



VIRTUAL PUBLIC OPEN HOUSE

September 2, 2026



HOW TO ASK QUESTIONS OR GIVE COMMENTS



Questions & Comments will be discussed at the end of the presentation.

You may also submit questions or comments to the **chat** during the presentation.

Please **raise a hand** at the end if you would like to speak and the moderator can unmute you.

If calling in **by phone**, we will have time for you to unmute and share.

Speakers will have up to **3 minutes** each to share their questions/comments.

AGENDA



1. Project Overview & Schedule
2. Engagement Process
3. Service Evaluation & Recommendations
4. Implementation & Next Steps
5. Discussion



WHAT IS A COMPREHENSIVE OPERATIONAL ANALYSIS (COA)?

Systemwide evaluation of all services that identifies opportunities for adjustments that improve:

Ridership

**Rider
Experience**

**Operational
Efficiency**

Equity

**Budget
Resiliency**

WHY CONDUCT A COA?



Post-pandemic travel patterns.



Changing federal, state, and local revenues.



Shifting demographic and development patterns.



Regional collaboration.

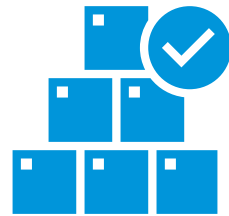
ALIGNMENT WITH CATA GOALS

The COA provides service improvement recommendations that align with and help achieve CATA's goals.



Budget Considerations

Offer scenarios that address current and future budgeting goals.



Efficiency Improvements

Optimize resources to offer efficient service frequency and coverage.

PROJECT SCHEDULE



ENGAGEMENT PROCESS

2 Open
Houses
with 20
Attendees.

Ride-alongs on
6 bus routes
engaging 58
people.

3 Operator
Engagement
Sessions.

10 Meetings with
15 Stakeholder
Groups.

4 Pop-Up Events
engaging over 50 people.

39 Bus
Operator
Survey
Responses.

418 Public
Survey
Responses
(Phase 1).

355 Public
Survey
Responses
(Phase 2).



WHAT WE HEARD: IMPROVEMENT OPPORTUNITIES



Higher frequency service.



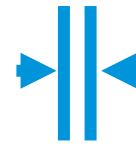
Faster travel times.



**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

Assess each route
and service for
Strengths,
Weaknesses, and
Opportunities for
Improvement.



Assessed Every Route & Service Based On:

- Daily ridership
- People and jobs served (within a ½ mile)
- Key destinations including housing, shopping, grocery stores, medical, education, and community destinations.
- On-time performance
- Service levels: frequency and hours.
- Service statistics: revenue hours, revenue miles.



WHAT MAKES A STRONG BUS ROUTE?

Bus routes should:



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



Operate at regular intervals.



Operate along a direct path.



Be symmetrical.

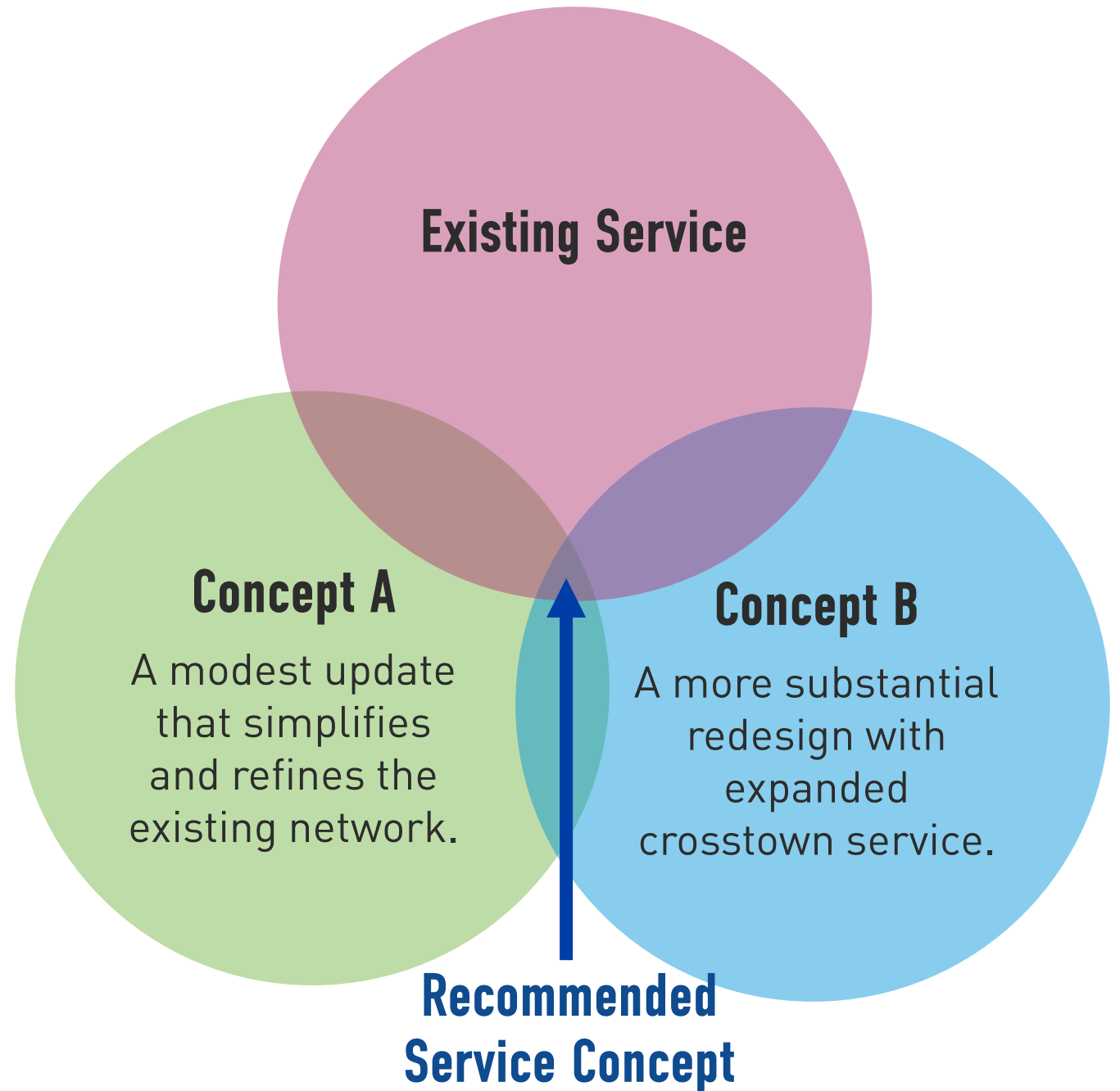


Complement not compete with demand-response services.

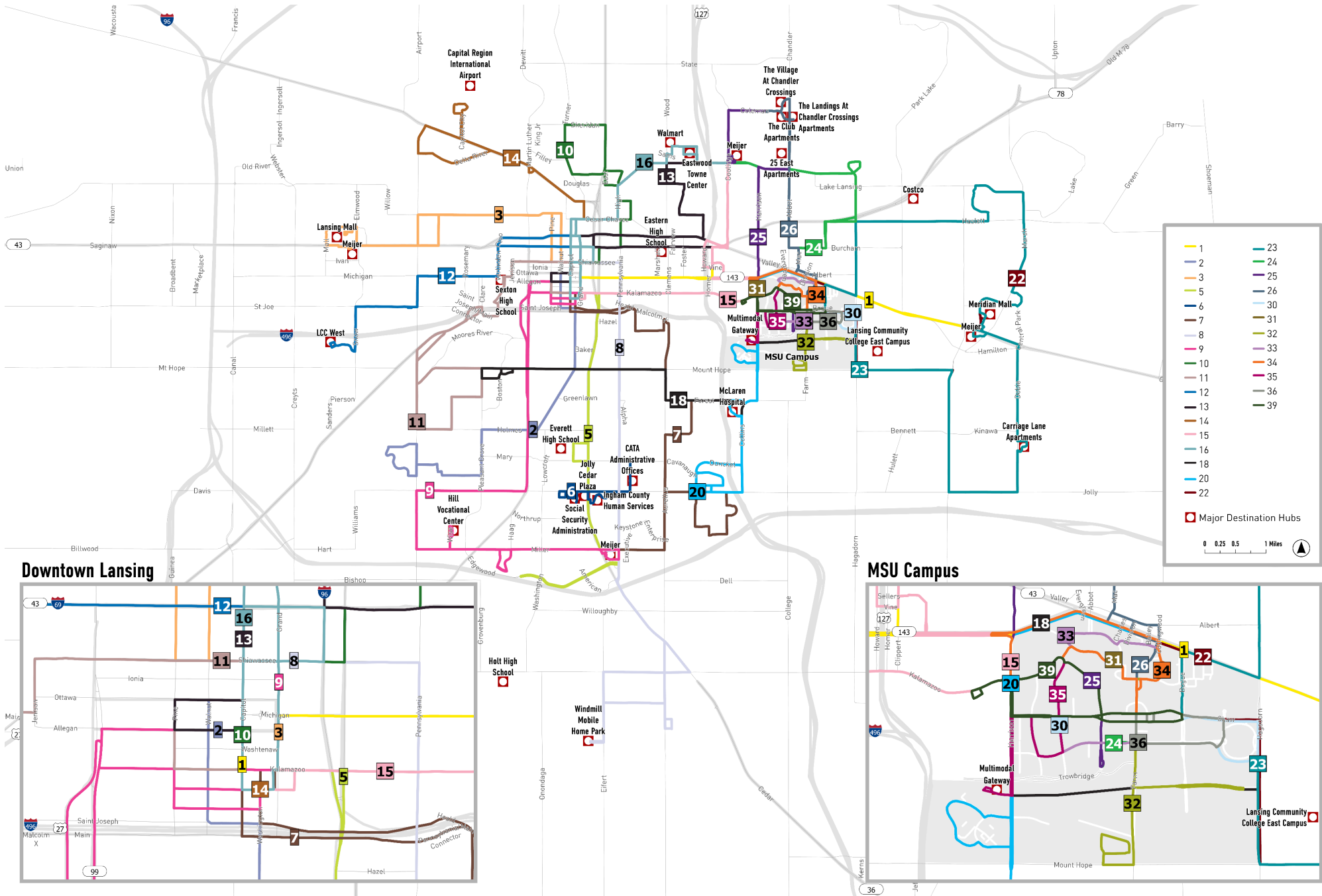
PRELIMINARY SERVICE CONCEPTS

Two Service Concepts:

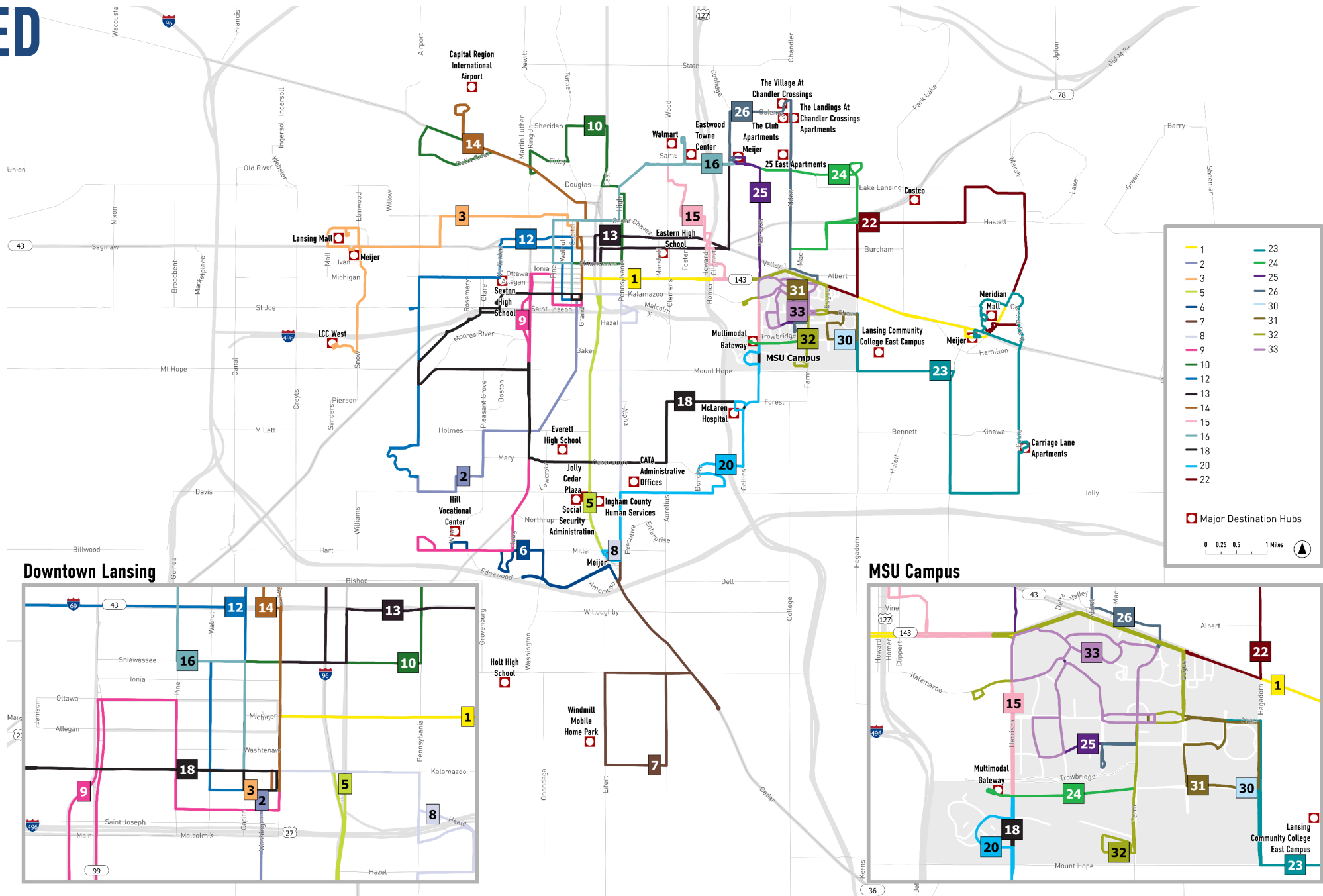
- Not meant as recommendations to choose from.
- Helped gather feedback on what people like or dislike, which was used to develop a hybrid concept.



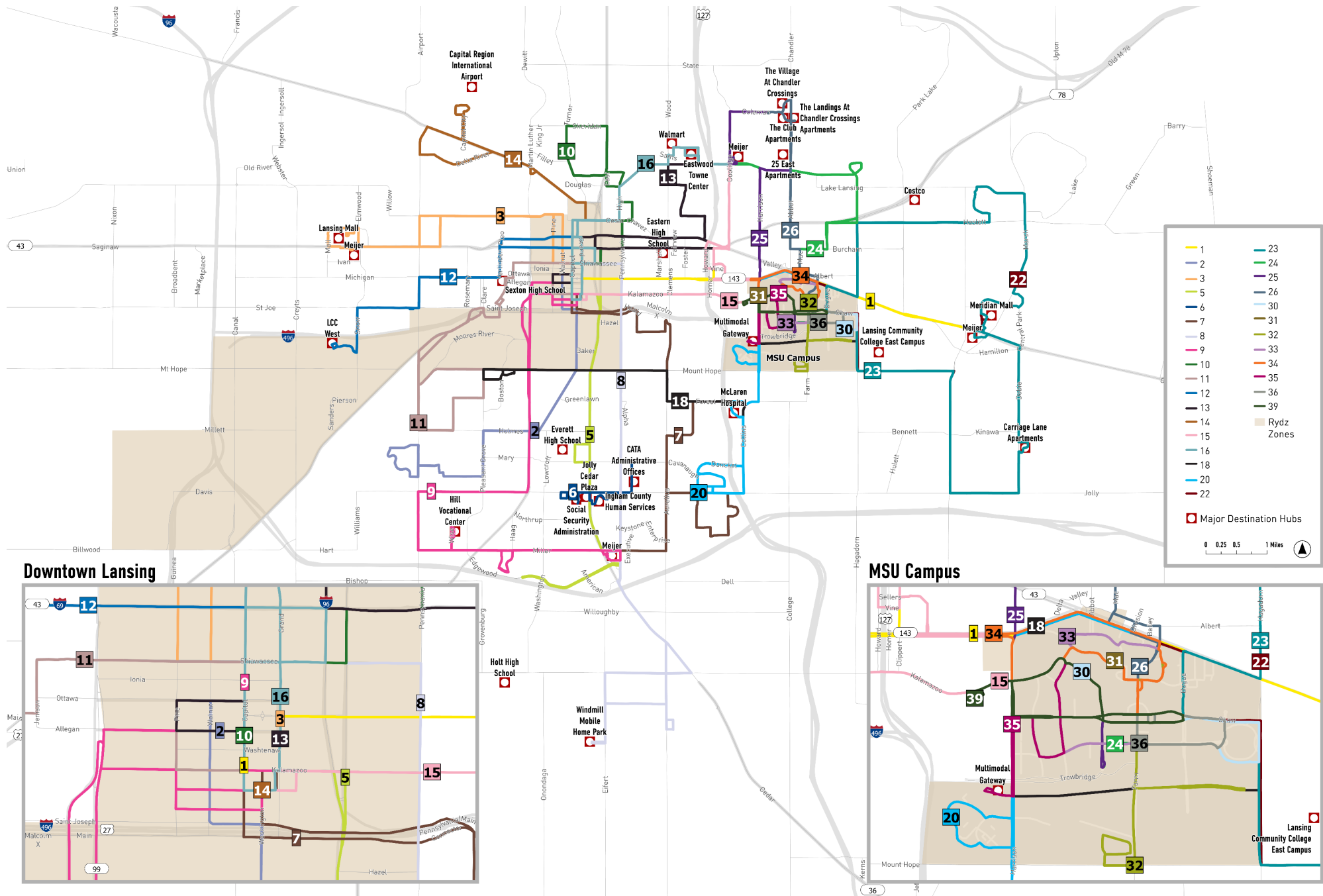
EXISTING FIXED-ROUTE NETWORK



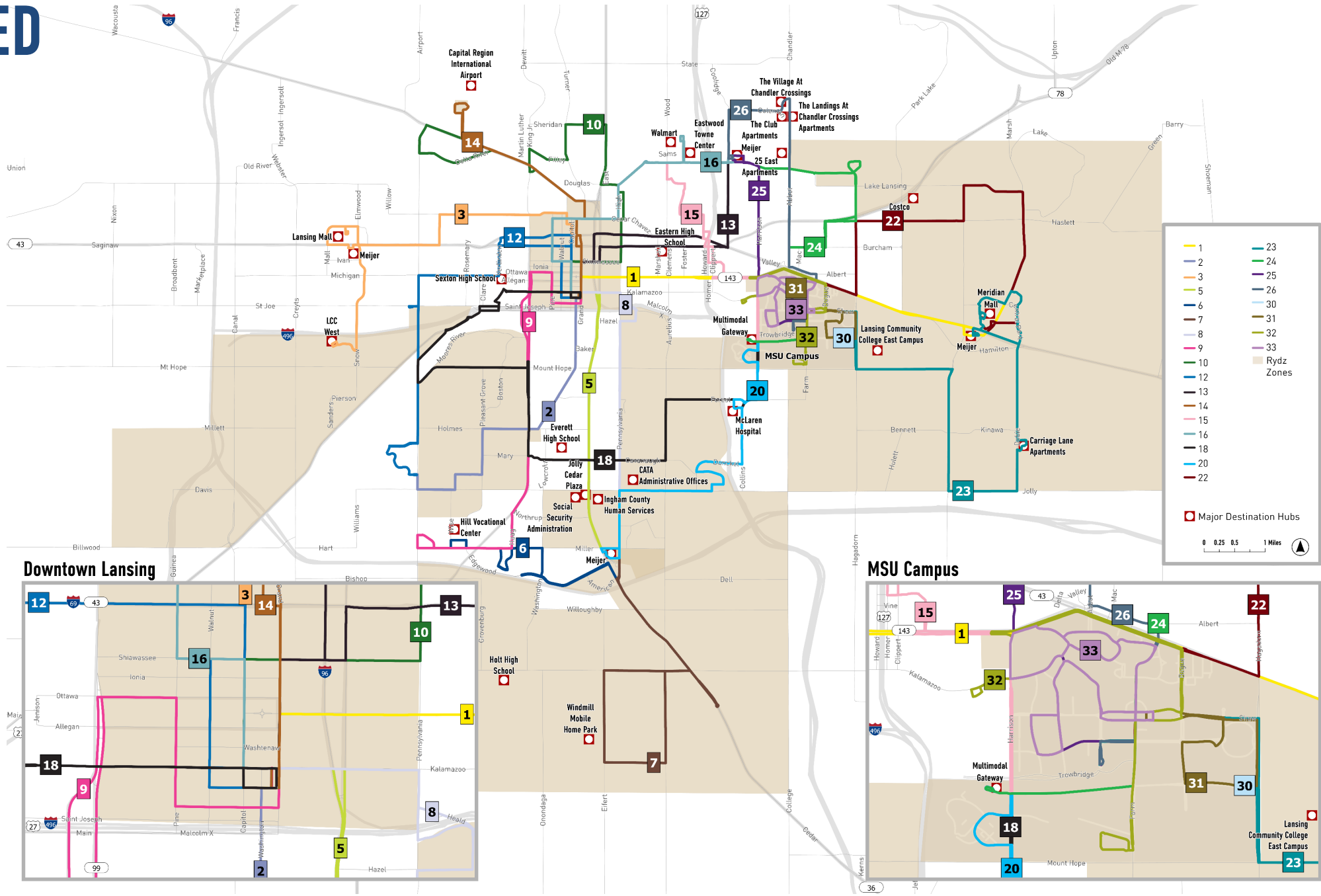
RECOMMENDED FIXED-ROUTE NETWORK



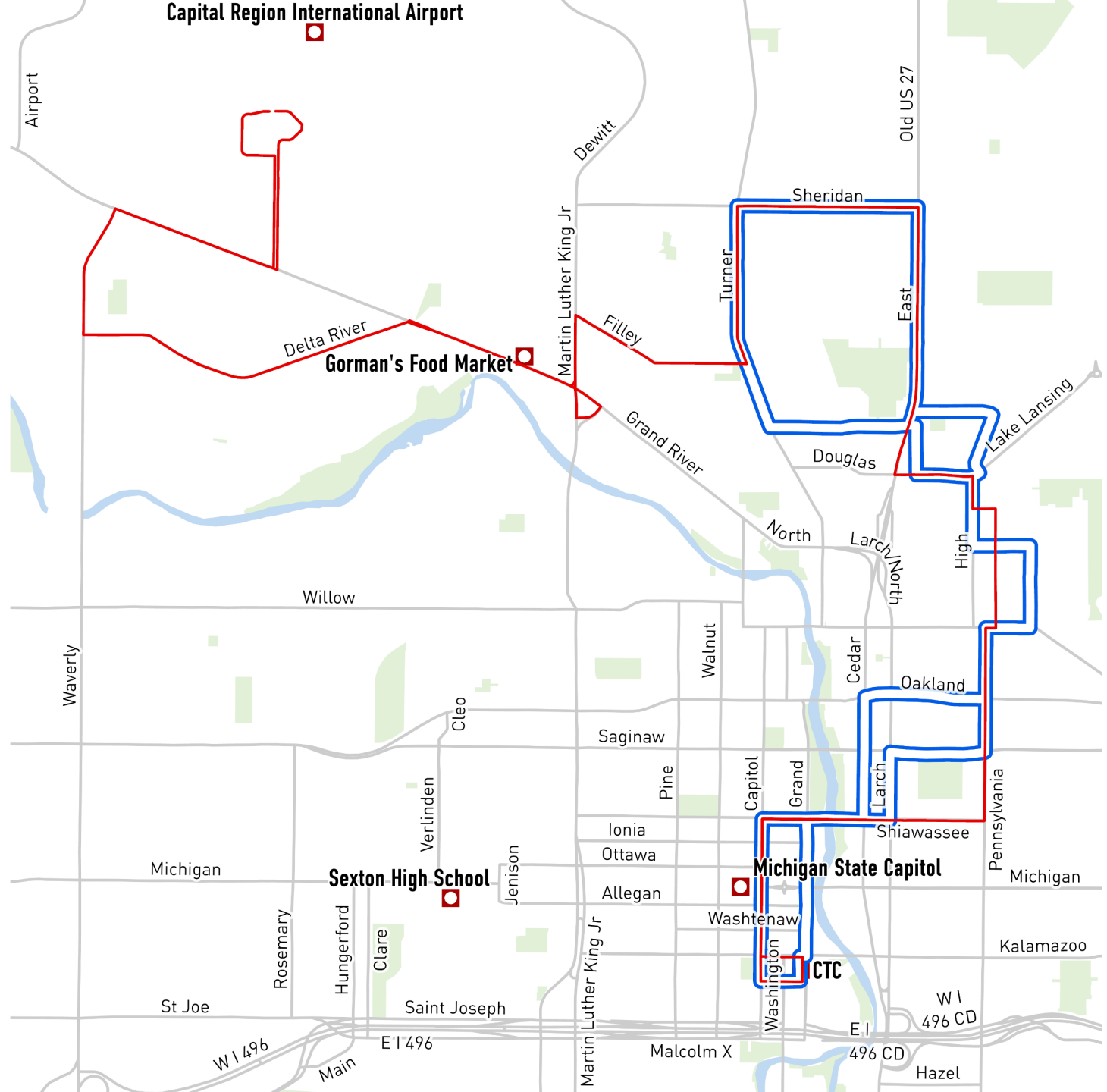
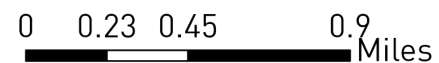
EXISTING FIXED-ROUTE NETWORK



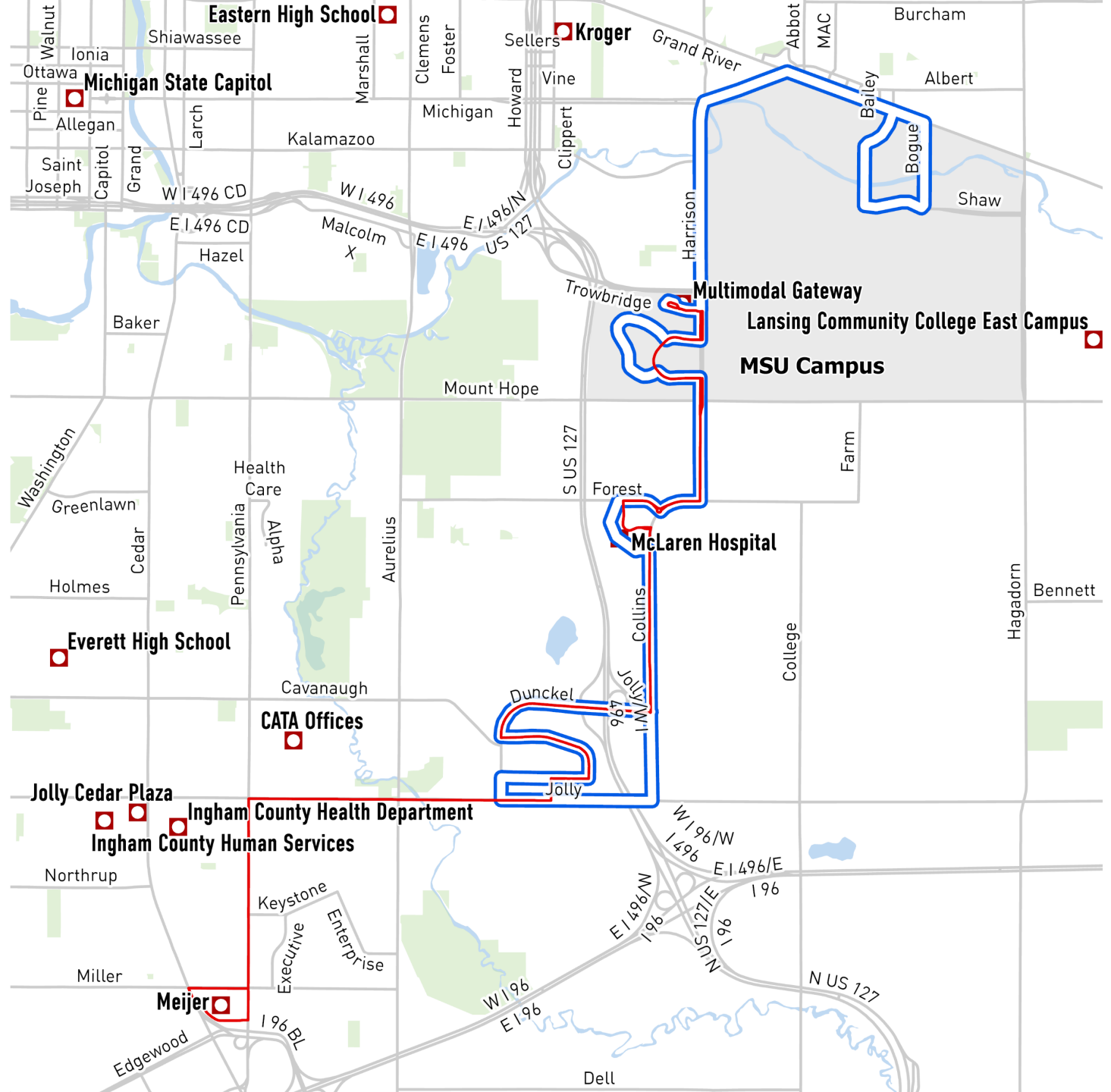
RECOMMENDED FIXED-ROUTE NETWORK



- Current Route
- Recommended Route
- Major Destination Hubs



-  Current Route
-  Recommended Route
-  Major Destination Hubs

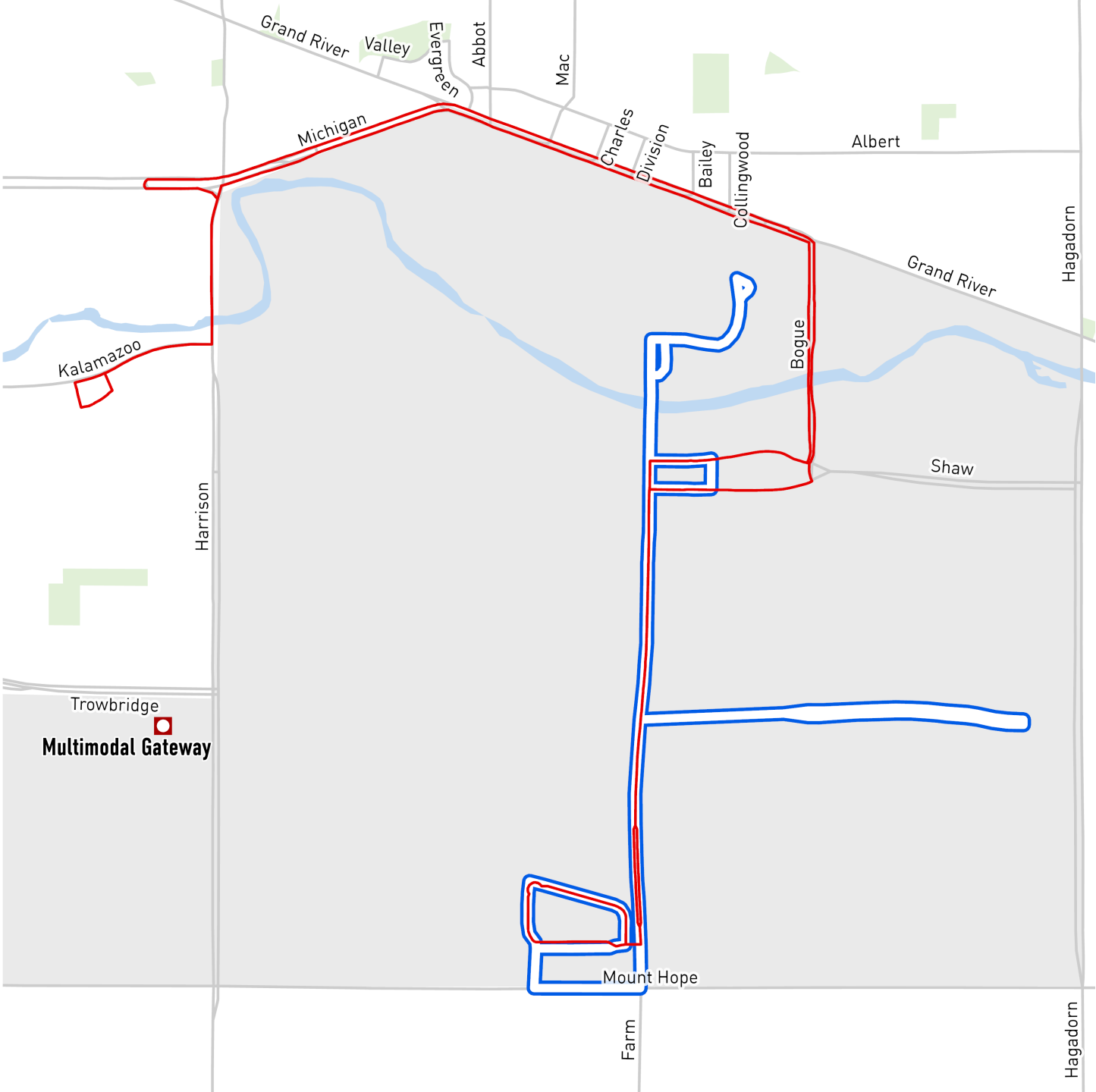


EXAMPLE RECOMMENDATION

32

Comm Lot – Synder
Hall – Clin Center

- Current Route
- Recommended Route
- Major Destination Hubs

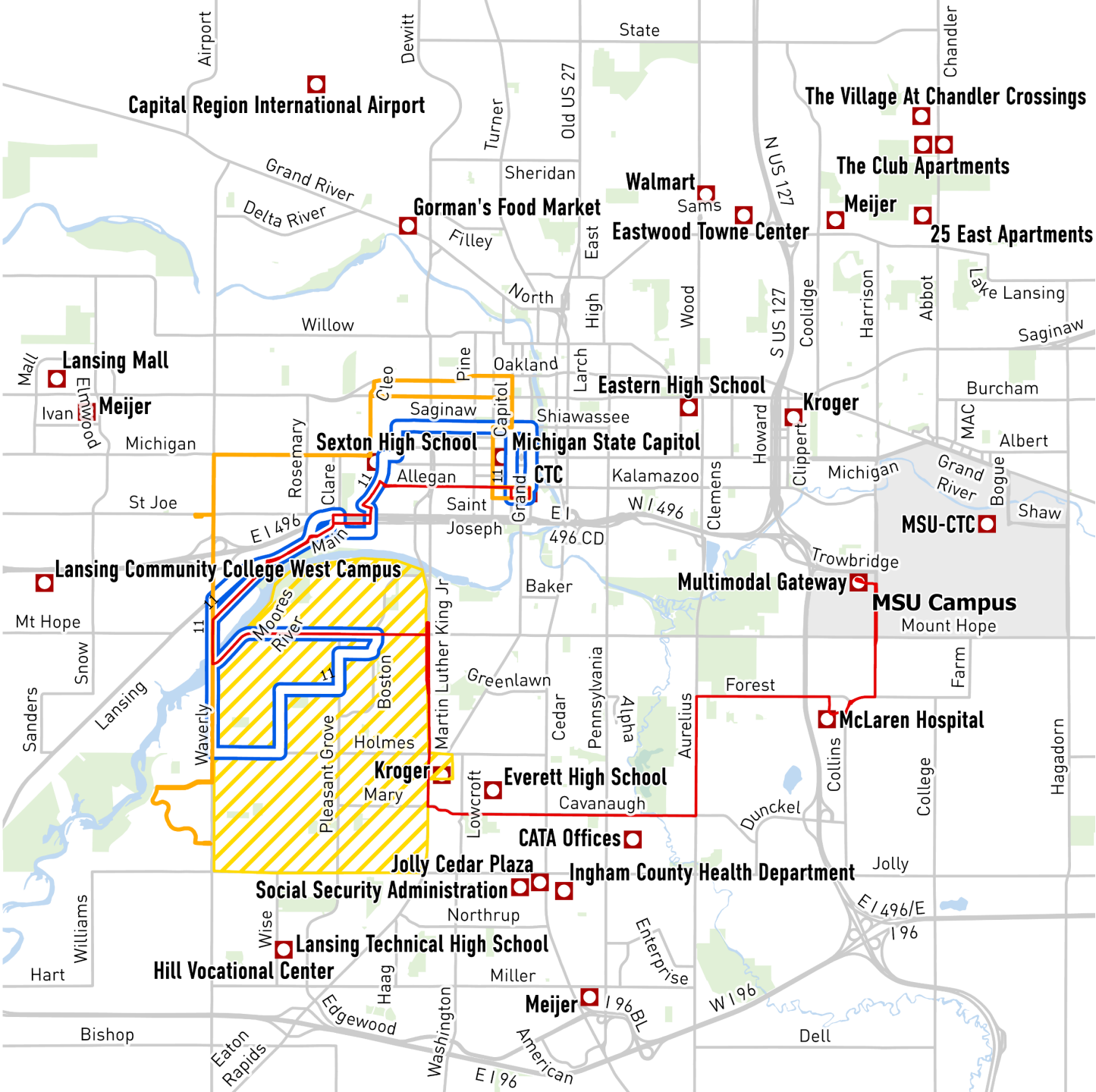


EXAMPLE RECOMMENDATION

11

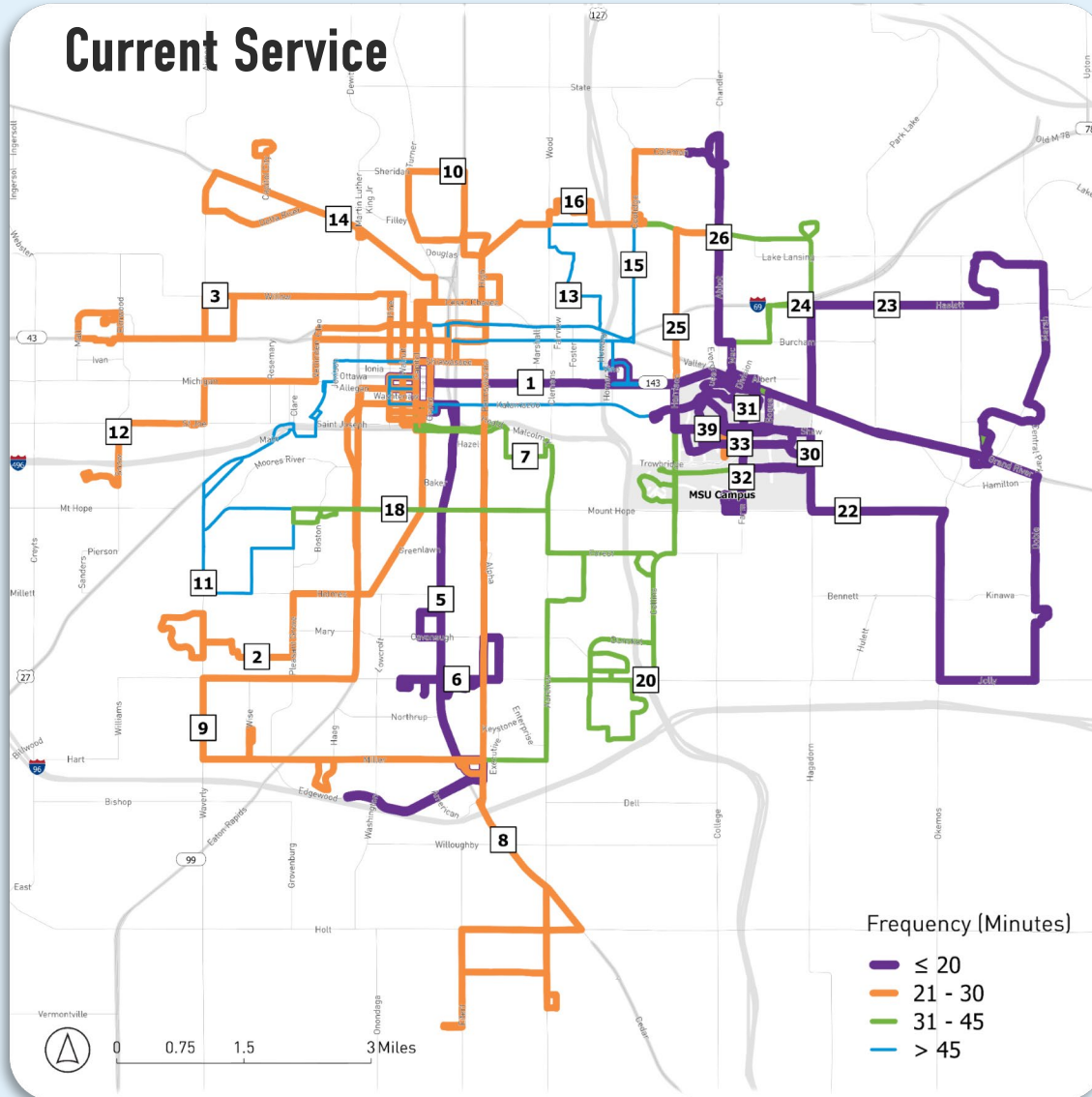
Waverly-Colonial Village

- Current Route 11
- Recommended Route 12
- Recommended Route 18
- Recommended Southwest Lansing Rydz Zone
- Major Destination Hubs

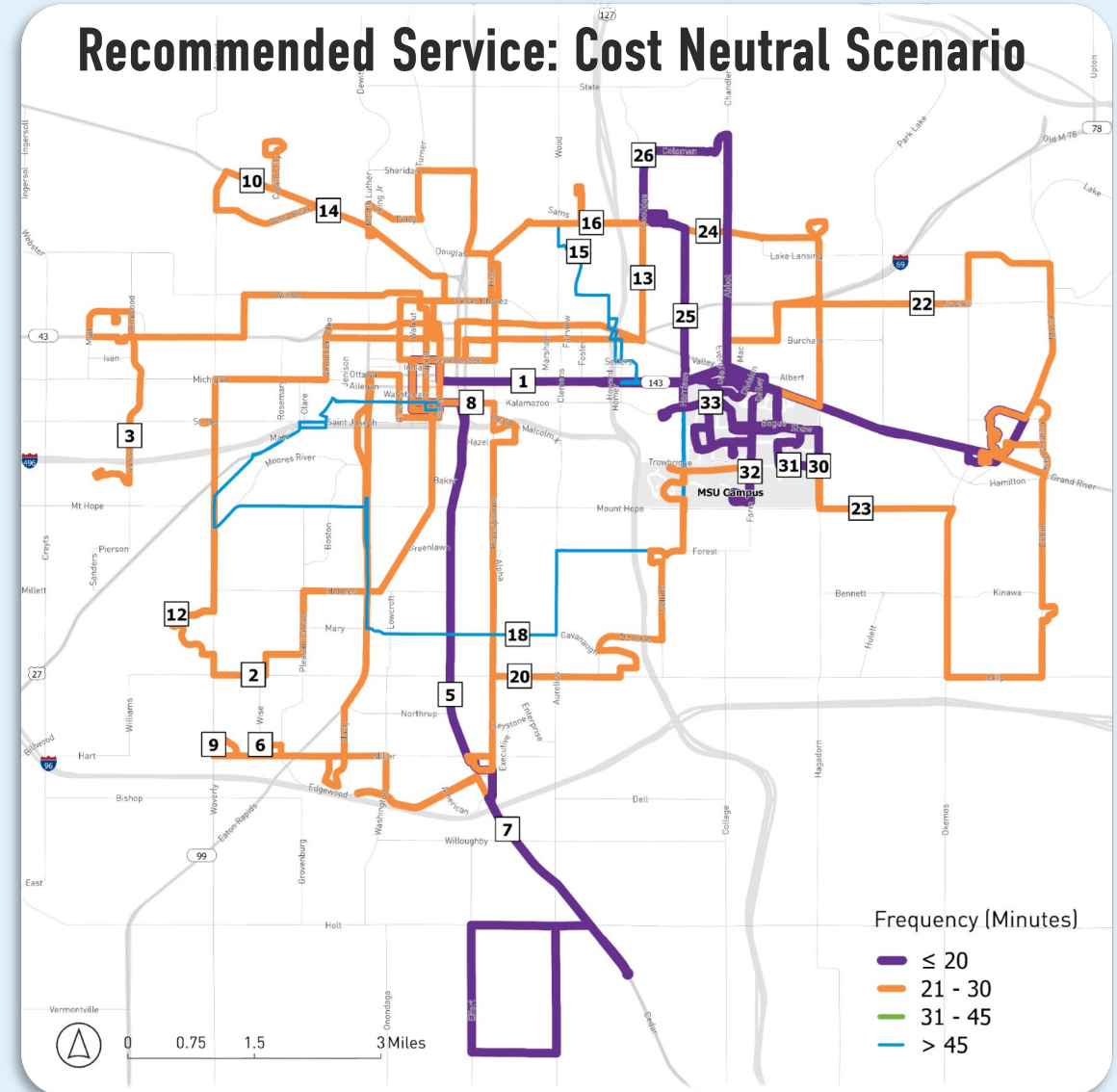


PEAK PERIOD SERVICE FREQUENCY

Current Service

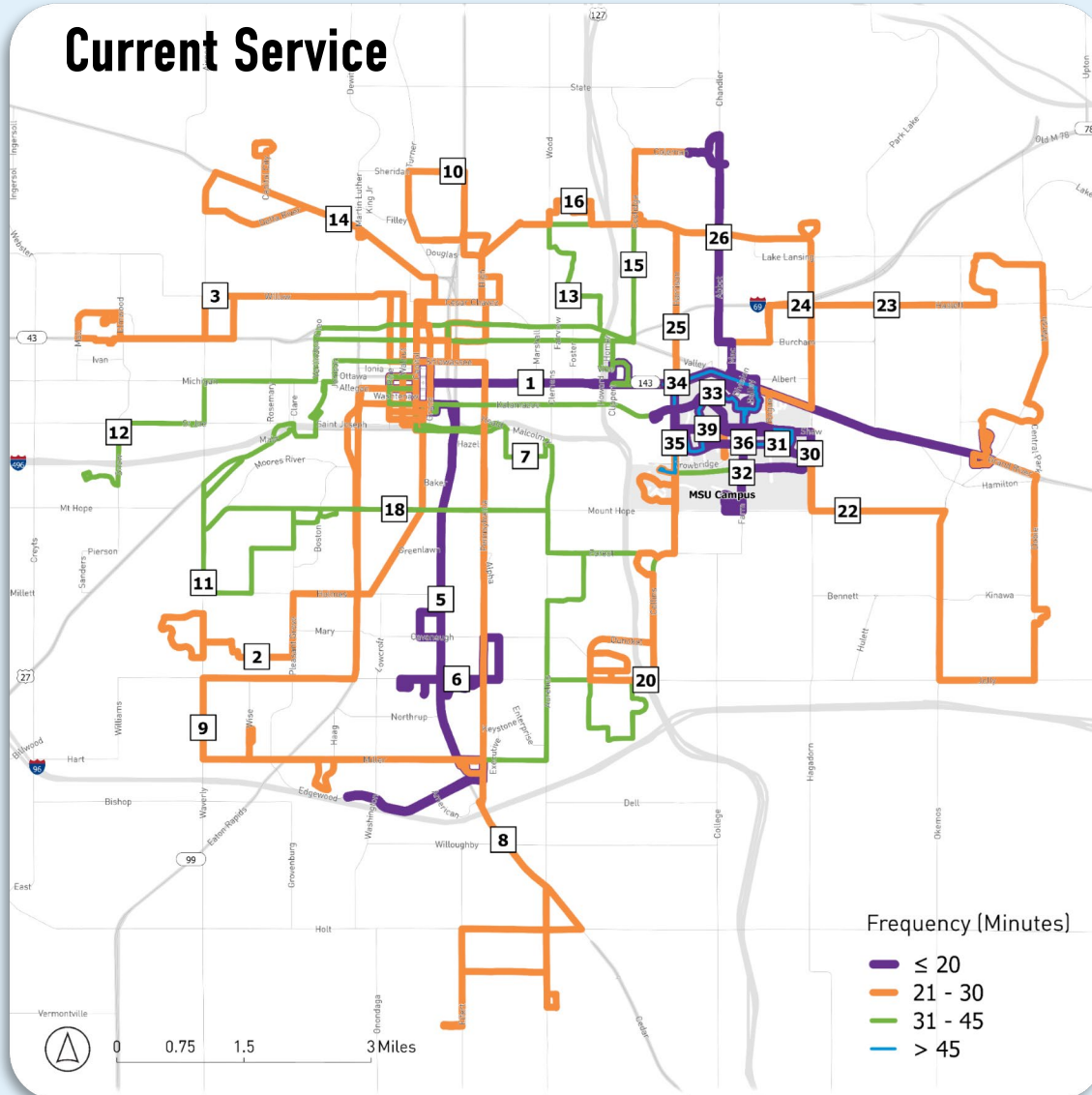


Recommended Service: Cost Neutral Scenario

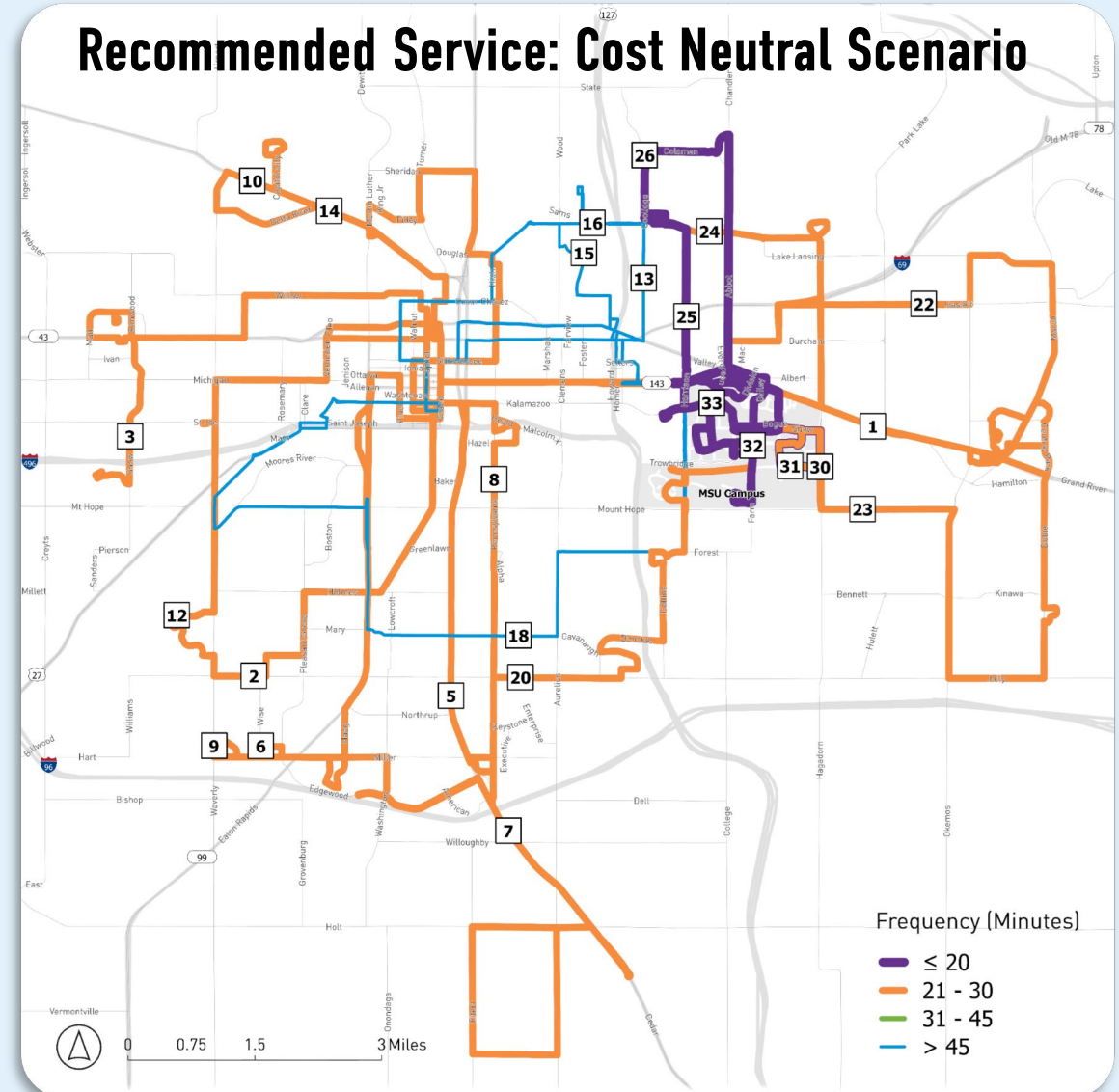


OFF-PEAK PERIOD SERVICE FREQUENCY

Current Service



Recommended Service: Cost Neutral Scenario



DEMAND RESPONSE SERVICES

CATA Rydz

- Develop zones to complement fixed routes.
- Implement service that allows scheduling trips by app and calling in by phone.

Paratransit

- Assess paratransit service within the framework of the recommended route system.
- Develop recommendations for paratransit plan.



BUDGET SCENARIOS

Why consider different budget scenarios?

- Allows CATA to better understand the potential system-wide impacts of increased or decreased funding.

What budget scenarios are being reviewed?

+10%	+5%	0%	-5%	-10%
+\$3.6M	+\$1.9M	\$0	-\$1.9M	-\$3.6M

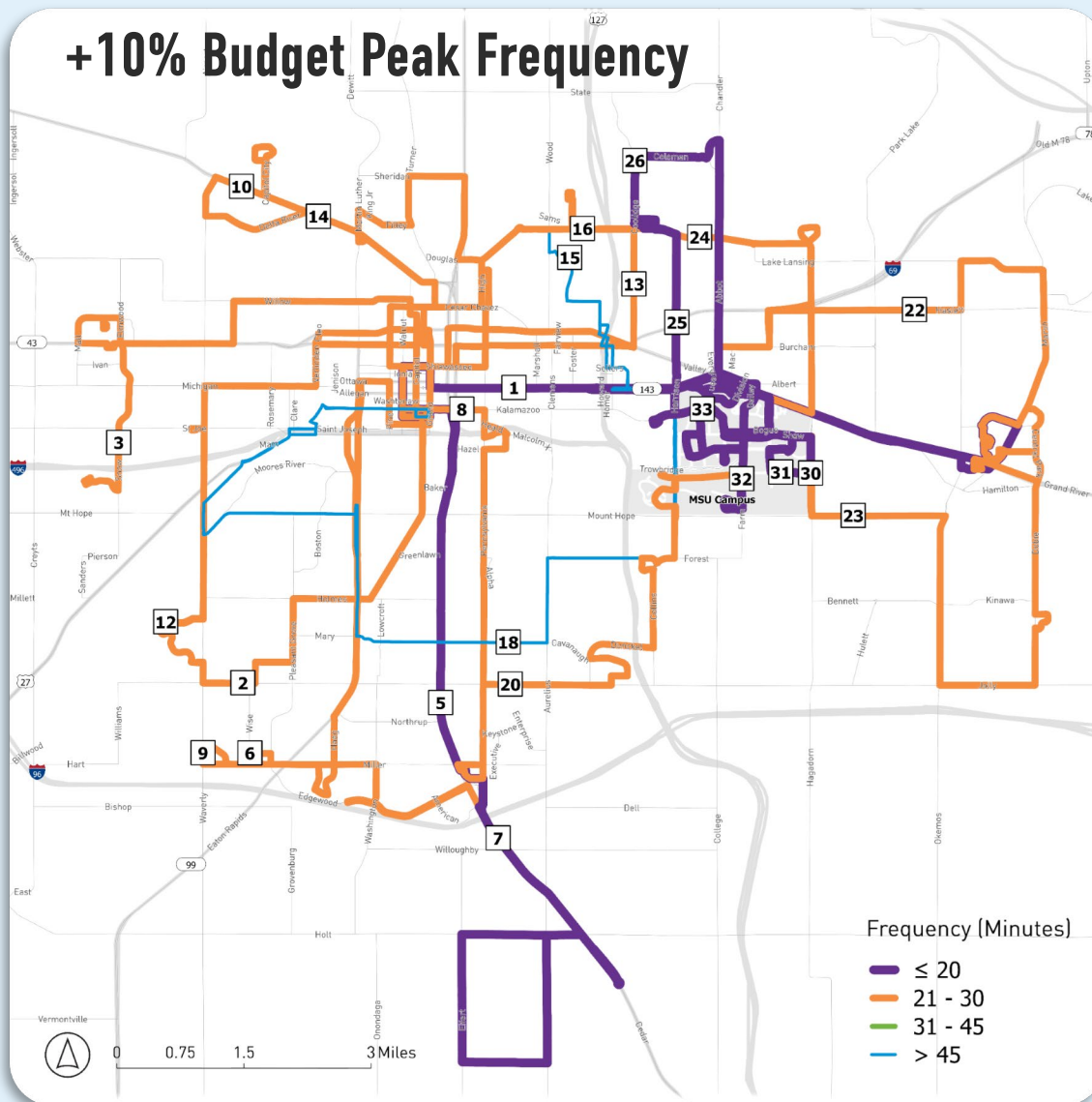
BUDGET SCENARIOS

What types of changes would be considered under different budget scenarios?

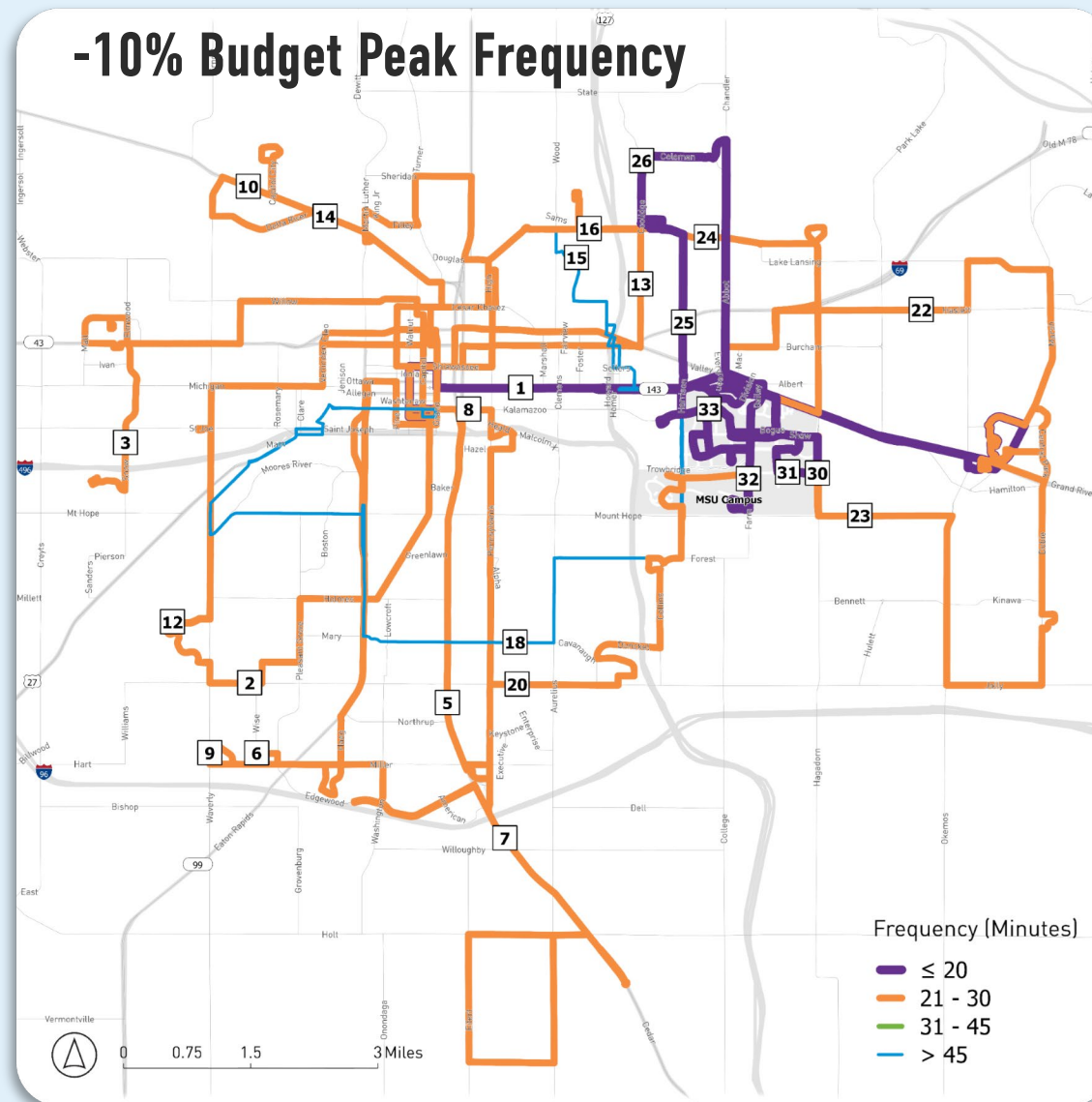
- Reduced funding largely results in decreases in frequency.
- Increased funding largely results in additional service hours on some routes.

BUDGET SCENARIOS: PEAK FREQUENCY

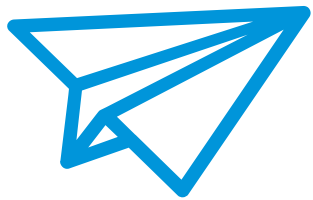
+10% Budget Peak Frequency



-10% Budget Peak Frequency



IMPLEMENTATION PROCESS



- Recommendations will be reviewed for potential Title VI impacts.
- Recommendations will serve as a long-term planning resource and will not automatically result in service changes.
- After the study, CATA will implement recommendations based on available funding, resources, and community needs.
- Any recommendations proposed for implementation would follow CATA's standard public input process. There will be additional opportunities to review specific proposals, ask questions, and provide feedback before service changes are implemented.
- Public notices and marketing materials will be in place to promote public participation and information of any proposed service changes.
- For more information on upcoming opportunities for feedback, visit cata.org/RoadAhead or contact CATA Customer Experience at 517-394-1000.

WHAT ARE YOUR THOUGHTS?

Thank you for attending and we look forward to your input!

- Please raise your hand if you would like to ask a question or share a comment. A moderator will unmute you when it's your turn.
- You may also submit a comment/question in the chat or the Q&A box.
- We will also make time for those calling in to share by using Raise Hand.



HOW TO ASK QUESTIONS OR GIVE COMMENTS



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NEXT STEPS IN THE PROCESS

- Ride-alongs on Wednesday September 9.
- Conduct Title VI Analysis.
- Finalize budget scenarios and implementation strategies.
- Develop final plan.



ADDITIONAL FEEDBACK OPPORTUNITIES

- Recording of this presentation will be on CATA's website for viewing.
- Please share with your neighbors and friends as feedback will be accepted until midnight on September 9, 2026.
- Feedback can be given through the website, by email, or by phone:
 - <https://www.cata.org/RoadAhead>
 - Tel: 517-394-1000
 - Email: info@cata.org

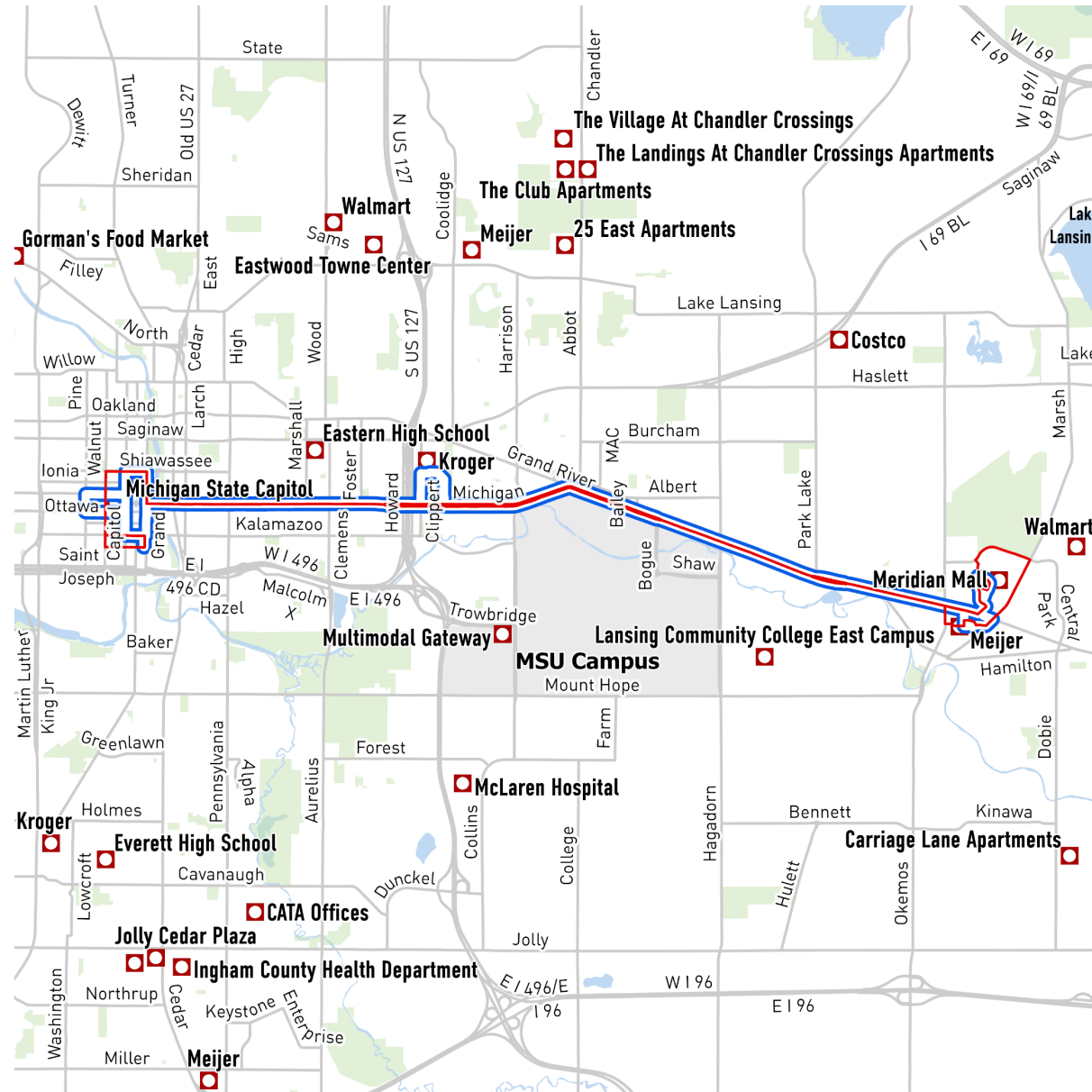
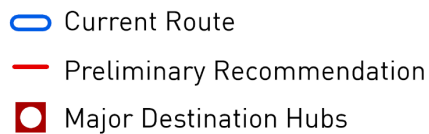


APPENDIX

Route and Service Profiles



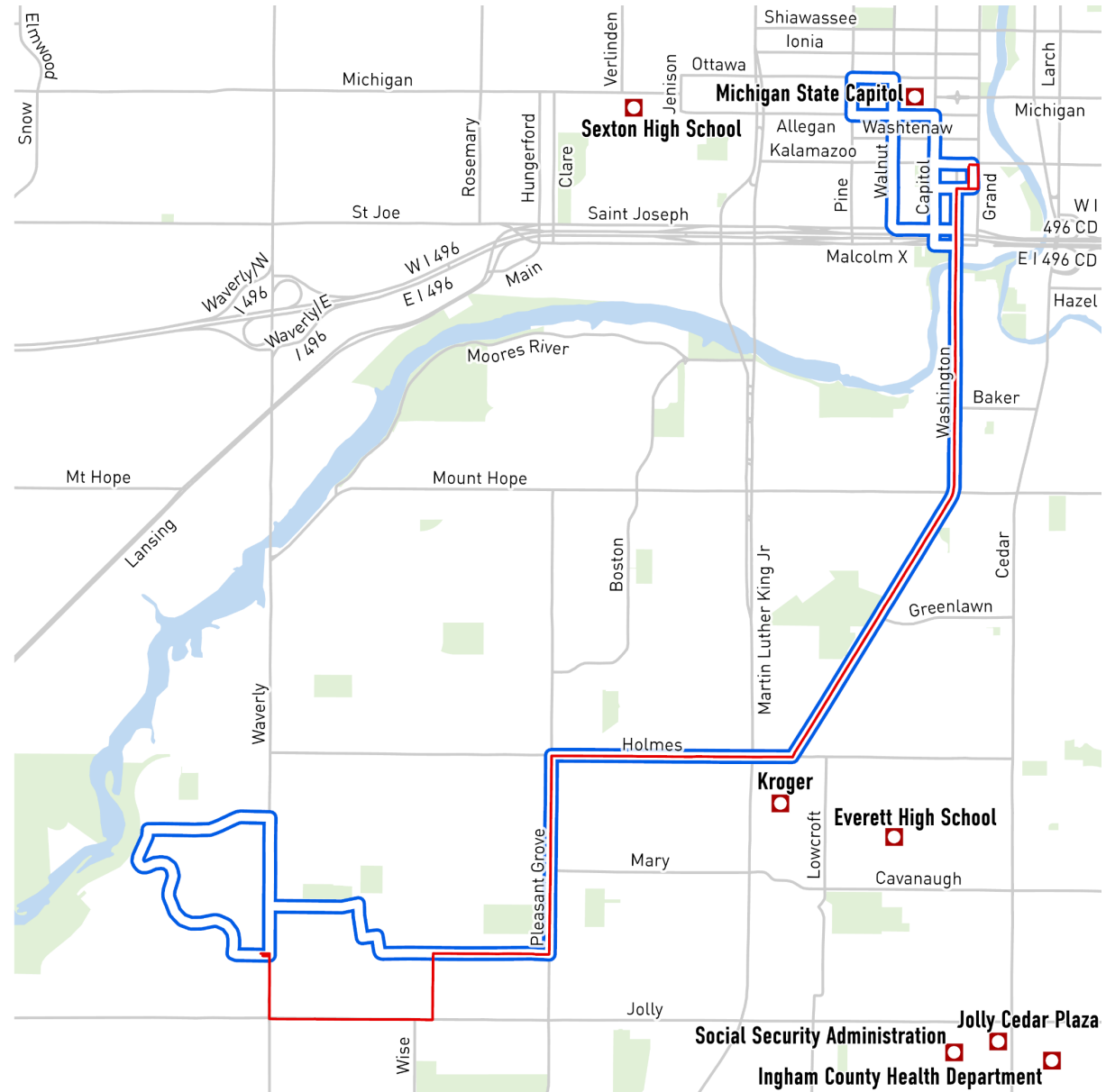
In downtown Lansing, Route 1 would be restructured from operating as a large one-way loop, to providing bi-directional service linking LCC, the Capitol, and the CTC, via Walnut Street. Buses would serve Frandor from Michigan Avenue, rather than entering the shopping center. On the outer end of Route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



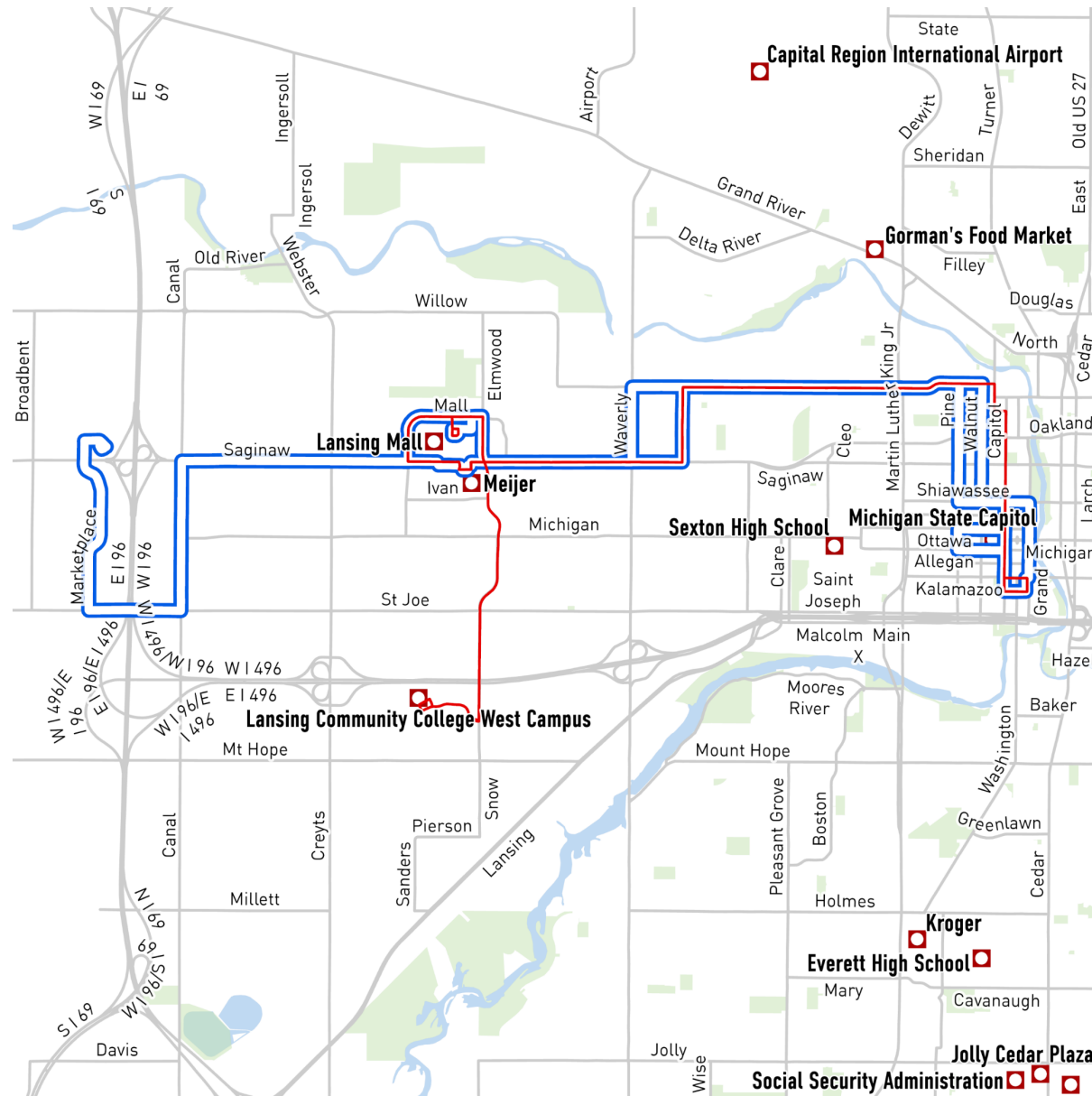
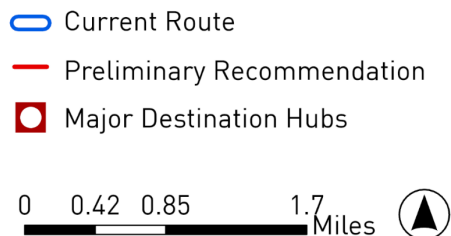
2 S. Washington - Pleasant Grove

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.

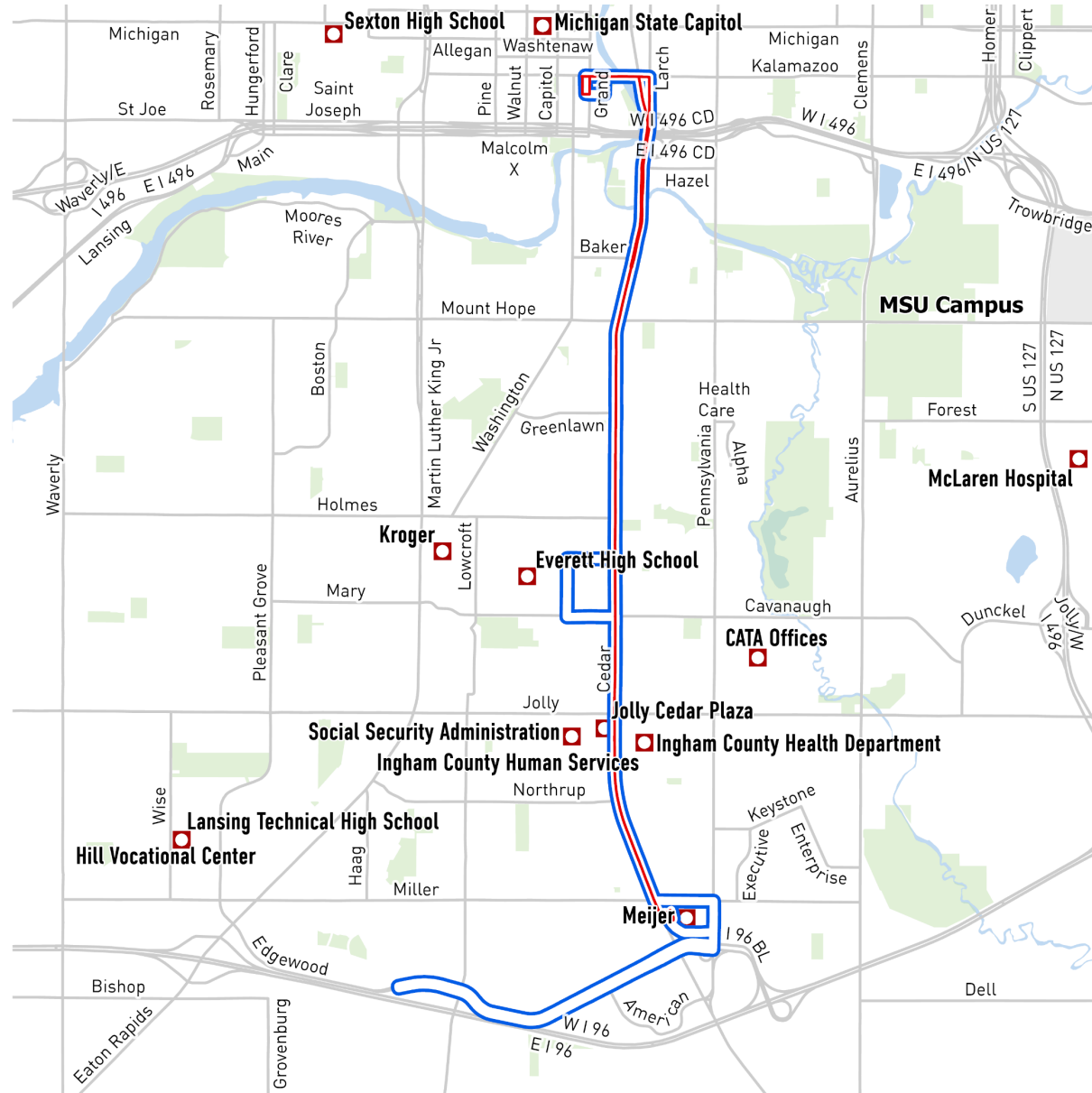
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



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.

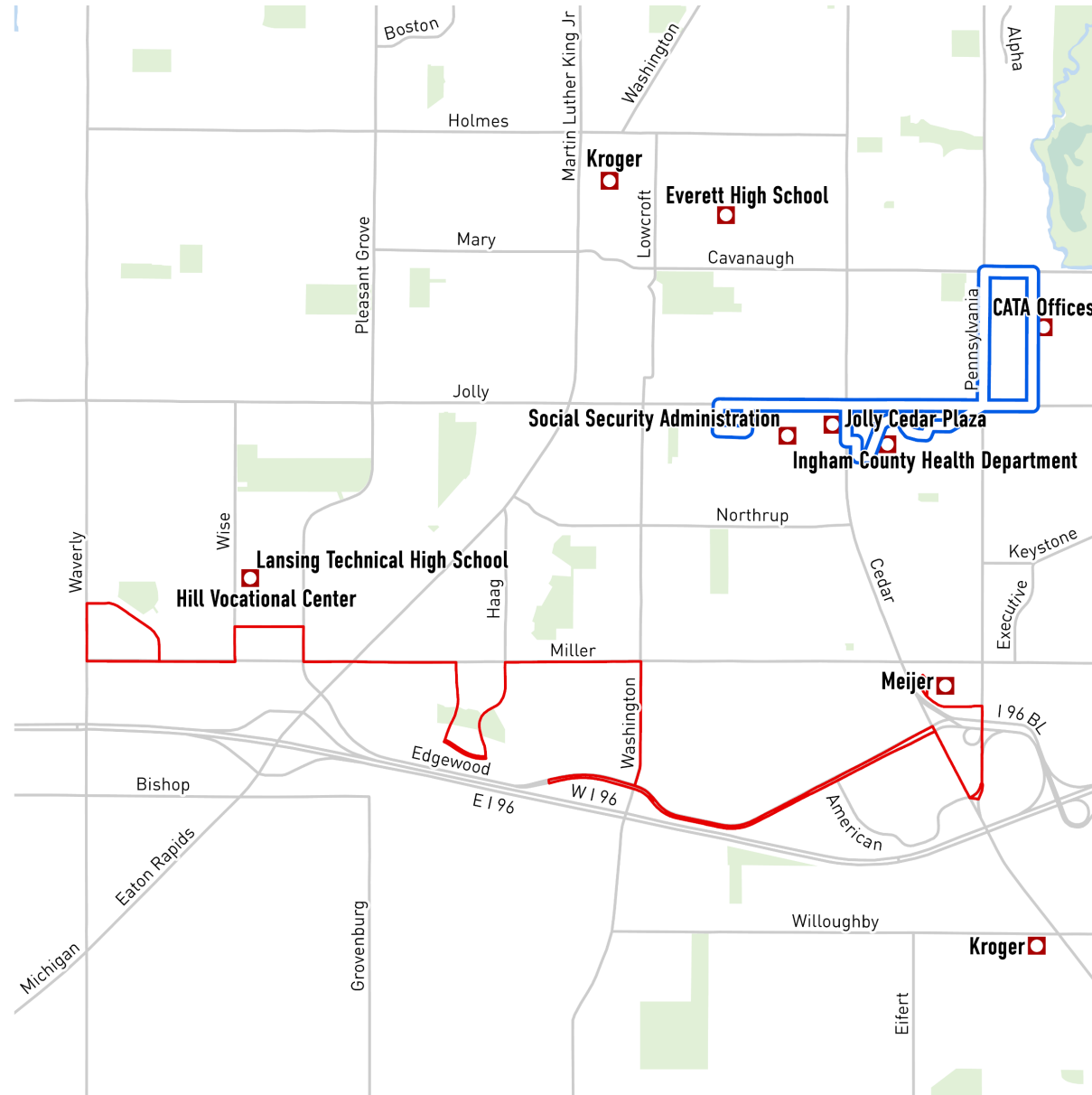


The alignment of Route 5 would remain largely unchanged between downtown Lansing and Meijer on Miller Road. Deviations to Everett High School would be eliminated, with coverage to the high school picked up by Route 18. On the outer end of Route 5, service along Edgewood Boulevard would be eliminated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



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.

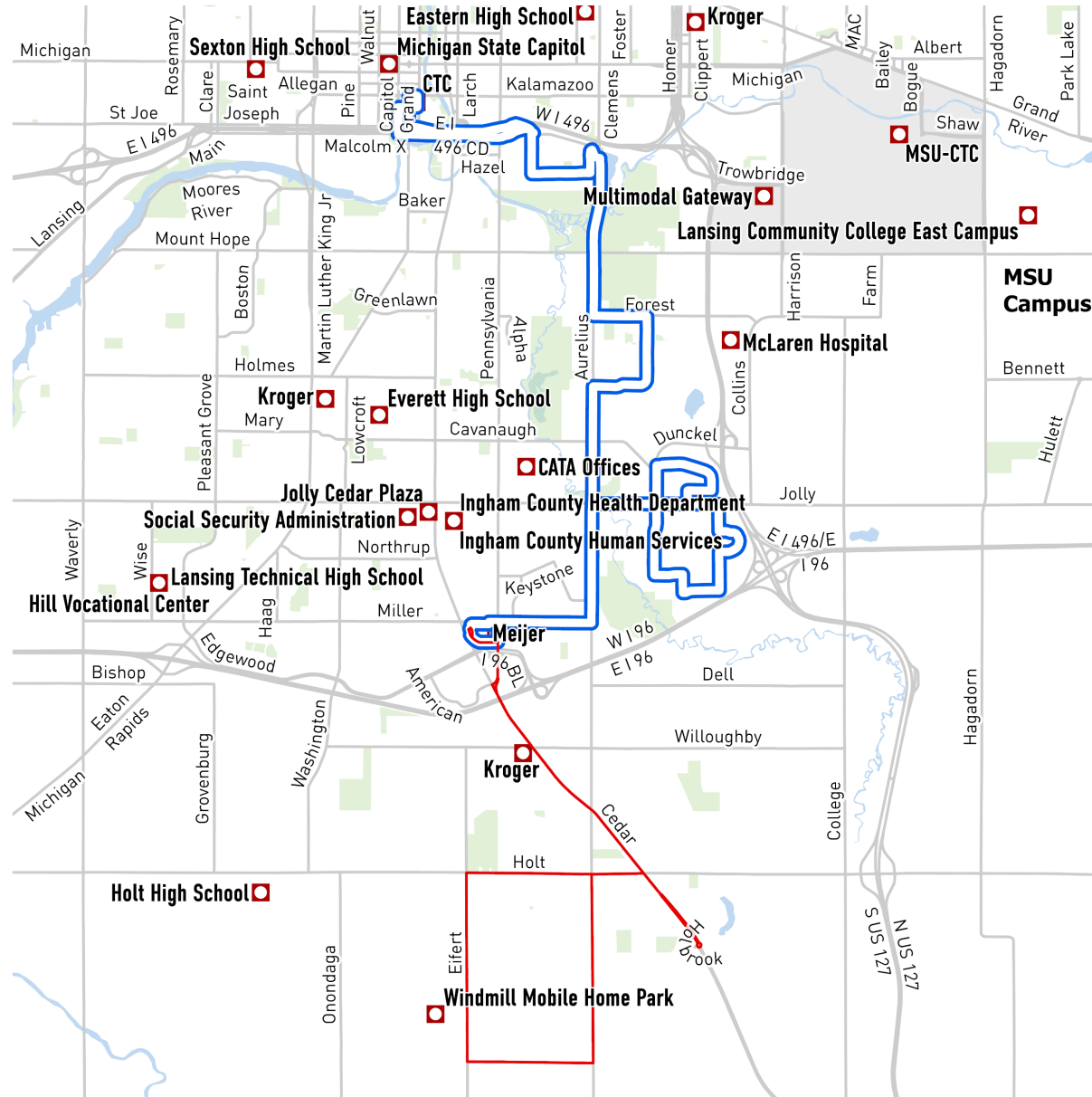
 Major Destination Hubs



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.

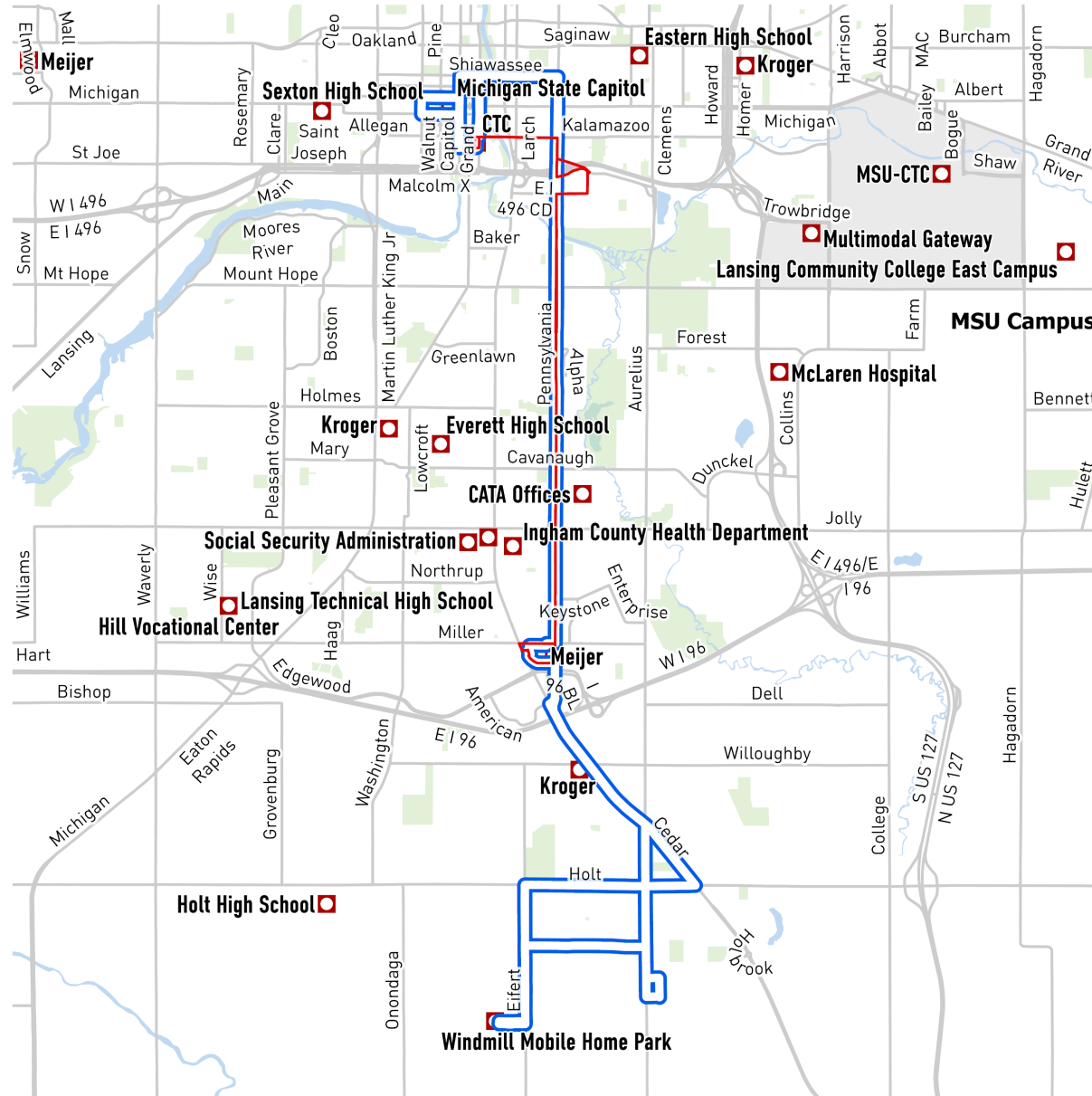
-  Current Route
-  Preliminary Recommendation
-  Major Destination Hubs



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.

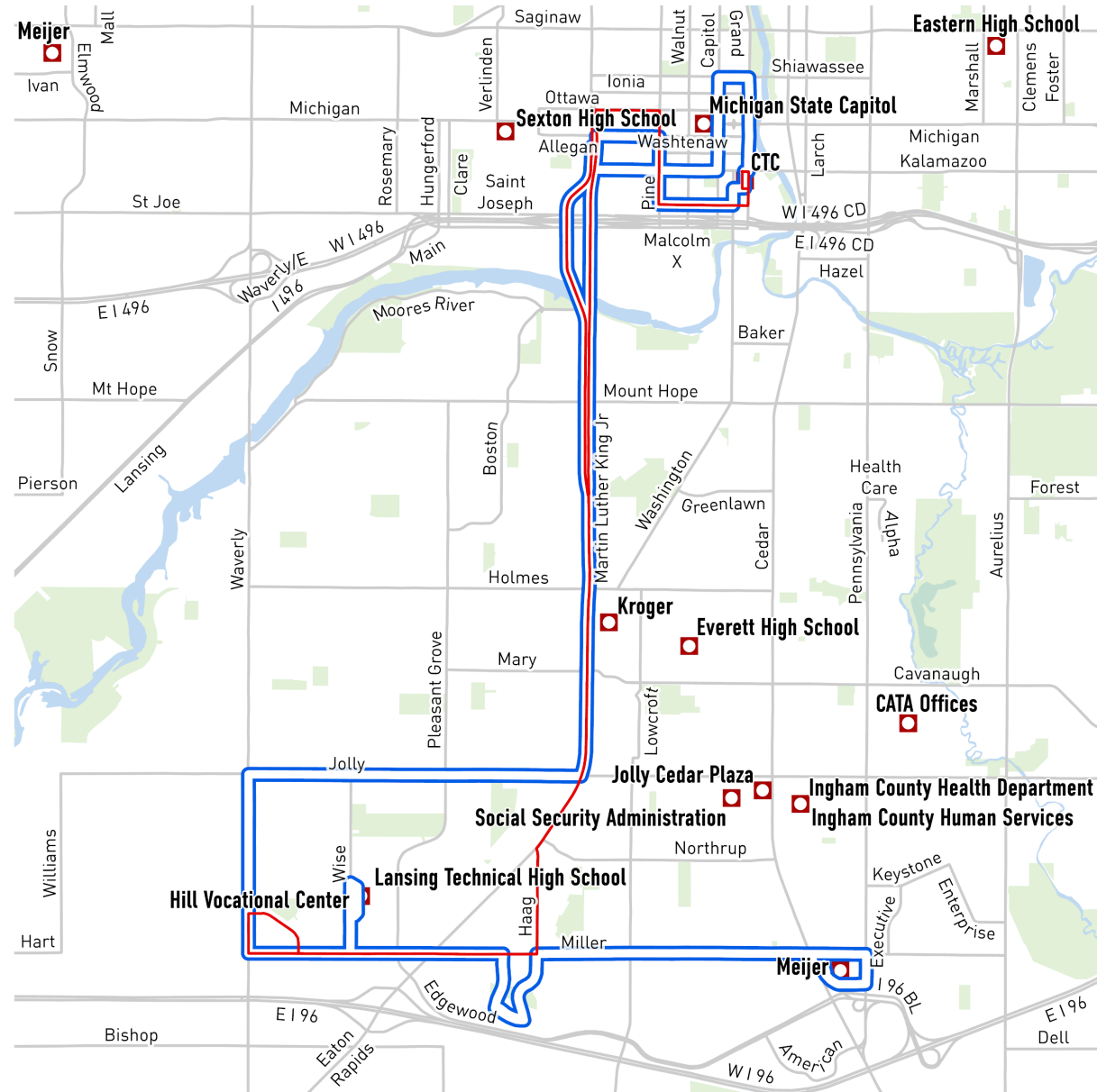
-  Current Route
-  Preliminary Recommendation
-  Major Destination Hubs



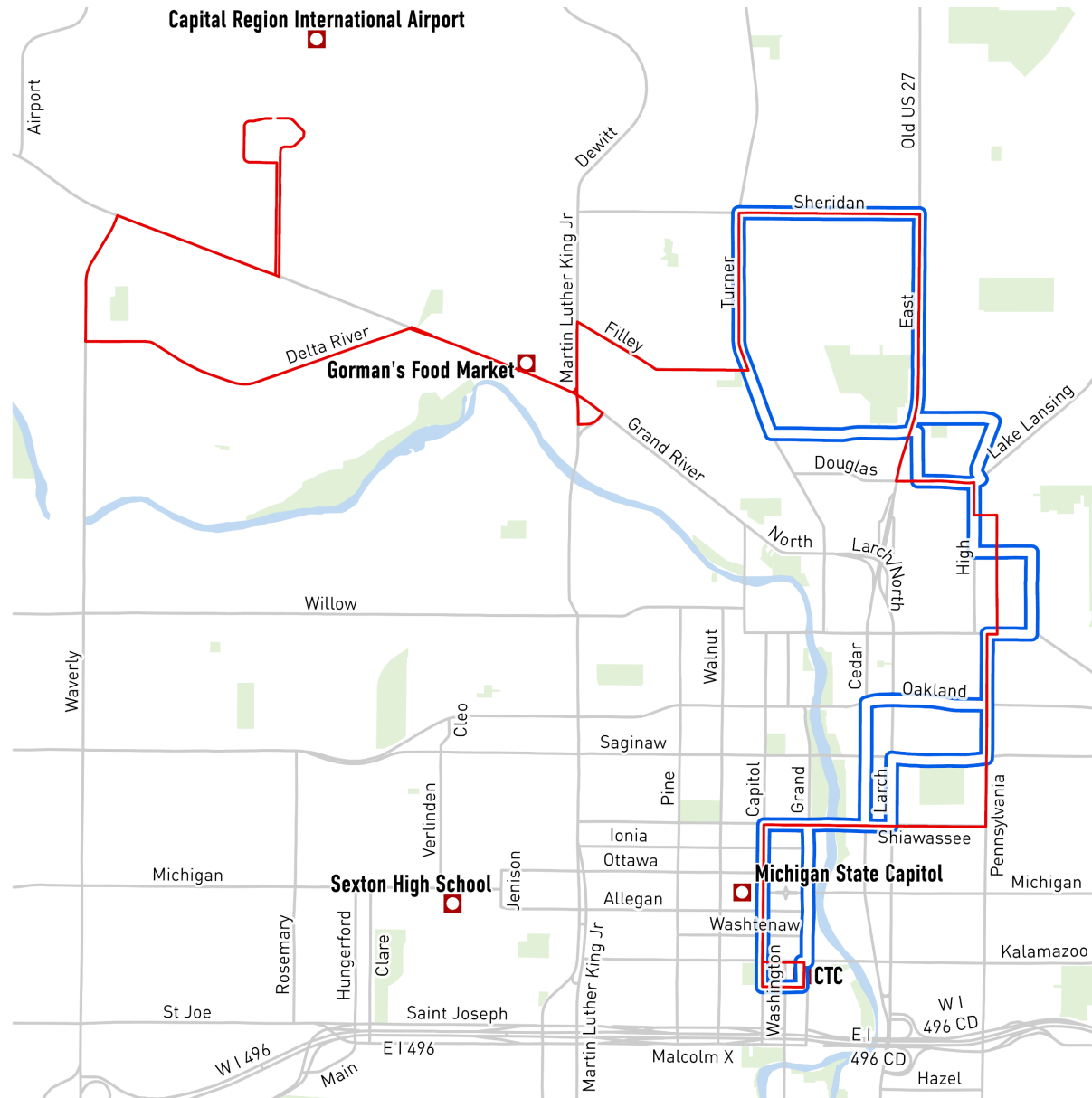
9 South MLK-Miller

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



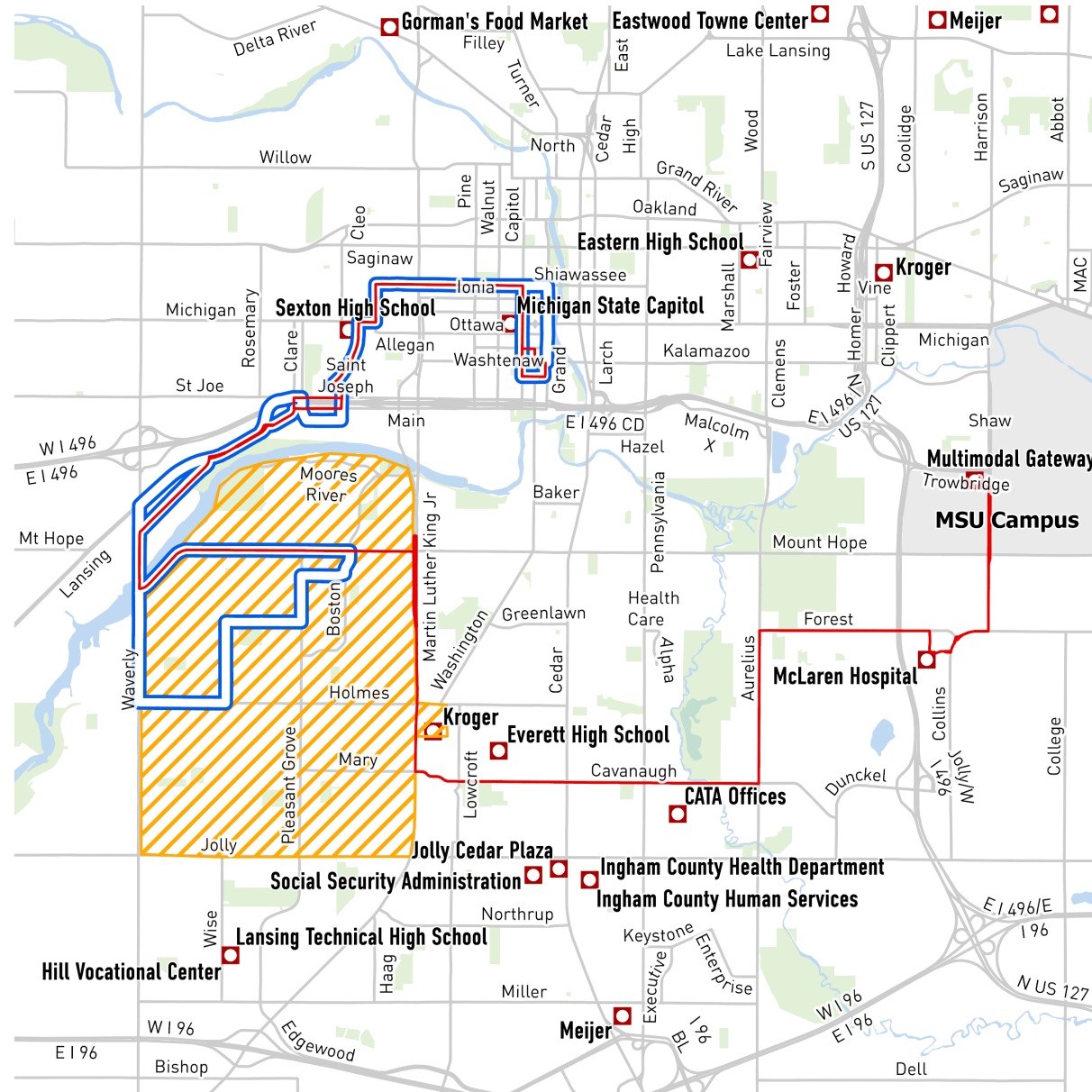
In downtown Lansing, Route 10 would be simplified by operating bi-directionally along Capitol Avenue. From Thomas Street, the route would be restructured to operate bi-directionally and extended to the airport via Filley Street, Grand River Avenue, and Delta River Drive.



11 Waverly-Colonial Village

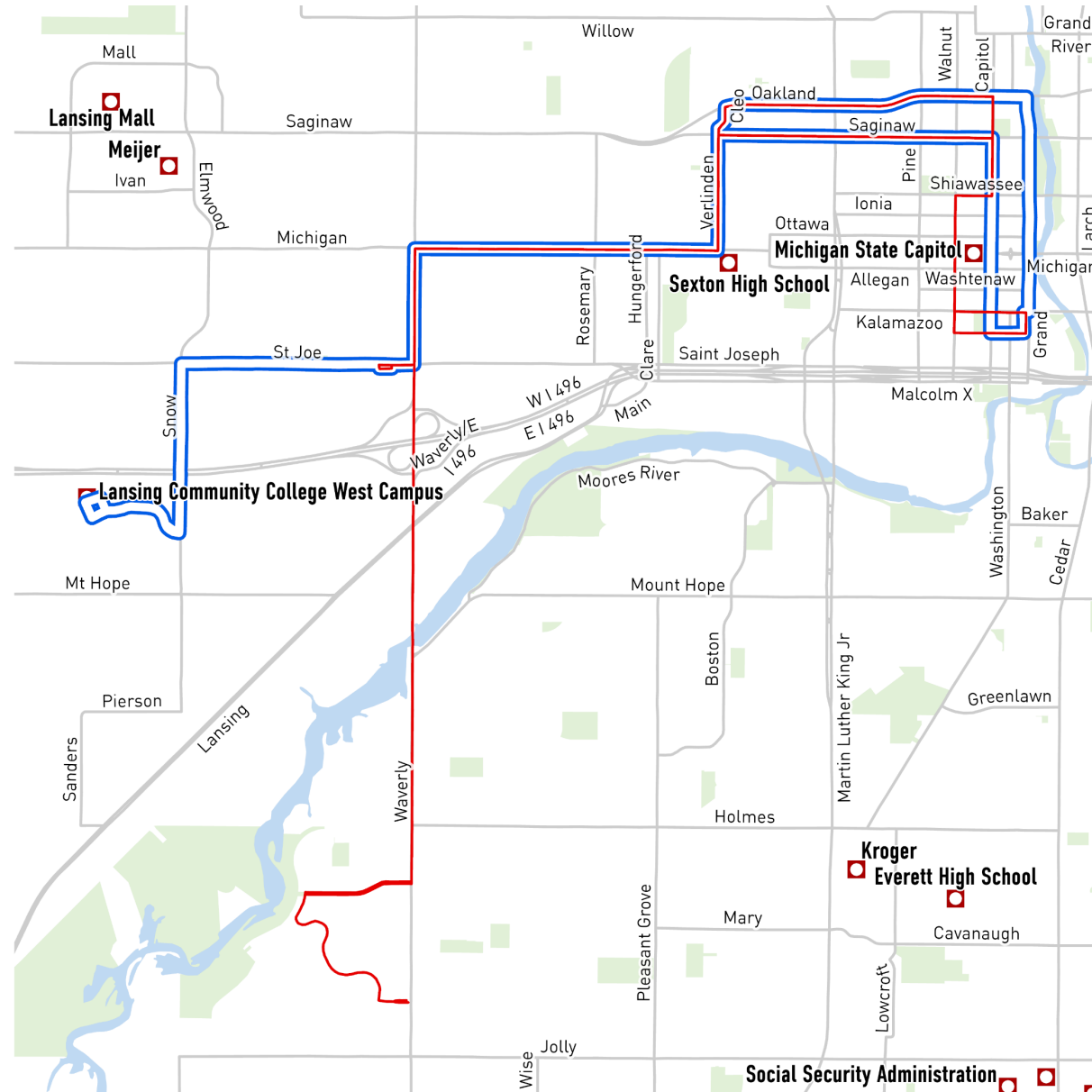
Route 11 is eliminated, with coverage picked up primarily by Route 18 and a new Southwest Lansing Rydz zone.

-  Current Route
-  Preliminary Recommendation
-  Preliminary Recommendation
-  Major Destination Hubs



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.



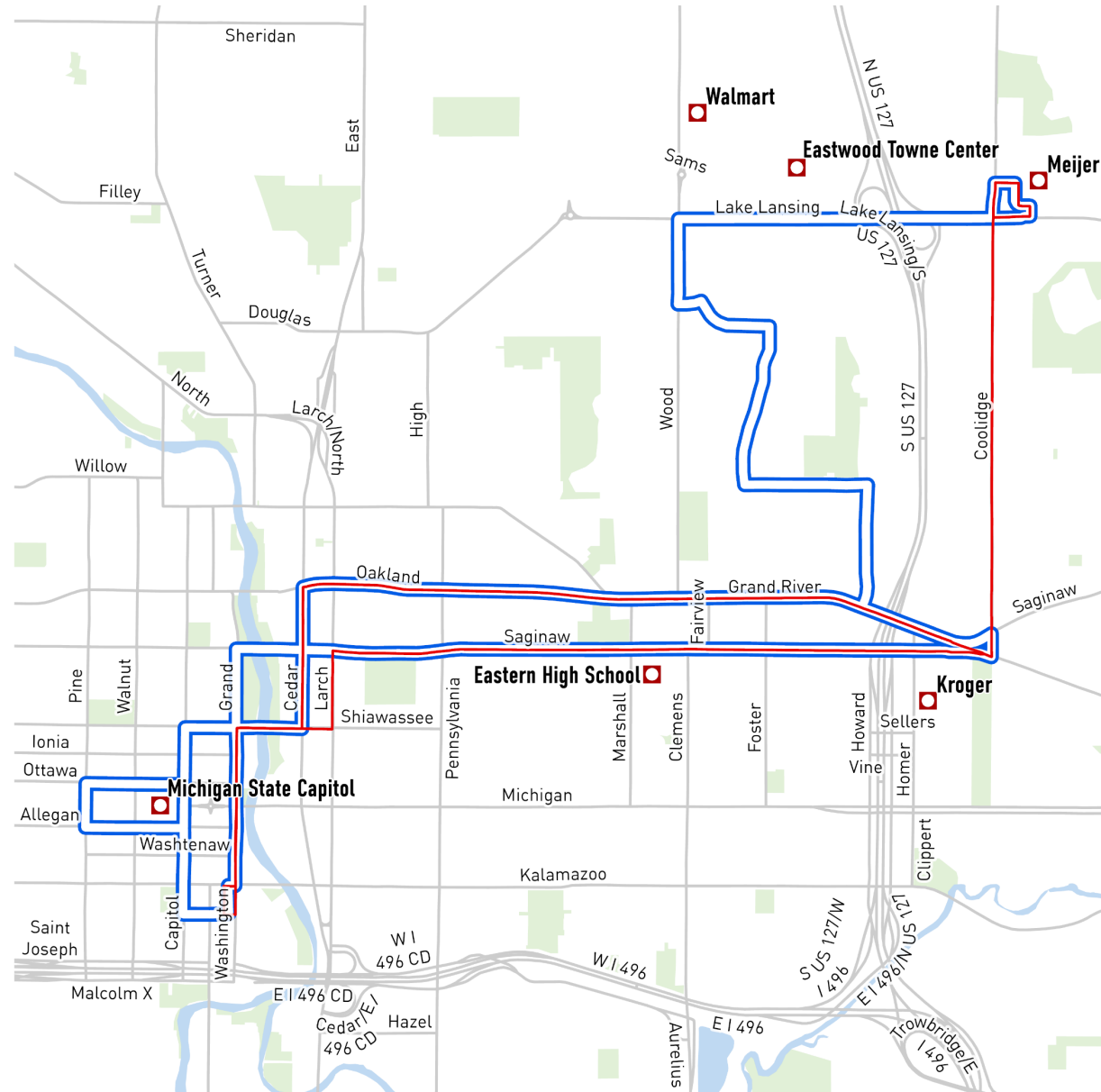
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs

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

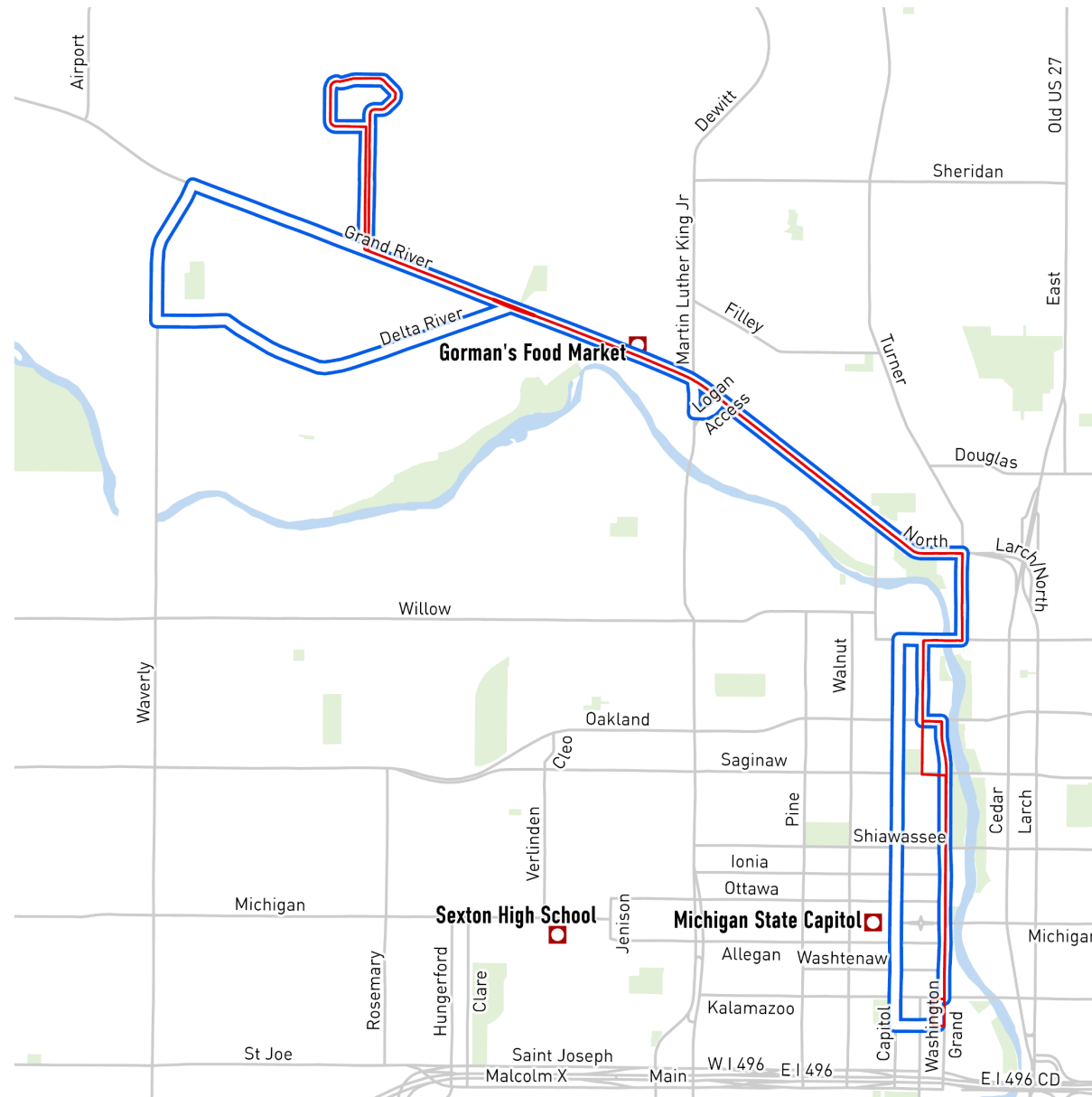


14 North Grand River-Old Town-Airport

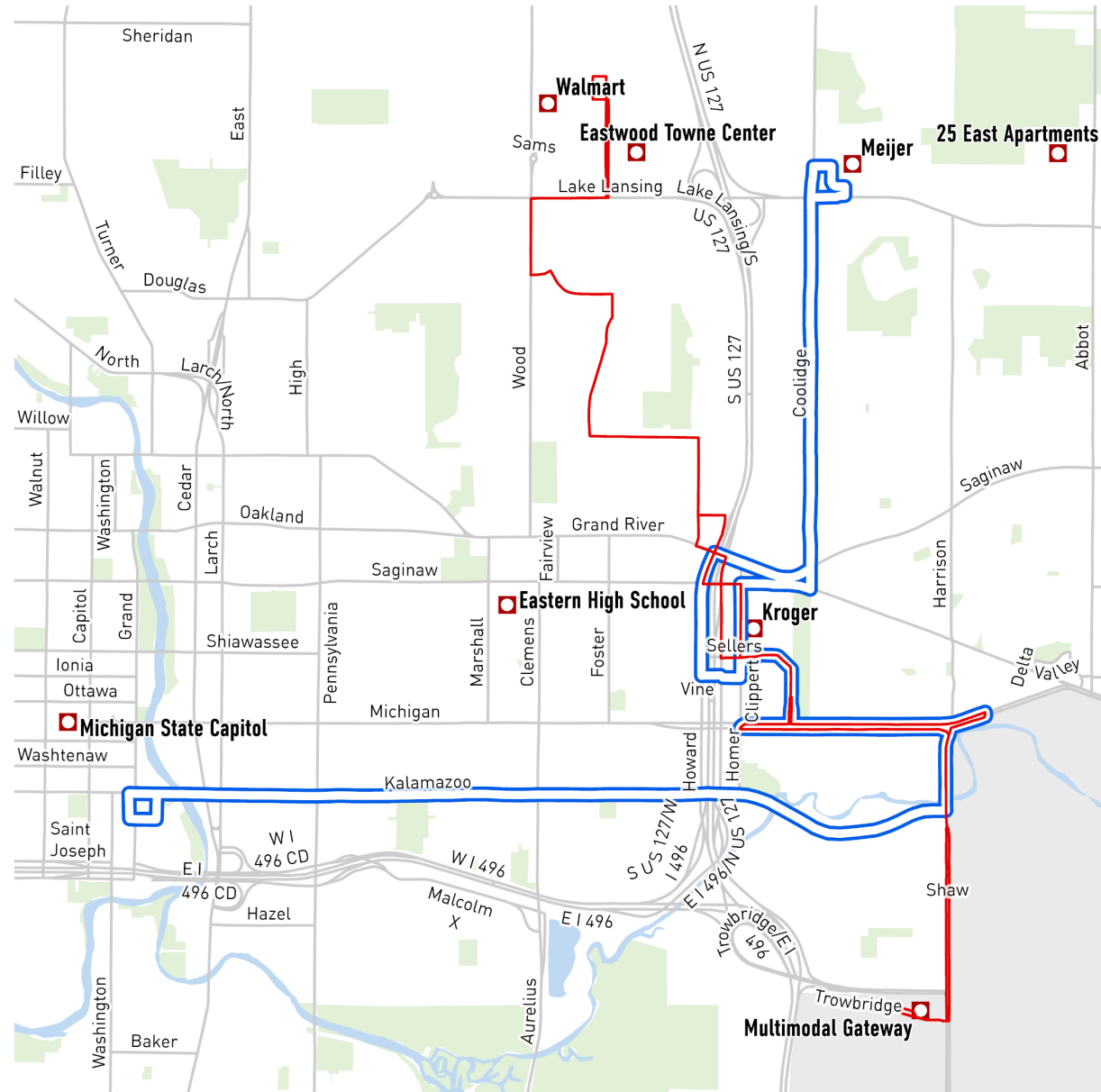
Route 14 would be simplified with streamlined service between downtown Lansing and the airport. Service to the Delta River neighborhood would shift to Route 10. An interline between Route 14 and Route 10 would allow for bi-directional service and one-seat rides for Delta River, airport, and Grand River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

- Current Route
- Preliminary Recommendation
- Major Destination Hubs

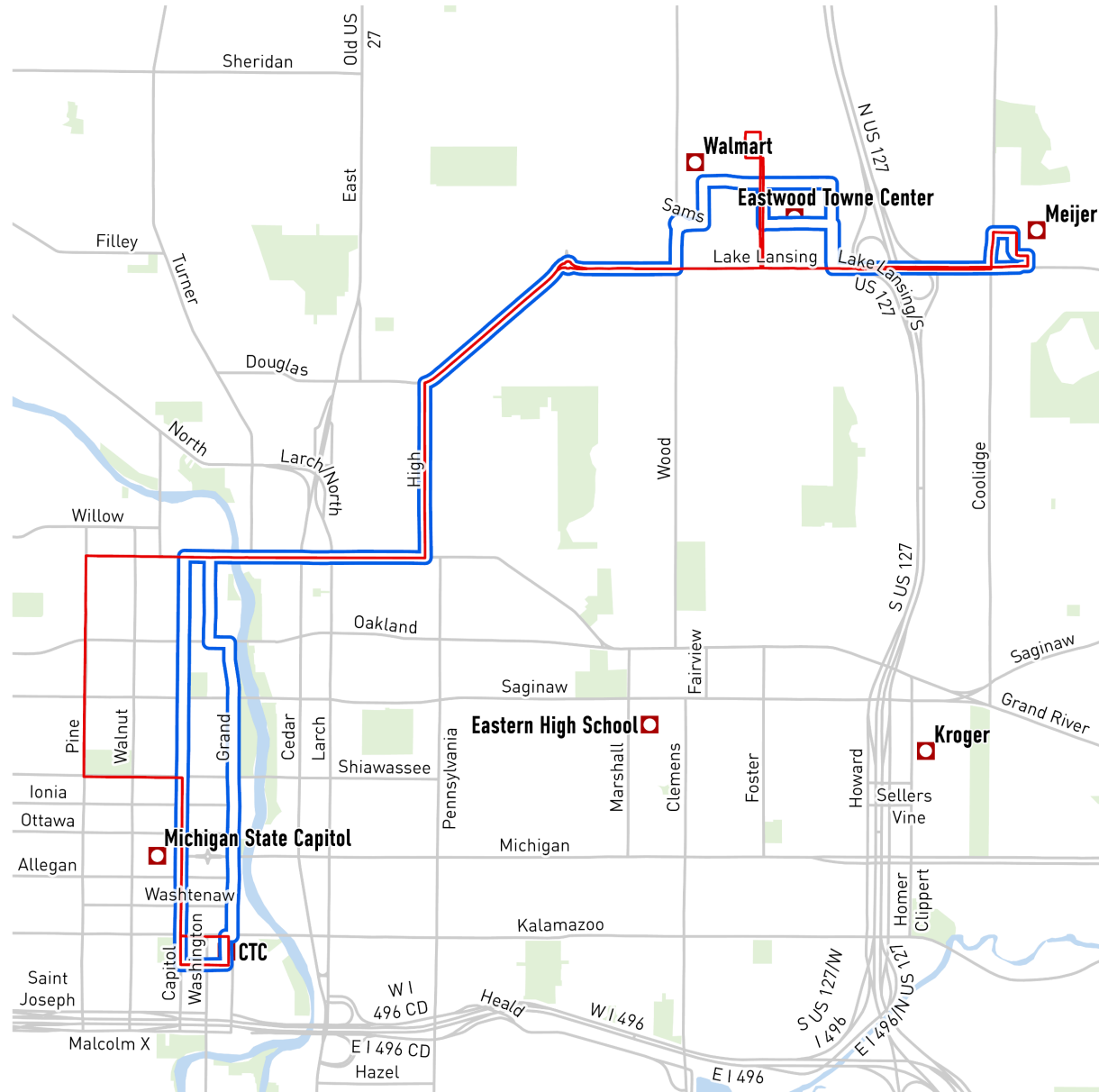
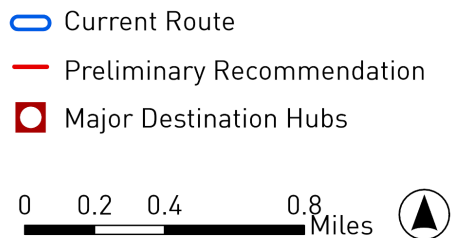
0 0.23 0.45 0.9 Miles 



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.



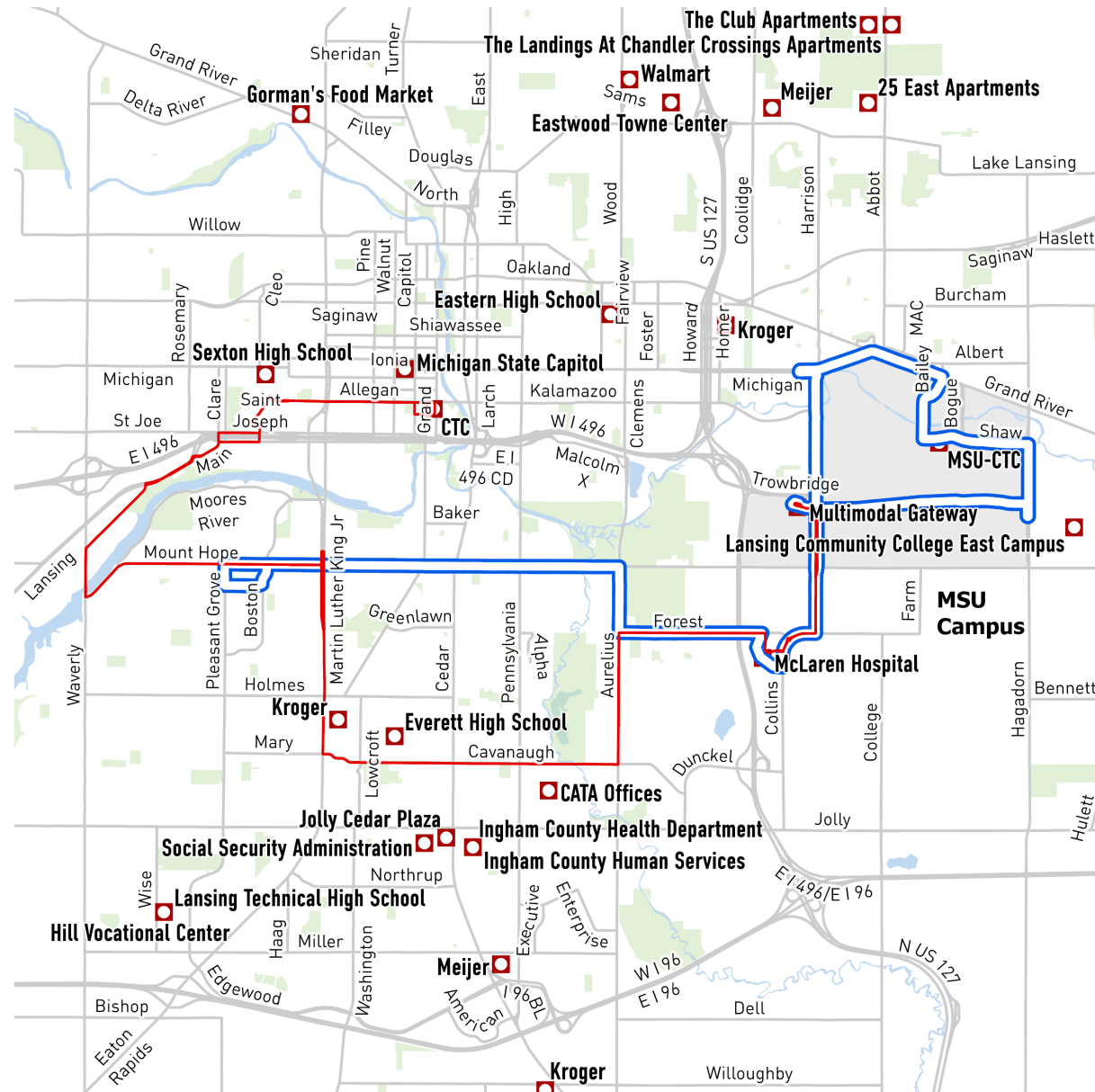
In downtown Lansing, Route 16 would be restructured from operating as a large one-way loop, to providing bi-directional service along Capital Avenue, Shiawassee Street, Pine Street, and Cesar Chavez Avenue.



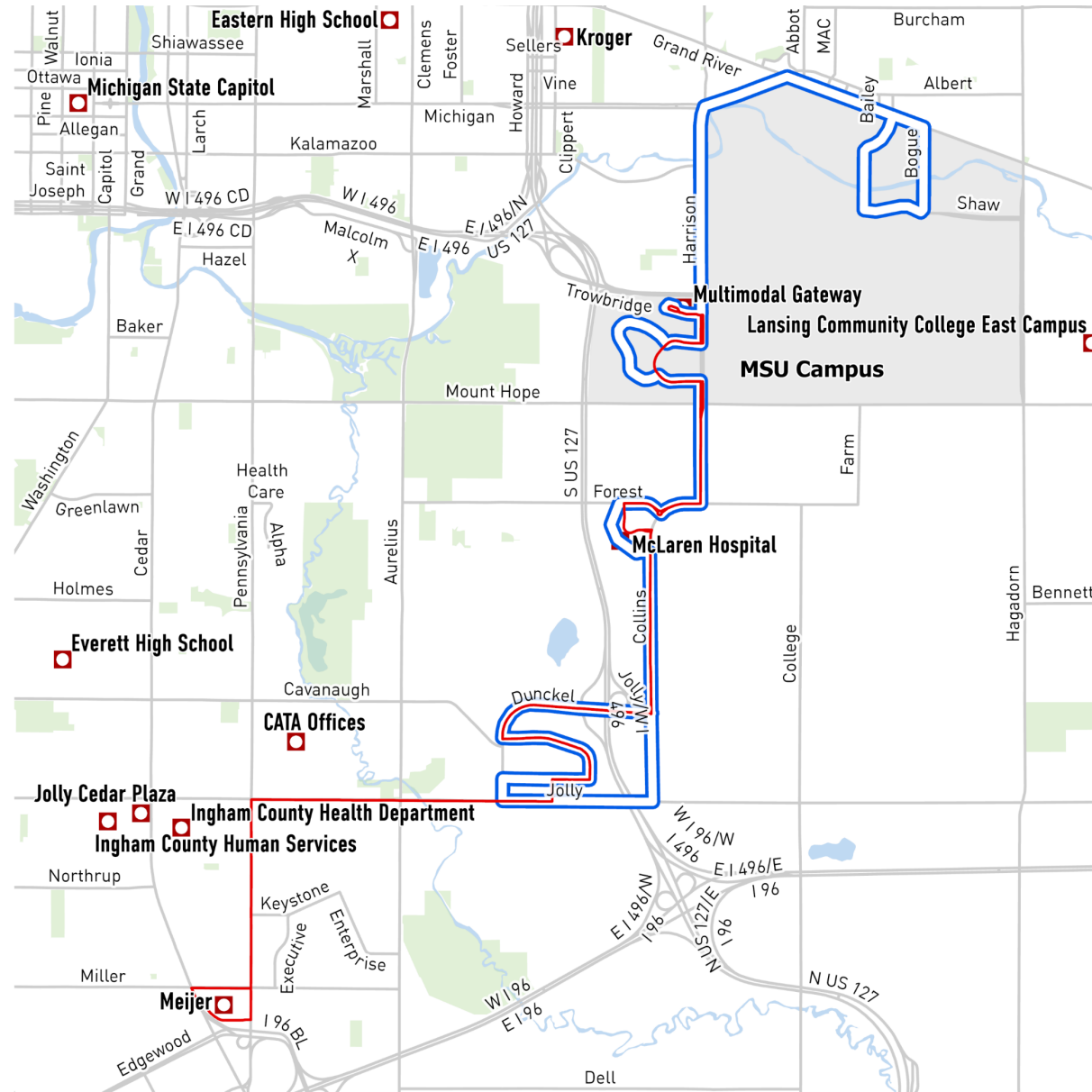
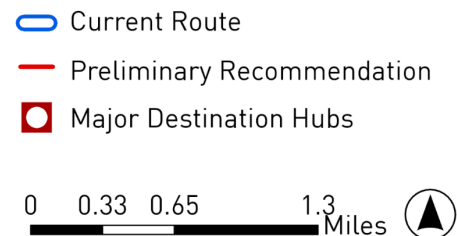
18 Capital City Crosstown

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



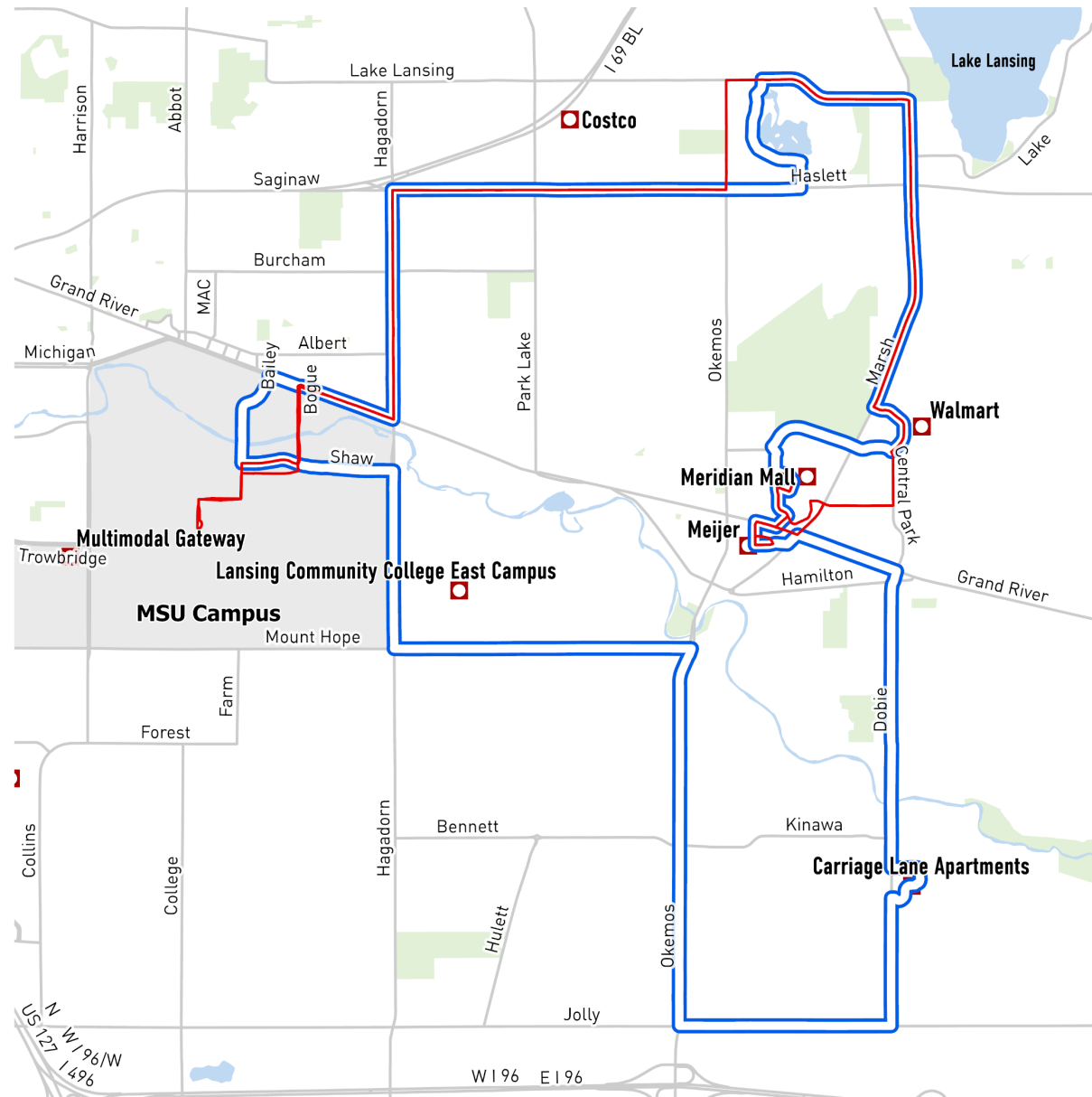
Route 20 would be restructured to operate between the Capital Area Multimodal Gateway and Meijer on Miller Road, via McLaren Greater Lansing Hospital and Trappers Cove Trail. One-seat ride service to MSU and downtown East Lansing would be provided via an interline with Route 24.



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

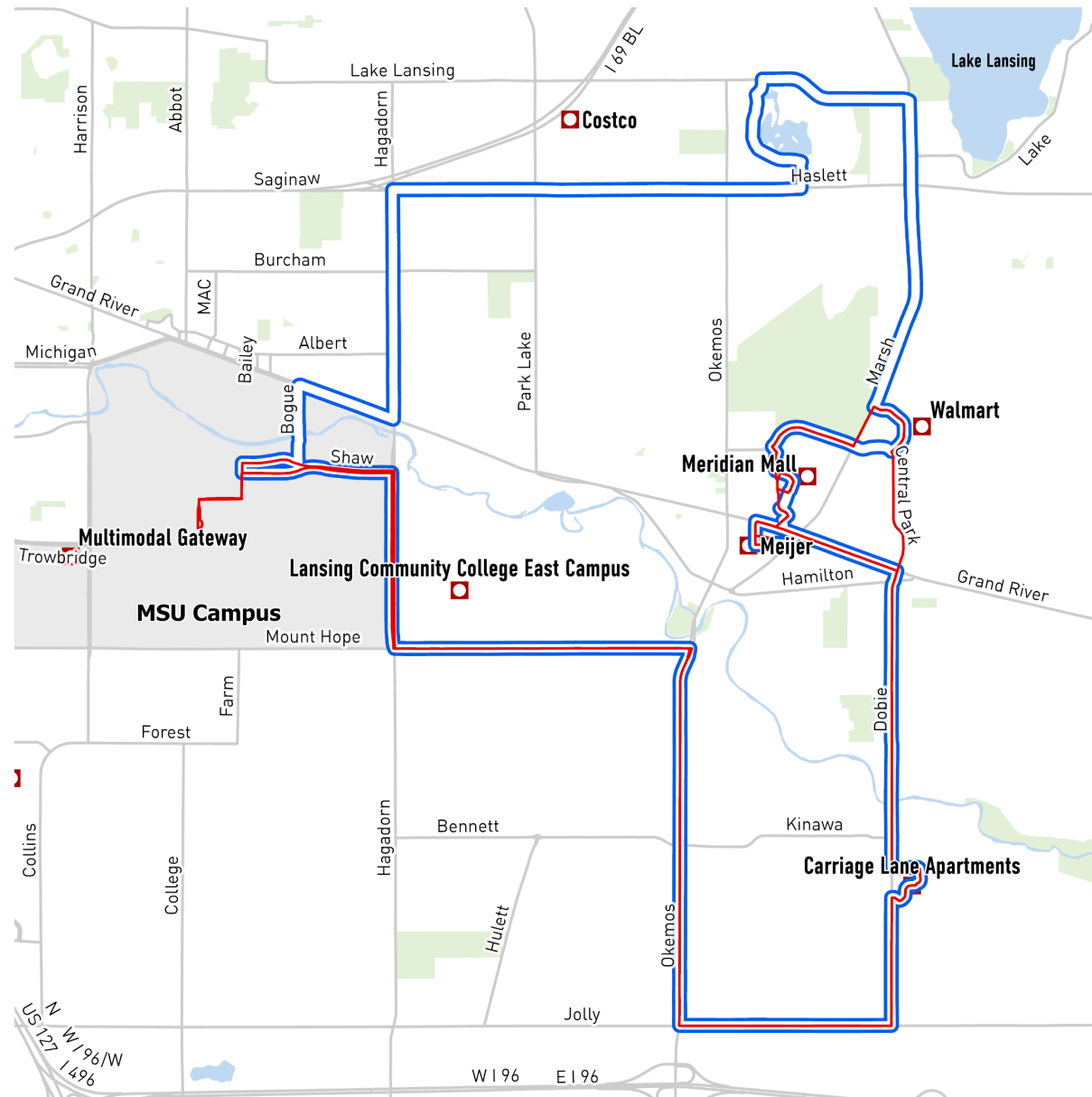


23 MSU-Okemos-Haslett

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

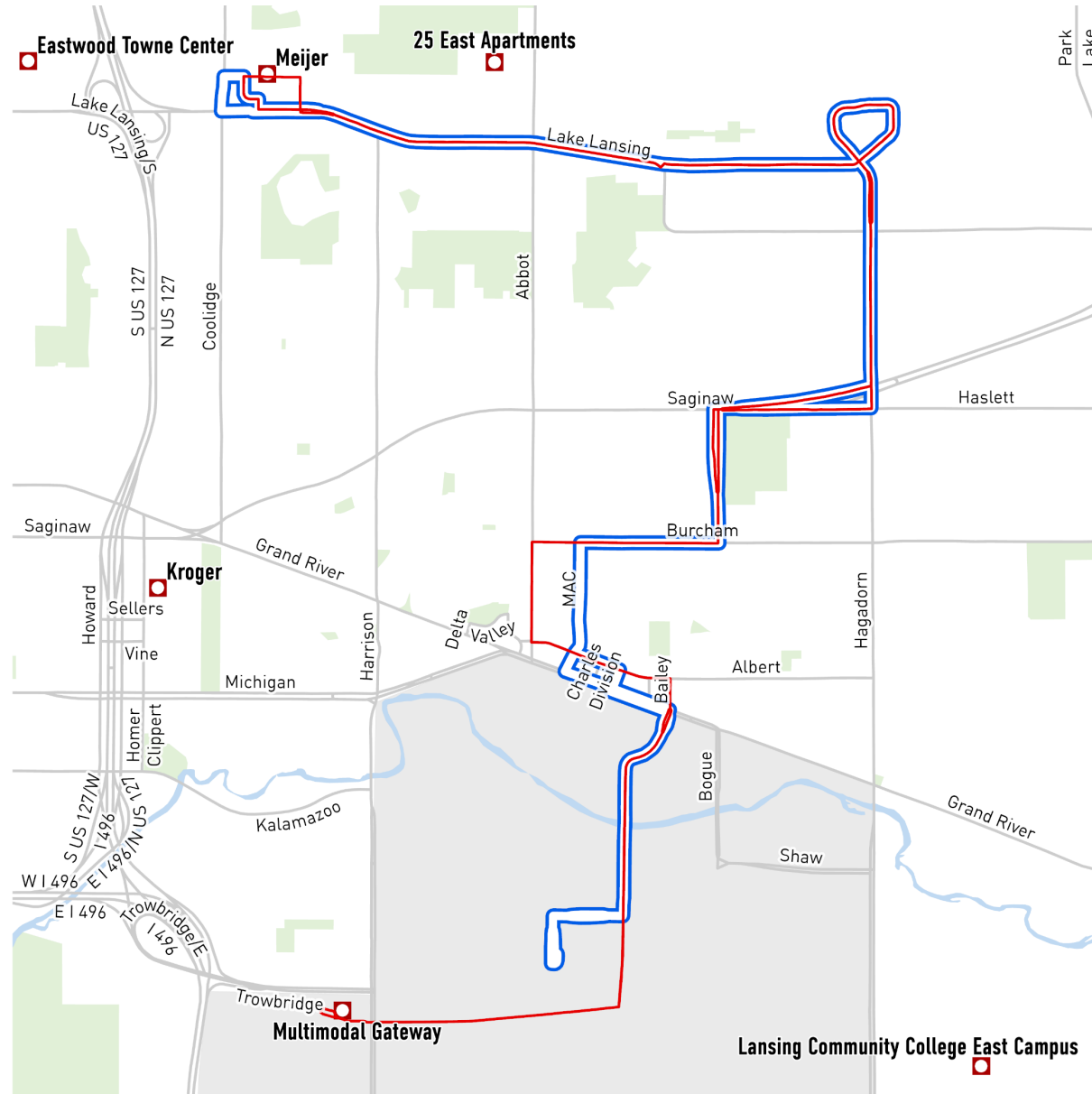
0 0.35 0.7 1.4 Miles 



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

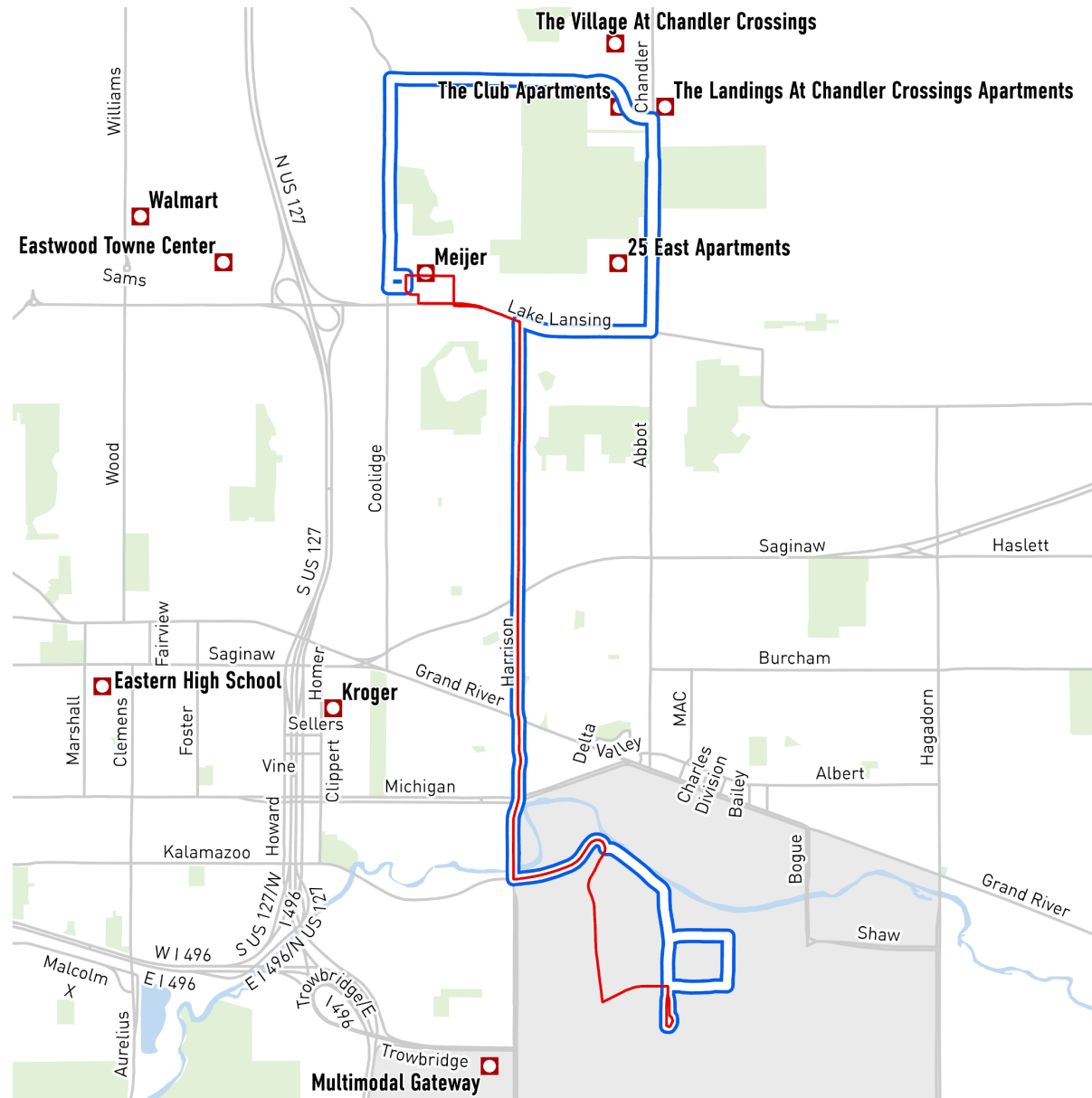


Lansing Community College East Campus

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.

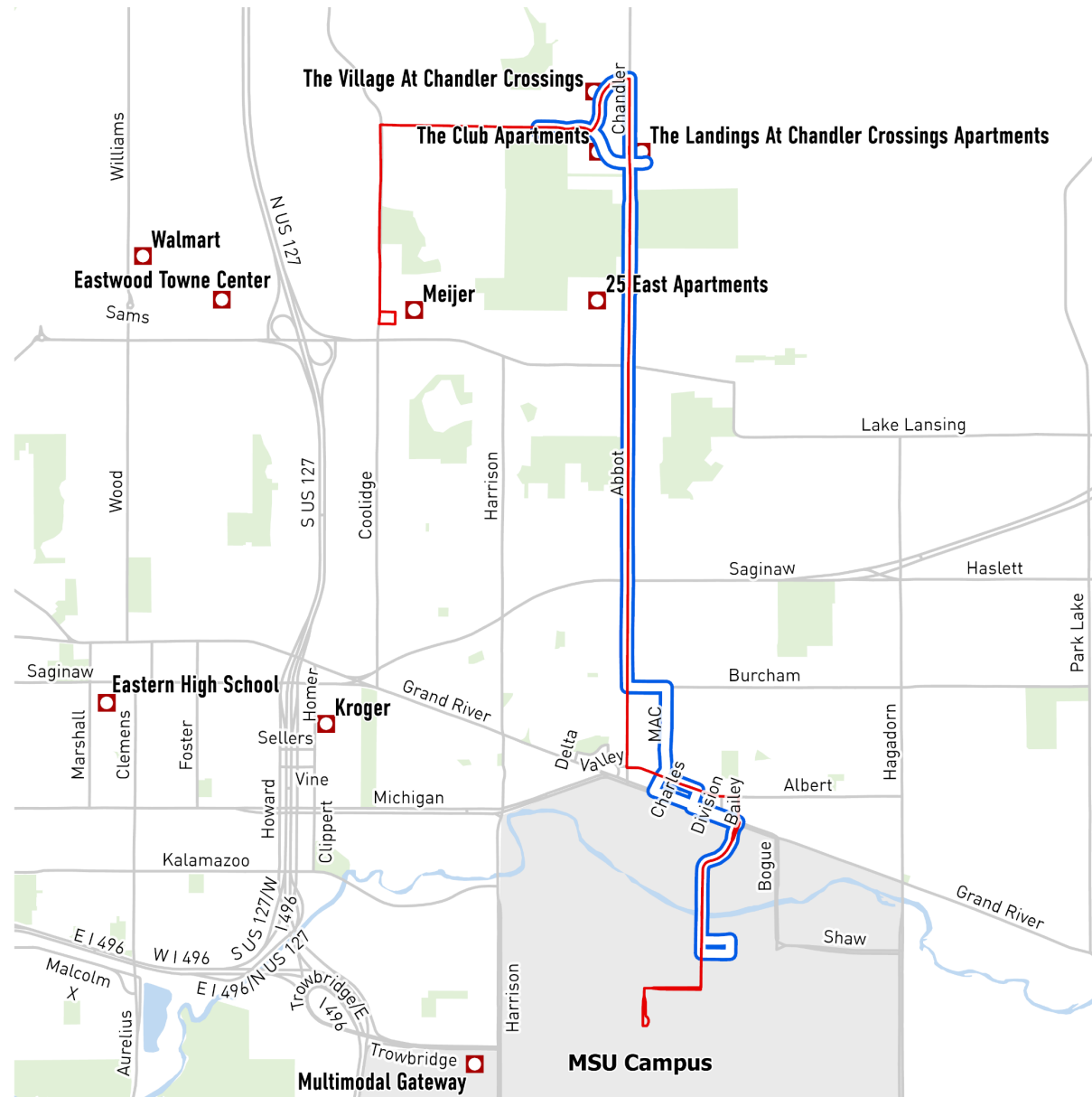
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



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.

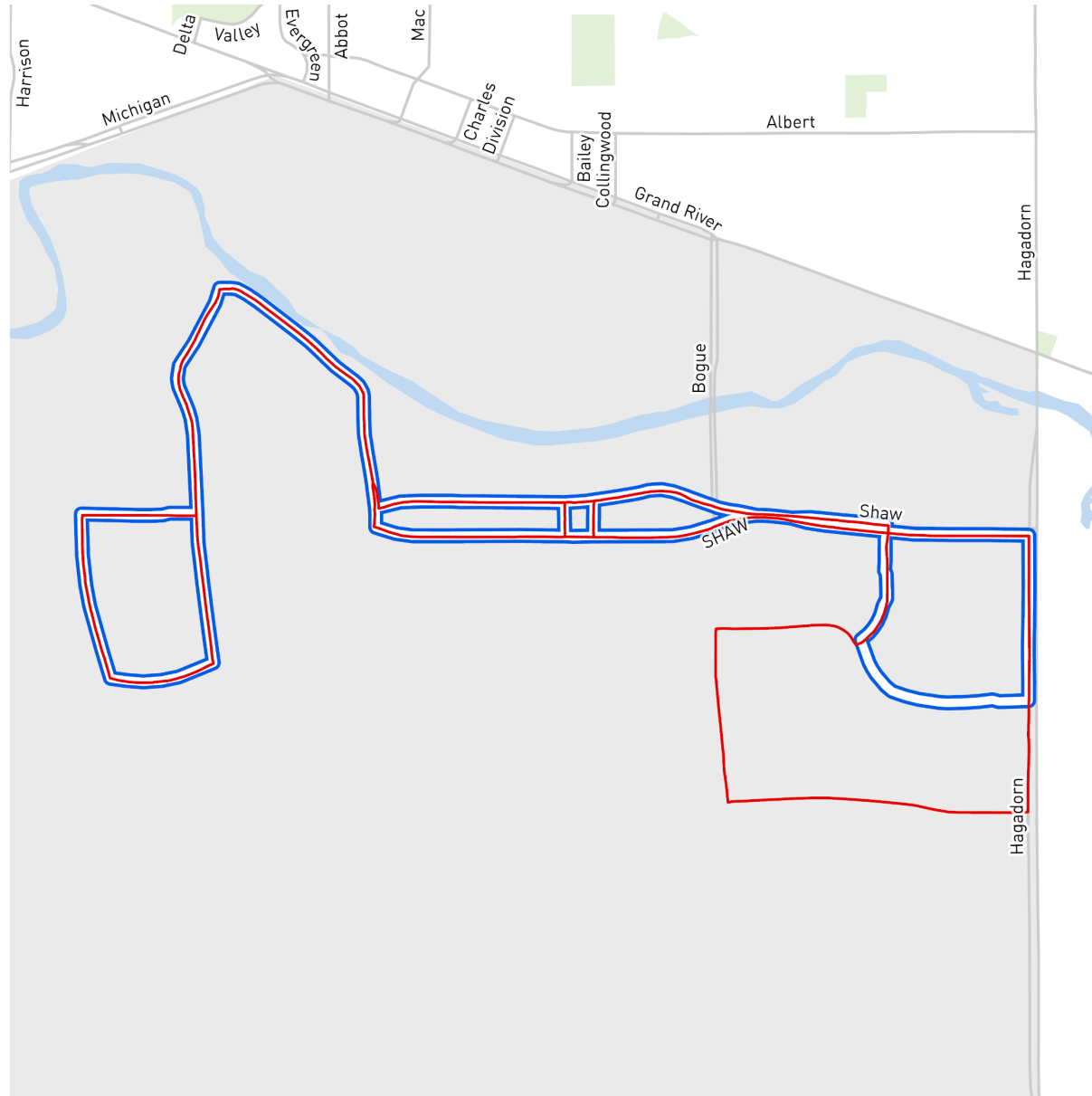
- Current Route
- Preliminary Recommendation
- ◻ Major Destination Hubs



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

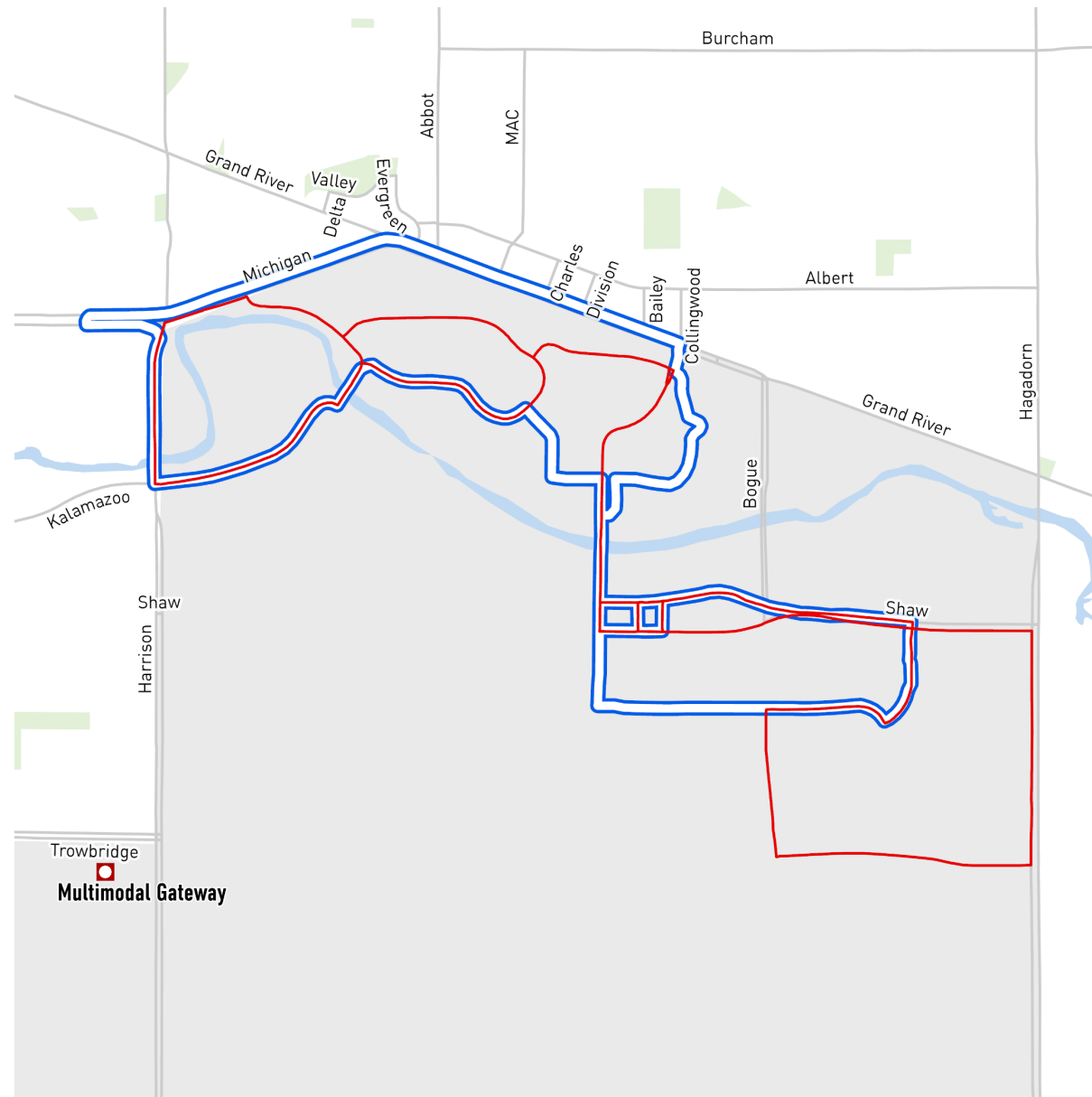


31 Brody & East Neighborhoods

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

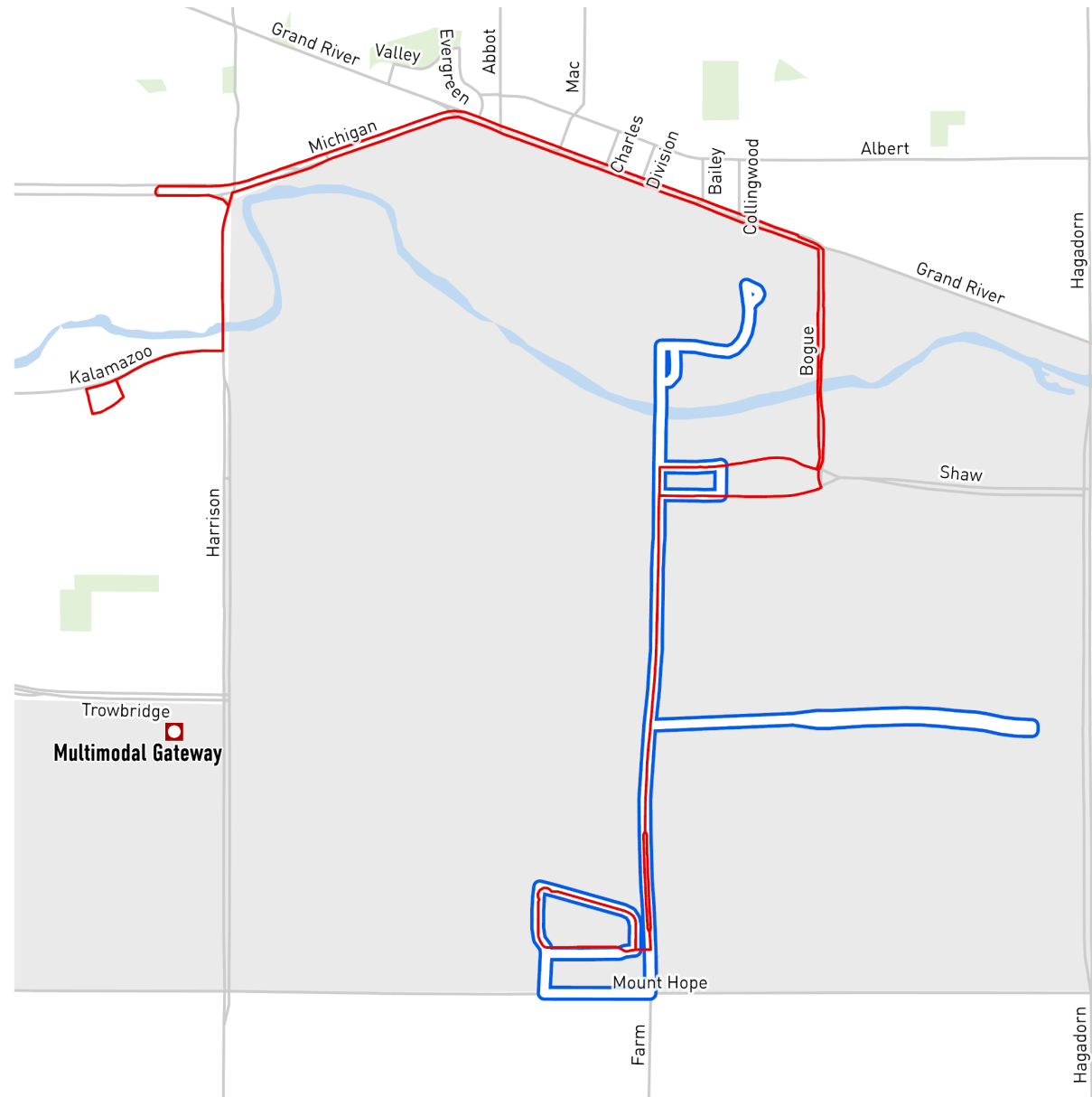
0 0.1 0.2 0.4 Miles



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

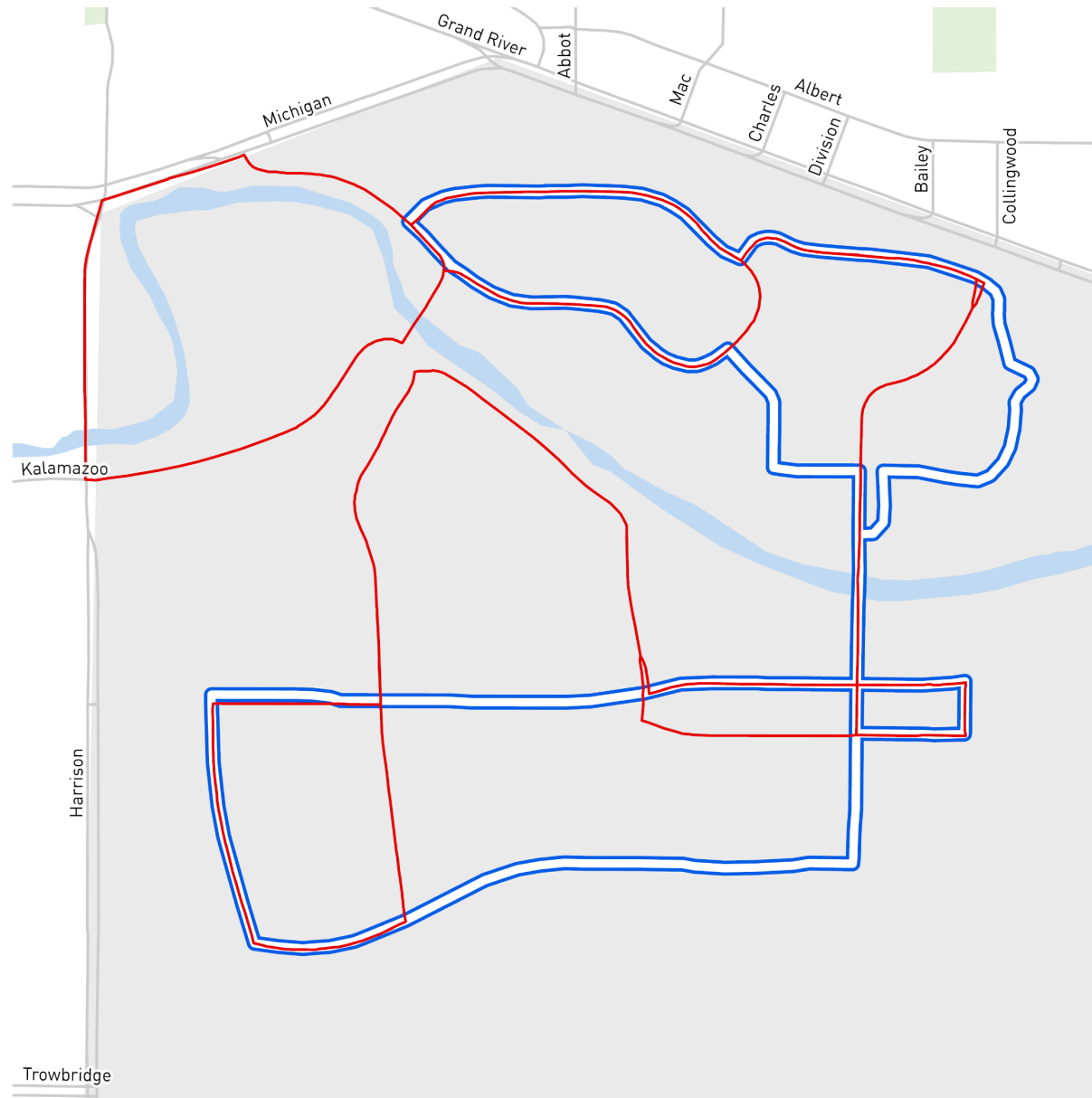


33 Union-S. Neighborhood

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



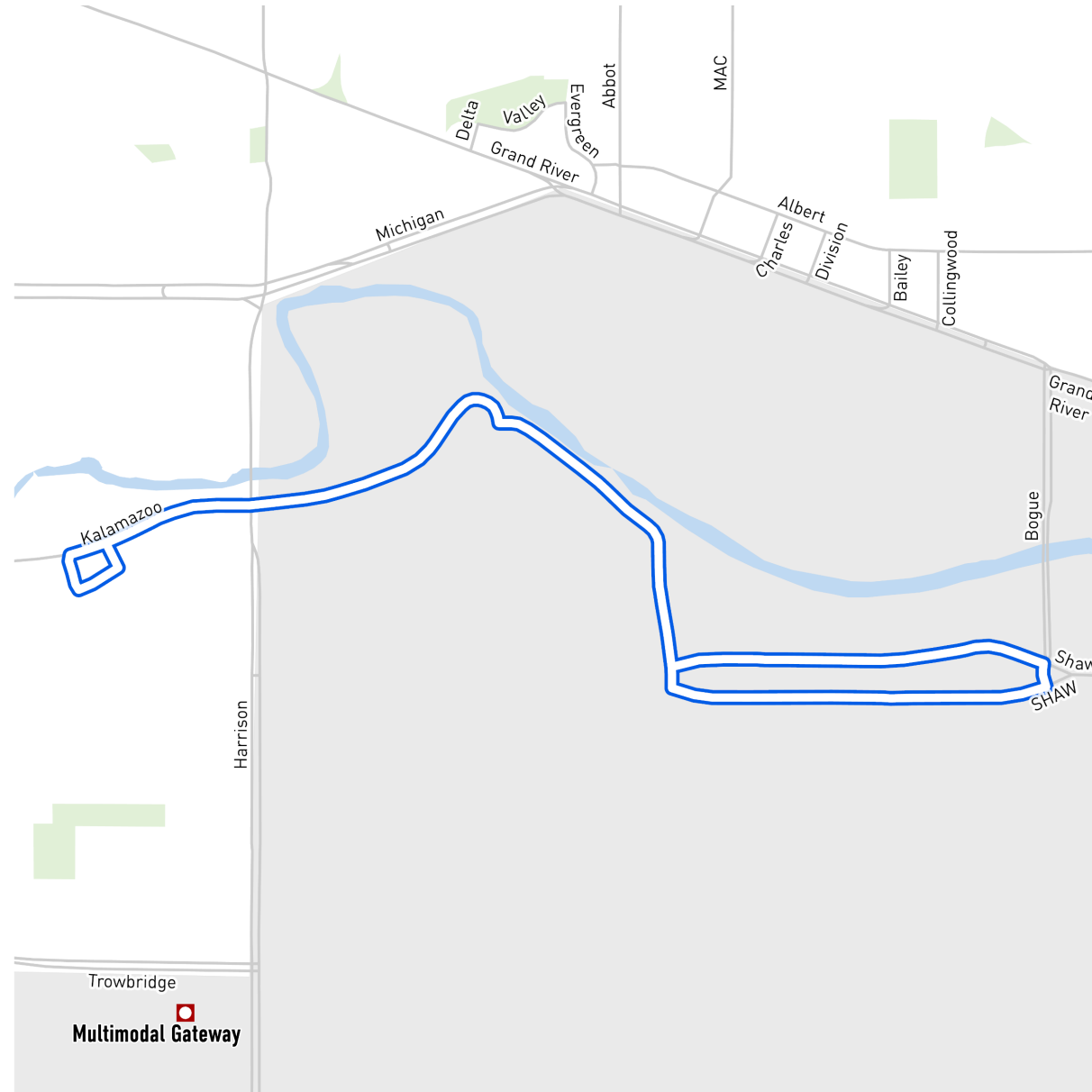
39 University Village

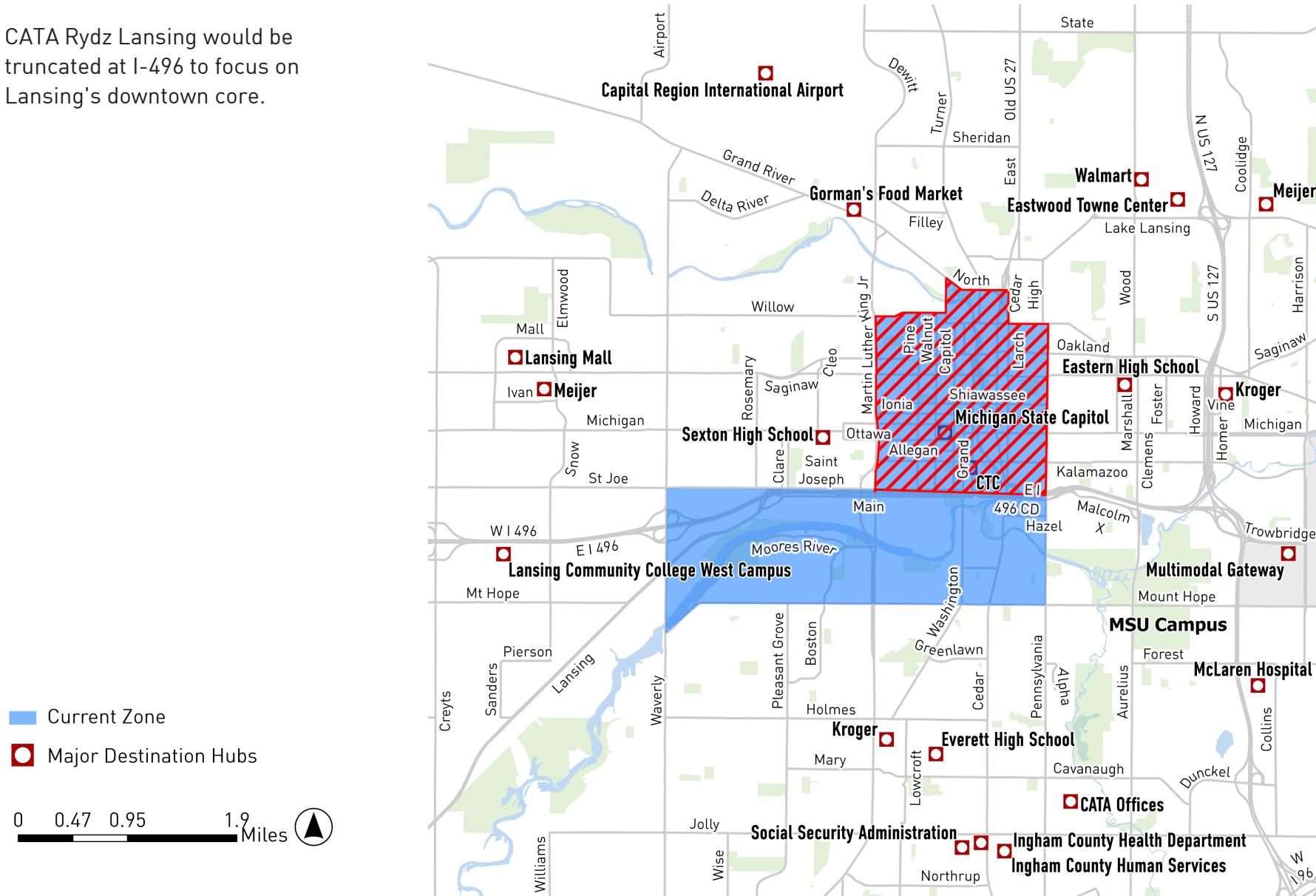
Route 39 would be eliminated to focus resources on other routes.

Current Zone

Major Destination Hubs

0 0.07 0.15 0.3 Miles



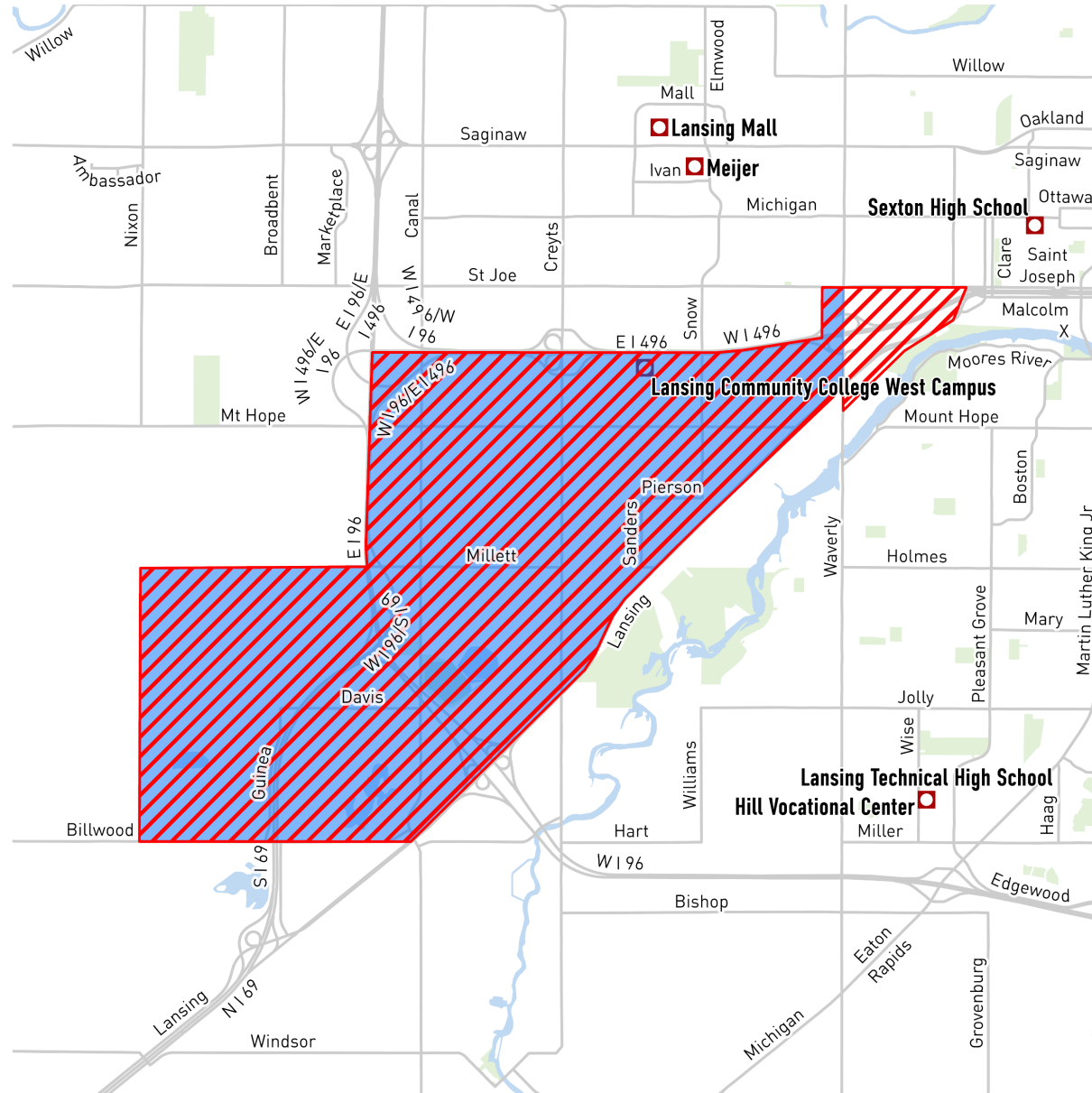


CATA Rydz Delta

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.

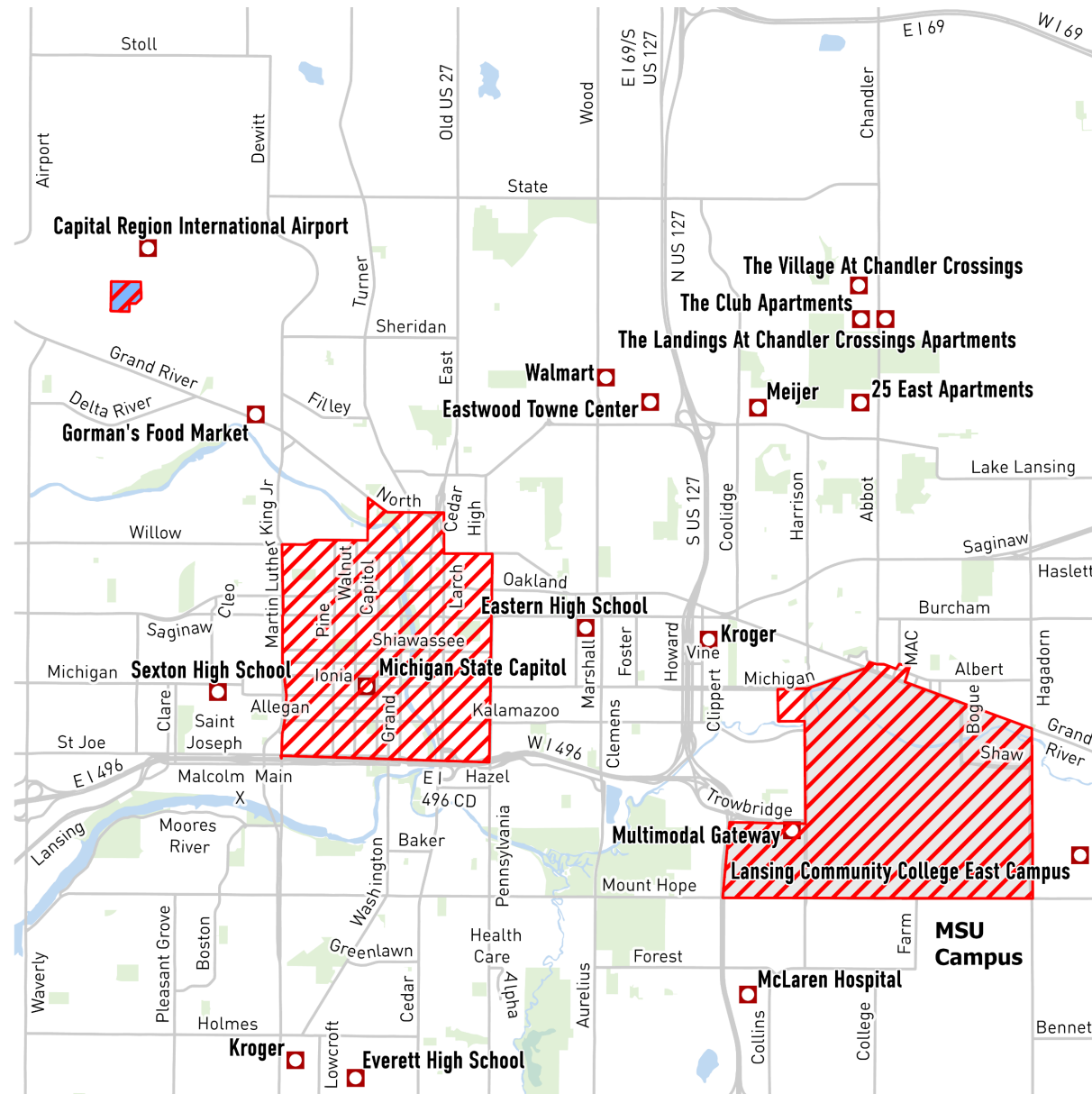
- Current Zone
- Preliminary Recommendation
- Major Destination Hubs

0 0.47 0.95 1.9 Miles 



A downtown Lansing zone would be added to the airport Rydz service

A downtown Lansing zone would be added to the airport Rydz service



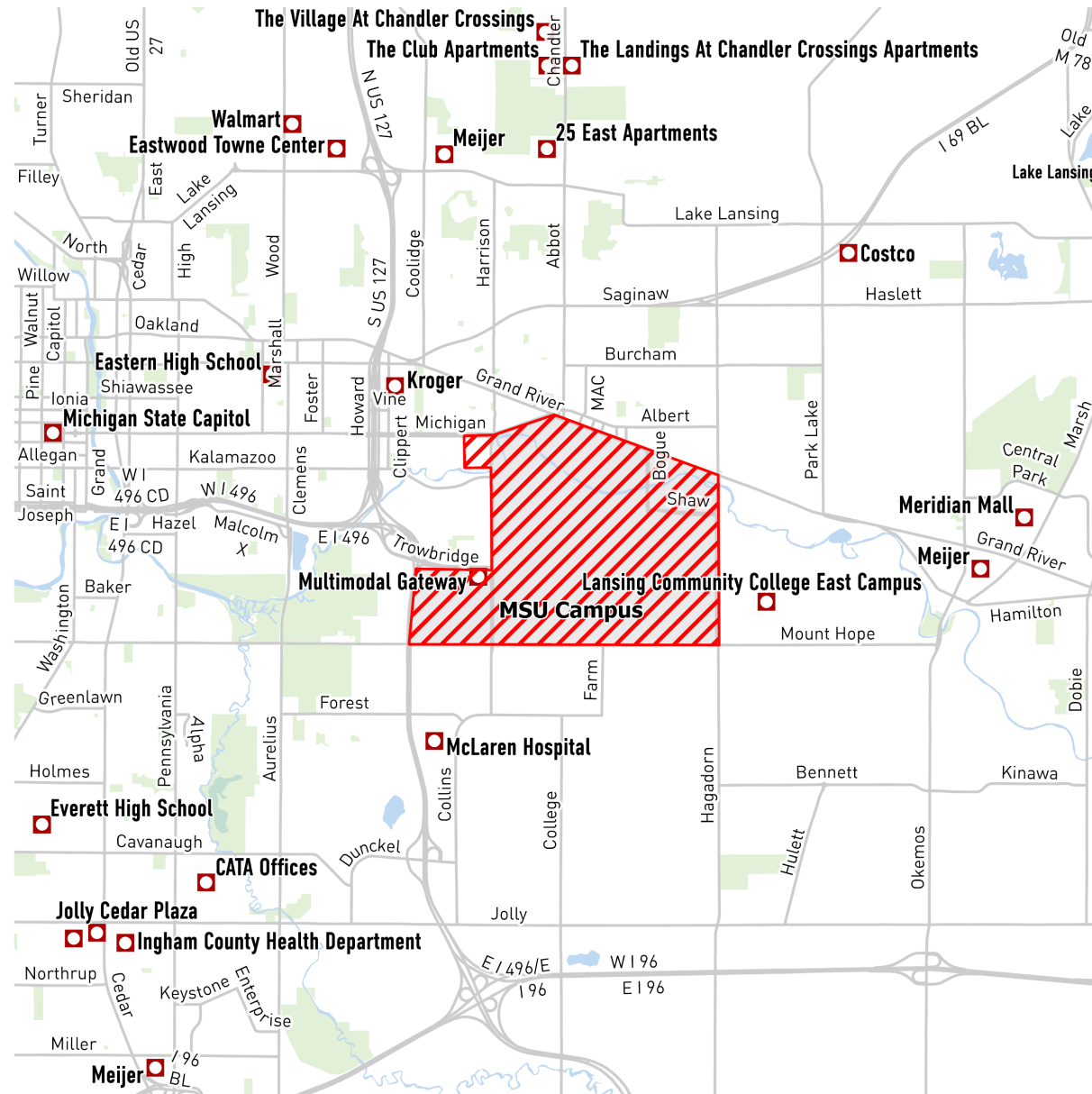
MSU Night Rydz

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 

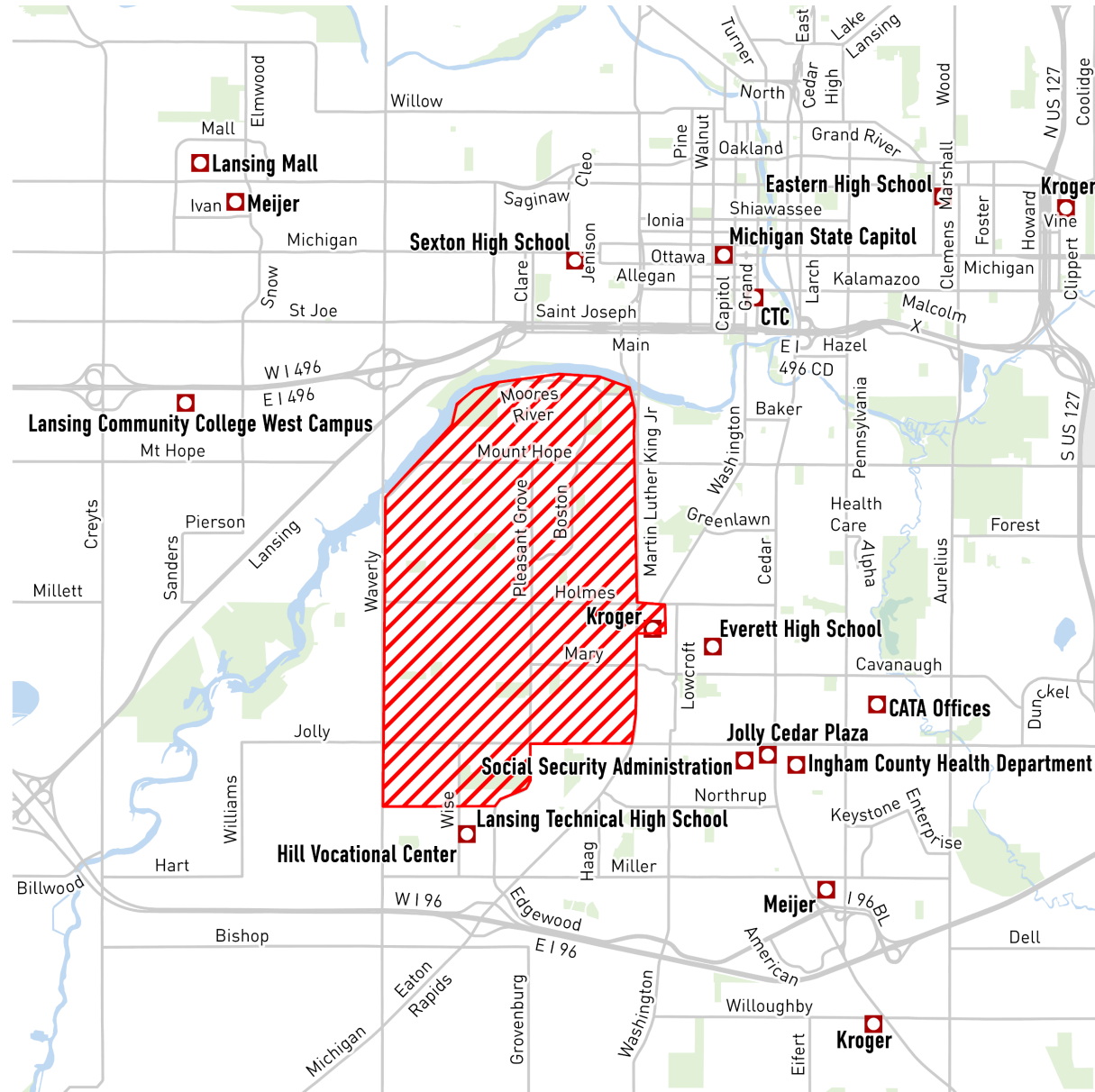


CATA Rydz Southwest Lansing

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.

-  Preliminary Recommendation
-  Major Destination Hubs

0 0.47 0.95 1.9 Miles 



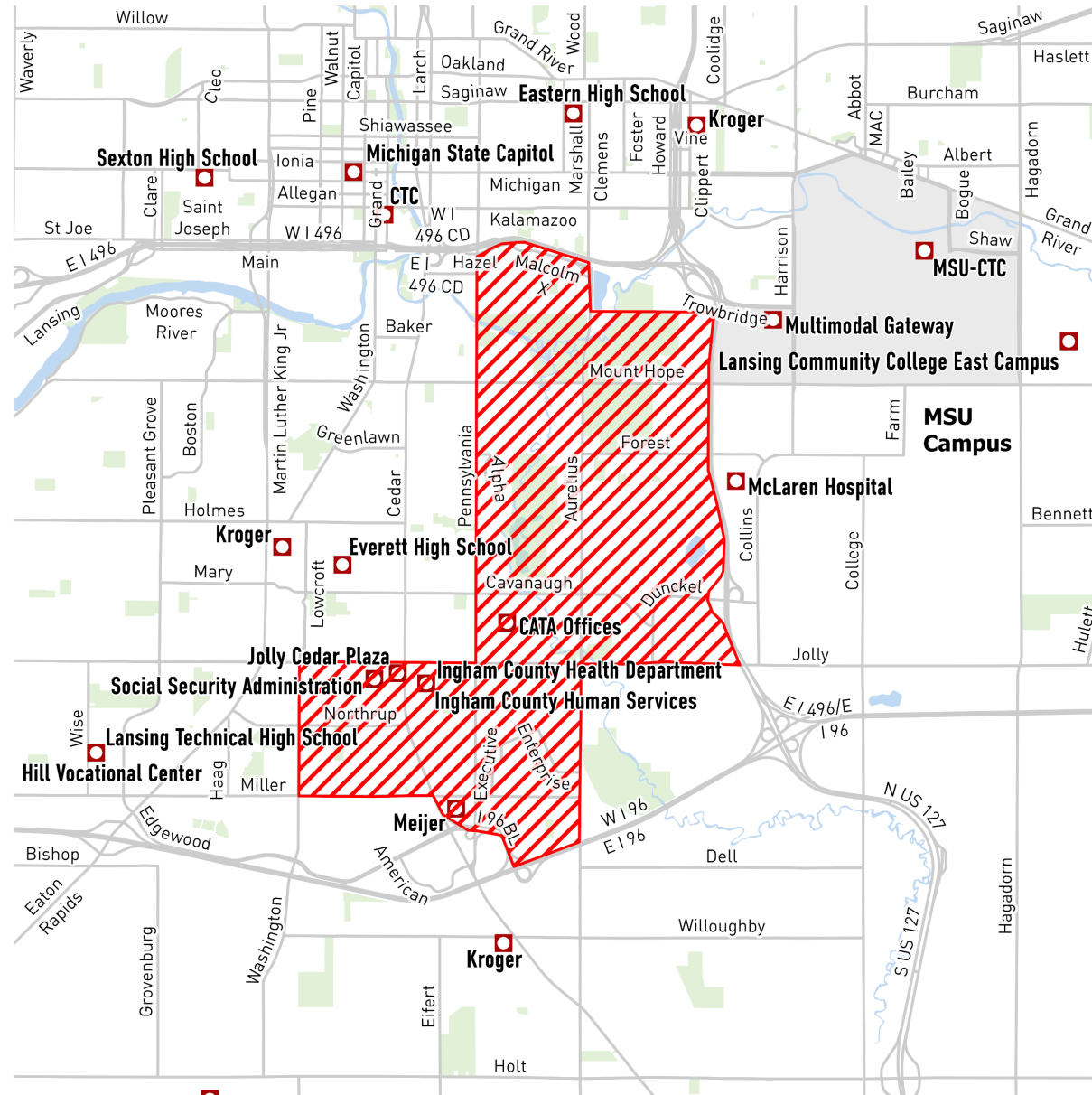
CATA Rydz Southeast Lansing

Southeast Lansing CATA Rydz would cover parts of southeast Lansing that would lose fixed-route service coverage with the elimination of Route 7 and changes to routes 6 and 18.

 Preliminary Recommendation

 Major Destination Hubs

0 0.47 0.95 1.9 Miles 



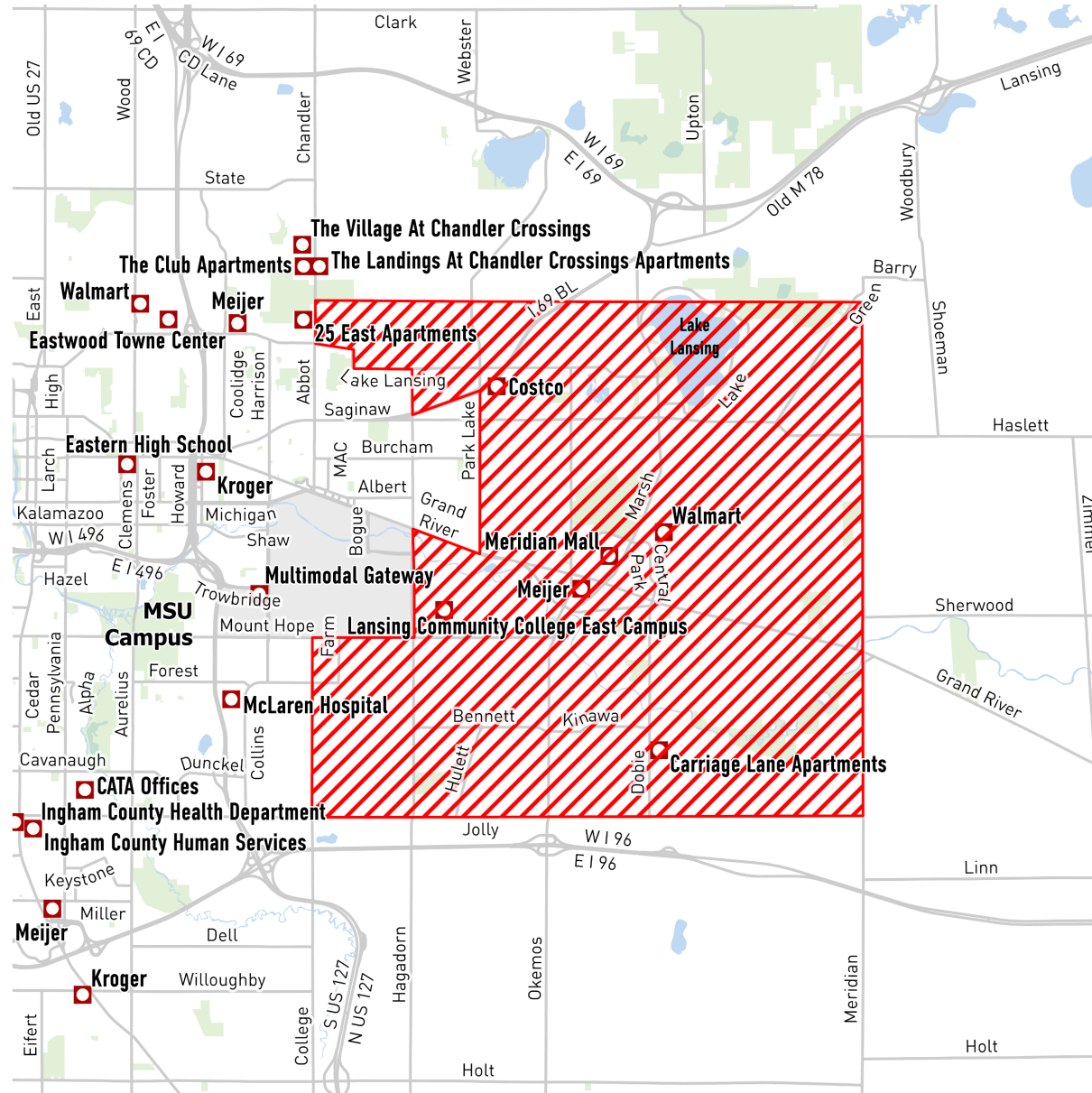
CATA Rydz Meridian

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

