



# 2020/2021 COMMUNITY REPORT

*Lead Operations Supervisor Jennifer Burgess observes operational activities from the interior of the downtown CATA Transportation Center during the height of the pandemic.*

PRESORTED STANDARD  
US POSTAGE  
PAID  
LANSING, MI  
48910  
PERMIT # 290

Capital Area Transportation Authority  
4615 Tranter Street  
Lansing, MI 48910

# CATA DRIVES

# CEO CORNER



CATA CEO Bradley T. Funkhouser and ICHD Health Officer Linda Vail partnered to reassure the public that all three COVID-19 vaccines are safe and effective.

August 2021

Dear Resident of the Capital Region:

Two thousand twenty is in the books and will forever be regarded as the Year of COVID – a year when “unprecedented” became a household term to describe unparalleled events; when references to a “face mask” had nothing to do with football; when “social distancing” was required by emergency orders, and handshakes and hugs beyond those in one’s immediate residence were discouraged. We all watched, puzzled, as toilet paper and personal protective equipment of all sorts became scarce commodities.

It was a polarizing time as well. We bore witness to citizens who exercised their constitutional right to free speech, and Black Lives Matter and LGBTQIA+ organizers gathered on the world stage and in our own streets, demanding justice, equity and an end to the disproportionate number of people of color being incarcerated or senselessly killed. **In so doing, they raised our consciousness and awareness of the need for change; even more so, the need for compassion, empathy and healing action.**

At the time of this writing, as we reflect on the past year, 2021 is well underway. Cases of the delta variant were confirmed in Michigan in early May, followed by our state reopening to full capacity. CATA looks cautiously ahead with hope and optimism, preparing for full service in the fall. We look forward, anticipating the return of students at Michigan State University, Lansing Community College and K-12 schools – perhaps not entirely to what we’ve always known to be “normal,” but certainly to a new kind of normal. Like so many employers across the region, our long-vacant halls and offices are humming back to life as our workforce returns under various hybrid models.

In the rock musical, *Rent*, the song, “Seasons of Love,” ponders the question, “How do you measure a year?” We, too, evaluate 2020 and ask, how does CATA measure the five hundred twenty-five thousand six hundred minutes of the year that was COVID?

In miles? In fares? In expenditures? In passengers?

Inside, we highlight a mere fraction of our achievements throughout 2020/2021. Not included in this eight-page report, but no less important:

- On March 10, 2020, voters in our five funding jurisdictions approved CATA’s millage renewal by a 72 percent margin. Local news stations also announced that the first two presumptive positive cases of COVID-19 had been confirmed in Ingham County. Gov. Gretchen Whitmer declared a state of emergency to help slow the spread of the virus.

Reflecting on 2020, we are proud of our response to the pandemic – quick and decisive but, more important, compassionate, collaborative and caring. We moved far fewer people each day but made a much bigger impact by focusing on people, their needs and their safety. We evaluate 2020 not so much in terms of operational efficiencies but by our impact on the lives of co-workers, friends, families and riders – those that we lost due to COVID-19 and those who survived. Life, after all, cannot be measured solely by time or achievement, but also by kindness and civility. If nothing else, the Year of COVID taught us that little things really do matter.

Sincerely,

A handwritten signature in black ink that reads "Bradley T. Funkhouser".

**Bradley T. Funkhouser, AICP**  
Chief Executive Officer  
Capital Area Transportation Authority

- CATA assembled an emergency-response task force to respond to COVID-19, along with ever-changing executive and emergency orders. We capably and decisively committed to the health, well-being and safety of our riders, employees and the public. Here’s how:
  - ✓ We issued a work-from-home directive to administrative staff. CATA prides itself on the fact that no single employee was laid off during the pandemic.
  - ✓ CATA closed its public facilities, suspended fixed-route service and paratransit frequency.
  - ✓ We worked with the Ingham County Health Department to ensure safe bus operations.
  - ✓ We coordinated with the region’s Emergency Operations Center to transport sheltered residents who tested positive for COVID-19 to alternative housing.
  - ✓ We creatively implemented demand-response trips, limited to the region’s essential workforce, as well as access to life-sustaining and medical support services.
  - ✓ With the resumption of fixed-route service in May 2020, fare-free service continued system-wide through June 15, mitigating viral spread.
  - ✓ CATA hired temporary employees, whose employers laid them off due to COVID-19, to answer customer calls.
- On March 27, 2020, the Coronavirus Aid, Relief and Economic Security Act was signed into law, generating \$18.3 million in 5307 funds to CATA.
- On Nov. 18, 2020, CATA’s Board of Directors approved a policy revision, allowing advertising on buses, vehicles and properties, and the opportunity to generate revenue, thereby paving the way toward CATA’s regional mobility goals.
- On Dec. 21, 2020, the Coronavirus Response and Relief Supplemental Appropriations Act was signed into law. CATA received \$16.2 million in 5307 funds.

# CATA DRIVES REGIONAL MOBILITY

## CATA, PUBLIC TRANSIT SYSTEMS ASSIST WITH STATE'S COVID-19 VACCINATION EFFORTS

By Lolo Robison, Director of Marketing & Customer Experience/PIO

RIDE TO YOUR

DOSE OF HOPE



Public transportation became an increasingly critical component of Michigan's COVID-19 vaccination efforts this past spring as the country raced to get shots in arms. The statewide

initiative – Ride to Your Dose of

Hope – was launched in response to the urgent

need to raise awareness about the safety and effectiveness of the Pfizer, Moderna and Johnson & Johnson vaccines, primarily among marginalized populations.

"If there is ever a time we should come together as a community and serve those with the greatest need, it is now," said CATA CEO Bradley T. Funkhouser.

In April 2021, CATA, Clinton Transit (Clinton County) and EATRAN (Eaton County) joined forces with the state, Michigan Public Transit Association and Protect Michigan Commission to create and implement a campaign that would help educate the public about the need for vaccine equity. Indeed, the three transit systems' boards of directors signed cross-boundary agreements, allowing each system to cross over the others' boundary lines. This cooperative move dramatically improved access to vaccines for the homebound, disabled, unsheltered, unemployed, low income, seniors and people of color.

CATA also unveiled two wrapped buses, along with posters in its shelters, on its buses and within its public facilities, delivering a strong call to action: Get your dose of hope.

The campaign aligns with CATA's goal to achieve regional mobility by facilitating seamless and innovative transportation solutions. To date, more than 2,500 individuals have received free public transportation to a dose of hope within the tri-county footprint. CATA administered 87 percent of those trips, committing CARES and CRRSA funds to offset program costs for all three transit systems.

Statewide, public transit agencies in nearly half of Michigan's 83 counties are participating in the Ride to Your Dose of Hope campaign, removing transportation barriers and improving access to COVID-19 vaccines.

To get your dose of hope, visit [Michigan.gov/COVIDvaccine](https://Michigan.gov/COVIDvaccine)

### NEED A RIDE TO YOUR DOSE OF HOPE?

Free transportation is available seven days a week. To schedule a trip, call CATA at 517-394-2282, 6:30 a.m. – 5 p.m. Monday – Friday; 8 a.m. – 5 p.m. on weekends. Be sure to reserve your trip at least one day in advance of your desired trip.



**CHARLES W.**  
RETIRED VETERAN & CATA RIDER



I've been using CATA's services for many years. The drivers are wonderful and so is the fact that now I can ride for free as a veteran.

► Video testimonial: [cata.org/charles](https://cata.org/charles)

## TRI-COUNTY TRANSITS WORK TO ELIMINATE BOUNDARIES

By Ashten Tucker, Marketing Specialist

Within the tri-county region, three public authorities serve the transportation needs of their respective residents. Historically, Ingham, Eaton and Clinton counties' boundaries are stringently defined, determining the service areas within which each is permitted to operate, inadvertently hampering seamless public transportation.

Committed to the concept of regional mobility, CATA took an innovative approach, welcoming collaboration with EATRAN and Clinton Transit.

In April 2021, CATA's Board of Directors approved addenda that allowed CATA's cross-boundary agreements with Clinton Transit and EATRAN to remain in effect, thereby permitting each agency to conveniently cross into the others' service areas.

On Aug. 4, 2020, Clinton Transit's millage was up for renewal, along with a .5-mil increase, which would fund Blue Bus service improvements. Clinton Transit reached out to CATA for assistance in the development of a voter-education campaign on a shoestring budget. CATA's Marketing Department recommended a comprehensive social media campaign, complete with customer testimonials about their experiences with Clinton Transit's invaluable Blue Bus service. Clinton County voters supported the funding increase by a 67 percent margin.

Clinton Transit Executive Director MaLissa Schutt said, "We are very thankful for CATA's partnership and expertise, which went above and beyond in ensuring that everyone in the tri-county region remains connected to the community."

CATA continues to provide website maintenance support on behalf of Clinton Transit, and looks forward to fostering innovative transportation solutions with other neighboring systems.



**LINDA V.**  
INGHAM COUNTY HEALTH OFFICER



CATA took the lead with the Dose of Hope initiative, and it evolved into a statewide effort.

► Video testimonial: [cata.org/linda](https://cata.org/linda)

# CATA DRIVES ORGANIZATIONAL STRENGTH

## CATA PARTNERS WITH STATE TO KICK OFF 2020 'BE COUNTED' CENSUS CAMPAIGN

By Lolo Robison, Director of Marketing & Customer Experience/PIO

A lot can change in 10 years.

Take technology, for example. Who knew in 2010 that personal robotic devices such as Alexa and Echo would one day turn lights on and off, or play music on demand? Or that a smart assistant named Siri would respond to verbal commands to send a text or make a phone call?

Ten years ago, few would have predicted that subscription meal-delivery services such as Blue Apron and Hello Fresh would allow time-strapped consumers to purchase all the ingredients needed for a meal and deliver them to their doorsteps. Or that a subscription to Shipt, Instacart or Amazon Fresh would allow you to shop for groceries without leaving the comfort of your home.

Just as technology and consumer shopping have evolved over the past decade, so too has the U.S. population. This explains, in part, why every 10 years the federal government conducts a population count.

The U.S. Census determines how many people live in each state which, in turn, determines how many representatives each state will have in Congress for the next 10 years, and how much federal funding communities will receive for social programs, including public education, childcare and health care assistance, subsidies for low-wage workers and housing, disability insurance, and yes, public transportation.

In July 2019, Michigan's population was forecasted to decline, according to U.S. Rep. Elissa Slotkin, who represents Michigan's 8th Congressional District.

Recognizing its ability to help the state access hard-to-reach populations that are critical to an accurate population count, CATA reached out to Kerry Ebersole-Singh – appointed by Gov. Whitmer to lead the state's census count – with an offer to assist with public education.

On March 3, 2020, CATA hosted a press conference on the steps of the state Capitol to kick off Michigan's 2020 *Be Counted* campaign and debut two 40-foot buses, wrapped with the state's census message.

CATA CEO Bradley T. Funkhouser emceed the conference, which featured Gov. Whitmer, Ebersole-Singh, representatives from the offices of Senator Debbie Stabenow and Congresswoman Slotkin; Lansing Mayor Andy Schor; State Senator Curtis Hertel Jr.; State Rep. Sarah Anthony, State Rep. Angela Witwer and CATA Board Chair Nathan Triplett.

To ensure a fully integrated communication strategy and consistent message throughout the state, CATA spearheaded the creation of a campaign toolkit and shared it with Michigan's transit systems.



**KELLI E.**  
CHIEF MARKETING OFFICER &  
CHIEF DIVERSITY OFFICER, LAFCU



CATA supporting our community is vital to the survival of our community.

► Video testimonial: [cata.org/kelli](http://cata.org/kelli)



**SCOTT K.**  
PRESIDENT & CEO, LEPFA



As a community member, it's valuable knowing CATA is consistent and reliable when everything else is changing.

► Video testimonial: [cata.org/scott](http://cata.org/scott)

## PANDEMIC IMPACTS RIDERSHIP

By Pam Latka, Marketing Manager

Between October 2019 and early March 2020, CATA consistently documented ridership growth each month, putting the agency on track to achieve record ridership. That was, of course, before COVID reared its head in Ingham County. By late March 2020, the pandemic put CATA's ridership on a different trajectory.

As an essential public service provider, maintaining safe public transportation throughout the region was and remains a priority for CATA.

On March 23, 2020, during the height of the pandemic, CATA suspended service on all fixed routes, operating essential trips only via paratransit vehicles to help mitigate spread. These critical demand-response trips resulted in 36,000 vital rides. Ridership for the month plummeted as 903,500 fewer rides were given compared to February (a 69 percent decline) and 626,000 fewer trips compared to March 2019 (a 60 percent decline). MSU's suspension of most in-person instruction sharply curtailed campus ridership.

Service, in its entirety, resumed on May 26, but decreases in month-to-month service levels ranged between 59 percent and 98 percent throughout the year. FY2020 closed at 7,306,550 rides.

In 2021, ridership demand continued to slump. Projections show that by the end of FY2021, ridership – currently recorded at 1,904,444 trips – will resemble that of the early 1970s, when the Authority was first formed.

In recent months, however, CATA has averaged between 8,300 and 8,900 daily rides, showing signs of a rebound. As work-from-home directives shift, virtual learning takes a back seat to in-person classes and strong enrollment at MSU brings campus back to life with continued free-fare service, the demand for public transportation will undoubtedly resume.

As always, CATA is committed to serving the transit needs of the region.

### CATA Total System Ridership by Fiscal Year: 1972-2020



# CATA DRIVES CUSTOMER EXPERIENCE

## PROGRAMS AND SERVICES

### CATA SERVICE AREA

CATA provides a variety of public transportation services in the Greater Lansing and outlying areas. Our service area spans all of Ingham County and extends into portions of Eaton County (Delta Township) and Clinton County.

### FIXED ROUTES

CATA's most recognized service is derived from 33 routes spanning the Greater Lansing area year-round and MSU campus during the academic year. More than 1,300 bus stops located throughout CATA's fixed-route service area provide convenient access to buses.

### THE LIMITEDS

Express service ensures a quicker trip for commuters in Mason, Williamston and Webberville on The Limiteds. Two routes serve a limited number of bus stops during the morning and evening weekday rush for direct service to and from downtown Lansing.

### SPEC-TRAN

For those unable to access fixed-route service due to a disability, Spec-Tran provides curb-to-curb mobility solutions. Rides are scheduled in advance for travel in small buses with lifts and low-floor vans. Customers must be certified in accordance with the Americans with Disabilities Act.

### CATA RURAL SERVICE

Curb-to-curb service extends to the outlying areas of Ingham County via CRS for weekday transportation and connections to CATA's urban services. Ride reservations are required.

### REDI-RIDE

CATA's ready when you are with same-day, curb-to-curb service within the boundaries of Delhi and Meridian townships, and the city limits of Mason. Redi-Ride reservations are required in advance of your trip.

### CONNECTOR

Regularly scheduled service from Mason, Williamston and Webberville makes it easy to connect to CATA's urban routes. Deviations from a Connector route are permitted when arranged in advance.

### SHOPPING BUS

Independence is but a bus ride away with CATA's Shopping Bus, providing regularly scheduled transportation from area senior housing complexes to grocery stores and shopping centers. Reservations are not required.

### LOT LINK & NIGHT OWL

Phone-ahead evening and weekend services operate on MSU's campus during fall and spring semesters. Rides are limited to campus locations.

### BIKES ON BUSES

Extend your commute beyond CATA's established routes when you bring your bike on board. All CATA fixed-route buses, as well as select small buses, are equipped with bike racks that accommodate up to three bicycles free of charge. Bike lockers are also available for rent at the CATA Transportation Center in downtown Lansing.

### VIDEO LIBRARY

CATA offers a series of instructional and interactive videos designed to introduce the community to and educate individuals about its services, facilities and fleet. Take a virtual digital tour of CATA's various centers and buses. Learn how to plan a trip, take a ride on a fixed-route bus and utilize a bike rack (available on CATA buses). The videos are accessible at [cata.org/About](http://cata.org/About) and [cata.org/Rider-Information/How-do-I](http://cata.org/Rider-Information/How-do-I).

### CATA.ORG

CATA's responsive website puts you in the driver's seat with access to real-time trip planning, Rider Alerts, detailed service and fare information, bus pass purchases, career and business opportunities, the latest news, agency programs, leadership and important documents.

### TRANSIT APP

CATA's preferred app provides mobile access to live information and a comprehensive trip-planning format that includes bus tracking, ride-sharing options and walking directions. The free app is available on iPhone and Android devices.

### CATANOW

Obtain next-bus real-time departures by texting your bus stop number to 76123. Actual departures are provided within 15 minutes of a bus departing a stop.

### MYSPECTRAN.CATA.ORG

Reserve and cancel Spec-Tran rides from your computer or mobile device with CATA's enhanced online-scheduling program. A client ID is required to log in.

### NEW LIVE BUS TRACKING AVAILABLE

CATA and its mobile application partner, Transit, now offer real-time bus tracking of all fixed routes at [cata.org/trackto](http://cata.org/trackto).

### FARES (one-way)

#### Veterans Ride Free Everyday

	Regular	Discounted*	Children**
Fixed Route	\$1.25	60 cents	Free
Limiteds	\$1.25	60 cents	Free
Spec-Tran	\$2.50	NA	Free
Rural Service <sup>1</sup>	\$2.25 – \$3.25	\$1 – \$1.50	Free
Redi-Ride – Meridian <sup>2</sup>	\$2.50	\$1.25	Free
Redi-Ride – Delhi and Mason	\$1.25	60 cents	Free
Connector	\$2.25	\$1	Free
Shopping Bus	\$2 (round trip)	NA	Free
MSU Lot Link/Night Owl	\$1.25	60 cents	Free
MSU Routes 30 – 39 <sup>3</sup>	Free	Free	Free

\*Applies to Medicare cardholders, students, seniors and people with disabilities.

\*\*Children under 42 inches ride free when accompanied by an adult.

<sup>1</sup>Fare depends on trip distance.

<sup>2</sup>\$2.50 applies to adults not eligible for a discount and students; \$1.25 applies to Medicare cardholders, seniors age 62-plus and people with disabilities.

<sup>3</sup>Free fares at MSU apply to students, faculty and staff.

Unlimited-ride discount cards and passes available at [www.cata.org](http://www.cata.org) and area pass-vendor locations.

### NO-SERVICE HOLIDAYS

CATA does not operate on the following days:

- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## CATA HONORS VETERANS WITH FREE TRANSPORTATION

By Lolo Robison, Director of Marketing & Customer Experience/PIO

According to the U.S. Department of Veterans Affairs, nearly 25,000 veterans reside in the tri-county area. In honor of these selfless men and women of the armed forces, CATA's Board of Directors approved year-round free rides aboard all services for military veterans, effective Nov. 11, 2020.

CATA collaborated with local and state VA offices to better understand the needs of veterans and to ensure convenient eligibility verification. We learned that for many veterans who rely on public transportation, the cost of a trip can prohibit their freedom of mobility. The removal of this barrier makes public transportation accessible to all veterans of the U.S. armed forces.

An unlimited-ride bus pass is available exclusively to veterans. Charles, an army veteran and CATA rider, recently received his bus pass, saving him \$5 each time he travels to a medical appointment or uses Spec-Tran to go shopping. To date, over 120 veterans have claimed their free bus pass. All CATA services also accept a number of government-issued forms of identification from members of the armed forces.

The response to the CATA Drives Veterans program has been overwhelming. Over 20,000 free trips were provided to local service members in the first nine months since the program launched.

For more information about the CATA Drives Veterans program and obtaining a free veteran's bus pass, visit [cata.org/veterans](http://cata.org/veterans).

CATA proudly salutes and thanks all U.S. veterans. The ride is on us!



### ACCEPTED FORMS OF VALID MILITARY VETERANS ID:

- U.S. Dept. of Defense ID
- U.S. Dept. of Veterans Affairs ID
- DD 214 form
- Driver's license or state ID with Veteran designation

# CATA DRIVES COMMUNITY PARTNERSHIP

## STAYING CONNECTED

By Pam Latka, Marketing Manager

CATA takes great pride in staying connected to the community it serves, sponsoring programs and participating in events for the benefit of its community members. Despite the pandemic curtailing many events this past year, CATA was able to safely host, sponsor and support the following programs:

- “Ride to your Dose of Hope” free COVID-19 vaccination trips
- Free Rides to the Polls
- Operation Santa
- Capital Area United Way
- Mobile food bank deliveries
- Ballot drop boxes installed at three CATA facilities
- Amazon Hub Lockers, made available at the CATA Transportation Center
- Community Advocacy Program
- League of Women Voters Lansing Area celebration of 100<sup>th</sup> anniversary of the certification of women’s right to vote
- Mikey23 Foundation bench project
- Juneteenth festival
- Disability Network Capital Area’s ADA celebration
- National Night Out



**SUSAN C.**  
EXECUTIVE DIRECTOR OF  
ADVENT HOUSE MINISTRIES

“What CATA provides is part of the miracle of helping people change their lives.”

▶ Video testimonial: [cata.org/susan](https://cata.org/susan)

Food, clothing, shelter and medical care are resources that are not always readily available to some in our community. CATA’s Community Advocacy Program seeks to change this. Located at the CATA Transportation Center in downtown Lansing, the advocacy office connects residents in need to resources at an accessible location.

Staffed with a dedicated street outreach specialist from the PATH team of Advent House Ministries, the office provides resource information and referrals, strength-based short-term case-monitoring support, as well as effective linkages to extended case-management and permanent housing to at-risk individual and families.

In addition to resources, the office is furnished with small appliances and is stocked with a small variety of protein-based meals such as tuna pouches and instant oatmeal as well as water, coffee, hot cocoa and Gatorade for persons needing immediate meals.

The advocacy office is one more way CATA strives to make a positive impact in the local community. If you know of someone in need of these resources, please direct them to CATA’s Community Advocacy Office at the CTC, located at 420 S. Grand Ave. in downtown Lansing, or call 517-643-1214. The office is open from 9 a.m. to 5 p.m. Monday through Friday.

## COLLABORATION INSPIRES NEW CROSSTOWN ROUTE

By Kai Christiansen, Service Planning Manager & Scheduling Manager

There’s a new route in town: Route 18 – Capital City Crosstown.

Inspired by a partnership with City of Lansing Mayor Andy Schor and residents from four different wards, the service commenced in late August.

Designed to enhance travel efficiencies between South Lansing, MSU and East Lansing, Route 18 runs between Mt. Hope Avenue at Pleasant Grove, on campus at MSU and downtown East Lansing by way of Forest Road, Harrison Road, Hagadorn Road and Grand River Avenue/ Michigan Avenue.

CATA commonly solicits community engagement during the service planning stages, particularly among those most likely to benefit from or be impacted by the implementation of a service.

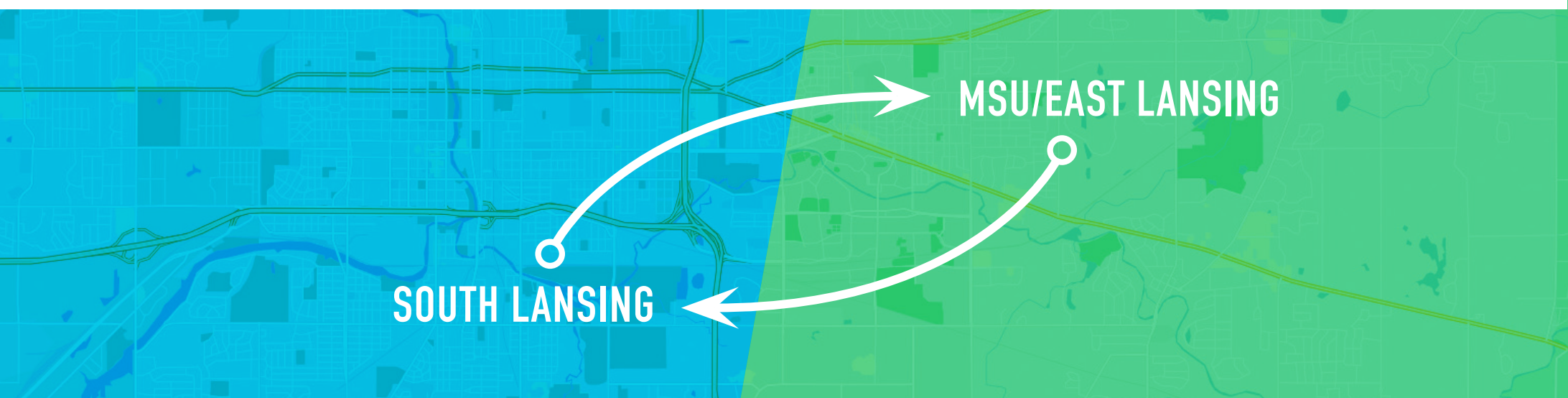
A series of neighborhood and public meetings gave residents a voice. A direct mailer introduced them to the various features of the proposed route, which resulted in overwhelming community support.

The Capital City Crosstown serves over 50 established and newly installed bus stops along the route. In addition to MSU’s campus, a key destination includes McLaren Greater Lansing on Forest Road. The health care facility is scheduled to begin accepting patients in early 2022.

Numerous transfer points along Mt. Hope Avenue provide convenient connections to six Lansing routes. Around campus, transfers can be made to all East Lansing and MSU routes.

Route 18 Capital City Crosstown operates Monday through Friday from 6:45 a.m. to 10:20 p.m. with service every 30 minutes. For route details, visit [cata.org](https://cata.org) or download Transit app.

**ALERT!** Due to a roundabout construction project at the intersection of Forest Road and Collins Road, Route 18 began service on detour. Buses will be rerouted between Aurelius and Harrison roads through October. Details are available at [cata.org](https://cata.org).



# CATA DRIVES DYNAMIC WORKPLACE

## DEI INITIATIVE EMPOWERS CATA WORKFORCE

By Marshea Brown, Director of Human Resources

In June of 2020, CATA responded to the civil unrest unfolding throughout the world, in Michigan and the Capital City by launching its Diversity Equity and Inclusion Task Force.

The task force cultivates a workplace environment where employees of diverse race, color, ethnicity, sexual orientation, gender identity and expression, religion, nationality and disability may succeed professionally and personally. A successful workforce translates to a successful operation.

Continuing to build an inclusive organization, where each employee is inspired to be true to themselves while on the job, is vital to achieving one of CATA's key corporate goals: a dynamic workplace. A dynamic workplace engages, empowers and values all of its employees and, in turn, benefits the organization by encouraging the exchange of ideas.

Marshea Brown, Director of Human Resources, and Lolo Robison, Director of Marketing & Customer Experience, co-chair the task force and work with participating employees to articulate a shared vision and goals.

Meetings are held monthly and are open to all CATA employees. Within weeks of its formation, the task force developed four key strategies to advance its goals:

- Include DEI goals and tactics in CATA's strategic plan;
- Identify the DEI baseline throughout CATA by way of a confidential/anonymous, non-retaliatory survey every three to five years;
- Assess pay and benefits equity throughout the organization; and
- Ensure diversity throughout CATA's leadership, managers, supervisors and within all work groups.



**BRITTANY P.**  
LCC STUDENT, STATE EMPLOYEE  
& CATA RIDER



Rushing between classes and work, I have to make sure I'm on time. I count on CATA to make sure I am.

► Video testimonial: [cata.org/brittany](https://cata.org/brittany)



**NATHAN B.**  
PECKHAM EMPLOYEE & CATA RIDER



CATA is the ticket to my livelihood.

► Video testimonial: [cata.org/nathan](https://cata.org/nathan)

## WORD ON THE STREET

We asked community members, "How important was it that CATA provided service during the pandemic?" Hear what they had to say at [cata.org/wordonthestreet](https://cata.org/wordonthestreet).



## CATA RESOURCE DIRECTORY

### CUSTOMER EXPERIENCE CENTER/ CATA TRANSPORTATION CENTER (CTC)

The CTC is the central boarding hub and transfer point for 16 CATA bus routes that travel to and from downtown Lansing. Indian Trails and local taxi services are also available.

420 S. Grand Ave., Lansing 48933

#### Customer Experience Center Hours:

Mon-Fri: 7 a.m. to 7 p.m.  
Sat-Sun: 9 a.m. to 5 p.m.  
517-394-1000

#### CATA Transportation Center Hours:

Mon-Fri: 6 a.m. to 10:30 p.m.  
Sat: 7 a.m. to 10:30 p.m.  
Sun: 8 a.m. to 8:30 p.m.

### CATA ADMINISTRATIVE OFFICES

Headquartered in South Lansing, this facility is home to CATA's administrative staff, operations, maintenance and bus fleet.

4615 Tranter St., Lansing 48910

Mon-Fri: 8 a.m. to 5 p.m.  
517-394-1100

### CAPITAL AREA MULTIMODAL GATEWAY, OPERATED BY CATA

The Gateway offers seamless access to CATA, Amtrak, Indian Trails and local taxi services. Served year-round by Routes 18 and 20, and by Routes 35 and 38 during MSU's fall and spring semesters.

1240 S. Harrison Road, East Lansing 48823

#### CATA and Indian Trails Information Booth Hours:

Mon-Fri: 9 a.m. to 7 p.m.  
Sat & Sun: 10 a.m. to 6 p.m.  
Access may vary before 10 a.m. and after 6 p.m.

#### Building Hours:

Open daily 8 a.m. to 9 p.m.

Vestibules are open 24/7.

### MSU-CATA TRANSPORTATION CENTER (MSU-CTC)

The center is MSU's main indoor boarding facility for CATA Routes 26, 30-36 and includes restrooms, vending machines, bus schedules, maps and an ATM.

Shaw Parking Ramp (Ramp I)  
MSU Campus  
East Lansing  
24/7

### CONTACT INFORMATION

#### Spec-Tran

Mon-Sun: 8 a.m. - 5 p.m.  
517-394-CATA (2282)

#### Rural Service

Mon-Fri: 6:30 a.m. - 5 p.m.  
Sat & Sun: 8 a.m. - 5 p.m.  
517-394-CATA (2282) or 800-322-1390

#### Connector

Mon-Fri: 6:30 a.m. - 5 p.m.  
Sat & Sun: 8 a.m. - 5 p.m.  
517-394-CATA (2282) or 800-332-1390

#### Shopping Bus

Mon-Fri: 8 a.m. - 5 p.m.  
517-394-CATA (2282)

#### Redi-Ride

Mon-Fri: 6:30 a.m. - 5 p.m.  
Sat & Sun: 8 a.m. - 5 p.m.  
517-394-CATA (2282)

#### MSU Night Owl

(Fall and Spring Semesters Only)  
Mon-Fri: 2 a.m. - 7 a.m.  
Sat-Sun: 2 a.m. - 9 a.m.  
517-432-8888

#### MSU Lot Link

(Fall and Spring Semesters Only)  
Mon-Fri: 7 p.m. - 2 a.m.  
Sat-Sun: 9 a.m. - 2 a.m.  
517-432-8888

#### Michigan Relay Center

Voice TDD  
800-649-3777

### FACEBOOK, TWITTER & INSTAGRAM

@rideCATA



### WEBSITE

cata.org

### TITLE VI STATEMENT

The Capital Area Transportation Authority is committed to operating its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

## BOARD OF DIRECTORS



**Nathan Triplett**  
Chairperson  
City of Lansing



**Dusty Fancher**  
Vice Chairperson  
City of Lansing



**Shanna Draheim**  
Secretary/Treasurer  
City of East Lansing



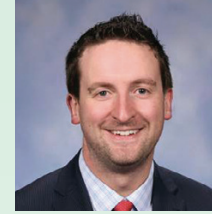
**Douglas Lecato**  
Delhi Township



**Jennie Gies**  
City of Lansing



**Dion'trae Hayes**  
Lansing Township



**Jack Schmitt**  
City of East Lansing



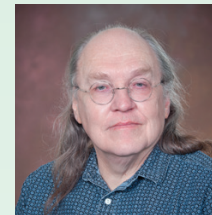
**Derek Melot**  
City of Lansing



**Phil Deschaine**  
Meridian Township



**Robin Lewis**  
Meridian Township



**Mark Grebner**  
Ingham County

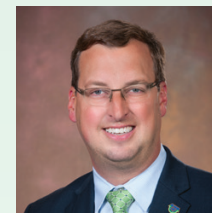


**John Prush**  
Michigan State University

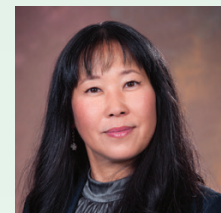
## EXECUTIVE STAFF



**Bradley T. Funkhouser, AICP**  
CEO/Executive Director



**Andrew Brieschke**  
Deputy CEO



**Lolo Robison**  
Director of Marketing & Customer Experience/PIO



**James Frendt**  
Director of Finance



**Marshea Brown, SHRM-CP**  
Director of Human Resources



**Rogelio "G" Garza**  
Director of Operations



**Dan Hodges**  
Director of Maintenance



**Matt Oudsema**  
Director of Planning & Development



**Dan Goodemoot**  
Director of Information Technology Services

## LOCAL ADVISORY COMMITTEE

**Doug Lecato**  
LAC Liaison

**Deb Wiese**  
Chairperson

**Diana Paiz**  
Vice Chairperson

**George Hanley**  
Parliamentarian

**Lillie Mae Flannery**

**Janeile Cannon**  
**Geneva Smith**

**Kellie Blackwell**

**Erin Shannon**

## AMALGAMATED TRANSIT UNION LOCAL NO. 1039 – LANSING, MI

### OFFICERS

**Steve Soliz**  
President

**Steve Clem**  
Vice President

**Kate Gardner**  
Financial Secretary/Treasurer

### COMMITTEE MEMBERS

OPERATIONS

**Michael Beech**

**Greg Mayes**

**Randy Steinhauer**

MAINTENANCE

**Donald Bean, Jr.**

**Brian Gould**