

Welcome to the Public Hearing.
Thank you for joining us.
We will begin shortly.



Metropolitan Transportation Center
Buffalo, NY

**Public Hearing on Bus Network Improvements
and Fare Changes
August 25, 2021
5:30 pm**





2021 Bus Network Improvement Plan

Goal

- Adjust the bus network in Erie and Niagara Counties to respond to:
 - Changing ridership patterns
 - Community priorities, identified through two rounds of public engagement
 - Funding challenges
 - Operational and staffing challenges



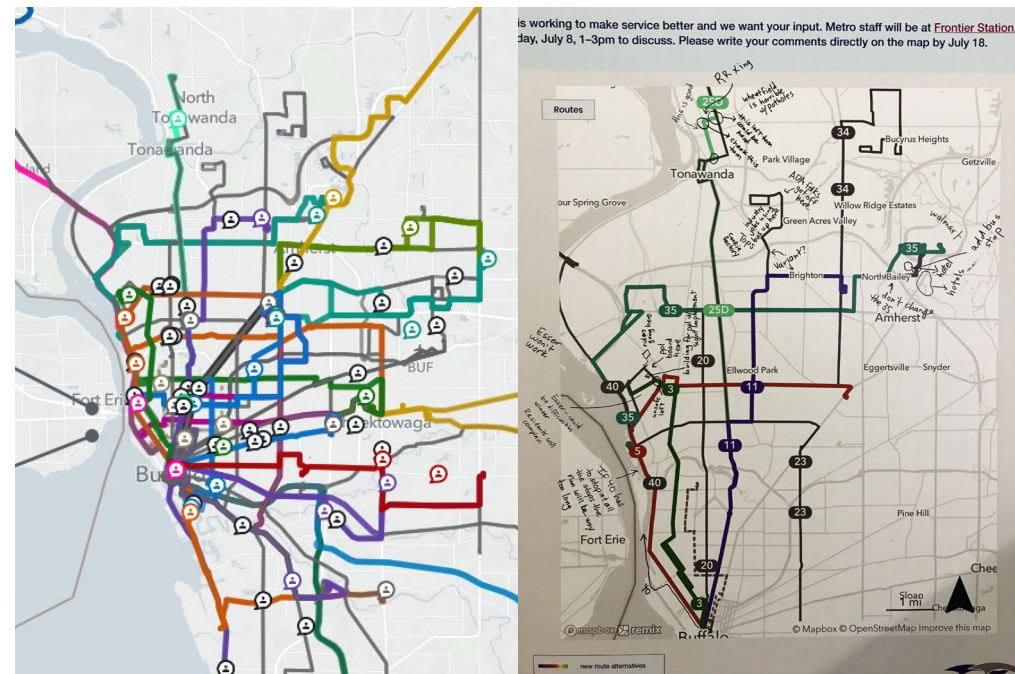
Community Engagement - Round 1 (May/June 2021)

- Almost 600 riders were surveyed online or commented through in-person outreach, email, mail or phone
- Out of many service area requests, some of the most requested included:
 - Suburban job access and shopping
 - Recreational access destinations
 - All-day and weekend service to places currently served by express routes



Community Engagement – Round 2 (June/July 2021)

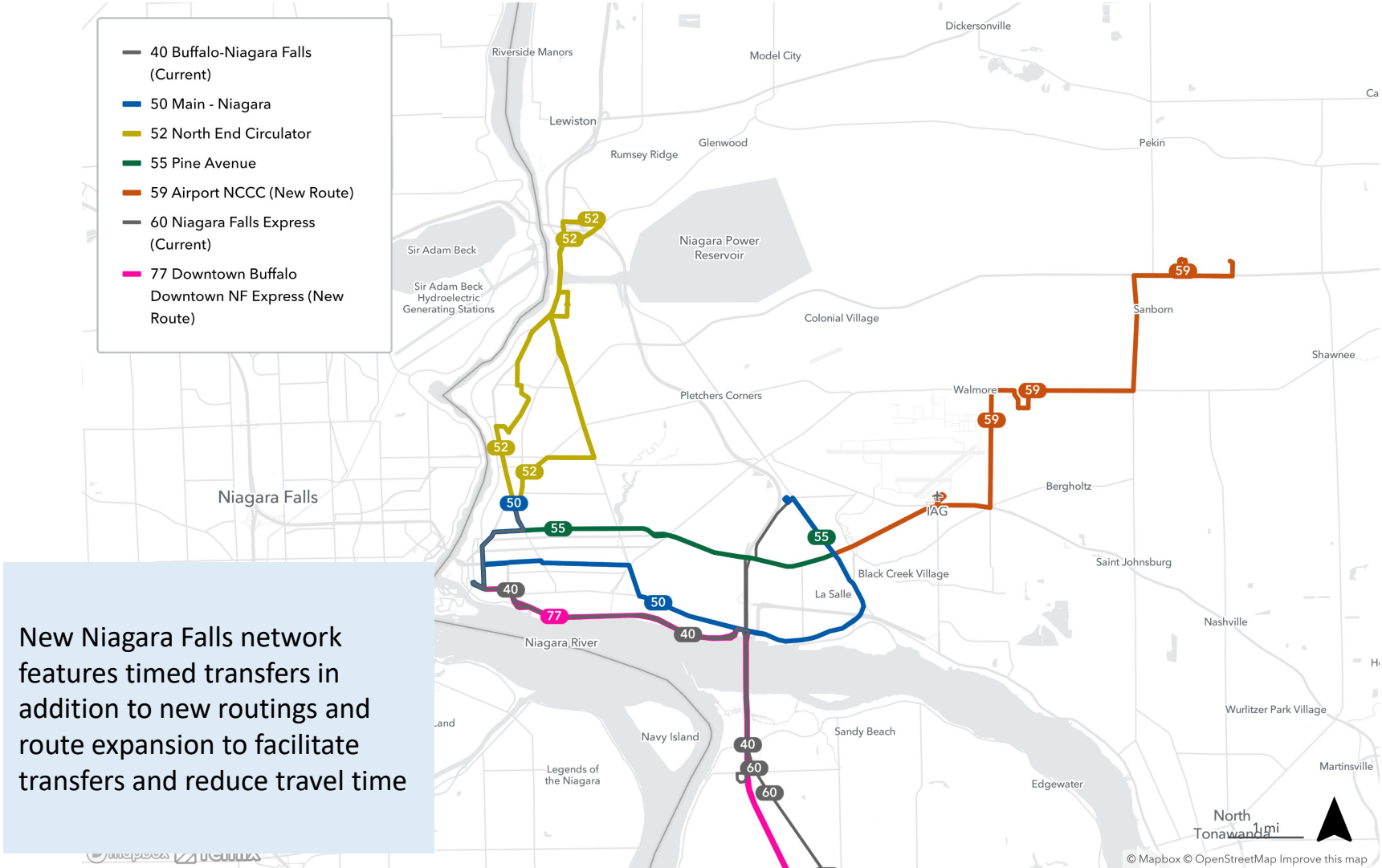
- A dedicated website was released on June 25th to the public for comments on proposed alternatives using the interactive Remix platform
- Frequent comments were about:
 - Access to shopping centers in the suburbs (e.g., Transit Rd.)
 - Access to employment generators in the suburbs, particularly Amazon in Lancaster
 - Frequency
 - Coverage / access to the bus network
- In-reach was done within the Authority. Metro staff solicited comments authority-wide, and met with operators at all three bus garages



Service Changes - Summary

- Streamlined routing
 - Following service guidelines
 - Create direct common routing with common stops to improve passenger understandability, and operations
 - Investment in key transit corridors
- Serving new locations
- Changes to the express network
 - Alteration of layover locations and elimination of variants to provide more direct, fast access between suburban locations and downtown
- New limited stop routes
 - Quicker trips on popular routes
- Short-turn variant changes
 - Changing or adding a new location of short-turn variant to a route to serve the majority of riders
- Creating common layover locations
 - Allows for transfers between multiple routes
- Frequency changes
- PAL Implications
- New scheduling techniques (Niagara Falls)

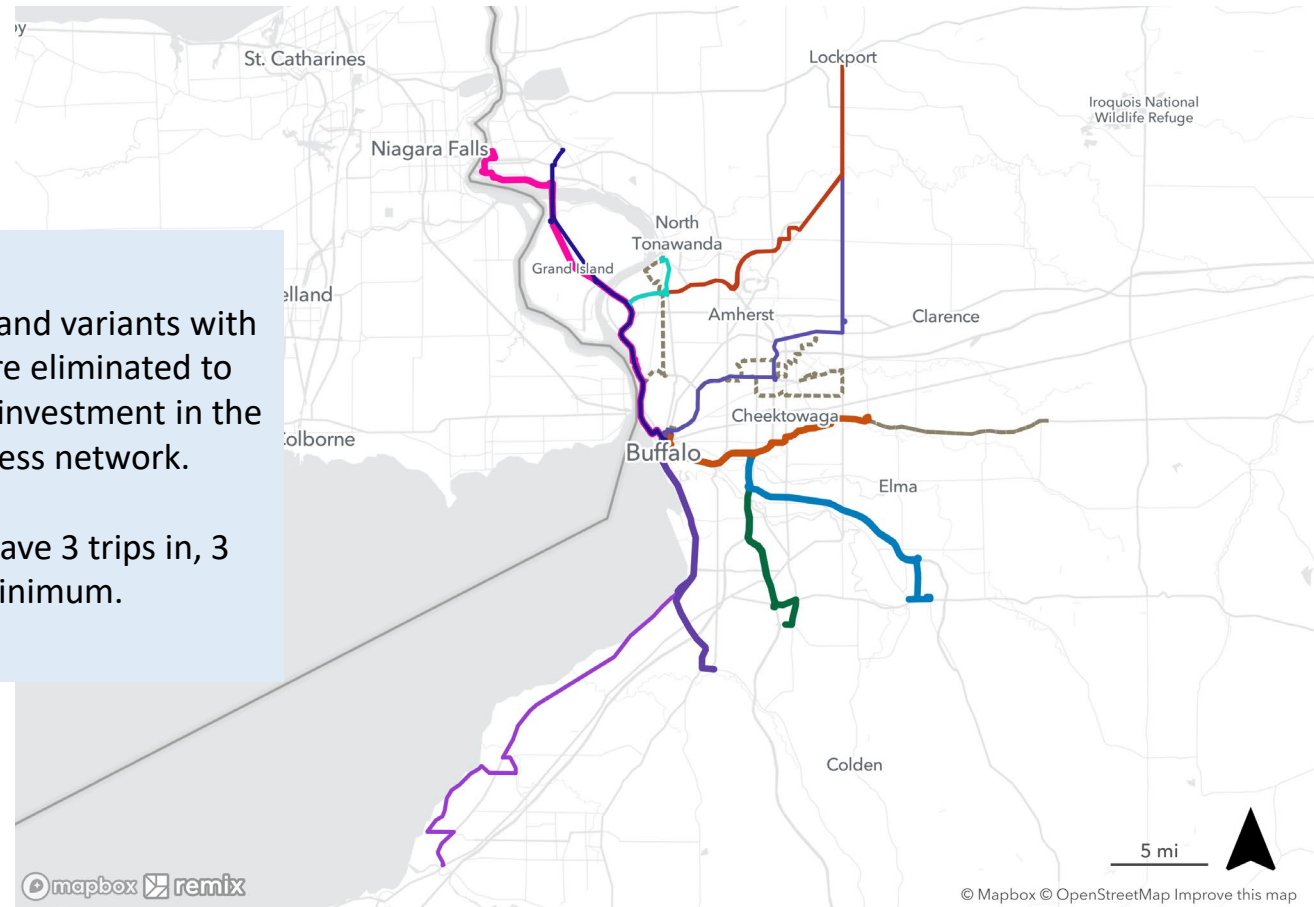
Niagara Falls Network



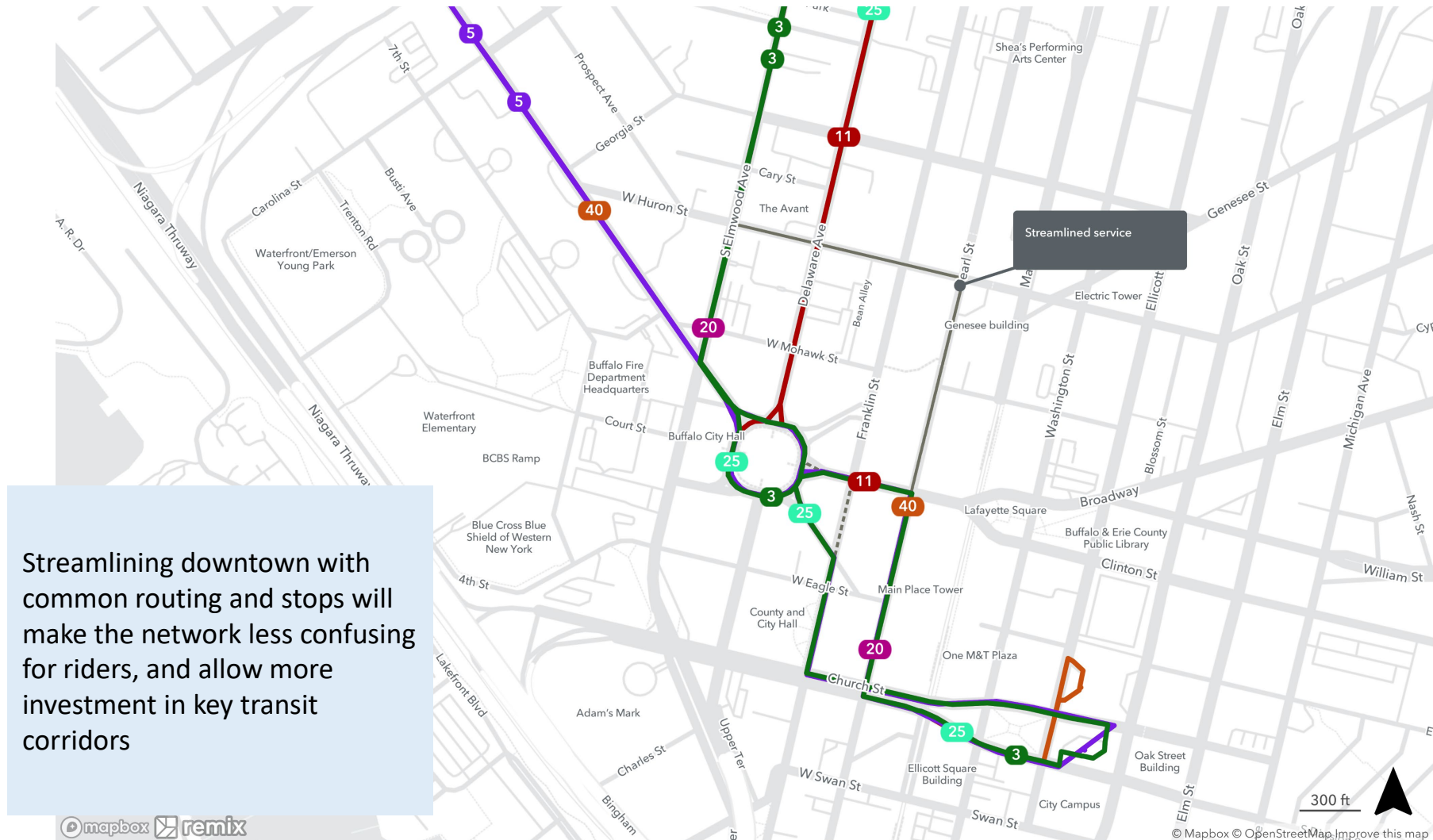
Express Network

Express routes and variants with low ridership are eliminated to allow for more investment in the rest of the express network.

All routes will have 3 trips in, 3 trips out at a minimum.

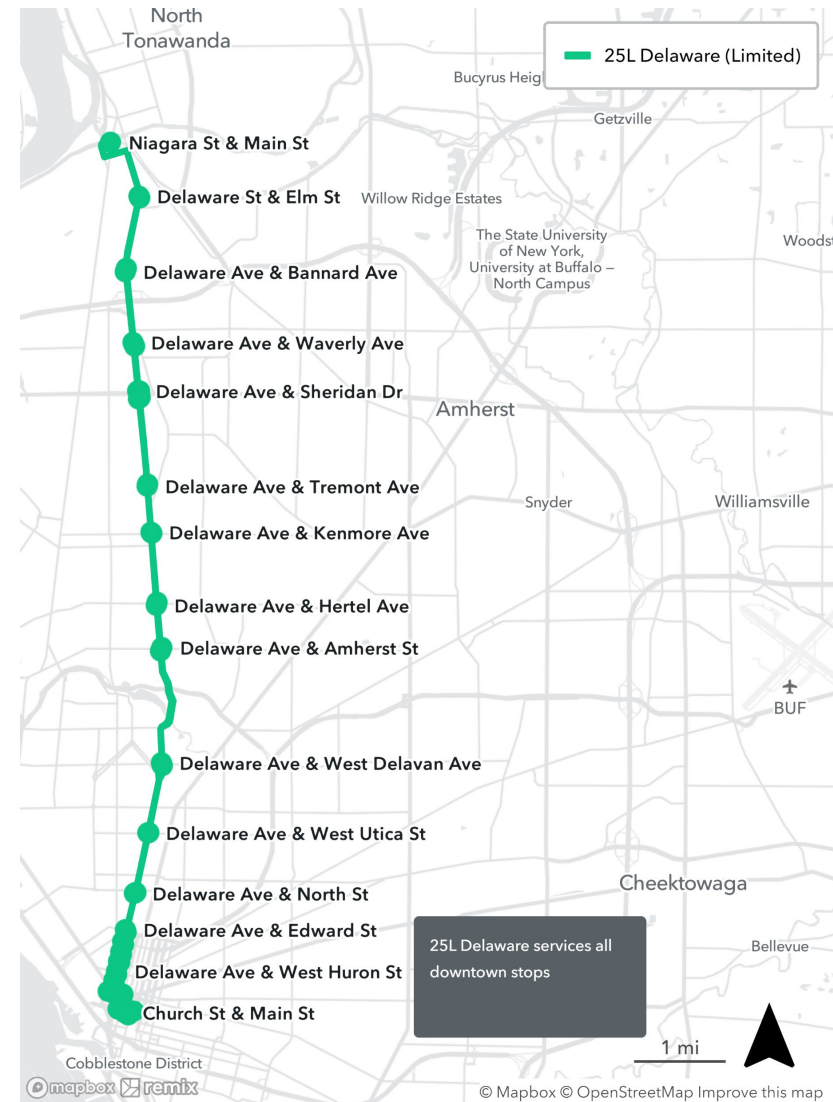


Downtown Common Routing and Stops

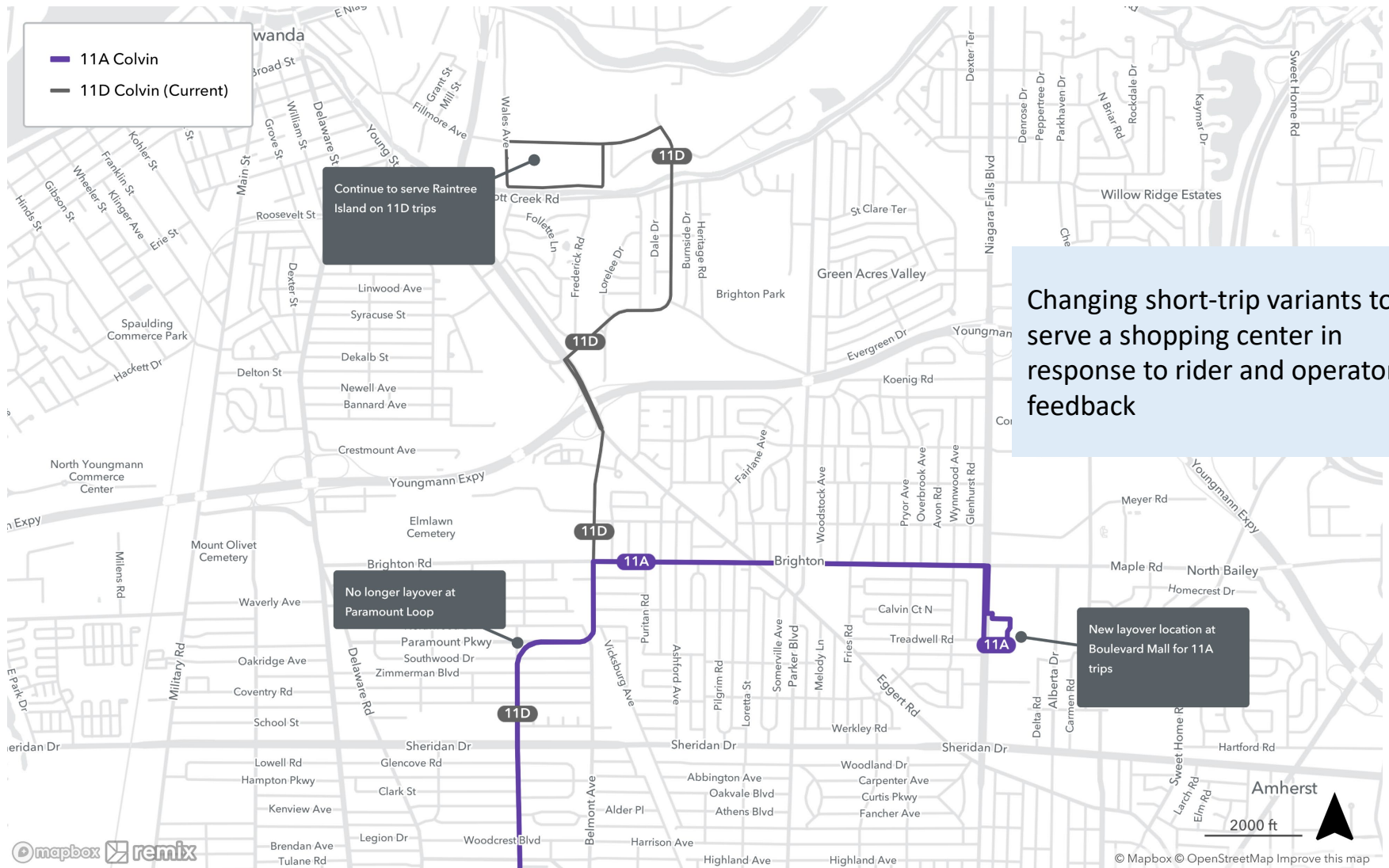


Limited-Stop Service

Limited-stop services will be adopted for the 19L Bailey and 25L Delaware which will speed up the trip for riders that ride long-distance or transfer to other buses on these routes

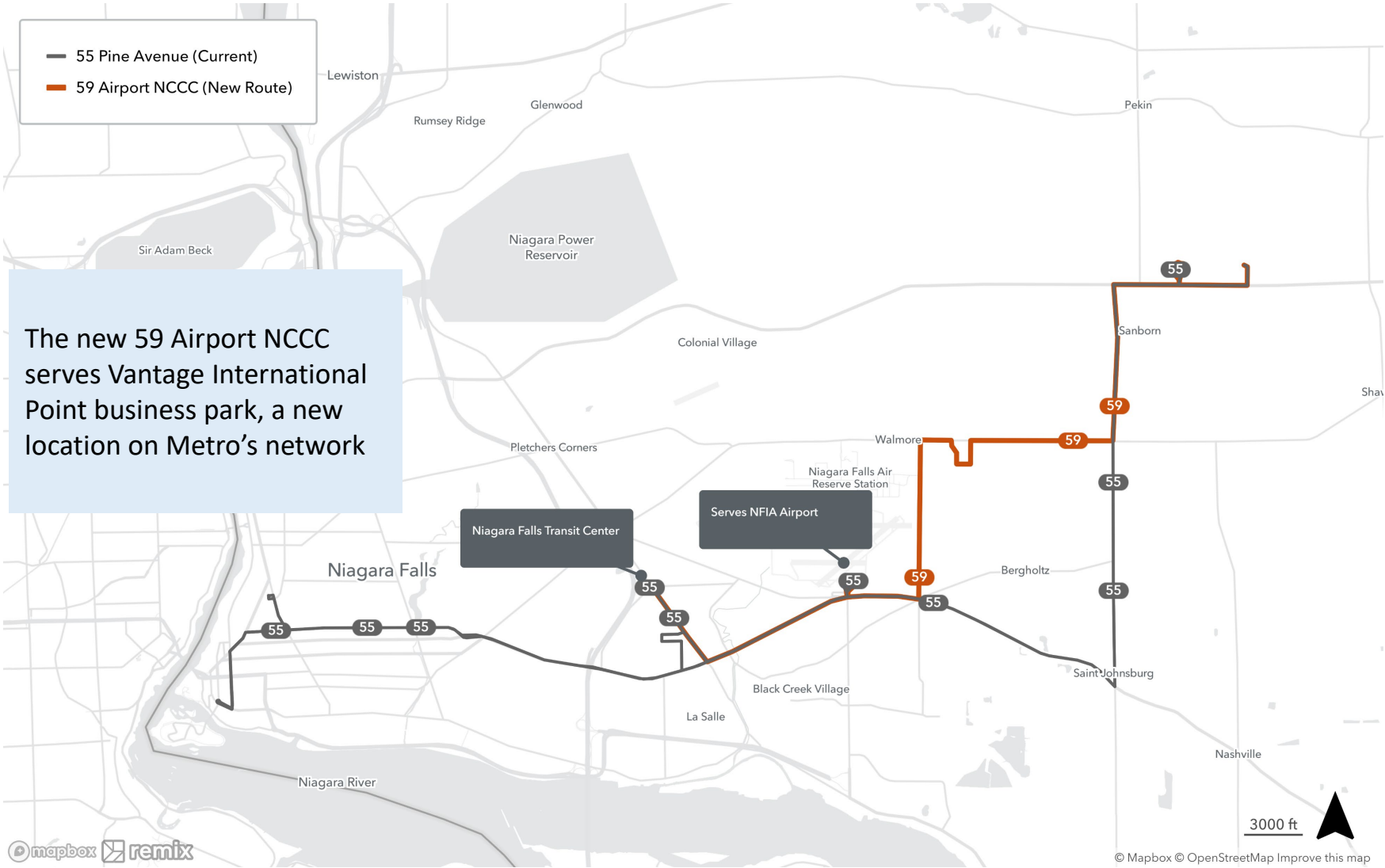


Short-Turn Variant Changes

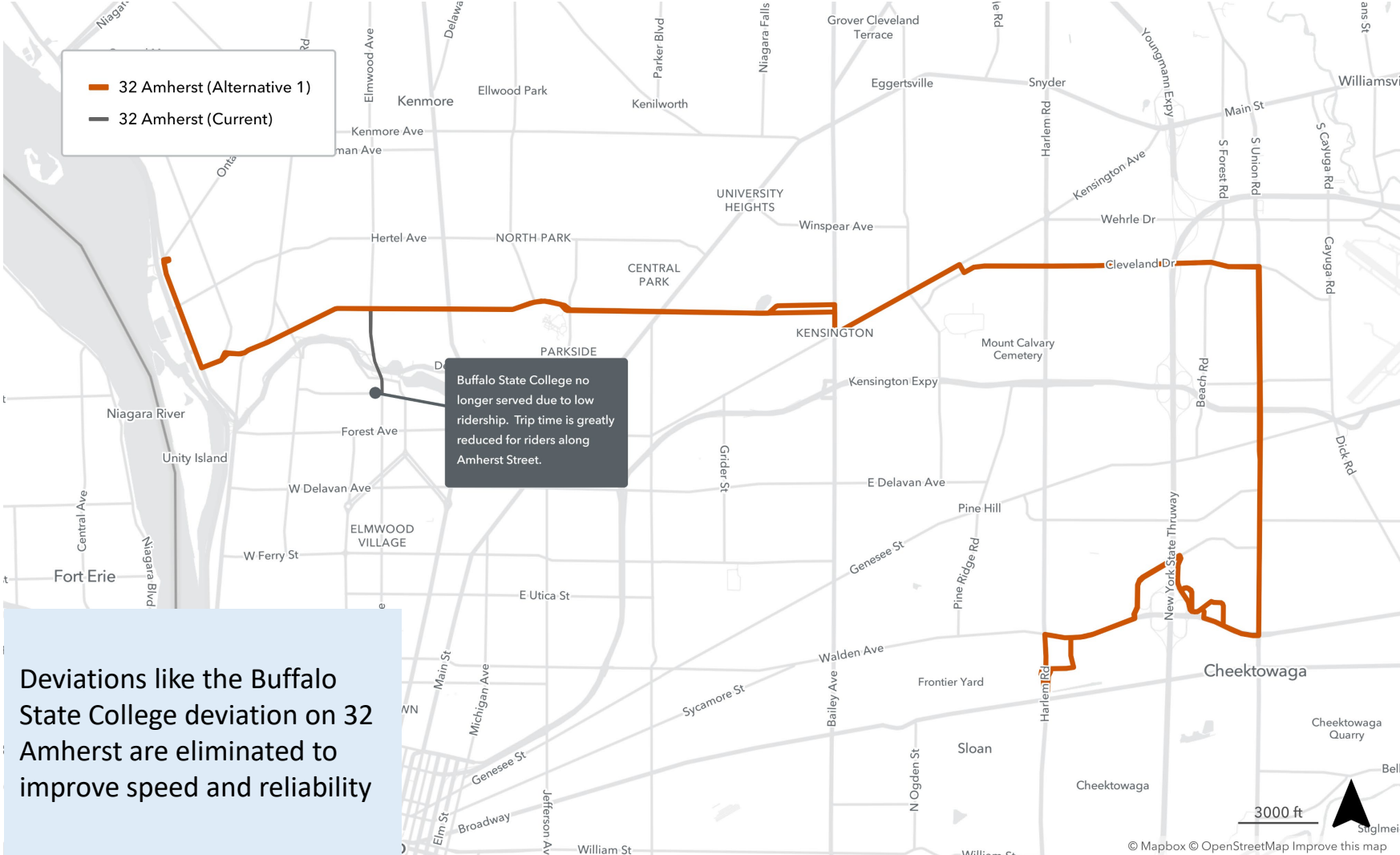


Changing short-trip variants to serve a shopping center in response to rider and operator feedback

Serving New Locations



Streamlining Routing

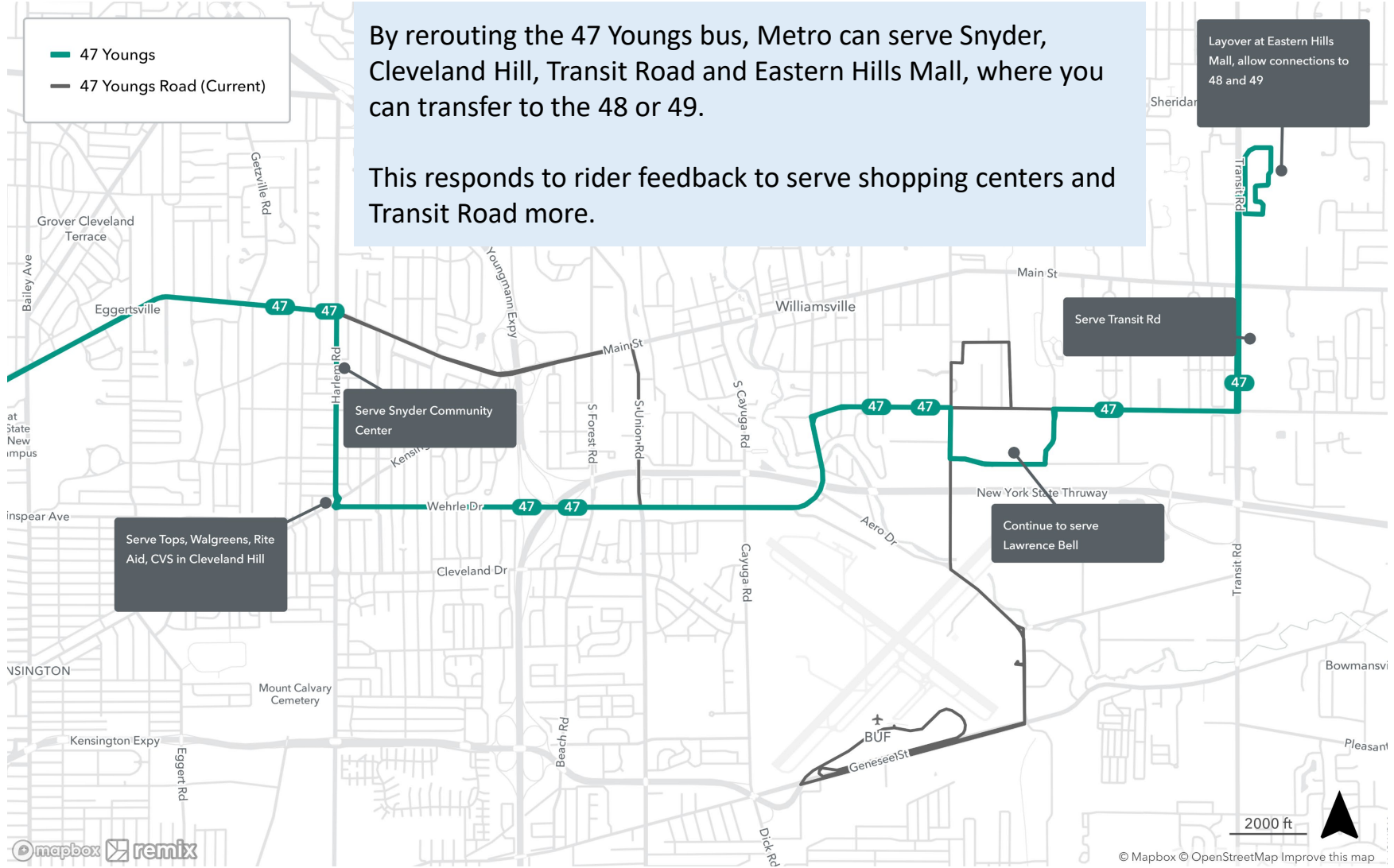


Frequency Changes

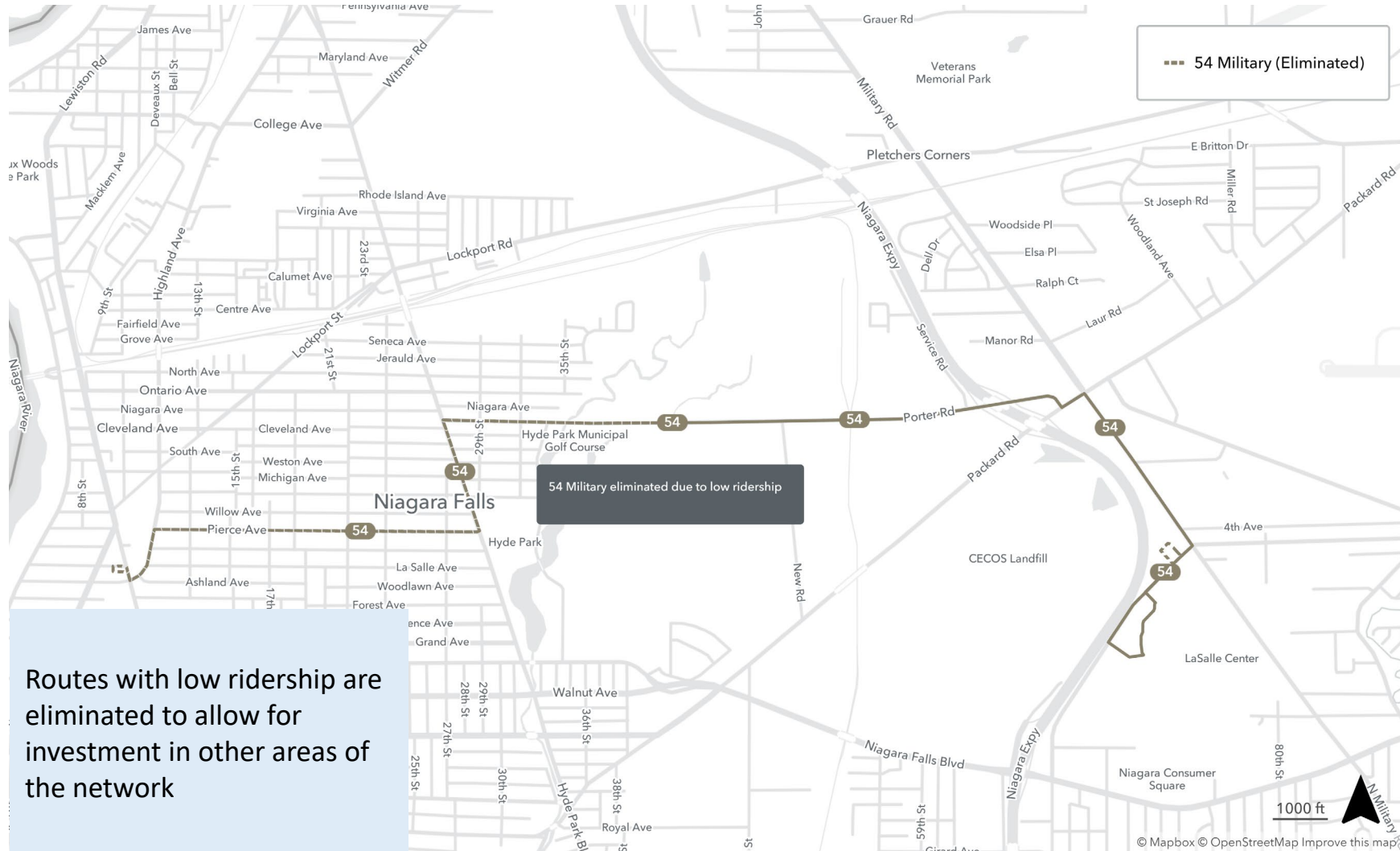


15-minute frequencies return to the most popular routes, such as the 20 Elmwood bus

Creating Common Layover Locations



Eliminate Routes





Fare Structure Recommendations

Fare Policy

- Purpose of the Fare Policy is to establish guidelines for setting and/or restructuring public transit fares
- Fare Policy guides the current and future fare collection process
 - Fare payment: including the types of fare media and passes that will be used
 - Fare structure: establishing full fares and discounts for various services and ridership groups
 - Fare equity: assuring that there are no disparate impacts and disproportionate burdens for vulnerable populations
- In October 2016, NFTA Board adopted a new fare structure that included:
 - Day Capping
 - Weekly Pass
 - Enhanced Express 31-Day Pass
 - Seven-Day Pass
 - Monthly Pass
 - 31-Day Pass
 - PAL Card
 - Summer Go Pass
 - Senior/Disabled Half Fare
 - Youth Half Fare elimination

Proposed

- 31-Day Capping
 - Capping the fare for 31-day rolling periods would extend the best value to users of our system regardless of their ability to pay \$75 upfront, assuring that all users are able to get the best value over a 31-day period
- Elimination of Enhanced Express Surcharge
 - NFTA-Metro currently charges a surcharge of \$0.50 on all enhanced express trips. As a result of previous service changes, we no longer have this category of trip. However, we continue to carry forward the surcharge on the 60 Niagara Falls Express and 64 Lockport Express routes. Eliminating the surcharge will create greater equity by standardizing the fare further.
- Premium Fare
 - All current fixed route NFTA-Metro services are deemed to be either local or express and have the same fare structure. There are not currently any dedicated services for special events or seasonal destinations. The addition of premium services is being considered in the future. A premium service may include access to a sporting event in a location and time not currently served by transit. In order to provide this service, NFTA-Metro is seeking to create a premium service charge of \$5 one-way.

Next Steps

- Round 3 of community engagement commenced on July 22, 2021
- Community engagement is being conducted on Remix, via email, mail or phone, and in-person
- Currently holding public hearings to solicit feedback on final plan
- Will be presented to the board in September for adoption
- After adoption of the finalized plan, the timeline for implementation will look like this:





To comment on the proposed Bus Network Improvements and Fare Changes, you may:

- Email us at planning@nfta.com
- Comment directly on the maps at metro.nfta.com/2021network
- Write us a letter at Service Planning, 181 Ellicott St, Buffalo NY 14203
- Call and provide a statement to Customer Care at (716) 855-7211
- Speak at this public hearing or at the in-person public hearings on August 24 and 25.

All comments are treated equally, no matter how they are submitted.

The deadline for comments is September 8, 2021.

Thank you for your comments.

For further information, visit
metro.nfta.com/2021network

