

When People Thrive, Communities Thrive

2006 Community Report

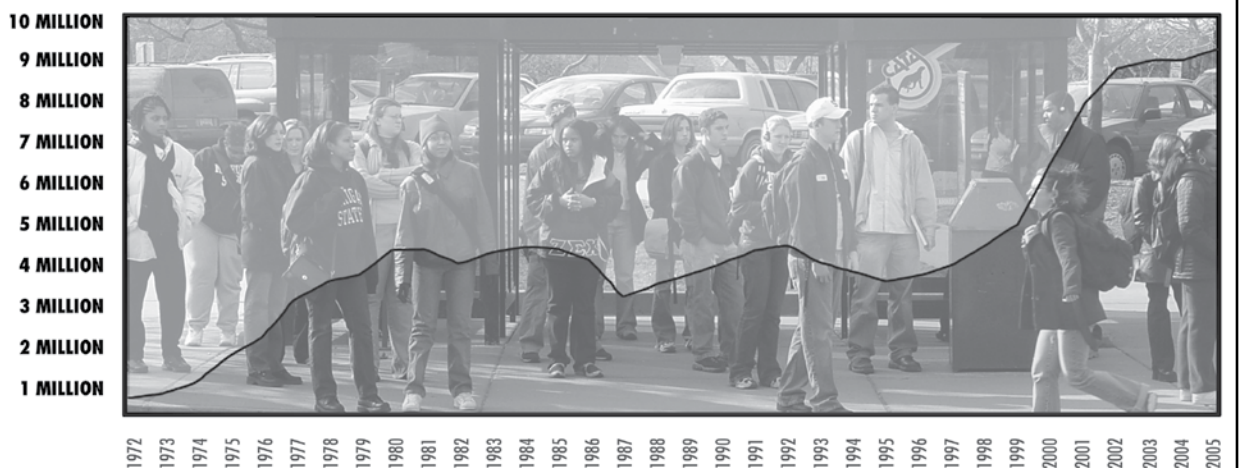


Connecting People. Connecting Communities.

Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

CATA RIDERSHIP — 2005 A RECORD HIGH!

LAST YEAR, AREA RESIDENTS TOOK 9,351,227 RIDES USING CATA.



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Capital Area Transportation Authority

Dear Friend,

There are three things that come to mind when thinking about the year's most significant events. Those are ridership, RIDERSHIP, and **RIDERSHIP!!** More people boarded CATA vehicles in FY05—taking over 9.3 million rides last year—than at any other time in our 34-year history!

We recorded 5,956,330 boardings in the first six months of FY06. This is a 6.9% increase compared to year-to-date figures from FY05. If this ridership trend continues, we may be reporting another CATA record in next year's Community Report!

Our community's reliance on our services has never been stronger than it is now. Each day seniors, persons with disabilities, students, commuters, and others depend on our work. We take that responsibility very seriously and work hard to respond to the growing demand for transportation.

CATA is vigilant in our stewardship of taxpayer dollars. Our organization continuously strives to improve the quality and efficiency of our operations. We also work hard in our role as planner for this region's mobility management. Land use, environmental considerations, traffic mitigation, accessibility, economic development, and shrinking financial resources are just a few of the important issues that benefit from solid transportation planning.

Please take a few moments to read the stories of people we serve and see all the services we provide. We hope you will find this information useful. Customer stories demonstrate the value of a solid public transportation system. You will also see stories that demonstrate the importance of transportation to the quality of life for extended family members. It's all about helping people maintain their independence. The people featured in this report could be your neighbors, your co-workers, your customers, your family, your friends or yourself.

Please read on and you will see why:

When People Thrive, Communities Thrive.

Sincerely,

Sam Singh
CATA Board Chair

Sandy Draggoo
CATA CEO/Executive Director

4615 Tranter Street • Lansing, Michigan 48910 • (517) 394-1100 • FAX (517) 394-3733 • www.cata.org
Sam Singh • Board Chair Sandy Draggoo • CEO/Executive Director



**CATA'S
FIXED-ROUTE
RIDERSHIP
IS SECOND
ONLY TO
THE DETROIT
AREA IN
THE STATE OF
MICHIGAN.**

CATA MISSION STATEMENT: "CATA PROVIDES A VARIETY OF TRANSPORTATION SERVICES THAT ARE SAFE, TIMELY AND COST EFFICIENT, THAT RESPOND TO THE DIVERSE MOBILITY NEEDS OF THE REGION AND THAT ARE DELIVERED BY COURTEOUS EMPLOYEES."

Who Rides the Bus?

Thousands and thousands of area residents will depend on the Capital Area Transportation Authority again this year to get them to jobs, school, medical appointments, shopping, worship services ... wherever life takes them. Some choose to ride—leaving their cars at home—enjoying the freedom from driving and parking hassles. Some ride for the cost savings—a valuable benefit of public transportation—particularly now when higher gas prices are moving people to reevaluate their daily commuting habits. Some ride out of concern for the environment. For others in our community, CATA means mobility, freedom, and access to opportunities. CATA provides many citizens with the means to live independently, to make choices—to share in the life of our community.

CATA helps build vital, livable neighborhoods. CATA feeds the economy by moving our workforce and consumers. CATA also keeps mid-Michigan's environment cleaner, and makes it possible for our residents to avoid crowded roadways.

When People Thrive, Communities Thrive

CATA service is much more than a bus ride. Take a look at the many ways CATA helps residents thrive by getting them where they need and want to go. By looking at the many options CATA provides area residents, you'll discover that CATA is meeting the needs of people in ways you may not have imagined. These are also ways that help our community thrive—in business, education, faith, recreation and health. With access to affordable and convenient transportation, people are able to lead productive lives that add value to living in our communities—and CATA connects our communities to boost the economy we all share.

Thriving for 34 Years

CATA's growth is really a growth in opportunity for thousands of area residents. All over Lansing and East Lansing—and Delhi, Lansing, and Meridian townships—school children, employees, seniors, and people with disabilities step onto a CATA bus and step off into a wider world. At its beginning in 1972, CATA operated 14 bus routes and gave 750,000 rides. The number of bus routes has more than doubled since then. CATA also now makes thousands of curb-to-curb, advance-reservation trips, criss-crossing a 600-square-mile service area. Last year, passengers took a record 9.3 million rides on CATA.



Keith

Michigan Department of Transportation
Williamston Resident

"I've been riding CATA since 1988. **In fact, every move we've made, the decision has been to be on a bus line.** So we've been able to be without a second vehicle for eight to ten years. I take it to the doctor, to run errands on my lunch, to the MSU women's basketball games. I really like it—it's less stressful. I take it to work each day. We have a great time commuting to work. There's a group of eight of us we call the Choir Group that always sits in back. We chat the whole way, share the newspaper and dissect the news. We do lunches, dinners, birthdays – it's become a social group."



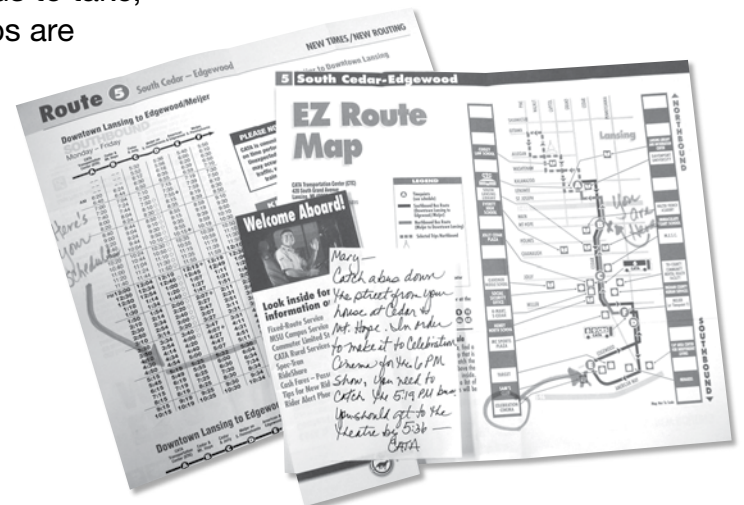
Carrie

Receptionist
Onondaga Resident

"I use CATA Rural Service and Spec-Tran every day to get to work and back home. I also use CATA to get to appointments with my doctors. I have a wheelchair, and I can't drive because of my disability. Sometimes my parents are able to take me places, **but it's easier for me to take a bus.** Easier for them, too, because they work and do other things. CATA gives me the independence to go where I want to go, which is really nice."

Personalized Trip Planning

Not sure how to get from here to there on a CATA bus? Call CATA for your free Custom Trip Planning Kit, which includes information specific to your travel needs. Your personal trip plan will include which bus to take, where *your* bus stops are located, and what time you need to catch your bus. Call 517-394-1000 for your free kit.





Marion

Retiree
Williamston Resident

“I’ve lived in Williamston since 1946, and my three children graduated from Williamston High School. I think I’ve been using Redi-Ride since it started. My neighbor uses it, too. I used to take it to work, but now I’m retired. So I use it to go uptown in Williamston when I need to go to the grocery store. This morning I’m going to take it to the Post Office and this weekend, I’ll take it to go to church. It’s easy to make an appointment. I know the number by heart; I’ve been using it so long. The drivers are very prompt. I visit with them a little. I wouldn’t have another way of getting around. My kids are good to me, but they all live out of town.

So with Redi-Ride I have some independence. I like everything about it. I’m really happy with it and thankful for it.”



Frances

Fitness Enthusiast
Holt Resident

“I’m blind, so using CATA is very important to me. I’m not on a bus route, so I use CATA Spec-Tran and Delhi Redi-Ride. I use CATA every day to get back and forth to work, and also to get to the YMCA to work out and to teach fitness classes three or four times a week. Sometimes I even use CATA three or four times a day, for doctors’ appointments and shopping. **I couldn’t get around without it.**”



Arlene & David

Mother & Son
Mason Residents

“David is cognitively impaired, so he has only a few words. He rides CATA Rural Service to work at Fat Boys Pizza three days a week, then back home. He’s been riding CATA for 15 years, and **it’s very convenient for us as a family, and for him.** We take him lots of places, but CATA gives him some independence. It’s so easy and reliable. It helps us a whole lot, because we still have seven multiply impaired kids at home. David has a sister who uses CATA, too, to get to work at Arby’s in Mason. CATA has been helping us for a long time—our oldest daughter, who isn’t handicapped, used CATA twenty-some years ago to go back and forth to her job in Mason.”

CATA Fixed-Route Service

With over 30 fixed routes, odds are CATA serves a bus stop within easy walking distance of your home. Fixed-route service is what most people are familiar with—big buses traveling regular routes at scheduled times. Route schedule brochures are available on buses and at various locations throughout the Greater Lansing area. You can go online at www.cata.org to print out your own maps and schedules or call CATA’s Customer Information Center at 517-394-1000 for personal assistance. The standard one-way fare for fixed-route service is \$1. Students, seniors, and persons with disabilities pay a reduced fare of 50¢. Unlimited ride discount passes are also available at www.cata.org and at area pass vendors for even greater savings.

CATA also provides fixed-route service on the Michigan State University campus. Many students, faculty, staff, and visitors find CATA’s service is the best and most convenient way to travel on and off campus.

CATA Bike Racks and Lockers

All CATA fixed-route buses are equipped with easy-to-use bike racks. Bike rack use is free. In addition, CATA offers a bike locker rental program. Lockers are located at the CATA Transportation Center in downtown Lansing, the East Lansing Division Street parking ramp, and Lansing Community College on Shiawassee Street. Call 517-394-1000 for rental information.

Commuters Ride the Limiteds

CATA offers commuter services from Mason, Williamston and Webberville to downtown Lansing during weekday morning and afternoon rush hours. The *Mason Limited* and the *Williamston/ Webberville Limited* pick up customers in those communities, and then travel directly to downtown Lansing, making limited stops for a faster commute. The standard one-way fare is \$1. Students, seniors, and persons with disabilities pay a reduced fare of 50¢. Call 517-394-1000 for more information.

CATA Spec-Tran Service

Spec-Tran is CATA’s advance-reservation service for persons with disabilities who are unable to use fixed-route service. Curb-to-curb transportation is available in Lansing and East Lansing and in Delhi, Lansing, and Meridian townships. CATA uses small buses equipped with wheelchair lifts, as well as low-floor vans. Spec-Tran service operates seven days a week. Spec-Tran customers must be certified in accordance with the Americans with Disabilities Act (ADA). The one-way fare is \$2. Call 517-394-6230 for eligibility and service information.

CATA Rural Service

An advance-reservation, curb-to-curb service for residents in the outlying areas of Ingham County, CATA Rural Service provides rides Monday through Friday, from 7 a.m. to 6 p.m. One-way fares range from 85¢ to \$2.60, based on the length of the trip. Call 517-394-4178 or 800-322-1390 for fare and ride information.

CATA Redi-Rides

Redi-Rides are an advance-reservation, curb-to-curb service, operating in the cities of Mason and Williamston, and Delhi and Meridian townships. Redi-Rides operate Monday through Saturday. In Mason and Williamston, Redi-Ride service is usually available within 30 minutes of the time someone calls. Service in Delhi and Meridian townships requires a call at least four hours in advance. Transportation is not provided to or from schools when school bus transportation is available to a student. The standard one-way fare is \$1. Students, seniors, and persons with disabilities pay a reduced fare of 50¢. Call 517-394-4178 for more information or to reserve a ride.

CATA Connector Service

To provide connections between outlying communities and Lansing, CATA's Connector Service offers regularly scheduled small-bus service (no reservation necessary) Monday through Saturday. The Mason Connector travels between the Mason Meijer and the South Pennsylvania Meijer via Cedar Street. The Williamston/Webberville Connector travels between Webberville and the Meridian Mall via Grand River Avenue, with stops in Williamston. One-way fares range from 85¢ to \$2.60, based on the length of the trip. Call 517-394-4178 or 800-322-1390 for more information.

CATA Shopping Bus

CATA provides regularly scheduled transportation to and from grocery stores, shopping centers, and malls for residents of 17 Lansing-area senior housing complexes. The Shopping Bus operates Monday through Friday, traveling to nine major shopping locations each week. The fare is \$1.50 round trip. Reservations are not required. Call 517-394-4178 for more information.

MSU-CATA Transportation Center (MSU-CTC)

The MSU-CTC is the main boarding center for CATA bus routes serving the MSU campus. It is located on the ground level of the Shaw Parking Ramp, between North and South Shaw Lanes, just east of the MSU Planetarium. The facility is open 24 hours a day, seven days a week. Convenient amenities include direct phone link access to CATA's Customer Service Representatives, schedules and maps, indoor seating areas, restrooms, a convenience store, ATM, vending machines, and easy access to the Shaw Parking Ramp.

CATA Transportation Center (CTC)

The main boarding center for CATA, the CTC, is located in downtown Lansing on Grand Avenue, between Lenawee and Kalamazoo Streets. This indoor facility is the transfer point for 17 of CATA's fixed routes. Customer Service Representatives are available weekdays, from 7 a.m. to 7 p.m., and weekends, 9 a.m. to 5 p.m., to assist with trip planning, service information, and bus pass purchases. The Center also features Greyhound/Indian Trails operations, a coffee shop, security office, public telephones, restrooms, a TDD phone, bike racks, and bike lockers.



Jo & Shawn

Mother & Son
Lansing and Haslett Residents

“Shawn lives in Haslett, and was in a very serious car accident about six years ago, with the result that he is blind and has difficulty remembering things and staying organized. Before the accident, he was the general manager of a restaurant in Lansing. Now he uses CATA Spec-Tran all the time, especially to get back and forth to work four days a week at Peckham Industries. He also takes it to the YMCA on Saturdays, and to go to the mall—even to dinner. Sometimes he uses Redi-Ride. **CATA really helps him, and the schedulers are very kind to him. It's a real partnership. It's almost like CATA is the friend on the phone.** And from a parent's perspective, I want to say that while CATA Spec-Tran is for the person with a disability, I can't tell you what a service it is for Shawn's dad and me, too. CATA has given Shawn some independence, and that has given us some independence, too.”



Jennie

Community Volunteer
Lansing Resident

“I live in a townhouse near Groesbeck Golf Course, and I only have to walk a half a block to my bus stop on Wood Street. I use the bus at least four times a week. One way the bus takes me to Meijer or Frandor for groceries and shopping, and on the other side of the street the bus goes downtown to the CATA Transportation Center, where I can catch a bus to the west side. I teach a bridge class at Lett's Community Center, and I also have meetings there for the National Caucus on Black Aging. I just ask the bus drivers or call CATA Customer Service **when I want to go someplace new and they help me figure out the bus routes.**”

Lucille Retiree, East Lansing Resident

“I use the Shopping Bus to go to Meijer on Tuesday mornings. Quite a few of us here in the senior apartments do that. It helps us get our shopping done, and the driver will help us with our shopping bags—put them on the bus and take them off when we get back here and put them in our carts here. It's just a dollar and a half both ways. And I use the regular fixed-route bus to go wherever I want to go, to someplace nearby, like to downtown, or to the Meridian Mall. I just came back from visiting my daughter in Madison, and I took CATA to the train station in East Lansing to get to Chicago. Sometimes I take the bus by myself, and **sometimes I go with my friends here. Some of us have given up our cars,** you know. Cars become expensive when you don't use them very much. I gave mine away.”



Evelyn
Retiree
East Lansing Resident

“I take CATA to go to Sparrow when I have an appointment, or to the Hannah Center in East Lansing, or to the Wharton Center. I even use it to go to church. I take Spec-Tran to go shopping at Meijer when the weather is poor. The next time I know I’m going to use Spec-Tran it is to take me to the CATA Transportation Center to catch a Greyhound bus to Detroit. I’m going to visit friends and go to the opera. This July, I’ll take CATA to the Amtrak station to go to Chicago for a family reunion. I’ll just step right on the train. **As a cancer survivor, I am so happy I can get around town on Spec-Tran.**”



Roy
Holt Schools Employee
Holt Resident

“My vision doesn’t allow me to drive a car, but I do payroll for the school district. Every day, I take CATA Rural Service to get to work, and Redi-Ride brings me back home. I used to walk to work on nice days, but when Holt Schools moved their administrative offices out of town, **I called CATA and they helped me figure out a way.** I’ve actually been riding CATA since 1978. I started taking CATA’s regular Cedar Street route to go to college down at Lansing Community College. The bus picked me up here in Holt and dropped me off right at LCC. I still take CATA regular routes everywhere – to Lions Club meetings, and to go grocery shopping at Meijer on Saturday. My brother takes it back and forth to work. So do other people I know here in Holt, and they have a good opinion of CATA. The buses are on time and CATA is very convenient for me.”



Juan
Army Reservist
Lansing Resident

“I’ve taken the bus for about five years. I use it to get to work so my wife and daughter can use the car. It’s been very convenient and economical. I use it mainly during the winter months or spring, and in the summer I usually use my 10-speed bike. **My whole family uses the bus**—I have six sisters in town—some nieces and nephews, two brothers. My mother uses the bus frequently to get to doctors’ appointments and whatnot. She’s very happy with CATA, and I’m very, very pleased with CATA services. **It’s very important to the Lansing work force, especially.**”

Clean Air Initiatives

- *Cleaner Emissions/Efficient Vehicles*—CATA buses use ultra low sulfur (lower emission) fuel, which reduces emissions by 20% over diesel, and newer buses are ordered with particulate exhaust filters that lower emissions even further.
- *Hybrids on the way*—CATA will be the first transit system in the state of Michigan to operate 40-foot diesel electric hybrid buses when three hybrids join CATA’s fleet in August of 2006. These new buses offer greater fuel economy and reduce emissions. Other benefits include reduced maintenance costs resulting from extended brake life, engine oil and transmission oil life; a smoother ride for passengers; and operation sound levels approaching that of passenger cars. CATA plans to purchase hybrid vehicles in future large bus acquisitions. “CATA is committed to improve the area’s air quality,” said Sandy Draggoo, CATA CEO/Executive Director. “Hybrids are the latest of our initiatives to operate an environmentally friendly bus fleet.”
- *Clean Commute Options*—You may think of high pollution levels as a big-city problem. What you may not know is that high pollution levels are now affecting the Greater Lansing area. CATA stepped up and created a new program in response to high levels of ground-level ozone.

With funding through the Federal Transit Administration (FTA), CATA Clean Commute Options began in March of this year, and the program has been raising community awareness on alternatives to driving alone. CATA’s program encourages tri-county area citizens and businesses to participate in improving the air quality by choosing cleaner commute options.

Ozone season is May–August, when air quality levels may fall in the unhealthy range. The most vulnerable people are the elderly, children, those with asthma, and people who actively work or exercise outdoors. There are many ways you can help on Ozone Action Days—find an alternative way to commute, don’t idle your vehicle, fuel your tank after 5:00 p.m., and don’t mow your lawn. Look for ozone announcements from your local media or on the Web.

If you would like more information, or want to register as a Clean Commute participant, please contact CATA Clean Commute Options at 517-393-RIDE (7433), e-mail cleancommute@cata.org, or visit www.cata.org.

We all must do our share to contribute to a cleaner commute and a cleaner community because ...

It all adds up to clean air!

Community Pride

CATA's community connection extends beyond service provision. Throughout the year, CATA looks for opportunities to "connect" even more with its community residents. Annual CATA programs such as Santa Free Rides, New Year's Eve Safe Ride Home, We Love Riders Week, and the CATA Senior Health Fair allow CATA to give a little something back to customers and non-customers alike. CATA participates in community-sponsored events such as Be a Tourist in Your Own Town, Silver Bells in the City, East Lansing Art Festival, Great Lakes Folk Fest, the Safety Council Patrol Picnic, Meals-on-Wheels, and holiday parades to help enhance the lives of mid-Michigan residents.

www.cata.org

Online customers can visit www.cata.org for printable route and service information, online bus pass purchasing, fare information, and up-to-date news about CATA services and events.

Customer Service & Trip Planning

Riders trust CATA's Customer Service Representatives to help them plan the easiest and fastest route. Call 517-394-1000 weekdays from 7 a.m. to 7 p.m., and Saturday and Sunday from 9 a.m. to 5 p.m., or send an e-mail request to info@cata.org.

Rider Alert Line

CATA customers can get up-to-the-minute information on detours and service changes by calling 517-367-7277 or by visiting www.cata.org. The Rider Alert Line is accessible 24 hours a day, seven days a week.

Accessibility

CATA vehicles are accessible to persons with disabilities. Large-print or audio route schedules are available for persons with visual impairments. Service animals such as guide dogs are always welcome on CATA vehicles.

**IT TAKES
300 DEDICATED
EMPLOYEES
TO KEEP
CATA ROLLING.**



Darnell

MSU Student, Communications Major
East Lansing Resident

"I use CATA to cart me back and forth between home, work, and school. CATA really helps me out—the Route 26 bus line. I've been riding CATA for about four years now. It's reliable, efficient and cheap. Basically, **a car and gas money don't fit my budget.** With a CATA Semester Pass, for \$45 I can go anywhere I need to go."

Jacky Community Volunteer, Okemos Resident

"I've been using CATA since about 1995 when I had a stroke and had to sell my car. I take Redi-Ride to the senior center every Thursday, to my volunteer work on the board at the library in Okemos—I take it to Meijer, to the mall, to lunch sometimes. And I use Spec-Tran to go to the doctor, and once a month to have lunch with my widows' group at Red Lobster. It's easy to make an appointment, the drivers are on time, and they're pleasant. **CATA gets me where I want to go, and it got me back volunteering again**—that's very important to me. I've learned that it's important to me, and if you don't do the things that are important to you, well, shame on you! I'm glad CATA is there. It makes a big difference to me."

CATA Listening Sessions

Join us for Listening Sessions to share your thoughts or concerns with CATA representatives. Feel free to stop by at any time during the sessions. We want to hear from you!

Thursday	July 13, 2006	11 AM - 1 PM	CTC
Monday	October 16, 2006	7 AM - 9 AM	CTC
		2 PM - 4 PM	MSU-CTC
Tuesday	January 23, 2007	5 PM - 7 PM	CTC
Wednesday	April 18, 2007	10 AM - 12 PM	CTC

Sessions are held at the CATA Transportation Center (CTC), 420 S. Grand Avenue in downtown Lansing, and at the MSU-CTC-Ramp 1 on Shaw Lane at MSU.



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Citizen Representative

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Peckham Vocational Industries Inc.

✂ Cut along dotted line and mail in

Let us serve you!

More detailed information about CATA services is available at www.cata.org. If you don't have access to the Internet, we'll be glad to mail you the information. Please complete the form below and mail it to CATA, or call 517-394-1000 and a Customer Service Representative will assist you.

Check the box(es) for more information:

- Fixed-Route Bus Service**
- Bikes on Buses**—how to use bike racks
- Limiteds**—Commuter Routes – Mason, Williamston/Webberville (circle those of interest)
- Spec-Tran**
- Rural Service**
- Redi-Rides**—Mason, Williamston, Meridian Township, Delhi Township (circle those of interest)
- Connector Service**—Mason, Williamston/Webberville
- Shopping Bus**
- CATA Clean Commute Options**—car or van pooling information

Please print or type the following:

NAME _____

ADDRESS _____

DAYTIME PHONE _____

E-MAIL _____



MAIL TO:
Capital Area Transportation Authority
Attn: Info Please
4615 Tranter Street
Lansing, MI 48910

✂ Cut along dotted line and keep by your phone

CATA RESOURCE DIRECTORY

KEEP THIS NEAR YOUR PHONE!

FIXED-ROUTE SERVICE INFORMATION & BUS PASS SALES:

517-394-1000 or www.cata.org

WALK-UP ASSISTANCE AVAILABLE AT:

CATA Transportation Center
420 S. Grand Avenue, Lansing
Weekdays: 7 AM–7 PM
Weekends: 9 AM–5 PM

MICHIGAN RELAY CENTER VOICE TDD:

800-649-3777

CATA ADMINISTRATIVE OFFICES:

4615 Tranter Street, Lansing 48910
517-394-1100

RIDER ALERT LINE:

517-367-7277 or www.cata.org

CATA CLEAN COMMUTE OPTIONS:

517-393-RIDE (7433)

RURAL SERVICE, CONNECTOR SERVICE, SHOPPING BUS & REDI-RIDES:

517-394-4178 or 800-322-1390

SPEC-TRAN:

517-394-6230

SPEC-TRAN CANCELLATIONS:

517-367-7272

WEB SITE:

www.cata.org

E-MAIL:

info@cata.org

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