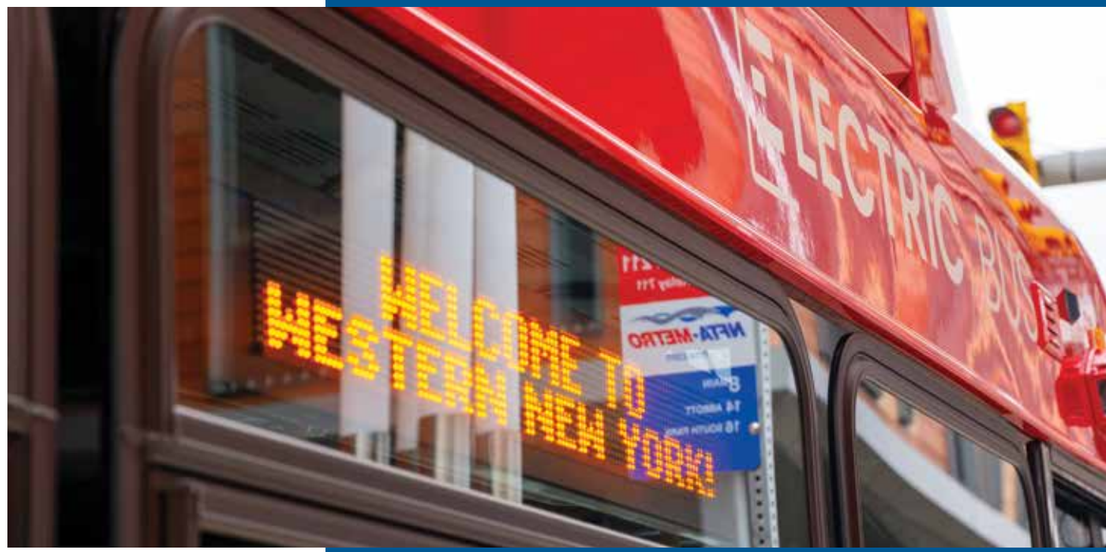


NIAGARA FALLS TRANSPORTATION AUTHORITY

COMMUNITY IMPACT



The Niagara Frontier Transportation Authority (NFTA) serves communities across the region through public transit and aviation services that help residents, visitors, and businesses stay connected. From neighborhood bus routes to Buffalo Niagara and Niagara Falls International Airports, the NFTA moves Western New York, enabling economic growth by connecting people with both places and opportunities.



ABOUT

The NFTA is proud to serve the Western New York Community with efficient, professional and sustainable public transportation services and provide a positive economic impact to both Erie and Niagara Counties.

5.2M

ANNUAL ENPLANEMENTS AT BUF + IAG

22M

ANNUAL METRO RIDERS

290K

ANNUAL PARATRANSIT RIDERS

NFTA AT A GLANCE



Aviation

The Buffalo Niagara International Airport generates approximately $1.7 billion in annual economic activity, supports nearly 12,000 jobs, and generates $127 million in annual state and local tax contributions.

The Niagara Falls International Airport generates approximately $219 million in annual economic activity, supports nearly 1,840 jobs, and generates $12 million in annual state and local tax contributions.



Surface

NFTA-Metro (Metro) serves both Erie and Niagara Counties. Metro employees made up of operators, planners, mechanics, technicians, and specialists are responsible for delivering service, working diligently to ensure the NFTA's customers experience the best public transportation. Metro's bus and rail system is multi-modal, utilizing various vehicle modes (diesel bus, diesel hybrid bus, compressed natural gas (CNG) bus, battery electric bus, light rail and van), using the brand names NFTA-Metro Bus, NFTA-Metro Rail and NFTA PAL (Paratransit Access Line).



Property

The NFTA owns and manages a number of properties, including the Buffalo Metropolitan Transportation Center in downtown Buffalo (which serves as the agency's headquarters); the Niagara Falls Transportation Center on Factory Outlet Boulevard in Niagara Falls; the Portage Road Transit Center in Niagara Falls; and a number of strategically located bus loops and transit centers in the Buffalo Niagara region.

Our Values

The NFTA plays a vital role in the Western New York Community, guided by seven key core values, the Authority's efforts focus on:

Diversity Equity and Inclusion (DEI)
Inclusive environment to support and foster diverse and empowered workforce and superior base

Economic Vitality
Sustainable and resilient business operations with investments to generate regional economic development

Engaged Workforce
Invest, develop and empower workforce that embraces our values

Environmental Stewardship
Address environmental footprint and climate change through advancing initiatives with net-zero impact

Quality - Customer Experience
Provide high-quality customer experience with timely response to issues and concerns

Safety and Security
Highest standard of safety and security for workers, passengers and public

Trust, Transparency and Integrity
Commitment to high ethical standards and care of public funds with accountability through transparency



The NFTA's commitment to THE COMMUNITY

Is both genuine and employee driven. Over the past few years, the Authority has had record participation at community events which highlights the deep connection between the NFTA and the communities it serves.



NFTA Employee - Committee Leaders:

African American Heritage Committee, Crystal Edwards, Chair
Hispanic Heritage Committee, Maria Logan, Co-Chair
Hispanic Heritage Committee, Omar Campuzano, Co-Chair
Pride Committee, Nadine Chalmers, Chair
Veterans Committee, Omar Campuzano, Co-Chair
Veterans Committee, Sean Fitzpatrick, Co-Chair

A Message from the Chair and Executive Director

Dear Reader,

At the Niagara Frontier Transportation Authority, our mission is rooted in service to the people and communities of Western New York. Every day, we work to ensure that residents, workers, and visitors can move safely, reliably, and affordably throughout the Buffalo Niagara region.

This year's Community Impact Report reflects more than numbers or projects; it tells our story of how transportation touches lives.

We are proud of the 1,600 dedicated employees who keep us running 24 hours a day, 7 days a week and we celebrate the strong partnerships we share with municipalities, community organizations, and stakeholders. Together, we are advancing investments that prioritize safety, accessibility, sustainability, and equity, ensuring that our transportation network serves everyone, today and in the future.

As we look ahead, the NFTA remains committed to listening to our communities and responding to their evolving needs. Thank you for your trust, your collaboration, and your continued support. Together we are shaping a future defined by opportunities and connections.

Sincerely,

LaVonne Ansari

Dr. LaVonne E. Ansari
Chair, Board of Commissioners, NFTA

Kimberly A. Minkel

Kimberly A. Minkel
Executive Director, NFTA

BUF Announces Sunflower Program

The NFTA held an event to announce the launch of the internationally recognized Hidden Disabilities Sunflower program at Buffalo and Niagara Falls International Airports (BUF, IAG). This initiative reaffirms the NFTA's commitment to fostering inclusivity and providing a supportive environment for all travelers.



Metro Reserves a Seat for Rosa Parks Day

NFTA-Metro left a front seat on each of its buses open to honor the birthday of Rosa Parks. Parks was a civil rights activist best known for refusing to give up her seat to a white passenger, which catalyzed the Montgomery bus boycott.



International Women's Day

The NFTA unveiled a specially wrapped bus, celebrating Women's History Month with a focus on women who have careers in non-traditional fields. The agency partnered with the local chapter of the renowned Smithsonian American Women's History Museum and the Western New York Women's Foundation.



Environmental Excellence Awards

The NFTA was honored as one of five winners of the Erie County Environmental Management Council's 2025 Environmental Excellence Awards. This comes after the NFTA, in collaboration with National Grid and the New York Power Authority, finished the first phase of our Cold Spring Battery-Electric Bus Conversion project.



NFTA Hosts Memorial Day Remembrance Ceremony

Ahead of Memorial Day, the NFTA paid tribute to our fallen veterans with our first flag-lowering ceremony. The ceremony served as a powerful reminder of their legacy and a renewed call for gratitude and commitment to preserving their memory.



Bailey Avenue BRT Open House

NFTA-Metro hosted an event on the Bailey Avenue Bus Rapid Transit project. The event drew a diverse group of over 50 attendees, ranging from those who had been following the project to those hearing about it for the first time. The comments from attendees indicated that the community is excited about the proposed improvements to our transit service.



Airport Fire Department Triennial

The NFTA conducted a full-scale emergency preparedness exercise at the Airport Rescue and Fire Fighting facility in Cheektowaga. Various agencies and teams came together to work through a simulation, identifying strengths and coordinating plans in the event of a serious situation.



Hispanic Heritage Bus Reveal

The NFTA proudly unveiled its Hispanic Heritage Bus at its Metropolitan Transportation Center (MTC) in downtown Buffalo. The vibrantly designed bus celebrates the theme “Rhythm of Our Culture” and serves as a moving tribute to Western New York’s rich Hispanic and Latino heritage. The new design unites history, music, and art – highlighting the cultural rhythms that shape the region’s streets and communities.



BUF Among Top in Customer Satisfaction

The 2025 J.D. Power North America Airport Satisfaction Study ranked BUF third in North America among medium-sized airports with a score of 698-out-of-1,000. The North America Airport Satisfaction Study, now in its 20th year, measures overall passenger satisfaction with mega, large and medium North American airports by examining their experience.



Chief Patterson Honored as 2025 Black Achiever

With more than 20 years of experience in law enforcement, Chief Patterson was recognized at the 53rd Black Achievers Award Ceremony. The event's theme, "Bringing the Community Together," underscored the honorees' dedication to fostering collaboration and creating a vibrant, inclusive environment for all.



Salute to Service Veterans Bus Reveal

The NFTA unveiled its Veterans Bus as a tribute to the courage, service, and sacrifice of all veterans. Wrapped in a patriotic design, the bus travels throughout the WNY region as a year-round symbol of gratitude and remembrance.



Celebration of Renewed Connections

The NFTA held a ribbon-cutting ceremony to officially open the DL&W Metro Rail station to the public. Thanks to support from Governor Kathy Hochul, Congressman Tim Kennedy, and the entire Western New York Delegation, this event marked a significant milestone in enhancing access to Buffalo's growing waterfront and revitalizing one of the region's most historic transit landmarks.



At A Glance

2025

January

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10 BUF Announces Sunflower Program
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24 Celebrating Buffalo Bills Fans @ BUF
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29 Metro's 50th Anniversary Commemorative T-Shirt Distribution
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31 NFTA Unveils "The Future is Our Canvas" Black History Month Bus









February

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4 Rosa Parks Day
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6 Metro Hosts Bailey BRT Open House Series
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9 Transit Police K9 Teams @ Super Bowl LX
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11 JetBlue Celebrates 25 Years @ BUF
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13 Tom George Honored with APWA Distinguished Service to Public Works Award
Holly Nidell Honored with IDEA Award (Inclusion Diversity, Equity Awareness)
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At A Glance

2025

March

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8 International Women's Day
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19 NFTA Recognized by Compass House Safe Place Program
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26 Arc Erie County Tours ARFF Firehouse
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April









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2 WNY County Clerk Encourages Individuals to Get Their REAL ID @ IAG
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22 Earth Day
NFTA Recognized with Environmental Excellence Award
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30 Snow Plow Rodeo @ BUF
NFTA Joins the City of Buffalo for the "Clean Sweep" Season

At A Glance

2025

May

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6	TSA Officials Remind Travelers To Be REAL ID Compliant @ BUF
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14	Metro Awarded 2025 Outstanding Planning Award for Public Outreach on Bailey BRT
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16	Transit Police Chicken BBQ Fundraiser for Special Olympics
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21	Inaugural Flag-Lowering Ceremony In Honor Of Memorial Day
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23	Metro Launches Annual Niagara Falls Trolley
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June

1	NFTA Participates in Buffalo's Pride Parade
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11	Metro Hosts Recruitment and Bailey BRT Open House
12	NFTA Runs the JPMorganChase Corporate Challenge
13	Transit Police Participates in the Law Enforcement Torch Run for Special Olympics
14	Metro Launches Annual Parks Bus
	NFTA Participates in Buffalo's Juneteenth Parade and Festival
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At A Glance

2025

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12	Taste of Buffalo
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19	ARFF Hosts Triennial Emergency Exercise
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21	Transit Police Lt. Lauren Zani Wins WNY's Finest Calendar Contest Benefiting Local Animal Adoption Agencies
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26	NFTA Participates in the Disability Pride Festival
27	Touch-A-Truck @ Explore & More
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August

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12	Touch-A-Truck @ Erie County Fair
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15	NFTA Unveils "Rhythm of Our Culture" Hispanic Heritage Bus
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17	NFTA Participates in Buffalo's Hispanic Heritage Parade and Festival
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19	Metro Hosts Rail Expansion Hearing
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23	NFTA Hosts Run the Runway at IAG
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At A Glance

2025

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17	BUF Ranked Third in J.D. Power Airport Satisfaction
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24	BUF's Lee Weitz Awarded NYAMA's 2025 Bill McShane Service Award
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27	NFTA Sponsors Fashion's Initial Garment [fig™] Fashion Show
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October









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8	NFTA Participates in the Winter Preparedness Series, Hosted By The Buffalo Common Council
9	NFTA's Riverline Study Recognized With Best Practice Award From the NYS Upstate APA
10	Transit Police Chief Brian Patterson Named NFTA's 2025 Black Achiever
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30	Satterfield's Bar and Lounge Opens @ BUF
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At A Glance

2025

November

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6	NFTA Unveils "Salute to Service" Veterans Bus
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8	NFTA Participates in Buffalo's Veterans Race
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18	NFTA Honored as an Economic Champion by the Buffalo Niagara Partnership
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December







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8	Metro's DL&W Station Officially Opens with a Ribbon-Cutting Ceremony
9	Transit Police Spreads Holiday Joy to Families of Stone's Buddies Program
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22	NFTA Collects Over 1,300 Pounds of Food for Holiday Drive
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