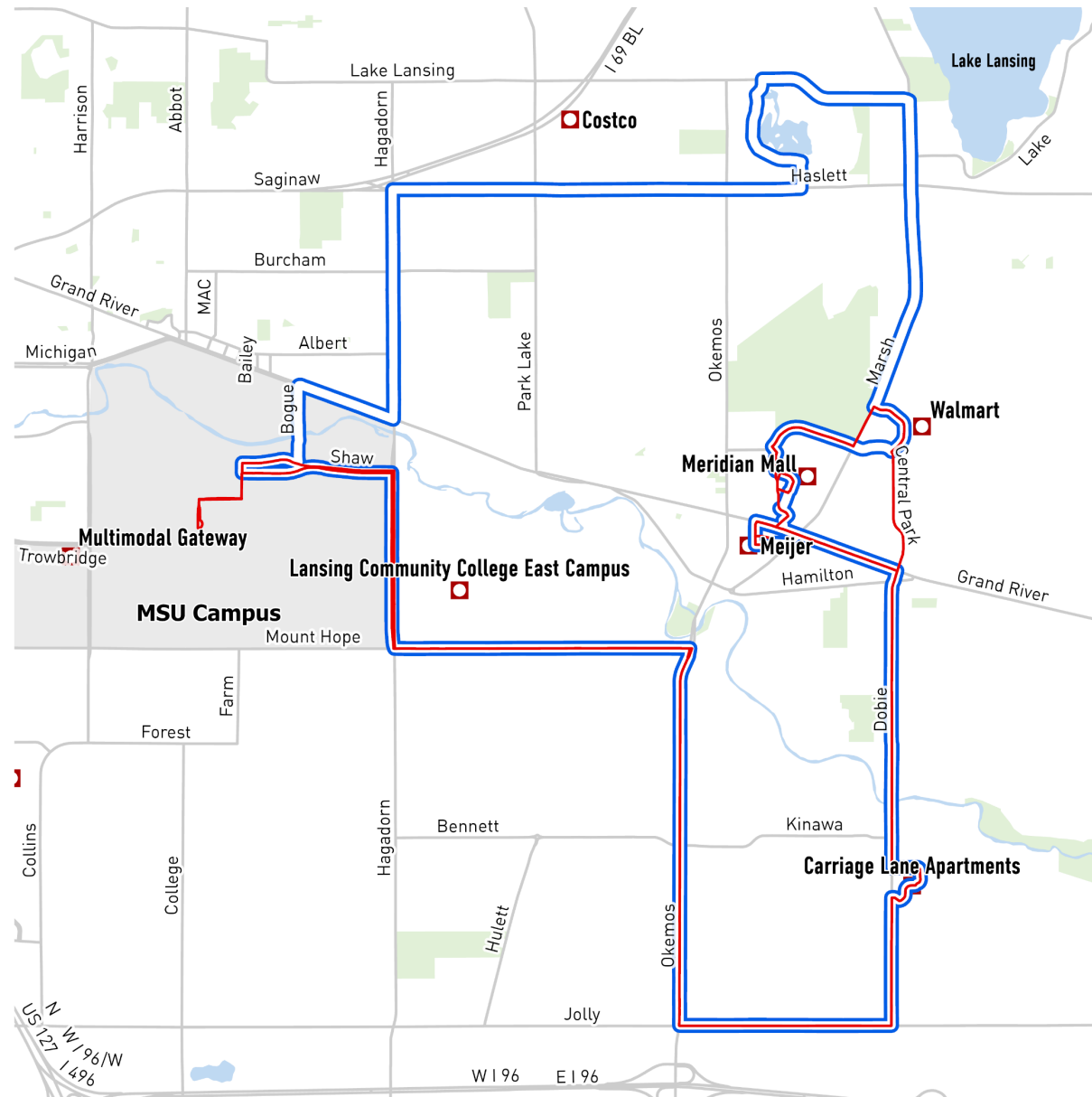
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



23 MSU-Okemos-Haslett

Instead of providing clockwise and counter-clockwise service along the same loop, Route 22 and 23 would be restructured so that Route 22 provides bi-directional service along the northern half of the loop and Route 23 provides bi-directional service along the southern half of the loop. Route 22 and 23 would be interlined at MSU Ramp 5, and at the Okemos Meijer, to allow riders to continue using the two new services as one continuous loop.

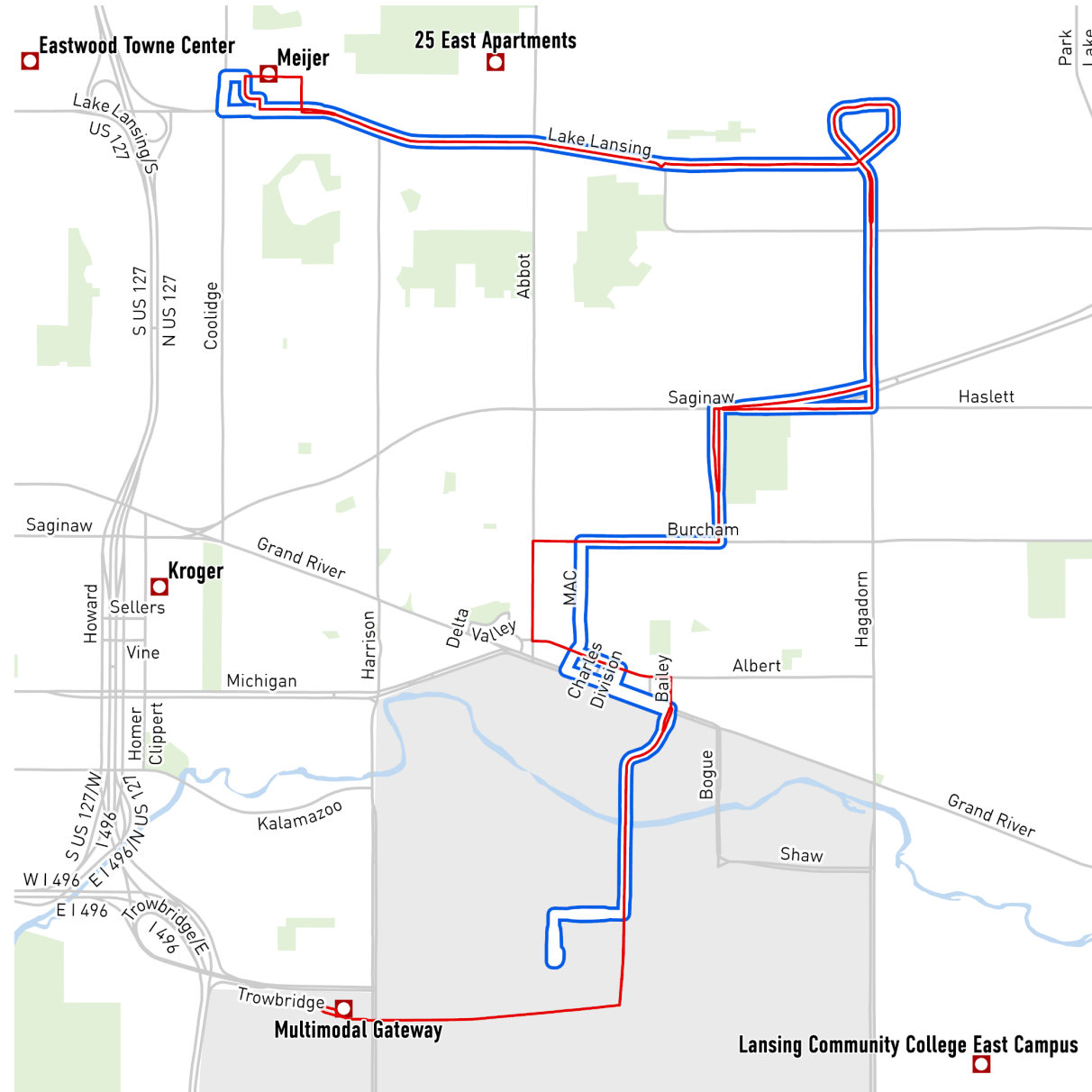
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



24 East Lansing-E. Lake Lansing Rd

Route 24 would be similar to current service, with two notable exceptions. In downtown East Lansing, service would shift from M.A.C Avenue and Grand River Avenue to Abbot Road and Albert Avenue. On the southern end of the line, service would shift from MSU Ramp 5 to the Capital Area Multimodal Gateway.

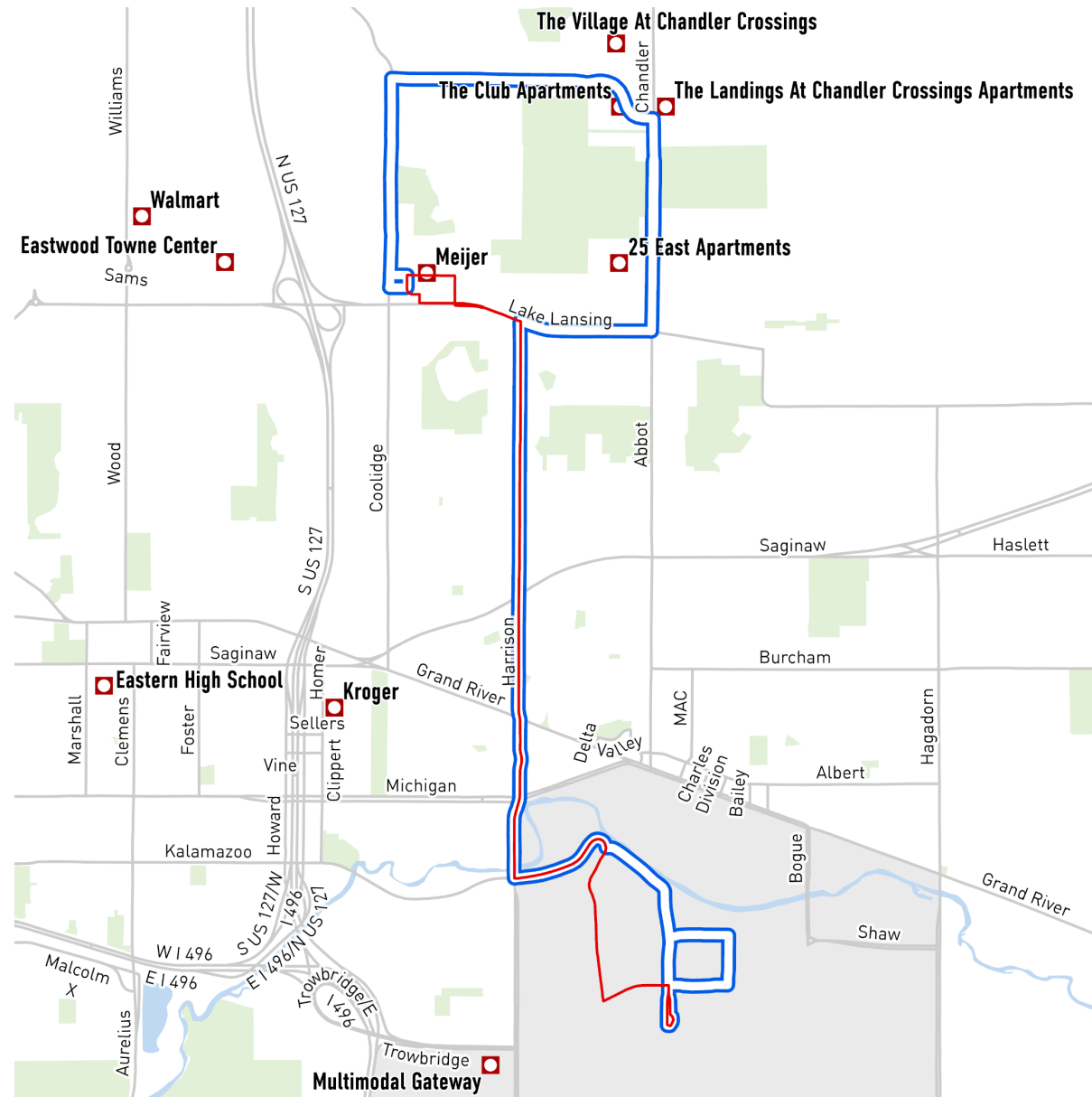
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



25 North Harrison

Route 25 would be streamlined to operate between MSU Ramp 5 and Meijer on Lake Lansing Boulevard, via Chestnut Road and Harrison Road. One-seat-ride service to Chandler Crossings would still be provided through an interline with Route 26 at Meijer.

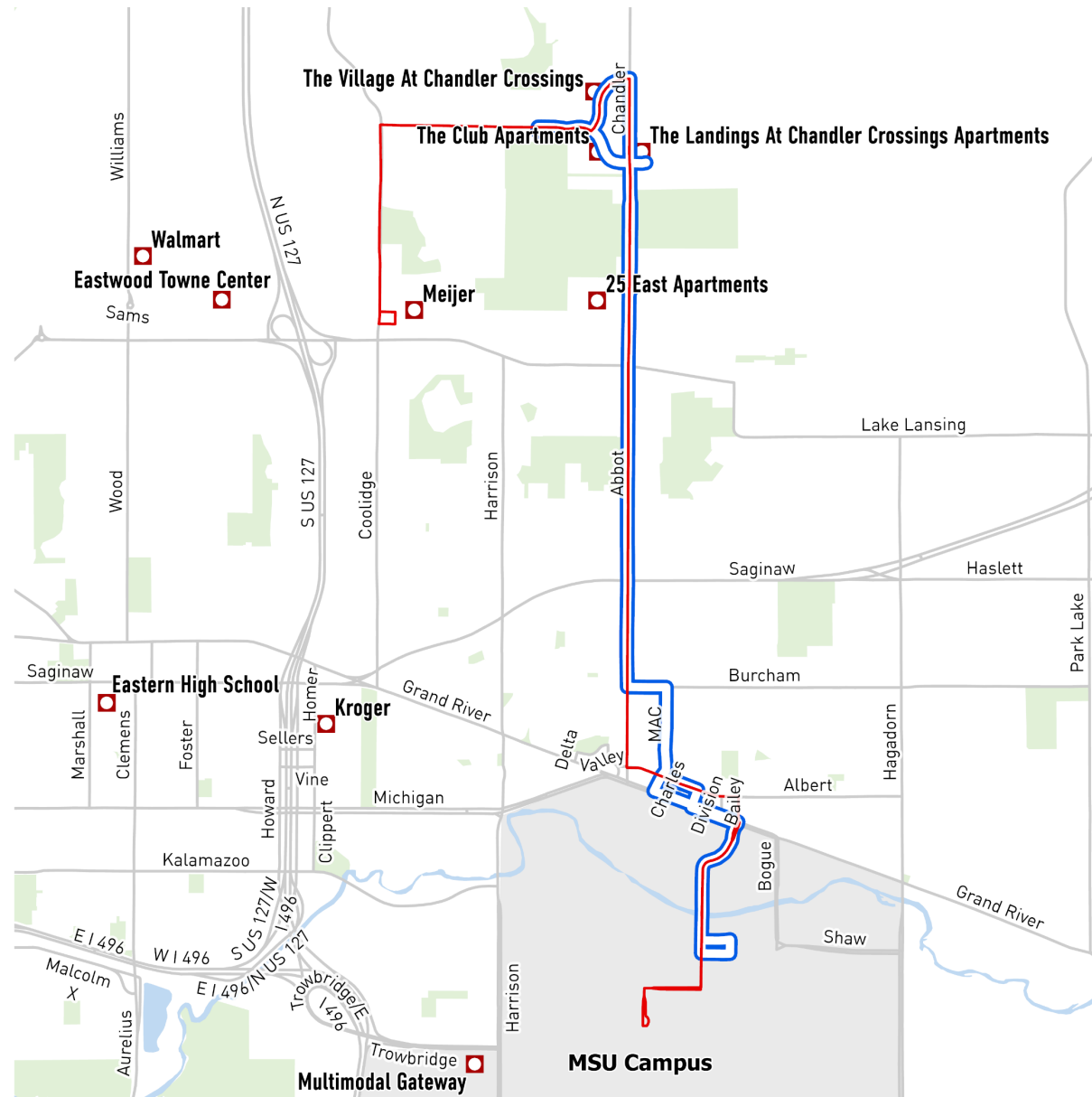
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



26 Abbot-Chandler

Route 26 service would be extended to Meijer from Chandler Crossings to provide direct access to groceries and to facilitate an interline with Route 25. Service would also shift from M.A.C. Avenue to Abbot Road to avoid difficult turns and would be extended to Ramp 5 to create new connection opportunities. Service to the Landings would be provided from Chandler Road.

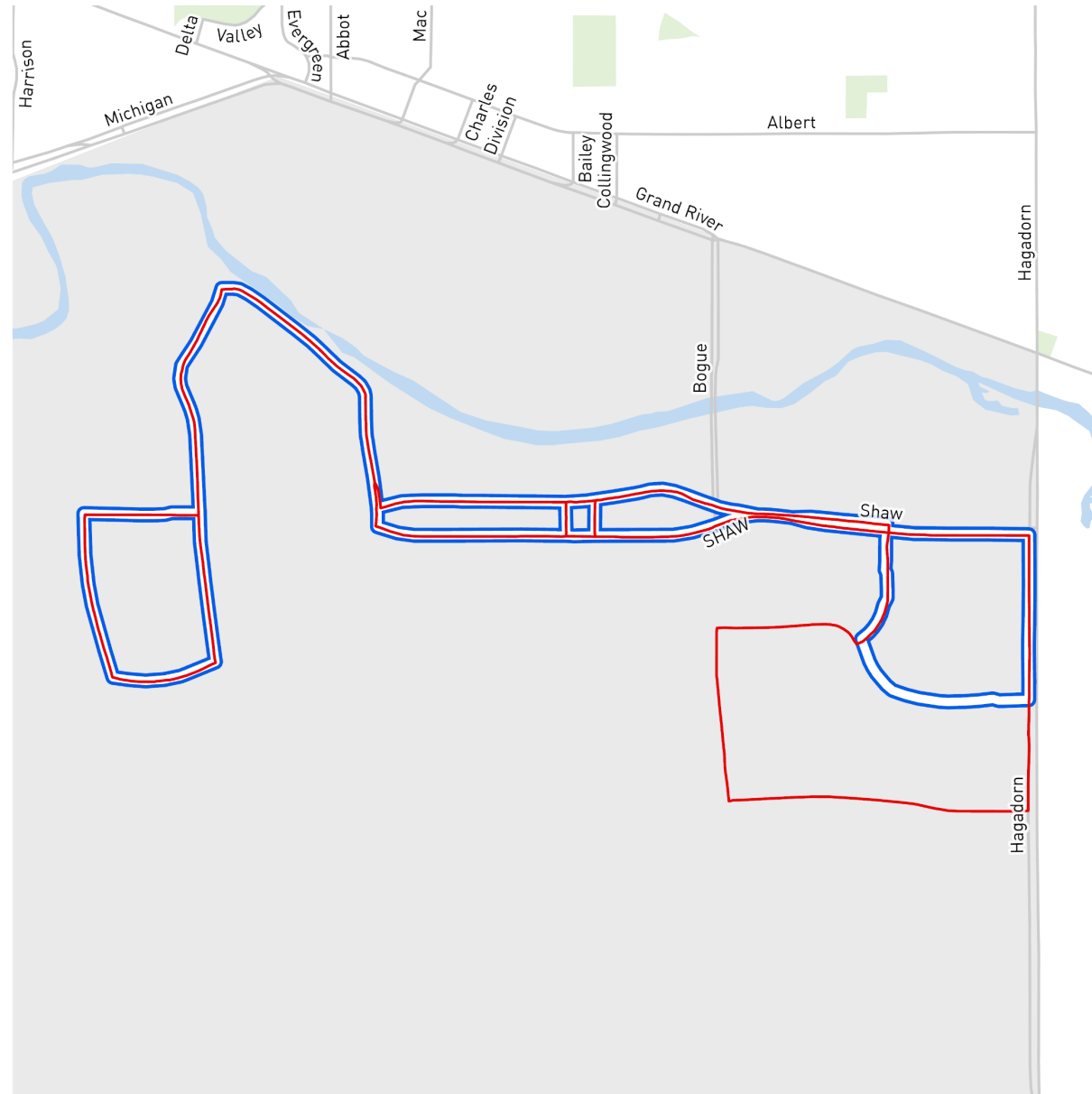
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



30 South & East Neighborhoods

Similar to current service, but extended to Service Road to improve service frequency to MSU Health, College of Nursing, remote parking, and retail along Hannah Boulevard.

- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs

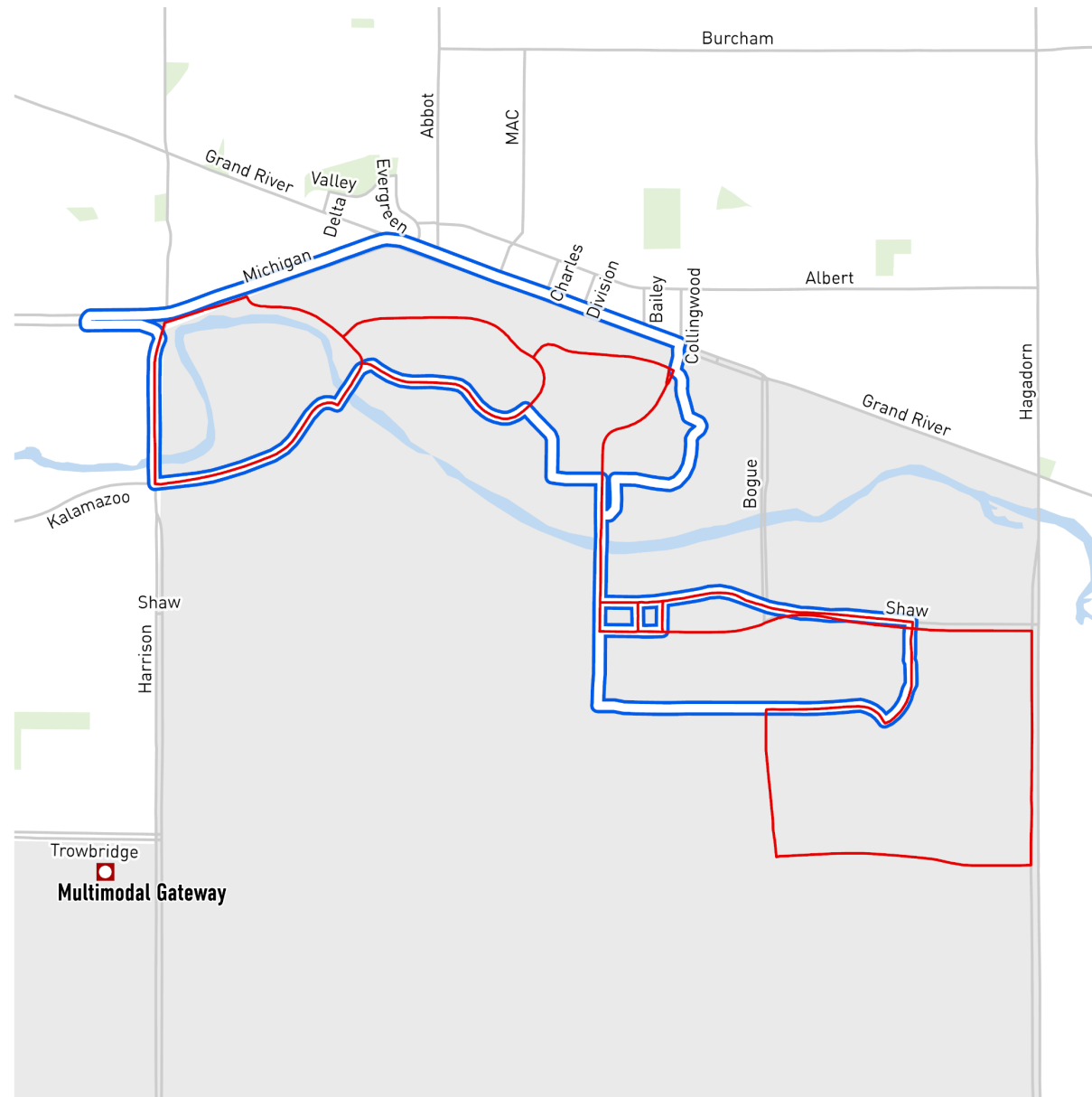


31 Brody & East Neighborhoods

Route 31 would be restructured to maximize the utility of the route. North of the Red Cedar River, the route would serve Farm Lane and E. Circle Drive before completing an end-of-line figure-8 along W. Circle Drive, Beal Street, Kalamazoo Street, Harison Road, Michigan Avenue, Beal Street, and W. Circle Drive. South of the river, the route would serve Farm Lane and Shaw Lane before completing an end-of-line loop along Hagadorn Road, Service Road, Bogue Street, Wilson Road, and Conrad Road. Route 31 would provide regular service to the College of Nursing and would contribute to a simplification of service at the MSU-CTC and throughout campus, as routes would serve more predictable patterns.

- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs

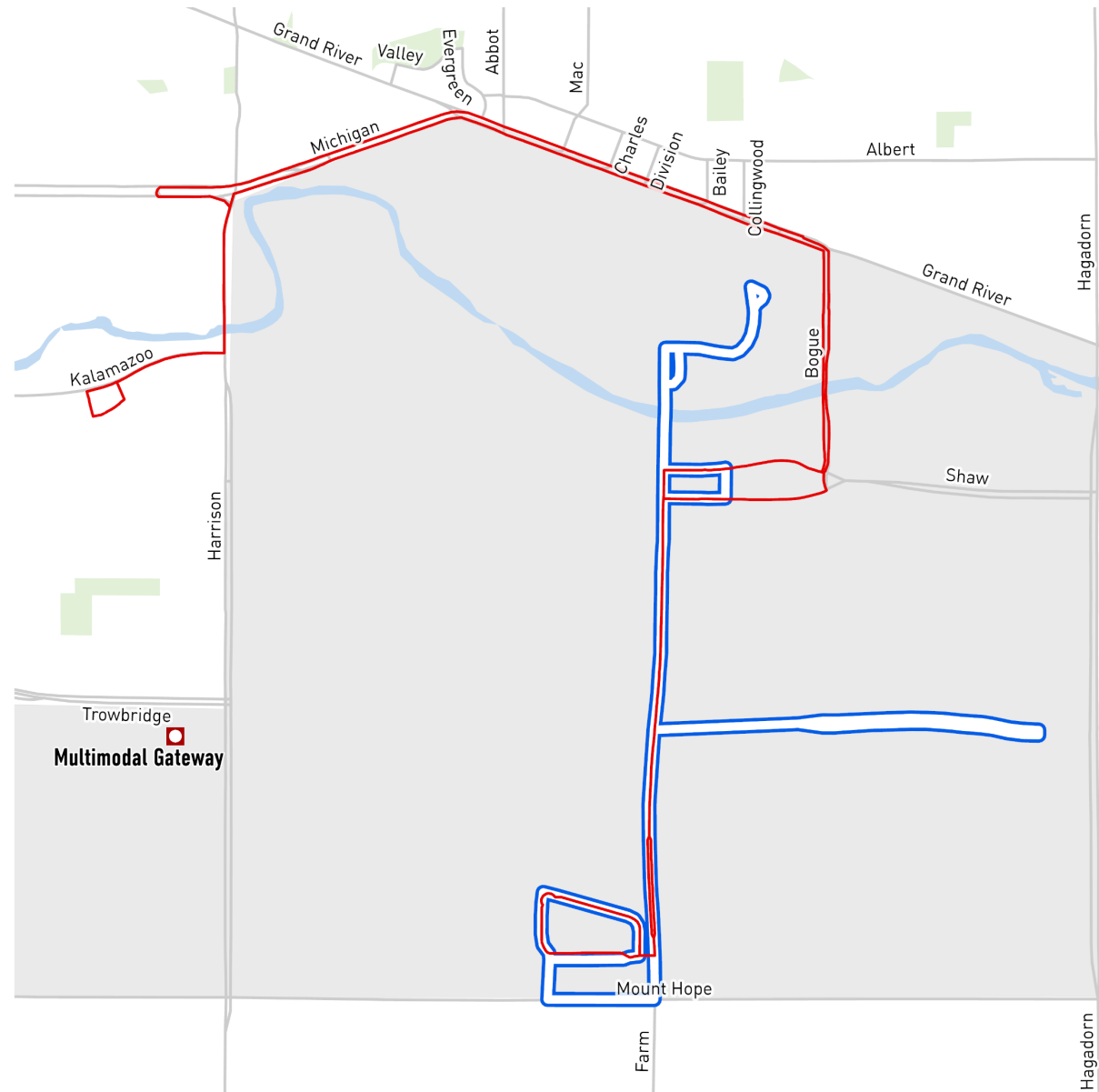
0 0.1 0.2 0.4 Miles



32 Comm Lot – Synder Hall – Clin Center

On its southern end, Route 32 would be simplified by eliminating the southbound deviation along Service Road. Service Road coverage would be picked up by proposed Route 31. The norther end of Route 32 would be extended to University Village via Bogue Street, Grand River Avenue, Michigan Avenue, and Harrison Road to provide fast, frequent, and bi-directional connections between University Village/Brody Square, the North Neighborhood, and the Farm Lane corridor.

- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs

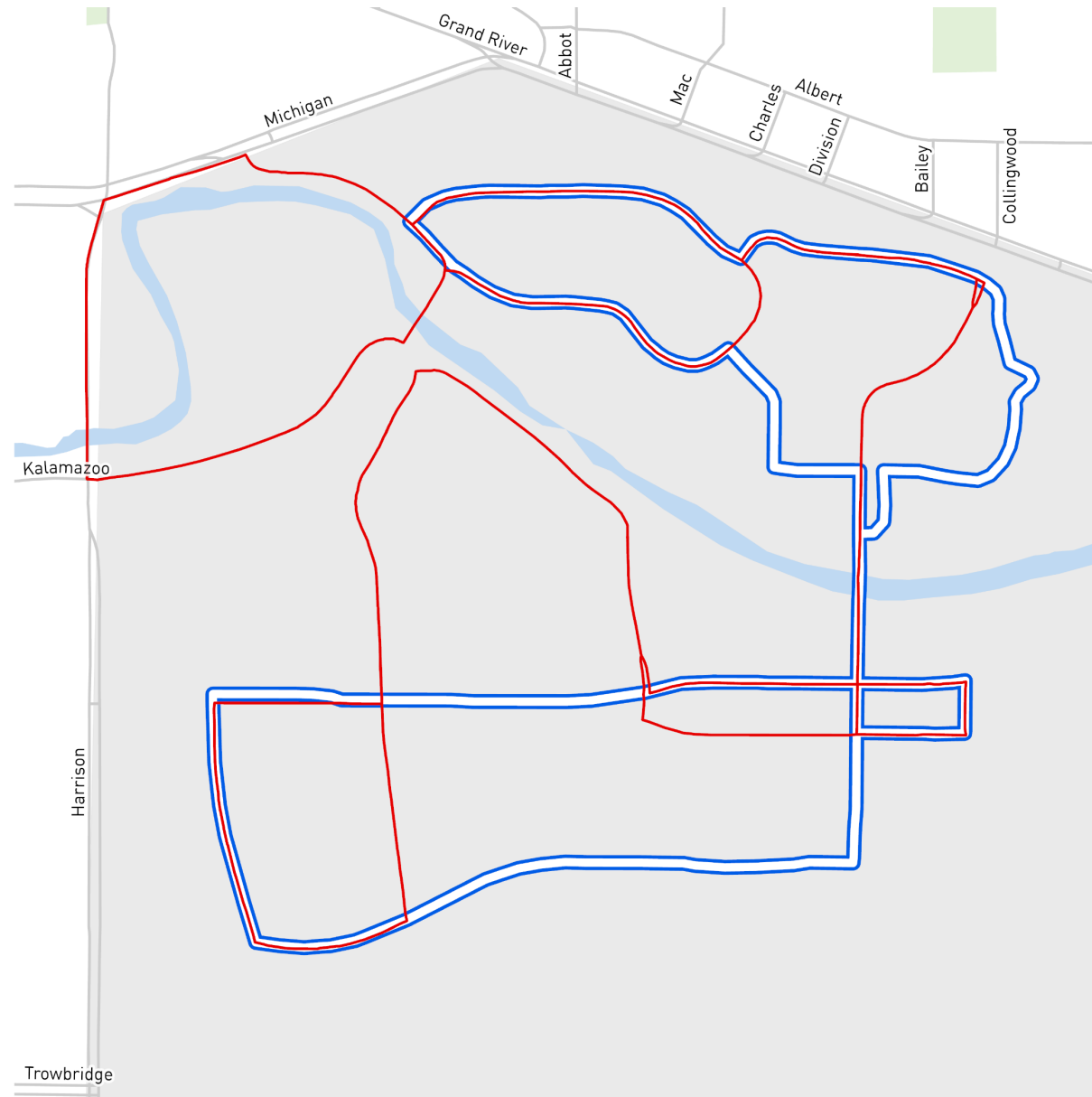


33 Union-S. Neighborhood

Route 33 would be restructured to maximize the utility of the route. North of the Red Cedar River, the route would serve Farm Lane and E. Circle Drive before completing an end-of-line figure-8 along W. Circle Drive, Beal Street, Kalamazoo Street, Harison Road, Michigan Avenue, Beal Street, and W. Circle Drive. South of the river, service would shift from Wilson Road to S. Shaw Lane, Red Cedar, and Chestnut Road to create bi-directional service except for an end-of-line loop around the South Neighborhood. Route 33 would contribute to a simplification of service at the MSU-CTC and throughout campus, as routes would serve more predictable patterns.

- Current Route
- Preliminary Recommendation
- Major Destination Hubs

0 0.05 0.1 0.2 Miles



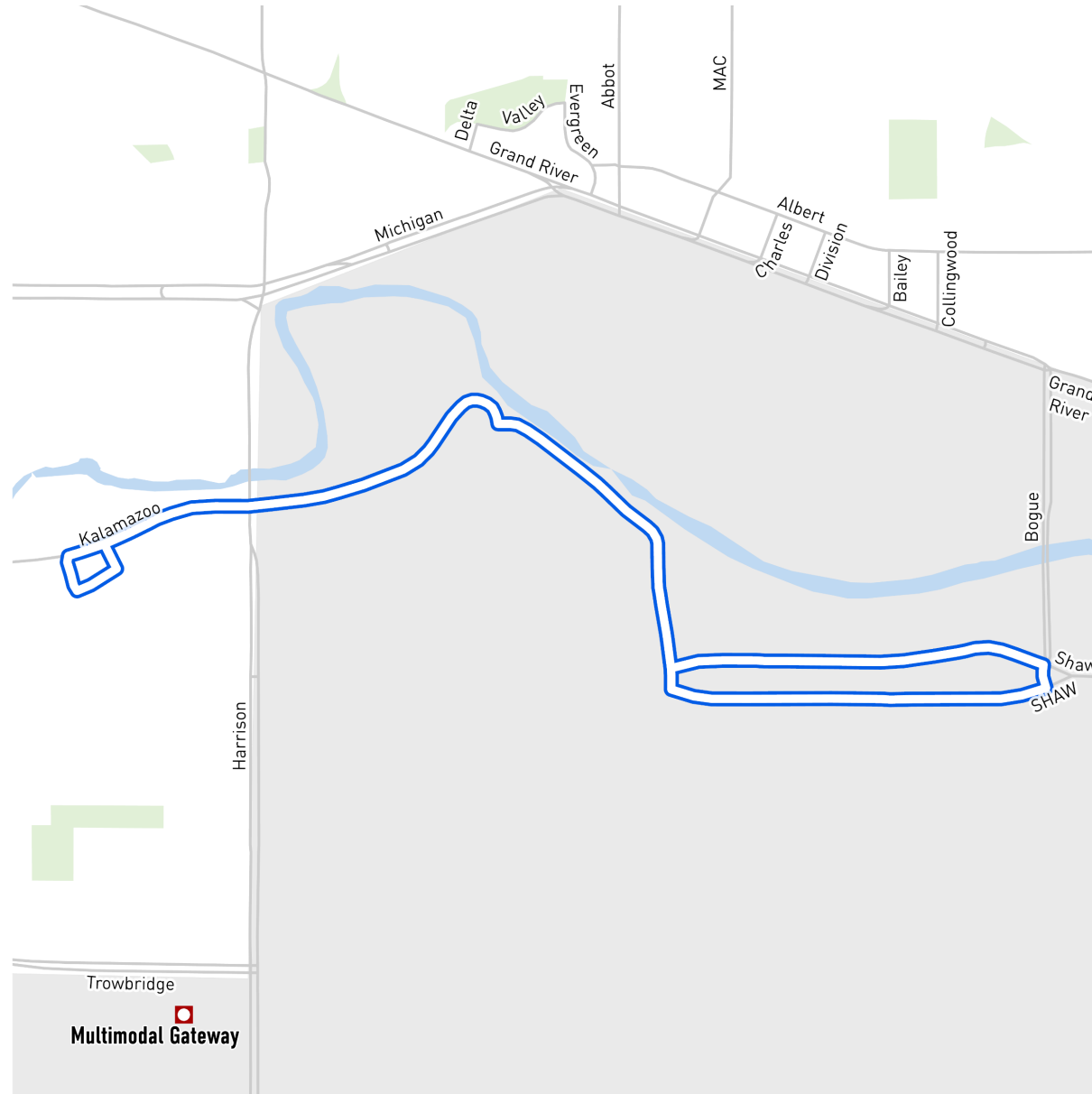
39 University Village

Route 39 would be eliminated to focus resources on other routes.

Current Zone

Major Destination Hubs

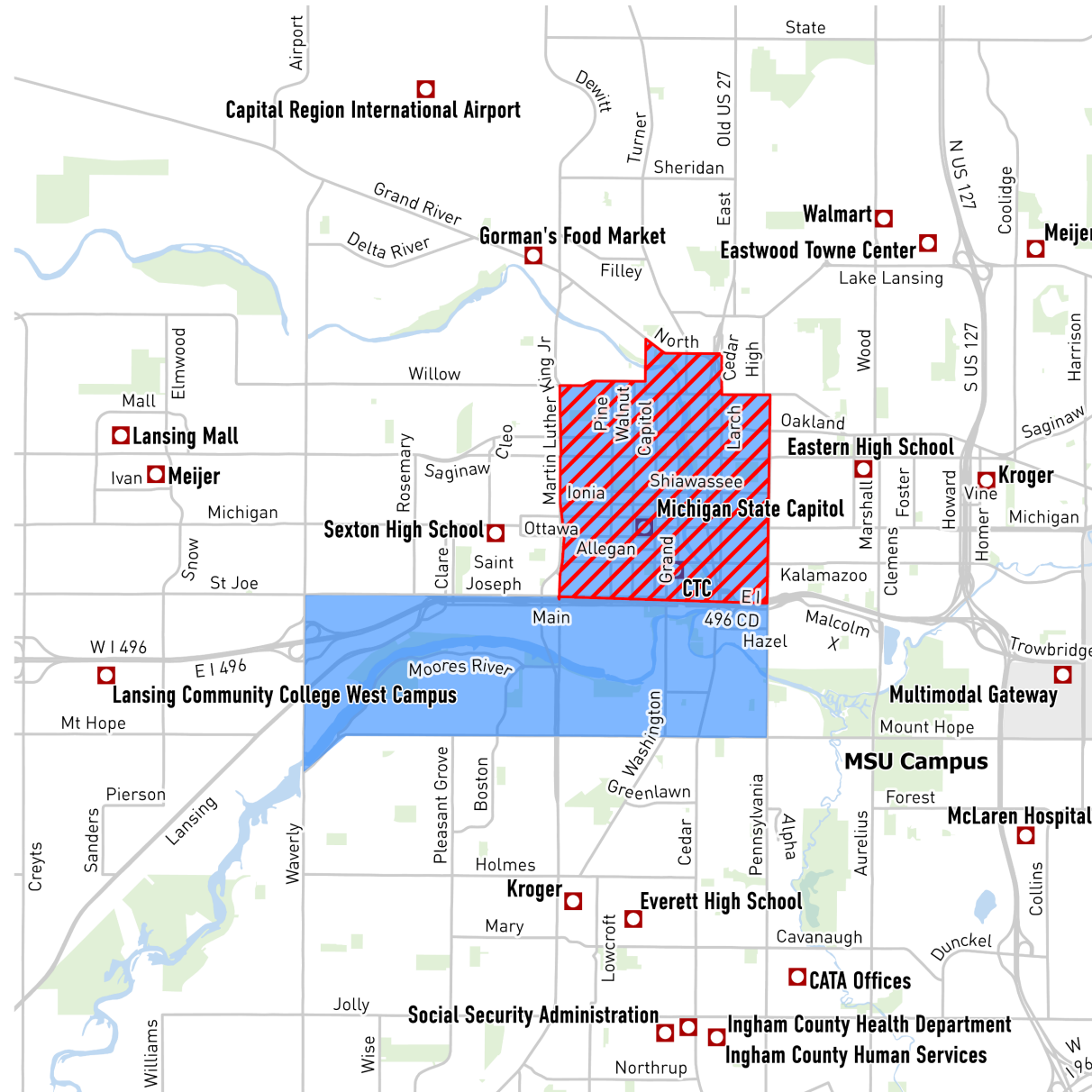
0 0.07 0.15 0.3 Miles



CATA Rydz Lansing

CATA Rydz Lansing would be truncated at I-496 to focus on Lansing's downtown core.

- Current Zone
- Major Destination Hubs

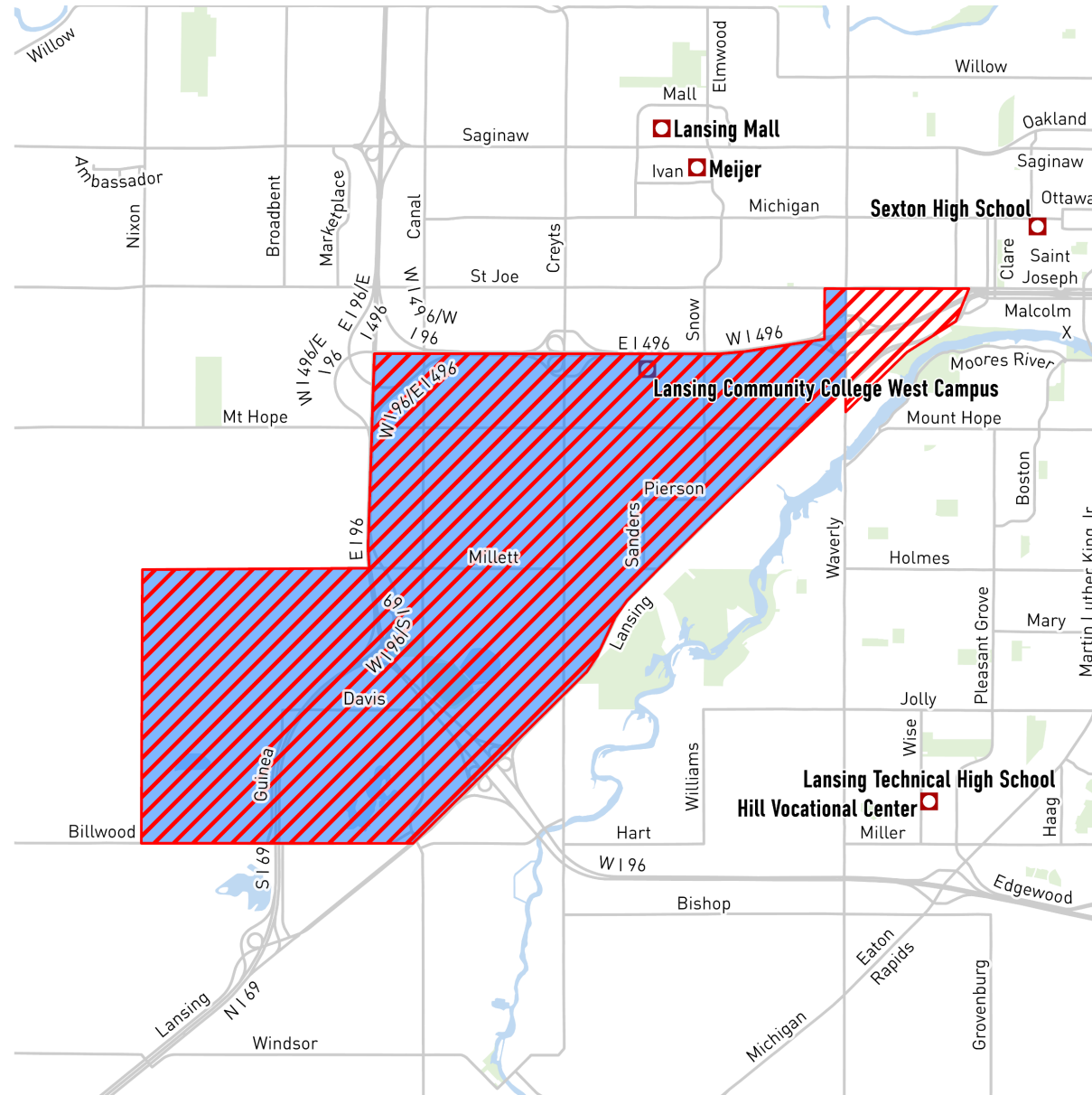


CATA Rydz Delta

The Delta Rydz Zone would be expanded slightly in the vicinity of I-496 and Waverly Road to facilitate connection opportunities with routes 12 and 18.

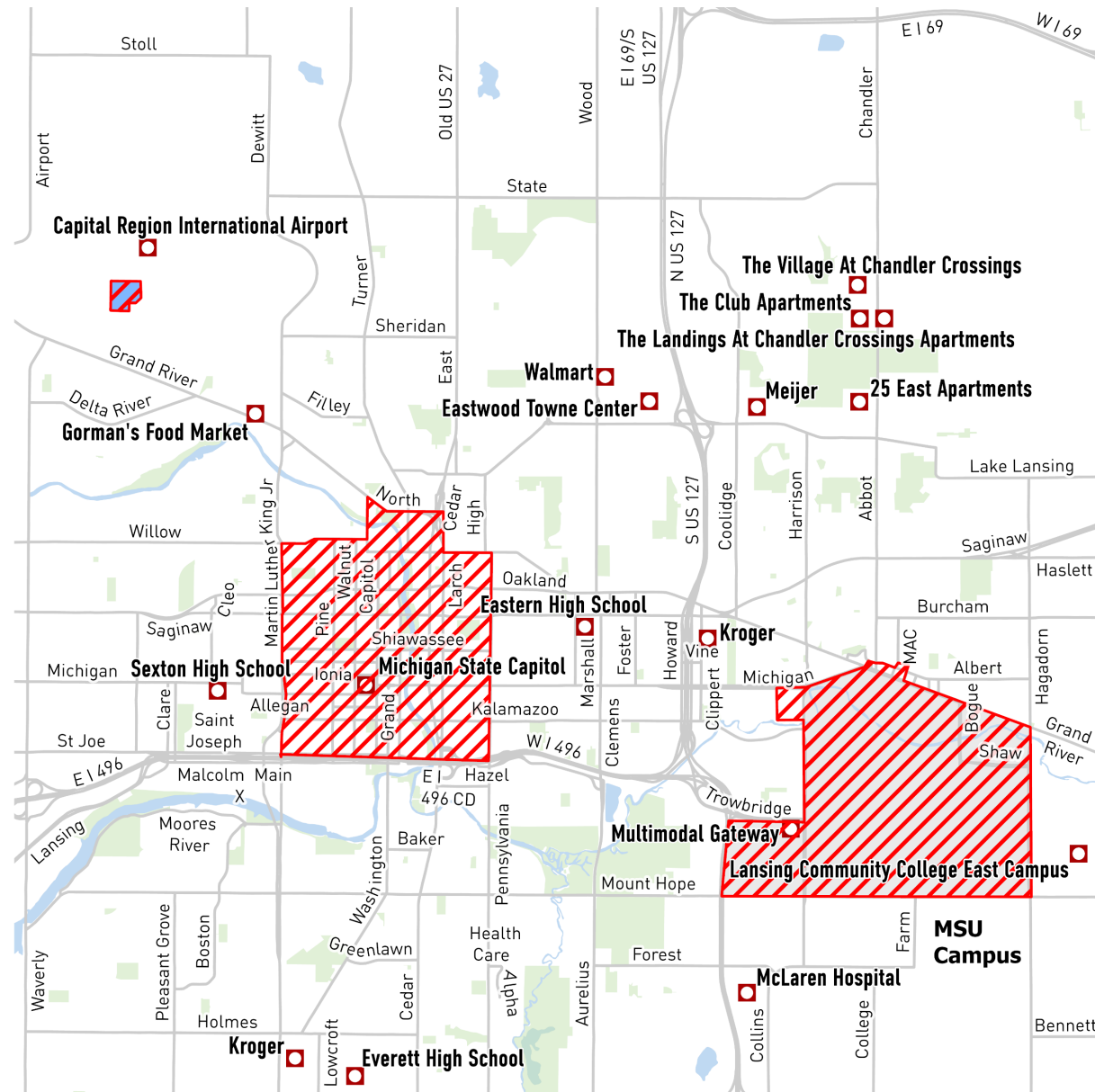
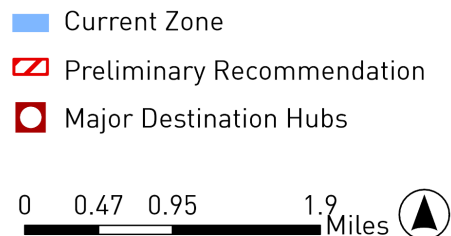
- Current Zone
- Preliminary Recommendation
- Major Destination Hubs

0 0.47 0.95 1.9 Miles 



CATA Rydz Airport

A downtown Lansing zone would be added to the airport Rydz service. This recommendation has been implemented as part of the August 24 service change as CATA Rydz Connect.



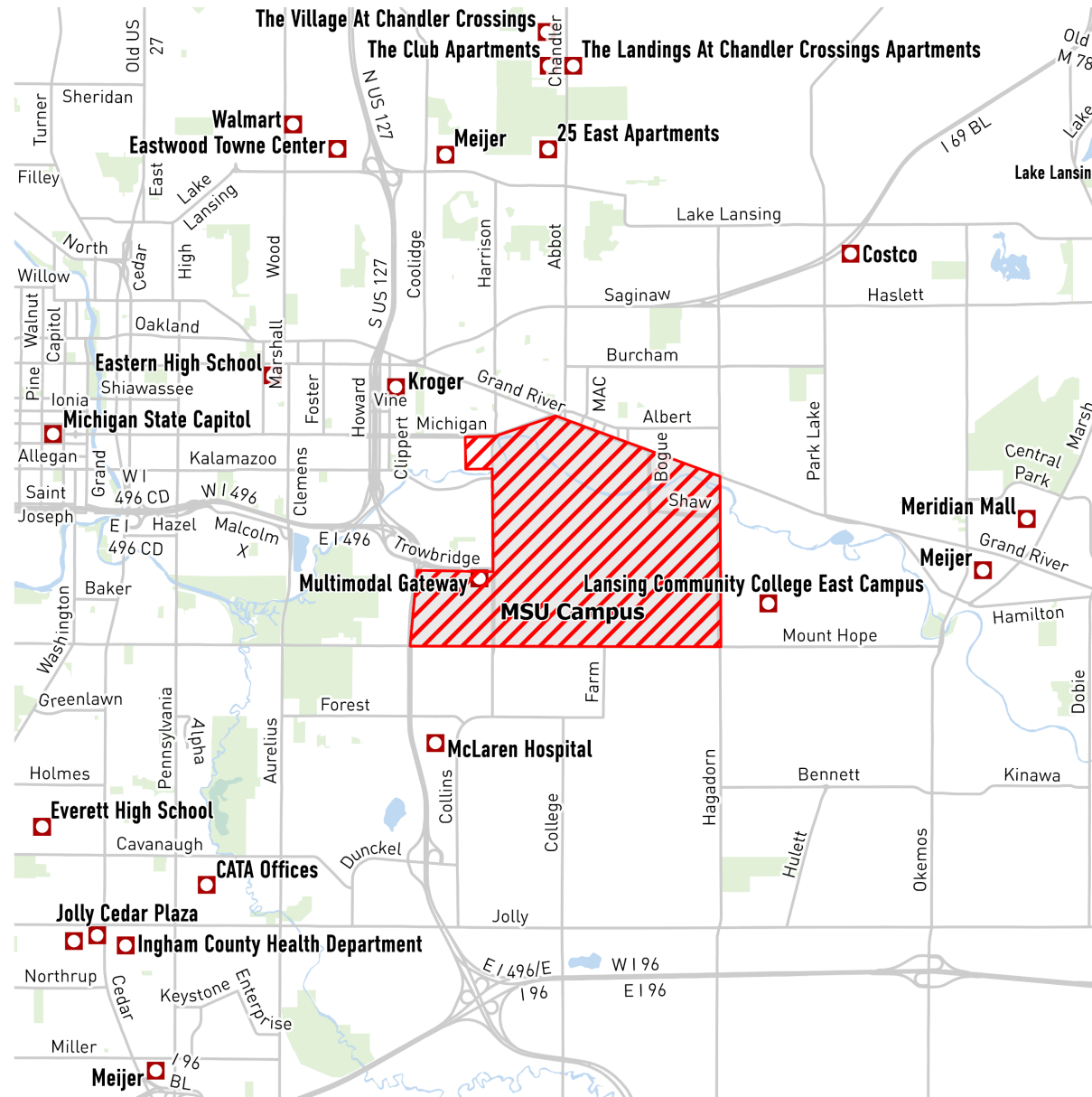
MSU Night Rydz

MSU Night Rydz would combine the functions of the Night Owl and Lot Link services.

 Preliminary Recommendation

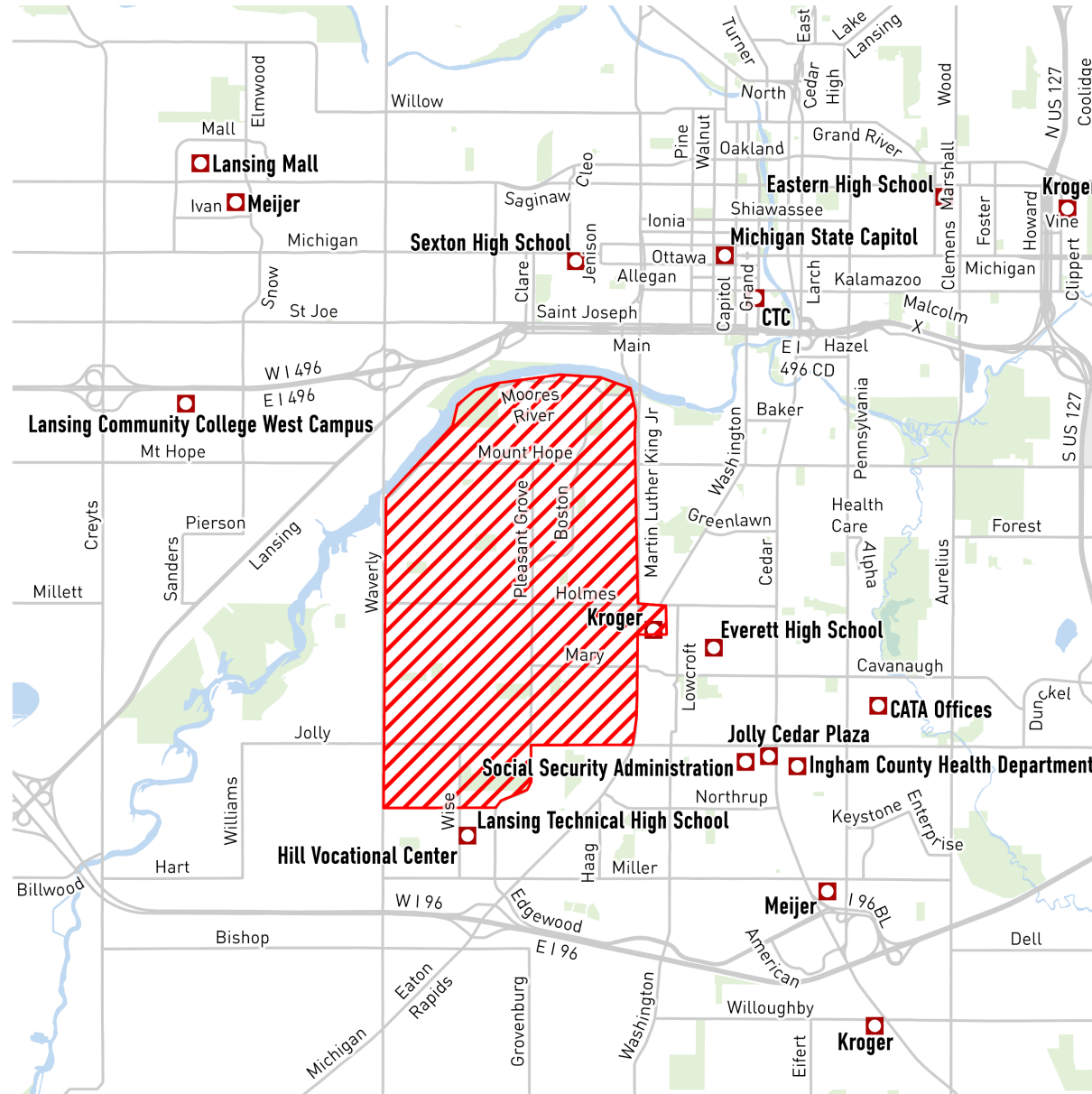
 Major Destination Hubs

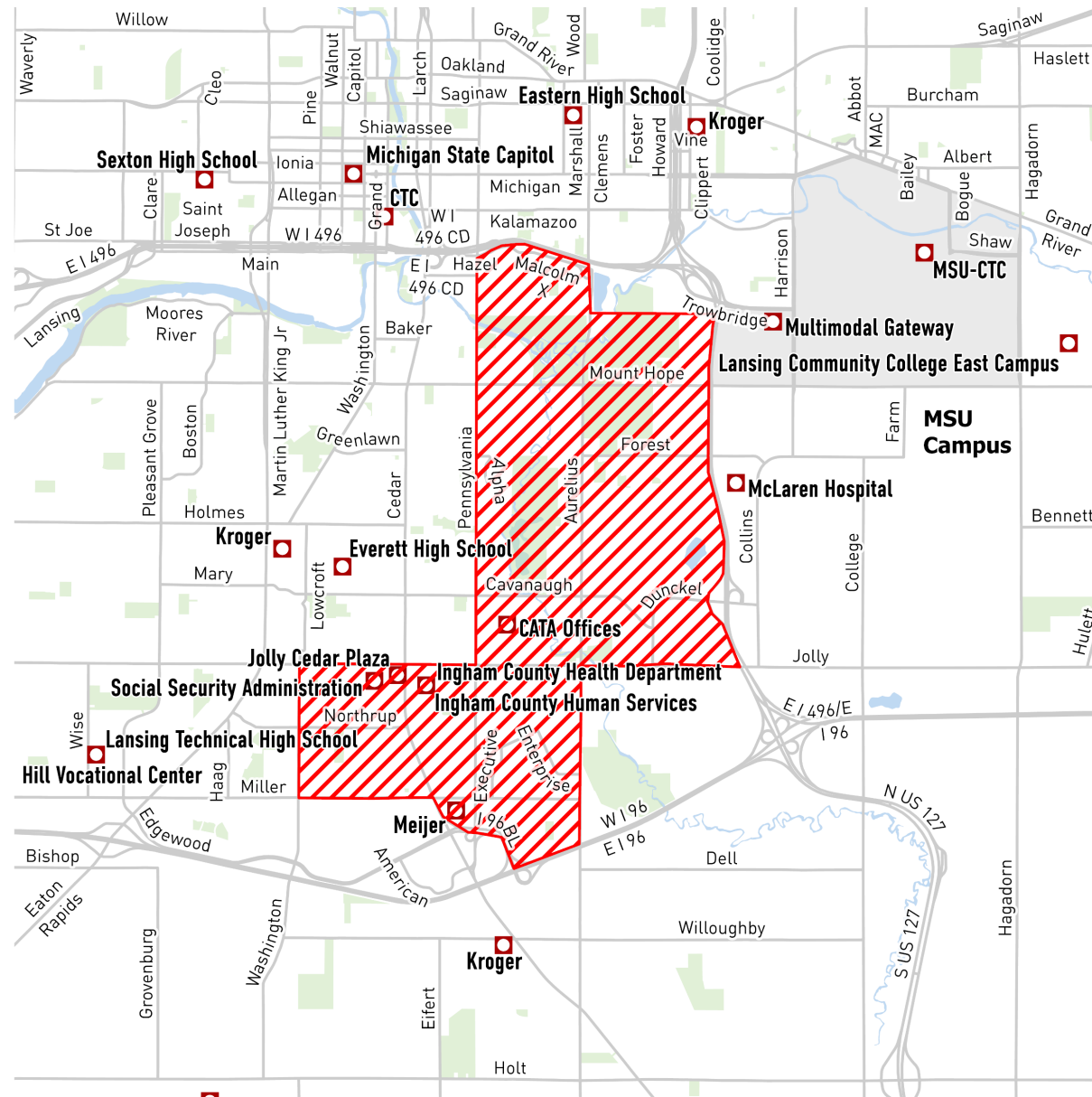
0 0.47 0.95 1.9 Miles 



Southwest Lansing CATA Rydz would cover parts of southwest Lansing that would lose fixed-route service coverage with the elimination of Route 11 and changes to routes 2 and 9.

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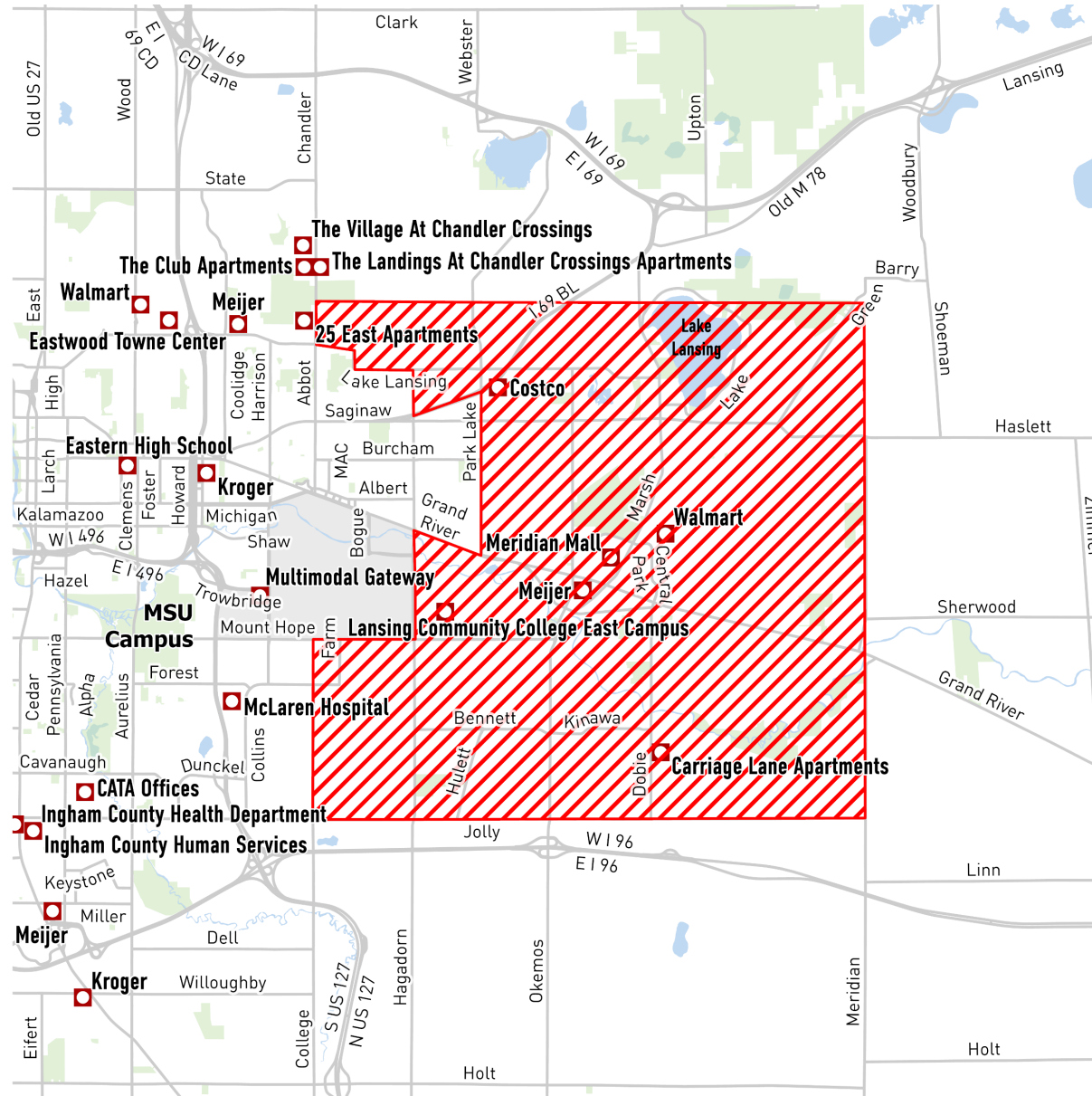
CATA Rydz Meridian

Meridian CATA Rydz would be a conversion of the Meridian Redi-Ride service into a CATA Rydz microtransit service.

 Preliminary Recommendation

 Major Destination Hubs

0 0.5 1 2 Miles



CATA Rydz Holt

Holt/Delhi CATA Rydz would be a conversion of the Holt Redi-Ride service into a CATA Rydz microtransit service.

 Preliminary Recommendation

 Major Destination Hubs

0 0.5 1 2 Miles

