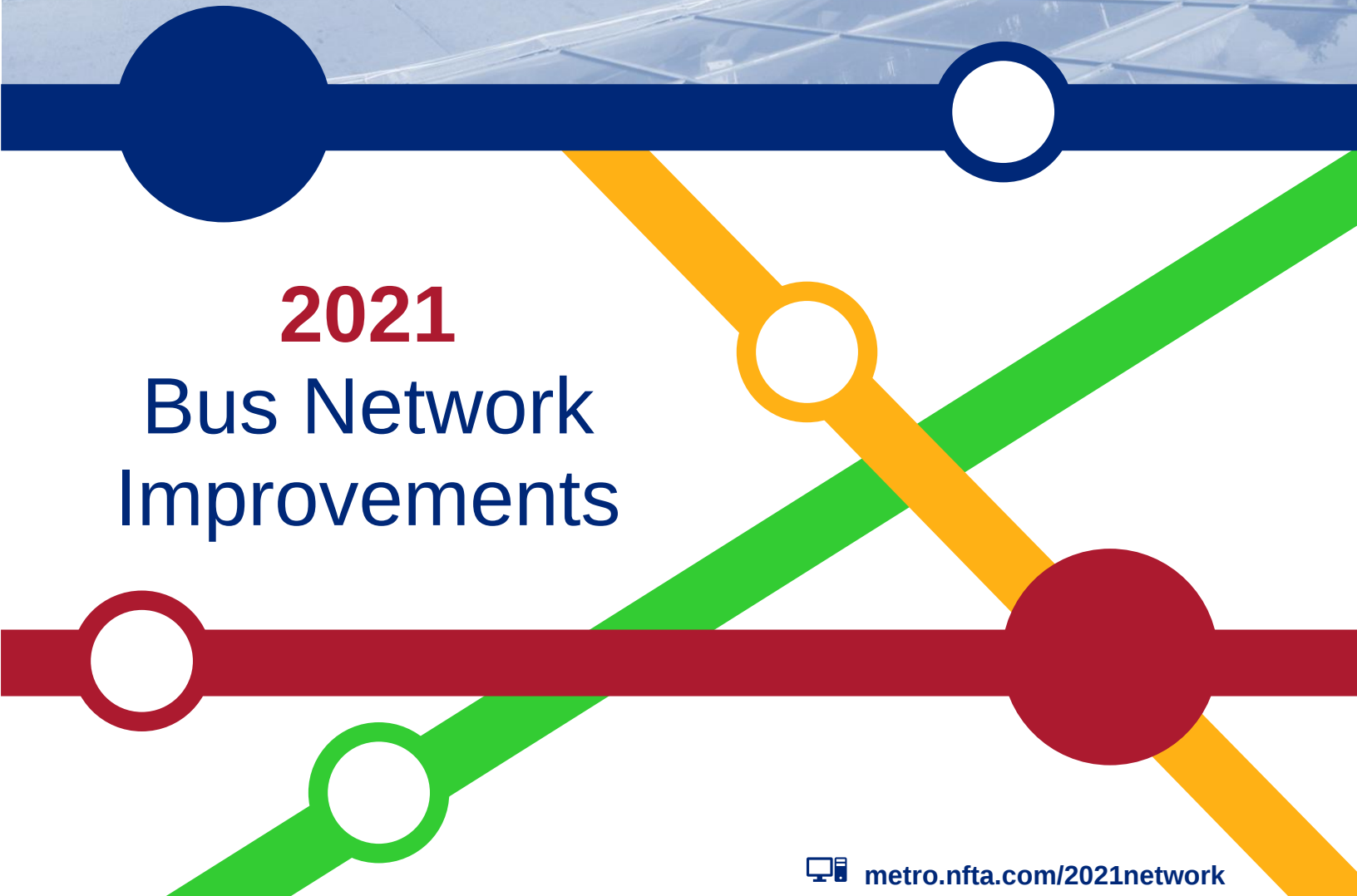




2021 Bus Network Improvements



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Introduction

NFTA Metro is adjusting the bus network in Erie and Niagara Counties to respond to ridership patterns, as well as challenges with funding and staffing internally.

- NFTA Metro is operating at 80% of pre-pandemic bus weekday service while transporting only 50% of pre-pandemic bus weekday riders, or around 32,000 compared to 67,000 pre-pandemic.
- There has been a noticeable change to ridership travel patterns, with morning and afternoon peaks significantly diminishing in the recovery from the pandemic.
 - Express bus routes saw the most change.
 - Lifeline services were less affected, being utilized at closer to pre-pandemic levels.
 - Buffalo Public Schools (BPS) trips were eliminated in the previous sign-ups due to the district's online schooling.

Public Engagement

NFTA Metro conducted two rounds of public engagement as staff prepares plans for Bus Network Improvements.

- May through June 2021: staff released a survey to better understand rider needs and priorities. Staff worked with over 40 partner organizations to publicize the survey.
 - Almost 600 surveys were received online, and at:
 - Portage Road Transportation Center
 - University Station/Loop
 - North Division Street
 - Common service requests included
 - access to suburban jobs & shopping
 - recreational destinations
 - expanded express network service all day and to weekends.
- June through July 2021: Draft plans based on survey results and operational improvements were released for public feedback using the engagement tool Remix that provided alternatives for route geography and other approaches. Comments were also accepted by email, phone, and mail. Staff worked again with partners to seek feedback from as many people as possible.



Approaches to Service Change

In March 2021, NFTA Metro adopted updated **Service Design Guidelines & Delivery Standards** that established new guidelines for route design. These guidelines call for direct routes with limited deviations from major thoroughfares that serve high ridership-generating facilities and places with the highest need for transit. Our approaches to service change reflect these goals.

- Timed transfers
 - Ensuring that transfers are made by operating pull-outs on clock-face times.
- Streamlined routing
 - Following Service Guidelines to have routes serve major roads
 - Creating direct common routing with common stops to improve passenger understandability and operations
 - Allows for transit investment in key corridors
- Changes to the express network
 - Alteration of layover locations and elimination of variants to provide more direct access between suburban locations and downtown Buffalo
- New limited stop routes
 - Adding limited stop variants for quicker trips on popular routes
- Switching endpoints or routing
 - Maintain coverage of an area, but save time in operation of a set of routes
- Short-turn variant changes
 - Changing or adding a new location of the short-turn variant of a route to serve the majority of riders
- Creating common layover locations
 - Allows for transfers between multiple routes
- Serving new locations
- Frequency changes

Paratransit implications

As per Federal Transit Administration (FTA) guidelines and NFTA-Metro policy, changes to the fixed route network will result in subsequent changes to the paratransit coverage area. This coverage area will be reflective of a $\frac{3}{4}$ mile buffer around the proposed fixed-route network, matching the times of service provision. Individuals who currently reside within the paratransit coverage area that will no longer be within the new paratransit coverage area will continue to receive paratransit trips for up to one year after changes are made to the fixed route network, but no longer.

Timeline for implementation





Local Routes

~ denotes no major changes

*frequency and duration are general and subject to change to meet operational and scheduling considerations

Route	Routing	Weekday*		Saturday*		Sunday/Holiday*	
		Frequency (mins)	Duration	Frequency (mins)	Duration	Frequency (mins)	Duration
1 William	~	Peak: 30 Off-peak: 60 B trips: 60	4:45 am – 10:30 pm	60	7:00 am – 10:30 pm	60	7:30 am – 8:30 pm
2 Clinton	2B trip to Appletree Business Park New 2C trip to Walmart at William/Transit serving Target, Wegmans, Aldi, Valu, Delta Sonic, and Kohls	Peak: 30 Off-peak: 60 B trips: 60 C trips: 60	5:15 am – 11:45 pm	60	6:30 am – 11:15 pm	60	8:00 am – 9:00 pm
3 Grant	~	Peak: 15 Off peak: 20	4:30 am – 1:14 am	30	6:15 am – 1:00 am	30	7:00 am – 11:30 pm
4 Broadway	~	Peak: 20 Off peak: 30 B trips: 30	5:00 am – 12:30 am	30 B trips: 30	6:15 am – 12:00 am	30 B trips: 40	8:15 am – 12:00 am
5 Niagara	~	Peak: 15 Off peak: 20	4:45 am – 1:30 am	40	6:00 am – 1:00 am	40	7:00 am – 12:15 am
6 Sycamore	~	Peak: 25 Off peak 30	4:45 am – 1:15 am	30	6:00 am – 12:15 am	30	8:00 am – 11:45 Pm
7 Baynes-Richmond	<i>Eliminated</i>						
8 Main	Continue to Jersey Left/Bailey for layover to provide service to Univ. Plaza	Peak: 30 Off peak:45	5:15 am – 12:00 am	45	6:15 am – 10:30 pm	45	6:00 am – 9:45 pm
11 Colvin	11A trip with new endpoint at Boulevard Mall via Brighton	Peak: 30 Off peak:40 D trips: 60	5:15 am – 10:45 pm	60	7:45 am – 7:00 pm	60	8:00 am – 7:30 pm
12 Utica	No longer deviate from Fillmore/Ferry via French/Kehr.	Peak: 15 Off peak: 20	4:45 am – 1:15 am	30	5:45 am – 1:00 am	30	6:15 am – 11:45 pm
13 Kensington	~	Peak: 30 Off peak: 40	5:00 am – 12:45 am	40	5:45 am – 12:45 am	40	7:45 am – 11:15 pm
14 Abbott	14A trip only – continue Ridge to Orchard Park Rd to serve Wegmans, Catholic Health and Tops @ The Shops	Peak: 25 Off peak: 30 B trips:60 C trips: 60	5:15 am – 12: 30 am	60	6:15 am – 12:30 am	60	6:30 am – 10:45 pm



15 Seneca	~	Peak: 25 Off peak:30 B trips: 60	5:00 am – 12:45 am	40	6:15 am – 12:30 am	45	7:00 am – 9:30 pm
16 South Park	~	Peak: 25 Off peak: 40 H trips: 60	5:00 am – 1:00 am	60	6:00 am – 11:45 pm	60	6:00 am – 11:15 pm
18 Jefferson	Serve First Ward via Hamburg, Republic, Louisiana St.	Peak: 30 Off peak: 60	5:45 am – 10:15 pm	60	8:00 am – 7:00 pm	60	8:15 am – 7:00 pm
19 Bailey	Introduction of Limited Stop service as “19L”	Peak: 15 Off peak:25 L trips: 60	5:00 am – 1:00 am L trips: 7:00 am – 7:00 pm	30	6:00 am – 12:15 am	30	7:30 am – 11:00 pm
20 Elmwood	~	Peak: 15 Off peak: 20	5:00 am – 12:45 am	30	6:15 am – 1:00 am	30	6:15 am – 11:45 am
22 Porter-Best	~	Peak: 30 Off peak: 45	6:00 am – 10:15 pm	60	7:45 am – 8:00 pm	60	8:00 am – 7:15 pm
23 Fillmore-Hertel	~	Peak: 15 Off peak: 20	5:00 am – 12:30 am	35	6:00 am – 12: 30 am	40	7:45 am – 10:45 pm
24 Genesee	~	Peak: 20 Off peak: 35 L trips: 35 X trips: 80	4:45 am – 12:30 am	30	5:30 am – 1:00 am	30	5:30 am – 12:30 am
25 Delaware	“25D” trip - Serve Oliver instead of Payne in NT to better serve businesses; introduce Limited Stop service as “25L”	Peak: 25 Off peak:40 D trips:60 L trips: 60	5:00 am – 1:15 am L trips: 7:00 am – 7:00 pm	30	6:15 am – 12:15 am	30	7:15 am – 11:15 pm
26 Delavan	~	Peak: 30 Off-peak: 35	5:45 am – 11:15 pm	60	6:00 am – 8:45 pm	60	6:20 am – 8:45 pm
29 Wohlers	<i>Eliminated</i>						
32 Amherst	Service to Buffalo State College eliminated	Peak: 30 Off peak: 30	5:30 am – 1:15 am	30	7:00 am – 12:30 am	40	7:30 am – 10:45 pm
34 Niagara Falls Bld	~	Peak: 25 Off peak:35	6:00 am – 10:30 pm	60	8:00 am – 11:00 pm	60	8:15 am – 10:30 pm



35 Sheridan	Serve Sweet Home and the west-side of UB via Rensch Rd	Peak: 45 Off peak: 60	6:00 am – 10:30 pm	60	7:45 am – 8:00 pm	60	7:45 am – 8:00 pm
40 Buffalo- Niagara Falls	~	All-day: 60	5:00 am – 1:45 am	60	5:30 am – 1:15 am	60	6:00 am – 1:30 am
42 Lackawanna	<i>Alter routing in the future for Bethlehem Steel site</i>	Peak: 55 Off peak: 60	6:00 am – 12:15 am	60	8:00 am – 10:45 pm	60	8:00 am – 8:45 pm
44 Lockport	Eliminate Weinberg Campus deviation	Peak: 45 Off peak: 80	5:30 am – 11:45 pm	120	6:30 am – 11:45 pm	120	6:30 am – 11:00 pm
46 Lancaster	Serve Amazon location via Walden, Pavement Rd, Broadway	Peak: 50 Off peak: 65	5:30 am – 11:30 pm	70	8:30 am – 11:30 pm	70	9:00 am – 11:30 pm
47 Youngs Rd	New routing Main, Harlem, Wehrle/Lawrence Bell, Transit to Eastern Hills Mall	Peak: 45 Off peak: 90	6:15 am – 11:30 pm	<i>Weekday service only</i>			
48 Williamsville	~	Peak: 35 Off peak: 60	6:00 am – 11:45 pm	80	8:15 am – 9:45 pm	80	8:15 am – 8:30 pm
49 Millard Suburban	Serve Eastern Hills Mall via Hopkins Rd	Peak: 90	6:15 am – 6:00 pm	<i>Weekday service only</i>			
50 Main-Niagara	Operate between PRTC, Downtown NF, and NFTC	Peak: 55 Off peak: 70	5:00 am – 12:15 am	80	6:00 am – 12:00 am	80	6:00 am – 12:00 am
52 North End Circulator (formerly Hyde Park)	Circulator service serving North NF neighborhoods and Niag. Univ. between PRTC and Mt. St. Mary's Hospital	Peak: 45 Off peak: 60	5:00 am – 12:15 am	60	6:00 am – 12:00 am	60	6:00 am – 12:00 am
54 Military	<i>Eliminated</i>						
55 Pine Ave	Operate between PRTC and NFTA via Pine Ave	Peak: 30 Off peak: 45	5:00 am – 1:00 am	70	6:30 am – 10:00 pm	70	8:00 am – 10:00 pm
59 Airport NCCC	Operate between NFTA, NFIA, Vantage Int'l Point business park and NCCC/BOCES via Walmore Rd	Peak: 60 Off peak: 60	7:00 am – 7:00 pm	120	7:00 am – 7:00 pm	120	8:00 am – 6:00 pm



Express Routes and Premium Services

~ denotes no change

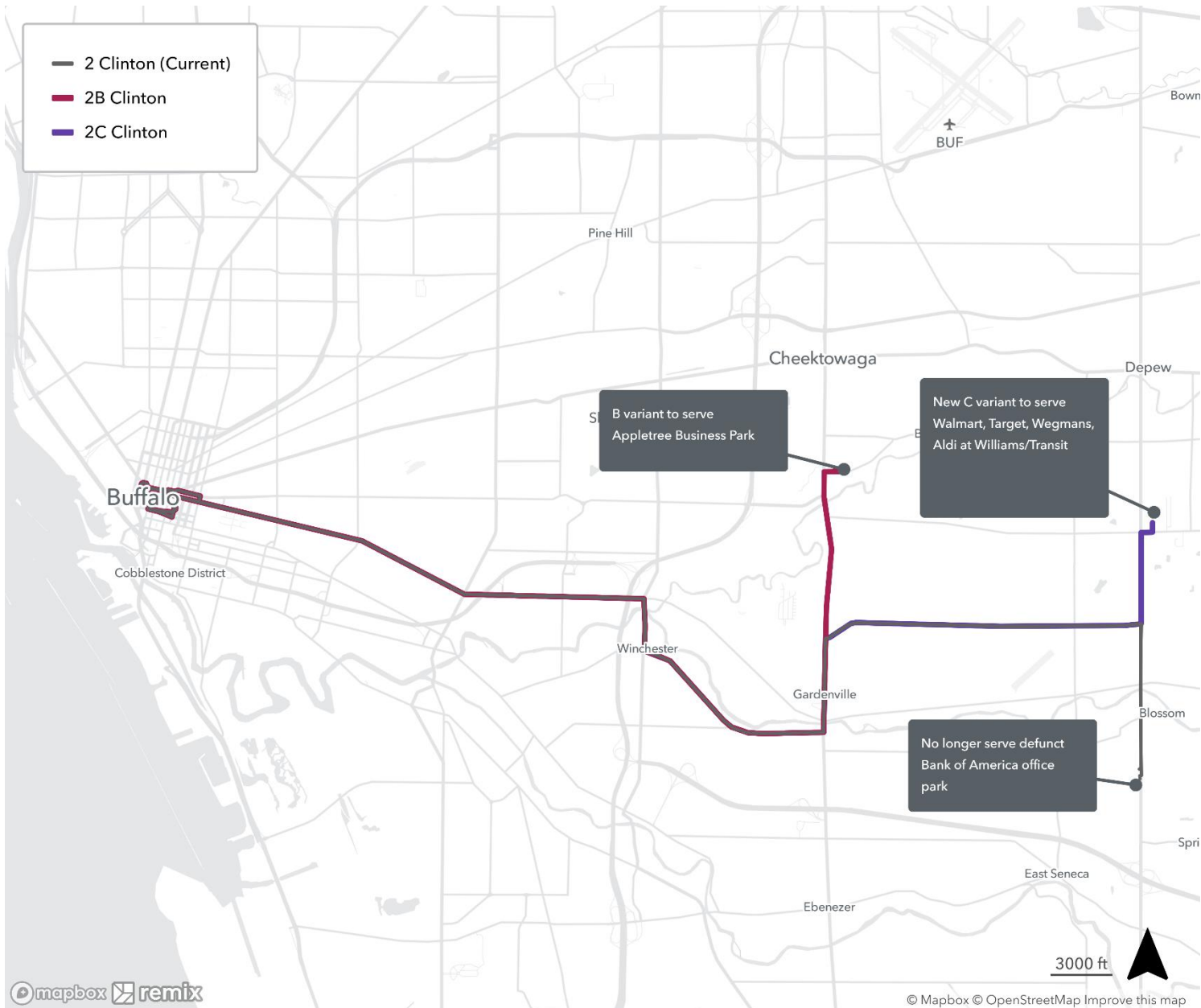
^ denotes premium service

Route	Routing	Weekday		Saturday		Sunday					
		Frequency	Duration	Frequency	Duration	Frequency	Duration				
60 Niagara Falls	~	3 in, 3 out	Peak hours	Weekday service only							
61 Tonawanda	~	3 in, 3 out	Peak hours								
64 Lockport	~	3 in, 3 out	Peak hours								
66 Williamsville	~	3 in, 3 out	Peak hours								
67 Cleveland Hill	Eliminated										
68 George Urban	Eliminated										
69 Lancaster	Eliminate Alden variant	3 in, 3 out	Peak Hours	Weekday service only							
70 East Aurora	Eliminate A variant	3 in, 3 out	Peak hours								
72 Orchard Park	Eliminate P variant, end trips near New Armour Rd	3 in, 3 out	Peak hours								
74 Hamburg	Shorten routing to Village of Hamburg, eliminate service to North Boston	4 in, 4 out	Peak hours								
75 West Seneca	Eliminated										
76 Lakeshore (form. Lotus Bay)	~	4 in, 4 out	Peak hours	Weekday service only							
77 Downtown Buff – Downtown Niag	Operate between MTC, BRRTH and PRTC via 190.	Hourly	7:00 am – 7:00 pm								
79 Tonawanda	Eliminated										
81 East Side	~	2 in	Morning peak hours	Weekday service only							
^90 Bills Special A	BRRTH, Athol Springs P&R to Highmark Stadium via I-190 and Rt 5	**Schedule and exact routing TBD**									
^91 Bills Special B	University Station, Thruway Mall to Highmark Stadium via I-90 and Rt 219										
^92 Bills Special C	MTC to Highmark Stadium via I-190, I-90 and Rt 219										
^97 Darien Lake Special	MTC to Six Flags Darien Lake (Corfu, NY) via Rt 33 and I-90										



Maps of Route Changes

2 Clinton



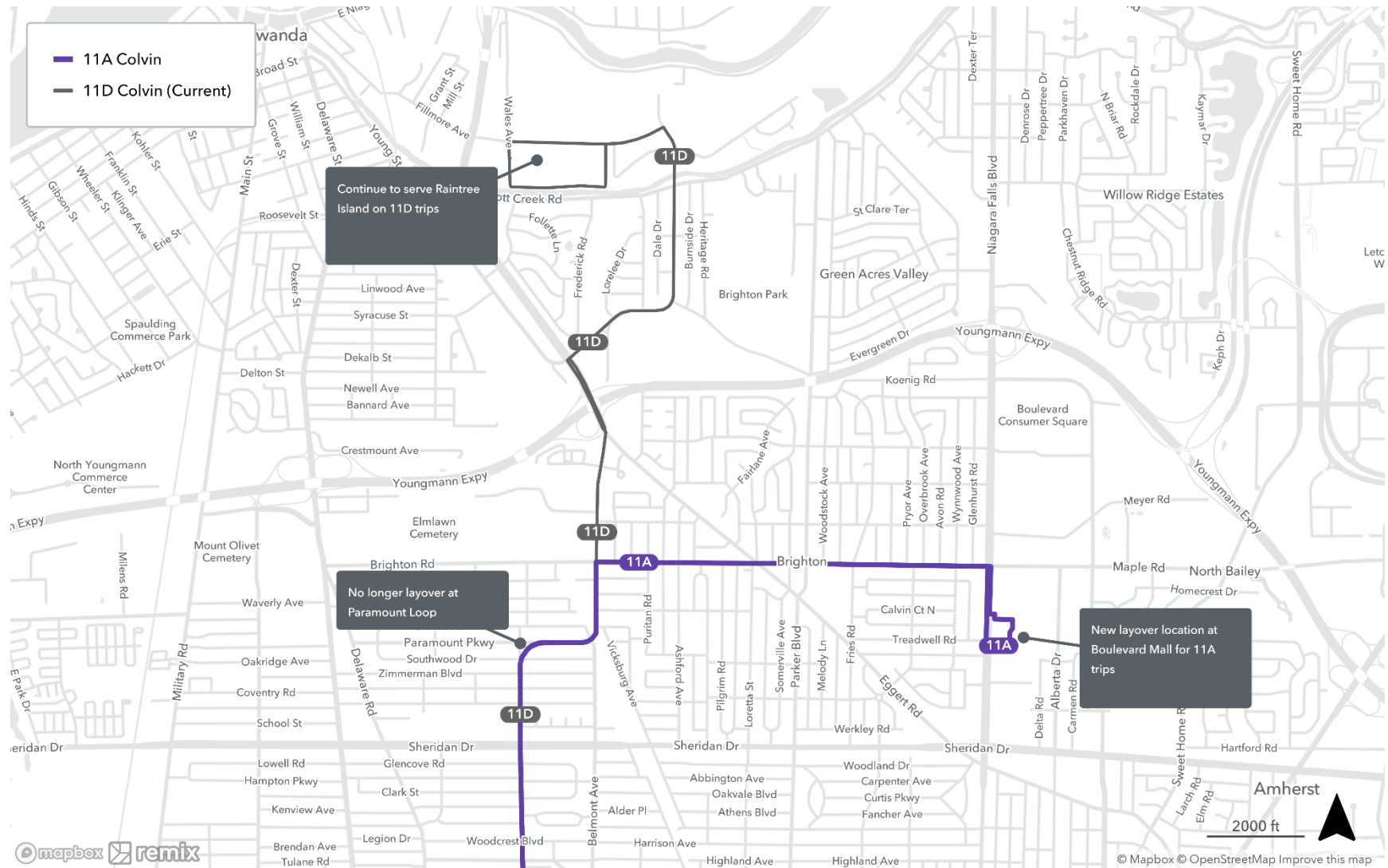
7 Baynes Richmond - Eliminated



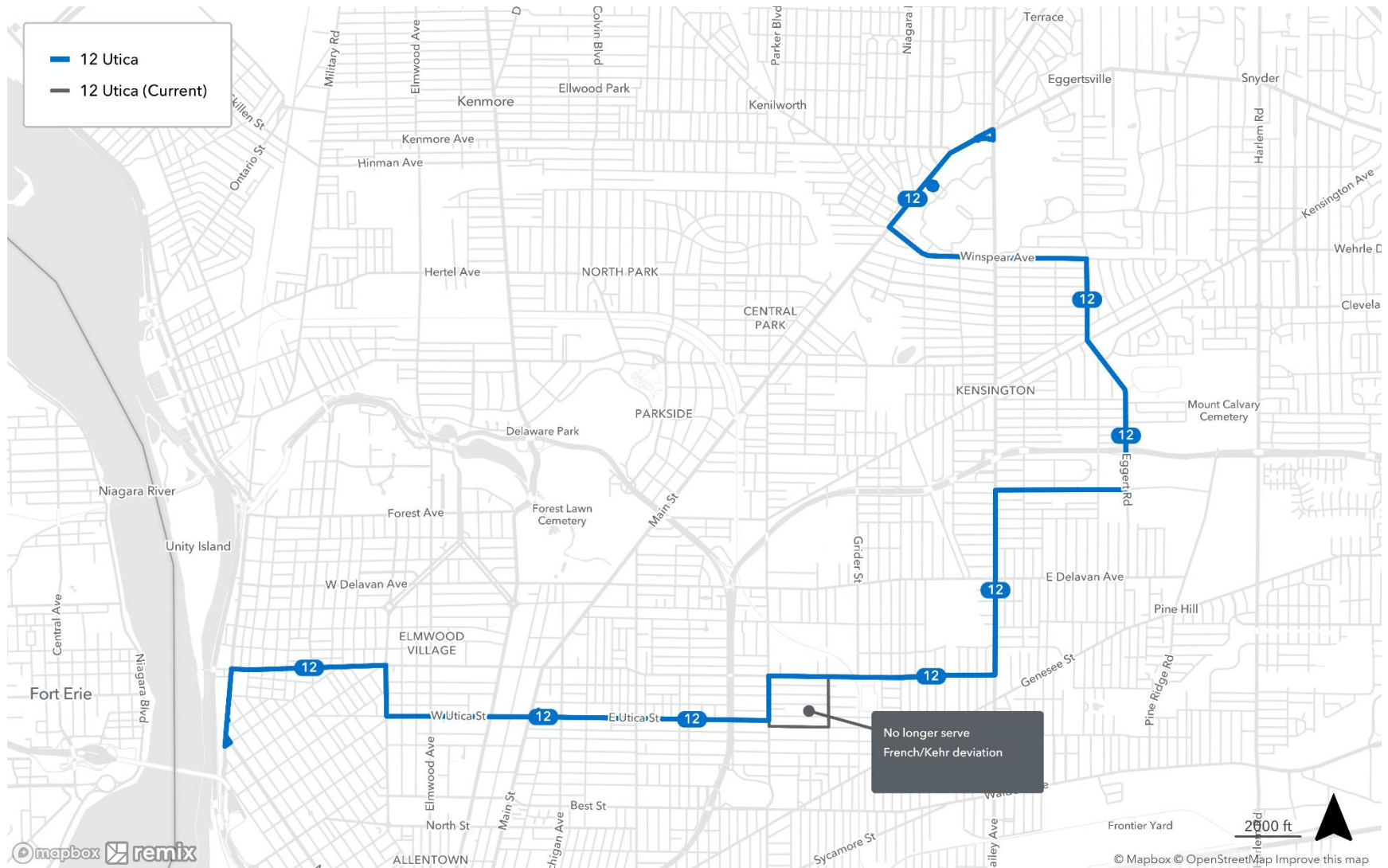
8 Main



11 Colvin



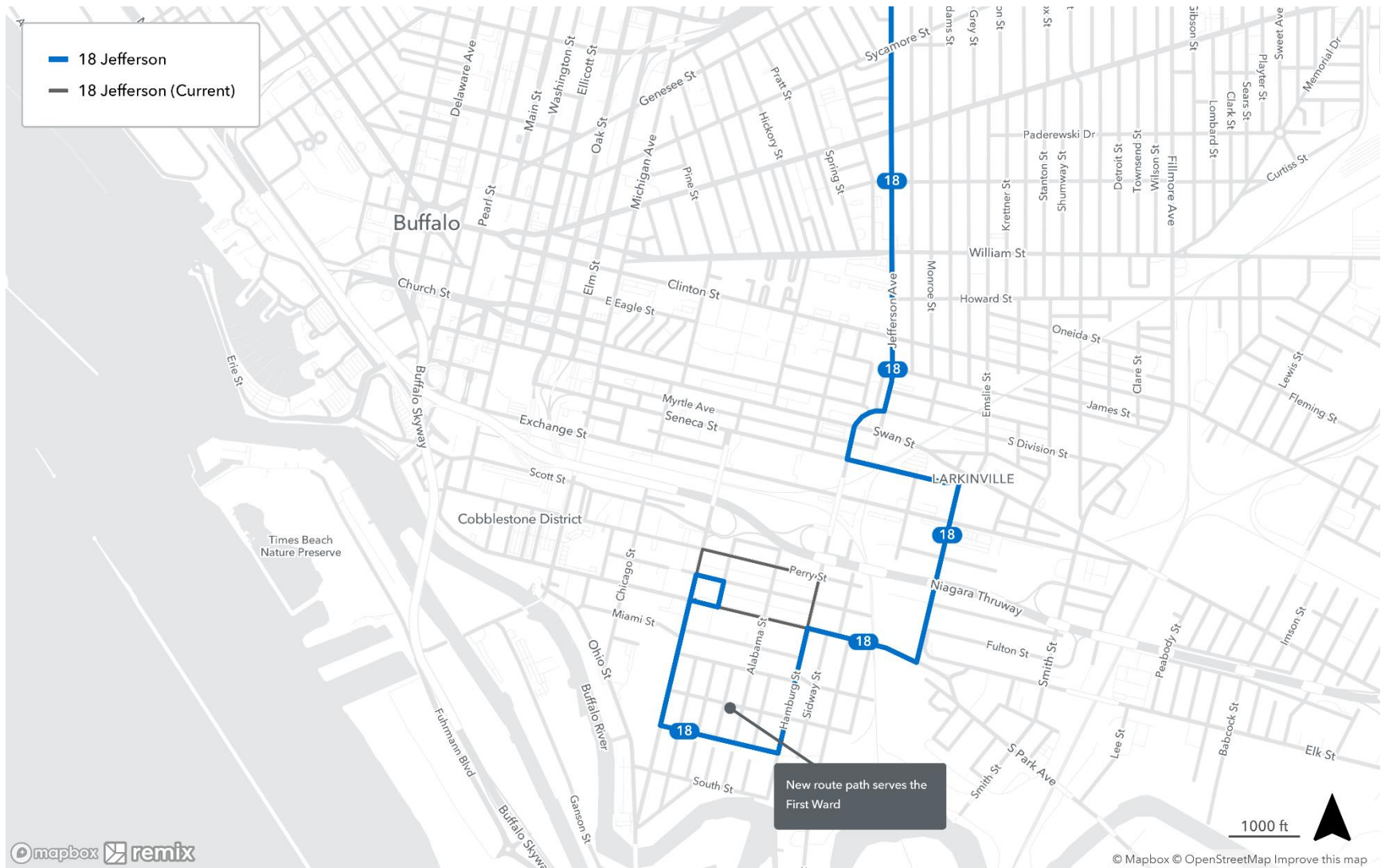
12 Utica



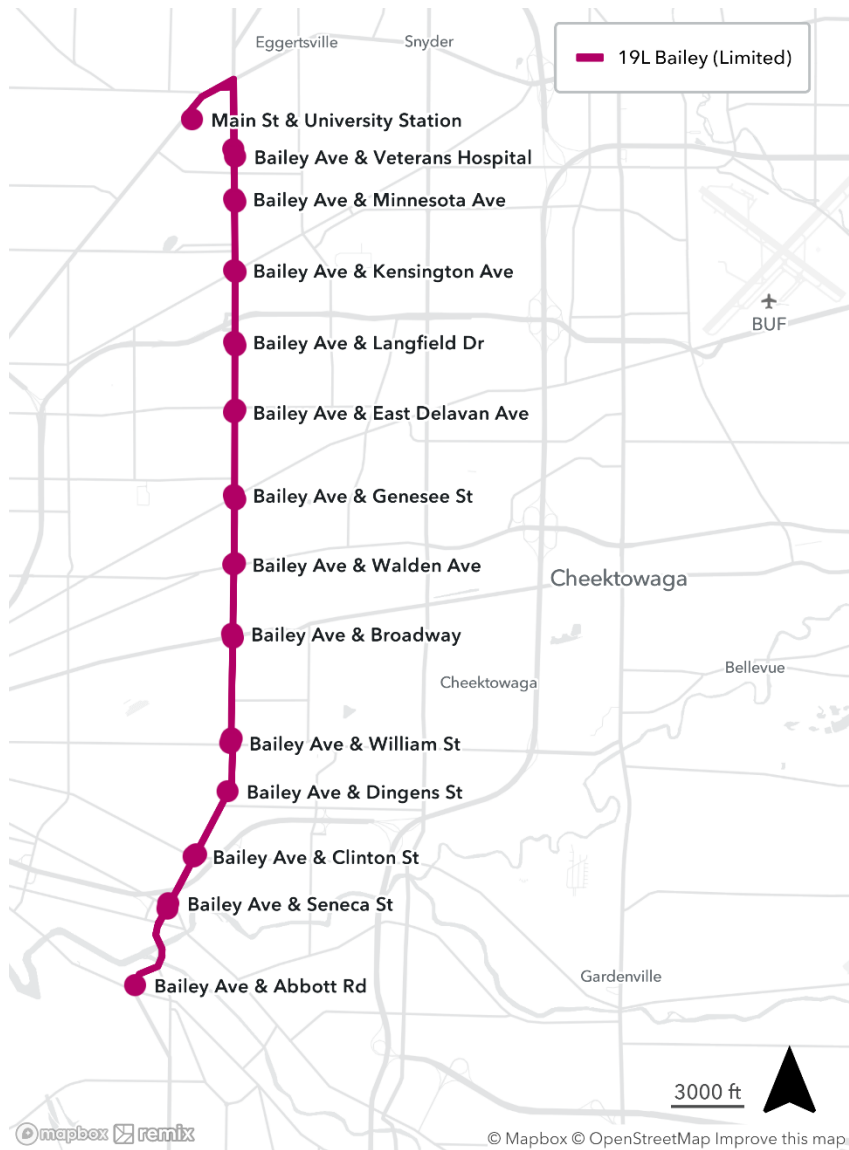
14 Abbott



18 Jefferson

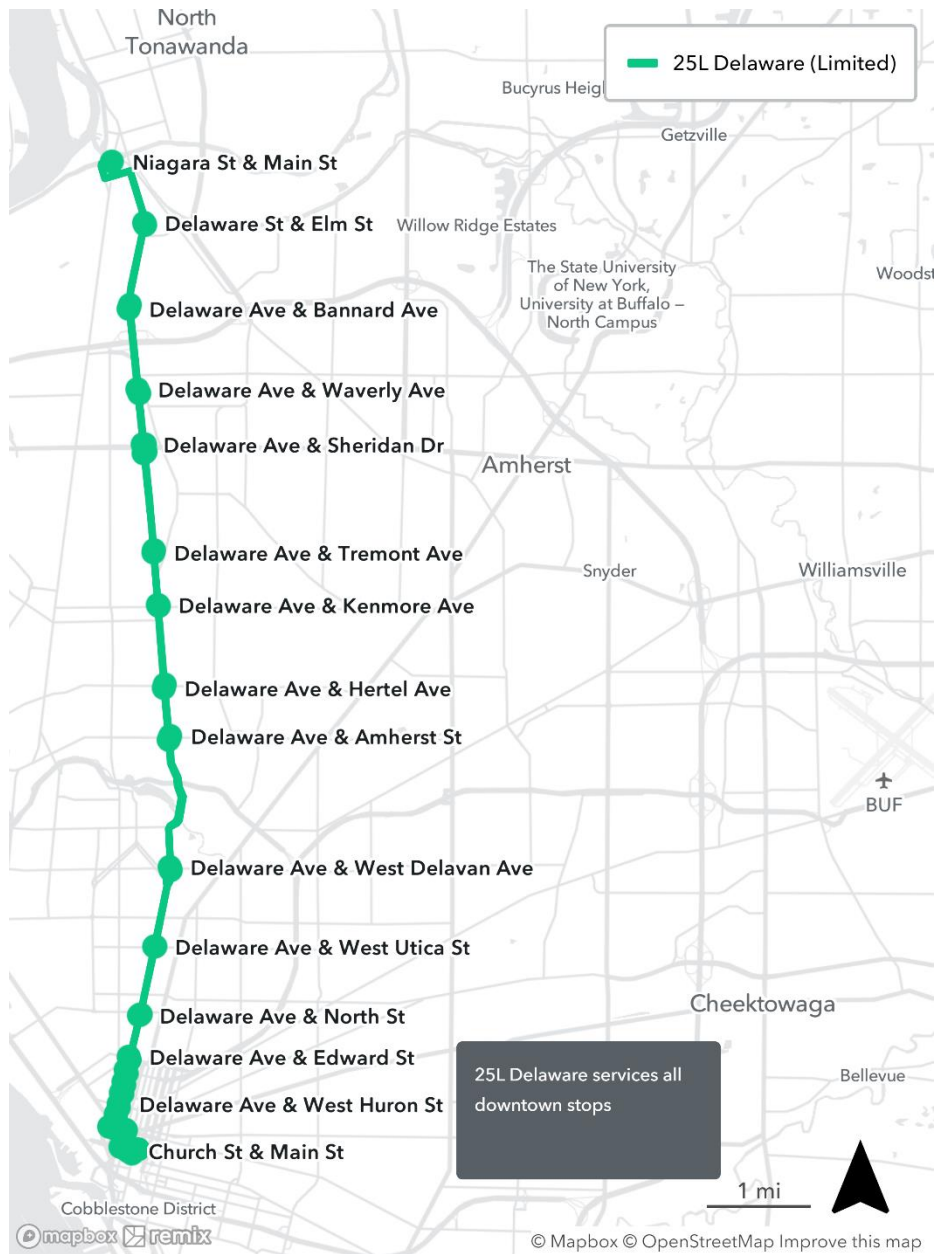


19 Bailey

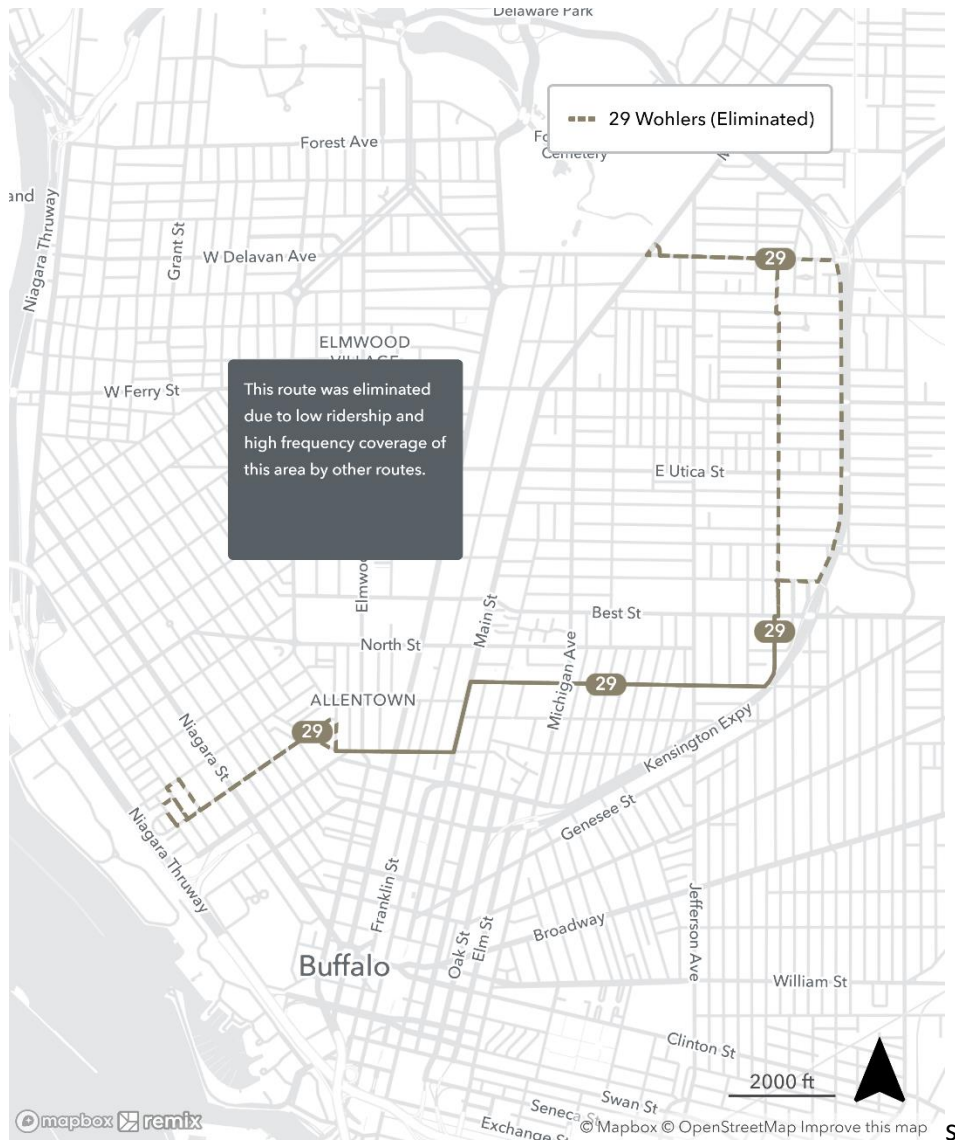


25 Delaware

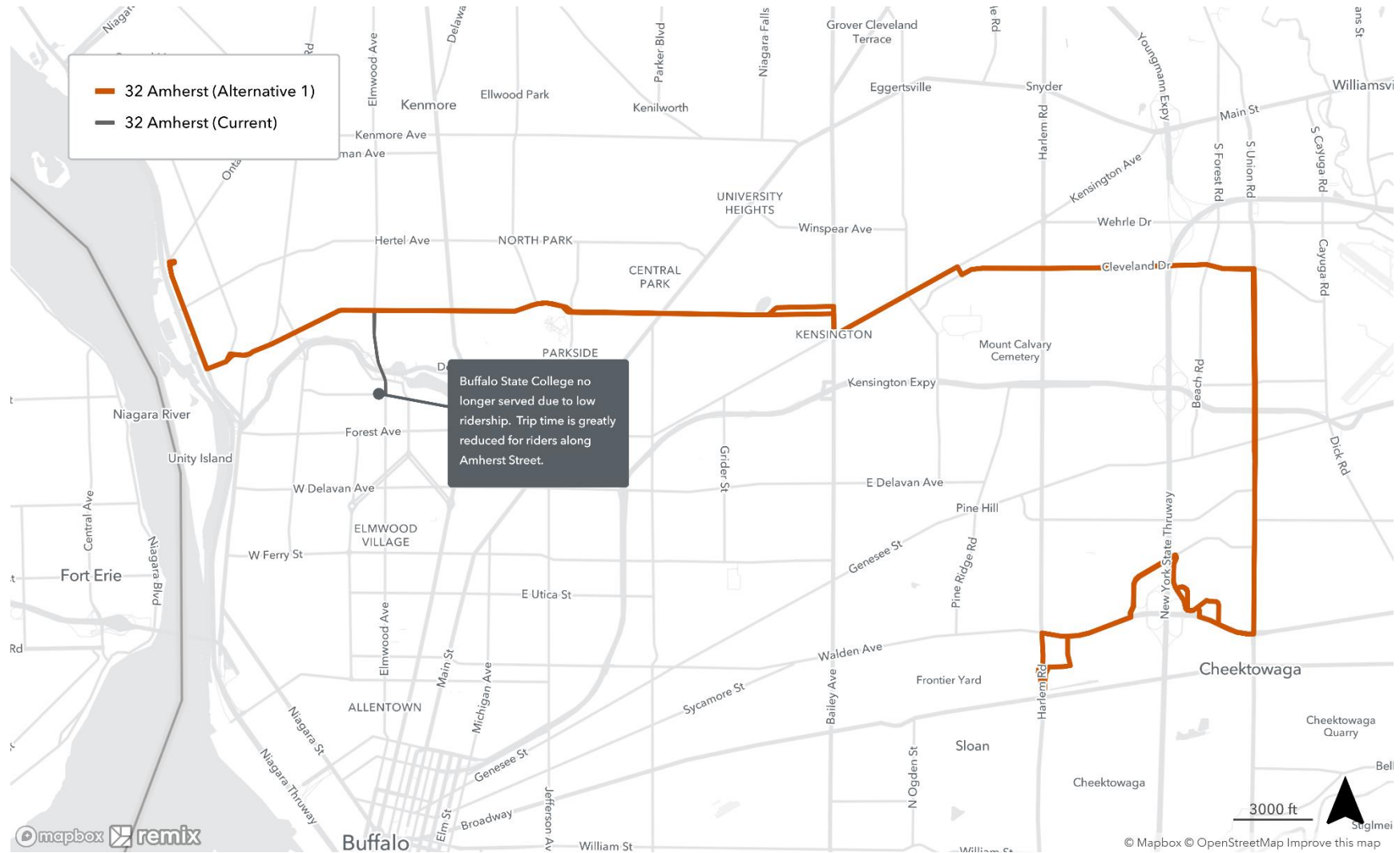




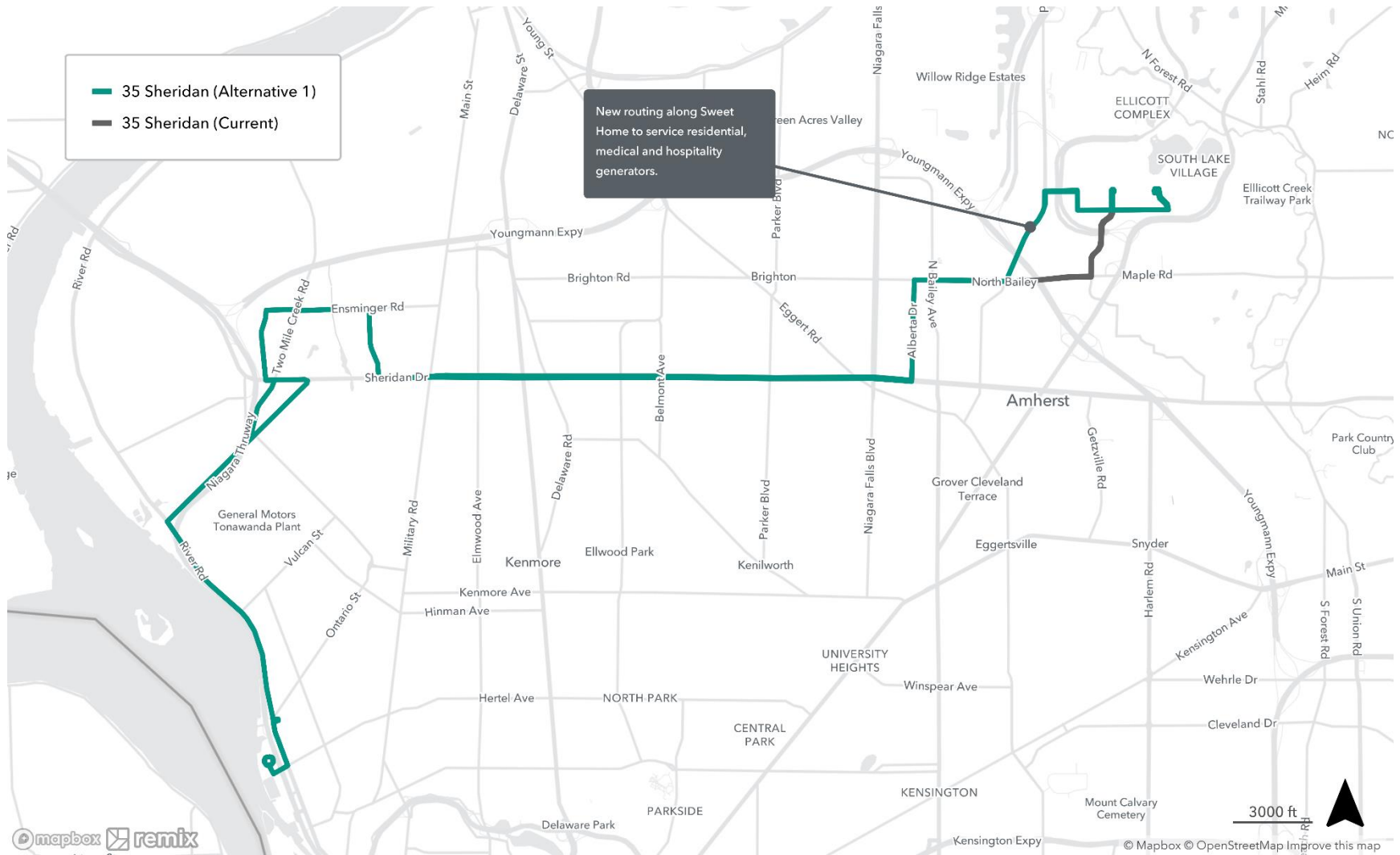
29 Wohlers - Eliminated



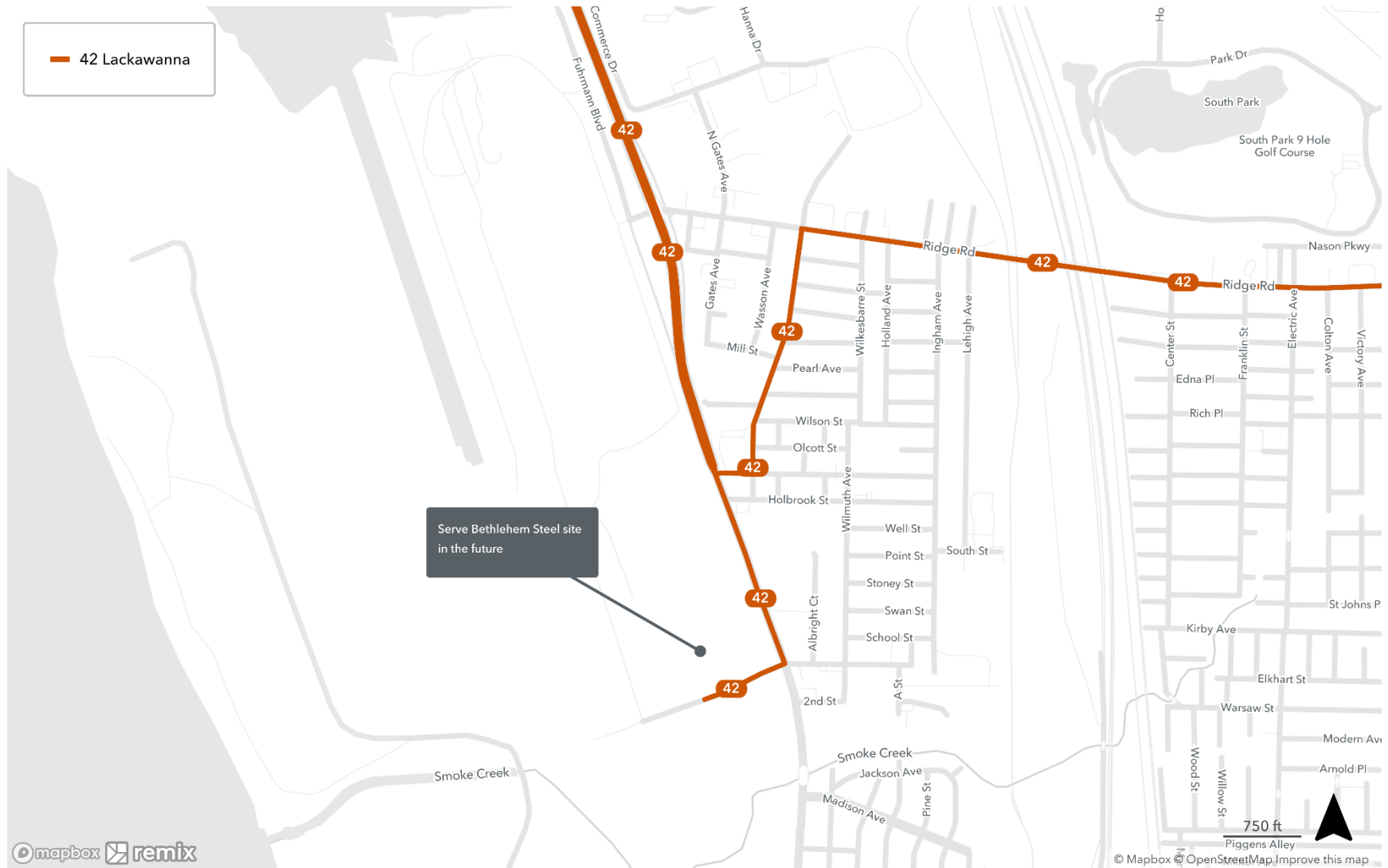
32 Amherst



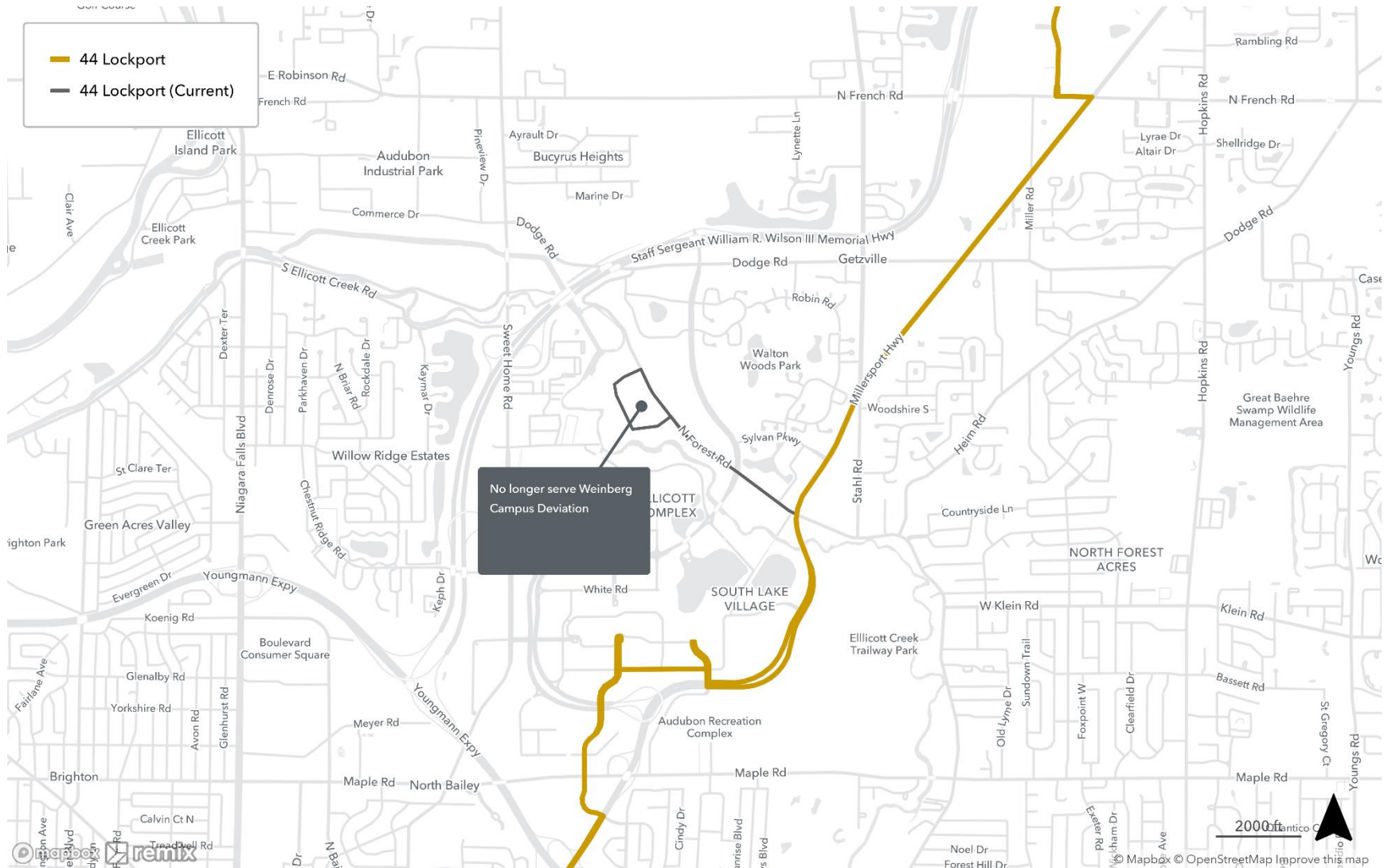
35 Sheridan



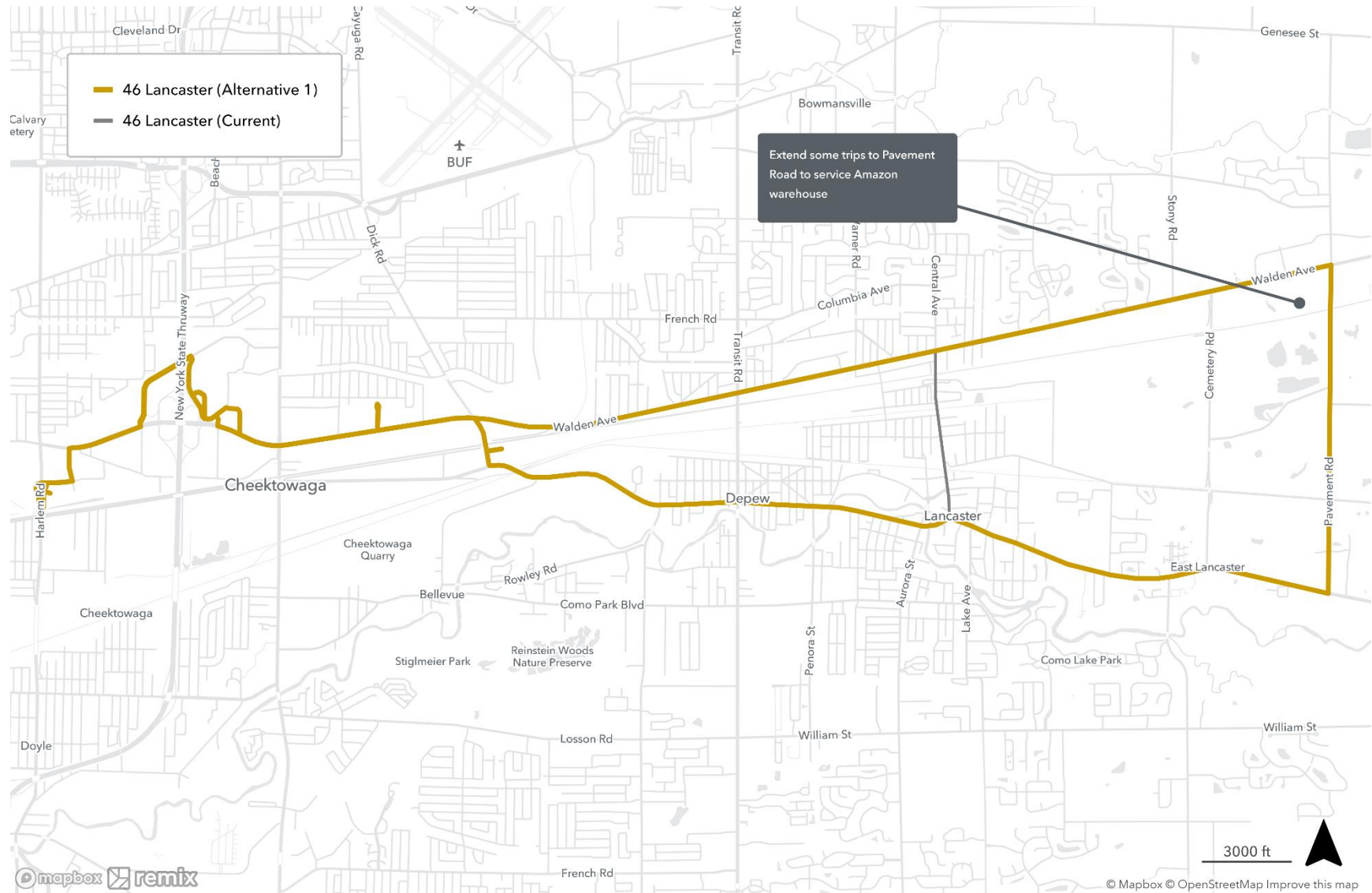
42 Lackawanna



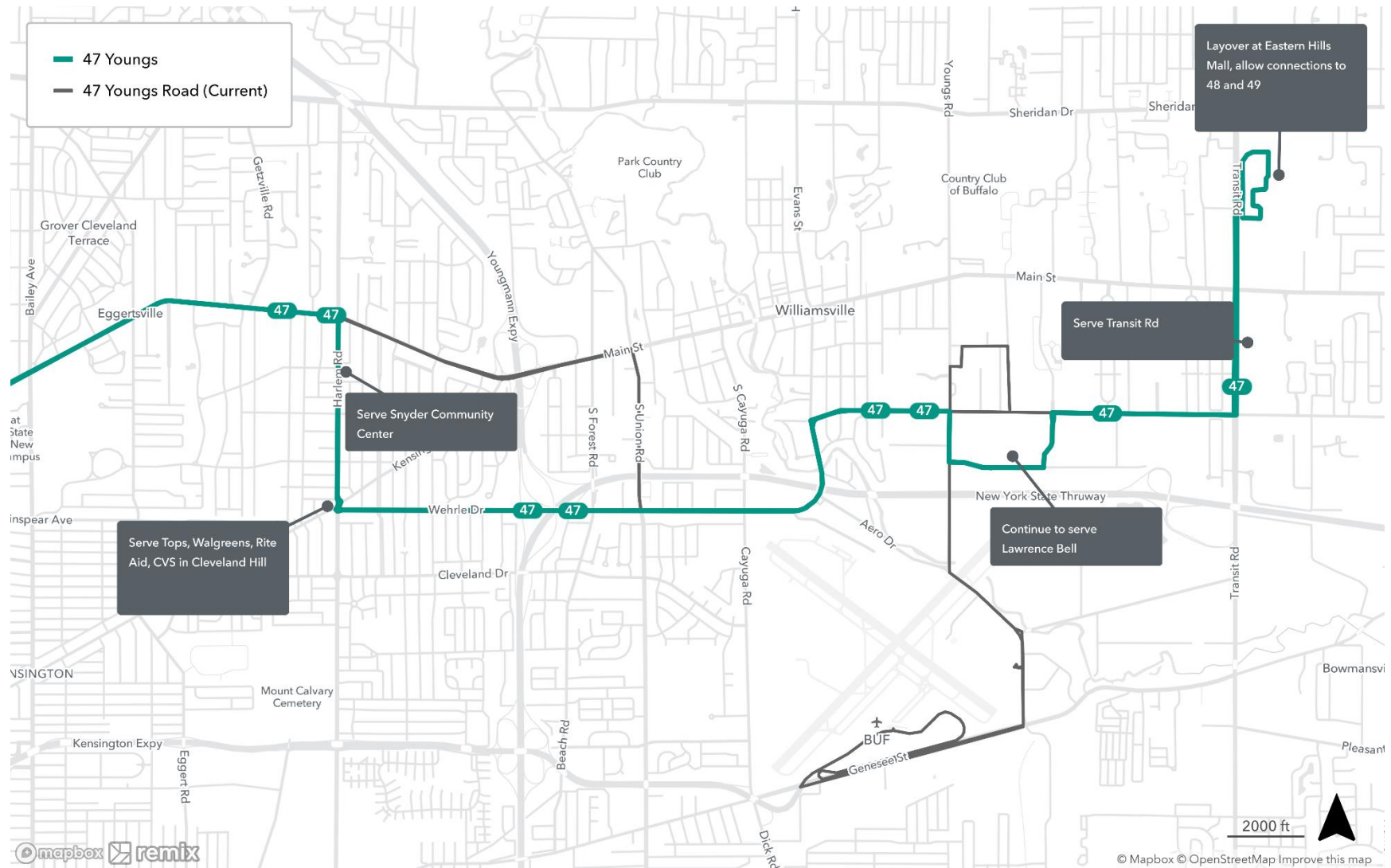
44 Lockport



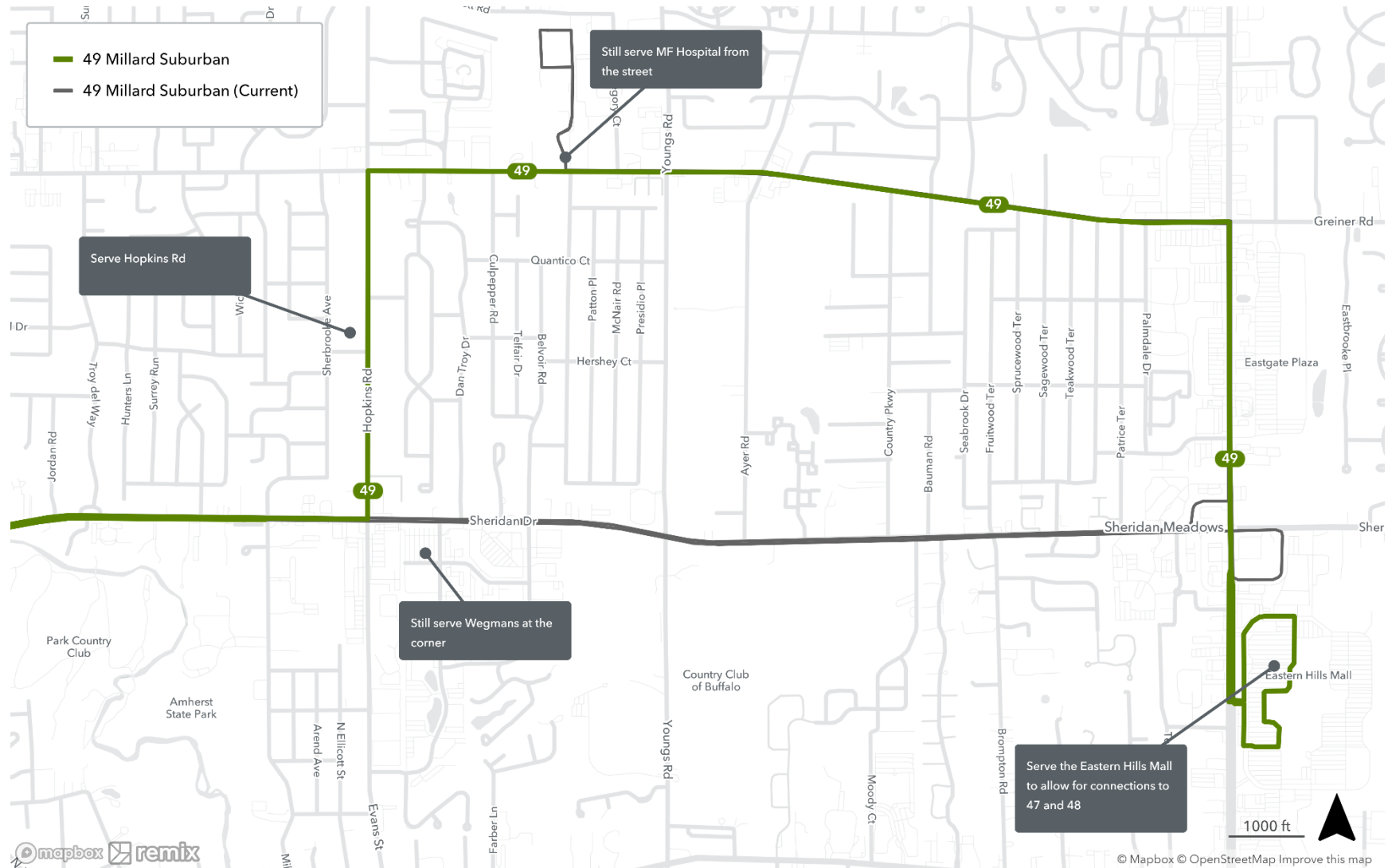
46 Lancaster



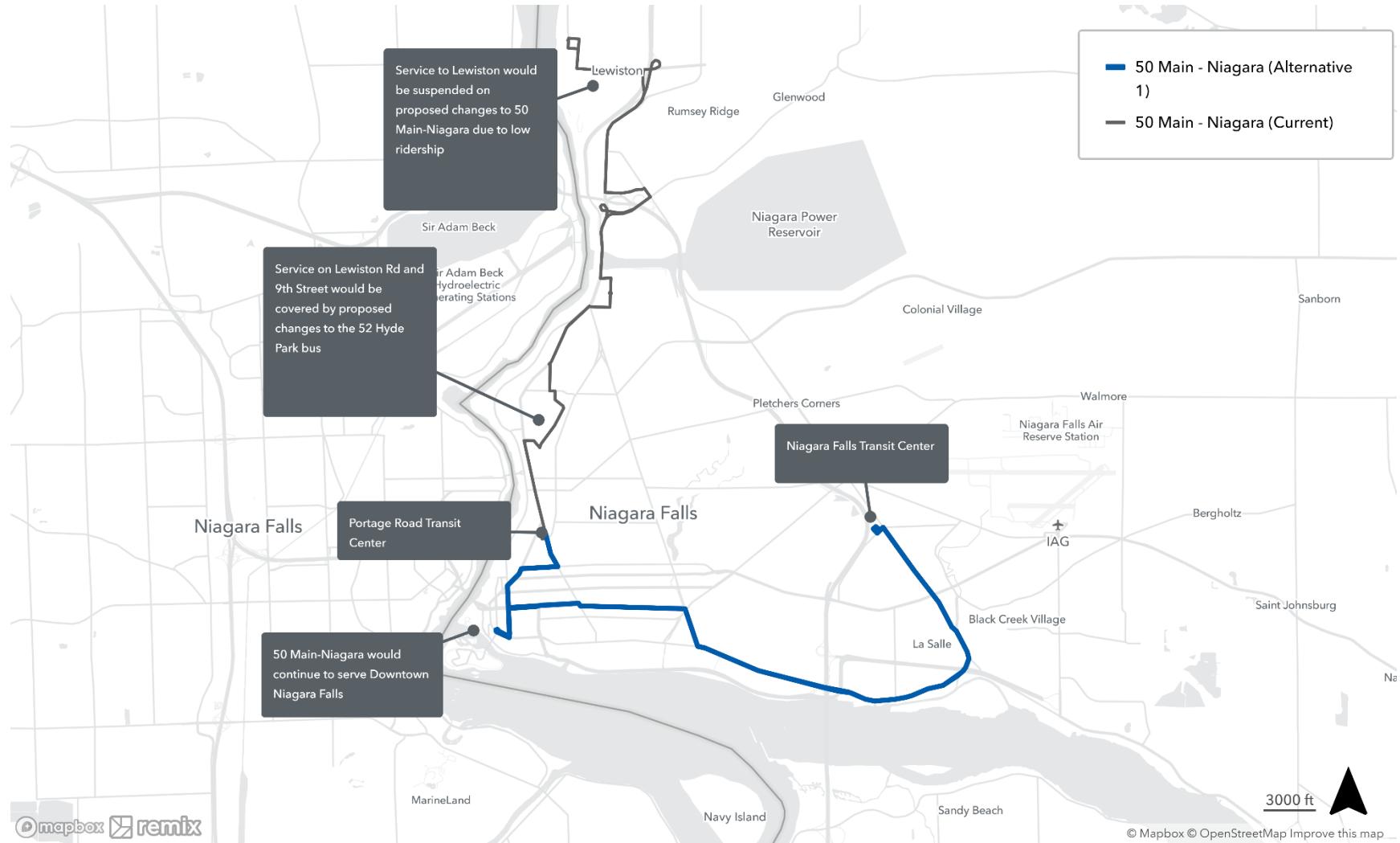
47 Youngs Rd



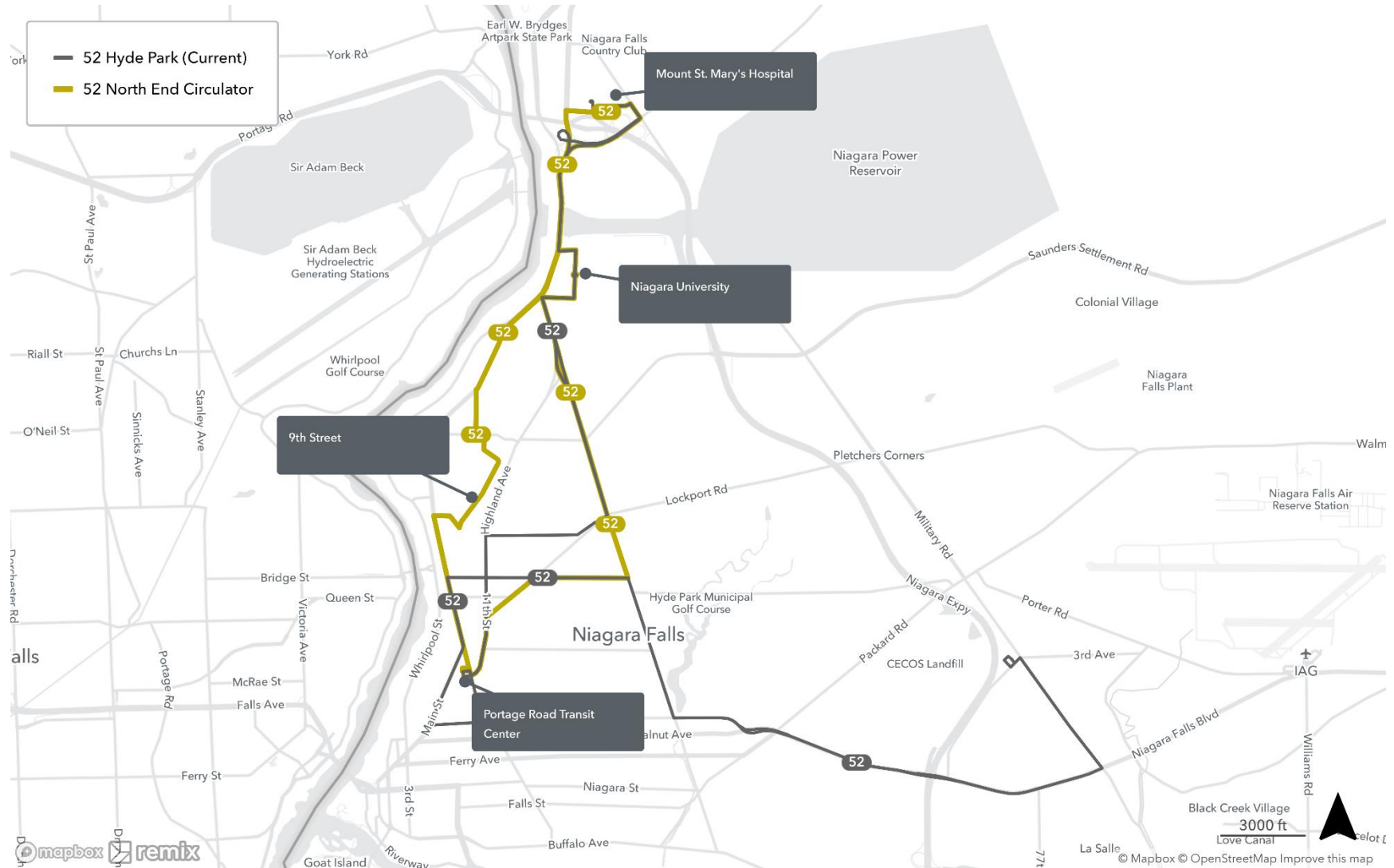
49 Millard Suburban



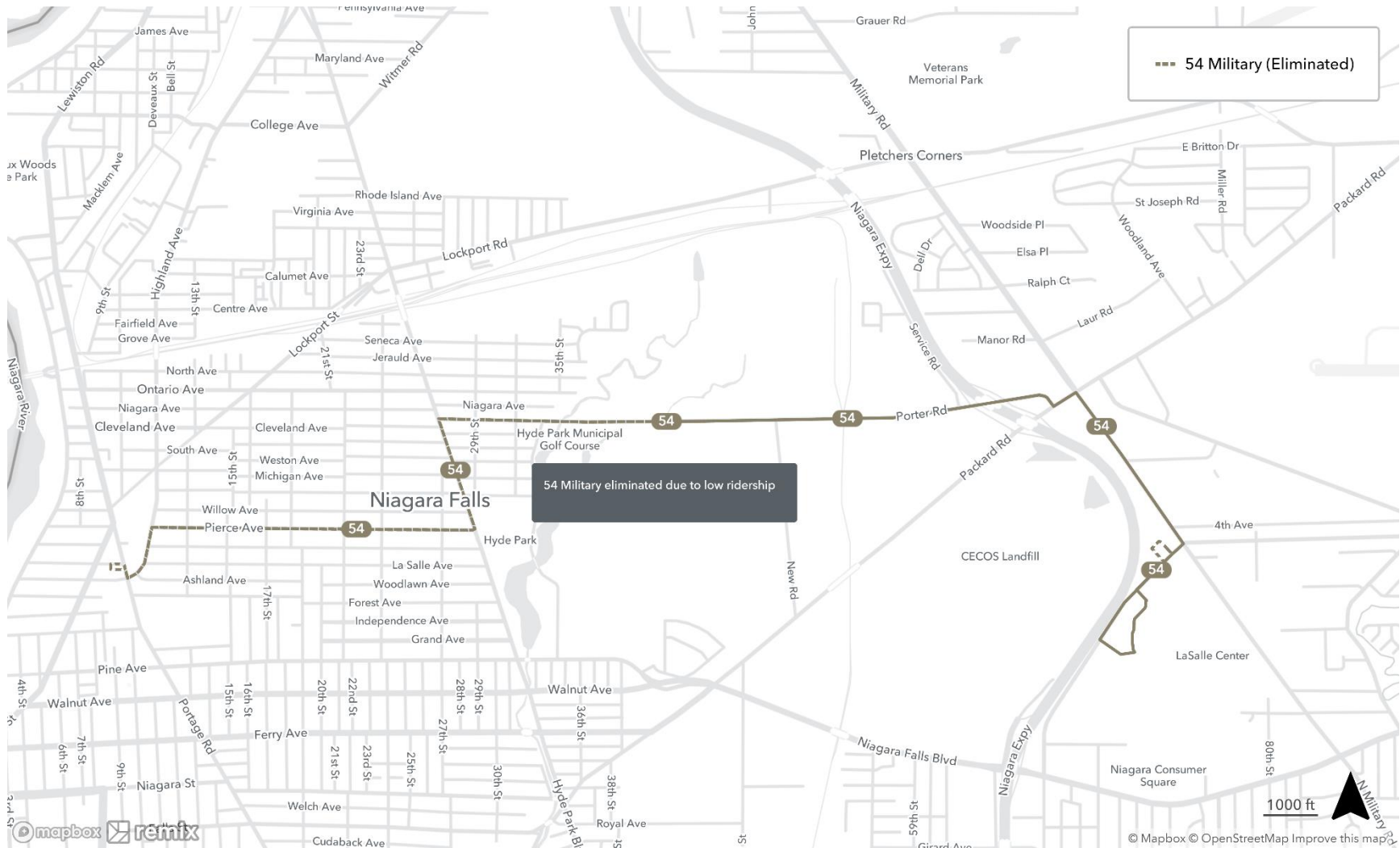
50 Main-Niagara



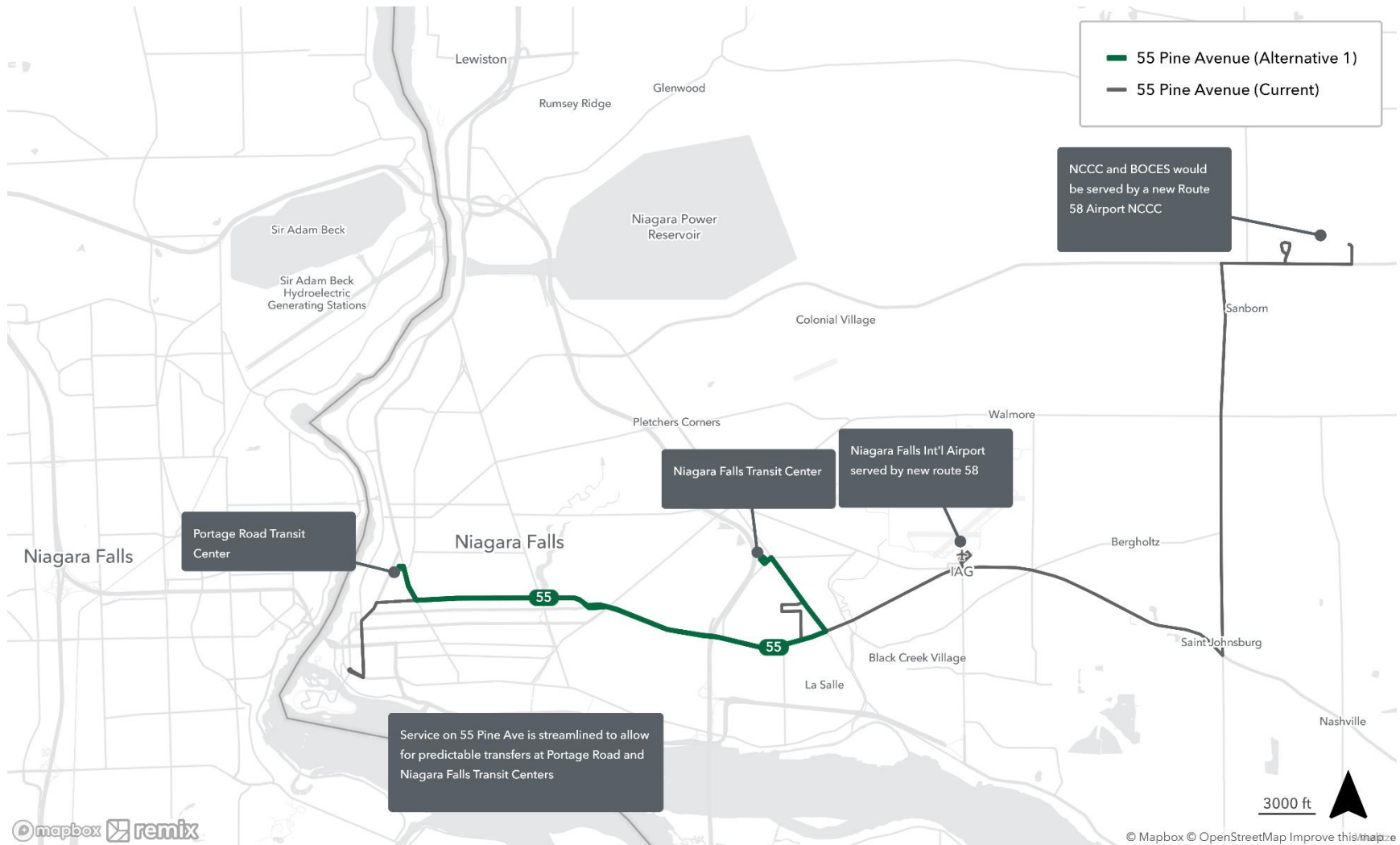
52 North End Circulator (formerly Hyde Park)



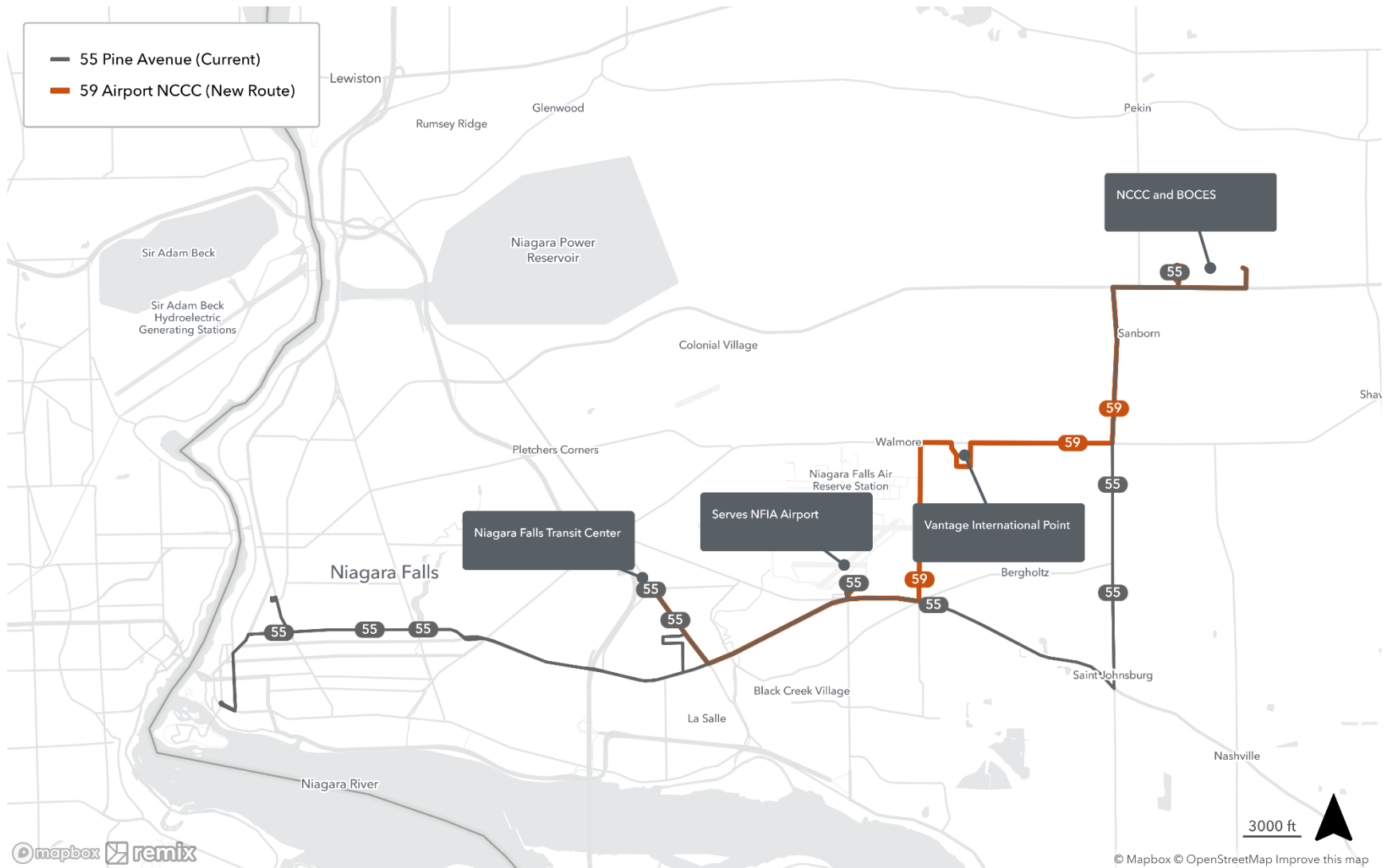
54 Military - Eliminated



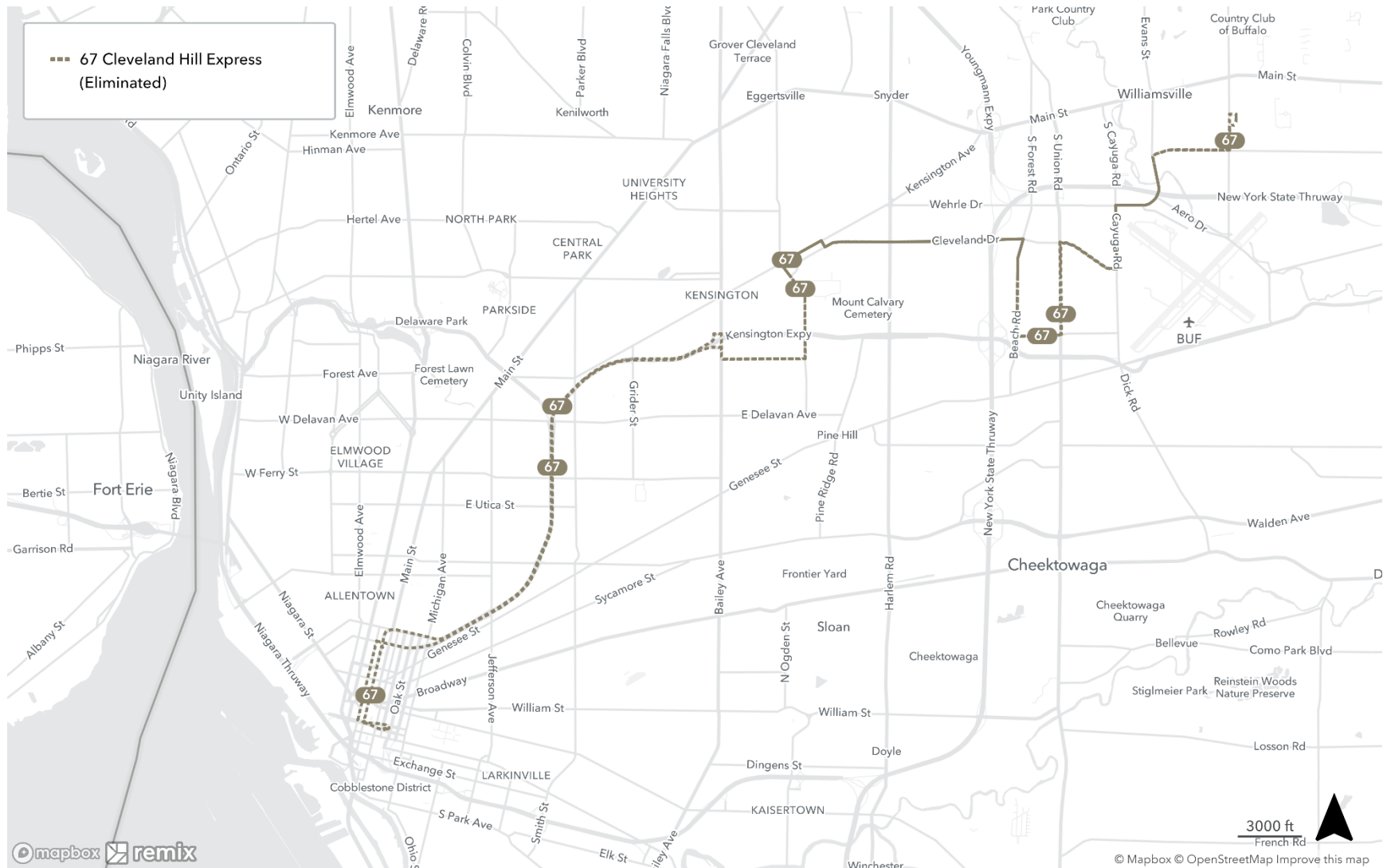
55 Pine Ave



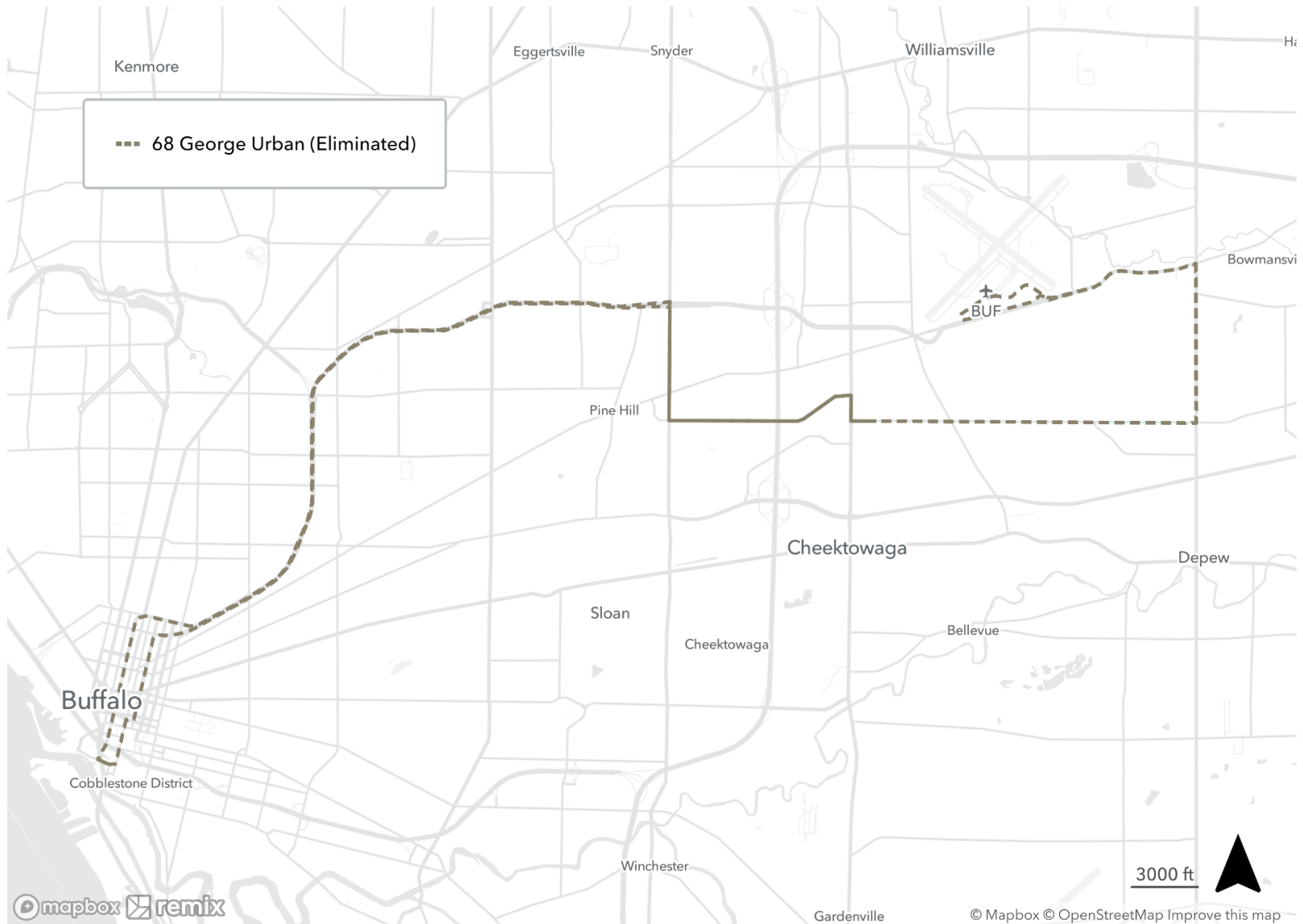
59 Airport NCCC – New route



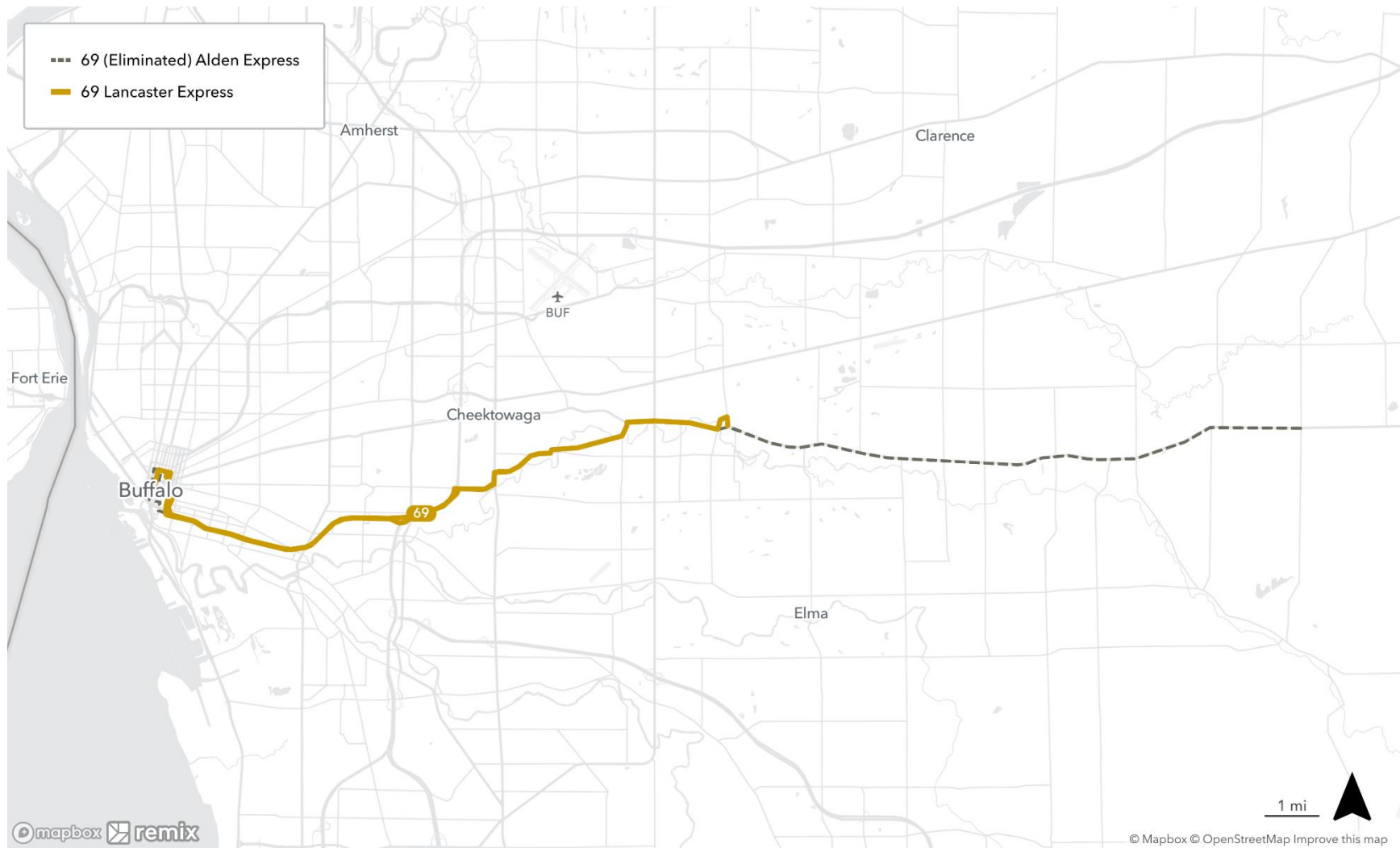
67 Cleveland Hill - Eliminated



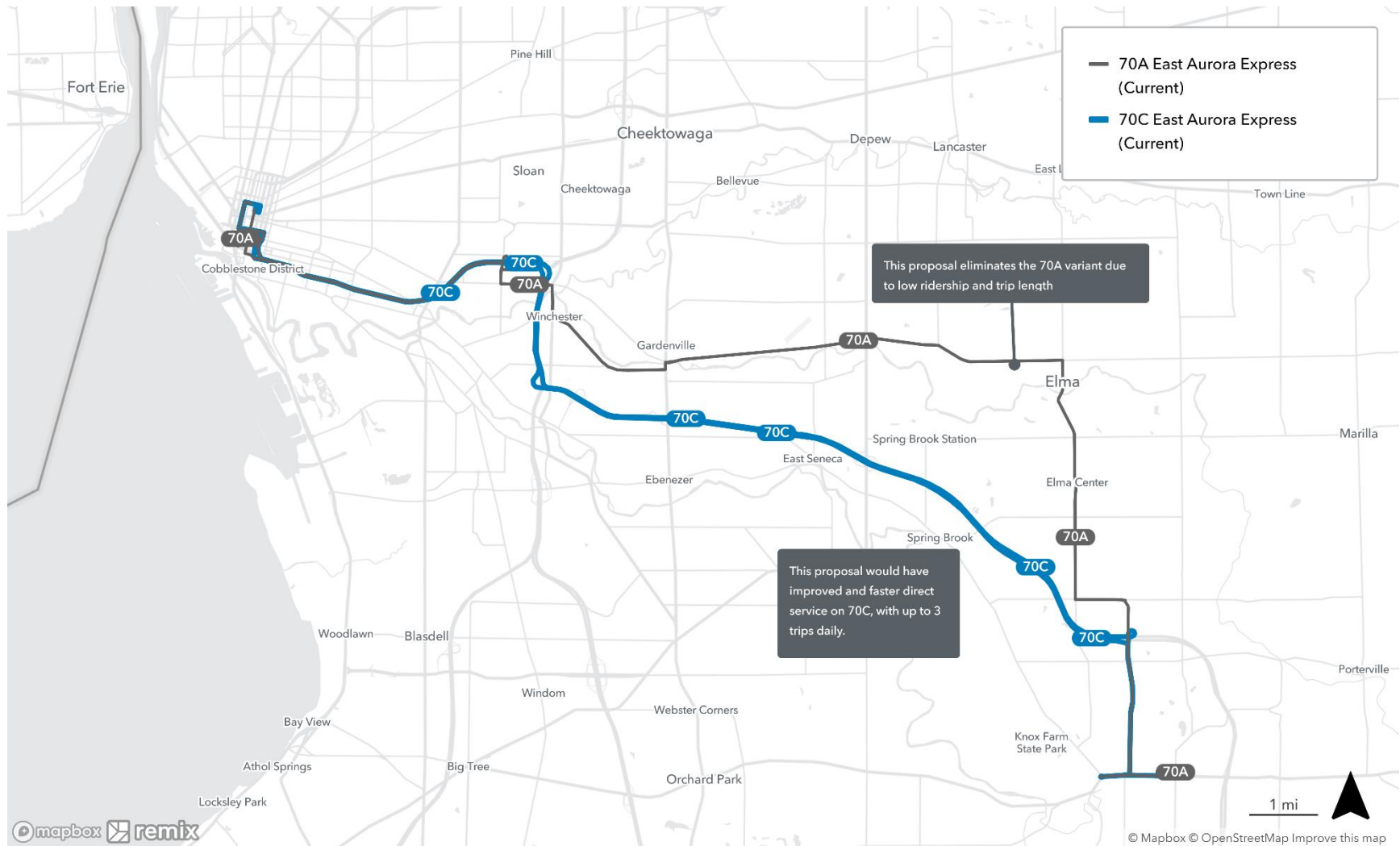
68 George Urban - Eliminated



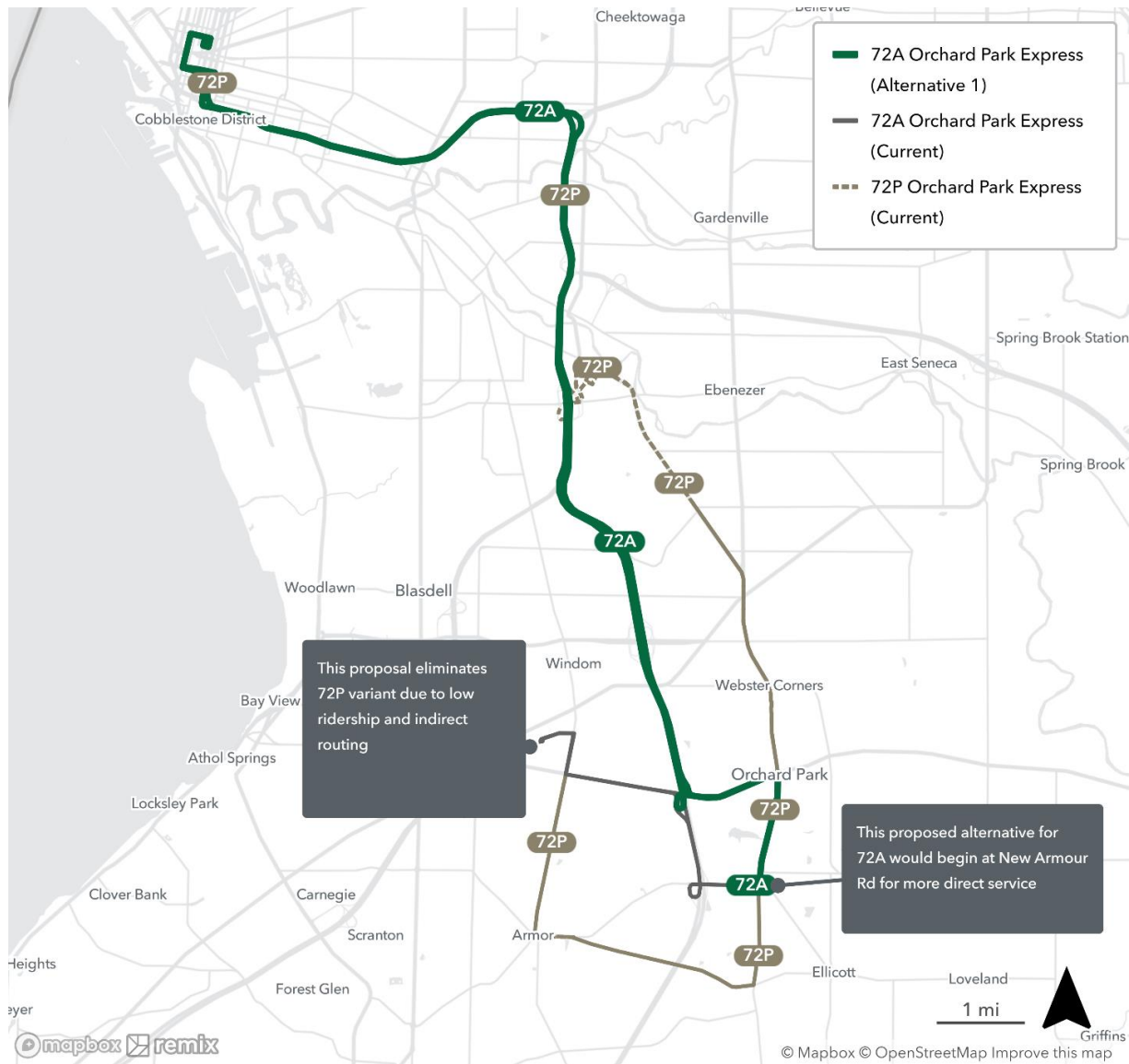
69 Alden segment to Alden - Eliminated (now operates only to Lancaster)



70 East Aurora



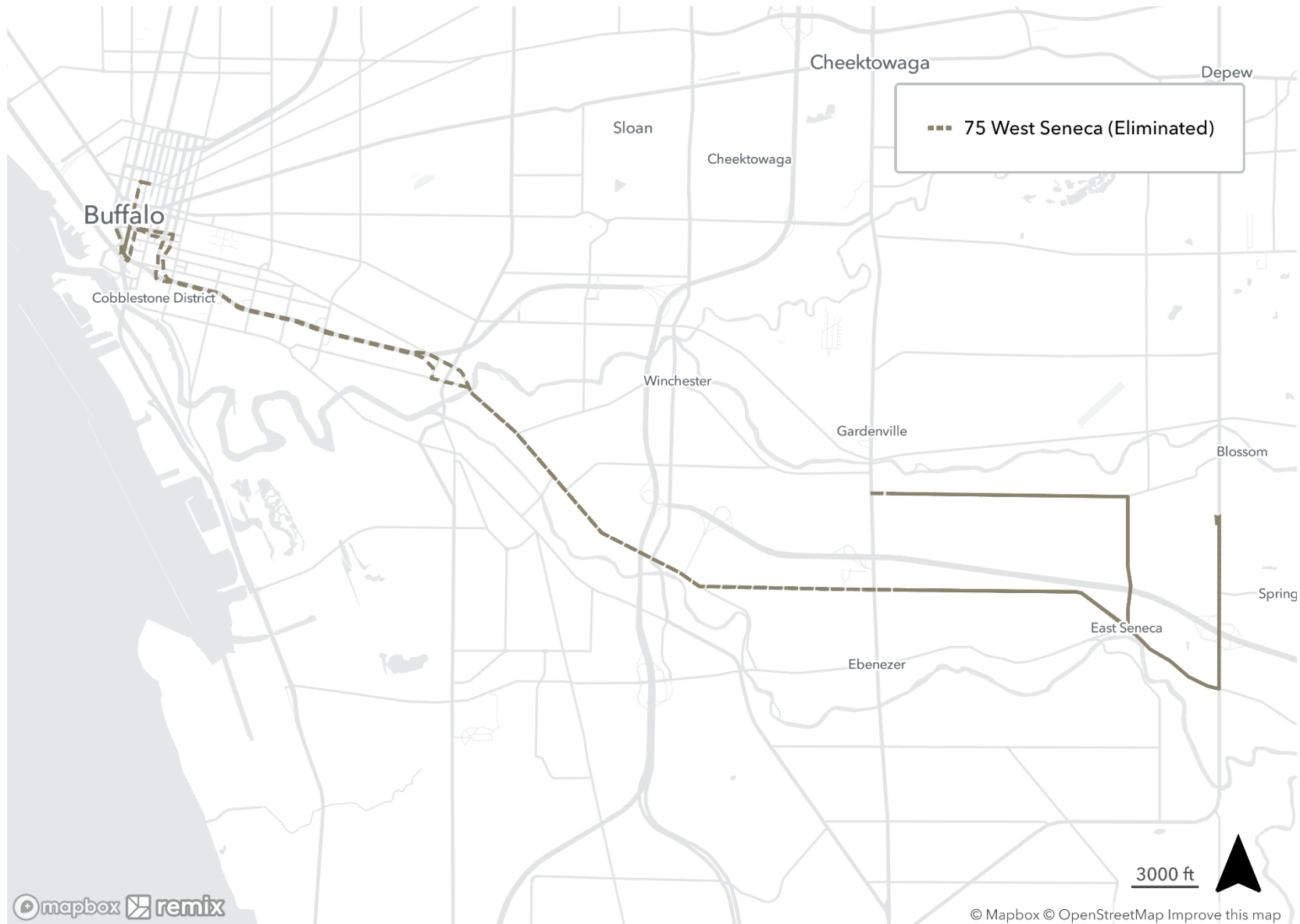
72 Orchard Park



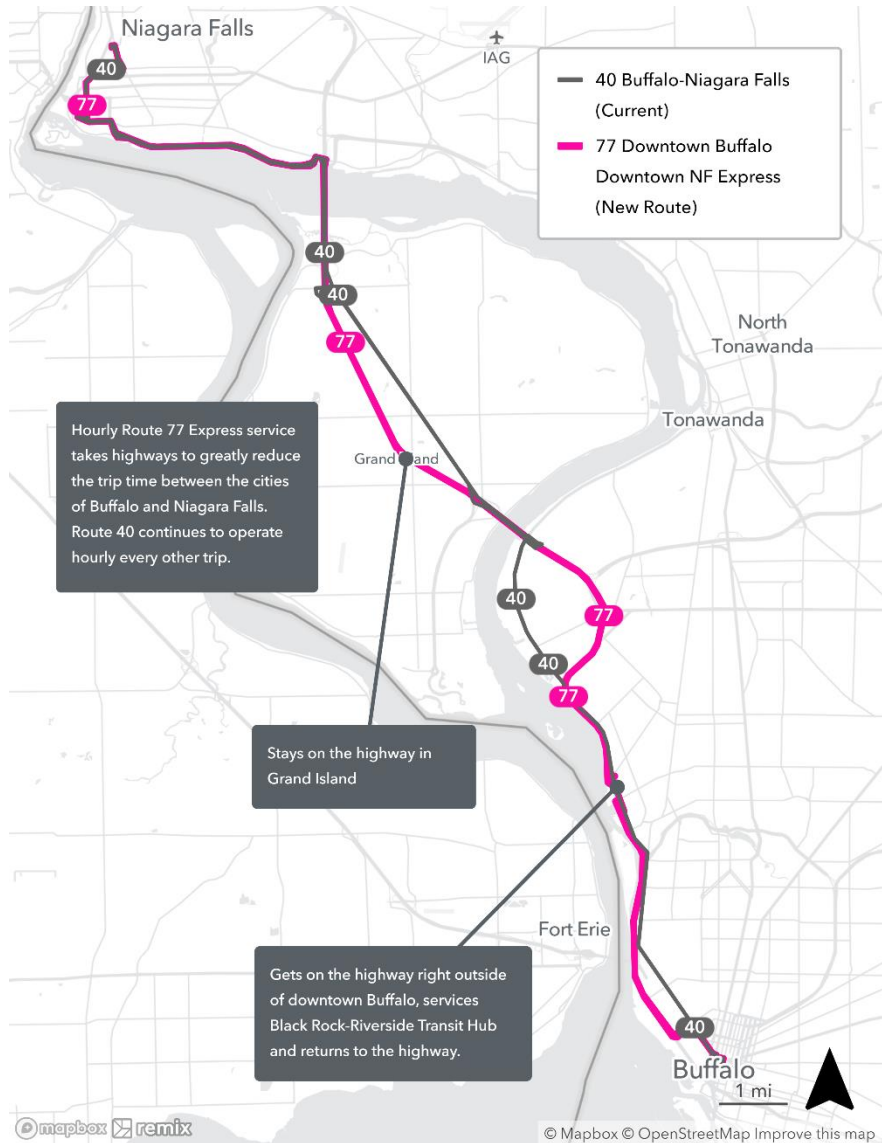
74 Hamburg



75 West Seneca - Eliminated



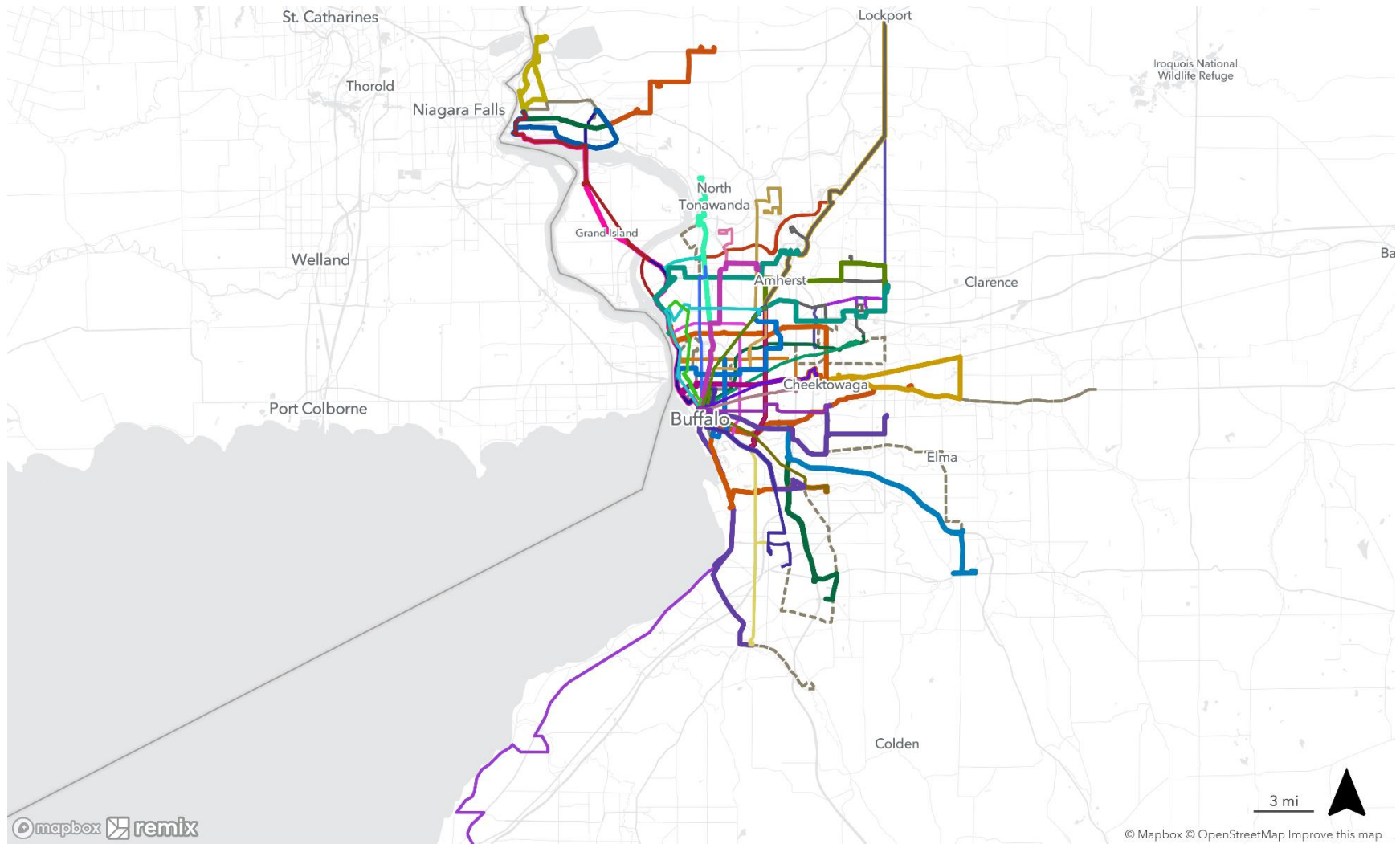
77 Downtown Buffalo to Downtown NF (and 40 Buffalo-Niagara Falls) – New route



79 Tonawanda - Eliminated

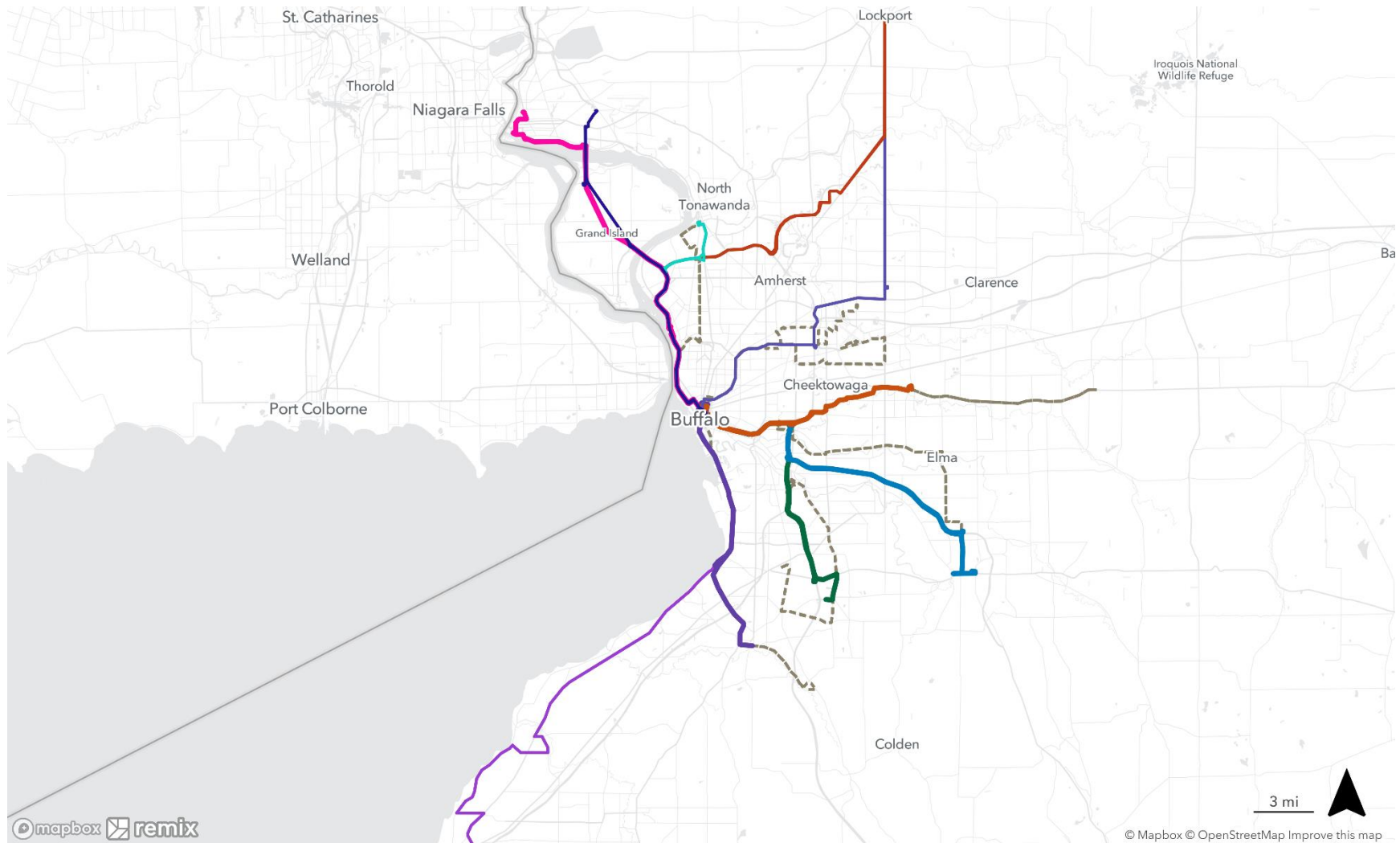


Full Network





Express Network





For more information, please visit our website at



metro.nfta.com/2021network

To contact Metro



planning@nfta.com



(716) 855-7211



**Service Planning
181 Ellicott St
Buffalo, NY 14203**