



# Clean Commute Chronicle

February 2010

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## Emergency Ride Home Service

We would like to remind those of you that carpool or vanpool at least three days per week, as well as those who ride CATA's Mason, Williamston/Webberville Limited bus service, Routes #46 and #48, that you are eligible for Emergency Ride Home ("ERH") Service. If you have not already applied for this service, please download the application on our website at [www.cata.org](http://www.cata.org) or feel free to contact our office and we will send you one.

Please note the following terms for ERH Use:

- In order to receive ERH service, you must have applied with the program. We can not register you for ERH service over the phone or receive your application the day that you need ERH service. This program is free and easy to use, so apply now in case you are someday faced with an emergency.
- When you need to use ERH Service, please call Enterprise Rent-A-Cars 800 number on the back of your vouchers first! This will connect you immediately with the nearest Enterprise Office, so you can get service. The Clean Commute Program Director is not always available in the office or accessible by phone, so calling Enterprise will ensure a quicker response.
- You should keep your vouchers with you at all times, whether it's in your purse, desk drawer, vehicle glove compartment, etc. If you do not have your voucher with you, you can call our office and if we are available, we can go into the system to make sure you are eligible and approve it. Because we may not always be accessible, we suggest that you also keep a copy of the Enterprise phone numbers and the Customer number with you in a wallet or other location so it is readily available.
- If you call an Enterprise location for ERH service and they are unfamiliar with the service, please give them the customer number located on the back of your voucher. They are able to look this up on their system and find all the information needed to complete your free rental.
- If Enterprise tells you that they do not have any vehicles available or that you will have to wait until a vehicle is returned before they can get you in a rental car, **this is not true!** They are supposed to call another office and locate a vehicle for you immediately. However, feel free to call our office or the (517) 202-8840 number on the back of the voucher to let us know about the problem and if we are available, we will handle the situation for you if Enterprise won't.
- You may rent from another company if you are experiencing problems or vehicle availability issues with Enterprise, but please be advised that we have a special contract with Enterprise that makes ERH use and billing easier. If the vehicle rental cost is over \$60.00 with another company, we can only reimburse you for the one-day rental amount, not to exceed \$60.00.
- Always make a copy of your COMPLETED voucher before turning it in to Enterprise so we have a copy for our records. Often, the voucher you turn in is not included with the invoice our office receives and we must then inconvenience you to verify the reason for ERH use, and for supervisor verification.

## New CATA Fare Structure for Delta Township

Effective January 2, 2010 higher fares were put into effect when boarding a CATA vehicle in Zone 2, which covers most of Delta Township. For additional questions please contact CATA at 394-1000 or email [info@cata.org](mailto:info@cata.org).

### Fare Zone 1:

Fare Zone 1 applies to all CATA services in Ingham County. Based on Americans with Disabilities Act (ADA) regulations, Zone 1 Spec-Tran fares also extend to service provided within  $\frac{3}{4}$  of a mile from any point along a CATA fixed-route, which operates near the County border.

### Fare Zone 2:

#### **Increased Fares**

Fare Zone 2 covers most of Delta Township. Higher fares apply when boarding a CATA vehicle in this zone. Additional payment is required when using your CATA pass.

#### **Fixed-Route Fares**

Applies only to **Route 3** boardings at bus stops west of Waverly Road.

- Regular Fare (one-way trip) . . . . . \$2.50
- Discount Fare\* (one-way trip) . . . \$1.25

#### **Spec-Tran Fare**

Applies to boardings in most, but not all, of Delta Township

- Fare (one-way trip) . . . . . \$5.00

*\* Applies to all Medicare cardholders, students, seniors (62+ years of age) and persons with disabilities.*

### Payment Options:

#### **Fixed-Route Service**

##### • **Cash & CATACash Cards**

Use cash, CATACash Card or a combination of both to pay the Zone 2 regular fare of \$2.50 or \$1.25 discount fare.

- Fixed-route tokens and transfers will not be accepted in Zone 2. When requested, transfers will be issued upon boarding at a Zone 2 bus stop
- **Semester Pass, 31-Day Pass & 10-Ride Card in combination with other payment**  
Use your current pass/card to pay for a portion of your Zone 2 fare payment (\$1.25 regular fare or 65¢ discount Fare.\*) Additional payment of \$1.25 or 60¢\* is required to complete your fare. This payment must be made in the form of CATACash Card or cash.
- Cash and CATACash Cards must be used before you dunk your 10-Ride card or use your 31-Day Pass for the first time.
- If the total payment is greater than the required fare, a new CATACash Card will be issued for the difference.
- Passes and/or ride cards can be used only once per transaction toward each Zone 2 fare payment.

#### **New 5-Ride Zone 2 Cards**

Available for purchase December 1st online at [cata.org](http://cata.org), at the CTC, and at CATA's administrative office. Dunk the card once for regular fare payment when boarding in Zone 2. These cards can also be used in Zone 1. A CATACash Card will be issued for the overpayment amount. Customers will receive a \$1.25 credit on a CATACash Card when paying a regular fare or 65¢ when paying discount fares\*. The CATACash Card can be used toward future fare payments.

- Regular 5-Ride Zone 2 Card . . . . . \$12.50
- Discount\* 5-Ride Zone 2 Card . . . . . \$6.25

#### **Spec-Tran Service**

Use any combination of cash, Spec-Tran token and Spec-Tran 4- or 10-ride punch pass = \$5.00 fare. (Customers will be given their fare rate when scheduling rides that begin in Zone 2.)

## Contact Us

### Clean Commute Options

4615 Tranter Street  
Lansing, MI 48910

**Phone:** (517) 393-7433

**Fax:** (517) 394-3733

**Email:** [cleancommute@cata.org](mailto:cleancommute@cata.org)

**Web:** [www.cata.org](http://www.cata.org)

### Visit us on Facebook & Twitter!

### Other Alternative Transportation Providers

**CATA:** 517-394-1000

**MichiVan:** 800-VAN-RIDE

**EATRAN:** 517-543-3040

**Clinton Transit:** 800-800-5938

**TCBA:** [www.biketcba.org](http://www.biketcba.org)

## Featured Commuter of the Month

The increase in gas prices last year was the only incentive this month's featured commuter needed to make a switch to sharing the ride. Candace is a recent addition to those choosing to reduce emissions by sharing the ride and sharing the savings in a carpool. She has been carpooling for the past year with two other people from her home in Eaton Rapids to the Michigan State University campus.

In good weather, her Monday thru Friday commute can take between 30-40 minutes, and Candace really enjoys having someone to talk to and share the drive with on a regular basis. Not only does her carpool give her a chance to relax and talk with others, but she is able to save money on gas, parking, and the wear and tear on her own personal vehicle

In addition to the cost savings, Candace has been able to enjoy several other benefits by sharing the ride. She registered with CATA's Emergency Ride Home Program, and although she has not yet had to use the service, she knows she will have a free ride home with her ERH vouchers and Enterprise Rent-A-Car in case she needs it. Plus, by carpooling, Candace and her fellow poolers have a built-in excuse for not being able to work late— they'd hate to leave their carpooler waiting!

"I think carpooling is a great idea as long as everyone involved is willing to be a little flexible and is aware that things will come up and plans can change. Be open to that and you will do great!" states Candace.

For any of you who may have a similar commute, this carpool is looking for more riders any time! So tomorrow, leave your car at home and jump in the pool!

### Carpools Looking for More Riders

- Ann Arbor-Lansing
- Brighton-MSU
- Canton-State Secondary Complex
- Charlotte-Lansing
- Corunna/Durand-Lansing
- Dimondale-Holt
- Durand/Perry-MSU
- Eaton Rapids-Lansing
- Eaton Rapids-East Lansing/MSU
- Fowlerville-Lansing
- Grand Rapids-E. Lansing
- Ionia/Portland/Eagle-Lansing
- Jackson-East Lansing
- Jackson-Lansing
- Kalamazoo/Battle Creek-Lansing
- Leslie-Lansing
- Lowell/Ada-Lansing
- Lyons/Portland-Lansing
- Novi-Lansing
- Owosso-East Lansing/MSU
- Owosso-Lansing
- Portland/Eagle-West Lansing
- Portland/Ionia/Eagle-MSU
- Spring Arbor/Jackson-Lansing
- Ypsilanti-State Sec. Complex

### Vanpools Looking for More Riders

- Brighton-Lansing
- Canton-Lansing
- Grand Rapids-Lansing
- Grand Rapids-MSU/East Lansing
- Grand Rapids/Portland-Lansing
- Howell-Lansing
- Jackson-Lansing
- Lapeer-Flint-Lansing
- Novi-Lansing
- Lennon/Flint-Lansing
- Milford-Lansing/Secondary Complex
- Southfield-Lansing

Contact Clean Commute Options by calling (517) 393-7433 or email [cleancommute@cata.org](mailto:cleancommute@cata.org) for more information on how to join.