



NFTA Public Hearing Niagara Falls

Aug 24, 2021, 5:30 pm

[00:00:01] Helen Tederous: **[unintelligible 00:00:01]** welcome to our public hearing. This recording is meant for us to listen and to **[unintelligible 00:00:08]** to public **[unintelligible 00:00:09]** community outreach. I apologize for my mask. I might sound a little muffled, but I'll try to speak as loud as possible. And then my glass is all fogged up so **[unintelligible 00:00:21]** We're all very excited that you're here today.

If you would like to speak, please sign up so you will receive your name and then you come up to the podium. We ask that you say and spell your first and last name. This meeting is going to be transcribed. That transcription is going to be on our website, um, as soon as we are finished **[unintelligible 00:00:44]** Um, we just want to remind everyone if you do sign up, you will have **[unintelligible 00:00:51]** podium, we ask that you use respectful language. A reminder that this recording is meant for us to listen. We will not react or answer any questions.

Joining us tonight: Executive Director, Kim Minkel; General Counsel, Dave State; Chief Financial Officer, John Cox; Director of Public Transit, Thomas George and Deputy Director, James Morrell, all joining us here tonight. I'd like to start this off with a brief presentation from Robert Jones. Oh, I-- Oh, so sorry there. We also would like to welcome **[unintelligible 00:01:36]** Niagara Falls from **[unintelligible 00:01:40]** tonight. Thank you so much. **[unintelligible 00:01:46]**

[background noise]

[00:01:58] Robert Jones: Thank you for joining us to learn more about the 2021 Bus Network Improvement Plan. My name is Rob Jones. I'm the Manager of the Service Planning Department. I'll be walking you through the **[unintelligible 00:02:08]** for our bus. The goal of this plan is to adjust our bus network in changing ridership demand patterns, aligning with community priorities addressed by **[unintelligible 00:02:20]** To get to this point, we've conducted a robust community engagement effort.

The first phase of community engagement was targeted at soliciting feedback from our residents on priorities for transit services. This effort, which took place in May and early June, resulted in almost 600 respondents. Individual **[unintelligible**

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00:02:43 desire for increased accesses **[unintelligible 00:02:44]** recreational destinations **[unintelligible 00:02:48]** locations.

The second round of community engagement was conducted in late June and July. Staff were able to take the feedback from Phase 1 and begin to develop a service plan. We developed a dedicated website which is a public comment and also created interactive maps for individuals to comment on or numerous alternatives **[unintelligible 00:03:07]**

Additionally, Metro Staff conducted in-reach to bus operators and other employees to gather information and ideas.

The majority of comments were related to frequency, coverage, access to suburban shopping centers, and **[unintelligible 00:03:21]** service. Feedback from both grounds of community engagement led to the planning **[unintelligible 00:03:30]** website that I'll be walking through **[unintelligible 00:03:32]** this presentation. In summary, we saw that creating more streamlined routing, providing access to new locations, create modifications to express network so it is more reliable, introduce new limited-stop services to create better travel times, modified different variants to create more logical endpoints, and creating common **[unintelligible 00:03:50]** locations for smoother transfer activities.

Additionally, we examined other frequency changes to better match current traveling management and planned to introduce new scheduling techniques like time transfers in Niagara Falls to limit overall wait times. Lastly, all **[unintelligible 00:04:08]** were also considered as part of this effort. The Niagara Falls Bus Network has been considerably modified. The primary goals of Niagara Falls with this planning is to provide better transfers, more legible routes, and faster service through Niagara Falls and Buffalo, while al-also accessing new job opportunities.

Two new routes helped us to accomplish these goals. 59 will continue to provide access to Niagara Falls International Airport and triple-seating and dual seats **[unintelligible 00:04:40]** additional service to manage international **[unintelligible 00:04:42]** Office Park where numerous jobs are located. Additionally, the 52 has been redesigned **[unintelligible 00:04:50]** through the entire of Niagara Falls.

Service with alternate directions allowing for maintained coverage and short travel times. 54 Military Road has been eliminated as part of this proposal. The express network has also been substantial. Our goal with the express plan is to create more permanency of routing and greater **[unintelligible 00:05:11]** schedule in order to meet various job start and end times. For services that have multiple variants, these are being consolidated into one variant for all trips.

Additionally, all routes will have at least three morning and three evening trips which allows for greater passenger flexibility. Numerous services that were not productive are also **[unintelligible 00:05:30]** for eliminations, includes 72 **[unintelligible 00:05:33]** 68 George Urban, and 75 West Seneca, and 79 Tonawanda road. Downtown Buffalo routings have been modified to use common routings and stops. The current network through downtown **[unintelligible 00:05:46]** can be somewhat confusing and difficult to understand for passengers.

Creating common routings allows for greater visibility of transit and also more legible **[unintelligible 00:05:56]** for passengers. It also allows Metro to target specific stops for greater **[unintelligible 00:06:00]** The addition of two new limited-stop services will create faster trips for riders and allow for easier transfers **[unintelligible 00:06:09]** routes.

Limited stop services will not replace local trips but will be provided as an option creating greater choice for our riders.

The addition of limited-stop services expand through 19 Bailey and 25 Delaware route. Another goal of the bus network improvement plan is to modify the endpoint of specific routes to align with destinations and provide greater access. The example shown in the slide shows the modification to the endpoint of the 11A which currently **[inaudible 00:06:37]** We are proposing modification **[unintelligible 00:06:41]** access to Boulevard mall.

This allows for the activities that are to serve while also providing new coverage **[unintelligible 00:06:47]** Numerous riders and community members provided feedback in the, um, 30 new job locations. Example shows the new 59 route as well as the current 55 route variant. We were able to create a new route **[unintelligible 00:07:06]** by bus which does not track **[unintelligible 00:07:08]** ridership **[unintelligible 00:07:09]**

The resulting route allows us to serve our new business center while maintaining access to the generators that already exist in that area. Transit service works best with **[unintelligible 00:07:23]** In the example on the slide, we'll show the modification to the 32 Amherst route, which currently deviates down the **[unintelligible 00:07:29]** While this deviation does affect the ridership, it also forces the majority of the passengers who are trying to travel East-West to have the longer trip.

Eliminating this **[unintelligible 00:07:40]** creates better travel time and reliability for the majority of our passengers. Individuals from Buffalo State still have the opportunity to utilize higher triple-seat services free rent in 20 Elmwood Route to access **[inaudible 00:07:53]** Frequency changes, which are more operational in nature are examined on an ongoing **[unintelligible 00:07:59]** basis. However, we do anticipate return to the 15-minute frequency in the near future **[unintelligible 00:08:05]** these routes, like the 3 Grant, 20 Elmwood, and 23 Filmore-Hertel.

Creating common **[unintelligible 00:08:12]** locations is important for better transfers and fewer issues. In the example shown on the slide, the 47 modification accomplishes this goal by modifying the endpoint of the route connecting to 40 and 49 **[unintelligible 00:08:25]** Additionally, modifications to the 47 produced **[unintelligible 00:08:30]** Main street. Certain new job locations in the center of community center can create greater access to transit **[unintelligible 00:08:35]** locations for shopping and employment.

In order to accomplish some of the ambitious goals **[unintelligible 00:08:41]** Bus Network Improvement Plan, some low-performing routes is going to be eliminated. The local routes selected for elimination include the 7 Baynes-Richmond, 29

Wohlers, and 54 Military Road. In addition to the improvements in the Bus Network, we're also proposing some modifications to our overall fare structure.

We're undergoing a major change in the way you collect and process fares, and over time, have decided a couple of modifications to our policy **[unintelligible 00:09:05]** NFTA Metro went to public hearing in September 2016 regarding our proposed fare policies. The fare policy allows us to establish guidelines for setting and restructure our overall fares.

Fare policy includes local fare payment and fare medium as well as the fare structure and cost.

The previous fare policy effort covered numerous elements of our proposed fare structure including **[unintelligible 00:09:31]**, 31-Day rolling passes, and a change on how **[unintelligible 00:09:34]** fares. As part of that effort, a fare economy analysis was completed and found no significant impacts.

Over time, the priorities of the authority and the community have largely changed. We think it's pertinent to look at three additional fares are contingent. The first of the **[unintelligible 00:09:51]** 31-day cap. This will ensure that all riders are able to receive the best value in the course of any 31-day period, **[unintelligible 00:09:59]** Those will be issued for \$75 of cost.

This will effectively bring down the overall cost for our passengers. The second modification for fare structure is to eliminate enhances for a surcharge. The 50 cent surcharge currently aligns only to two routes and does not align in certain guidelines. Elimination of the surcharge will create greater equity by standardizing the fares. And lastly, we're reducing premium fare for \$5 one way for premium services. Well, we do not currently have any premium services. We're examining the potential to include these in the future.

This may include a sporting event or, um, event that could be outside of our normal service parameters. The introduction of these **[unintelligible 00:10:40]** is a win for our community in providing equitable services for regional growth. The third and final phase is **[unintelligible 00:10:47]** on July 22 with our presentation to our Board of Commissioners. We have conducted numerous in-person table events with the public and our bus operators since that time.

We have received comments via mail, email, and through our public dynamic mapping software. The public hearings are just one way to comment. The official public comment period will be opened through September 8th. After all comments are received, Seth will modify the plan as necessary to present a report for adoption in September. We are planning a base implementation, beginning with the Niagara Falls service changes in December 2021. Move into your current local changes and finally, eliminate the new express plan changes in the summer of 2022.

That includes our presentation will provide an overview of bus network improvement plan, compare positive notifications, and this time, I'll turn it over to Helen Tederous **[unintelligible 00:11:37]**

[00:11:39] **Helen:** Thank you, Bob.

[00:11:40] **Robert:** Thank you.

[00:11:41] **Helen:** Just a reminder, you only have three minutes to speak and we'll ask you to state and spell your name. You got to start that now. Please do so.

[00:11:50] **Michael Postulak:** Uh, will you give us kind of a heads up right after you [crosstalk]?

[00:11:53] **Helen:** Yes. Sure, sure. Okay, no problem. Um, Michael, [unintelligible 00:11:56] the podium?

[00:12:06] **Michael:** Thank you. Uh, one of the things I'm--

[00:12:09] **Helen:** I'm sorry. Please say and spell your name.

[00:12:11] **Michael:** Oh, I'm sorry.

[00:12:11] **Helen:** That's okay.

[00:12:13] **Michael:** Um, my name is Michael Postulak. P is Peter O-S-T-U-L-A-K. One of the things I'm concerned about is that, um, condensing these routes, you will actually wind up putting a fare increase on various, uh, people who like going snail. I mean, for example, just to get to Mount St. Mary's, like I would have to pay for three buses. That's three different fares. Yes, I know you have a daycare but for the unsuspecting person and also the time involved that's-that's a different thing.

Uh, as I was discussing earlier with, um, George, uh, the thing about 59 route, eliminating the, uh, 55 going to the Military Road through the airport winds up, uh, the first option is a weekend situation that needs to be directional. Because people do like the bus on the weekends. Uh, people who shop, maybe not go to the doctors on weekends but, uh, it depends on whether, uh, yourselves you wind up having your, uh, express, uh, um, services available on the weekend. Um, the elimination of Walmart in 55 and 59 miles is a margin that needs to be addressed before anything goes through.

Uh, a lot of people, unfortunately, they do go to Walmart, uh, whether you like it or not they do go there. Uh, this was our intention many years ago. Um, and the NTA did wind up getting into the, uh, place to deliver for Walmart but, uh, it's going to be pointed out. It's a good [unintelligible 00:14:18] just to through Military Road to Walmart. Uh, the elimination of-of having for example, in my case just going to [unintelligible 00:14:28] would be two buses whereas as oppose to one. That seems in excess. That doesn't seem very, um, how can I say, efficient. Um, you might be best to keeping the 55 to the airport and taking the 59, uh, from the airport at that point.

Um, elimination of two routes going into Mount St. Mary's. I have personally seen prior to this traffic into Mount St, Mary's, there's a lot of people who use that. The north end, uh, or those-those cu-customers there, I guess they're not here but that's why people talk about it. Um, you know make sure that the route going to the next

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street pointing from Mount St. Mary's. I don't think they know about that, but they were told. Uh, there is another 20, uh, run by a memorial not far away from here. **[unintelligible 00:15:43]** Uh, so thank you very much. I think that's it for now. Thank you.

[00:15:55] Helen: Mary Le Delamc.

[00:16:06] Mary Le Blanc: Hello, my name is Mary Le Blanc. L-E B-L-A-N-C.

[00:16:11] Helen: **[unintelligible 00:16:11]** spell out your full name.

[00:16:13] Mary: M-A-R-Y.

[00:16:14] Helen: **[unintelligible 00:16:14]**

[00:16:15] Mary: Okay. Um, I, personally, I live close enough to any of the new put posts that I'm not going to be affected because I work downtown and just about everything is downtown. Um, my main reason why I wanted to come in **[unintelligible 00:16:32]** is that a lot of us who ride the buses and pay for the service have been punished ever since this area was closed.

The bathrooms were closed because of the problems that we're having now today. Instead of having **[unintelligible 00:16:47]** been here, keeping them out, so the riders who are paying for the service can have a bathroom and place to sit, especially in the winter. I'm 65 years old. There's a lot of people older than me that ride the buses and we really need to take a break in between or empty out because of the cold nature **[unintelligible 00:17:08]**. So I'm not the typical three minutes but that was my main thing. **[unintelligible 00:17:13]** Thank you.

[applause]

[00:17:21] Helen: Our next speaker is Colum Cross.

[00:17:27] Colum: Hi, my name is Colum Cross. That's C-O-L-U-M C-R-O-S-S. So as part of my career, I am a user experience researcher. That means that I'm, uh, **[unintelligible 00:17:39]** research users and I look at **[unintelligible 00:17:41]**. I know the mph you might not want to **[unintelligible 00:17:45]** this paper but **[unintelligible 00:17:46]** took the bus to this **[unintelligible 00:17:48]**

Okay, all of us are users. Anyone who did not take the bus is not a user. Now, there's a big kind, uh, uh, a thing in user experience research that says you are not the user. I know a lot of people that have come to, you're not the user. I hate them. I think if you're not the user, that's a problem. You can only truly design a product or service to yourself. So if you're not the user, you need to become the user. You need to start riding the bus.

And if you do, you'll realize there are three things that any bus rider cares about over anything else. Convenience, reliability, and comparative affordability. Now, I am what some people consider a choice rider. I have the ability to not ride the bus when I get to work and in fact, I don't. Because the buses that service me and my work are not convenient, reliable, nor comparatively affordable.

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They are not convenient because none of the buses go in front that go, "I can either take the train it goes in front of my workspace but I have to walk two blocks to get to it. Or I can take a bus that goes in front of my apartment, but I have to walk two blocks when I get off." When I hear that you're condensing downtown bus stops. That is not convenient. There's a reason those bus stops are there. If people use every single bus stop. It's because their works' right in front of it. It's very convenient. I don't care that the bus keeps stopping because I know other people are right next to where they want to go. Reliability.

I would love to take the train from Allentown up to Elmwood Village on the weekends to go to the Elmwood farmers market. I can't because it's once every 30 minutes. That's not reliable. That's not convenient. 15 minutes. That's the 20-proposal. That is the best, most rapid transit you've got is 15 minutes. In any other country and any other city in America, New York City, LA, there's some private transit that slow. Look at Toronto. Toronto is [unintelligible 00:19:48] 7 to 10 minutes, no schedule. That's reliable. That's convenient.

And let's talk about comparative affordability, especially cause we're Niagara Falls.

I would love to take the bus up to Niagara Fall but in order to cross for day pass is I have to take two buses because I don't live downtown. I have to save \$5 for day pass. If I get one more person that's \$10 for a day pass for two day passes. How much does it cost to park in downtown Niagara Falls? \$10. Now, you might say, oh, but tolls and gas.

I'm talking about sealing costs here. When I think about how I'm going to get somewhere, I don't think about gas because I fill up at the pump maybe twice a month at most. And I don't think about tolls, this is all electronic filling automatically credit. So it's not affordable for me to get on the bus and come to Niagara Falls. You're failing on all three counts. Thank you.

[applause]

[00:20:48] Helen: [unintelligible 00:20:48] Is there anyone else who would like to speak?

[00:20:55] Andrew: I want to. [silence] Hi, my name is, uh, Andrew Simon [unintelligible 00:21:06]. S-I-M-O-N [unintelligible 00:21:08]. Um, actually, I just wanna say that I appreciate the mayor and everyone who's here because-- and I hope to see the mayor, uh, Tuklow tomorrow. Our fourth appearance. It's not just a solution, to check patients just [unintelligible 00:21:25] but for our- all our stakeholders.

And I demand that we reinvest in sidewalks since all that matters around us that we think about bus riders that we use the bus. So, uh, like you providing better stops [unintelligible 00:21:42] uh, so that, uh, our buses don't need to leave out at the end of-of- uh, of parking lanes. So you talk about how we can speed up bus stop all the time.

[unintelligible 00:21:53] not balancing. But, um, this-- I, **[unintelligible 00:21:57]** not yielding for exit out on the parking lane and that means we're channeling. We need our city leaders to be at these meetings to be listening to bus riders and they both **[unintelligible 00:22:13]** tomorrow. Thank you.

[applause]

[00:22:27] Helen: [unintelligible 00:22:27]

[00:22:39] Skyp: My name is **[unintelligible 00:22:39]**, Skyp. The first name is S-K-Y-P. I've been a bus rider for a long, long time. Um, I don't take the bus to work because it's no longer convenient. I used to take the 54 that's been eliminated. It was one block away from my house. Now I have to walk about six blocks to get to **[unintelligible 00:22:58]** to take the bus to work.

I do take the 52 home and I've been coming late. So I'm not sure if it was **[unintelligible 00:23:05]** What really bothers me is that we didn't get much notice on the 54 elimination. Then the 54 went down Porter Road. When I called and complained, they said you need to take the 55 or the 50 or the 52. Neither one of those. None of them were cleared for the road. I needed to walk miles to get there. And I totally agree that representing the plan should get on the buses and use them for a month or two and see what we're talking about.

We can't just eliminate. When another time when I called and I asked for a bus but I couldn't get off from Metropolitan **[unintelligible 00:23:43]** down Metropolitan boulevard to the boulevard home or to **[unintelligible 00:23:46]** and they said to me, "Who lives down here? Who would even get on their bus?" Well, "and what time are they having problems?" Everything's not your problem if you go straight down there across the boulevard. I mean there's all kinds of structures, all kinds of parking campuses."

So obviously, the people who make the plans aren't even used to these routes, have never traveled these routes as much as we do and they should be **[unintelligible 00:24:09]** Thank you.

[applause]

[00:24:23] Helen: That's **[unintelligible 00:24:23]** Please, **[unintelligible 00:24:31]** and your last name. Thank you.

[00:24:36] Jockline Pryor: Okay. She said spell? First name is Jockline, J-O-C-K-L-I-N-E. Pryor, P-R-Y-O-R. I do apologize 'cause I've just read about this meeting but I use the bus a lot. **[unintelligible 00:24:51]** probably like 15, 20 years ago but now, there's **[unintelligible 00:24:59]** that lived **[unintelligible 00:25:03]** Back then, the Southern Park Mall was really booming, but now, they cut all routes to-to dominate direction so I can't get, you know, to the facility that's right behind here.

And on the other side of the street is like medical complexes, you know. So that's eliminating a lot people from going to those through facilities and so it's really an exclusion and you know, I've never cared back then and **[unintelligible 00:25:32]**

did happen, COVID, I'm not gonna see her is really very, um, disturbing. So, I do apologize I didn't know **[unintelligible 00:25:42]**

[applause]

[00:25:50 pause]

[00:25:48] Helen: Okay, Gary. Gary?

[00:26:00] Gary Wilson: Good evening, my name is Gary Wilson. W-I-L-S-O-N. Um, there's a lot of issues with the proposal in Niagara Falls. Um, we're only going to jump in **[unintelligible 00:26:13]** was, uh, about the elimination of Walmart. Um, I actually utilize Walmart not only for shopping and buying, um, goods and services, but I also use it for my pharmacy. So in this case, um, seeing how I'm legally blind walking away from a Military Road you're only half a mile just to get to the store itself is a huge danger for me because, um, we don't have any sidewalks that are- you know, that go back there directly.

Um, and really that's, um, **[unintelligible 00:26:48]** bus 54. Um, ALDI's for example is located on quarter road since, uh, the nature of the route 54 bus. Now I want to go to ALDI's, I'd actually go to the ALDI's **[unintelligible 00:26:59]** in Buffalo. I'm I gonna travel all that way, just trying to get to ALDI's and yet it's a short walk from **[unintelligible 00:27:08]** station. Uh, a lot of these changes, um, need to be thought out correctly, because even right now with the elimination of the 54 bus, um, I have traveled to look for an apartment from **[unintelligible 00:27:24]** and I didn't think it would be nearly as close. It would have to be at least half a mile wide if I don't have **[unintelligible 00:27:32]**.

Um, In order to do that, I mean, I will either have to cut out other spending for either other services I use on medical services, um, and et cetera to just to be able to get around here and not have a problem. Um, a lot has changed where I think like a lot of things have been eliminated. But yet, there hasn't been really much public comment or, you know, not a lot of people knew about even this hearing, you know, one group there, you know, opinions were, you know, put forward.

It's just so that other people will know, you know, for a rider like myself who I think doing so for last 20 years can't either put their input in so that they kind of, you know, they, you know, smaller changes to help, um, allow everybody to-to utilize the system. **[unintelligible 00:28:32]** holiday. Forget to call that, um, work out on, um, blocking our roadaround that, um, the new area. Um, obviously, work within the holidays, um, that would be an issue. Um, the only thing that I can applaud at is the 52 which is supposed to be running at **[unintelligible 00:28:54]** weekends and holidays.

Um, and that hasn't happened before. And usually, the last bus **[unintelligible 00:29:02]** so at least this way, you know, that is an improvement that will help. But I'm hoping that, you know, over, you know, today and tomorrow's **[unintelligible 00:29:20]** that maybe, um, you know some of these ideas are being brought across that people will help make some, you know, major changes and help improve, you

know, ridership here in Niagara Falls. Um, and, now we hear at least it's possible. Thank you.

[applause]

[00:29:46] Speaker 10: [unintelligible 00:29:46] I've been riding the bus all my life. The bus [unintelligible 00:29:55] Jericho compared when you go back any time everything that this here represent is a total inconvenience to everything and I see no purpose in it. You all should just leave it alone. You can't, you know, get it right, just leave it alone, 'cause it's bad enough the way it is. So I think just leave it alone. Don't make no changes. [unintelligible 00:30:18]

[applause]

[00:30:23] Speaker 11: I don't need the podium, I just have a question. Um, I-- as I said, I came in about 10 minutes late if I get in the bus. Um, but have you eliminated the route to Lewiston? Will there be no more bus to Lewiston? [crosstalk] No more bus to Lewiston? Just like we lost Lockport, we lost [unintelligible 00:30:44] now we're gonna lose Lewiston? Niagara Falls is very poorly served. Very, very poorly served.

[00:30:54] Paul: You say that the-the suburban routes everyone says, "Oh, why do we have to service that? They're very low" But when I talk to people that I go to work with, they say if there wasn't just four buses, I had to get to work two hours before I needed to and leave an hour before I could. I would use the bus. There's a lot of people I know that would love to use the bus [unintelligible 00:31:12] in the suburbs, but it's just not convenient or reliable. [unintelligible 00:31:19] is more affordable.

[00:31:21] Speaker 13: [unintelligible 00:31:21] I have a question. If they're like [unintelligible 00:31:25] like I can't have fare [unintelligible 00:31:28] would that [unintelligible 00:31:30] 'cause I'm an old [unintelligible 00:31:34] person and I'm really honest, like, doing the best I can but I'm like-- um, I'm struggling and I-- h-- honestly, I shouldn't have to be having my fare rate 'cause you wanna make changes that [unintelligible 00:31:52] as well.

[00:31:54] Helen: I think it's important, as you know that this is a public hearing, this is [unintelligible 00:31:58] All of these comments are going to go on public record. There are other ways, all the comments, whether they're [unintelligible 00:32:09] whether they're email, whether you [unintelligible 00:32:12] have equal weight. [inaudible 00:32:15] if you want to email for your comment, if you want to call us, if you want to um, [unintelligible 00:32:24] write some of these comments down, please do so. We encourage that. Uh, before we conclude, is there any who would also like to speak this evening?

[00:32:35] Skyp: How much weight do our comments hold though? Because I can't tell you how many times-- I mean, about the 54. All of my doctors are around the Porter Road. I've got children that were going to the high school that's on Porter Road and I never even got any response. They just kept saying, "Will you use the 55 and [unintelligible 00:32:53] here with 52 which was nowhere near Porter Road. So

that was all eliminated. Uh, Kmart, all these, I had my primary doctor, my eye doctor, heart doctor, all on Porter Road.

[00:33:06] Robert: So, we got to **[unintelligible 00:33:07]**

[00:33:07] Skyp: That is never listened to.

[00:33:09] Robert: I-I-- you need to state your name for the record.

[00:33:12] Skyp: Oops. Apology. **[crosstalk]** I was--

[00:33:13] Robert: **[unintelligible 00:33:13]** every time we **[unintelligible 00:33:16]** record, **[unintelligible 00:33:17]** we need you to state your name.

[00:33:20] Helen: **[unintelligible 00:33:21]** for his name here.

[00:33:23] Colum: Right.

[00:33:24] Skyp: **[unintelligible 00:33:24]**

[00:33:25] Helen: Yes. Thank you.

[00:33:20] Skyp: **[unintelligible 00:33:23]**

[00:33:25] Helen: Yes, please.

[00:33:26] Skyp: Thank you. I just wanna- I just want to know how much weight our comments hold over the **[inaudible 00:33:34]**

[00:33:40] Paul: Paul **[unintelligible 00:33:40]** for the record. Um, and this is, again, another question. This is not a public hearing comment. I would make that- make that clear so that the-- I can get a response. This is a question. The presentation that was shown seems more of a: "This is what we plan to do" as opposed to "This is a potential proposal" The presentation shown, how much are you willing to change based on these comments, or is this-- I-I mean again, this goes to weight question, how much of that can we expect? Because even if that's to go in next year and you're telling us now, that's still only a few months.

[00:34:23] Helen: This is- this is just part-- To-tonight's hearing is just part of our annual **[unintelligible 00:34:28]** surveys, you've **[unintelligible 00:34:30]** several times **[crosstalk]**

[00:34:34] Paul: How set in stone, is the presentation **[unintelligible 00:34:37]**

[00:34:39] Robert: **[unintelligible 00:34:40]** will be here for a little while **[unintelligible 00:34:46]** it-it is a proposal, **[unintelligible 00:34:52]** it is. Everything's on the table-

[00:34:55] Paul: Okay.

[00:34:56] Robert: -but we have to create a proposal which **[unintelligible 00:34:58]**

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[00:35:00] Paul: I just-- the way it was presented seemed more of a: "This is what we can expect over the next couple of months" as opposed to, "this is a potential idea that we are proposing."

[00:35:09] Robert: It's not a potential idea, it is a proposal.

[00:35:12] Paul: Okay.

[00:35:12] Robert: **[unintelligible 00:35:12]** this is a proposal that's moving forward **[unintelligible 00:35:14]** comments. There are most likely going to be changes to our proposal based on your feedback that we get.

[00:35:20] Paul: Okay.

[00:35:21] Robert: So that's why you're here. **[unintelligible 00:35:25]** We'll be around if you wanna ask us questions. I do want to- I do want to make one more statement. There are no fare increases. **[unintelligible 00:35:33]**

[00:35:37] Paul: Except for the potential to add a surge fare towards special events?

[00:35:42] Robert: Special events-

[00:35:43] Paul: Okay.

[00:35:44] Robert: -but we don't have the ability to do that now **[unintelligible 00:35:46]** a service that would be a one-off. It wouldn't be a regular scheduled service. It would be a service that would be formed; an event for **[unintelligible 00:35:56]**

[00:35:59] Paul: Can I make a public comment on that?

[00:36:02] Robert: Sure, don't make it to me, please.

[crosstalk]

[00:36:09] Helen: But again, there are several ways in which you can provide the comments on--

[00:36:14] Jockline: Not everybody has a computer to do that.

[00:36:16] Skyp: Yes, I do.

[00:36:16] Helen: To call?

[00:36:18] Skyp: To call?

[crosstalk]

[00:36:19] Jockline: **[unintelligible 00:36:20]** you're- you're- you're **[unintelligible 00:36:25]** **[unintelligible 00:37:00]**

[00:37:13] Michael: **[unintelligible 00:37:13]** my name is Michael Postulak. It's Peter-O-S-T-U-L-A-K. what is said about a fare increase time? I gotta disagree with you on one point, and that point is if you have to take more than one bus to get to a place that you normally take one bus and you have to pay in some way shape, or form for that additional bus ride, whether it be in a totally separate fare or a day pass. So you actually are paying a fare increase.

Same thing with-with any of this. Whether it be going from, uh, where I live on **[unintelligible 00:37:55]** drive by the airport just simply to go to Target **[unintelligible 00:38:00]** international, that would require under this proposal, two buses. Um, that doesn't make any sense. Also, frequency of that bus. I know you and I didn't get into the frequency of it, but you had said that the 59 would not run on weekends.

[00:38:19] Robert: I did not say that but then [crosstalk]--

[00:38:21] Michael: No, no, well--

[crosstalk]

[00:38:24] Michael: You said that it-it would be running on weekends, I'm sorry.

[00:38:28] Robert: Um, now, this is a public hearing [crosstalk]--

[00:38:28] Helen: Exactly.

[crosstalk]

[00:38:33] Helen: If anyone else wants to speak, they can do so. **[unintelligible 00:38:35]** We are going to be here for a while. We're happy to listen to your comments and **[unintelligible 00:38:40]** officially have that public hearing portion. Again, there are other ways in which you can provide comments to us.

[unintelligible 00:38:50] We do appreciate you very much coming outside and we value your comments.

[00:39:00] Gary: I have one question.

[00:39:01] Helen: **[unintelligible 00:39:00]**

[laughter]

[00:39:03] Gary: Does anyone know in the next 40 **[unintelligible 00:39:05]**

[00:39:12] [END OF AUDIO]